

The image features a dark blue background with large, abstract, overlapping shapes in light blue, yellow, and light green. The Trust logo is positioned in the top right corner.

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Exceptional care.

# How We're Performing

Performance Review 2022/23



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Trust Housing Association Limited is a Registered Scottish Charity No. SC009086  
Registered by the Scottish Housing Regulator HEP 143

Registered under the Co-operative & Community Benefit Societies Act 2014  
Registered Office: 12 New Mart Road, Edinburgh, EH14 1RL



# Introduction

A very warm welcome to our 2022/23 Performance Report. I am delighted to share with you our performance figures which were submitted to the Scottish Housing Regulator for the period April 2022 to March 2023.



Our annual performance report gives tenants the opportunity to check how the quality of the services and homes we provide compares with other social landlords and against the Scottish Social Housing Charter.

This has been a very challenging year for the housing sector. Organisations, families and individuals across Scotland have all felt the significant impact of the ongoing cost of living crisis in the context of increased global uncertainty due to the war in Ukraine, as well as the lingering impacts of the COVID-19 pandemic and the Brexit transition. I am very proud of the hard work, resilience and adaptability demonstrated by our colleagues at Trust who have continued to deliver such a high standard of service to our customers.

It is however important for me to acknowledge that we have seen a decline in customer satisfaction in some key areas. Between July and October 2022 Trust conducted a satisfaction survey of our tenants for the first time since 2019. These surveys allow us to better understand the experiences of our customers and gather feedback and thoughts on the services we provide as well as how we can improve. The results show a general decline in satisfaction, with overall customer satisfaction decreasing from 92% in 2019/20 to 81% in 2022/23.

A part of this drop in satisfaction may be attributed to the challenges I have already mentioned which impact the wider sector, with increased pressure on staff resourcing, cost of materials and expenditure on energy to name a few examples. However, I believe it important we recognise and address what our tenants are telling us and continually search for ways we can improve. Therefore in the summer months of this year our Service Design team reached out to engage with a wide range of our tenants to better understand the reasons for this decline in satisfaction.

The research the team have gathered has formed part of a new 'Improvement Action Plan' which has defined clear actions for us to take, which will help improve the service we offer to our tenants. I look forward to sharing this action plan more widely and keeping you informed of the progress we are making in the coming months.

In the face of a cost of living crisis communities are increasingly reliant on housing associations and the integral role we play in making a positive difference to people's lives. We are trying to do all that we can for our customers to support them through the financial crisis. In the past financial year our Benefits Advice Team have managed to secure an additional £2.1 million in benefits income for our tenants.

We have also established a Taskforce to explore ways in which we can support our customers. So far, we have successfully secured some external financial support for our most vulnerable tenants. This included a 'Trust Hardship Fund', 'SFHA Winter Hardship Fund' and a 'National Lottery Community Anchor Fund'. Trust will continue to explore potential grant funding opportunities to assist our customers where we can.

Whilst resources and priorities have been re-directed to manage the operational impacts of the pandemic and the cost of living crisis, we have made significant progress in the implementation of our strategy, 'The Time Is Now', which aims to meet the housing, health, economic, technological and climate challenges and opportunities of our time.

Through this strategy we aim to provide great services and experiences to our tenants by leveraging new technology and empowering our front-line colleagues, whilst striving to a net zero target for carbon emissions.



**Rhona McLeod**

Chief Executive  
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# About this report

The main purpose of this report is to provide information on how Trust has performed during 2022/23 against the Scottish Social Housing Charter. The report allows you to compare our performance against the previous year and against the Scottish average.

## What is the Scottish Social Housing Charter?

The Charter was introduced by the Scottish Government in March 2012 and sets out the standards and outcomes that all social landlords in Scotland should aim to achieve when performing their everyday housing activities.

You can find out more about the Scottish Social Housing Charter and how our performance compares against all other Scottish social landlords at the Scottish Housing Regulator's website – [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## How do we assess our performance against the Charter?

The report relates to the financial year 2022/23 (April 2022 to March 2023). We've grouped our results into five key themes:

1. Our relationship with you
2. Your home
3. Your tenancy
4. Your community
5. Your rent.

In the report we compare our performance in two different ways:



### 1. Comparison against previous years





We highlight our 2022/23 performance against our 2021/22 results so that you can see if we have improved since last year.



### 2. External comparison

We compare our performance against the Scottish average (an average taken across the results of all the other registered social landlords including local authorities).

# Performance results at a glance

	<b>81%</b> customers satisfied with <b>the overall service</b> provided by Trust	<b>92%</b> of tenants <b>feel safe and secure</b> in their home	<b>84%</b> of tenants are <b>satisfied with the quality</b> of their home
	<b>70 days</b> taken, on average, to <b>re-let each property</b>	<b>82%</b> of tenants feel Trust is good at <b>keeping them informed</b>	<b>65 days</b> taken, on average, to <b>complete medical adaptations</b>
	<b>91%</b> of reactive repairs completed <b>'right first time'</b>	<b>79%</b> of tenants receive support that <b>promotes identity, independence, dignity and choice</b>	<b>1.7%</b> gross <b>rent arrears</b>
	<b>63%</b> tenants <b>satisfied with the opportunities</b> given to them to <b>participate in Trust's decision making</b>	<b>75%</b> of tenants believe that the rent for their <b>property represents good value for money</b>	<b>Over 9/10</b> anti-social behaviour <b>cases resolved within 15 working days</b>



# 1. Our relationship with you

We are a very people-focussed business and the relationship we have with our customers is our number one priority.

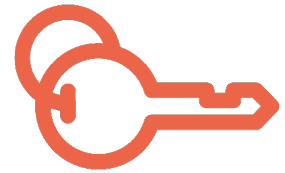
<p><b>81%</b> of tenants are satisfied with the <b>overall service provided by Trust</b></p> <p>(92% 21/22) (87% Scot. Avg)</p>	<p><b>79%</b> of tenants receive support that <b>promotes identity, independence, dignity and choice</b></p> <p>(New Indicator) (N/A Scot. Avg)</p>	<p><b>63%</b> of tenants <b>satisfied with the opportunities given to participate in Trust's decision making process</b></p> <p>(78% 21/22) (86% Scot. Avg)</p>
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## Charter Performance %

	2022/23	2021/22	Scottish Average
% of tenants who feel that their landlord is good at keeping them informed about services and decisions	82%	89%	90%
Average days to resolve a Stage 1 Complaint*	3.6	3.3	5.8
Average days to resolve a Stage 2 Complaint*	15.6	15.4	19.3

\*We follow a two-stage complaints process. Stage 1 covers more straightforward complaints and Stage 2 are generally more complex. We follow SPSO guidance and aim to resolve Stage 1 Complaints within 5 Working Days and Stage 2 Complaints within 20 Working Days.

## 2. Your home



We care about the quality of your home and we invest in all our homes every year through our annual investment programme to make sure, as a minimum, they meet the Scottish Housing Quality Standard (SHQS).

<p><b>65 days</b> taken, on average, to <b>complete medical adaptations</b></p> <p>(66 days 21/22) (47 days Scot. Avg)</p>	<p><b>84%</b> of tenants <b>satisfied with the quality</b> of their home</p> <p>(92% 21/22) (84% Scot. Avg)</p>	<p><b>3.7 hours</b> is the average length of <b>time taken to complete emergency repairs</b></p> <p>(3.4 hours 21/22) (4.2 days Scot. Avg)</p>
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### Charter Performance

	2022/23	2021/22	Scottish Average
% repairs complete right first time	91%	88%	88%
% of new tenants satisfied with the standard of their home when moving in	92%	86%	N/A
Average length of time taken to complete non-emergency repairs (days)	5.6	4.3	8.7
% of tenants satisfied with the repairs services	86%	91%	88%





### 3. Your tenancy

We aim to let our vacant homes to the right applicant, at the right time, in the right condition, as quickly as possible.

<p><b>512 lets made</b> during the reporting year</p> <p>(572 21/22) (N/A Scot. Avg)</p>	<p><b>13% of stock that became vacant</b> in the last year</p> <p>(15% 21/22) (7% Scot. Avg)</p>	
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#### Charter Performance

	2022/23	2021/22	Scottish Average
Average time to re-let properties (days)	70	81	56
% of new tenancies sustained for more than 1 year	82%	85%	91%
% collected of rent due	102%	101%	99%



## 4. Your community

We know from your feedback that feeling safe and secure in your home and community is vitally important to you.

**92%** of tenants who  
**feel safe and secure**  
in their own home

(94% 21/22)  
(N/A Scot. Avg)



### Charter Performance

	2022/23	2021/22	Scottish Average
% of anti-social behaviour cases reported in the last year which were resolved within locally agreed timescales	93%	95%	N/A
% of tenants satisfied with the management of the neighbourhood they live in	77%	73%	84%

## 5. Your rent



We aim to provide the best possible value for money to all our tenants and keep your rents affordable.

<b>1.7% gross rent arrears</b>  (2.6% 21/22) (6.9% Scot. Avg)	<b>3.1% of rent lost due to empty properties</b>  (4.6% 21/22) (1.4% Scot. Avg)
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### Charter Performance

	2022/23	2021/22	Scottish Average
% of customers who feel that the rent they pay is value for money	75%	80%	N/A
Rent increase	7%	4.2*%	5.1%

\*As part of our Transfer of Engagement Promises, Wishaw & District tenants' rent was frozen in 2021/22.

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The report is digital by standard in order to provide value for money for tenants and reduce our impact on the environment. However, if you would like a paper copy of the report or in a different language or format, please contact our Business Support Team on the details above.

## Contact Us

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- By phone: 0131 444 1200
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