



WGHC

Our tenants are paramount in everything we do

PERFORMANCE REPORT Information for **Q3**

Core Values



ACCOUNTABILITY

Our tenants are paramount in everything we do

Accountability



CUMULATIVE
01st April 2024 to
31st December 2024

West Granton Housing Co-operative

A **GREEN** background indicates benchmark **attained or exceeded**

A **RED** background indicates benchmark **missed or not achieved**



Gross Rent Arrears

WGHC's **benchmark for gross rent arrears is 1.30%**.

Gross rent arrears are the amount of rent owed by both former and current tenants, not including any payments we expect to receive from housing benefit or universal credit.

In Quarter 2, the arrears strayed just out of benchmark (0.01%) but I'm pleased to report they are just back within the approved benchmark.

Gross rent arrears as of 31st December 2024 were 1.30%

Current Tenants @ 1.17%

Former Tenants @ 0.13%



Anti-Social Behaviour

Incidents of ASB should be resolved within 20 working days. The benchmark for WGHC is that **90% of reported ASB incidents will be resolved within the 20 working days**.

Of cases resolved within the benchmark of 20 working days, on average, they are resolved within 13.8 working days.

Cumulatively for the period reported, i.e. 01/04/24 to 31/12/24, of the 24 cases, 21 were resolved within benchmark, 3 outwith.

Overall, this meant our resolution rate compared to benchmark was **87%**.



Service Complaints

In the period 1st April to 31st December 2024 WGHC received the following complaints:

Complaint Type	Number received	Number resolved within timescale
Stage 1 Complaints	22	22
Stage 2 Complaints	4	4
Total	26	26

26 Complaints logged, 10 related to customer service, 2 to Housing Management, 9 to Maintenance (remainder unspecified). Of those, 6 related to staff: 2 to Housing Management and 4 to maintenance. **All were resolved within SPSO target requirements. 17 were upheld** in favour of the complainant. Stage 1 average = **2.0 days** / Stage 2 average = **16.0 days**



Tenant Support Visits

WGHC's benchmark is to visit **24 tenants per quarter**, in terms of offering support, or, from a tenant sustainment perspective.

Cumulatively, over the reporting period, **72 visits** should have been undertaken.

96 visits were undertaken, far exceeding the benchmark. This is a fantastic achievement for WGHC.

The Housing Manager was asked if there were any "running themes" with the support, i.e. help with benefits, help with utilities etc. – The answer was a clear "no" – there is no particular issue or pattern associated with the tenant support visits.



Average Days to Relet a Property

WGHC's benchmark to relet a property is **14 days (average)**.

Cumulatively, within the reporting period 01st April 2024 to 31st December 2024, we relet **10 properties**.

On average, it took us **22.7 days** to relet an empty property.

Of the 10 relets, all **10 were allocated to homeless households** in accordance with EdIndex requirements.

Outwith relets, we also had 6 x 'successions' and 1 x 'mutual exchange' meaning that in the 9 months, there was actually a turnover of 17 properties.



Void Spend (Per Property)

WGHC's benchmark for void spend, per unit, is **£3,000 with an anticipated / budgeted stock turnover of 24 units per year**.

Cumulatively, within the reporting period, 10 properties became void and incurred void work costs.

WGHC's average void spend, within the reporting period, per property, was **£1,877.39 which is well within the benchmark**.

(It should be noted, that although we had 10 voids, **actual turnover of tenanted properties was recorded at 17:**

6 were tenancy successions and 1 was a mutual exchange)

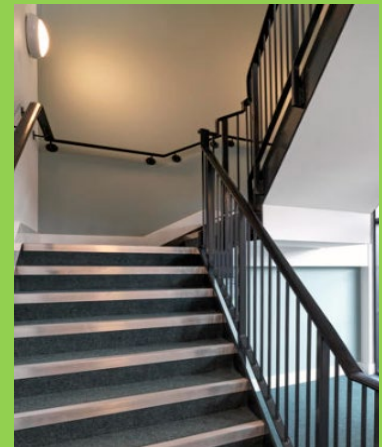


Stair Inspections

WGHC's **benchmark for stair inspections is 3 'sets' per quarter. For the reporting period, 9 should have been undertaken.**

WGHC has 13 common stairs, so the benchmark requires that each of the 13 stairs (as a 'set') are inspected @ 3 times a quarter. Within this cumulative reporting period, 9 x full sets of stair inspections were undertaken.

Therefore, 9 x full sets of stair inspections were completed, meeting the required benchmark.



Estate Management Visits

WGHC's **benchmark for estate management visits is 12 per quarter.**

This involves staff visiting each of the 17 streets within the WGHC estate and recording actions to be taken including incidents of vandalism, gardens in need of attention, damage to pavements, abandoned vehicles, collapsed drains, overgrown trees etc.

Within this cumulative reporting period, 36 x estate management visits should have been undertaken.

As such, having **undertaken 38 x estate management visits**, the required benchmark has been exceeded.



Bi-Annual Asset Management Visits

WGHC's **benchmark for bi-annual management visits is 48 per quarter.**

This benchmark is to ensure that all WGHC properties are visited at least once, every 2 years to assess their condition both internally and externally.

The surveys were not undertaken within quarters 1 and 2. They started within quarter 3. Since surveys were started in just over at the beginning of October 2024, **113 x surveys have been undertaken.** They are recorded within the tenant file, on the I-Auditor platform and a centralised spreadsheet. Many surveys have generated additional work for both the maintenance teams and housing management teams.



Average DAYS to complete a non-emergency repair

WGHC's **benchmark for attending a request for a non-emergency repair is an average of 5 working days.**

Within the reporting period, i.e. 01st April 2024 to 31st December 2024, a total of **922 non-emergency repairs** were undertaken. These repairs collectively took 4744 days to complete. Therefore, the average response time to complete non-emergency repairs was **4.2 working days, which is within the required benchmark.**

complete non-emergency repairs.



Number of Works orders completed in scope:		922
Total Working Days:		4744
less excluded days to discount	881	3861
Average Days		4.2



Average HOURS to attend for an emergency repair

WGHC's **benchmark for attending a callout for an emergency repair is an average of 3 hours.**

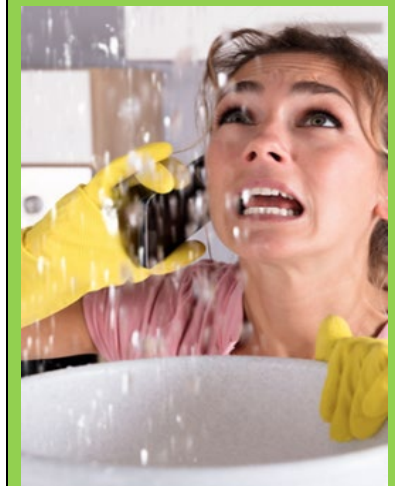
Within the reporting period, we had a total of **85 emergency repairs**. These repairs, collectively, took 170 hours to complete.

On average, we attended to an **emergency repair within 2 Hours 00 Minutes** which is well within the benchmark requirement.

complete emergency repairs.



Number of Completed Emergency Works orders in Period		85
Total Elapsed Hours to Complete (decimalised):		170
Average Hours / Mins (2Hrs 0Mins)		2.00



Repairs Inspections

WGHC's **benchmark for pre or post inspections of repairs is 10% of all repairs carried out per quarter.**

Cumulatively, during the reporting period, **1417** work orders were raised. As a result, at least **142 post-work inspections** should have been undertaken.

Cumulatively for the period between 01st April 2024 and 31st December 2024 a total of **161 inspections** were undertaken which equates to **11.5% of the total jobs undertaken**, which exceeds the required benchmark.



Contractor Management

WGHC's **benchmark for contractor management meetings is 9 per quarter**. The main purpose of these meetings is to discuss ongoing performance, assess KPIs and maintain working contractual relationships.

For the period 1st April 2024 to 31st December 2024, **18 meetings** should have been held. **Only 2 meetings were held**.

During the last quarterly performance report, we indicated we would address this with the maintenance team. We're pleased to report that in January 2025, **13 x Contractor Management Meetings were undertaken** – with more booked for implementation. I would hope the benchmark will now be achieved. **£252,387.89** was spent during the reporting period across our major and minor contractors

WGHC "Top 10" Contractor Spend

Lothian Gas	£42.4k
David Mackenzie Plastering	£36.6k
E W Joinery	£33.5k
Kerax	£31.2k
Harbour Connections	£29.1k
Craig Brown Electrical	£24.5k
J & E MacGregor	£14.8k
Iain Shaw Roofing	£12.1k
FME Flooring	£9.9k
MENCO	£6.9k

Tenant Satisfaction with Quality of new home

WGHC survey every tenant in the year, who move into a WGHC property. We ask the tenant how satisfied they are with the quality of their new home. Within the cumulative reporting period, 12 tenants changed properties. Statistics based upon PAVs undertaken. WGHC's benchmark for this KPI is **95% of tenants report being satisfied**.

100% of WGHC have indicated they are either Very or Fairly Satisfied with the quality of their home, meaning this benchmark has been exceeded.

Satisfaction Level	No. of tenants	%
Very Satisfied	9	75%
Fairly Satisfied	3	25%
Total	12	100%



Void Loss

WGHC's **benchmark for void loss is 0.5%**.

This is the amount of rent lost due to properties lying empty as a percentage of the total amount of rents due.

For the cumulative reporting period from 01st April through 31st December 2024, WGHC's void loss was **£1,726.00** – which is **£4,640.00 better than budget. (72%)**

Therefore, the overall void loss was **0.12% which came in 0.07% under the benchmark**.



Interest Cover

The benchmark for interest cover is **110%**

The interest cover ratio is used to determine a company's ability to pay interest on its outstanding debt. It measures how many times a business can cover the current interest payments based on the calculated surplus.

A ratio of 110% means that a company can cover its loan interest payments 1.1 times over.

Therefore, WGHC's current interest cover of **562%** means that it is making enough of a surplus to pay loan interest payable 5 times over, **which far exceeds the required benchmark**

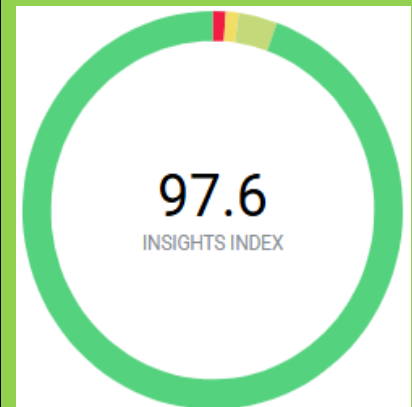
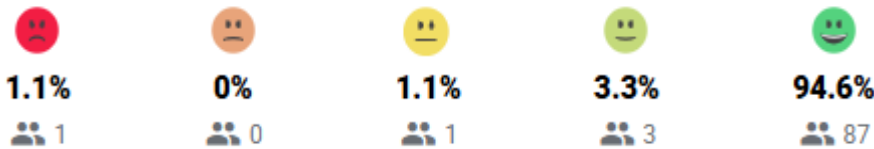


Tenant Satisfaction Visiting the WGHC Office / Staff Interaction

This is currently **not a benchmark** for WGHC.

92 tenants interacted with the survey button in WGHC reception in the first quarterly period from 01st April 2024 to 31st December 2024 to indicate their happiness in the way in which they had been treated during their visit.

1 Tenant expressed clear signs of being unhappy / dis-satisfied
87 Tenants expressed clear signs of being happy / satisfied



Damp, Mould and Condensation

This is currently **not a benchmark** for WGHC.

However, given the importance of tenant health and safety, along with a requirement from the Scottish Housing Regulator, WGHC records the number of cases reported by tenants and the actions undertaken.

For the reporting period 01st April to 31st December 2024, WGHC received **11 reports** of either **damp, mould or condensation** and all have been inspected and treated by WGHC contractors using specialist mould remover, primers and paint.

WBG (auditors) have just audited this area of WGHC performance reporting a **“strong”** outcome finding.



Asbestos / RAAC

This is **not a benchmark** for WGHC. It is reported, however, to give assurance to the Committee of Management and Tenants.

All WGHC properties were built after 1990 and none were constructed using or containing asbestos.

Equally, none of WGHC stock has any (RAAC) – Reinforced Autoclaved Aerated Concrete.

An asbestos register is centrally held within the WGHC maintenance / compliance folders and annual assurance evidence banks.



Gas Safety

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to Committee to give assurance and confirmation to the Committee of Management and Tenants.

As at 30.09.24 all of our stock had a valid landlord gas safety certificate. All tenants are provided with a copy of the certificate for their home. During the reporting period, **357 Gas Safety Checks** were undertaken.

In addition, WGHC commission the services of an independent Gas Safety Consultant inspect a 10% random sample of boiler installations from each boiler replacement programme.



Electrical Installation Condition Reports (EICRs)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

As at 31.12.24 all our stock had a valid electrical safety certificate, i.e. within the 5 years required.

In the reporting period, **11 x EICRs** were undertaken to ensure WGHC remained compliant with the rolling EICR programme.

Between 11 January 2021 and 31 December 2024 all 372 WGHC properties have been inspected and have a current, valid, certificate. The rolling programme is due to re-commence in 2025.



Energy Efficiency Standards for Social Housing (EESH)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

As of 31st December 2024, **100% of WGHC's lettable stock met the EESH standard:**

311 properties have an Energy Efficiency Rating of C
61 properties have an Energy Efficiency Rating of B

(which means that these 61 already meet the EESH2 required Energy Efficiency Rating of 81 (EPC Rating B). It should be noted that EESH2 is likely to be replaced by SHNZS.



Fire Safety / Smoke Alarms – Interlinked Systems

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants. Following the Grenfell Tower tragedy in 2017, the law in Scotland changed and as of 1st February 2022 all homes are required to have interlinked alarms.

All of WGHC's stock had interlinked smoke alarms and heat alarm (in the kitchen) by October 2020. The heads of each individual alarm unit need to be replaced every 10 years.

The alarms should be periodically checked by tenants. WGHC take note of alarms during VOID inspections and Asset Management Visit surveys.

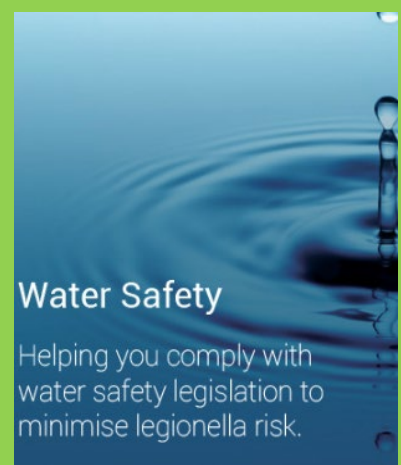


Legionella and Water Safety

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

Testing or sampling for legionella is not usually required for domestic hot and cold water systems. An information leaflet is provided to WGHC Tenants at their sign-up and is also available on our website, giving guidance as to the steps to take within their own home.

In the case of the WGHC office, an **annual legionella risk assessment is undertaken and recorded.** With regards to the cold water storage tank at the Forthquarter development, this is emptied, disinfected, refilled and tested on an annual basis.



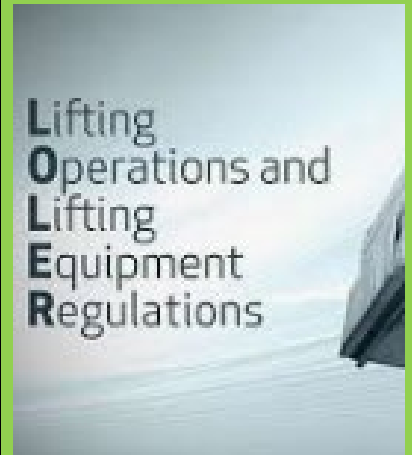
Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

WGHC has 3 lifts sited in its flatted developments at 6 & 10 Colonsay Close and 65 Waterfront Park. The lifts are small and designed to carry a load of 8 persons or less.

LOLER Regulations do not apply directly to passenger lifts in residential premises used by residents. However, WGHC still has responsibility to ensure the safety of this equipment.

Zurich Insurance Engineers carry out annual LOLER Inspections for all our 3 lifts, in addition to Saltire Lift Services Ltd undertaking annual & reactive maintenance services.



Scottish Housing Quality Standard (SHQS)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

As of 31st December 2024, WGHC **meets the SHQS criteria across 91.13%** of its lettable stock.

Some tenants have requested the removal of cupboards to allow space for white goods such as a tumble dryer or dishwasher.

We aim to fit cupboards into kitchens when we can (for example, when a property becomes void) but in putting our tenants first we have to respect they may not want them.



Portable Appliance Testing (PAT Testing)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

Annual PAT testing was undertaken across all 'in scope' appliances within the WGHC office in June 2024 by Craig Brown Electrical Contractors.

A centralised register of appliances is held and maintained by the Reactive Maintenance Officer.

