

Abronhill Housing Association

Performance Analysis Visit 2022/23
October 2023

- **Satisfaction** has on average continued to reduce across the sector. Those who have carried out new surveys have tended to see a reduction in satisfaction compared to their previous survey
- Despite the challenges this year in achieving EICR and Fire Safety requirements, RSLs have on average seen an **improvement in achieving SHQS**. LA's have also seen improvement but less progress overall
- Based on our voluntary **EESSH** Return data, there's been an **upward trend in compliance for RSLs** post pandemic while LAs have remained at a similar level to last year
- **Emergency repairs timescales** have begun to level off for LAs, but RSLs on average have seen a continuing upward trend (although RSLs are about an hour quicker to respond)
- **Non-emergency repairs timescales** improving for RSLs, but LAs continuing to see timescales increase, albeit at a slower pace than last year

- Despite this, improvements in **repairs satisfaction** for LAs compared to last year, RSL satisfaction declining
- **Gas safety fails** not yet back at pre-pandemic levels but reducing. A small number of landlords – both Councils and RSLs - make up a large proportion of all fails
- **Tenancy sustainment** is improving for both LAs and RSLs, including lets to homeless households
- **Rent increases across the sector** - but less than inflation. More pronounced amongst RSLs.
- **Rent collected** as a percentage of rent due – improving for LAs, reducing for RSLs - but RSLs still collecting more
- **Continuing increase in arrears for LAs**, RSLs remaining approximately in a similar position to previous years
- **Increasing relet times** for LAs, RSLs remaining at a similar level to last year - marginal increase

Comparator Organisations

Abronhill Housing Association
Blochairn Housing Association
Copperworks Housing Association
Craigdale Housing Association
Forgewood Housing Co-operative
Gardeen Housing Association
Garrion Peoples Housing Cooperative
Hawthorn Housing Co-operative
Kingsridge Cleddans Housing Association
Ruchazie Housing Association
West Granton Housing Co-operative

Tenant Satisfaction

Survey Date:

Number of tenants surveyed:

Survey Method:

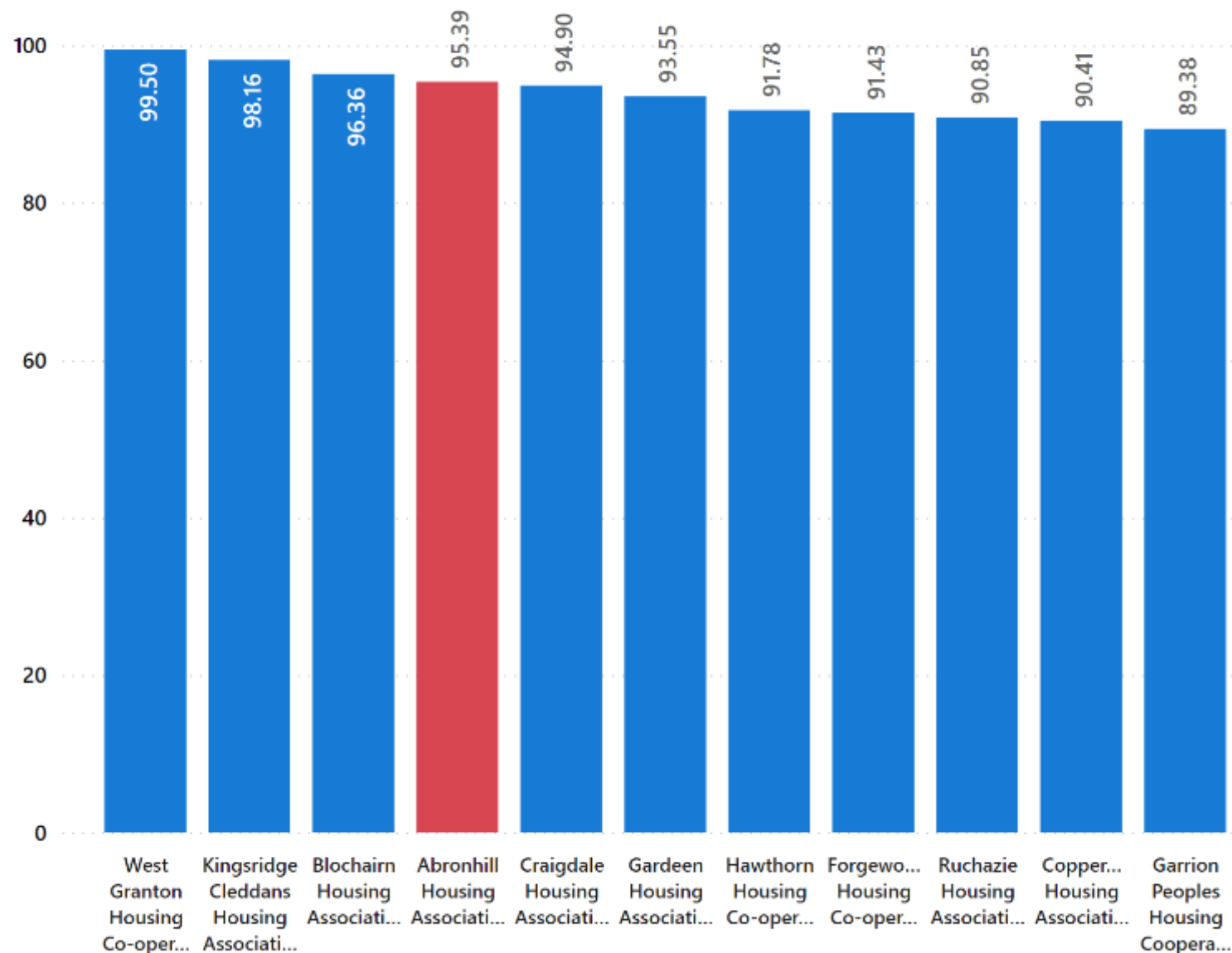
January 2023

152

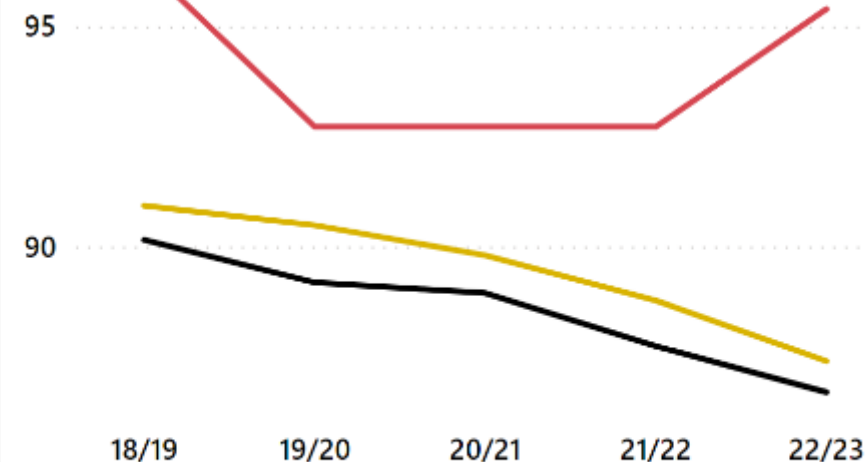
Face-to-face

Overall Satisfaction

11 Percentage satisfied with overall service



● Abronhill Housing Association ● All RSLs ● SHN Average

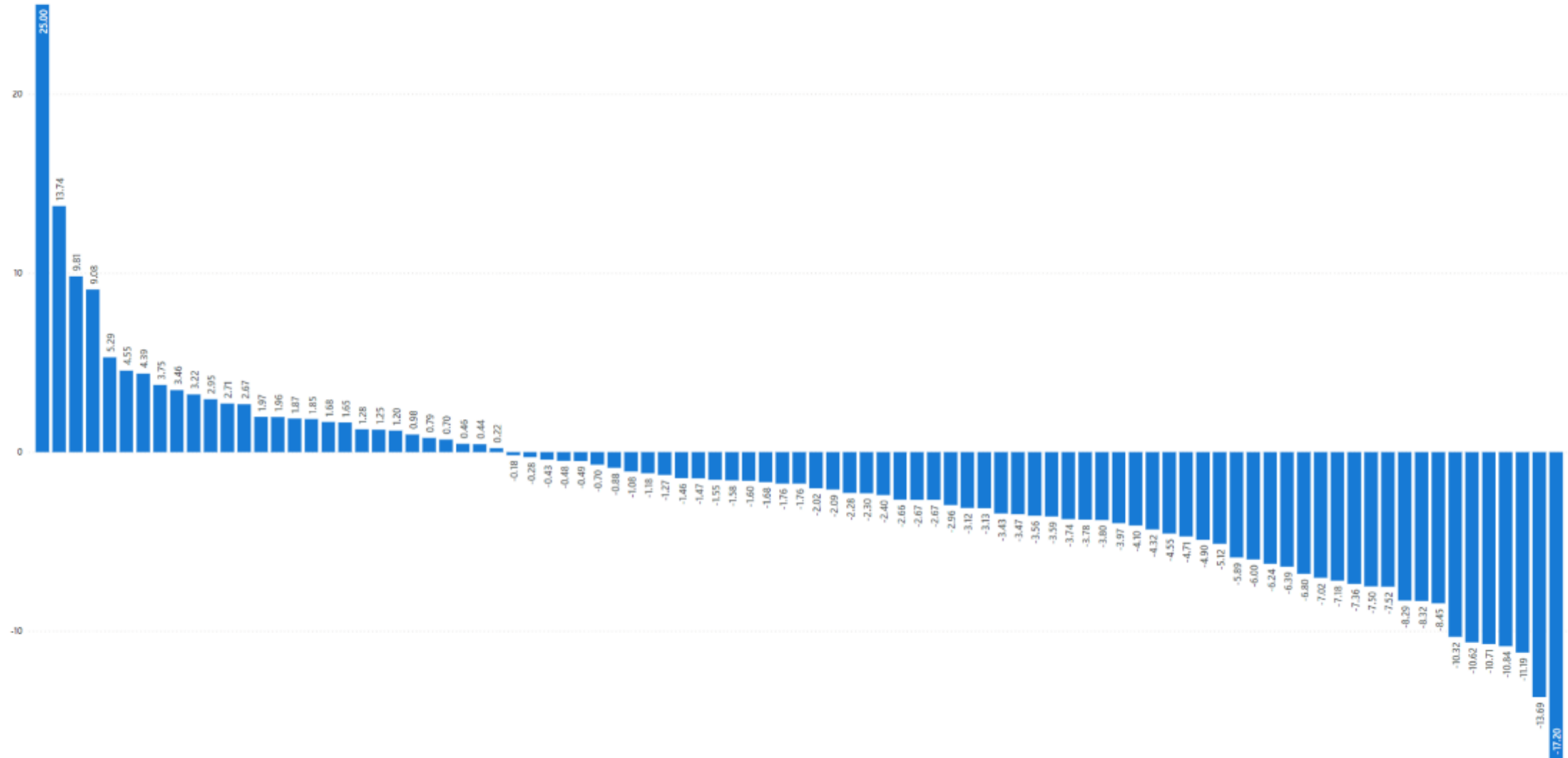


Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	92.72	92.72	95.39
Peer Group 3 - Small urban	93.43	93.28	92.70
All RSLs	89.80	88.78	87.41
SHN Average	88.95	87.74	86.70

Overall Satisfaction

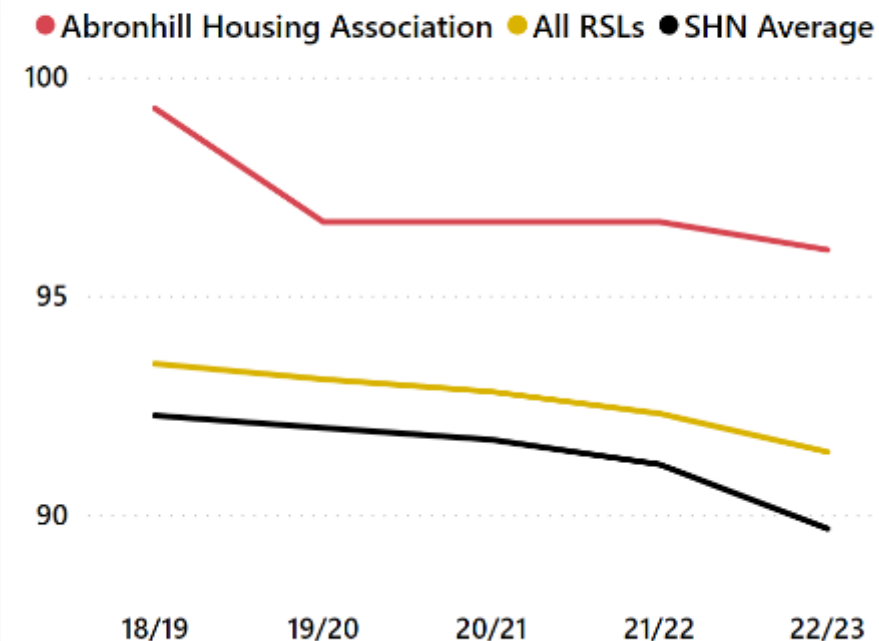
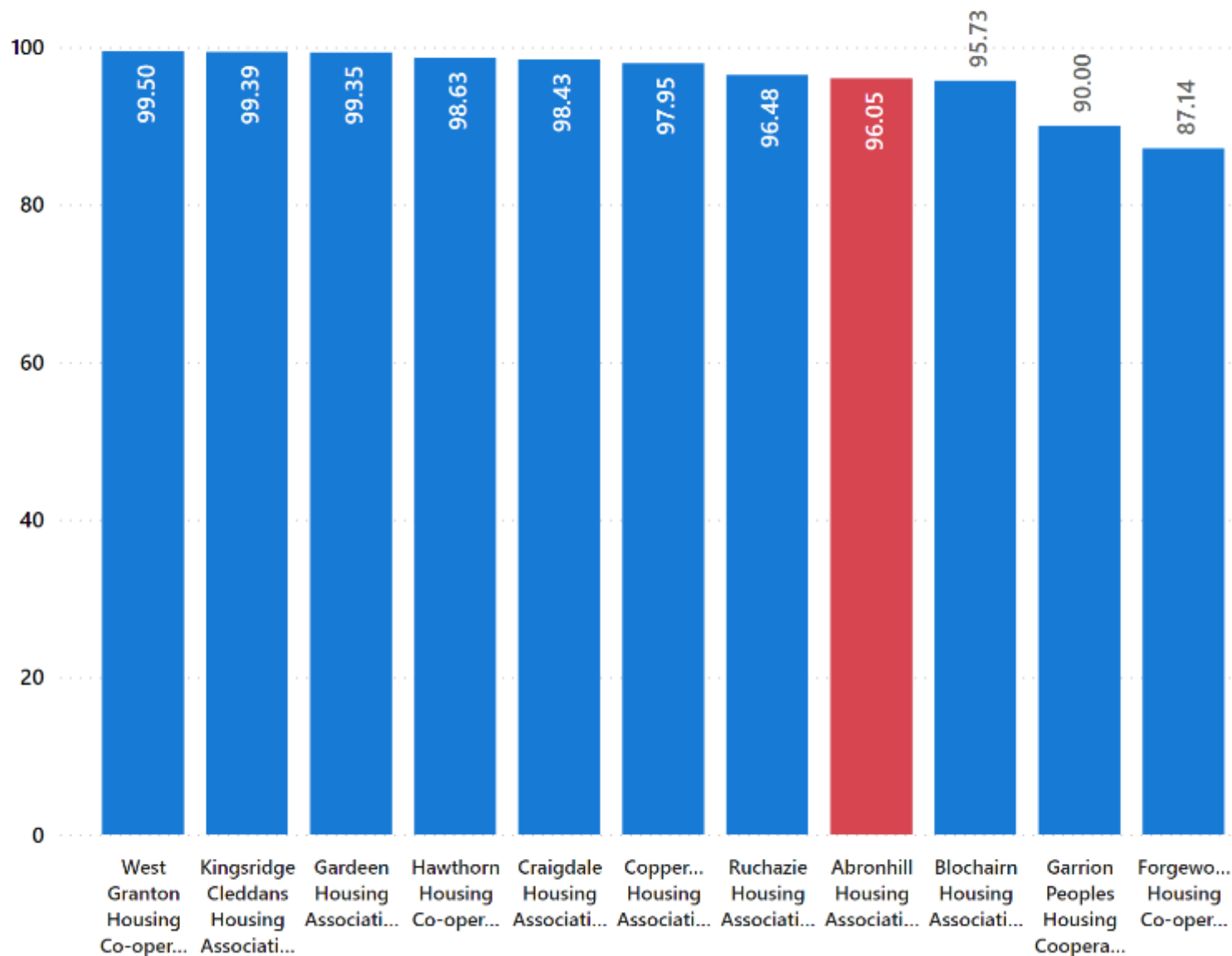
11 Percentage satisfied with overall service

Change from previous survey



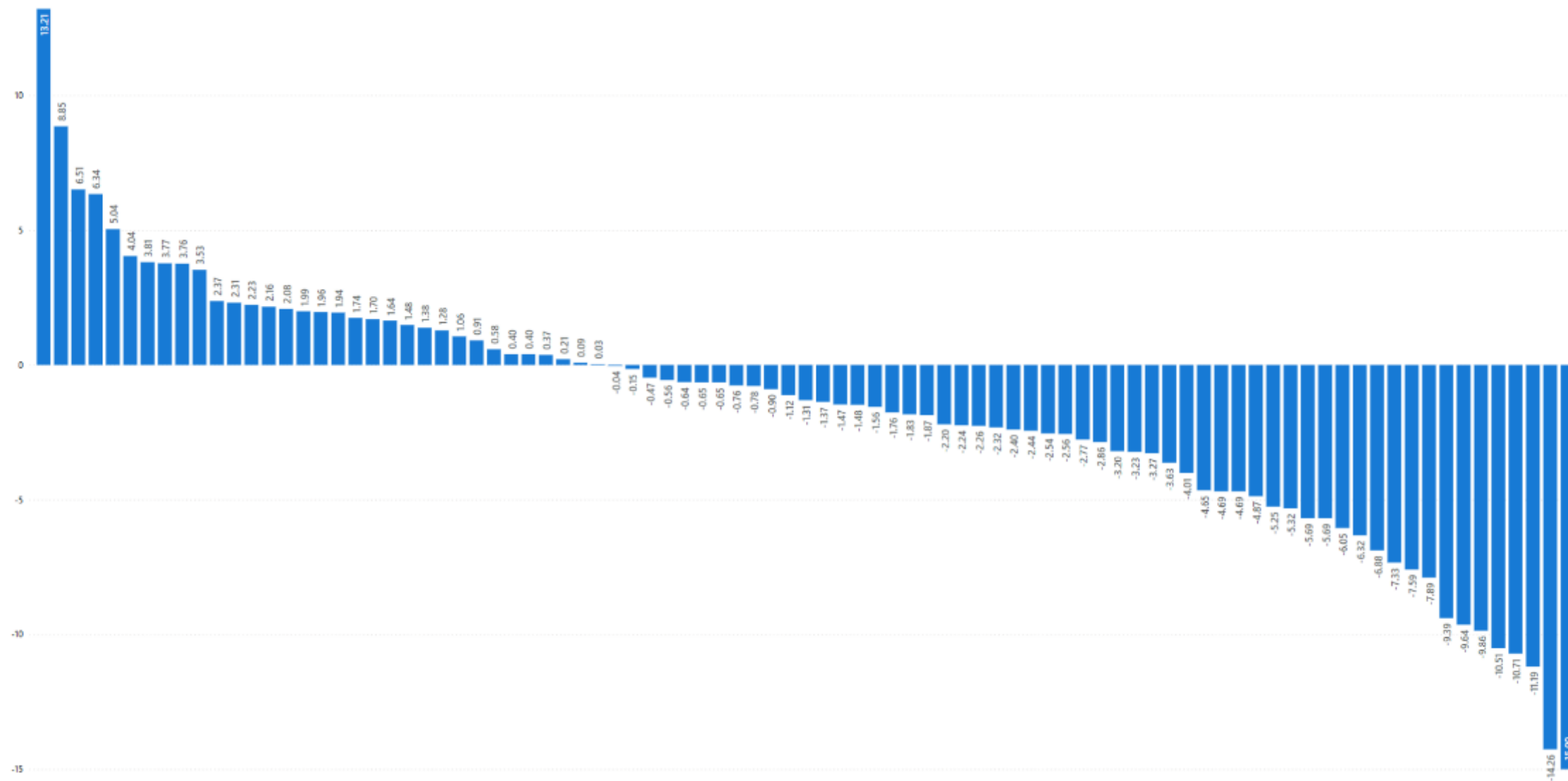
Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions



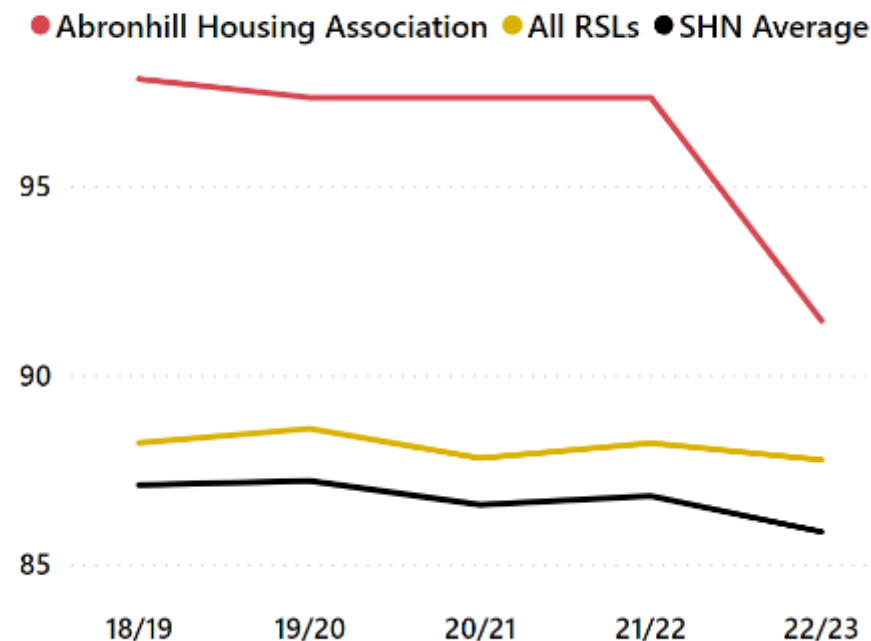
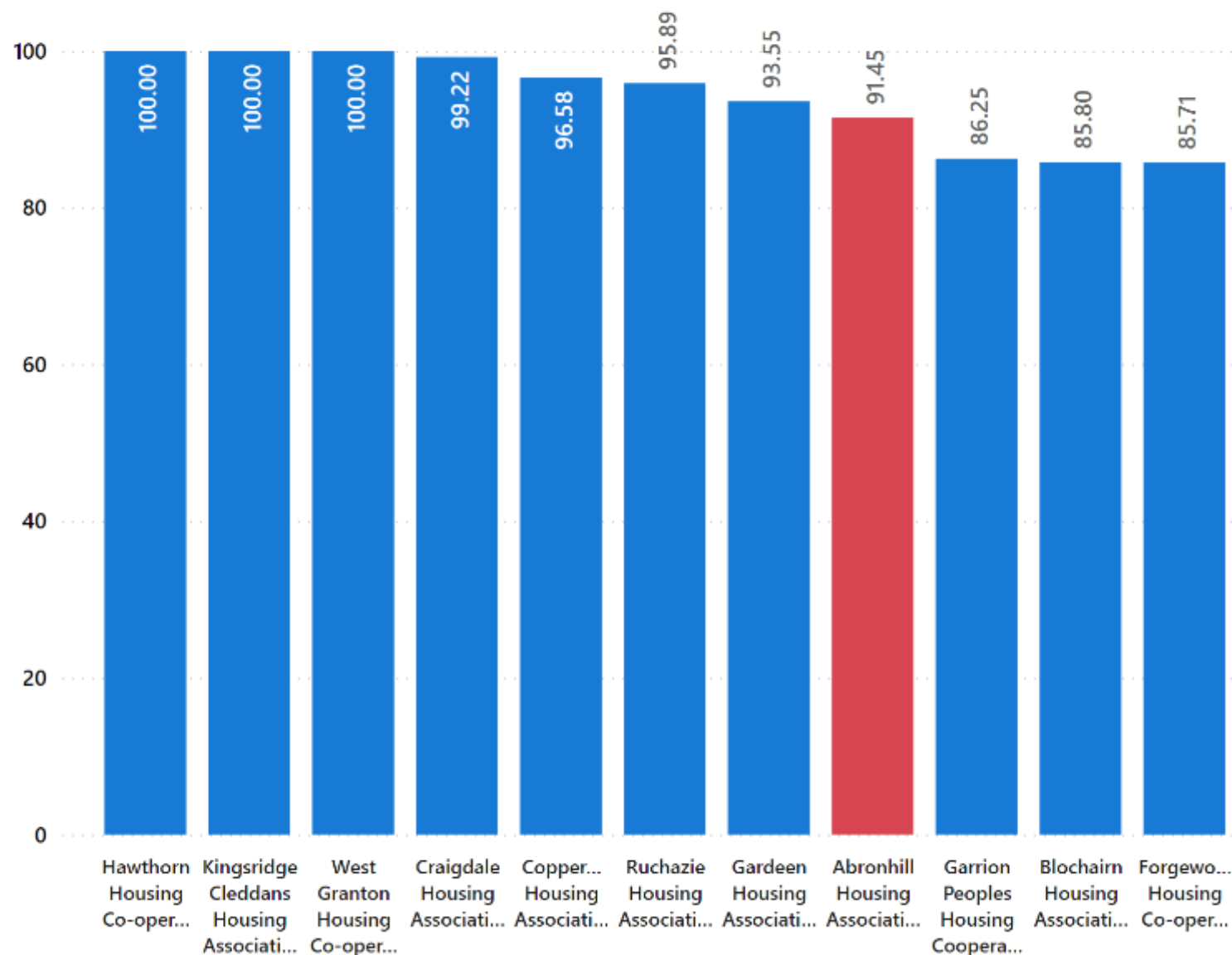
Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	96.69	96.69	96.05
Peer Group 3 - Small urban	95.53	95.62	95.48
All RSLs	92.81	92.31	91.43
SHN Average	91.71	91.15	89.68

Change from previous survey



Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

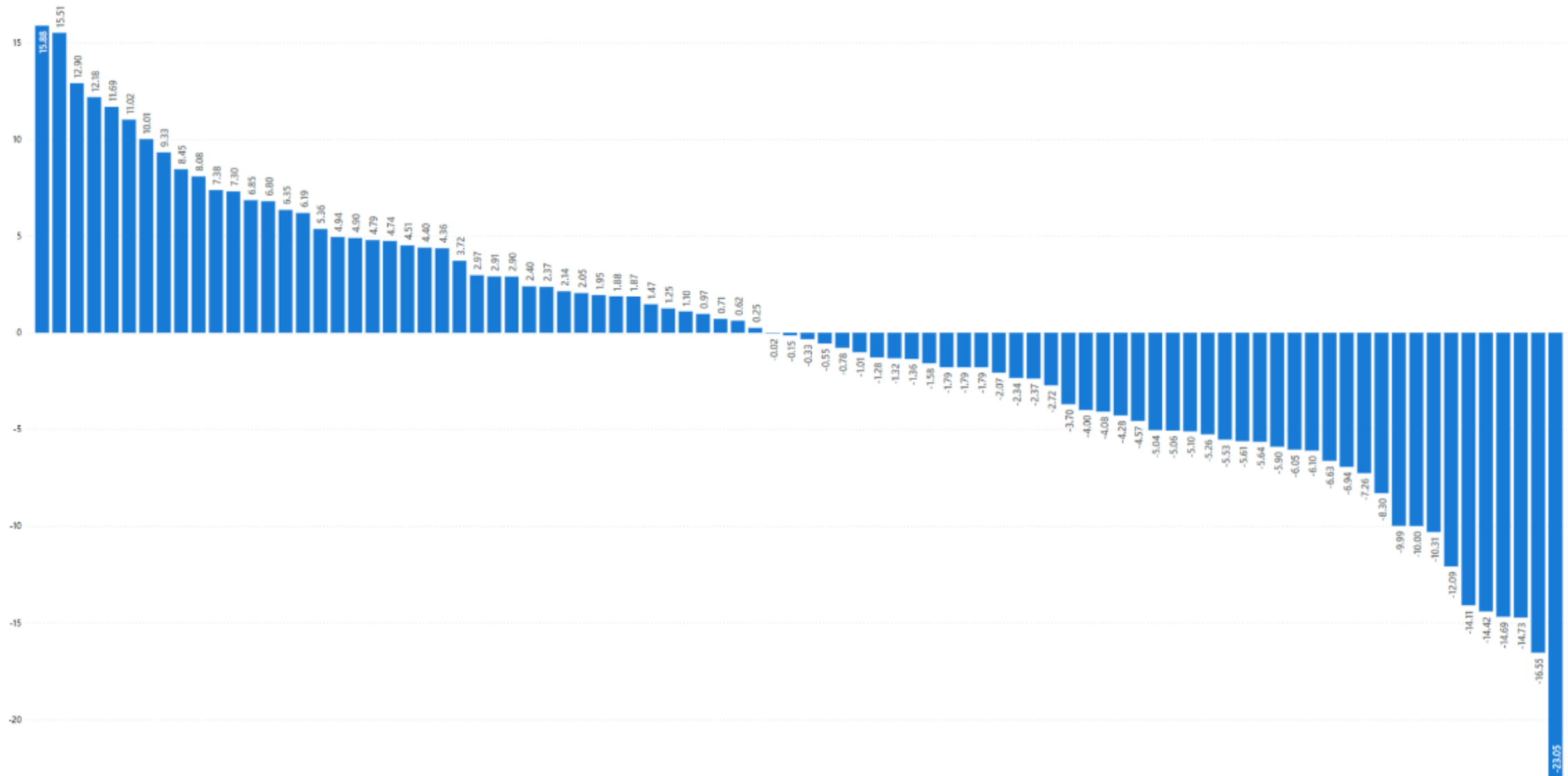


Organisation Name	20/21	21/22	22/23
Abonhill Housing Association	97.35	97.35	91.45
Peer Group 3 - Small urban	90.26	91.29	92.28
All RSLs	87.81	88.21	87.76
SHN Average	86.57	86.81	85.86

Opportunities to Participate

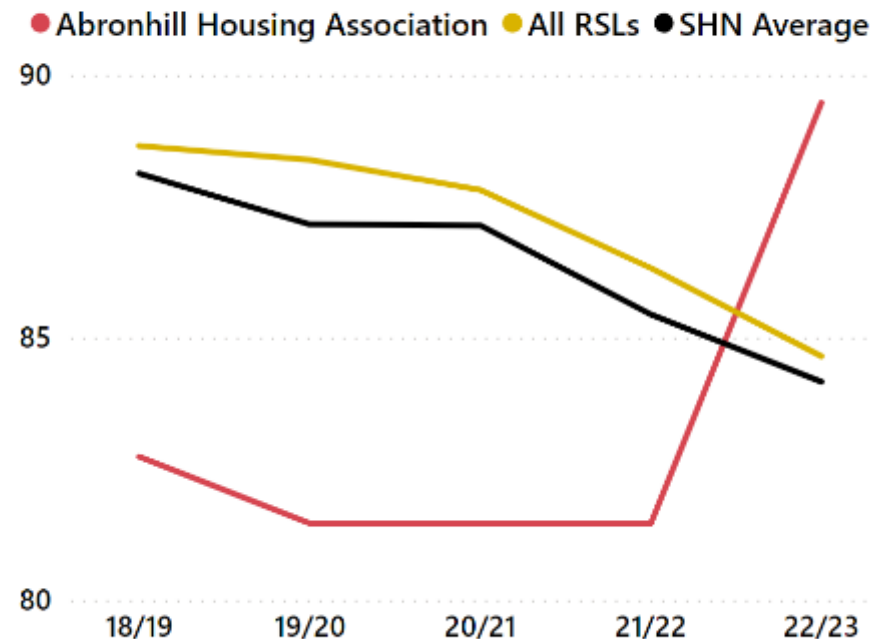
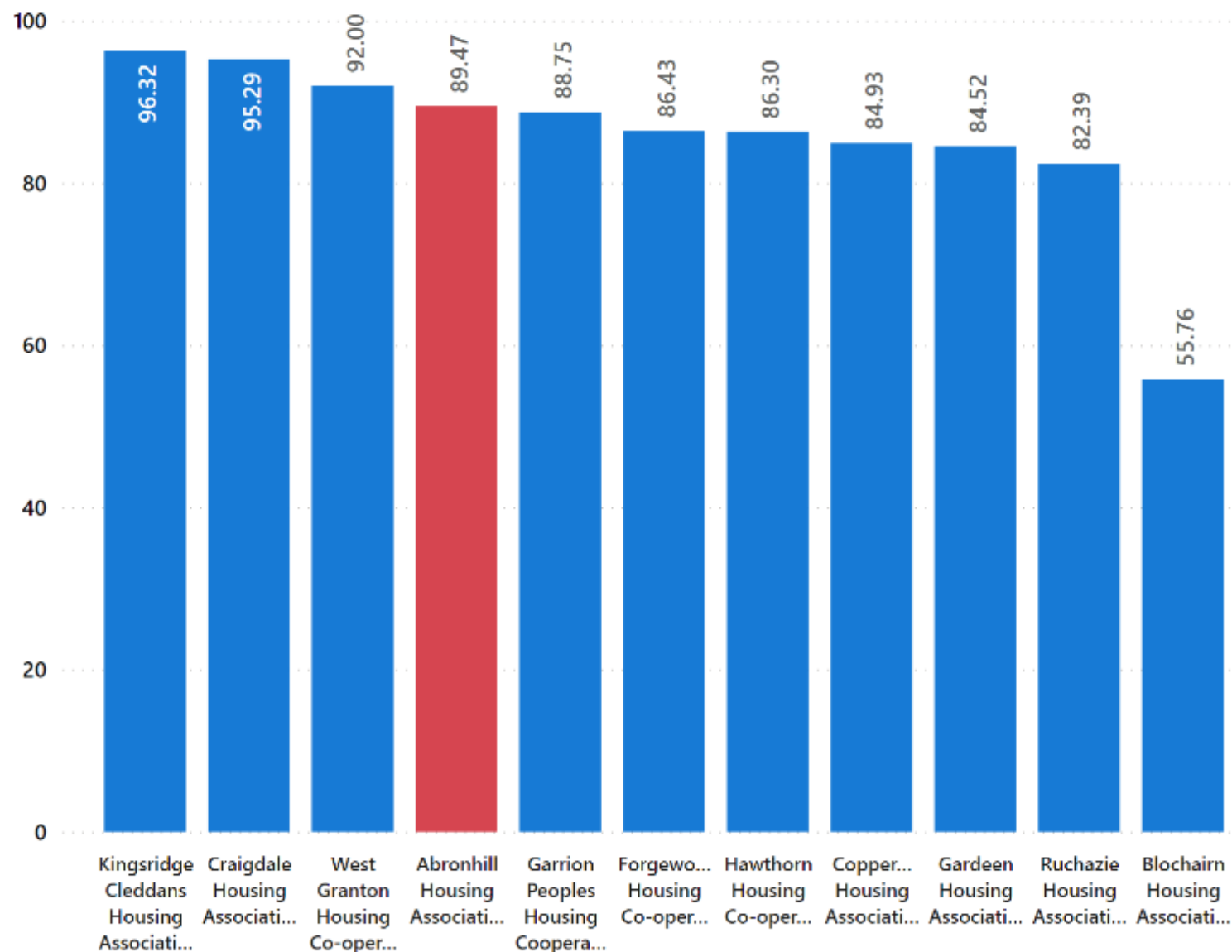
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

Change from previous survey



Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home

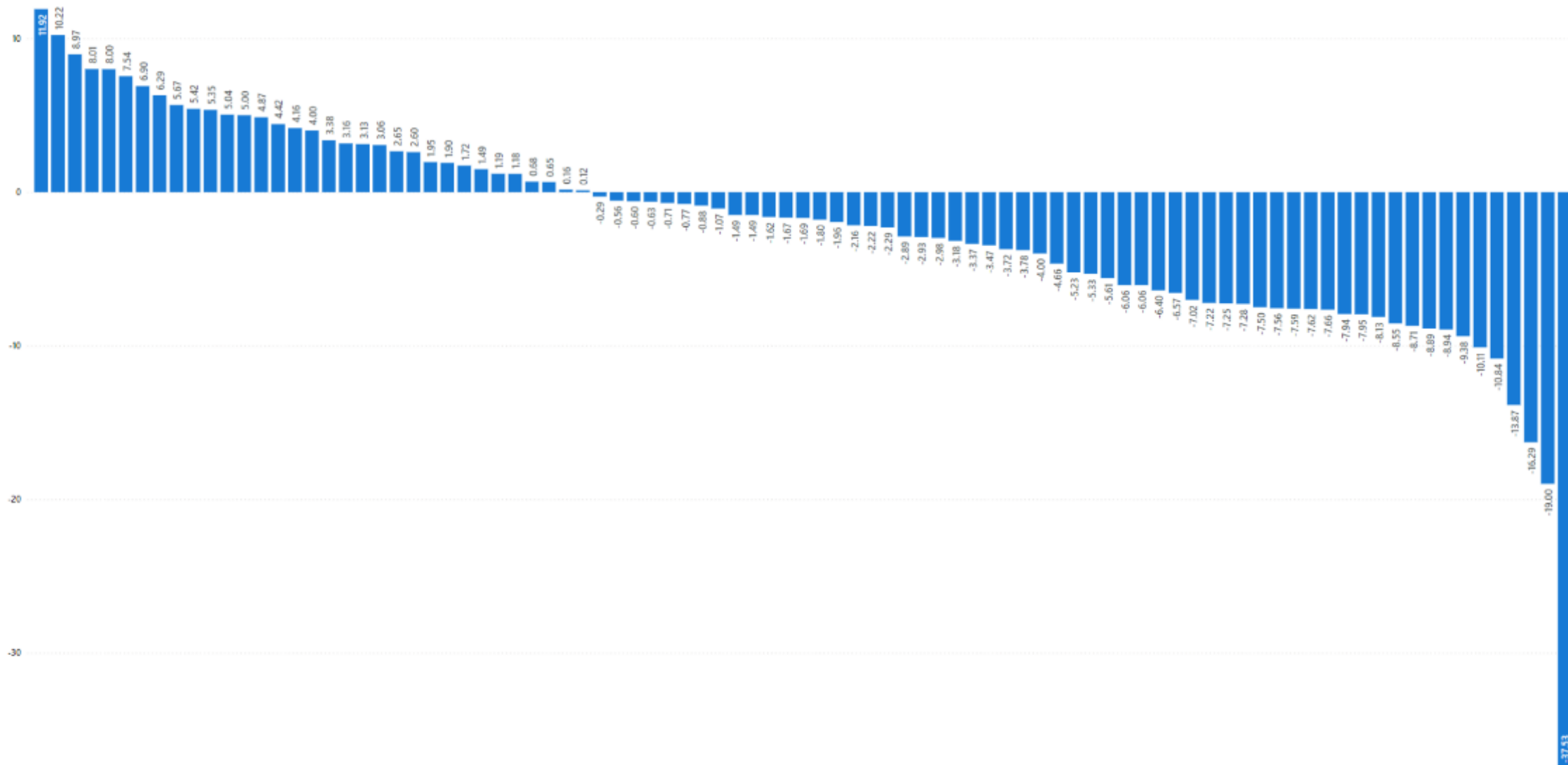


Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	81.46	81.46	89.47
Peer Group 3 - Small urban	89.02	88.28	85.68
All RSLs	87.81	86.32	84.64
SHN Average	87.14	85.44	84.16

Quality of Home

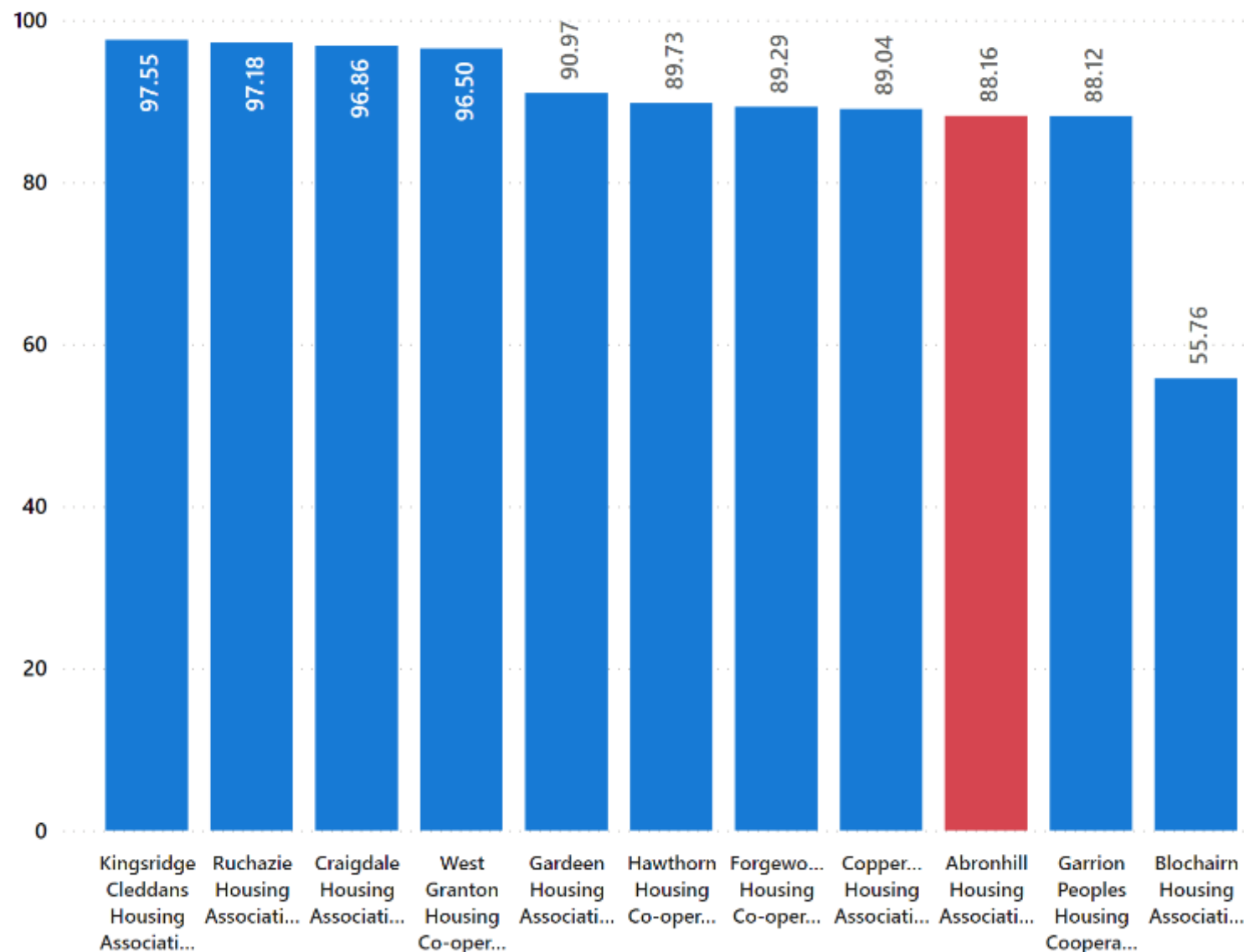
17 Percentage tenants satisfied
with quality of home

Change from previous survey

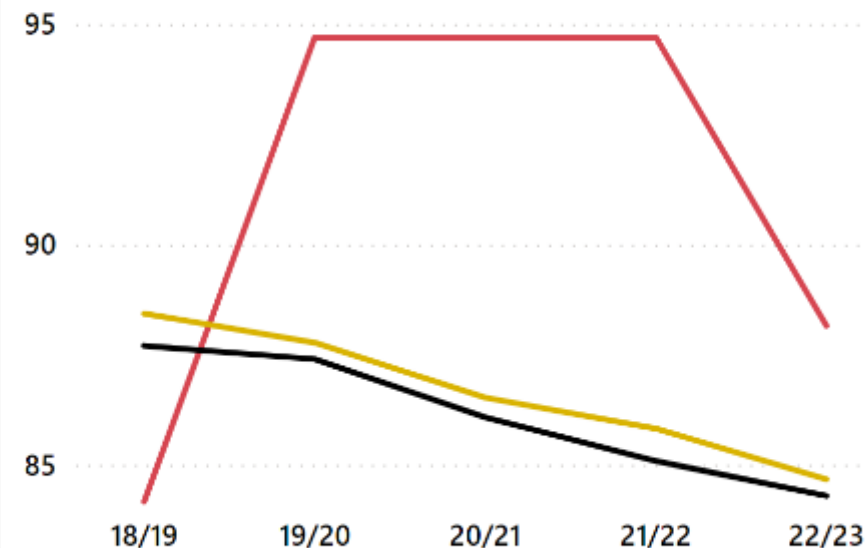


Management of Neighbourhood

113 Percentage tenants satisfied
with management of
neighbourhood



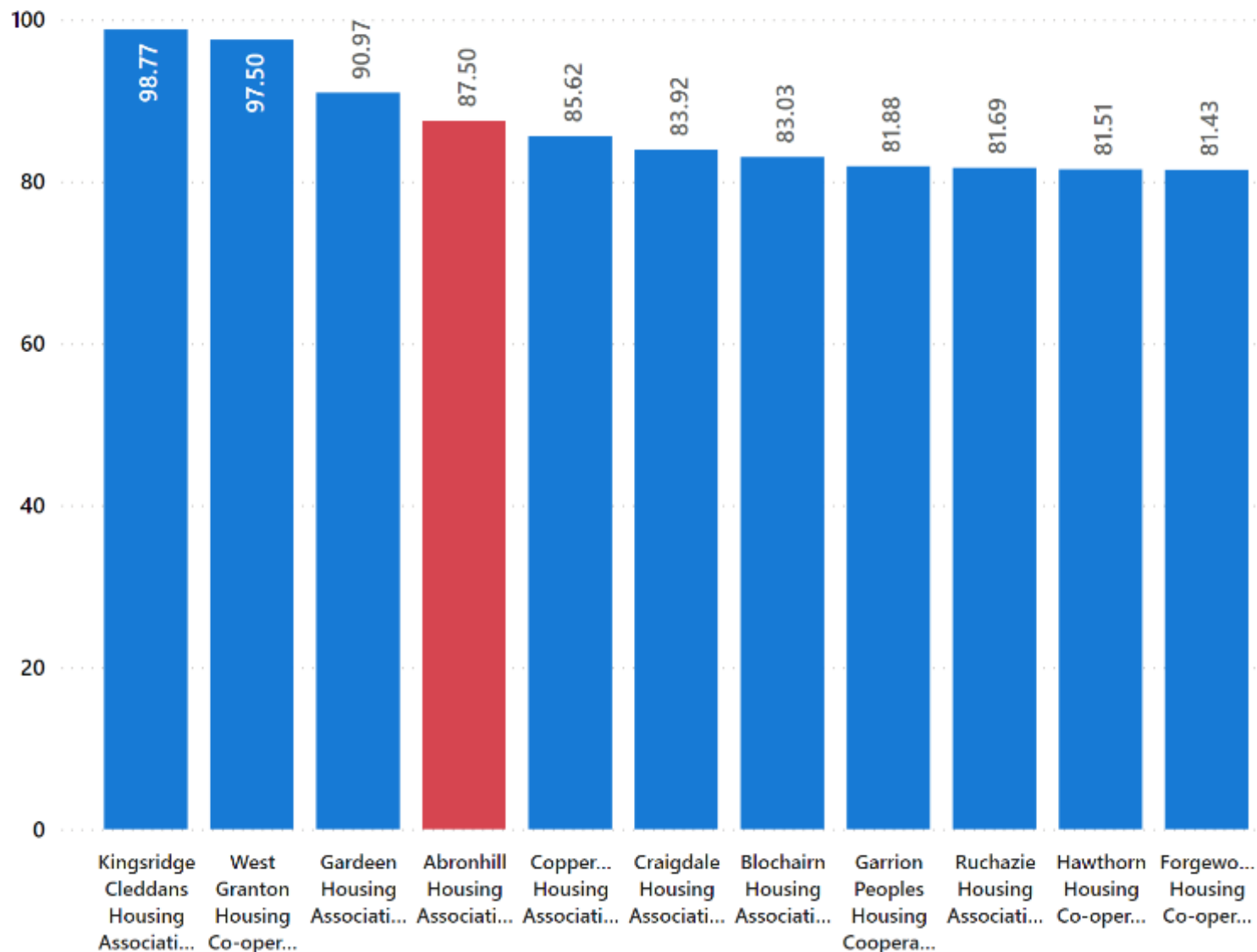
● Abrohill Housing Association ● All RSLs ● SHN Average



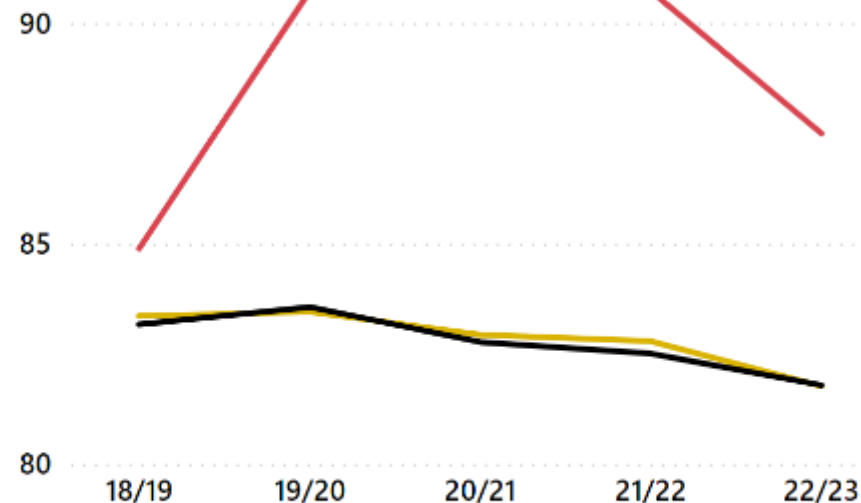
Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	94.70	94.70	88.16
Peer Group 3 - Small urban	91.46	91.51	88.98
All RSLs	86.53	85.83	84.68
SHN Average	86.08	85.09	84.30

Value for Money

125 Percentage tenants who feel rent for their property represents good value for money



● Abronhill Housing Association ● All RSLs ● SHN Average

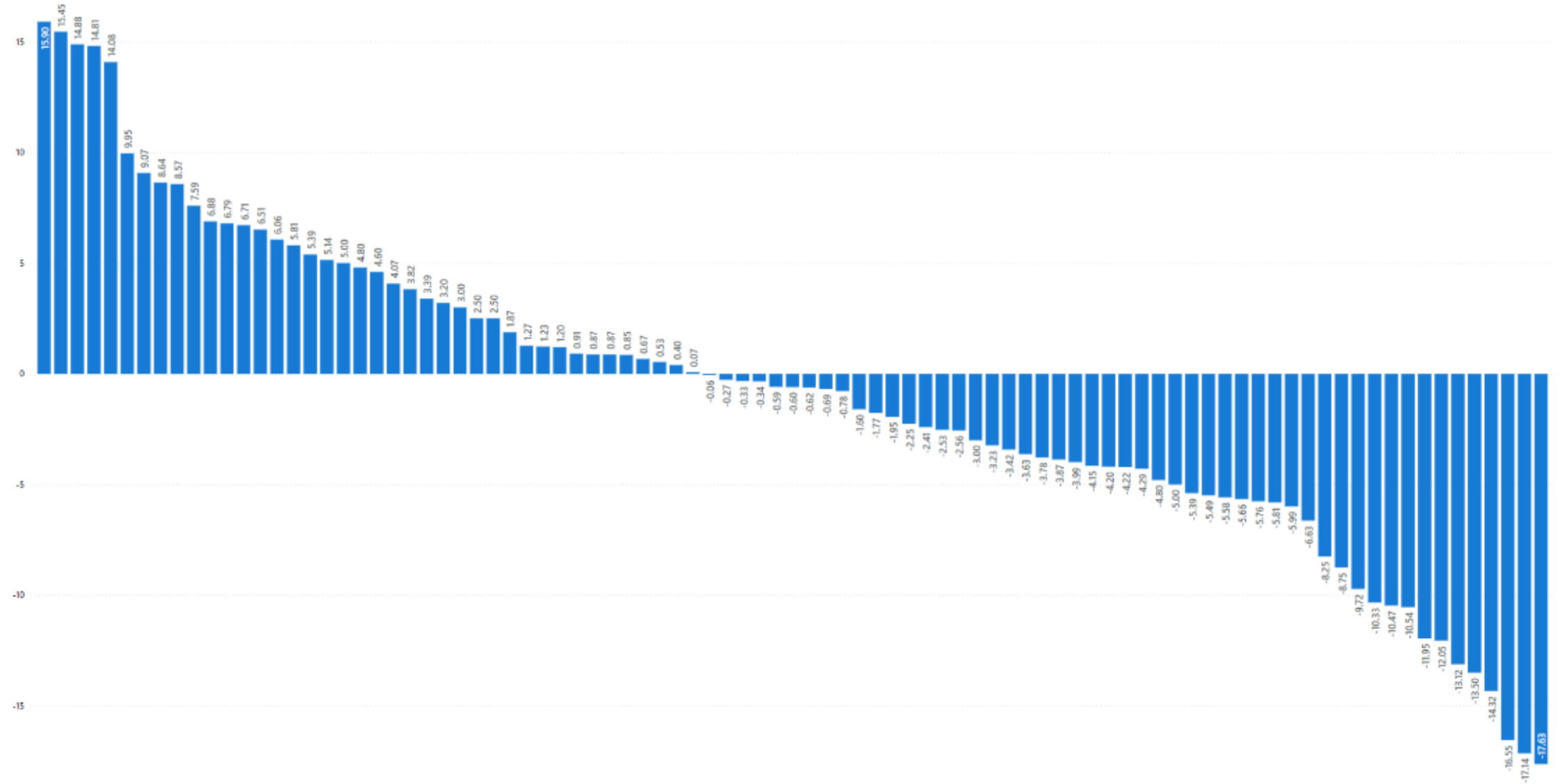


Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	90.73	90.73	87.50
Peer Group 3 - Small urban	87.87	88.55	87.83
All RSLs	82.93	82.79	81.77
SHN Average	82.77	82.51	81.79

Value for Money

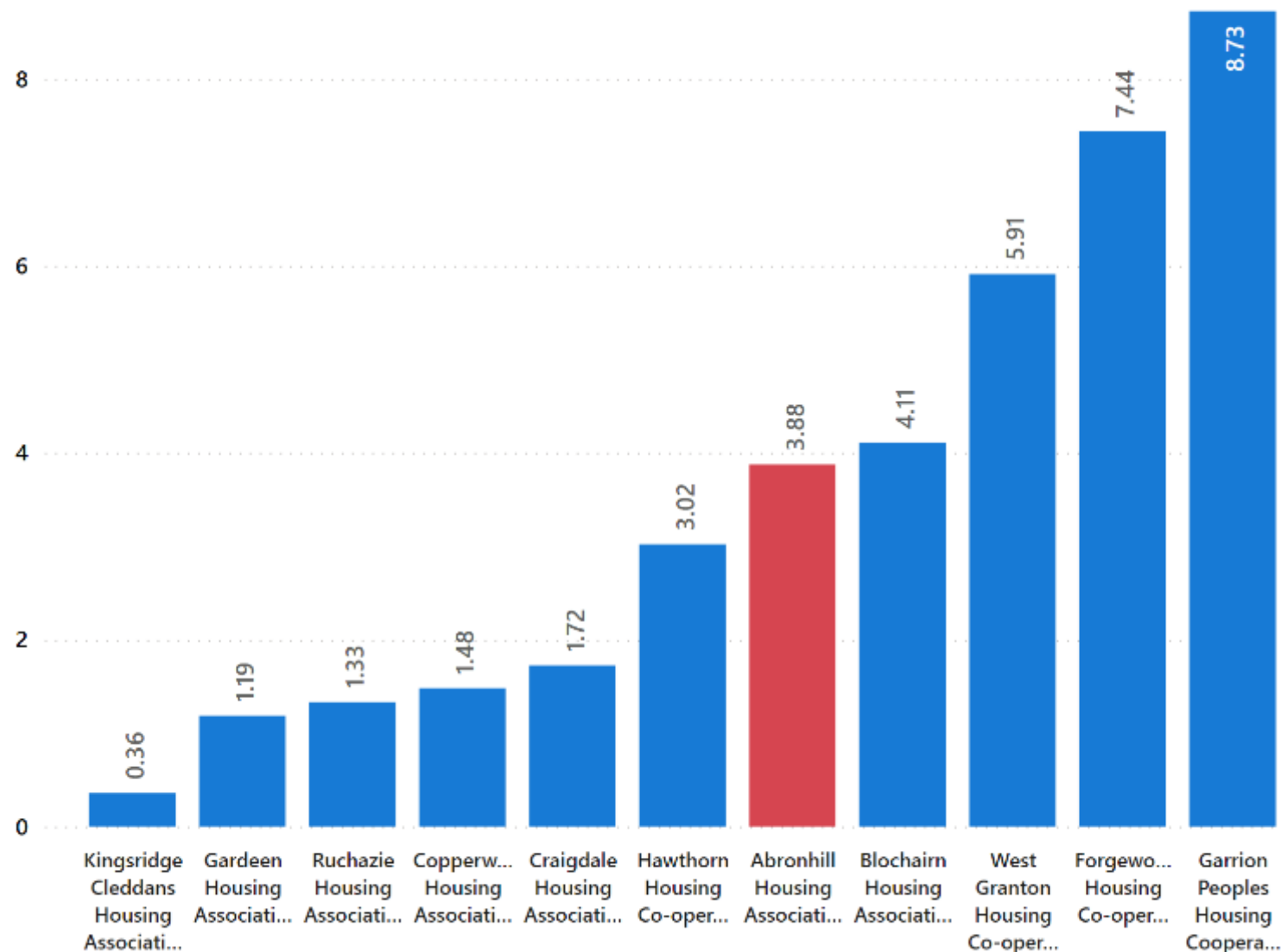
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Change from previous survey

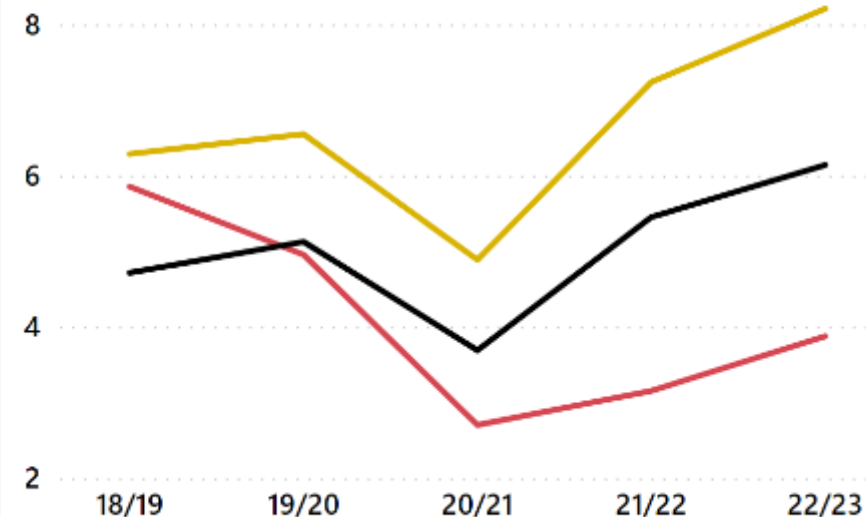


Complaints

13 complaints per 100 homes



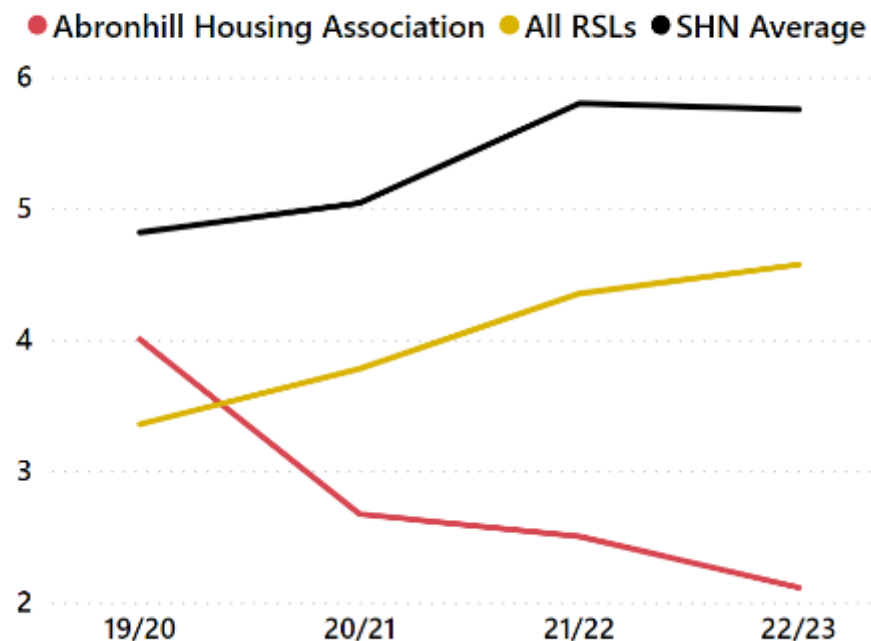
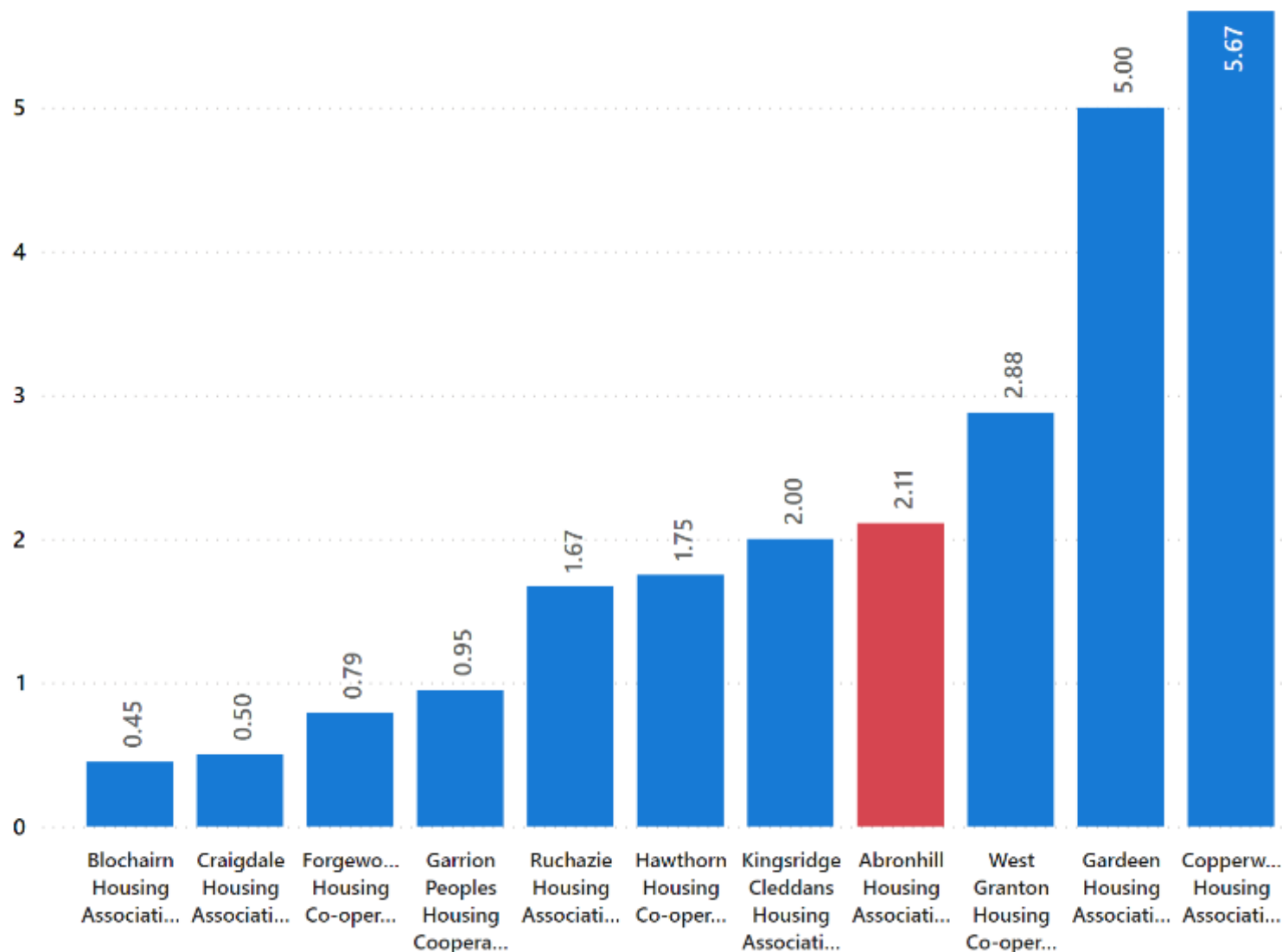
● Abronhill Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	2.70	3.15	3.88
Peer Group 3 - Small urban	4.78	5.80	4.22
All RSLs	4.89	7.24	8.21
SHN Average	3.69	5.45	6.14

1st Stage Complaints

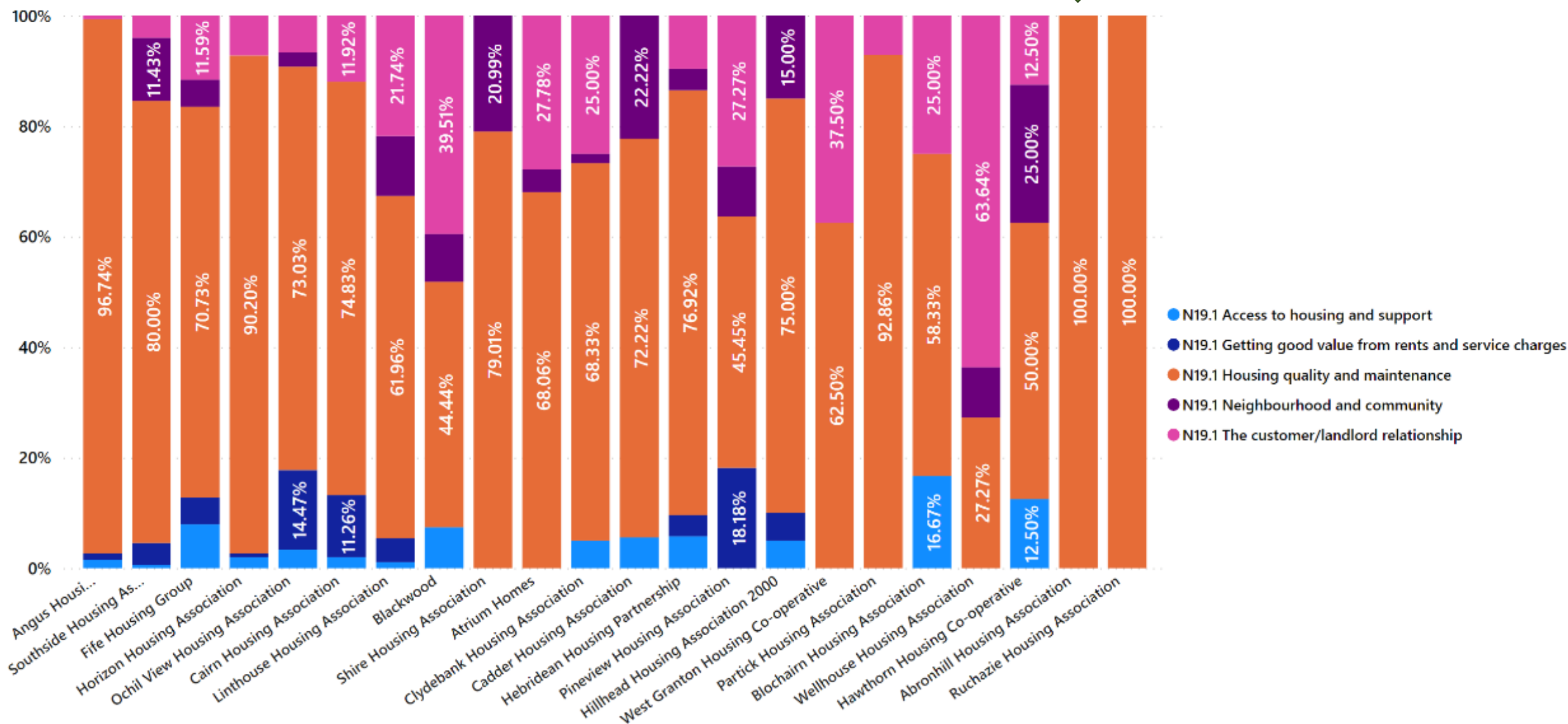
14 Stage 1 complaints average time to respond



Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	2.67	2.50	2.11
Peer Group 3 - Small urban	2.89	2.25	2.16
All RSLs	3.78	4.35	4.57
SHN Average	5.04	5.80	5.75

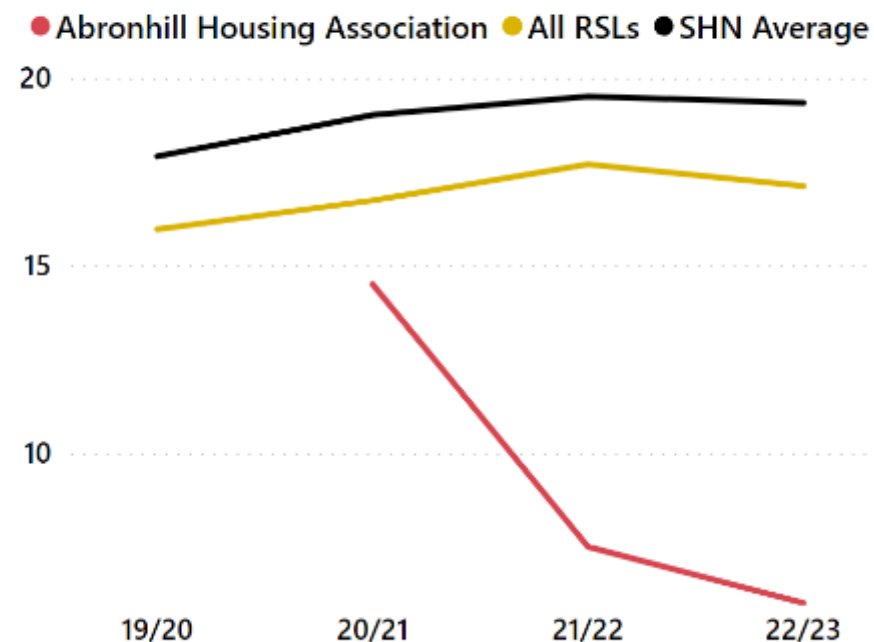
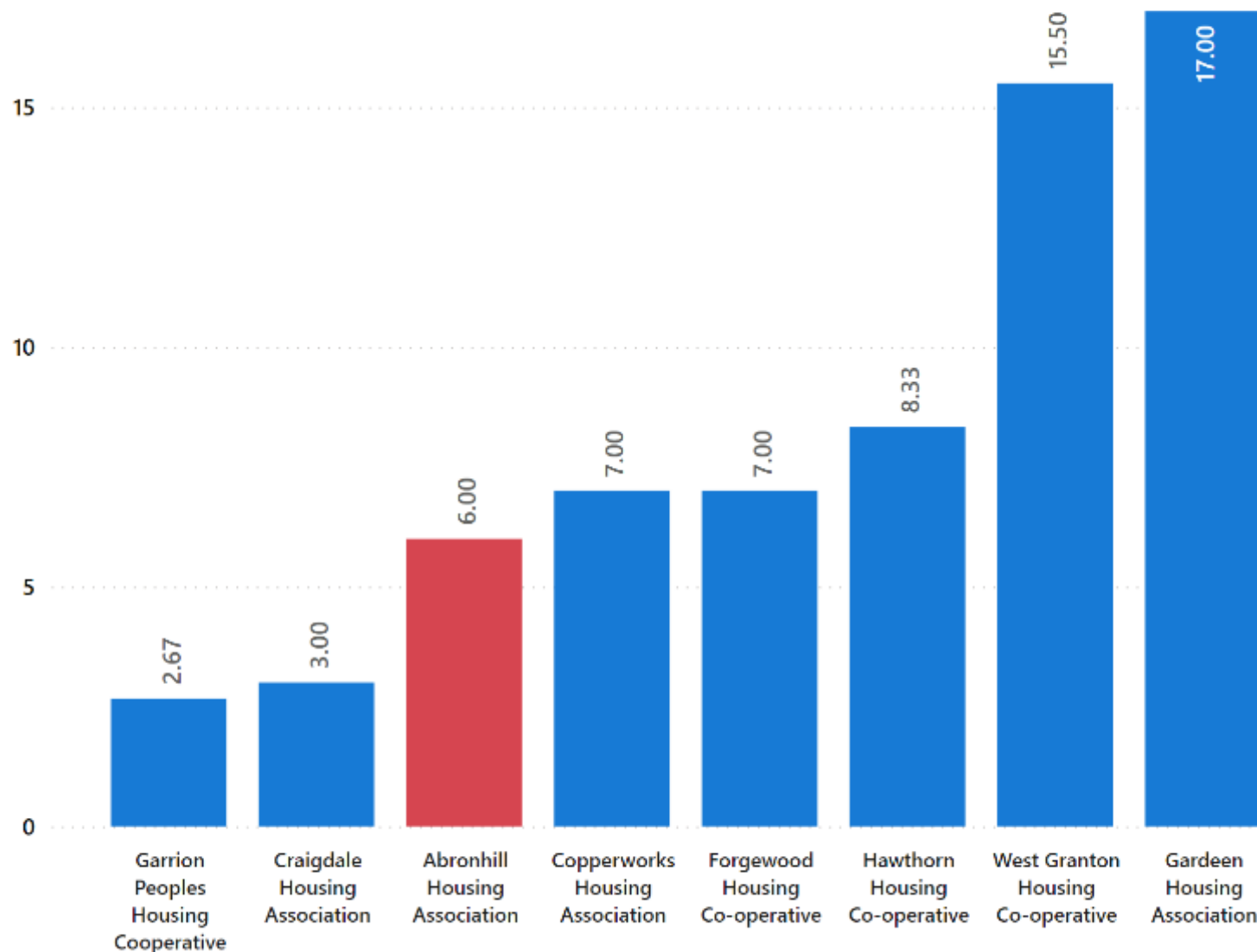
1st Stage Complaints

N19 Stage 1 complaints



2nd Stage Complaints

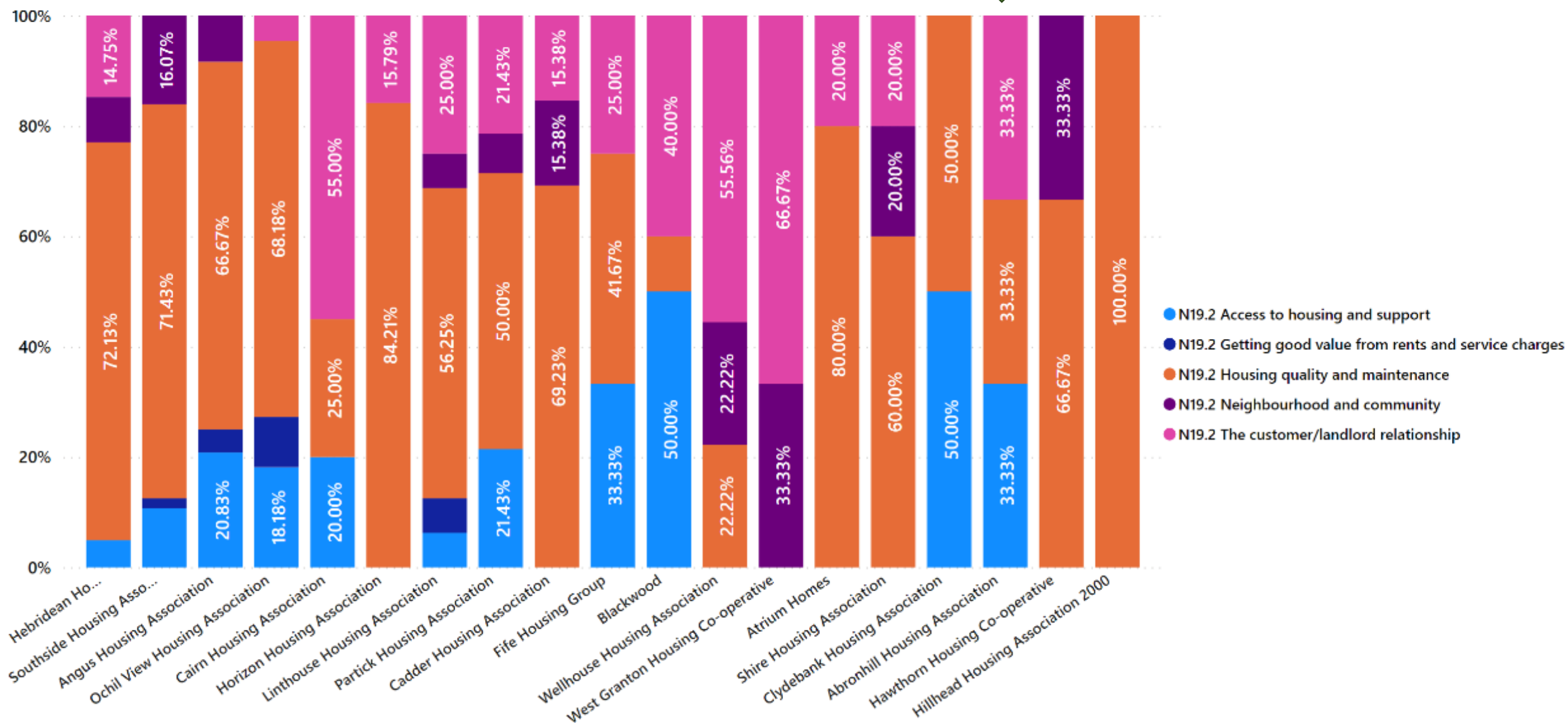
14 Stage 2 complaints average time to respond



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	14.50	7.50	6.00
Peer Group 3 - Small urban	15.10	13.00	13.81
All RSLs	16.73	17.70	17.12
SHN Average	19.01	19.51	19.34

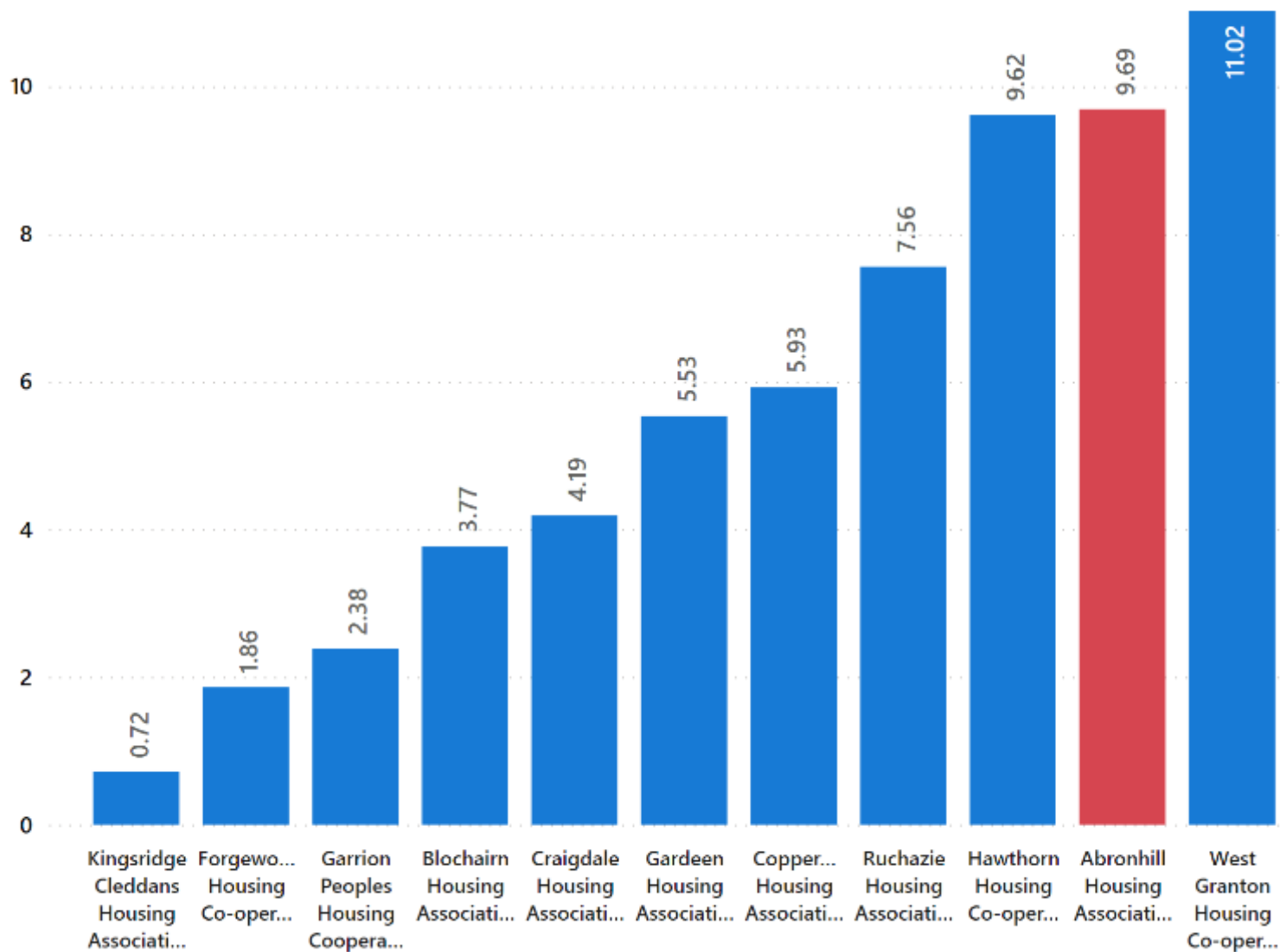
2nd Stage Complaints

N19 Stage 2 complaints

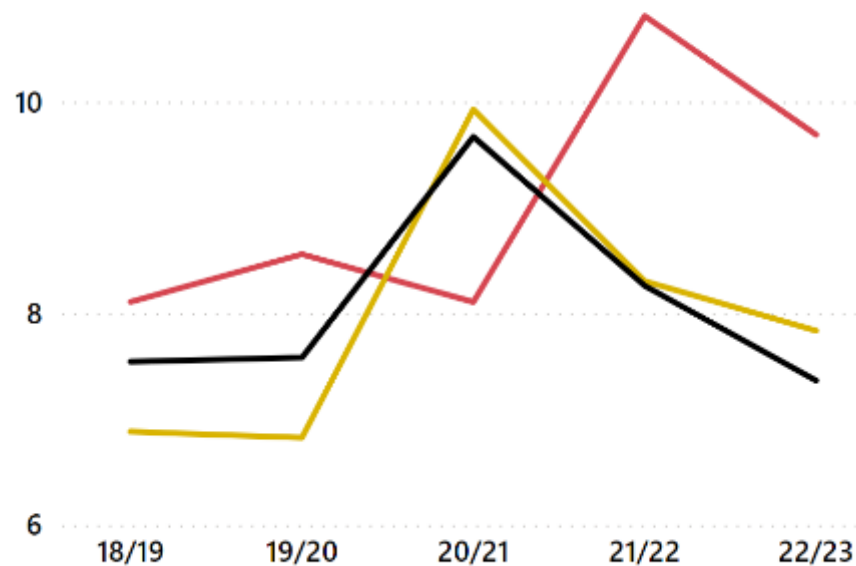


Anti-Social Behaviour

115 ASB cases per 100 homes



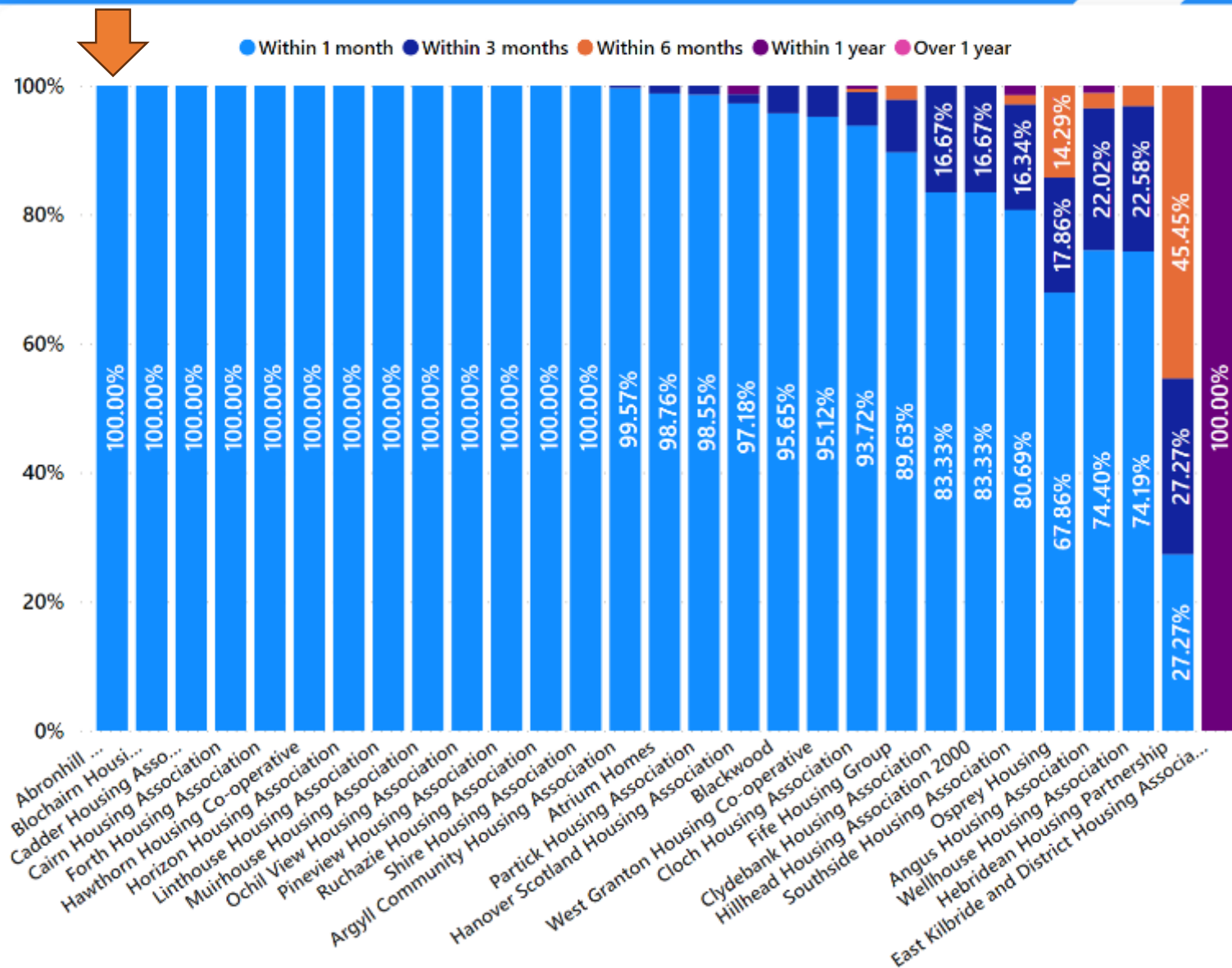
● Abronhill Housing Association ● All RSLs ● SHN Average



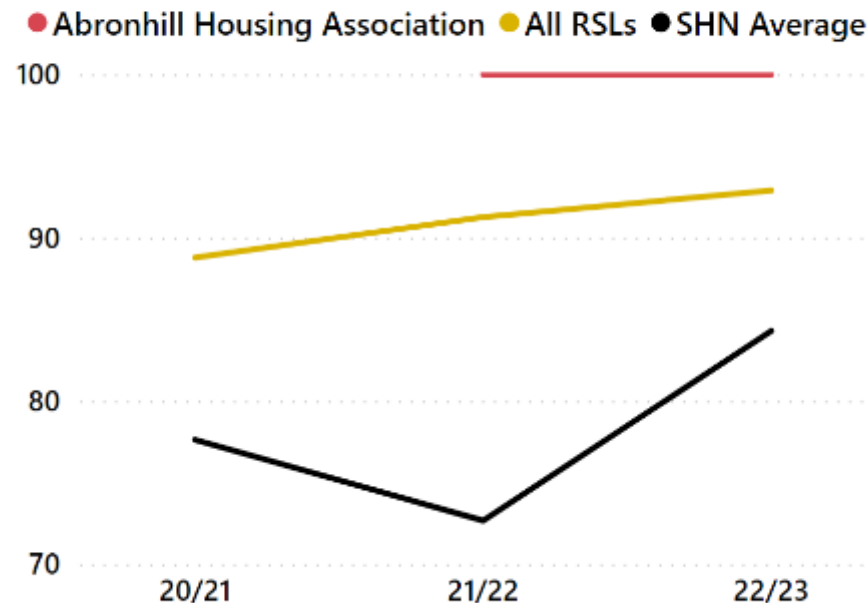
Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	8.11	10.81	9.69
Peer Group 3 - Small urban	8.71	7.57	7.03
All RSLs	9.93	8.30	7.84
SHN Average	9.67	8.26	7.37

Anti-Social Behaviour

N31 Anti-social behaviour cases
resolved - timescale



Percentage of ASB cases closed within 1 month

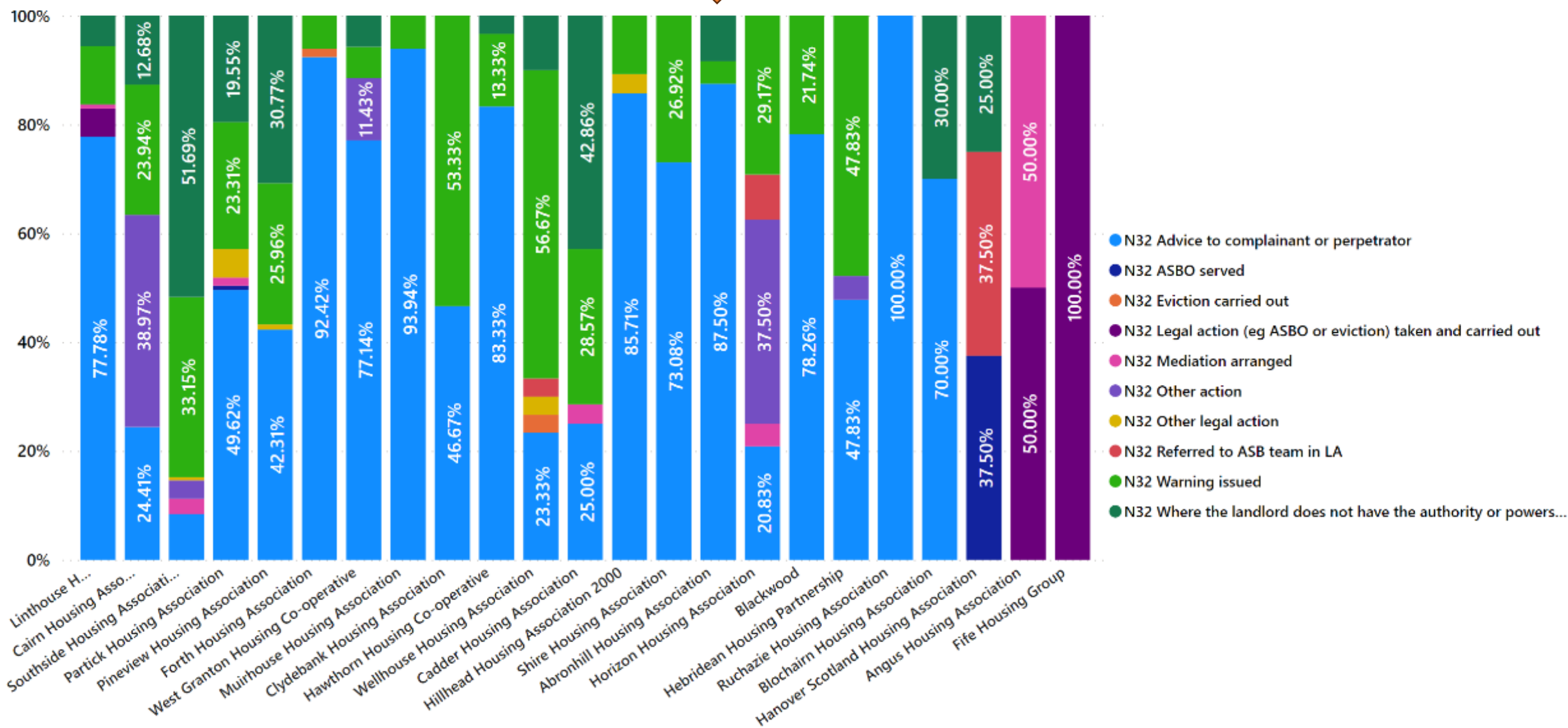


Total number of ASB cases closed

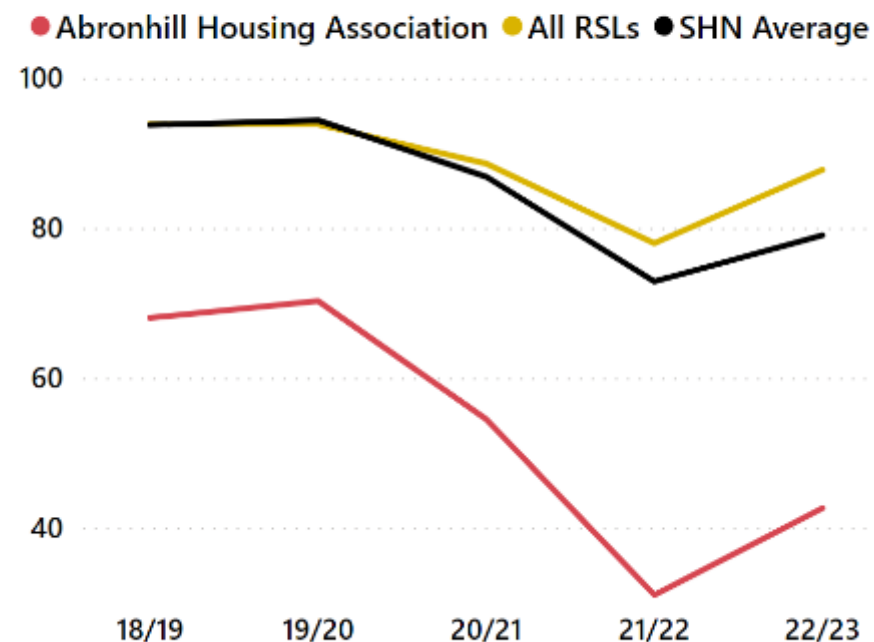
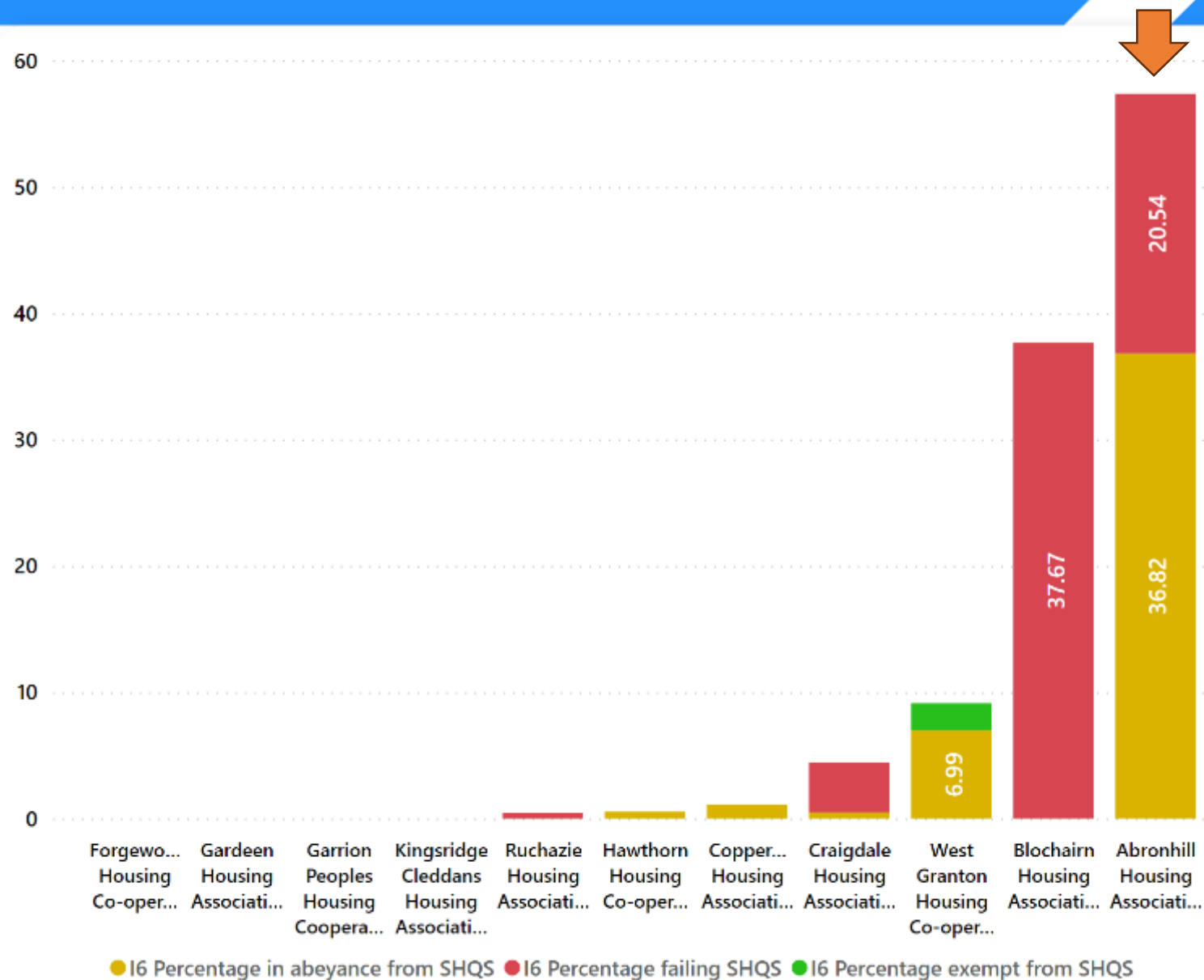
Organisation Name	20/21	21/22	22/23
Abrnhill Housing Association		24	25
All RSLs	1,159	995	2,646
SHN Average	20,932	10,414	17,211

Anti-Social Behaviour

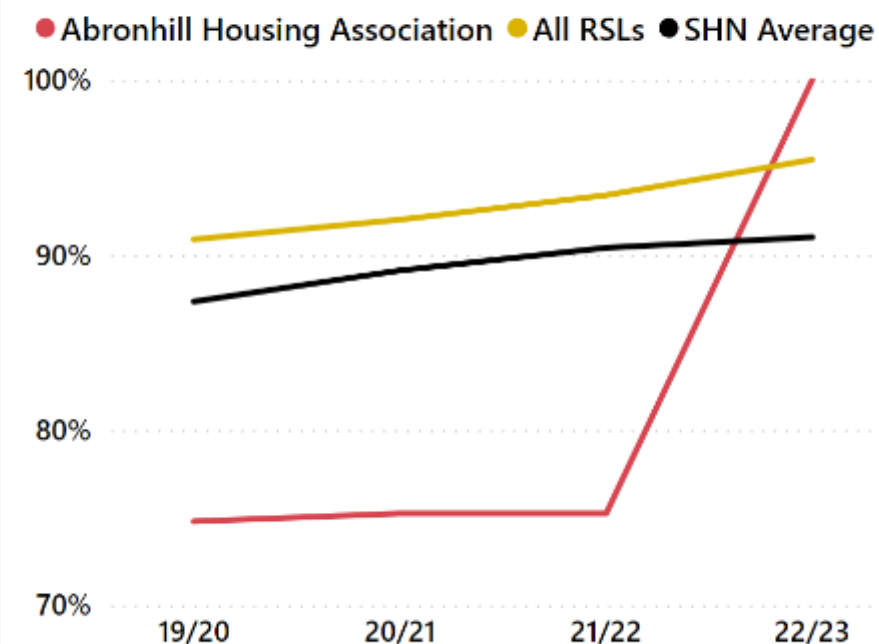
N32 Measures to resolve case



Housing Quality & Maintenance



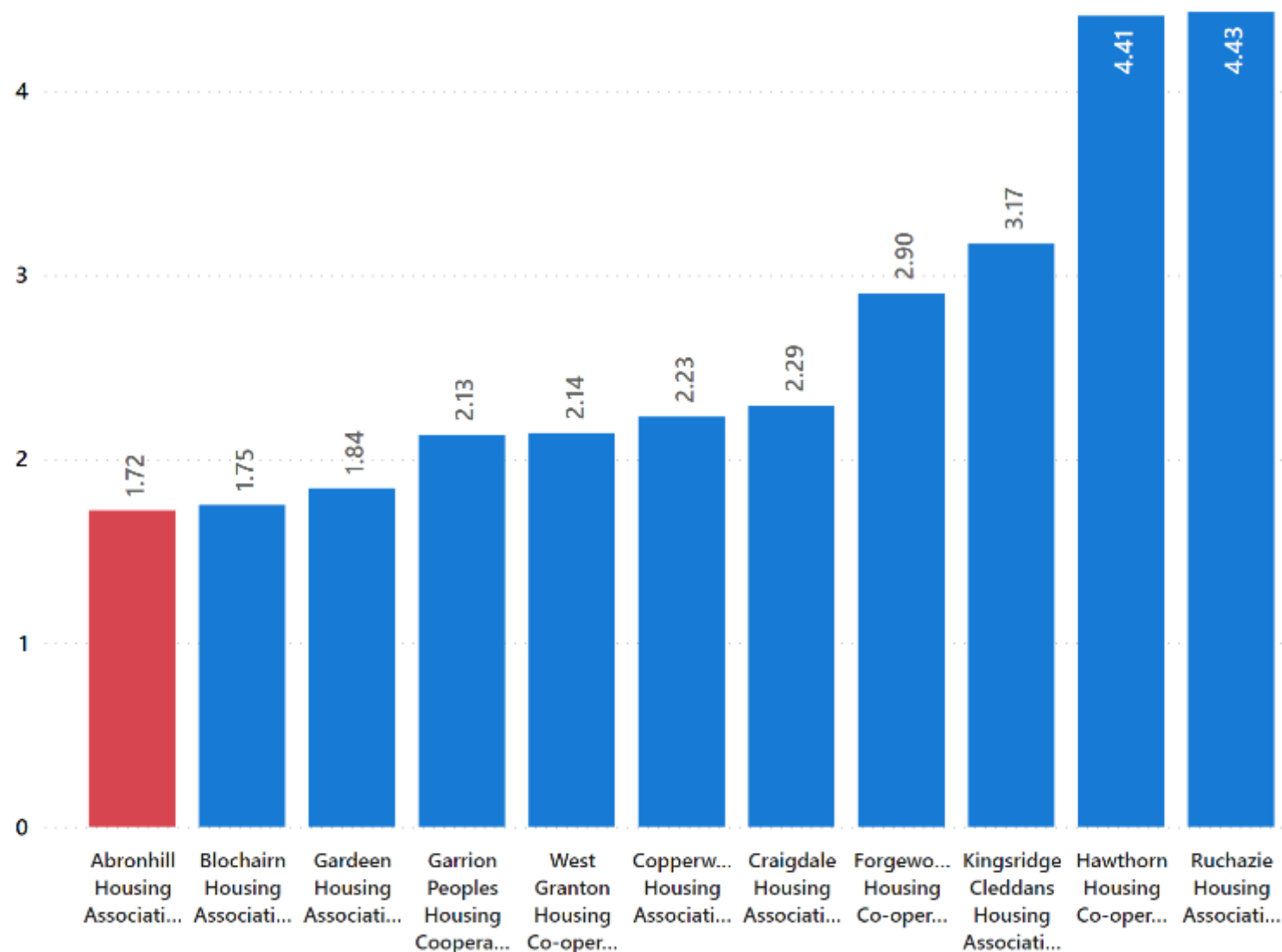
Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	54.50	31.08	42.64
Peer Group 3 - Small urban	94.35	89.23	92.14
All RSLs	88.59	77.97	87.75
SHN Average	86.84	72.87	79.02



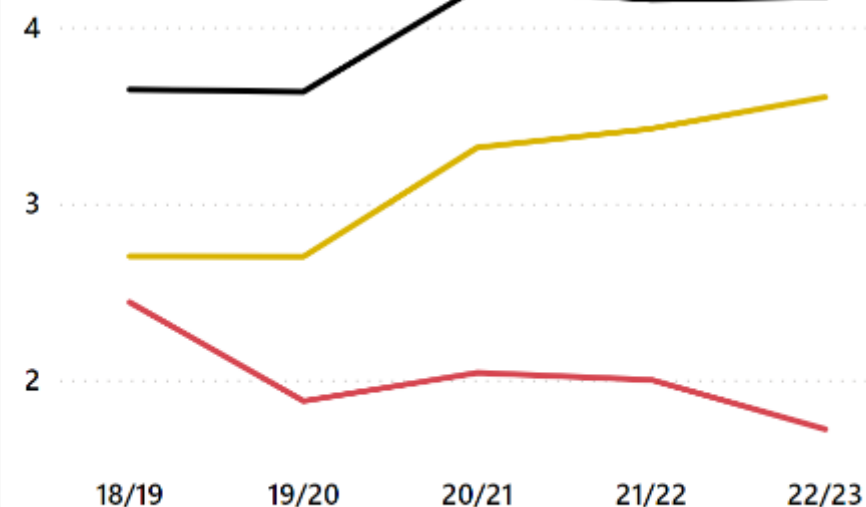
Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	75.23%	75.23%	100.00%
Peer Group 3 - Small urban	96.71%	97.17%	99.36%
All RSLs	92.02%	93.42%	95.44%
SHN Average	89.12%	90.41%	91.01%

Emergency Repairs

18 Average hours to complete emergency repairs



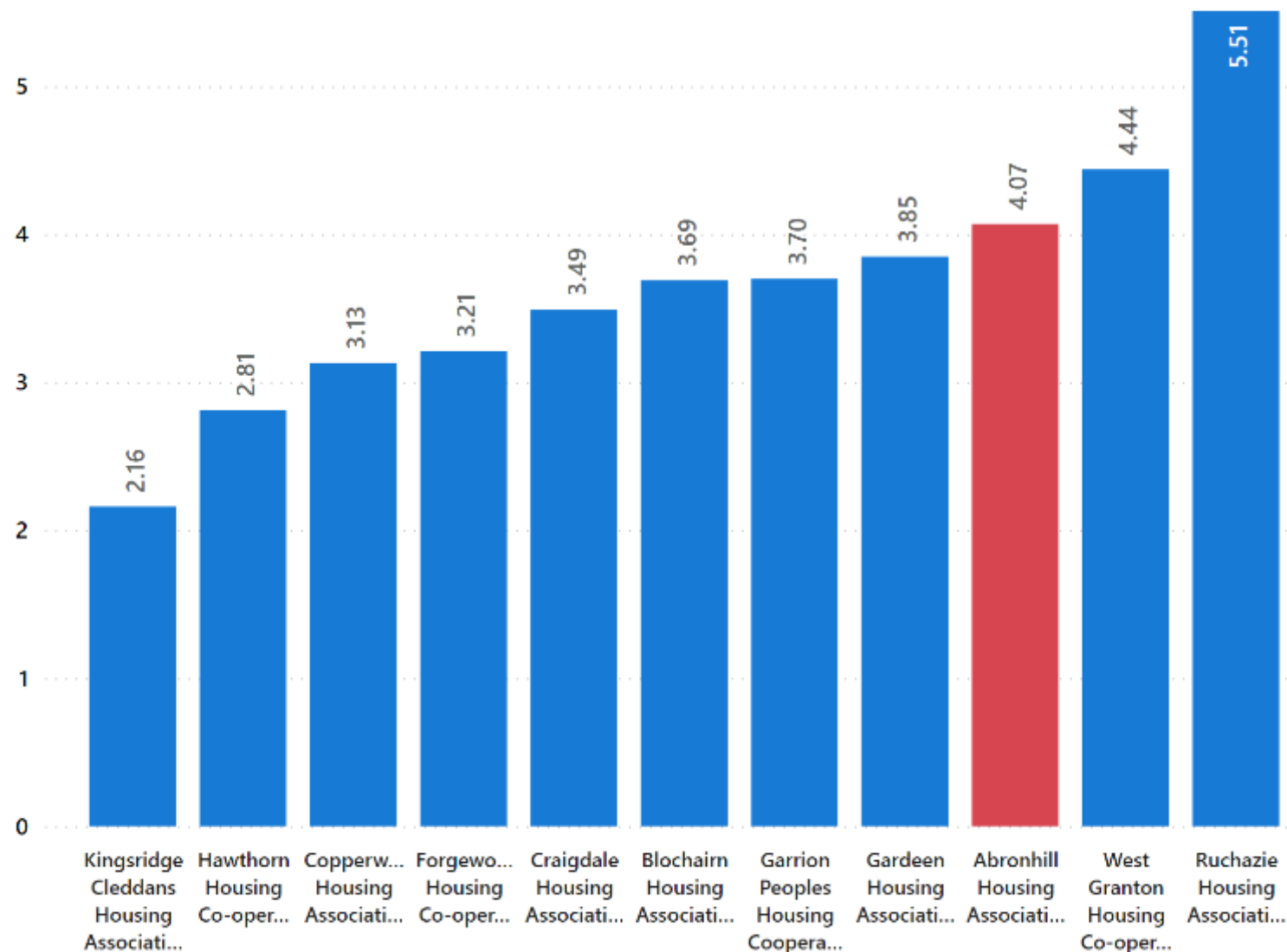
● Abrohill Housing Association ● All RSLs ● SHN Average



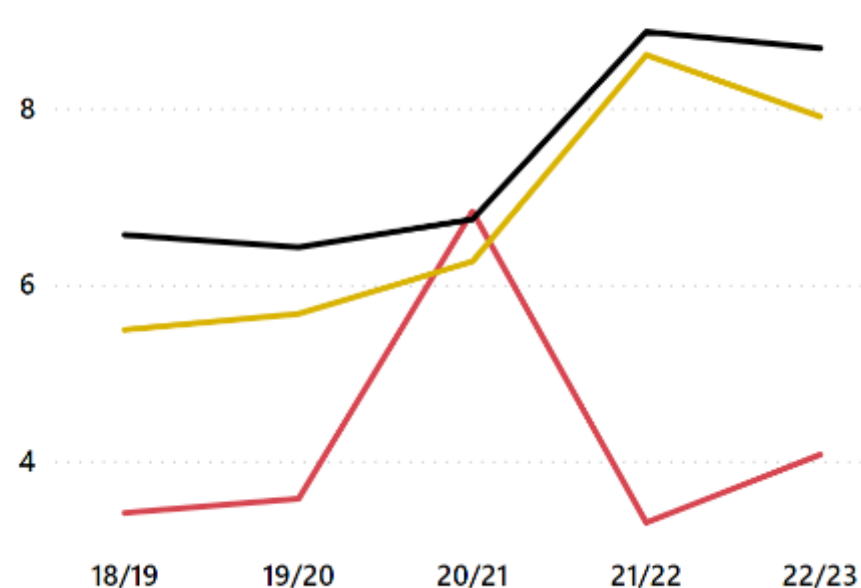
Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	2.04	2.00	1.72
Peer Group 3 - Small urban	3.12	3.40	2.78
All RSLs	3.32	3.42	3.60
SHN Average	4.22	4.16	4.17

Non-Emergency Repairs

19 Average working days to complete non-emergency repairs



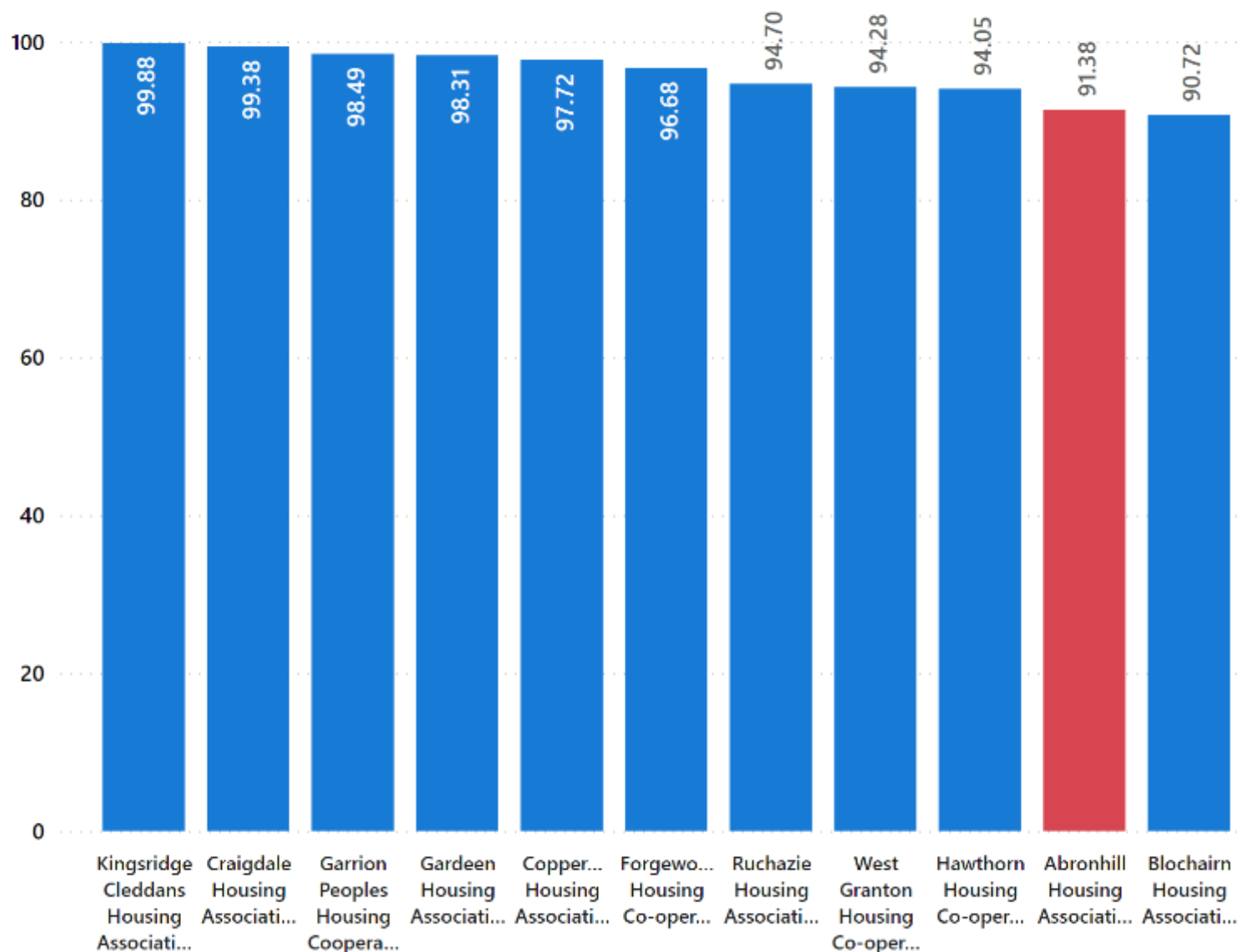
● Abronhill Housing Association ● All RSLs ● SHN Average



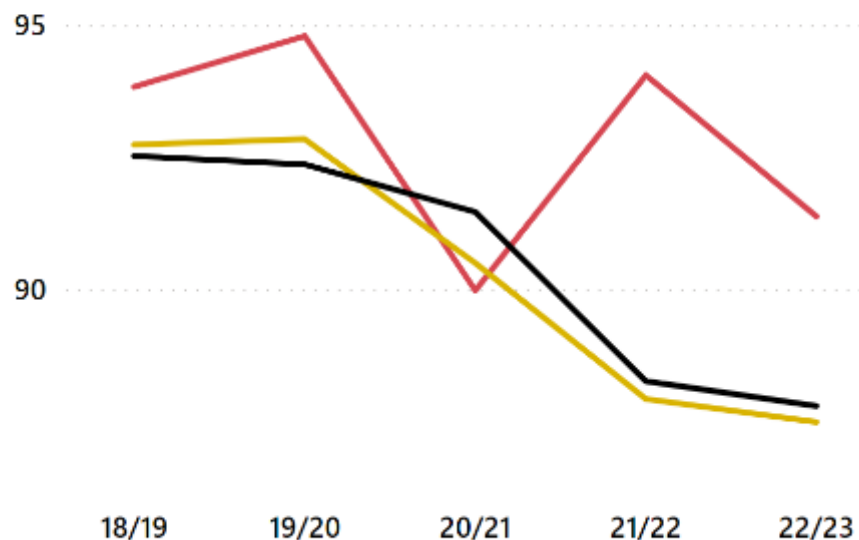
Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	6.83	3.30	4.07
Peer Group 3 - Small urban	4.03	4.75	3.98
All RSLs	6.26	8.60	7.90
SHN Average	6.74	8.87	8.68

Repairs Right First Time

110 Percentage reactive repairs completed right first time



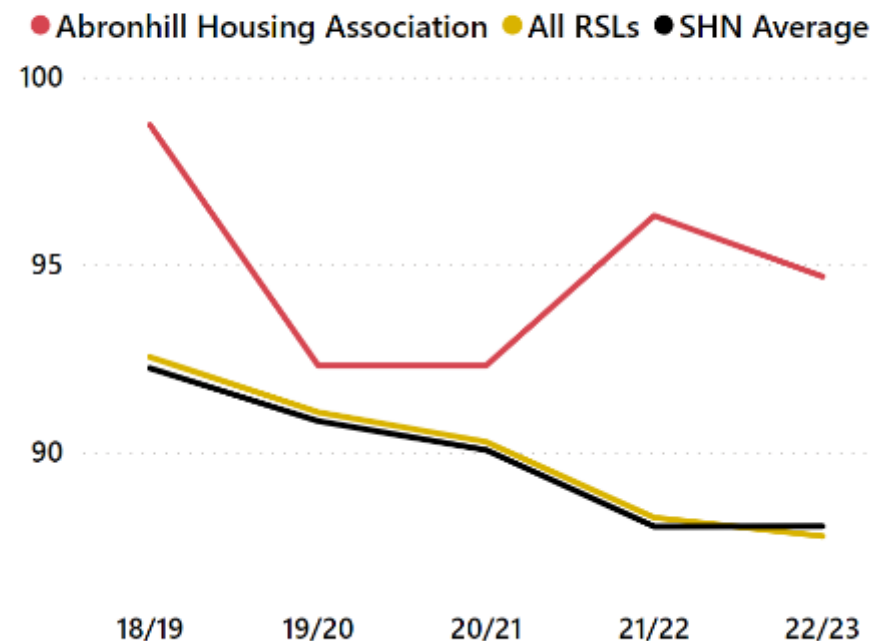
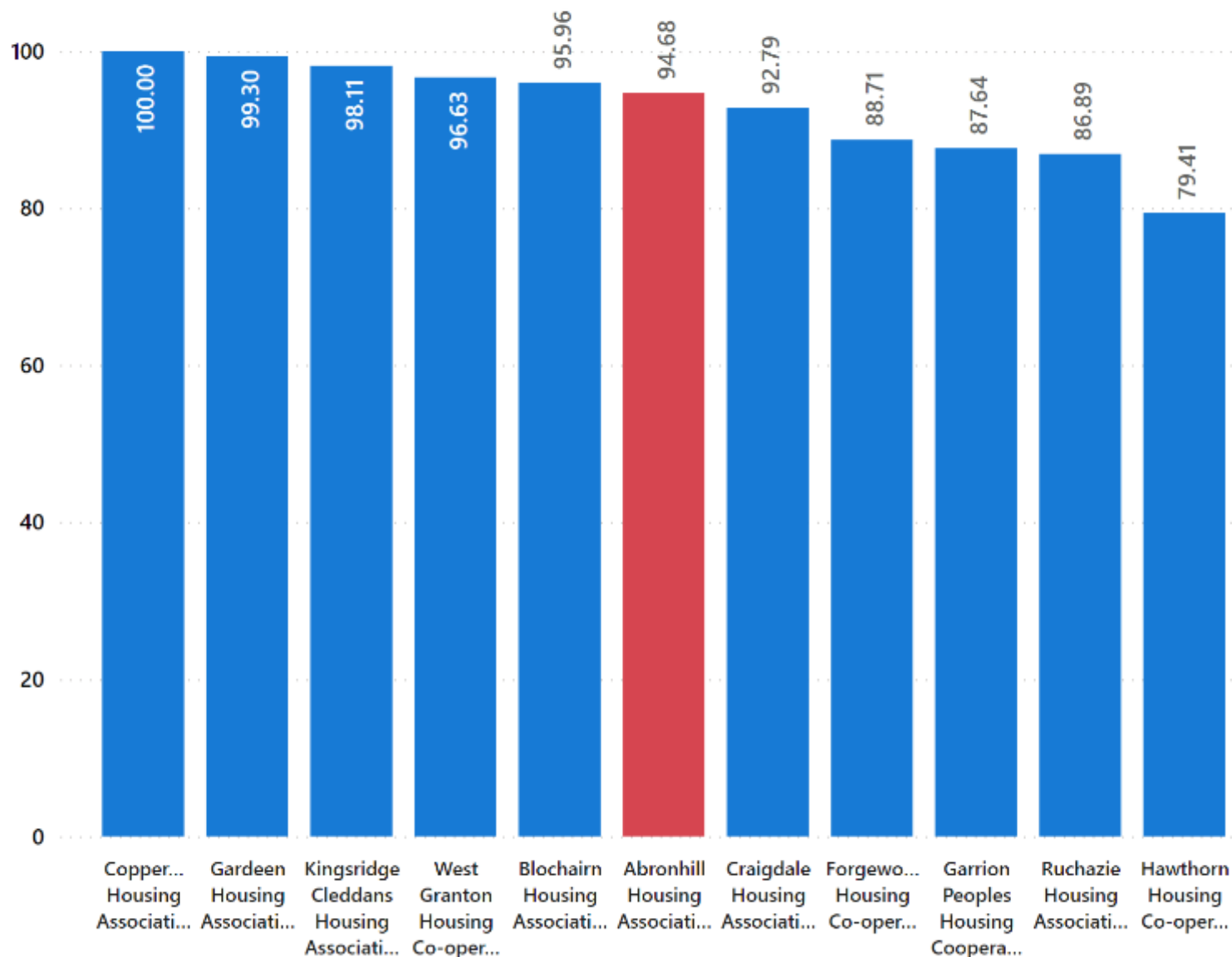
● Abronhill Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	89.98	94.05	91.38
Peer Group 3 - Small urban	91.27	91.75	93.80
All RSLs	90.50	87.93	87.49
SHN Average	91.46	88.27	87.80

Repairs Satisfaction

112 Percentage tenants satisfied with repairs service

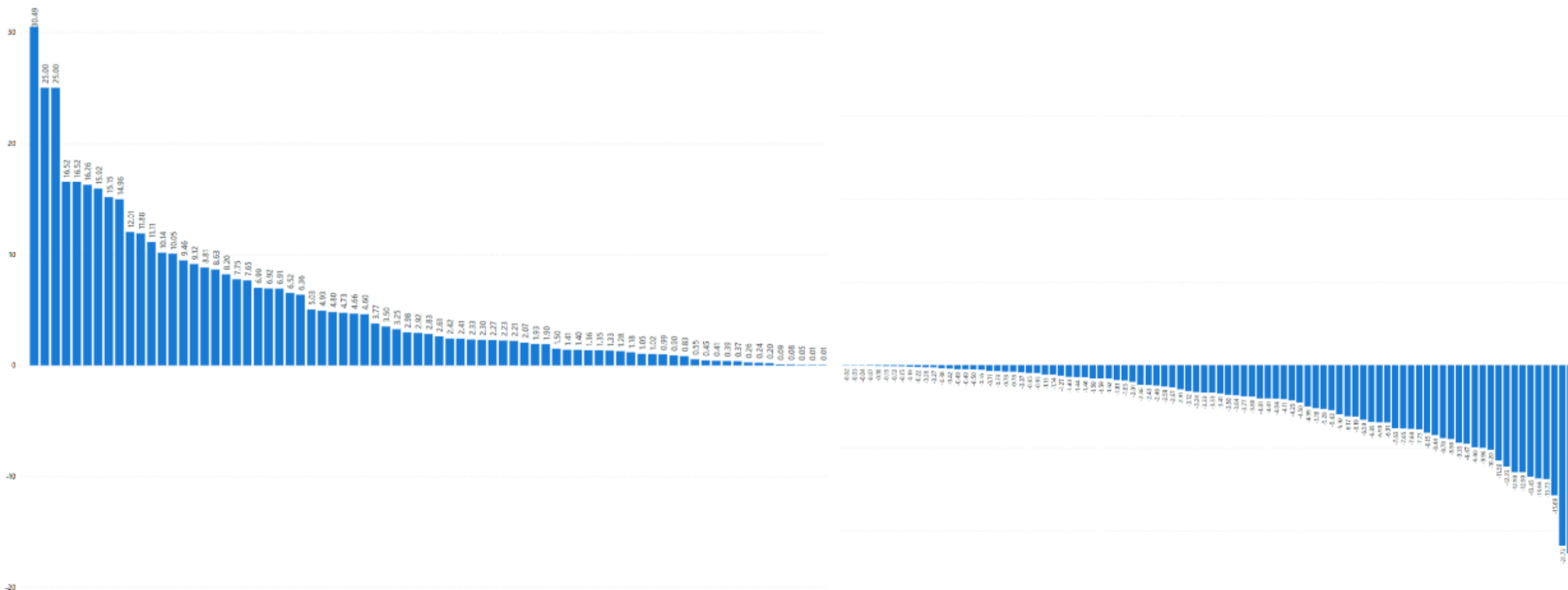


Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	92.31	96.30	94.68
Peer Group 3 - Small urban	94.98	92.51	93.41
All RSLs	90.27	88.25	87.76
SHN Average	90.05	88.01	88.02

Repairs Satisfaction

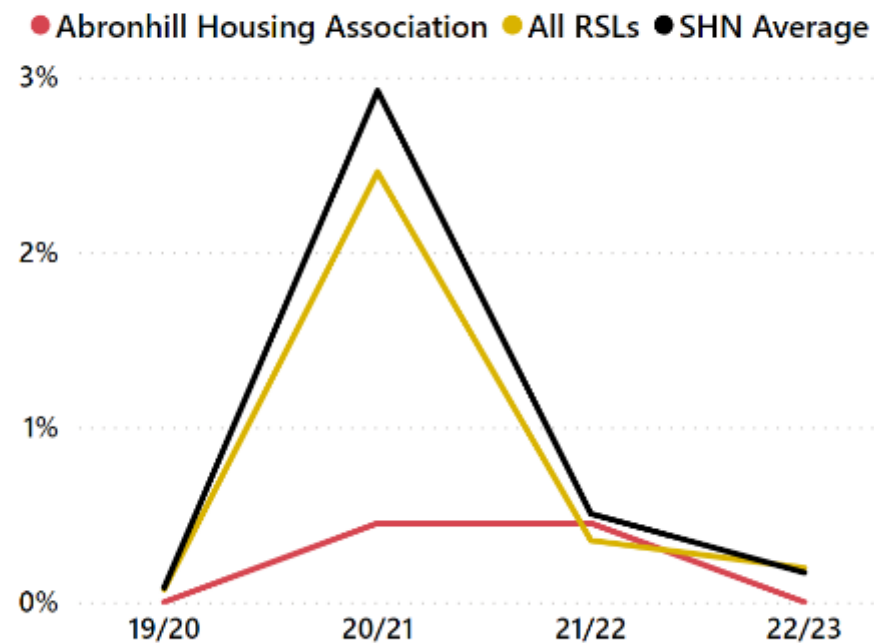
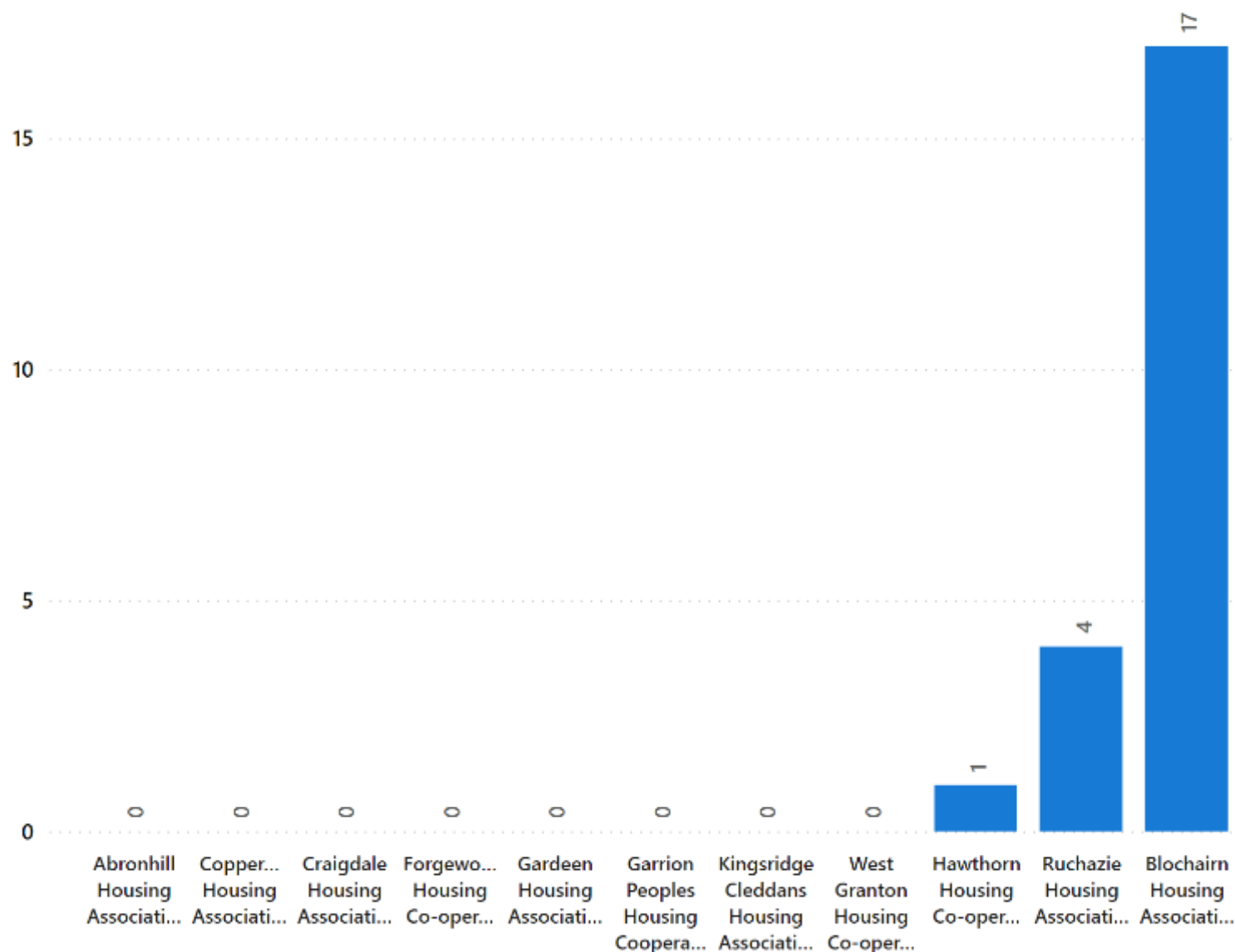
112 Percentage tenants satisfied
with repairs service

Change from previous survey

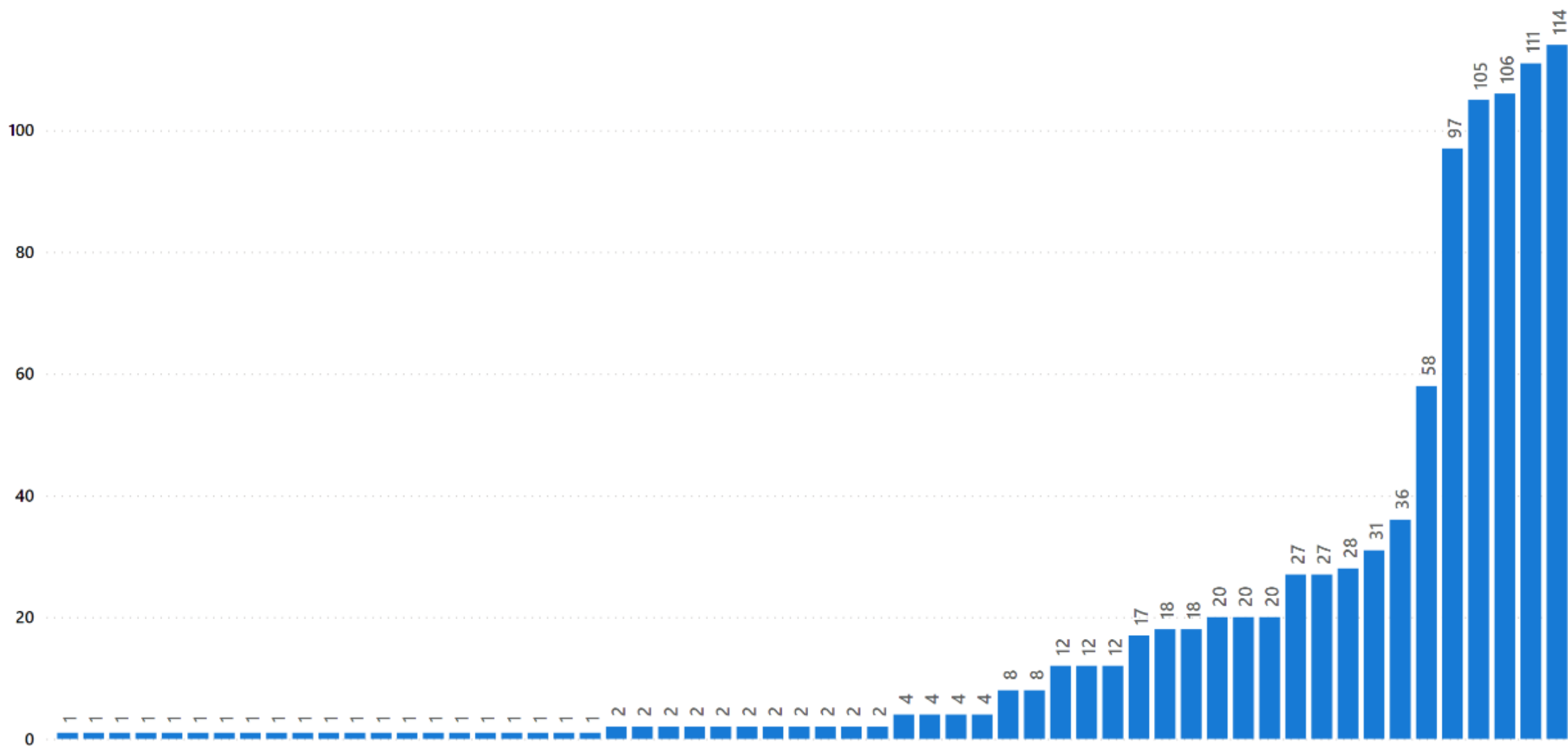


Gas Safety

I11 Gas safety fails count



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	1	1	0
Peer Group 3 - Small urban	209	18	29
All RSLs	7,108	1,013	578
SHN Average	17,479	3,029	1,032



Access to Housing

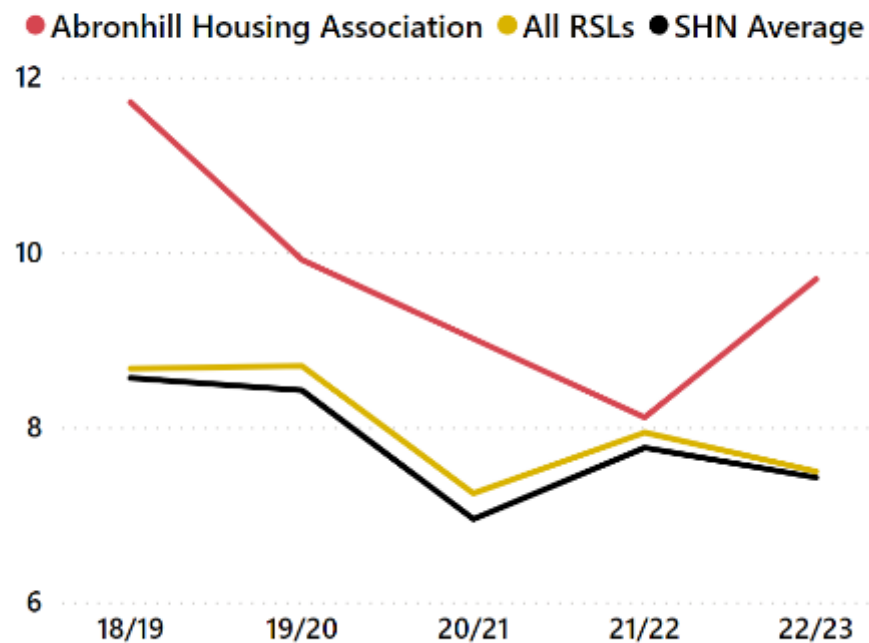
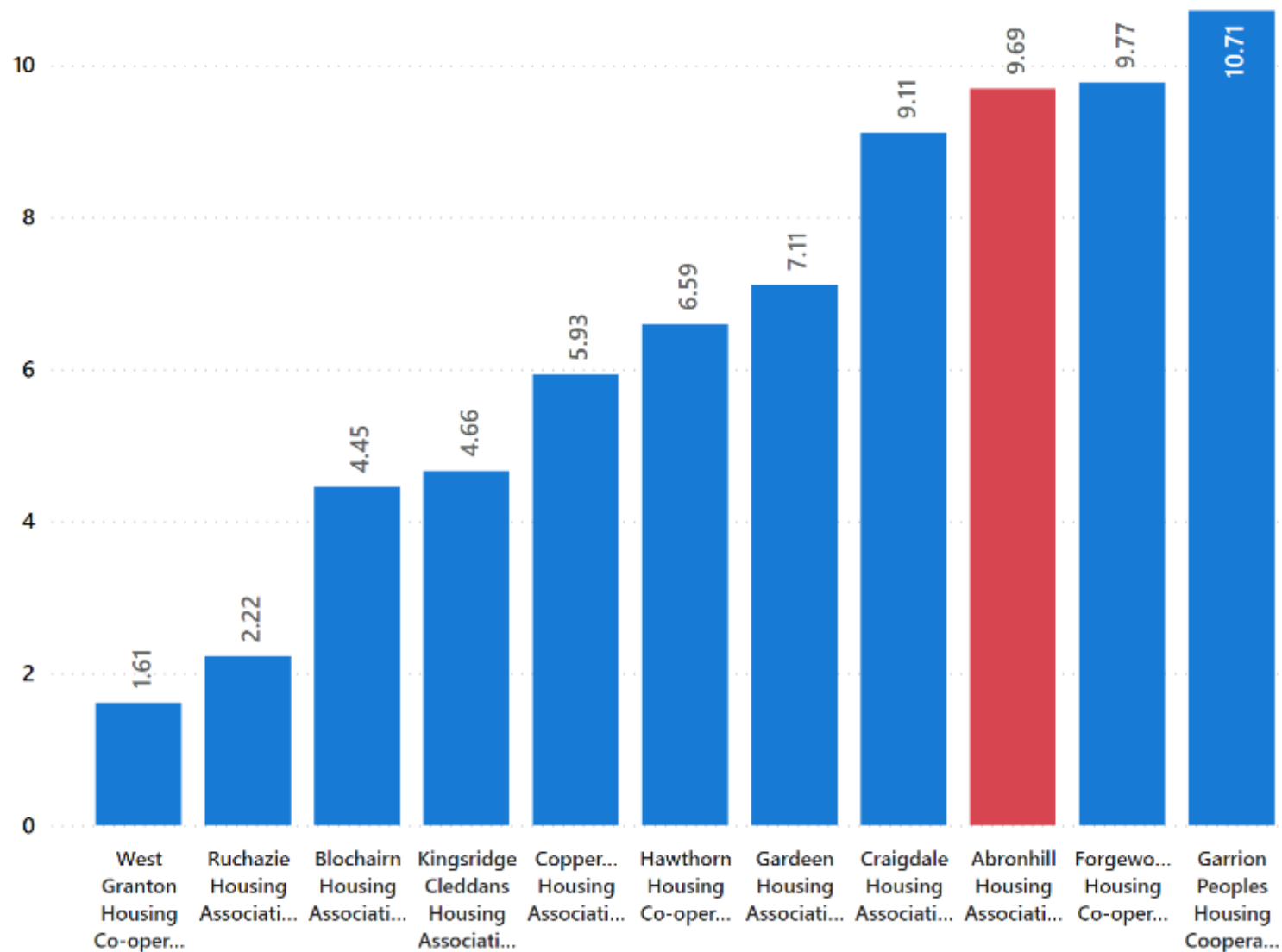
Housing Lists & Lets



C2.1 The number of lets to existing tenants	12
C2.2 The number of lets to housing list applicants	35
C2.3 The number of mutual exchanges	2
C2.4 The number of lets from other sources	1
C2.5 The number of lets to homeless applicants	11
C3.1 General needs lets	59
C3.2 Supported housing lets	0

Turnover

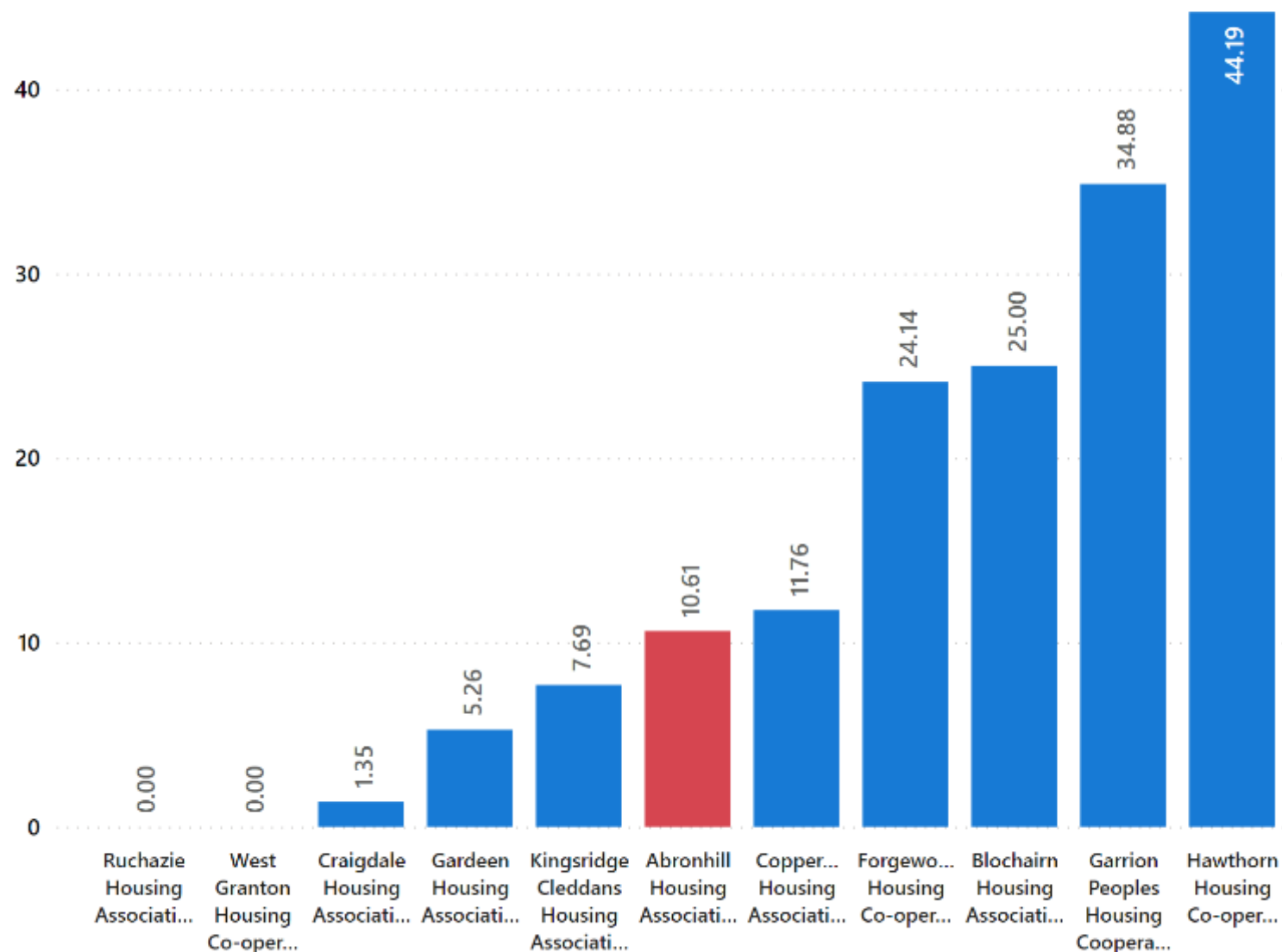
117 Percentage lettable
self-contained houses that became
vacant in year



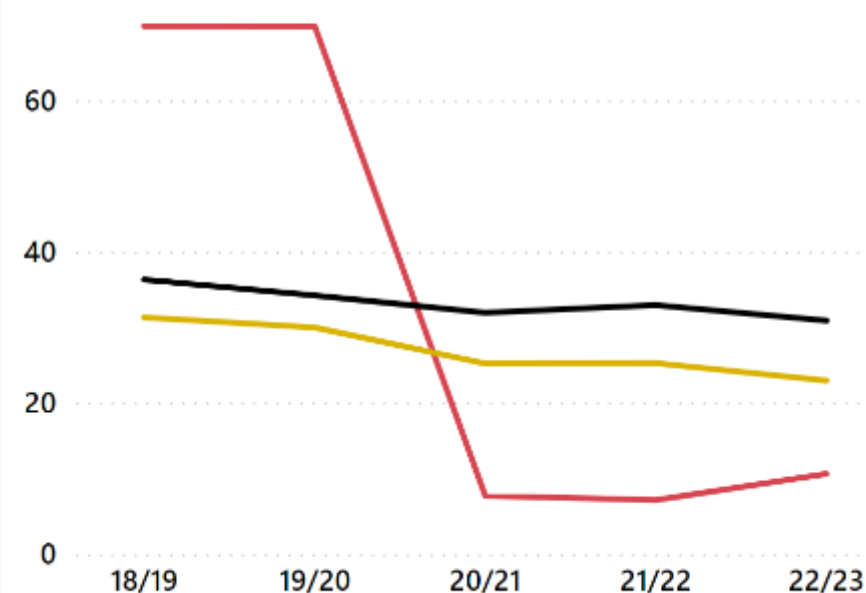
Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	9.01	8.11	9.69
Peer Group 3 - Small urban	6.03	6.35	6.05
All RSLs	7.24	7.94	7.49
SHN Average	6.95	7.76	7.42

Offers Refused

114 Percentage tenancy offers refused



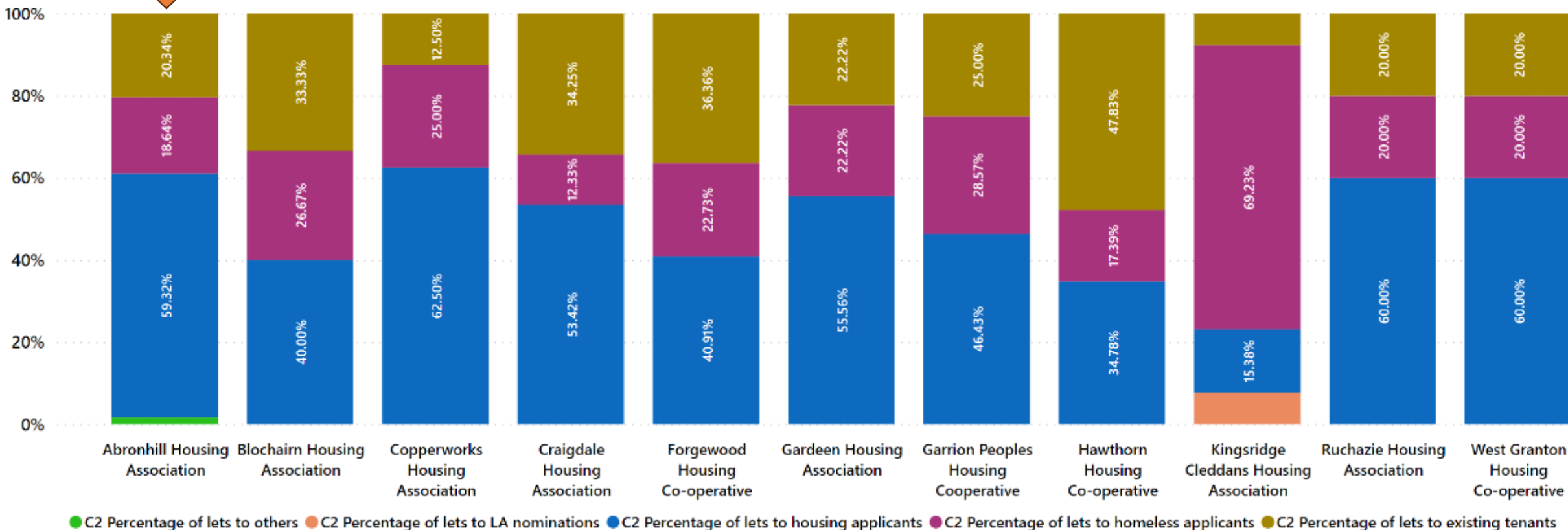
● Abronhill Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	7.69	7.14	10.61
Peer Group 3 - Small urban	18.01	20.99	15.02
All RSLs	25.21	25.26	22.95
SHN Average	31.94	32.93	30.87

Lets by Source

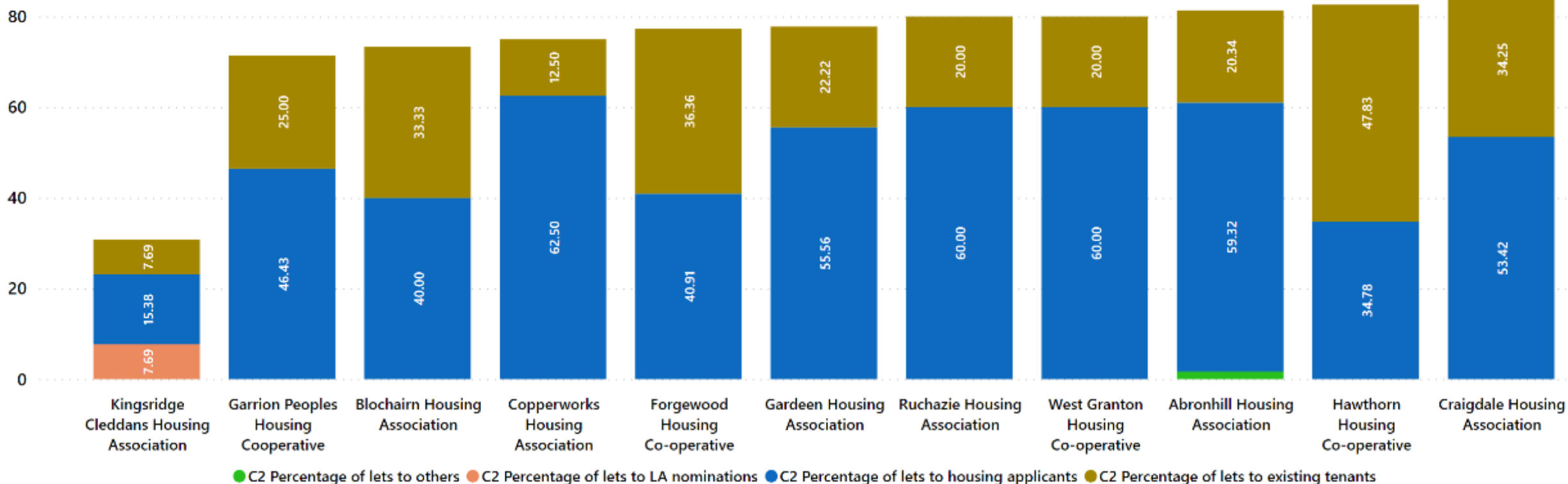
C2 percentage of lets by source of let



Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
Organisation Name	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23
Abronhill Housing Association	16.67	23.08	20.34	20.83	7.69	18.64	41.67	69.23	59.32	0.00	0.00	0.00	20.83	0.00	1.69
All RSLs	14.12	15.06	15.58	38.18	33.14	34.62	41.44	45.07	43.20	3.34	3.72	3.27	2.92	3.00	3.33

Lets by Source (Excluding Lets to Homeless Households)

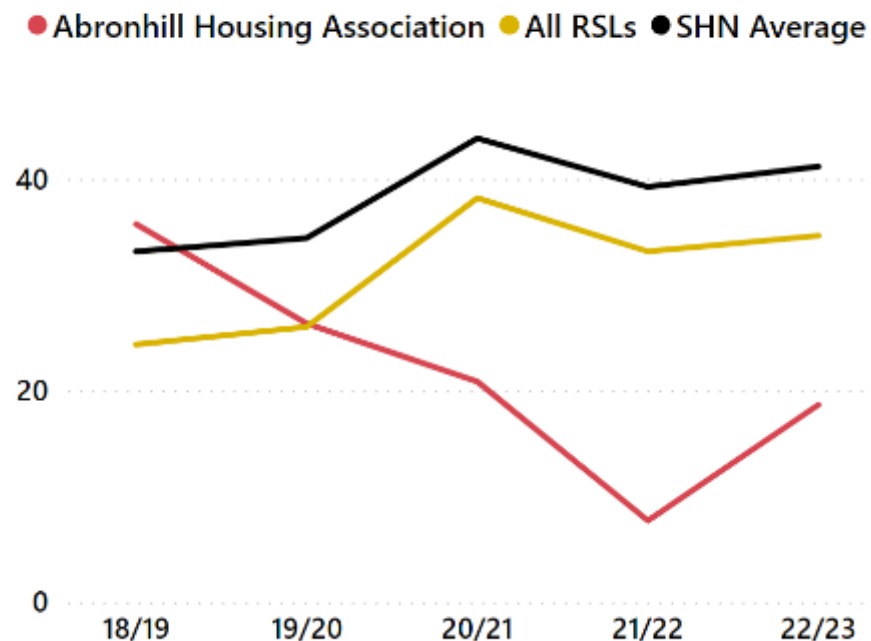
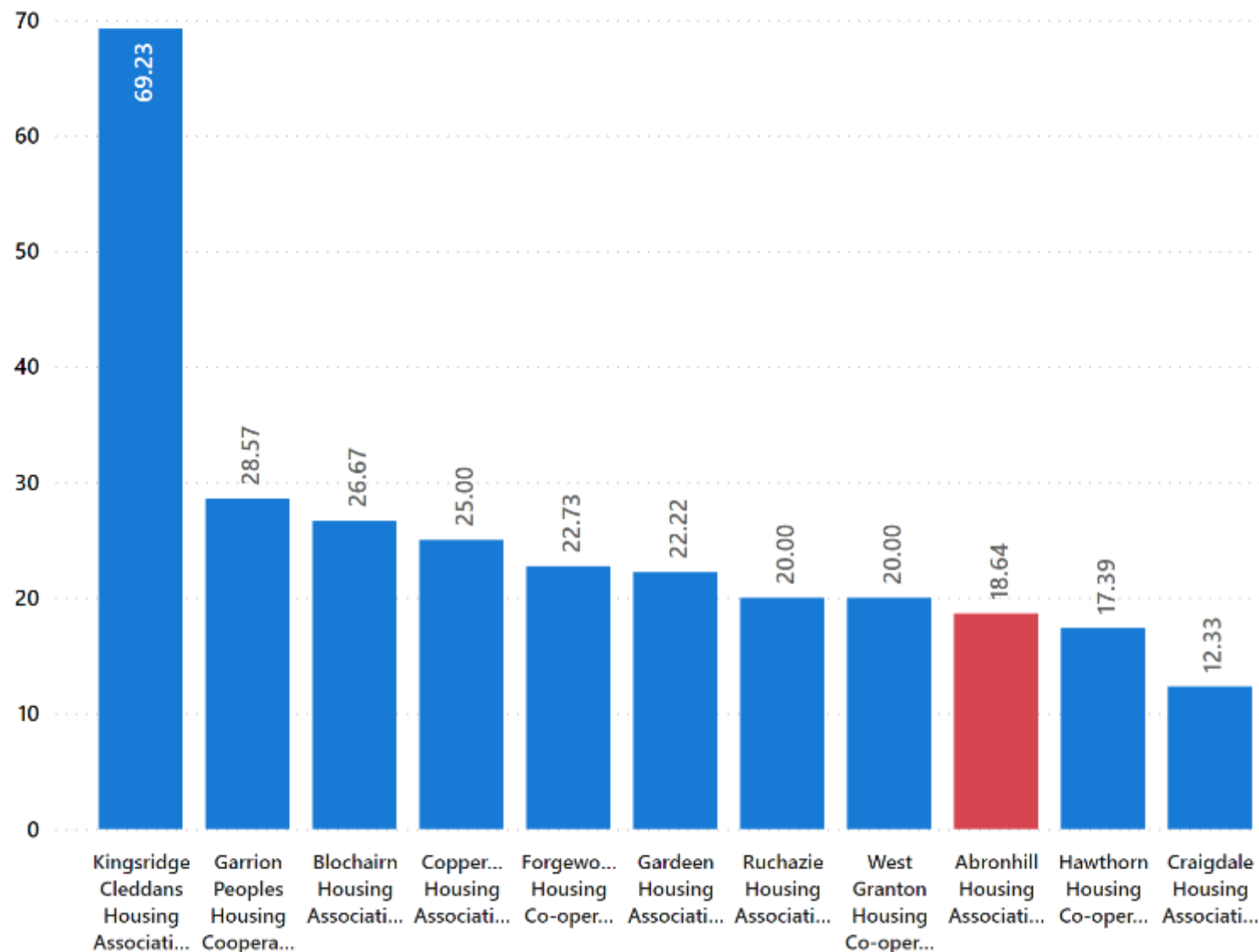
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Organisation Name	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23
Abonhill Housing Association	16.67	23.08	20.34	41.67	69.23	59.32	0.00	0.00	0.00	20.83	0.00	1.69
All RSLs	14.12	15.06	15.58	41.44	45.07	43.20	3.34	3.72	3.27	2.92	3.00	3.33

Lets to Homeless Households

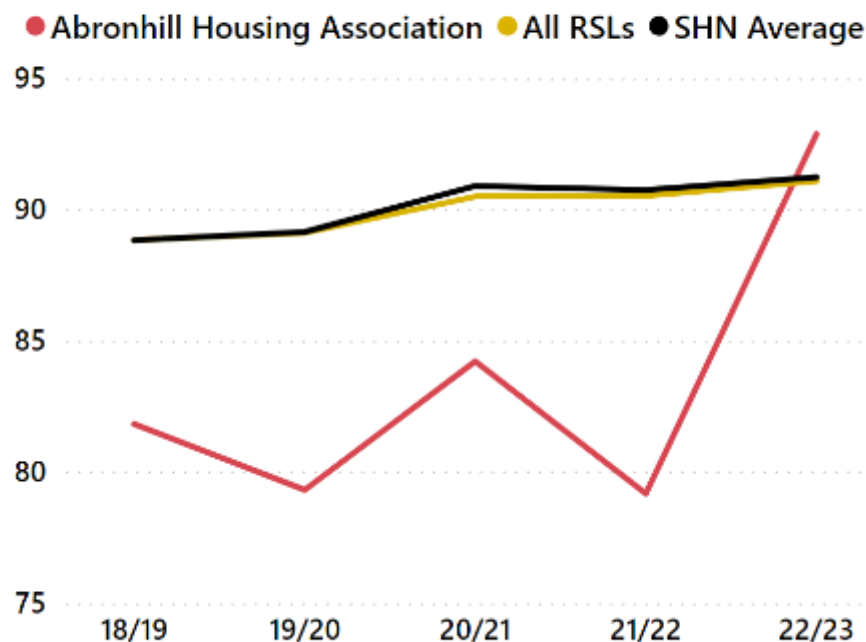
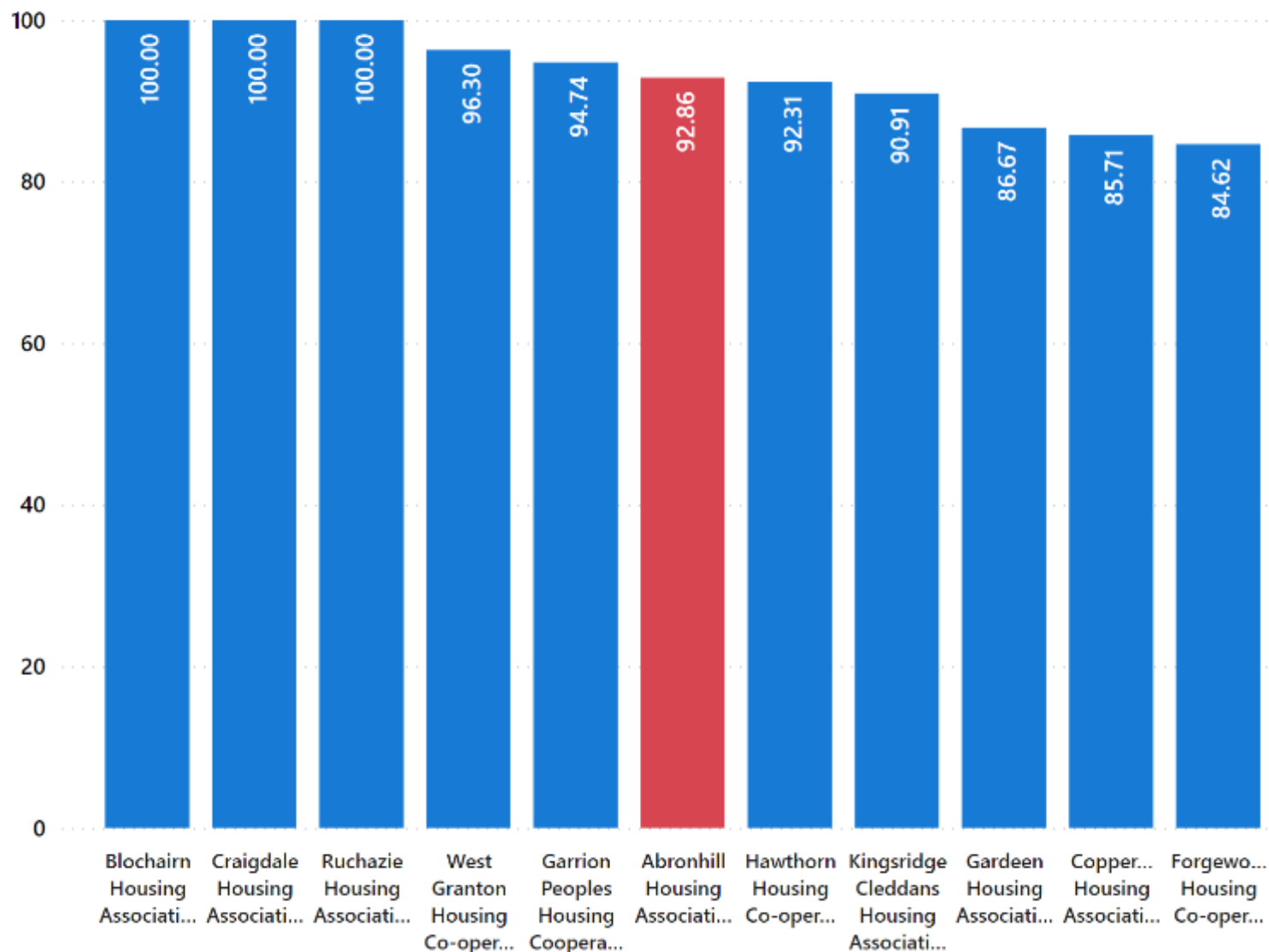
C2 Percentage of lets to homeless applicants



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	20.83	7.69	18.64
Peer Group 3 - Small urban	26.89	27.27	22.36
All RSLs	38.18	33.14	34.62
SHN Average	43.83	39.24	41.15

Tenancy Sustainment

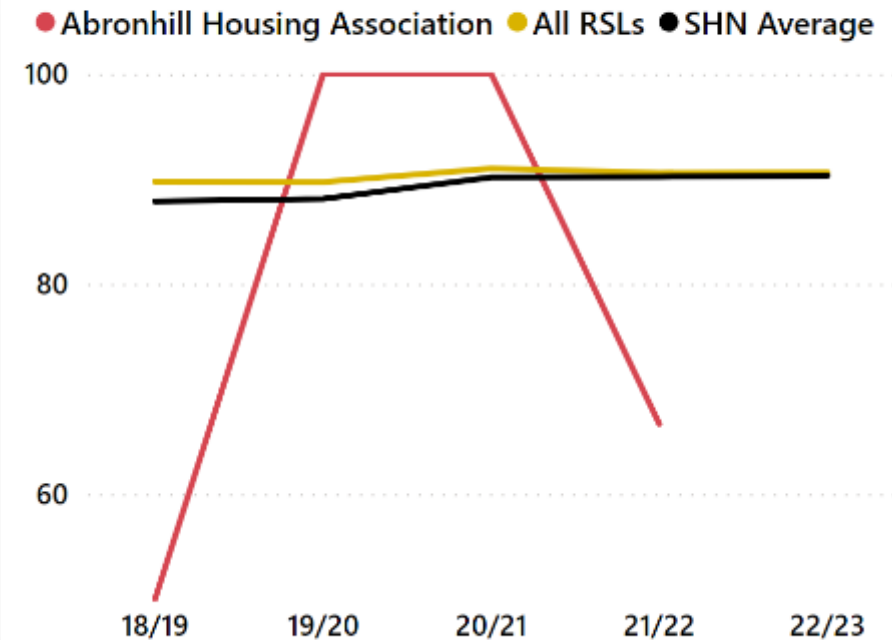
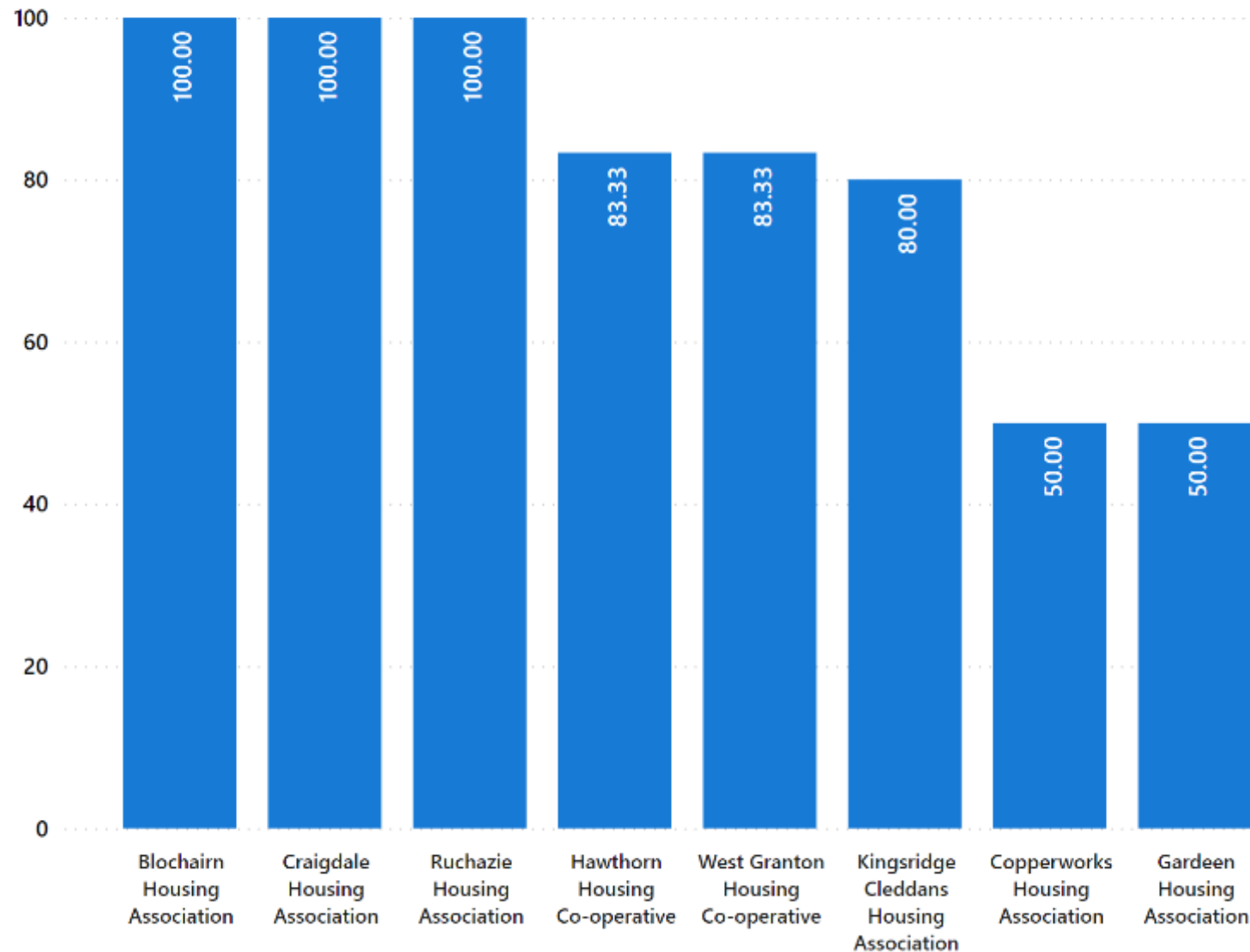
116 Percentage tenancies began in previous year remained more than a year - all



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	84.21	79.17	92.86
Peer Group 3 - Small urban	95.68	91.63	94.85
All RSLs	90.48	90.51	91.07
SHN Average	90.89	90.74	91.22

Tenancy Sustainment (Homeless)

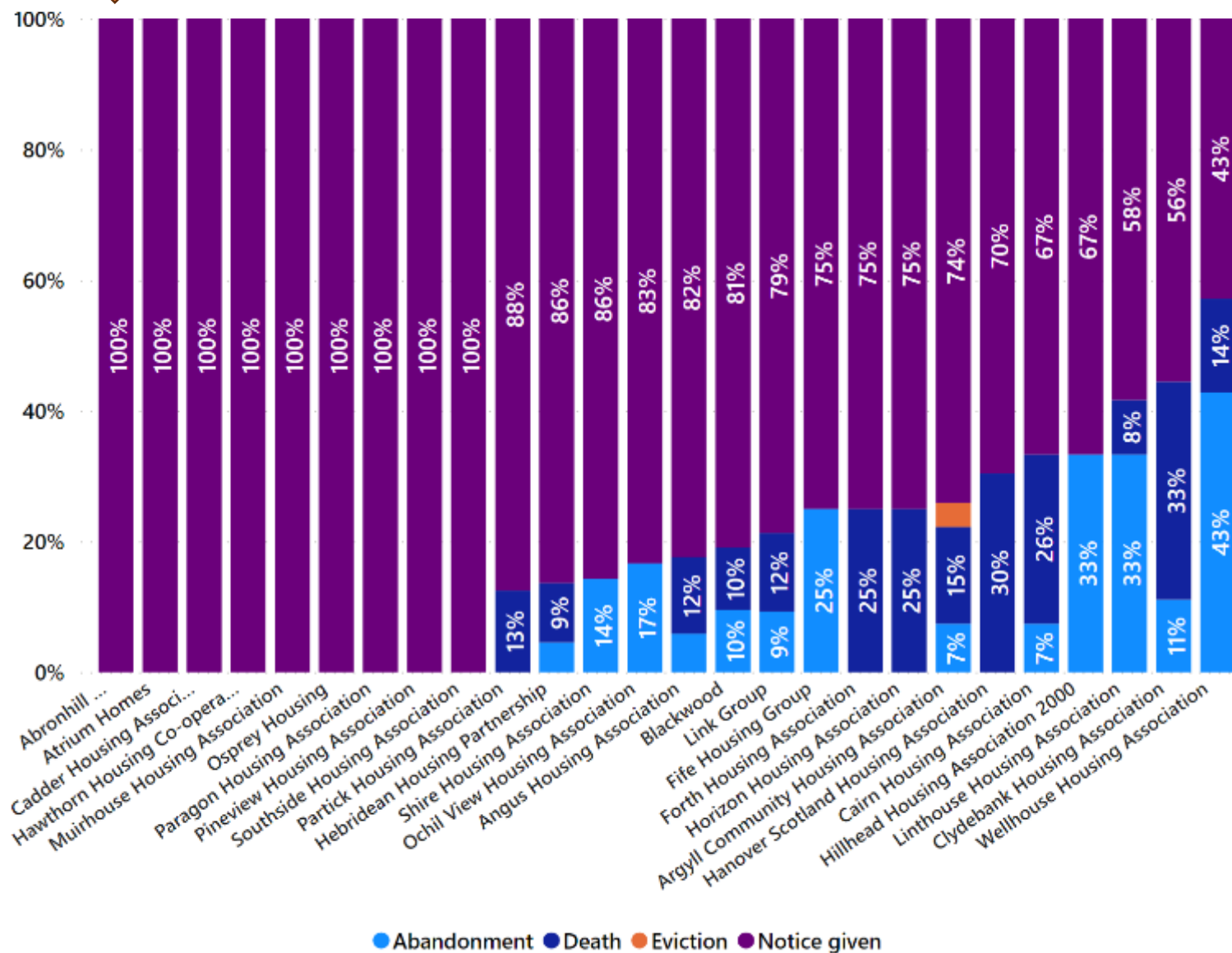
116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	100.00	66.67	
Peer Group 3 - Small urban	94.26	88.29	94.44
All RSLs	91.00	90.59	90.64
SHN Average	90.16	90.21	90.33

Tenancy Terminations

N10 Tenancy Sustainment -
Terminations within 12 months



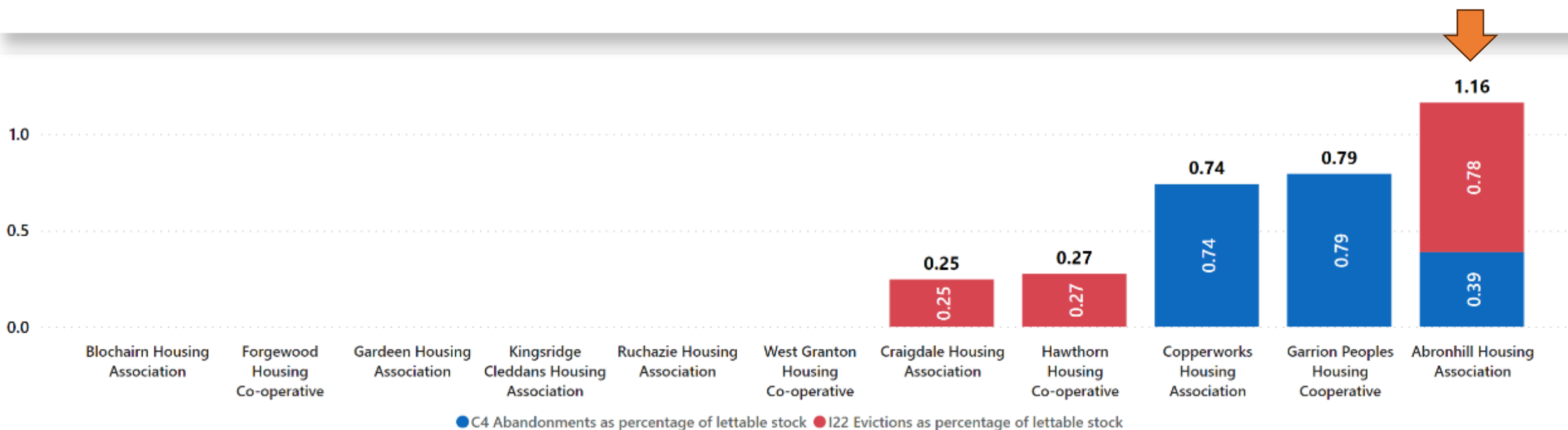
Organisation Name	22/23			
	N10 Abandonment	N10 Death	N10 Eviction	N10 Notice given
Abronhill Housing Association	0	0	0	1
All RSLs	32	73	1	342
SHN Average	279	319	5	1,613

Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

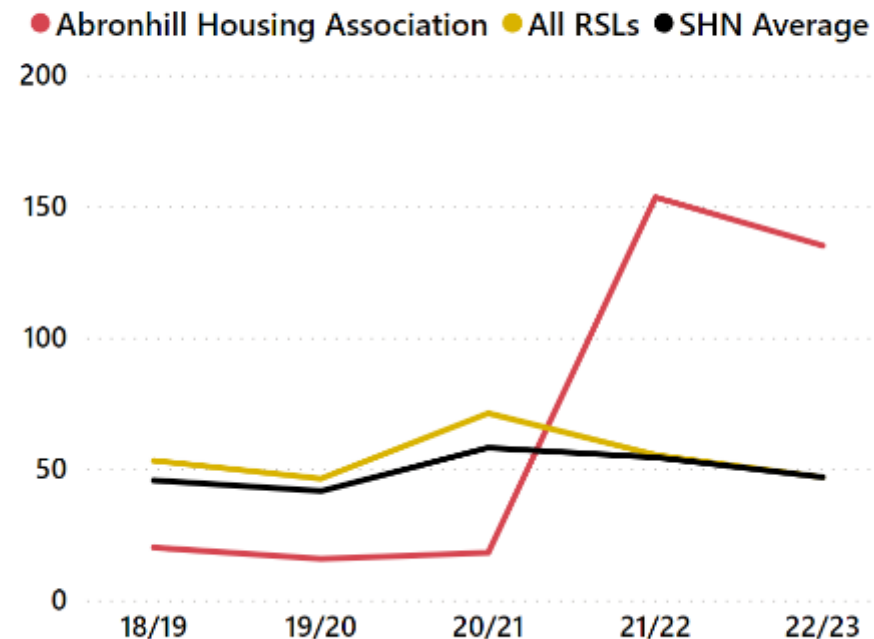
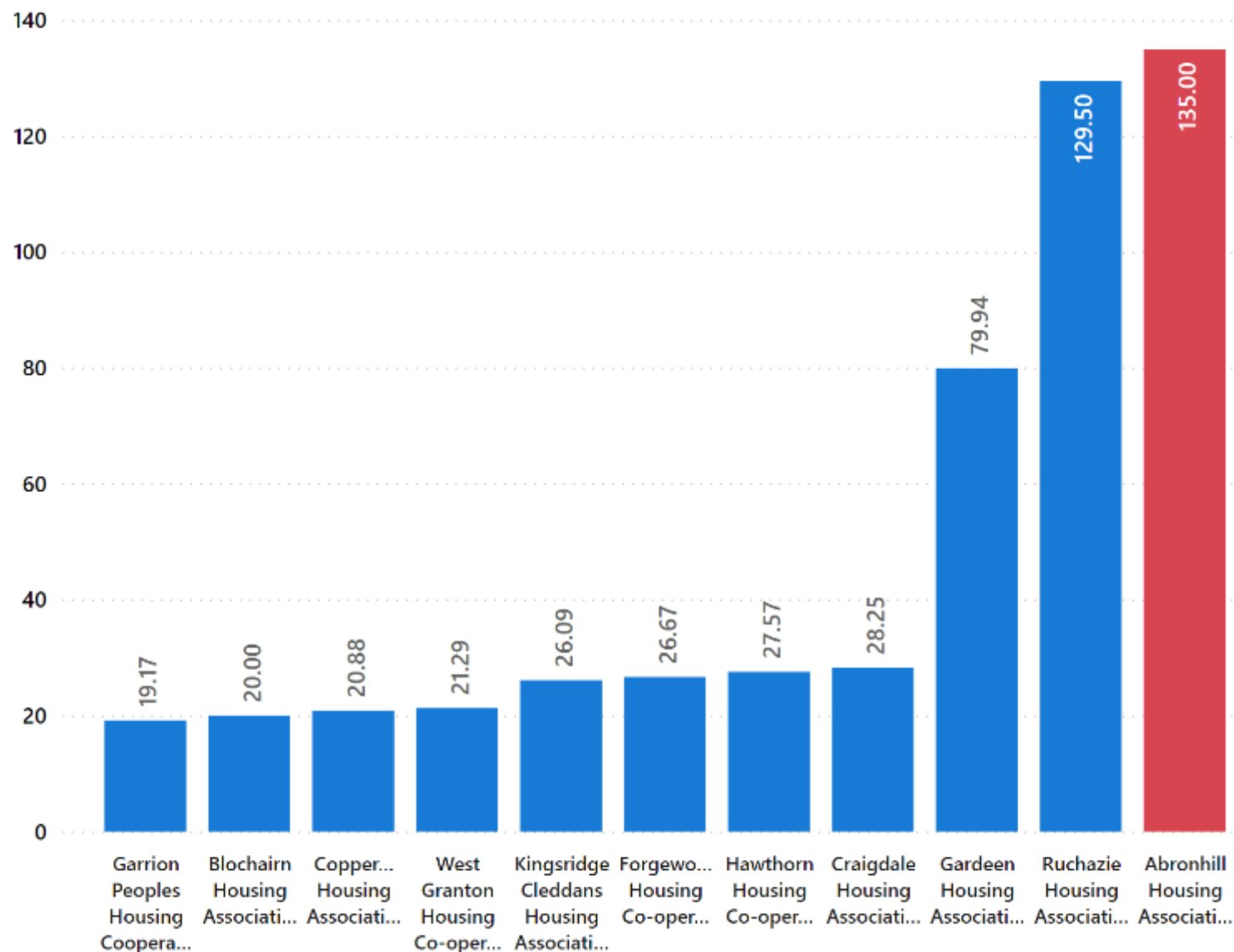


	20/21		21/22		22/23	
Organisation Name	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Abronnhill Housing Association	0.00	0.00	0.45	0.00	0.39	0.78
Peer Group 3 - Small urban	0.28	0.05	0.32	0.07	0.24	0.16
All RSLs	0.36	0.03	0.40	0.09	0.44	0.12
SHN Average	0.36	0.02	0.45	0.06	0.50	0.10



Medical Adaptations

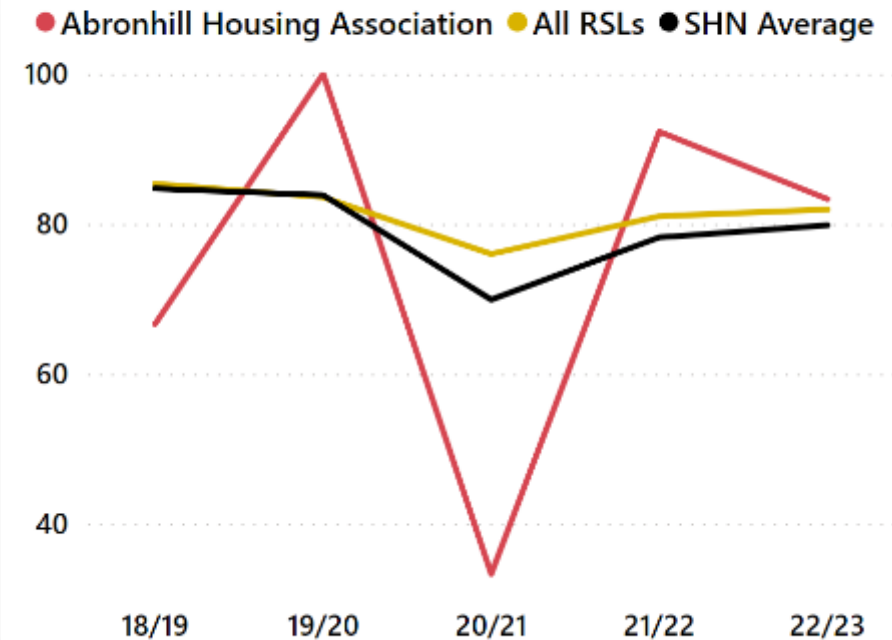
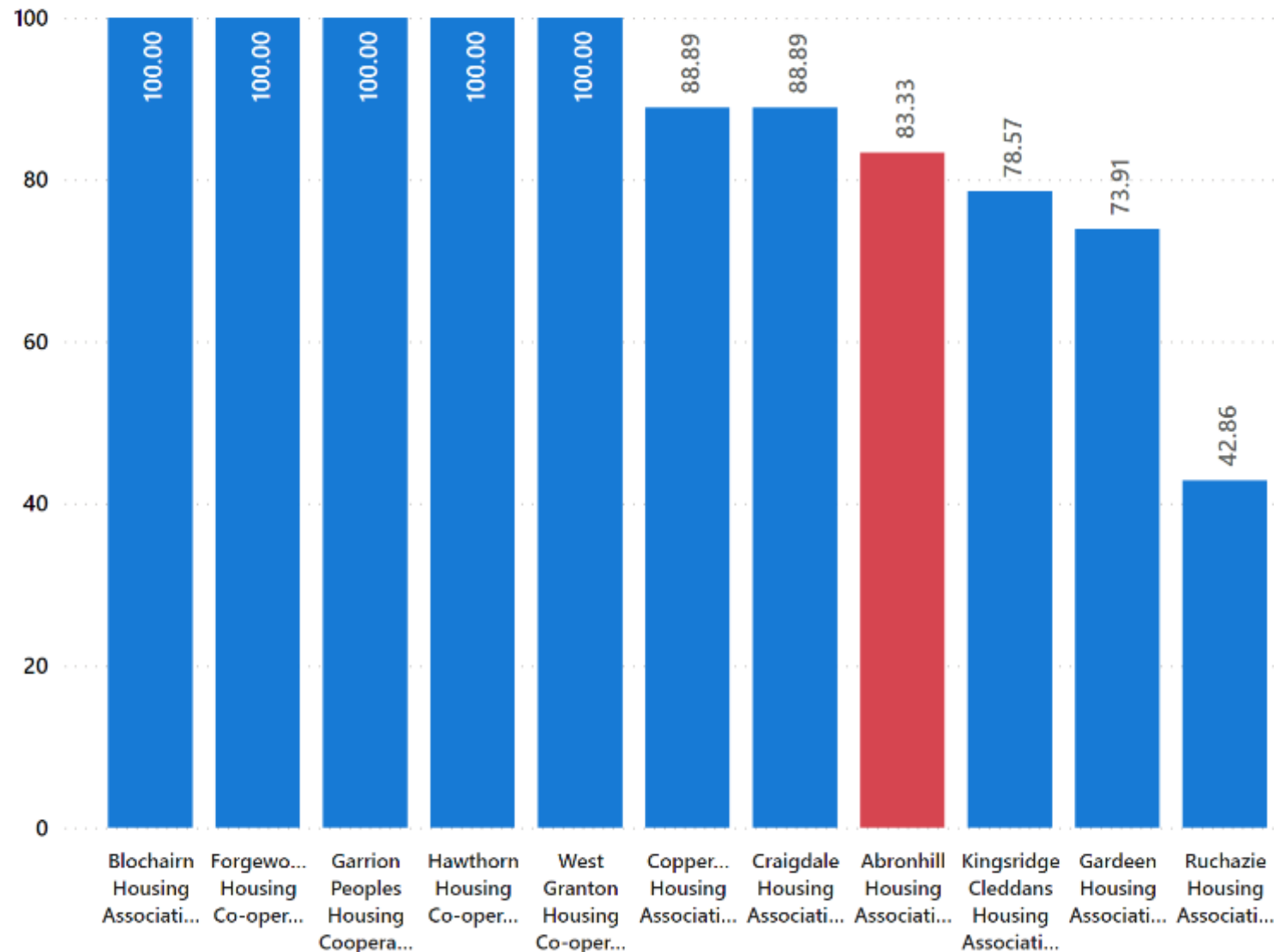
121 Average days to complete approved adaptations



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	18.00	153.42	135.00
Peer Group 3 - Small urban	52.33	47.00	39.71
All RSLs	71.15	55.28	46.76
SHN Average	58.00	54.35	46.83

Medical Adaptations

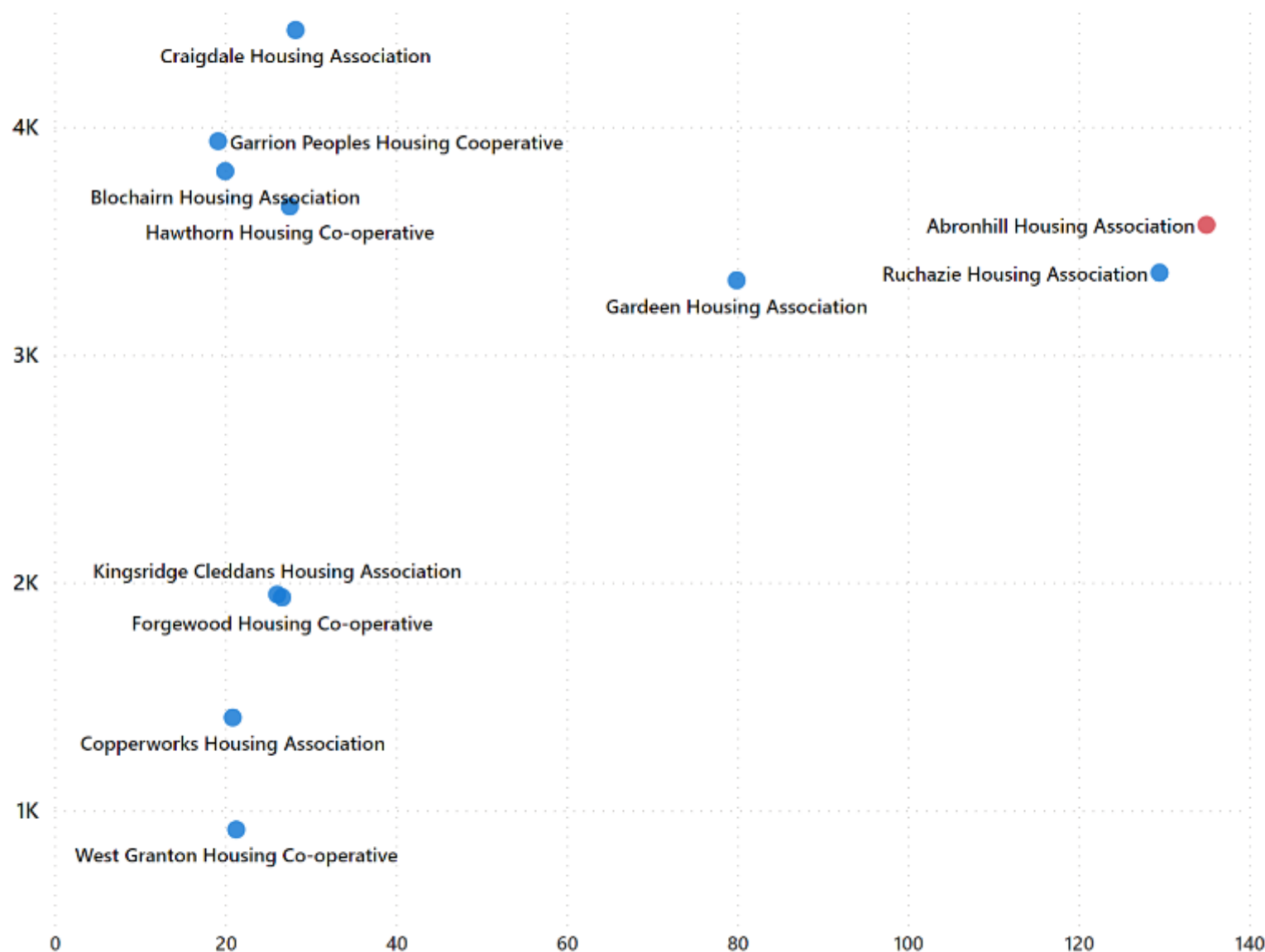
119 Percentage approved applications for medical adaptations completed



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	33.33	92.31	83.33
Peer Group 3 - Small urban	82.07	92.89	85.86
All RSLs	76.00	81.04	81.93
SHN Average	69.92	78.22	79.84

Medical Adaptations

I21 Average cost of adaptation
vs
I21 Average days to complete
approved adaptations

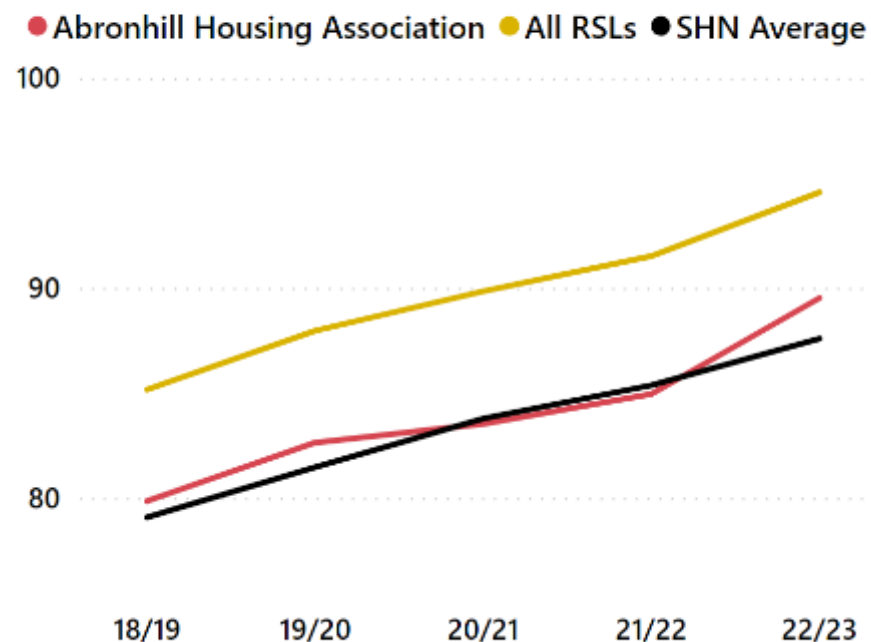
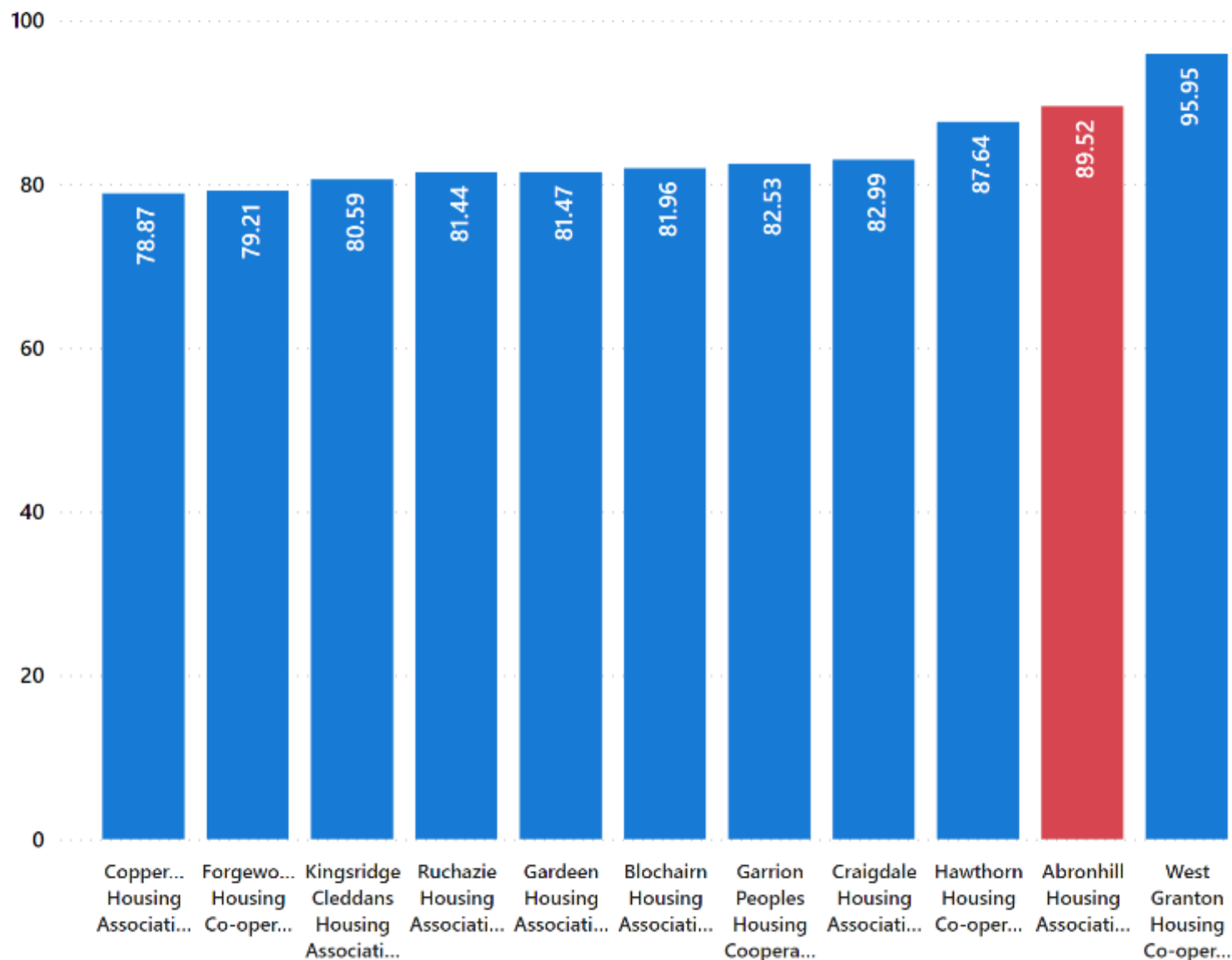


	22/23	
Organisation Name	I21 Average cost of adaptation	I21 Average days to complete approved adaptations
Abronhill Housing Association	3,570.40	135.00

Rents

Rents

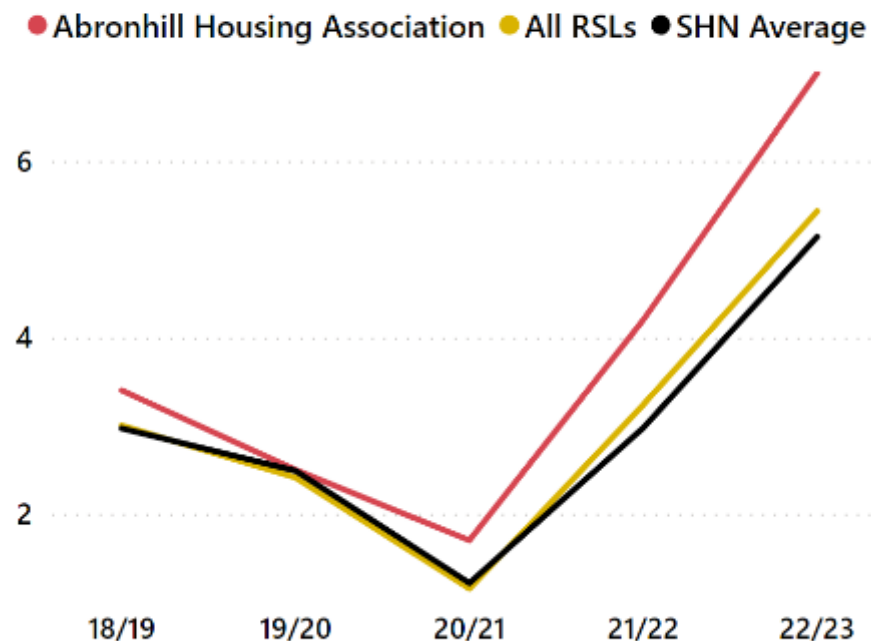
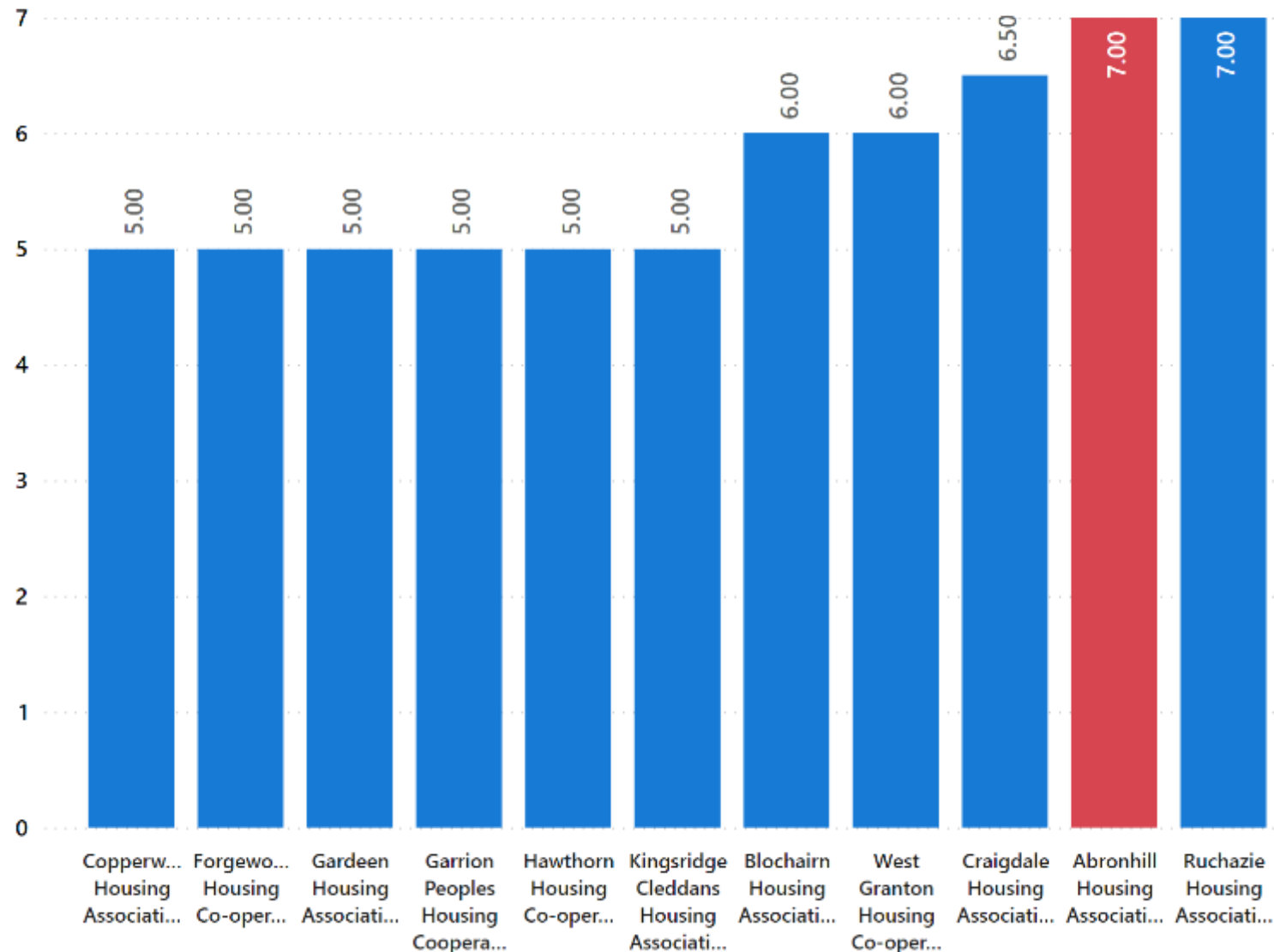
C17 Lettable self-contained units -
Total - Average weekly rent



Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	83.53	84.95	89.52
Peer Group 3 - Small urban	78.88	80.43	83.33
All RSLs	89.85	91.52	94.56
SHN Average	83.78	85.37	87.59

Rents

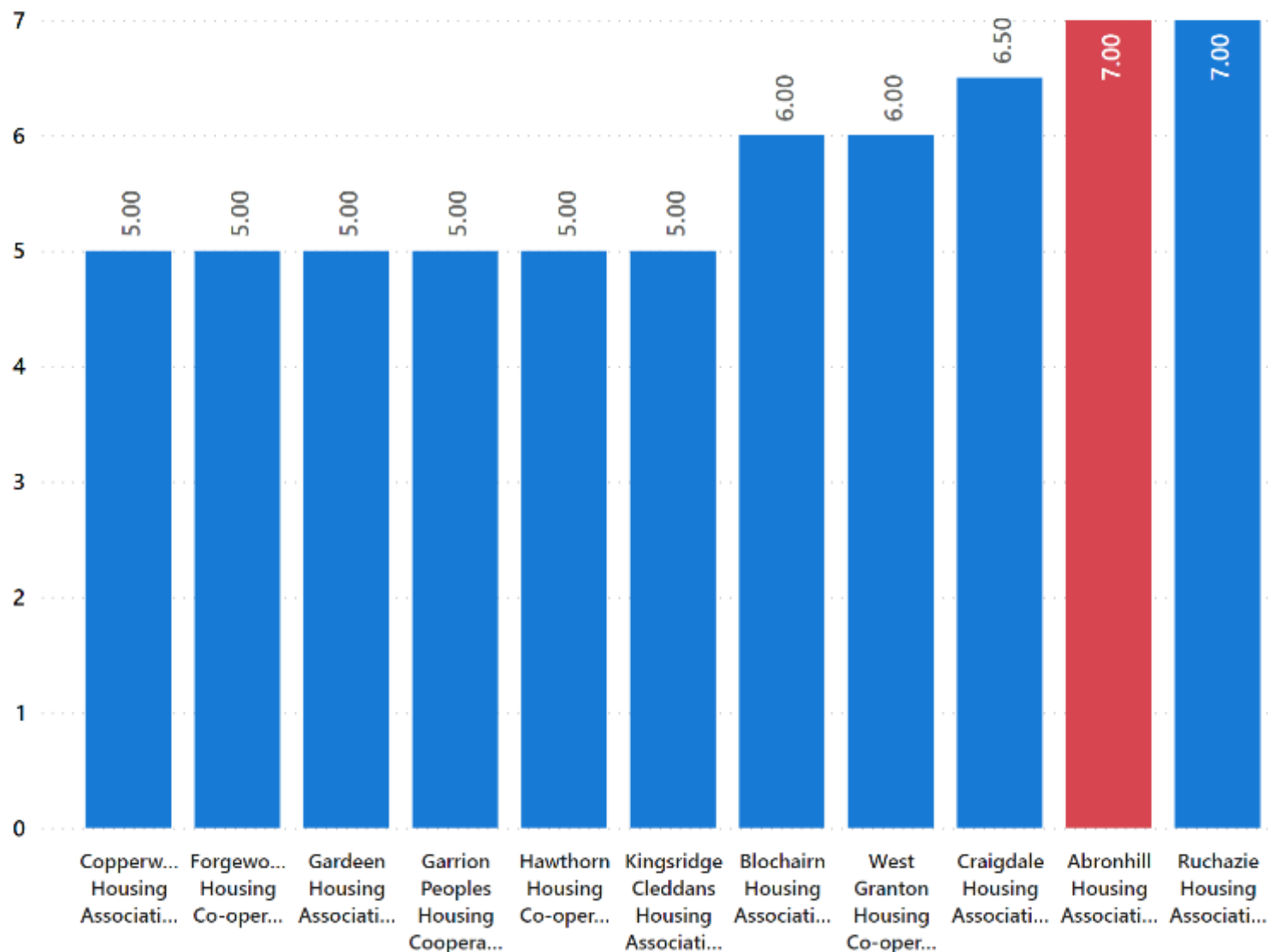
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	1.70	4.20	7.00
Peer Group 3 - Small urban	1.12	3.08	5.41
All RSLs	1.15	3.24	5.43
SHN Average	1.22	2.98	5.14

Rents

C5 Percentage average weekly rent
increase to be applied next year & C17
Average weekly rent

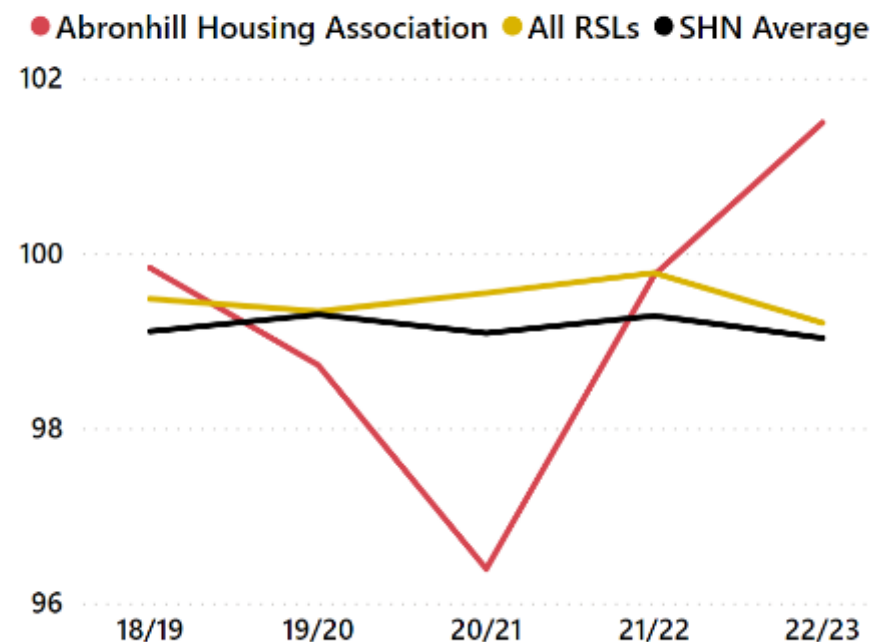
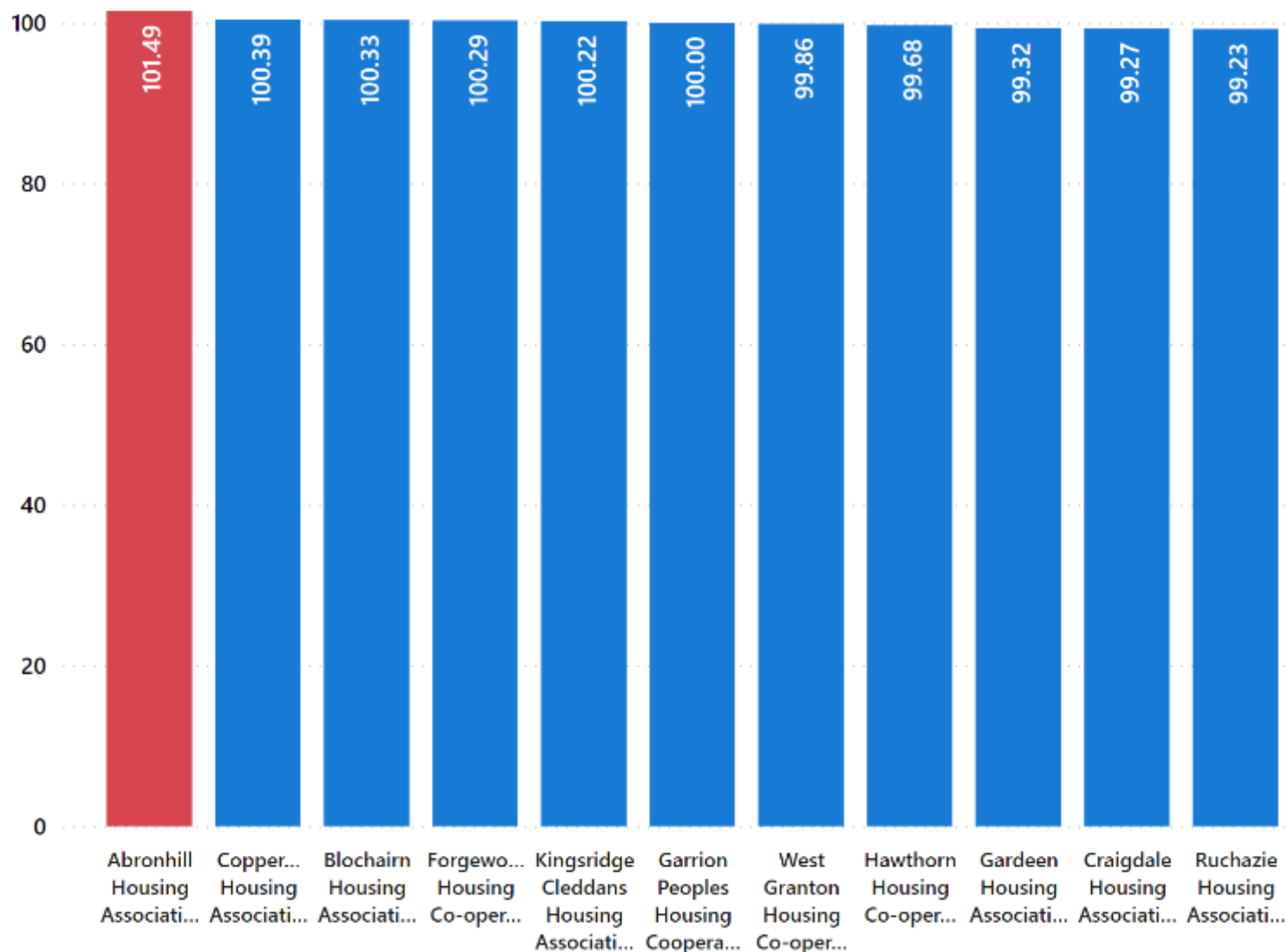


Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	1.70	4.20	7.00
Peer Group 3 - Small urban	1.12	3.08	5.41
All RSLs	1.15	3.24	5.43
SHN Average	1.22	2.98	5.14

Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	83.53	84.95	89.52
Peer Group 3 - Small urban	78.88	80.43	83.33
All RSLs	89.85	91.52	94.56
SHN Average	83.78	85.37	87.59

Rent Collection

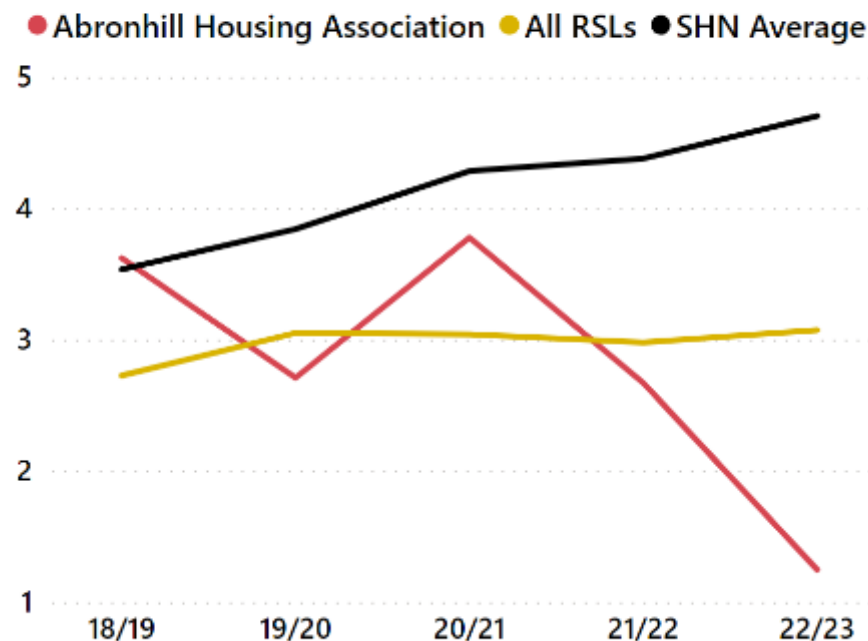
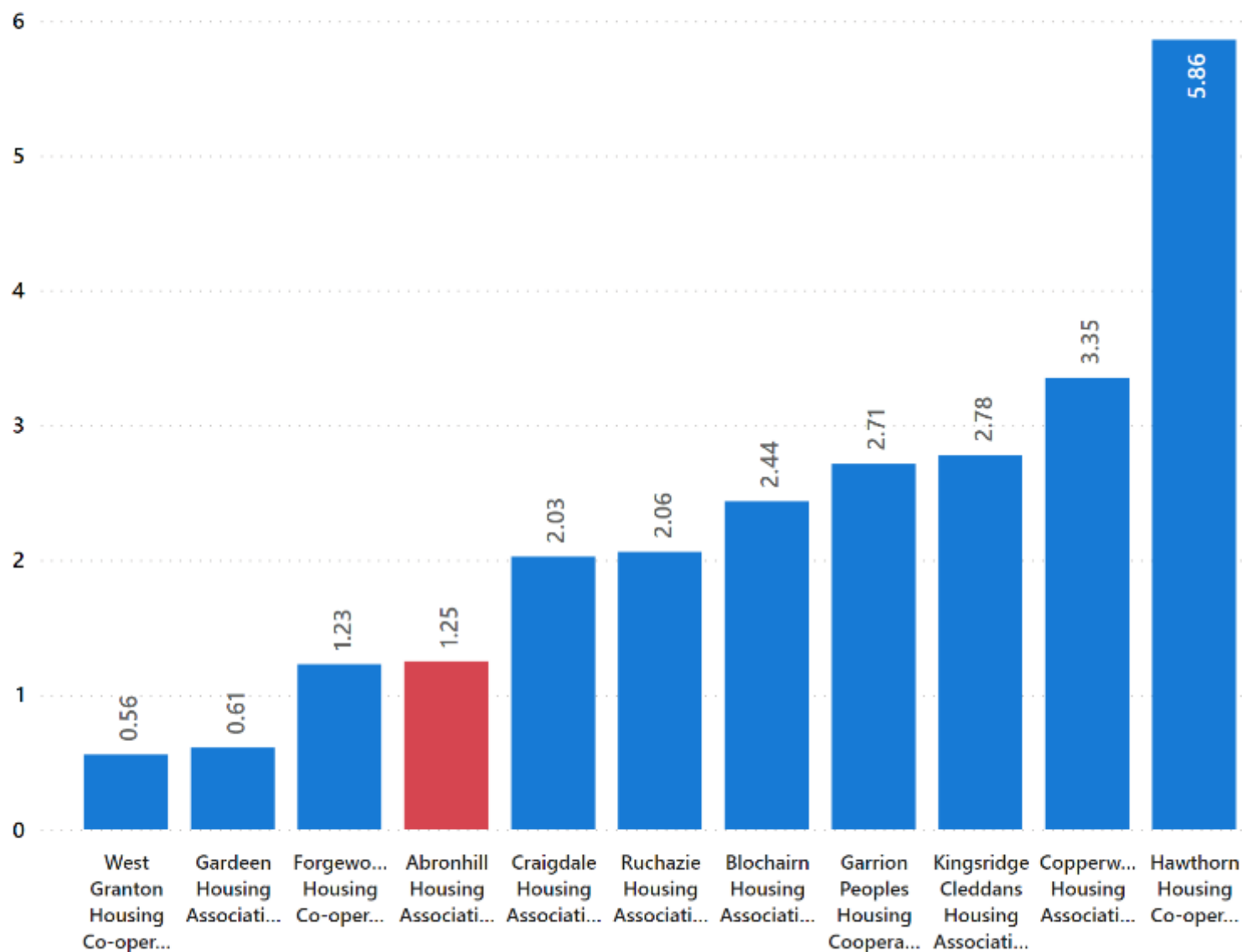
126 Percentage collected of rent due



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	96.39	99.75	101.49
Peer Group 3 - Small urban	99.53	100.66	100.50
All RSLs	99.54	99.77	99.20
SHN Average	99.08	99.28	99.03

Arrears

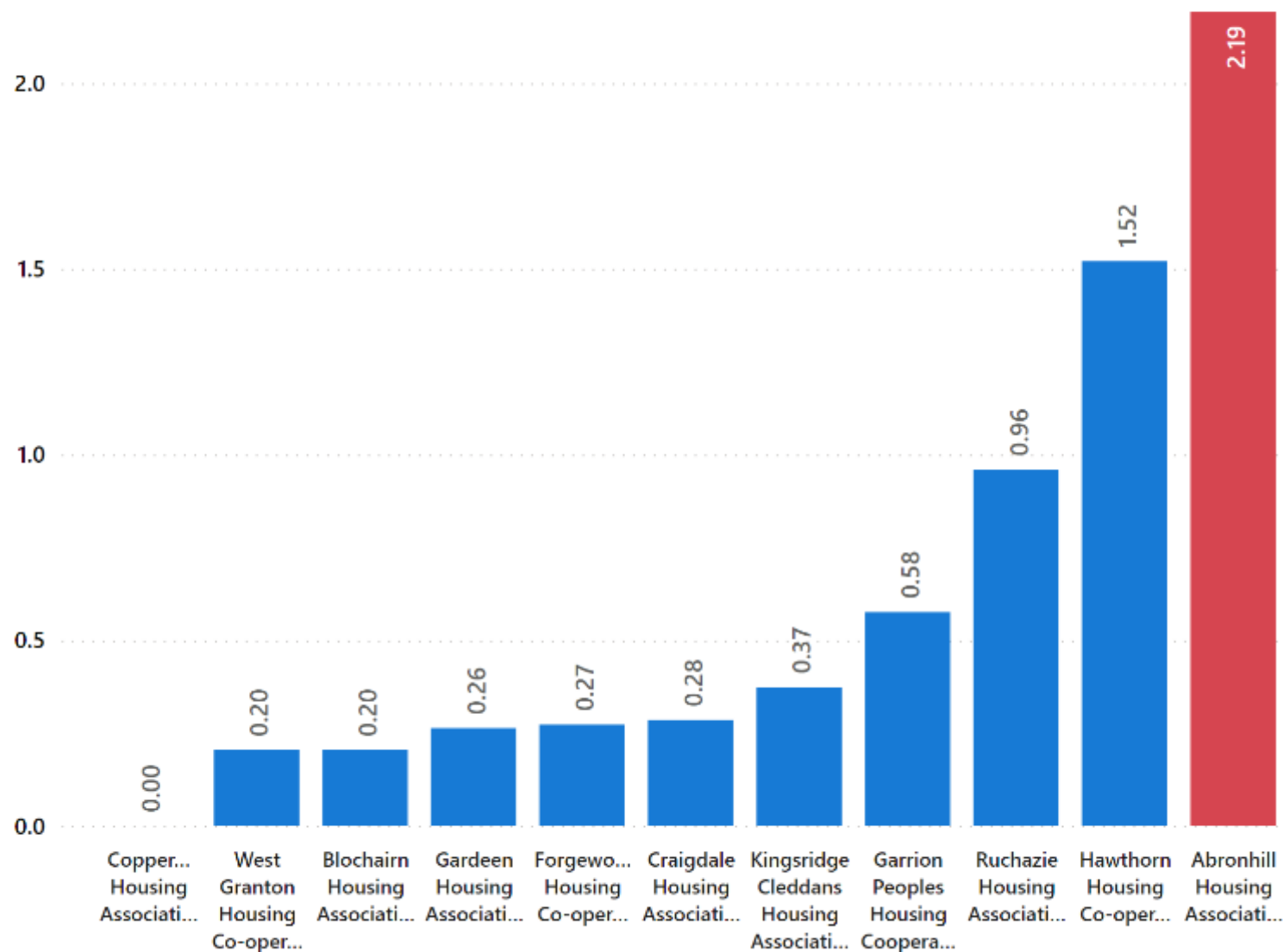
127 Current arrears percentage of rent due



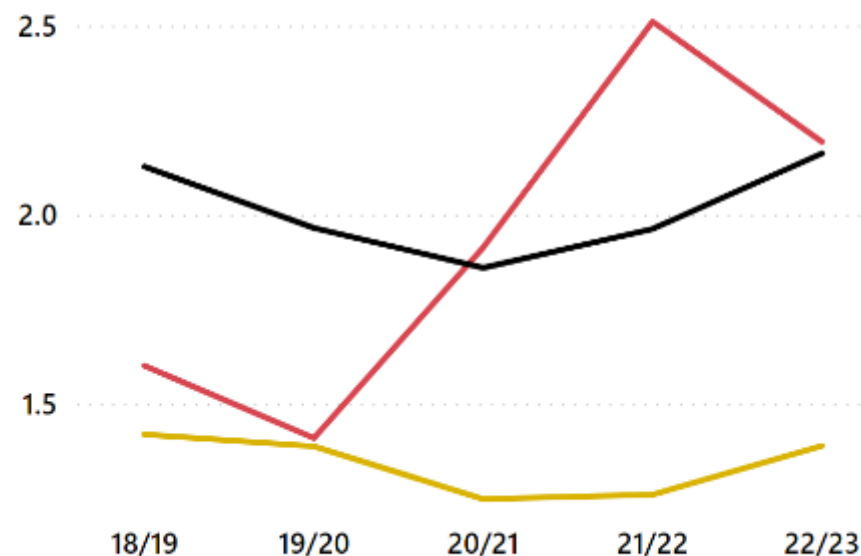
Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	3.78	2.67	1.25
Peer Group 3 - Small urban	3.07	2.58	2.16
All RSLs	3.04	2.98	3.07
SHN Average	4.28	4.38	4.70

Arrears

127 Former arrears percentage of rent due



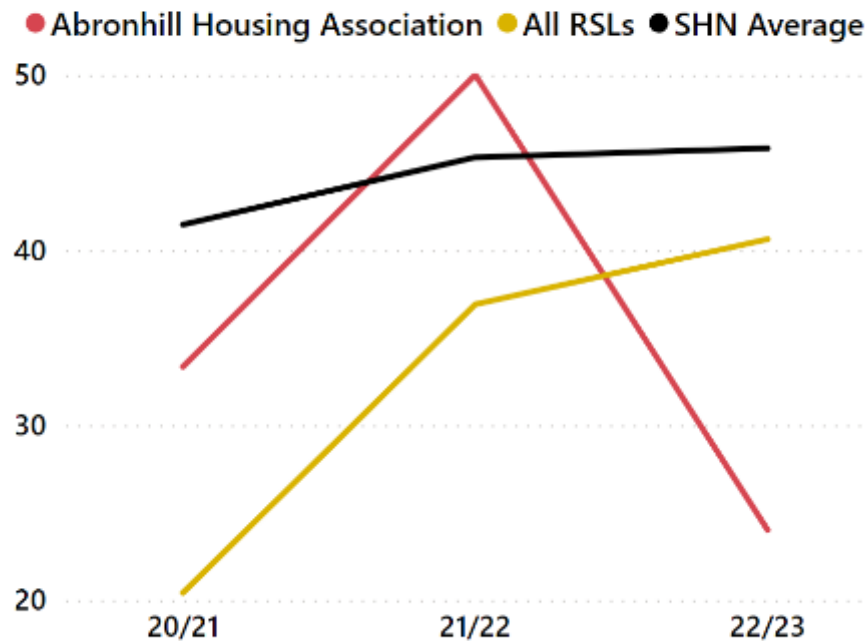
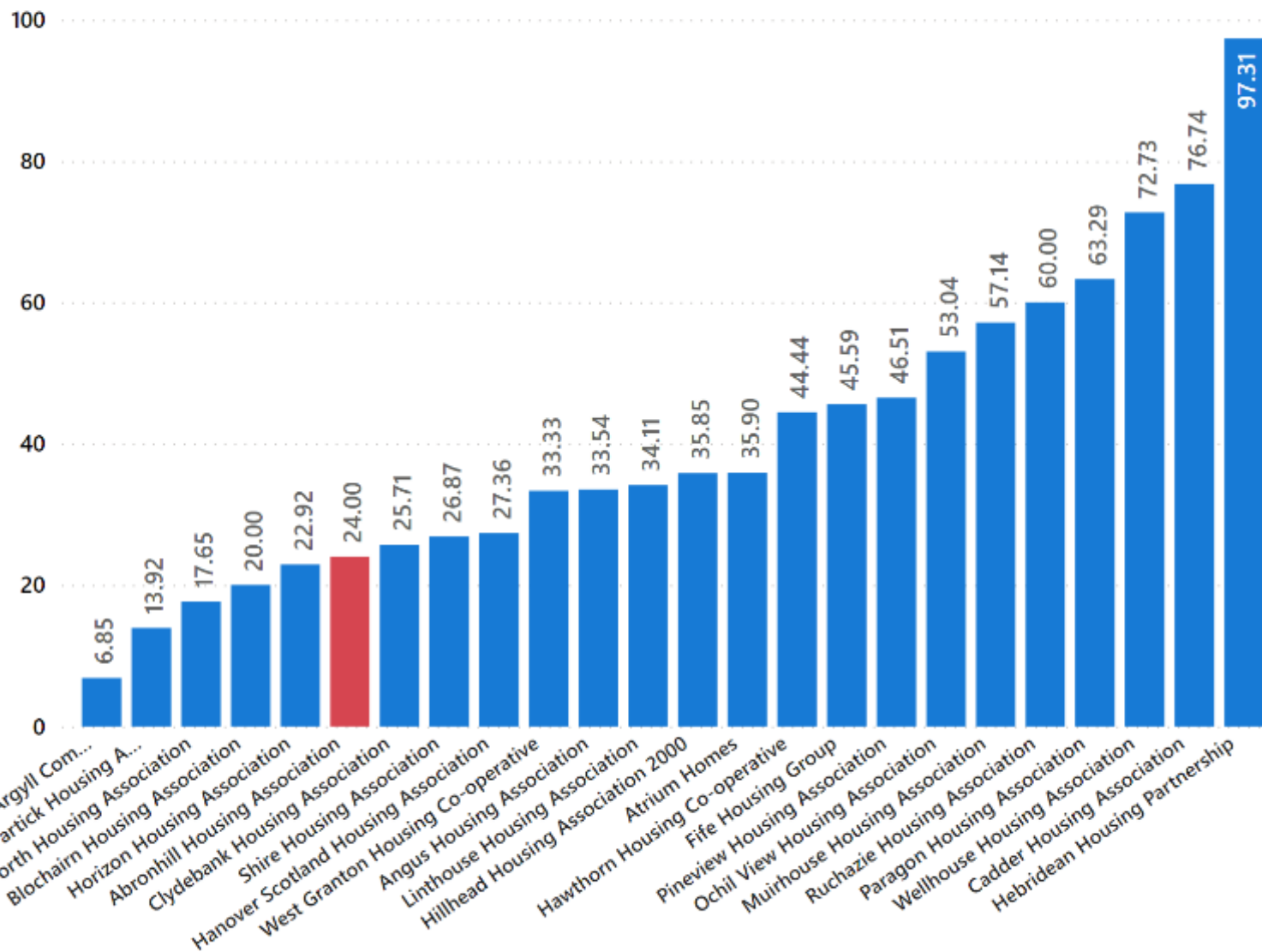
● Abronhill Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	1.91	2.51	2.19
Peer Group 3 - Small urban	0.90	0.88	0.80
All RSLs	1.25	1.26	1.39
SHN Average	1.86	1.96	2.16

Terminating with Arrears

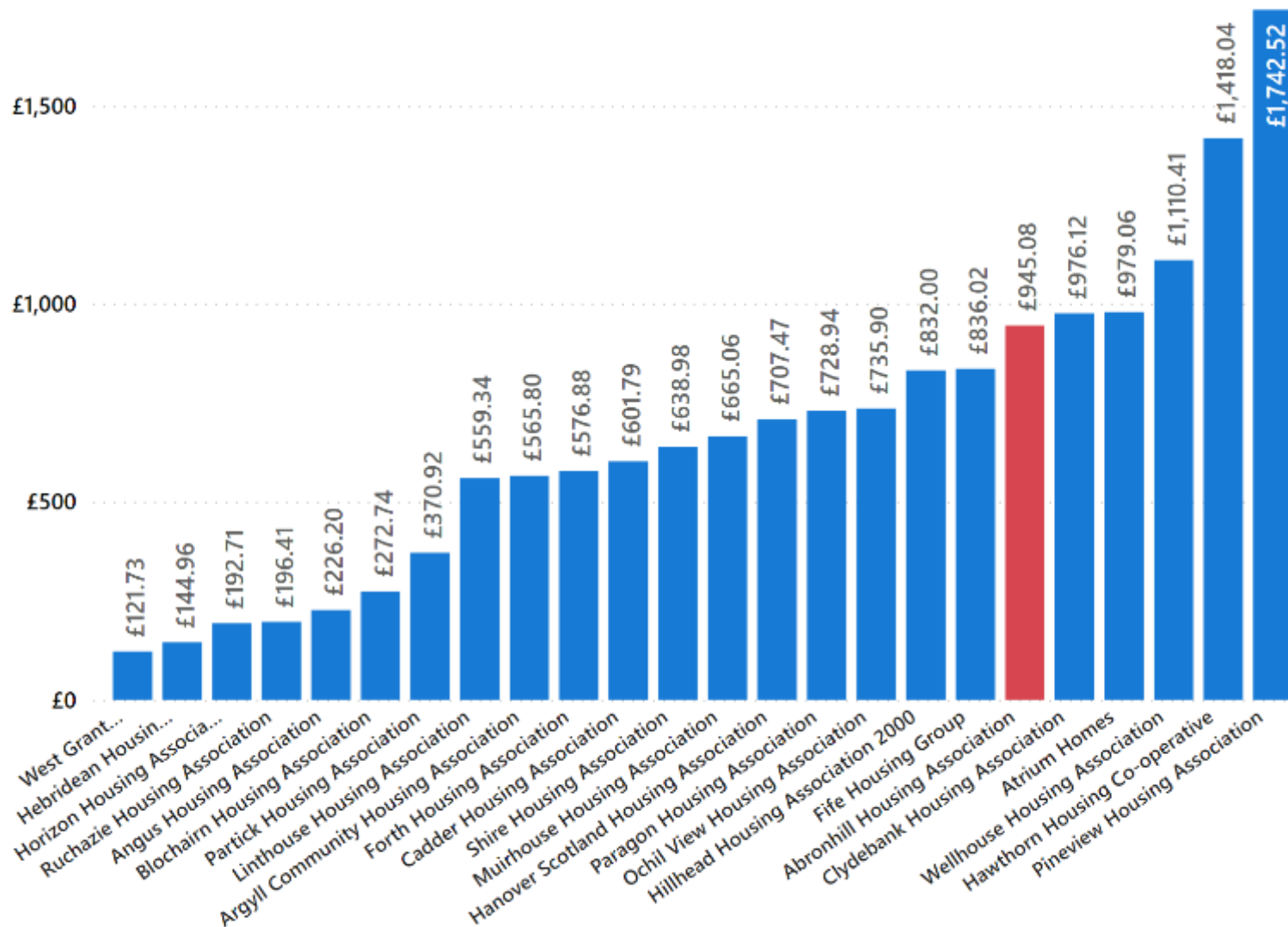
N34 Percentage of tenants terminating tenancy with arrears



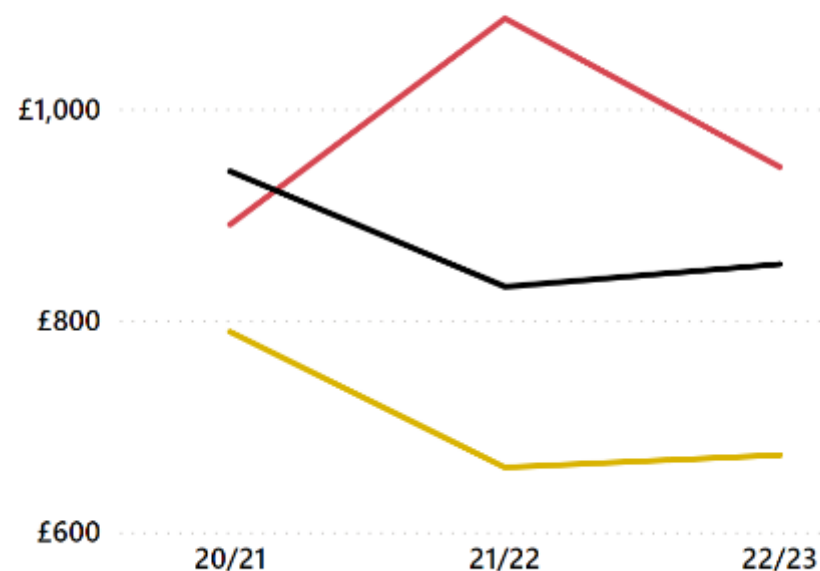
Organisation Name	20/21	21/22	22/23
Abrohill Housing Association	33.33	50.00	24.00
All RSLs	20.42	36.90	40.62
SHN Average	41.45	45.30	45.82

Terminating with Arrears

N34 Average debt owed when leaving



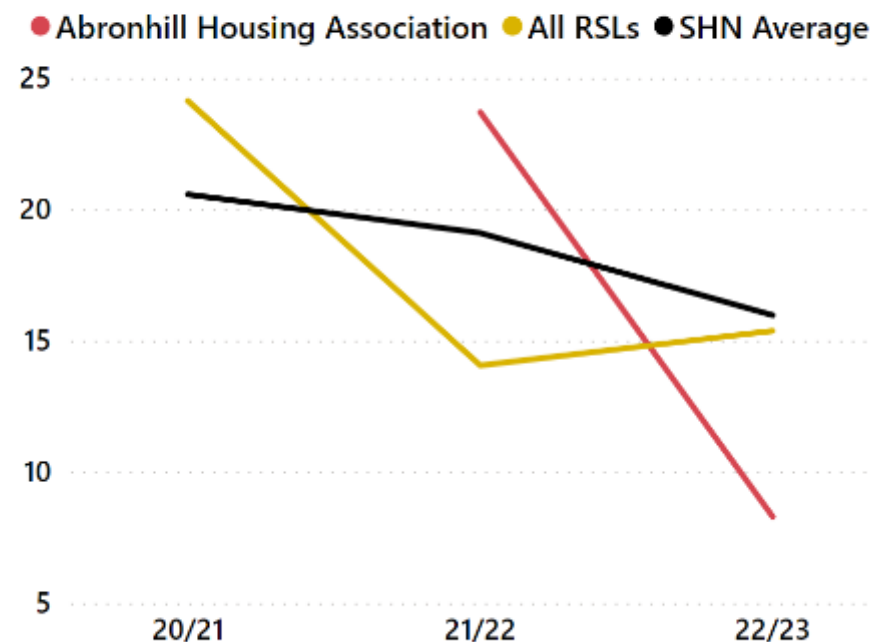
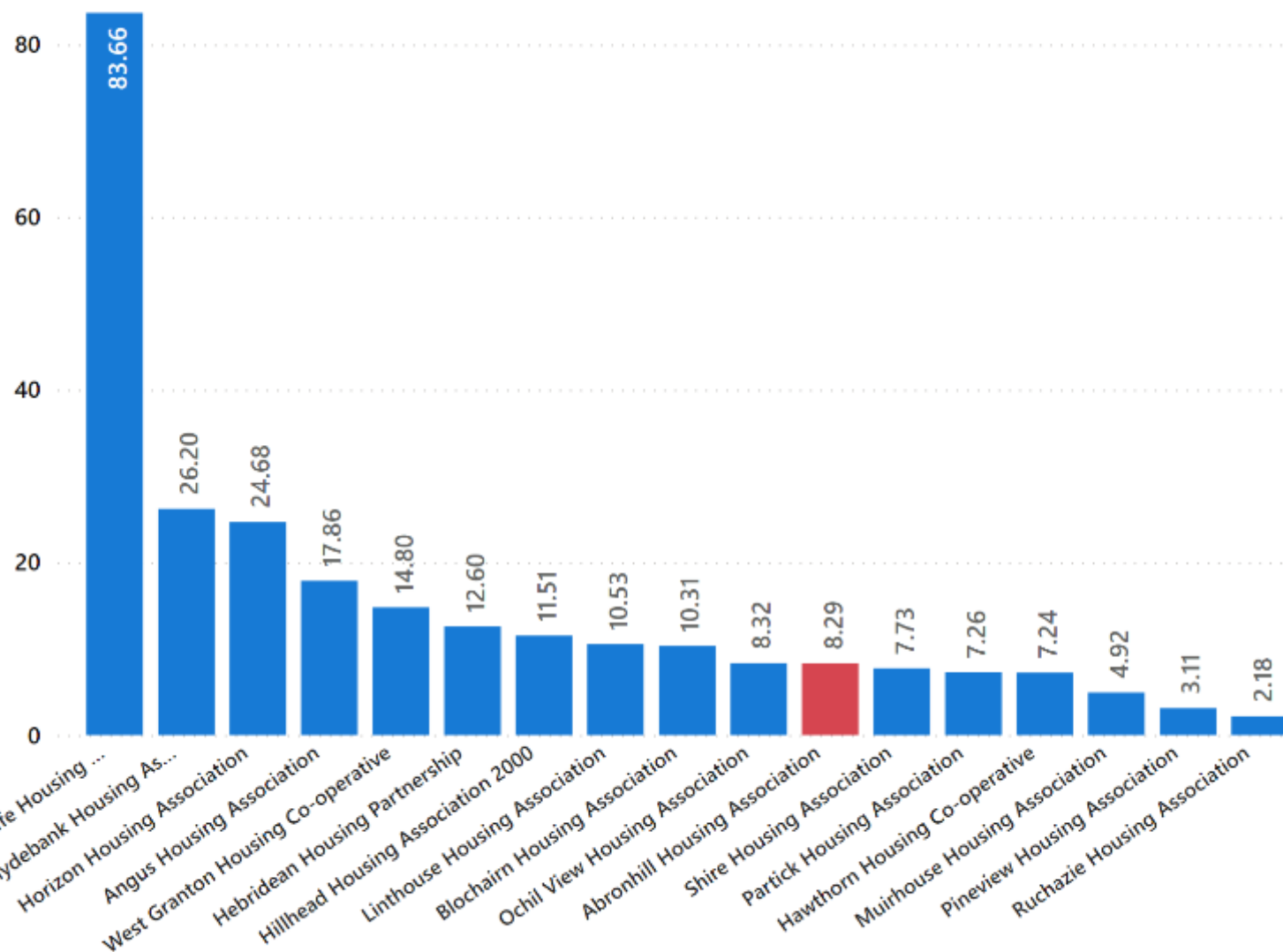
● Abronhill Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	£890.68	£1,085.50	£945.08
All RSLs	£789.24	£661.03	£672.71
SHN Average	£940.90	£831.91	£853.14

Former Tenant Arrears Collected

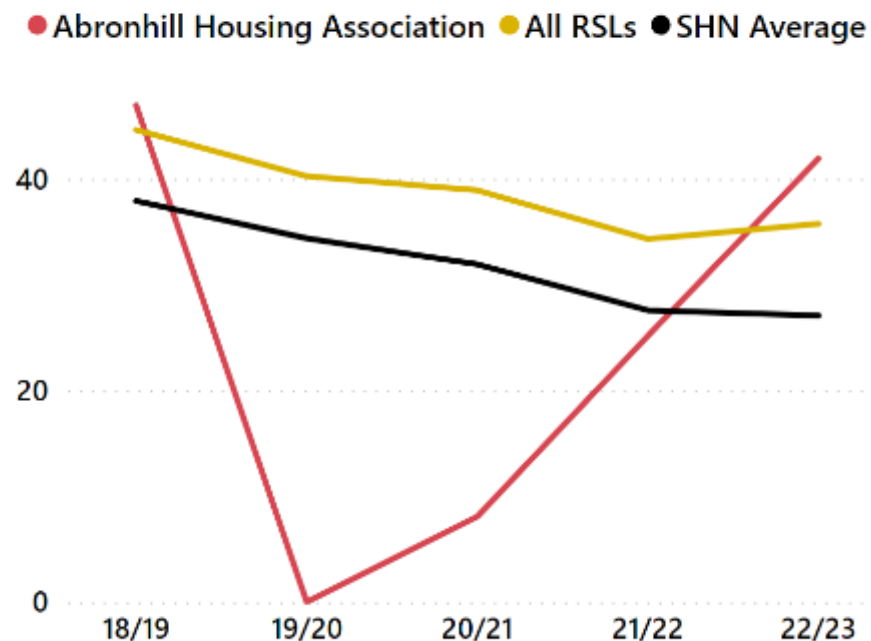
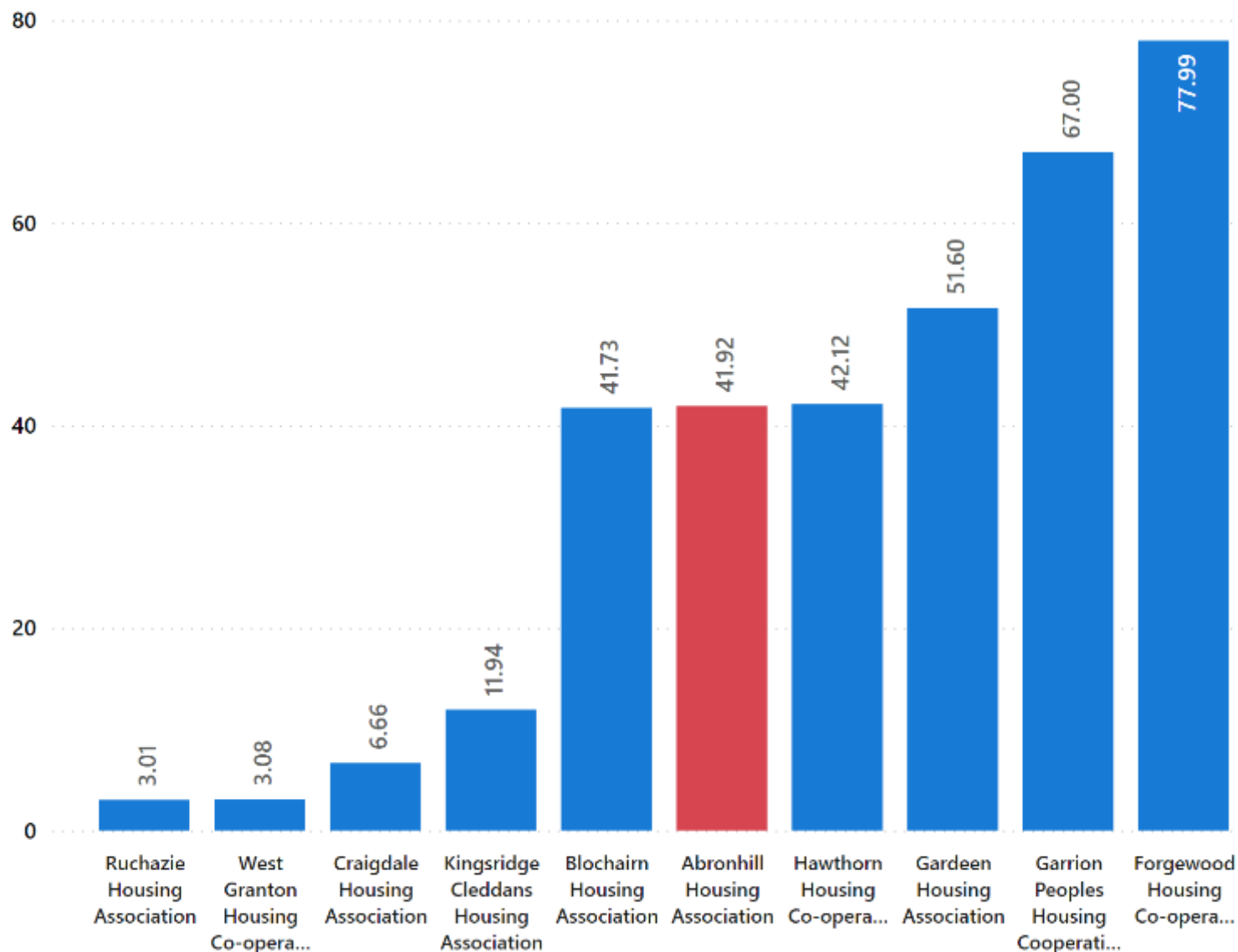
N35 Percentage of former tenant arrears collected as a percentage of FTA's at year end



Organisation Name	20/21	21/22	22/23
Abronnhill Housing Association		23.69	8.29
All RSLs	24.12	14.05	15.36
SHN Average	20.56	19.09	15.96

Arrears Written Off

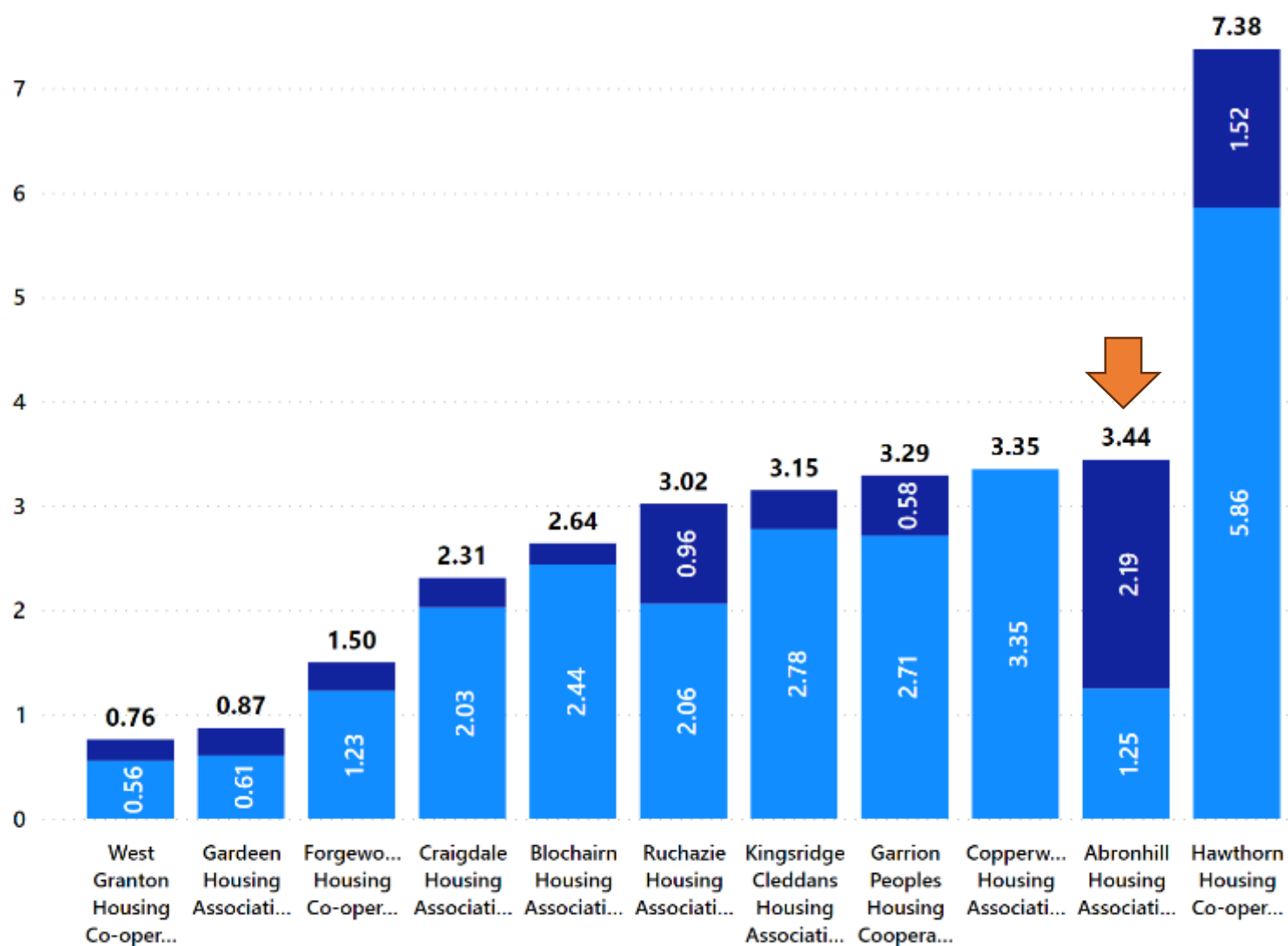
C7 Percentage former tenant rent arrears written off



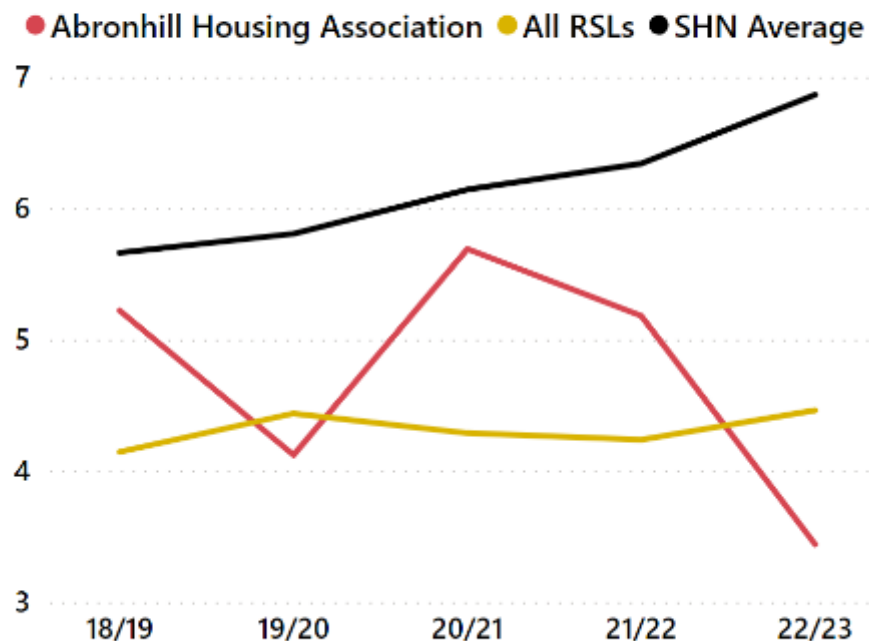
Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	8.08	25.16	41.92
Peer Group 3 - Small urban	49.29	39.17	41.29
All RSLs	38.92	34.32	35.75
SHN Average	31.92	27.57	27.08

Arrears

I27 Percentage gross rent arrears
of rent due



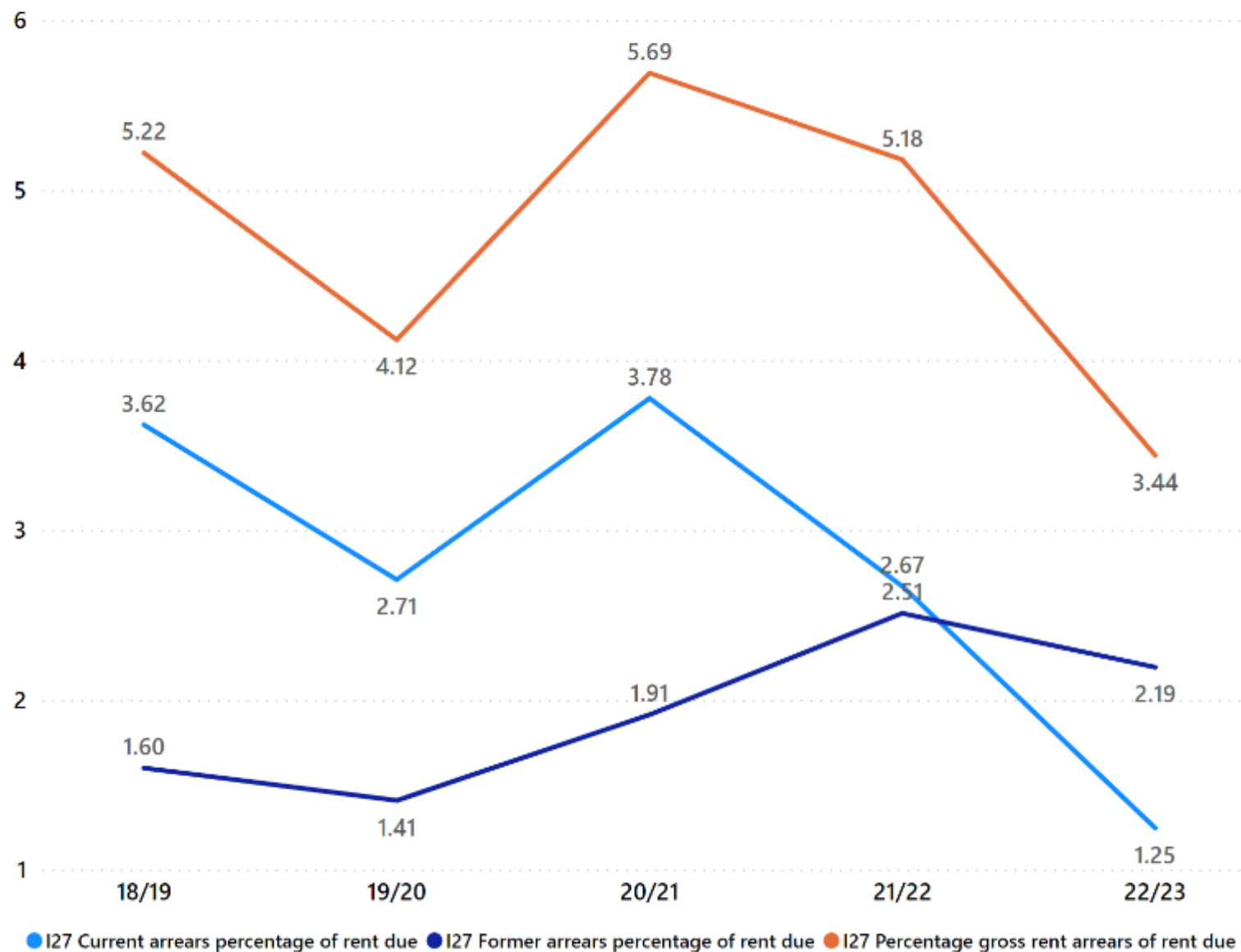
● I27 Current arrears percentage of rent due ● I27 Former arrears percentage of rent due



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	5.69	5.18	3.44
Peer Group 3 - Small urban	3.97	3.46	2.96
All RSLs	4.29	4.24	4.46
SHN Average	6.14	6.34	6.86

Arrears (Trends)

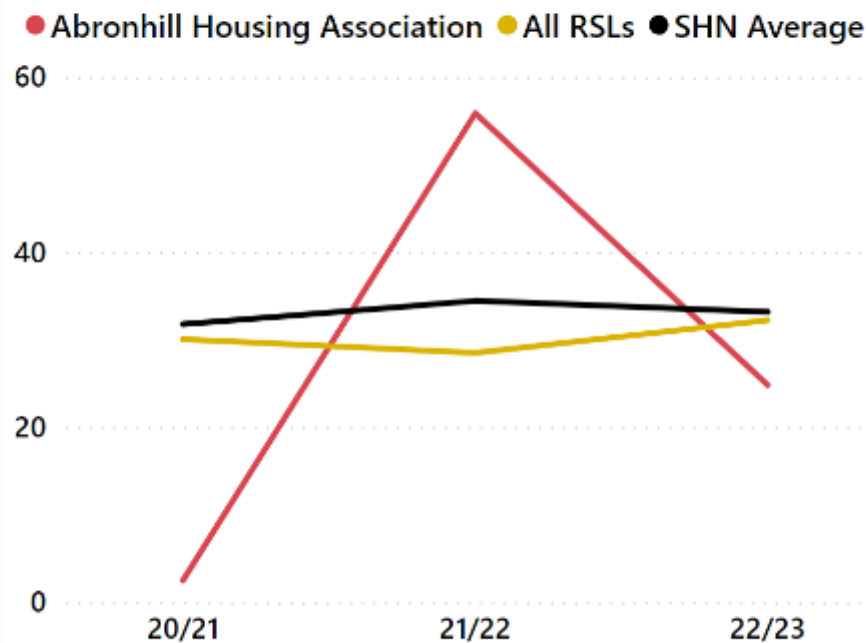
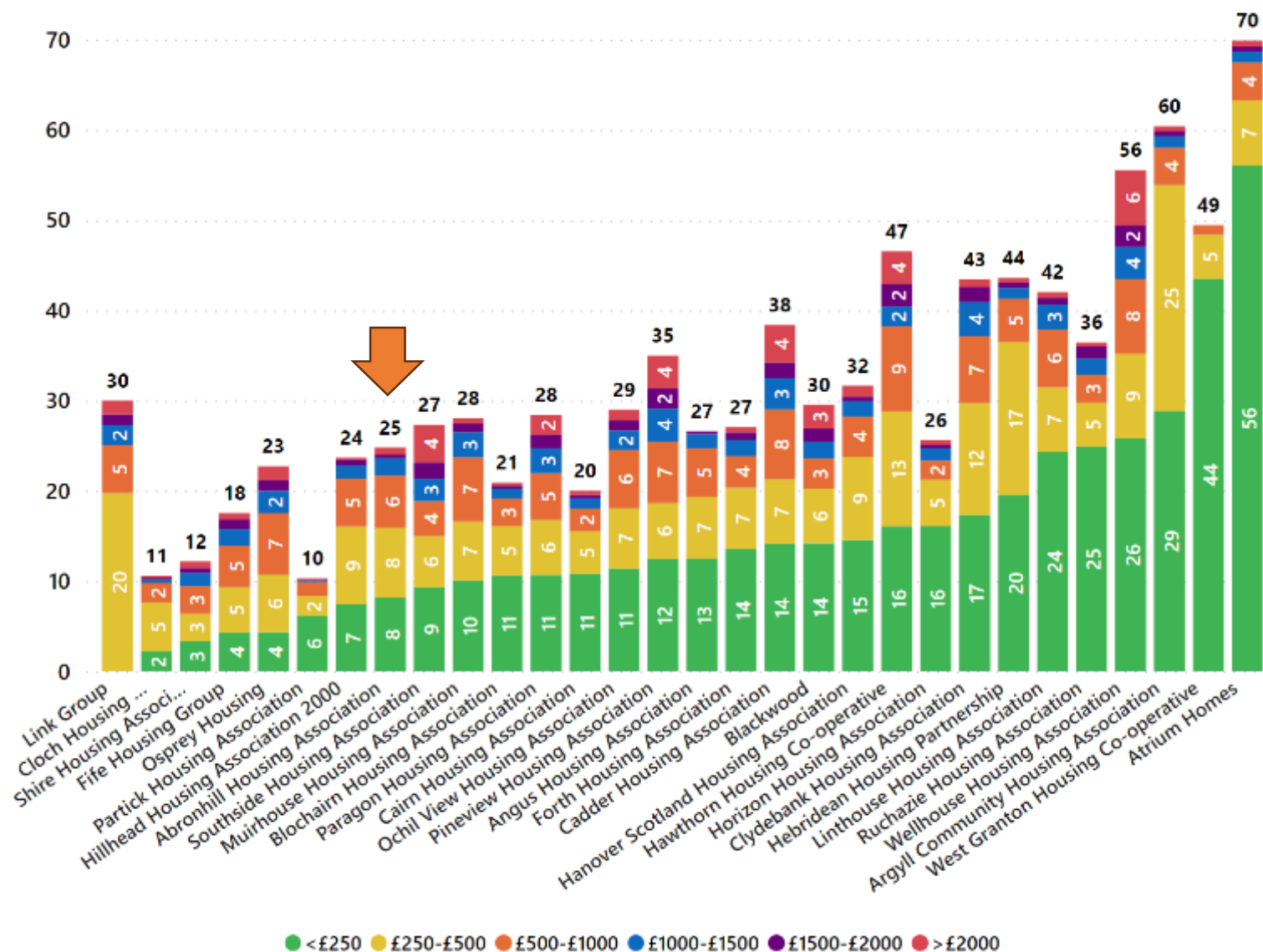
I27 Percentage gross rent arrears
of rent due



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	5.69	5.18	3.44
Peer Group 3 - Small urban	3.97	3.46	2.96
All RSLs	4.29	4.24	4.46
SHN Average	6.14	6.34	6.86

Tenancy Arrears

N33 Percentage of tenancies in arrears at year end

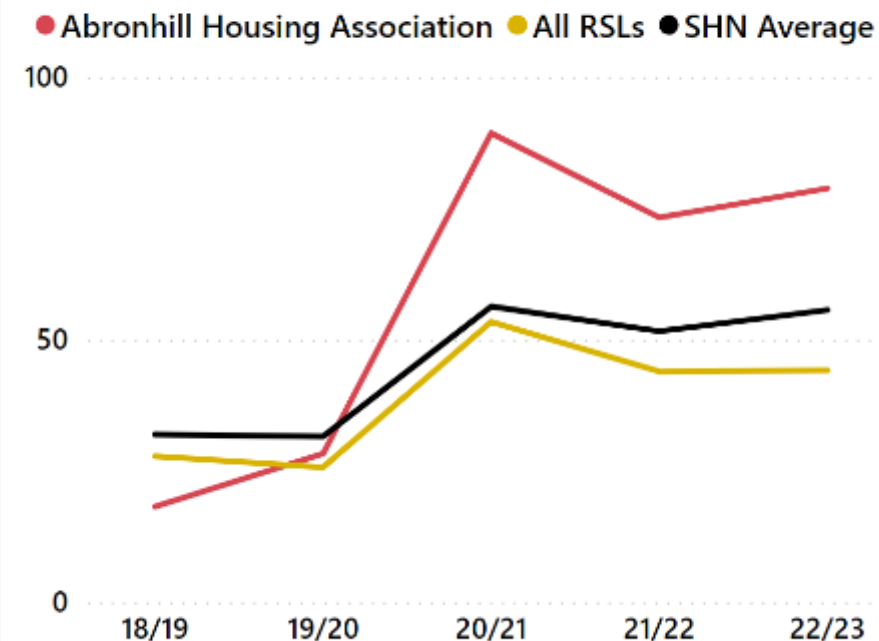
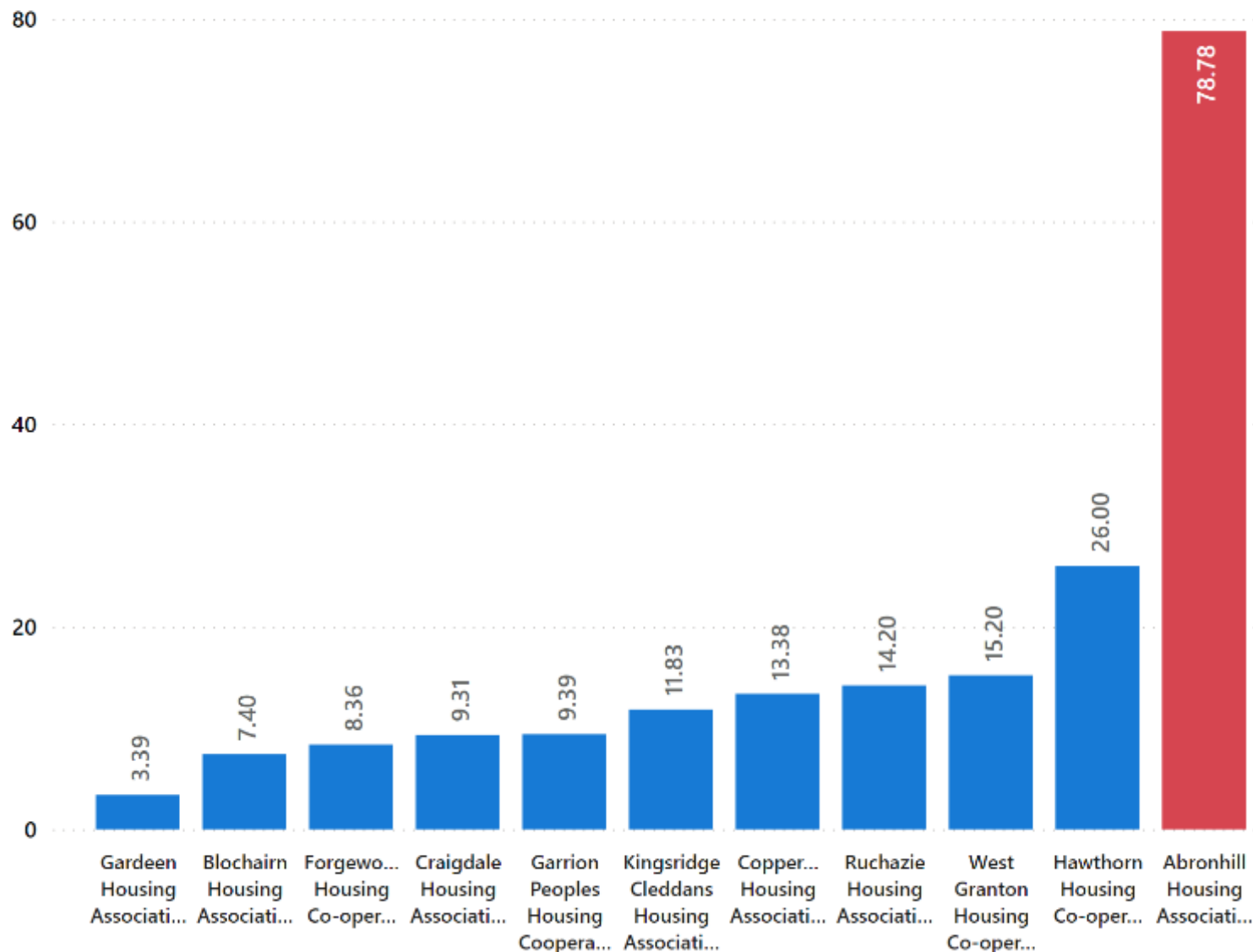


Organisation Name	22/23					
	<£250	£250-£500	£500-£1000	£1000-£1500	£1500-£2000	>£2000
Abronhill Housing Association	8.14	7.75	5.81	1.94	0.39	0.78
All RSLs	12.40	11.16	4.64	1.85	0.89	1.25
SHN Average	14.51	7.56	4.71	2.09	1.70	2.58

Voids


Relet Times

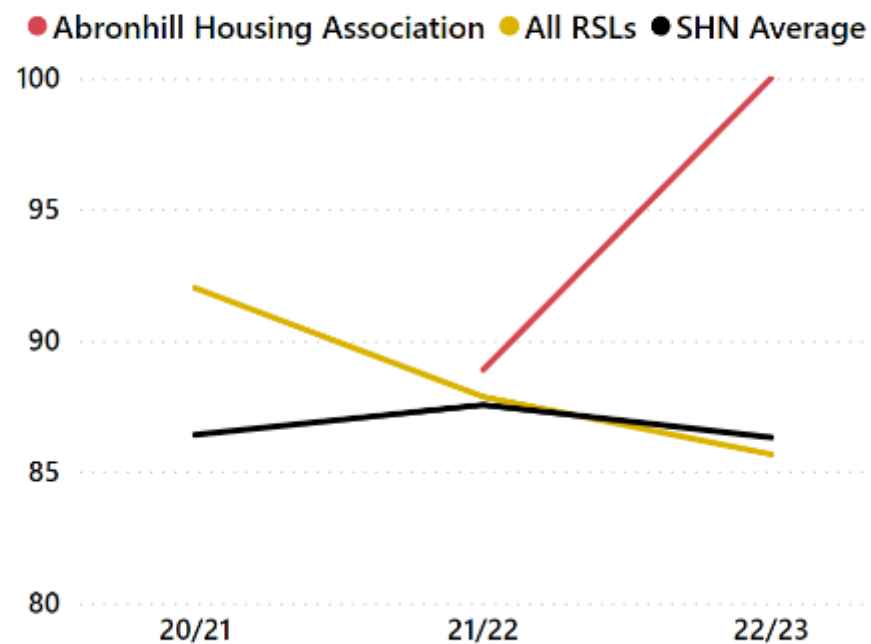
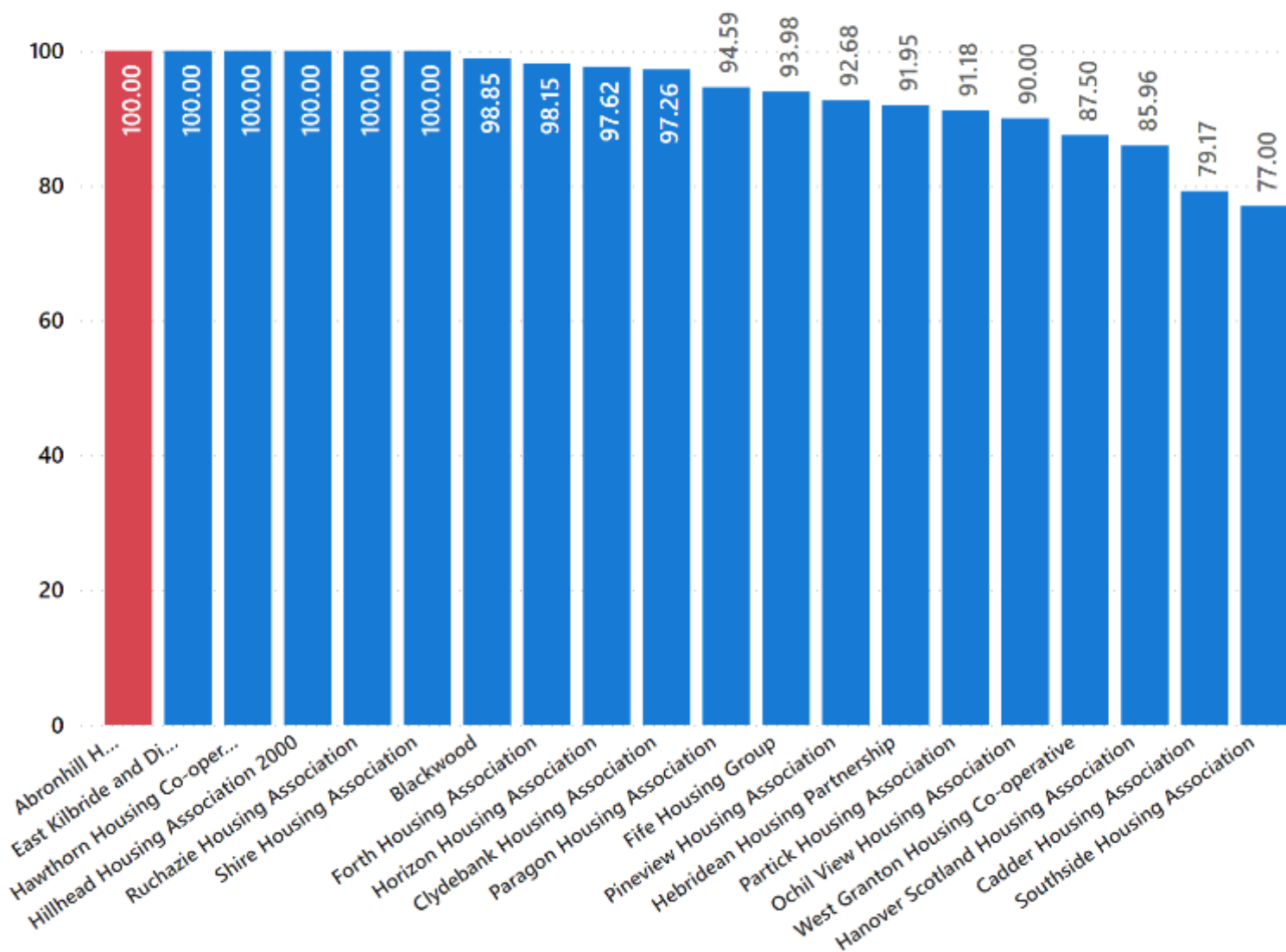
130 Average time to re-let properties



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association	89.29	73.23	78.78
Peer Group 3 - Small urban	34.60	26.91	18.15
All RSLs	53.38	43.90	44.14
SHN Average	56.29	51.58	55.61

Standard of Home when Moving In

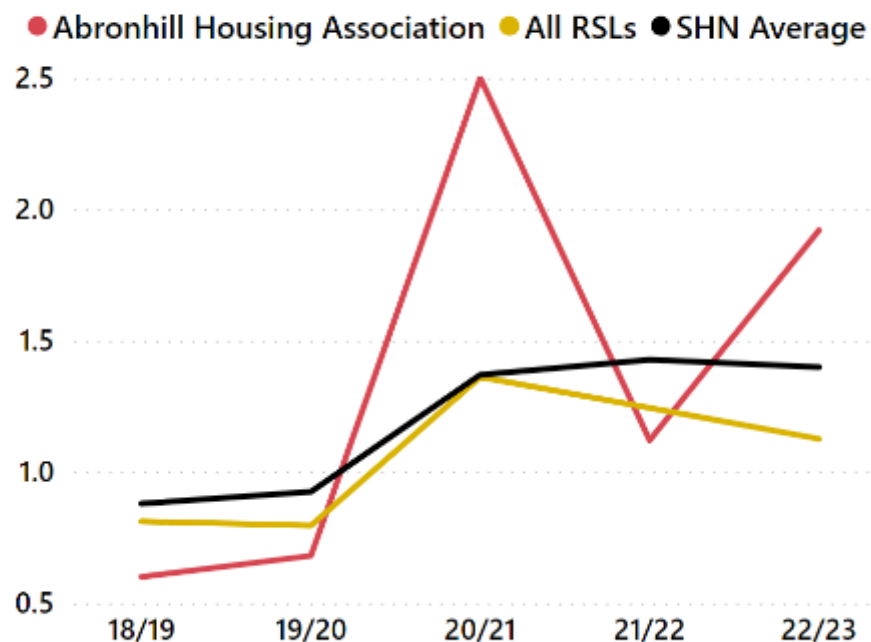
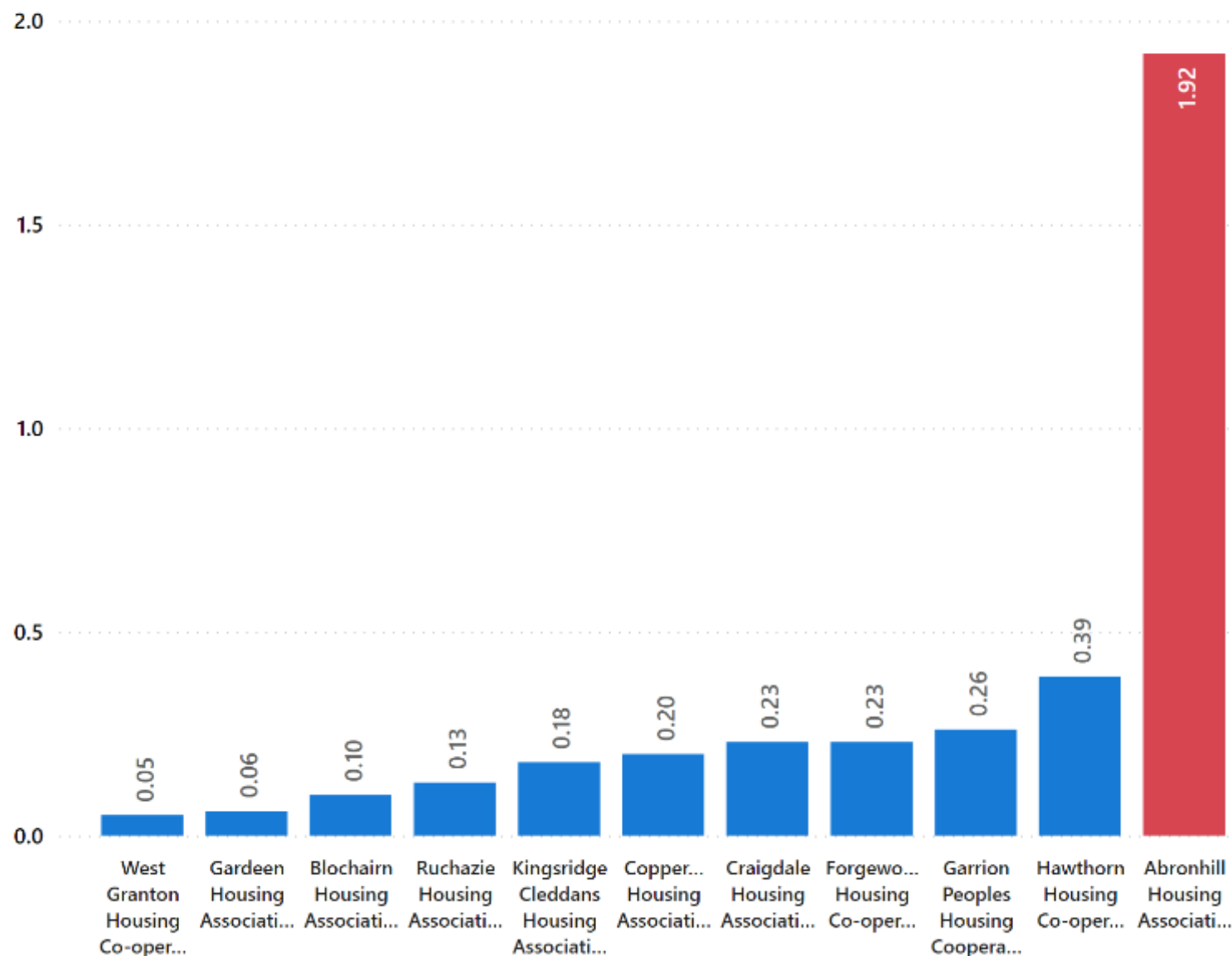
N43 Percentage satisfied with standard of home when moving in  SHN
Scotland's Housing Network



Organisation Name	20/21	21/22	22/23
Abronhill Housing Association		88.89	100.00
All RSLs	92.00	87.85	85.66
SHN Average	86.41	87.55	86.31

Void Rent Loss

118 Percentage of rent due lost through properties being empty



Organisation Name	20/21	21/22	22/23
Ab Bronhill Housing Association	2.50	1.12	1.92
Peer Group 3 - Small urban	0.55	0.41	0.28
All RSLs	1.36	1.24	1.13
SHN Average	1.37	1.43	1.40

Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Appointments kept

Repairs satisfaction

ASB cases within target

Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

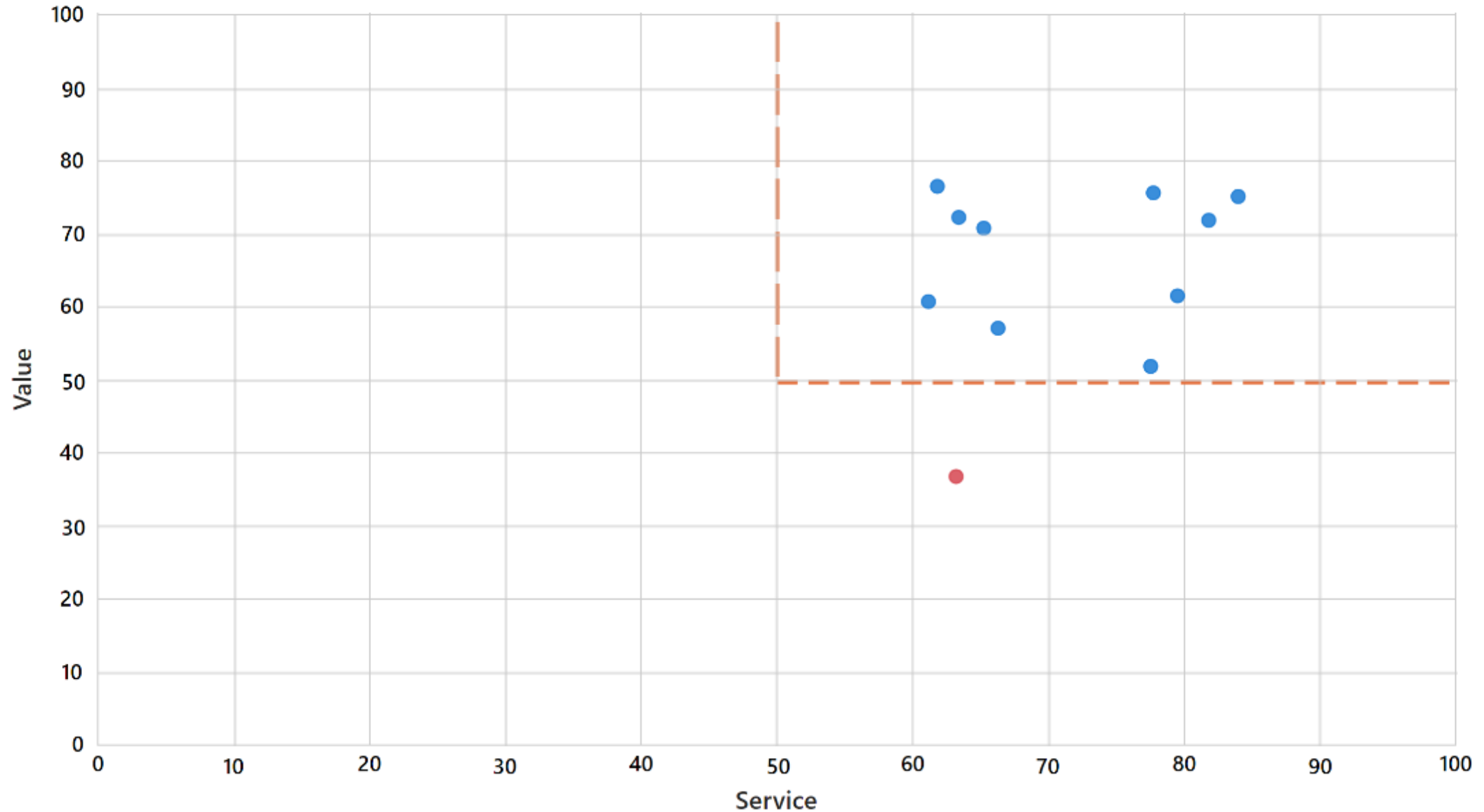
Landlord Report

Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
West Granton Housing Co-operative	99.50	99.50	100.00	90.86	2.14	4.44	94.28	96.63	100.00	6.00	92.69	95.95	99.86	0.05	15.20
Kingsridge Cleddans Housing Association	98.16	99.39	100.00	100.00	3.17	2.16	99.88	98.11	100.00	5.00	79.07	80.59	100.22	0.18	11.83
Blochairn Housing Association	96.36	95.73	85.80	62.33	1.75	3.69	90.72	95.96	100.00	6.00	81.81	81.96	100.33	0.10	7.40
Abronhill Housing Association	95.39	96.05	91.45	42.64	1.72	4.07	91.38	94.68	100.00	7.00	88.23	89.52	101.49	1.92	78.78
Craigdale Housing Association	94.90	98.43	99.22	95.57	2.29	3.49	99.38	92.79	100.00	6.50	80.09	82.99	99.27	0.23	9.31
Gardeen Housing Association	93.55	99.35	93.55	100.00	1.84	3.85	98.31	99.30	100.00	5.00	78.30	81.47	99.32	0.06	3.39
Hawthorn Housing Co-operative	91.78	98.63	100.00	99.45	4.41	2.81	94.05	79.41	100.00	5.00	85.26	87.64	99.68	0.39	26.00
Forgewood Housing Co-operative	91.43	87.14	85.71	100.00	2.90	3.21	96.68	88.71	100.00	5.00	78.38	79.21	100.29	0.23	8.36
Ruchazie Housing Association	90.85	96.48	95.89	99.56	4.43	5.51	94.70	86.89	100.00	7.00	79.92	81.44	99.23	0.13	14.20
Copperworks Housing Association	90.41	97.95	96.58	98.89	2.23	3.13	97.72	100.00	100.00	5.00	80.43	78.87	100.39	0.20	13.38
Garrion Peoples Housing Cooperative	89.38	90.00	86.25	100.00	2.13	3.70	98.49	87.64	100.00	5.00	80.64	82.53	100.00	0.26	9.39

Landlord Report

Service vs Value for money

Comparison with Peer Group



Overall summary - 2023

Highlights

- ✓ Improvement in both Overall Satisfaction and satisfaction with Quality of Home
- ✓ Relatively low complaints per 100 homes, continuing prompt response timescales for both Stage 1 and 2
- ✓ Prompt emergency and non-emergency repairs timescales
- ✓ Repairs satisfaction remains high
- ✓ Zero gas safety fails this year
- ✓ Refusals increased slightly but remains low compared to others
- ✓ Significant improvement in tenancy sustainment this year
- ✓ Continuing improvement in rent collected as a percentage of rent due
- ✓ Improving performance in both current and former arrears
- ✓ Fewer tenants terminating with arrears, value of debt reducing
- ✓ High satisfaction with Standard of Home when moving in

Overall summary - 2023

Areas for attention?

- ✗ Significant reduction in satisfaction with Opportunities to Participate and Management of Neighbourhood – ***still better than RSL average***
- ✗ Low proportion of stock meeting SHQS – 37% in abeyance
- ✗ Slight reduction in repairs completed Right First Time but remains good compared to wider sector
- ✗ Relatively low proportion of lets to homeless households – ***stock size/type, demand?***
- ✗ Medical adaptations timescales remain long, but many factors likely to be outwith landlord control
- ✗ Former tenant arrears still high but going in the right direction
- ✗ Relet times remain high

- Asset Management, Maintenance and Development
- Homelessness
- PRS Homelessness
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny
- Charter Preparation
- Mid-Market Rent
- Older Peoples Housing
- Tenant Participation
- SOLO and Link Officers
- Data Users



Membership Offer



- Communities of Practice
- Data Insights and Benchmarking
- Value for Money
- Development Value for Money
- Self-Assessment Tools
- Exclusive Publications and Guidance Documents
- Training
- Private Sector Services
- Welfare Reform Services
- Data Validation Services




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