

trust

Affordable homes.
Exceptional care.



How We're Performing

Performance Review 2021/22



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Introduction

I am delighted to share with you our performance figures which were submitted to the Scottish Housing Regulator for the period April 2021 to March 2022. 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 was yet another unique and challenging year. As we move forward from the pandemic and the restrictions imposed on our lives, we are now faced with significant global uncertainty and an emerging financial crisis. However amidst these difficult times we have maintained high levels of performance. As always, there are areas we want to improve on but, overall, I believe that 2021/22 has been another very good year for Trust.

I would like to say on behalf of us all a huge thank you to our tenants for your cooperation and forbearance as we implemented measures over the past 2 years in line with Scottish Government guidelines.



At Trust, the safety and wellbeing of our customers will always be our number one priority and I am extremely proud of our Trust colleagues who have gone to great lengths to look after our tenants.

It is with great pride that I can share progress on the new homes we are building in Wishaw. This was one of the tenant promises we made following Wishaw & District housing joining Trust. The site at Park Place in Wishaw town centre had historically been a challenging one to develop but by the end of November 2022 there will be 42 affordable general needs homes ready to let. There has been considerable success too in building a pipeline of potential new build projects which will enable us to deliver at least 50 new homes per year over the next five years.

Our other live project involves the re-modelling of the vacant day care centre at Lochar Crescent in Pollok, Glasgow. This project will deliver an additional 13 extra-care flats to our development with completion anticipated by the end of 2022.


Despite the challenges that we faced with covid, Trust has made a substantial investment of £4.9m in our homes last year with £1.3m of that being spent on the former Wishaw & District housing stock and the remaining £3.6m on Trust properties. We installed 200 kitchens, 290 boilers and undertook some significant works within our developments to replace fire alarm systems in 2361 properties, lift replacements and other upgrade works.

In the last year we have also completed medical adaptations to 199 properties – these are of course very important, helping tenants to continue to live safely and comfortably in their homes.

I am pleased to share that we have made significant progress in the implementation of our

strategy, the Time is Now, which is about delivering a bold vision and sustainable future for Trust's customers and the wider society we serve. It focuses on service excellence for our tenants, continued growth and the acceleration of our investment in technology. It also starts our journey to net zero as we play our part in addressing the climate emergency.

You can read more about the 'Time is Now' strategy via our website: www.trustha.org.uk.



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 2021/22 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.housingregulator.gov.scot

How do we assess our performance against the Charter?

The report relates to the financial year 2021/22 (April 2021 to March 2022). We've grouped our results into 5 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 2021/22 performance against our 2020/21 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



3.4 hrs

is the average length of time taken to complete emergency repairs



81 days

taken, on average, to re-let each property



89%

of tenants feel Trust is good at keeping them informed



66 days

taken, on average, to complete medical adaptations



88%

of reactive repairs completed 'right first time'



92%

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



2.6%

gross rent arrears

9/10

tenants satisfied with the quality of their home

8/10

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

Over

9/10

anti-social behaviour cases resolved within 15 working days

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.

92%

of tenants are satisfied with the overall service provided by Trust

(92% 20/21)
(88% Scot. Avg)

92%

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

(92% 20/21)
(N/A Scot. Avg)

78%

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

(78% 20/21)
(87% Scot. Avg)

Charter Performance %

	2021/22	2020/21	Scottish Average
% of tenants who feel that their landlord is good at keeping them informed about services and decisions	89%	89%	91%
Average Days to Resolve a Stage 1 Complaint*	3.3	2.9	5.8
Average Days to Resolve a Stage 2 Complaint*	15.4	15.4	27.4

*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).

99%

of repair appointments kept

(99% 20/21)
(N/A Scot. Avg)

92%

of tenants satisfied with the quality of their home

(92% 20/21)
(85% Scot. Avg)

3.4 hrs

is the average length of time taken to complete emergency repairs

(3.6 20/21)
(4.2 hrs Scot. Avg)

Charter Performance %

	2021/22	2020/21	Scottish Average
% repairs complete right first time	88%	95%	88%
% of new tenants satisfied with the standard of their home when moving in	86%	92%	N/A
Average length of time taken to complete non-emergency repairs (days)	4.3	4.0	8.9
% of tenants satisfied with the repairs services	91%	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.

572

lets made during the reporting year

(423 20/21)
(N/A Scot. Avg)

15%

of stock that became vacant in the last year

(12% 20/21)
(8% Scot. Avg)

Charter Performance

Average time to re-let properties (days)

% of new tenancies sustained for more than 1 year

% collected of rent due

2021/22

2020/21

Scottish Average

81

77

52

85%

84%

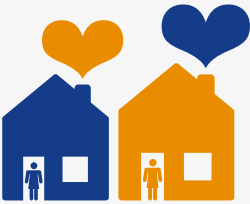
91%

101%

102%

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

(94% 20/21)
(N/A Scot. Avg)

Charter Performance

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

2021/22

95%

2020/21

99%

Scottish Average

N/A

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

73%

73%

85%

5. Your rent



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

2.6%

gross rent arrears

(2.3% 2020/21)
(6.3% Scot. Avg.)

4.6%

of rent lost due to empty properties

(3.3% 2020/21)
(1.4% Scot. Avg.)

Charter Performance

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

Rent increase

2021/22

80%

4.2*%

2020/21

80%

1.5*%

Scottish Average

83%

3.0%

*As part of our Transfer of Engagement Promises, Wishaw & District tenants' rent was frozen.

Contact us:

- By email 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.

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