

# How are we doing?

# Performance Report

# 2018



## Introduction



Welcome to our annual Performance Report. We are required each year to provide you with information on our performance by the Scottish Housing Regulator.

This report includes performance figures, comparing what we have achieved during our financial year 2017/18 to the previous year. We have also compared ourselves to the Scottish average for other social landlords and I am pleased to report that we continue to demonstrate that we provide high standards of service in many areas.

Our reputation has been built on delivering high standards and through a focus on continuous improvement we aim to improve the quality of the homes and services we provide. Over the past year we have continued to review the way we work to assist us in delivering value for money, effective working and a first class service for you, the people who live in our houses.



A blue ink handwritten signature of Mike Bruce.

**Mike Bruce** Chief Executive



# About this report

## What is the Scottish Social Housing Charter?

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

The Charter contains a number of outcomes and standards set across five main categories as detailed right:



### Tenant and Landlord Relationship

- Our tenants and other customers find it easy to communicate with us and get the information they require
- Our tenants and other customers have their individual needs recognised, are treated fairly and given fair access to housing
- Our tenants and other customers find it easy to participate in the decisions at a level they are comfortable with

### Housing Quality and Maintenance

- The quality of housing meets the required standards, are clean, tidy and in a good state of repair
- Our tenants' homes are well maintained, with repairs and improvements carried out within agreed timescales

### Neighbourhood and Community

- Our estates are well managed and maintained and our tenants feel safe

### Access to Housing and Support

- Our tenants are given fair access to the Housing Options and services available to them

### Getting Value from Rents

- Our tenants and other customers receive services that provide value for money for the rent and other charges they pay
- Our tenants are given the opportunity to consult with us when setting rents and service charges
- Our tenants are given information on how rent and other money is spent

*100% of tenants who have used the service in the last 12 months have been satisfied with the repair or maintenance service*



*The average length of time taken to complete emergency repairs is 1.5 hrs*

# How we measure our performance

Our performance information comes from a range of sources. This information is gathered during our financial year. The following tables show how well we have performed against the Scottish Housing Charter.

## Our performance indicators

To provide a clear indication of how we are doing in these areas, we use a traffic light colour system to measure ourselves against our previous performance. We also show how we compare to the Scottish average for other social landlords.

### Our performance trend



we are doing well



we are doing well overall



we could do better

### Our performance Vs the Scottish average



we are doing well



we are doing well overall



we could do better



# Our performance at a glance

**Overall Tenant Satisfaction** measures how satisfied you are with the overall service you receive, that we are good at keeping you informed and we provide opportunities for you to participate in the decisions we make.

INDICATOR	Our performance 2016/17	Our performance 2017/18	Our Trend	How we compare (Scottish Average)	Our Rating Vs Scottish Average
Percentage of tenants satisfied with the overall service provided by their landlord.	90%	90%		91%	
<ul style="list-style-type: none"> <li><b>Communication</b> – our tenants and other customers find it easy to communicate with us and get the information they need about how and why we make decisions about the services we provide.</li> </ul>	90%	90%		92%	
<ul style="list-style-type: none"> <li><b>Participation</b> – our tenants and other customers find it easy to participate in, and influence the decision at a level they feel comfortable with.</li> </ul>	75%	75%		86%	

In the autumn of 2016, we commissioned the Knowledge Partnership to conduct our 3 yearly Tenant Satisfaction Survey. We shall be sending out a further survey to both our owners and tenants there results will appear in this document next year. Whilst our performance remains in line with the Scottish average, we continue to look for ways to improve our service to you. Recent developments include:

## Improved communication

We provide a variety of methods to keep our tenants informed of our activities including our Weslo News and regular updates on our website, Twitter and Facebook pages. We outline our planned improvements in our annual rent increase letter.

## Gardening service

We have an established Garden Aid scheme, grass and hedge cutting to assist tenants who, through age or illness are unable to maintain their garden.

## More visits by Housing Officers

We have introduced annual tenant visits to ensure that our tenants have the opportunity to meet their housing officer at least once a year.

## Tenant Involvement

Our Tenant Scrutiny Panel, the Weslo Scrutineers, aims to get tenants involved in working with our operational teams to review our services and help us shape improvements to the way we deliver

them. We value your feedback, as this helps shape our future service delivery. If you have a spare hour or two per month and would be interested in contributing to shaping our services we would welcome your input. If this is something you would be interested in please contact your Housing Officer who will be able to advise you on the opportunities available. A copy of our Tenant Participation Strategy is available on our website or on request from our Bathgate or Bo'ness office.









**Housing Quality and Maintenance** This measure looks at the homes we provide and whether they meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

INDICATOR	Our performance 2016/17	Our performance 2017/18	Our Trend	How we compare (Scottish Average)	Our Rating Vs Scottish Average
• % of stock meeting the Scottish Housing Quality Standard (SHQS)	96%	96%		94%	
• % of tenants satisfied with the standard of their home when moving in	82%	89%		90%	
• % of tenants satisfied with the quality of their home	87%	87%		88%	
• Average length of time taken to complete emergency repairs	1.2 hrs	1.5 hrs		4 hrs	
• Average length of time taken to complete non-emergency repairs	3.07 days	4.3 days		6.4 days	
• % of reactive repairs carried out in the last year and completed first time	95%	94%		92%	
• % of properties that required a gas safety check and record completed by the anniversary	100%	100%		100%	
• % of tenants who have used the service in the last 12 months and have been satisfied with the repair or maintenance service	100%	100%		92%	
• % of reactive repairs appointments kept	98%	99%		96%	

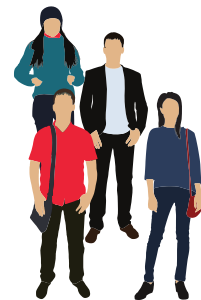
**Neighbourhood and Community** This measure looks at how well we manage our estates, anti-social behaviour, neighbour nuisance & tenancy disputes.

INDICATOR	Our performance 2016/17	Our performance 2017/18	Our Trend	How we compare (Scottish Average)	Our Rating Vs Scottish Average
% of tenants satisfied with the management of the neighbourhood they live in	85%	85%		88%	
Anti-social cases reported for every 100 tenants	3	4		7%	



*We collected 100% rent of the total rent due in the reporting year (Scottish average 99%)*

*0.4% of rent was lost through properties being empty during the year (Scottish average 7%)*





**Getting Value from Rents** This measures looks at whether you feel our rents and service charges represent good value for money, and that you receive information on how rent and other money is spent.

INDICATOR	Our performance 2016/17	Our performance 2017/18	Our Trend	How we compare (Scottish Average)	Our Rating Vs Scottish Average
<ul style="list-style-type: none"> <li>% of tenants who feel that the rent for their property represents good value for money</li> </ul>	84%	84%		83%	
<ul style="list-style-type: none"> <li>Rent collected as % of total rent due in the reporting year</li> </ul>	103%	100%		99%	
<ul style="list-style-type: none"> <li>Total rent arrears as a % of rent due for the reporting year</li> </ul>	2.3%	2.4%		4.3%	
<ul style="list-style-type: none"> <li>Average length of time taken to re-let properties in the last year</li> </ul>	23 days	26 days		31 days	
<ul style="list-style-type: none"> <li>% of rent lost through properties being empty during the year</li> </ul>	0.34%	0.4%		0.7%	
<ul style="list-style-type: none"> <li>% of factored owners satisfied with the factoring service received</li> </ul>	36%	36%		66%	



As at 28 February 2018 we owned and managed 2347 general needs properties. The total rent we received during this period was £9,448,570. When setting rent charges we always aim to ensure that a balance is struck between services we provide, the cost of the services, and affordability.

**Getting Value from Rents** The figures below represent the number and type of properties we own and the average weekly rent we charge for each.

SIZE OF HOME	Number owned	Our Average Weekly Rent	Scottish Average Rent	Difference %
1 apartment	11	£56.61	£67.44	16.1%
2 apartment	248	£68.98	£73.33	5.9%
3 apartment	978	£74.15	£74.94	1.1%
4 apartment	1,020	£80.60	£81.37	1%
5 apartment	90	£93.72	£90.93	3.7%

### How your rent is used

Your rent is used to ensure we have money to repair, maintain, and carry out required upgrades to your home; manage neighbourhoods and provide housing management services and advice. Your rent also pays interest on loans.



[www.weslo-housing.org](http://www.weslo-housing.org)

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