



# How We're Performing

## Performance Review 2020/21



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## Introduction

A very warm welcome to our 2020/21 Performance Report. I am delighted to share with you our performance figures which were submitted to the Scottish Housing Regulator for the period April 2020 to March 2021.

This was a unique and challenging year considering the Coronavirus pandemic which inevitably brought considerable disruption to many of our normal services. I would like to thank our customers again for bearing with us during this period and for your cooperation with the measures we were compelled to put in place to protect lives.

At Trust, the safety and wellbeing of our tenants will always be our number one priority and I am extremely proud of our Trust colleagues who have gone to great lengths this past year to look after our tenants at a time which meant great loneliness, hardship, and anxiety for so many. The uplifting stories, pictures, and feedback we have received from customers during this period have truly shown how vital and cherished these services are in our communities across Scotland.



I would like to extend my heartfelt thanks to all who have contributed to Trust in this difficult and challenging year. We have upheld remarkable performance in the face of Covid-19 restrictions, added safety measures and the impact of the virus on workforces, resources and households – which is truly a fantastic testament to our incredible staff teams, both on the frontline and in the offices.

This was our first reporting year with Wishaw and District Housing, following our partnership at the end of 2019 and it was a pleasure to welcome in our new tenants and colleagues to the Trust family. We were delighted to receive a 90% overall customer satisfaction rating from our Wishaw & District

tenants this year. This partnership is part of our ambitious growth strategy and provided a 40% growth in our business which has strengthened our financial position.

Despite the impact of the pandemic, we have made great progress with our new-build programme and we have completed 11 flats for general needs in Kirkintilloch and 49 new homes in Duns with care and support services to meet local demand. We have invested heavily in our existing stock during the year, with £6.2 million spent on maintenance and investment. We also completed medical adaptations to 215 properties, enabling tenants to continue to live safely and comfortably in their homes.

We are always looking at ways to improve our performance figures, and with that in mind we recently launched our new three-year business strategy, the *'Time is Now'* which has been shaped by listening to our customers, employees, partners and by learning from best practice across the UK and Europe and our response to Covid-19.

The strategy will focus on delivering exceptional value and providing 10/10 experiences for customers and colleagues that feel personal and effortless.

We will accelerate our investment in technology and start our journey to net zero and a sustainable future as we play our part in addressing the climate emergency.

We will invest £36 million into our existing homes and build up to 300 new affordable and energy efficient homes.

Our customers can read more about the *'Time is Now'* strategy via our website: [www.trustha.org.uk](http://www.trustha.org.uk).



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## About this report

The main purpose of this report is to provide information on how Trust has performed during 2020/21 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 2020/21 (April 2020 to March 2021). 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 2020/21 performance against our 2019/20 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

Over

**9/10**

customers satisfied with the overall service provided by Trust



**94%**

of tenants feel safe and secure in their home



**92%**

of tenants are satisfied with the quality of their home



**77 days**

taken, on average, to re-let each property



**89%**

of tenants feel Trust is good at keeping them informed



**89 days**

taken, on average, to complete medical adaptations



**95%**

of reactive repairs completed 'right first time'



**92%**

of tenants feel they are treated fairly, with dignity and respect



**2.3%**

gross rent arrears

**8/10**

tenants satisfied with the opportunities given to them to participate in Trust's decision making process

**8/10**

tenants believe that the rent for their property represents good value for money

**9/10**

anti-social behaviour cases resolved within 15 working days

# 1. Our relationship with you



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

**92%**

of tenants are satisfied with the overall service provided by Trust

(92% 2019/20)  
(89% Scot. Avg.)

**92%**

of tenants think Trust treats them fairly, with dignity and respect

(92% 2019/20)  
(N/A Scot. Avg.)

**78%**

of tenants satisfied with the opportunities given to participate in Trust's decision making process

(75% 2019/20)  
(87% Scot. Avg.)

## Charter Performance %

	2020/21	2019/20	Scottish Average
% of tenants who feel that their landlord is good at keeping them informed about services and decisions	89%	87%	92%
% Stage 1 complaints* resolved within timescale	95%	94%	N/A
% Stage 2 complaints* resolved within timescale	93%	96%	N/A

\* We follow a two stage complaints process: stage 1 covers more straight forward complaints and stage 2 are generally more complex.

## 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).

**99%**

of repair appointments kept

(97% 2019/20)  
(N/A Scot. Avg.)

**92%**

of tenants satisfied with the quality of their home

(93 2019/20)  
(87% Scot. Avg.)

**3.6 hrs**

is the average length of time taken to complete emergency repairs

(3.4 2019/20)  
(4.2 hrs Scot. Avg.)

### Charter Performance %

	2020/21	2019/20	Scottish Average
% repairs complete right first time	95%	94%	92%
% of new tenants satisfied with the standard of their home when moving in	92%	93%	N/A
Average length of time taken to complete non-emergency repairs (days)	4.0	5.4	6.7
% of tenants satisfied with the repairs services	91%	91%	90%



### 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.

**423**

lets made during the reporting year

(488 2019/20)  
(N/A Scot. Avg.)

**12%**

of stock that became vacant in the last year

(14% 2019/20)  
(7% Scot. Avg.)

#### Charter Performance

Average time to re-let properties (days)

% of new tenancies sustained for more than 1 year

% collected of rent due

2020/21

2019/20

Scottish Average

77

47

56

84%

82%

91%

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.

# 94%

of tenants who feel safe and secure in their own home

(95% 2019/20)  
(N/A Scot. Avg.)

### Charter Performance

% of anti-social behaviour cases reported in the last year which were resolved within locally agreed timescales

2020/21

99%

2019/20

97%

Scottish Average

N/A

% of tenants satisfied with the management of the neighbourhood they live in

73%

68%

86%

## 5. Your rent



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

**2.3%**

gross rent arrears

(2.4% 2019/20)  
(6.1% Scot. Avg.)

**3.3%**

of rent lost due to empty properties

(1.6% 2019/20)  
(1.4% Scot. Avg.)

### Charter Performance

% of customers who feel that the rent they pay is value for money

Rent increase

2020/21

2019/20

Scottish Average

80%

79%

83%

1.5\*%

1.7%

1.2%

\* A 1.5% increase was applied to Trust tenants. As part of our Transfer of Engagement promises, Wishaw District & Housing tenants' rent was frozen.

## Contact us:

- By email [info@trustha.org.uk](mailto:info@trustha.org.uk)
- By phone 0131 444 1200
- Speak to your local staff
- Write to us: 12 New Mart Road, Edinburgh, EH14 1RL
- Via Twitter or Facebook

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 Corporate Services Team on the details above.

# trust

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