

Abronhill Housing Association

Performance analysis

August 2019

Key headlines for 2018-19

- Stock numbers have risen above 600,000 for first time since 2007
- Marked improvement in gas safety – 151, down by 608
- There are about 1,000 more homeless lets than last year – 16,642 total
- Rent arrears have risen for LA's (+0.5%), but seem to have remained steady for RSL's (-0.1%)
- Overall satisfaction – LA's, +0.8%, RSL's, -0.1%

Peer Group



Abronhill Housing Association

Blochairn Housing Association

Craigdale Housing Association

Faifley Housing Association

Fairfield Housing Co-operative

Gardeen Housing Association

Glen Housing Association

Lochfield Park Housing Association

Ruchazie Housing Association

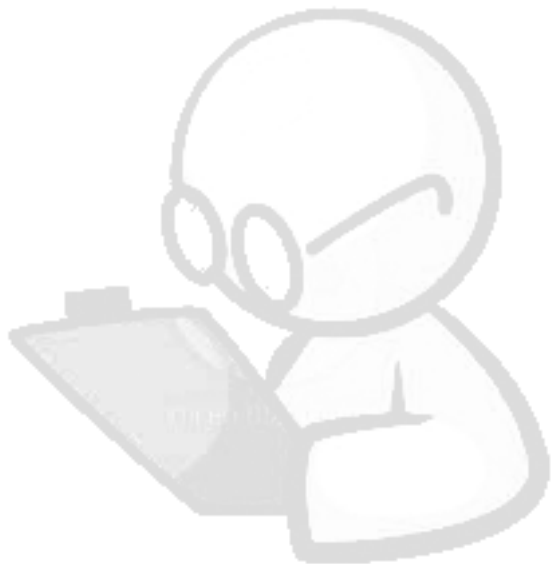
Trafalgar Housing Association

West Granton Housing Co-operative

West Lothian Housing Partnership

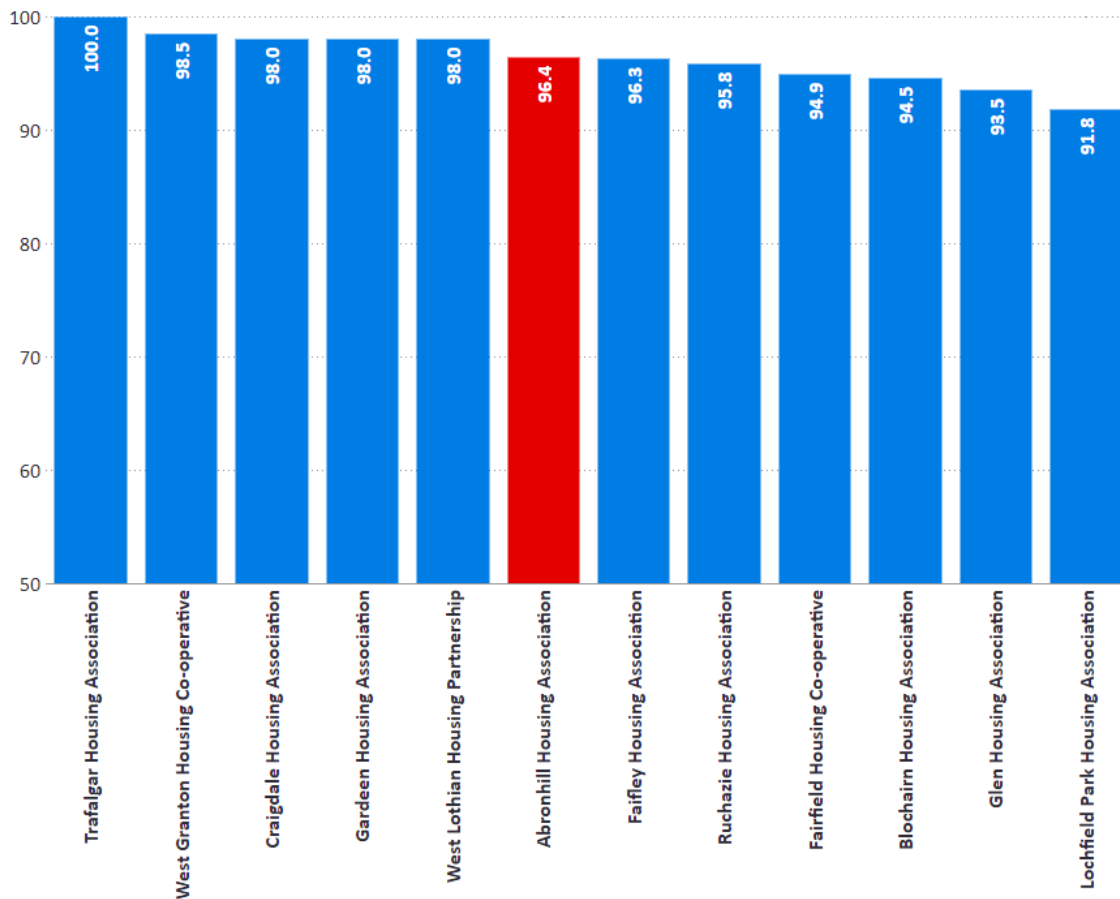
Feedback about your Context

1. Stock spread about the area within mixed tenure blocks
2. Cooperation with other landlords, including the Council and private owners presents challenges within the mixed tenure blocks
3. A question whether there is any an opportunity to consider taking over factoring?



- Tenants surveyed: **139**
- Method: **face-to-face**
- Date: **October 2016**

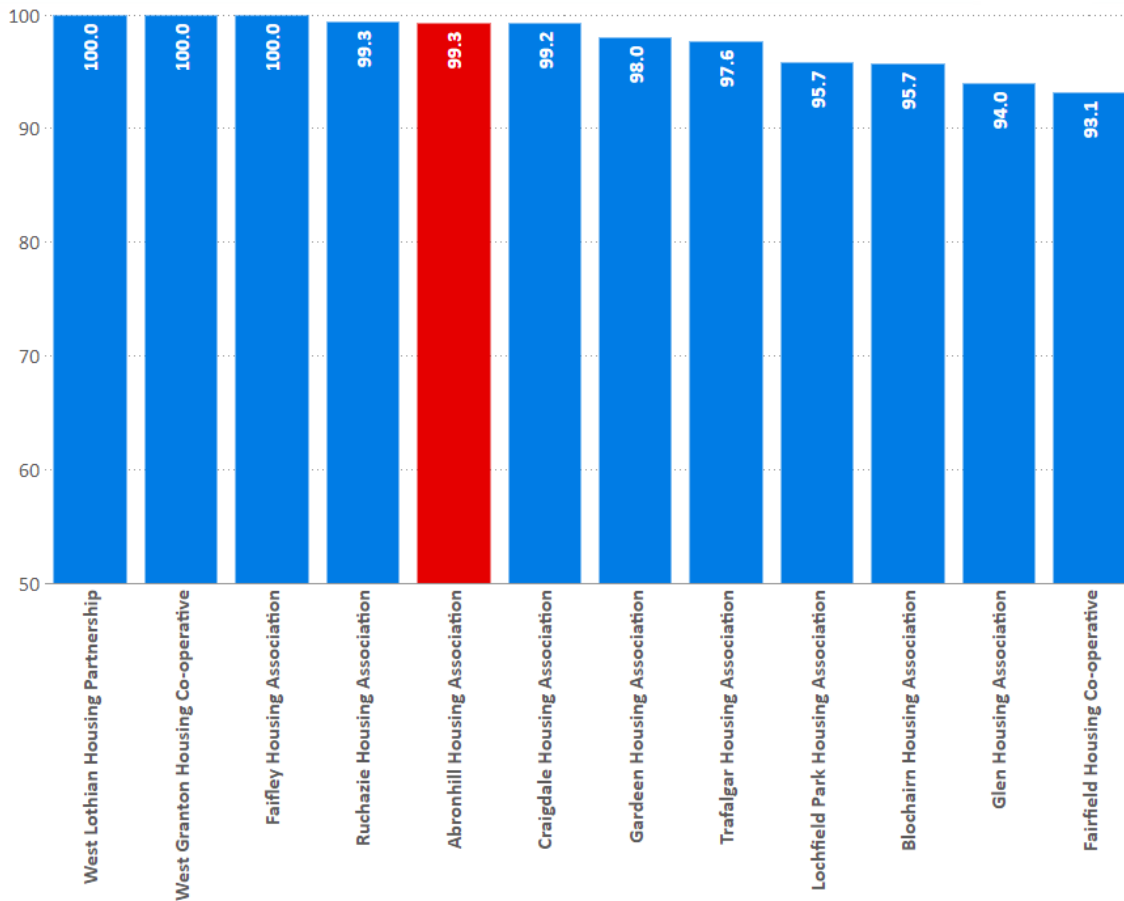
Overall Satisfaction



I1: Percentage of tenants satisfied with overall service.

%	2016/17	2017/18	2018/19
Abronhill	96.4	96.4	96.4
Peer Group	93.5	94.6	96.6
RSL Average	91.1	91.7	90.7
SHN Average	90.2	89.7	89.6

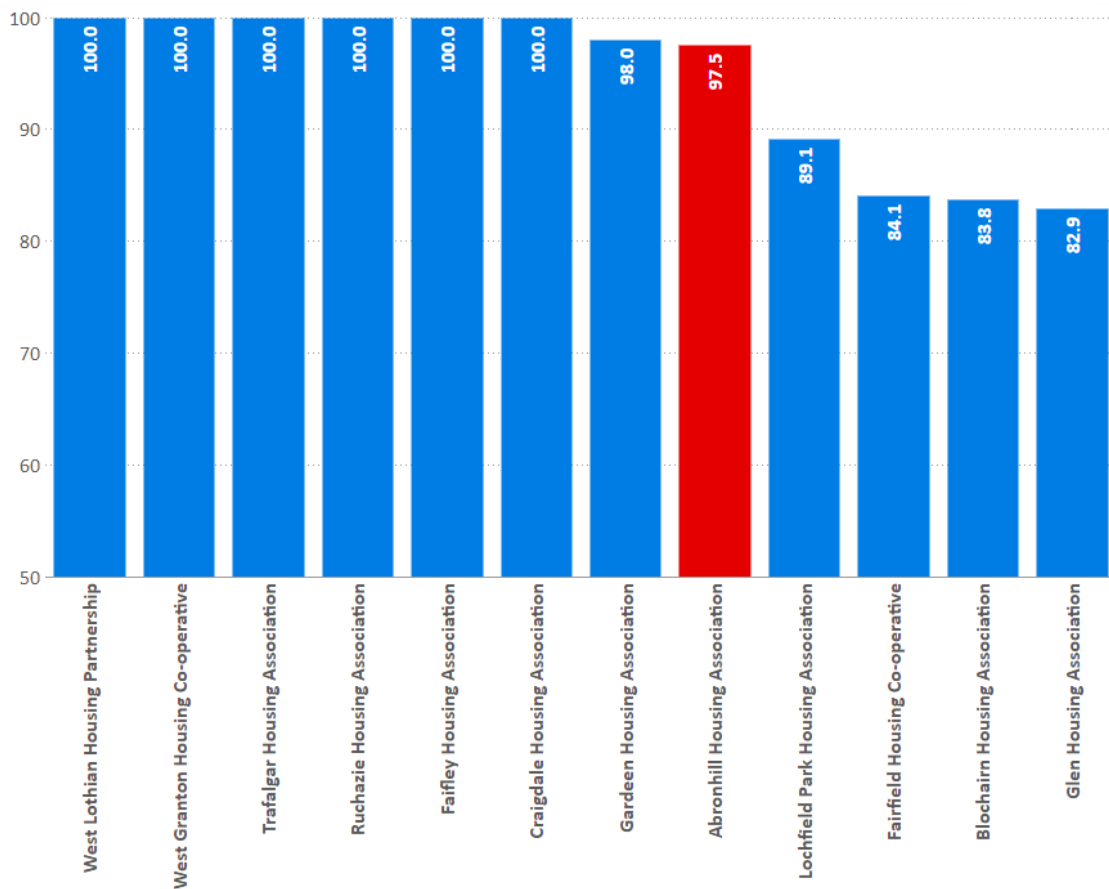
Kept Informed



I3: percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes

%	2016/17	2017/18	2018/19
Abronhill	99.3	99.3	99.3
Peer Group	94.7	96.1	97.1
RSL Average	92.9	93.5	93.2
SHN Average	91.1	90.9	91.5

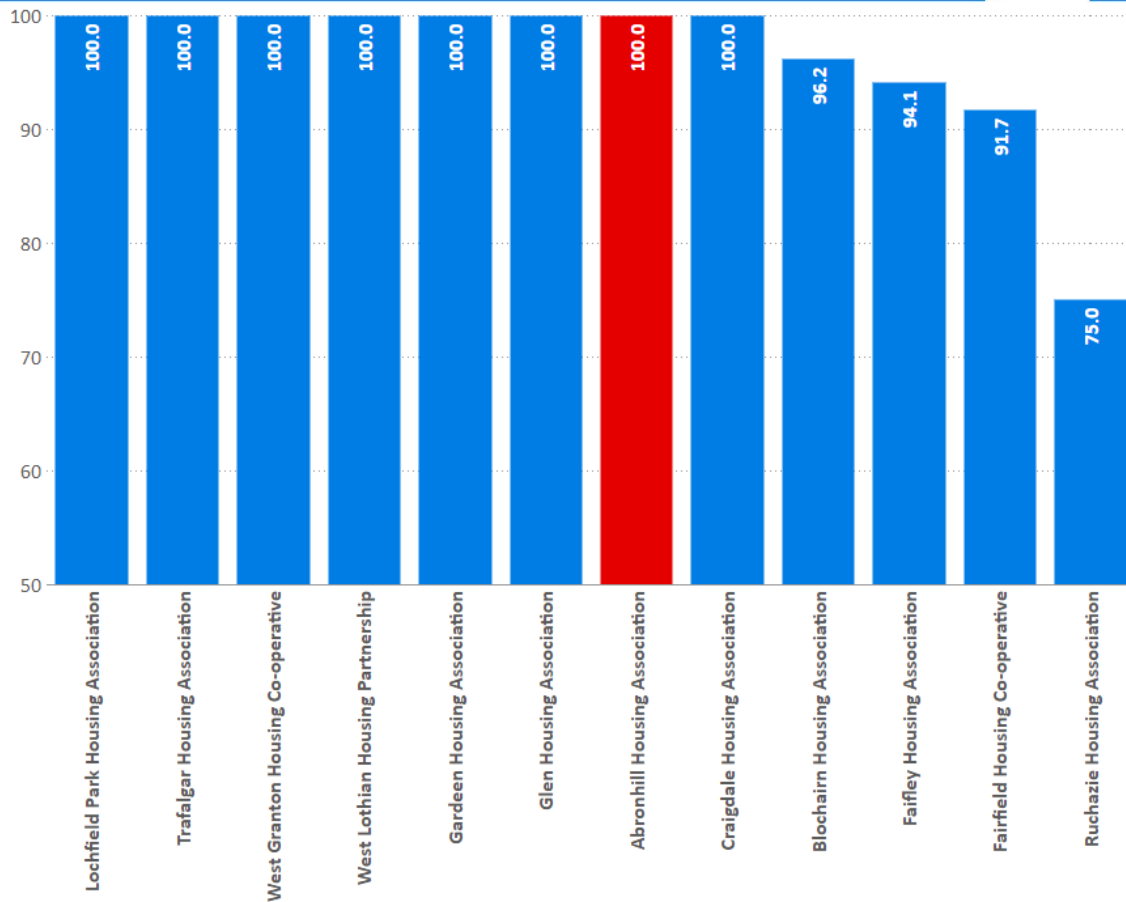
Opportunities to participate



16: percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

%	2016/17	2017/18	2018/19
Abronhill	97.8	97.8	97.5
Peer Group	89.8	93.3	92.9
RSL Average	85.9	88.1	87.0
SHN Average	83.8	84.2	85.6

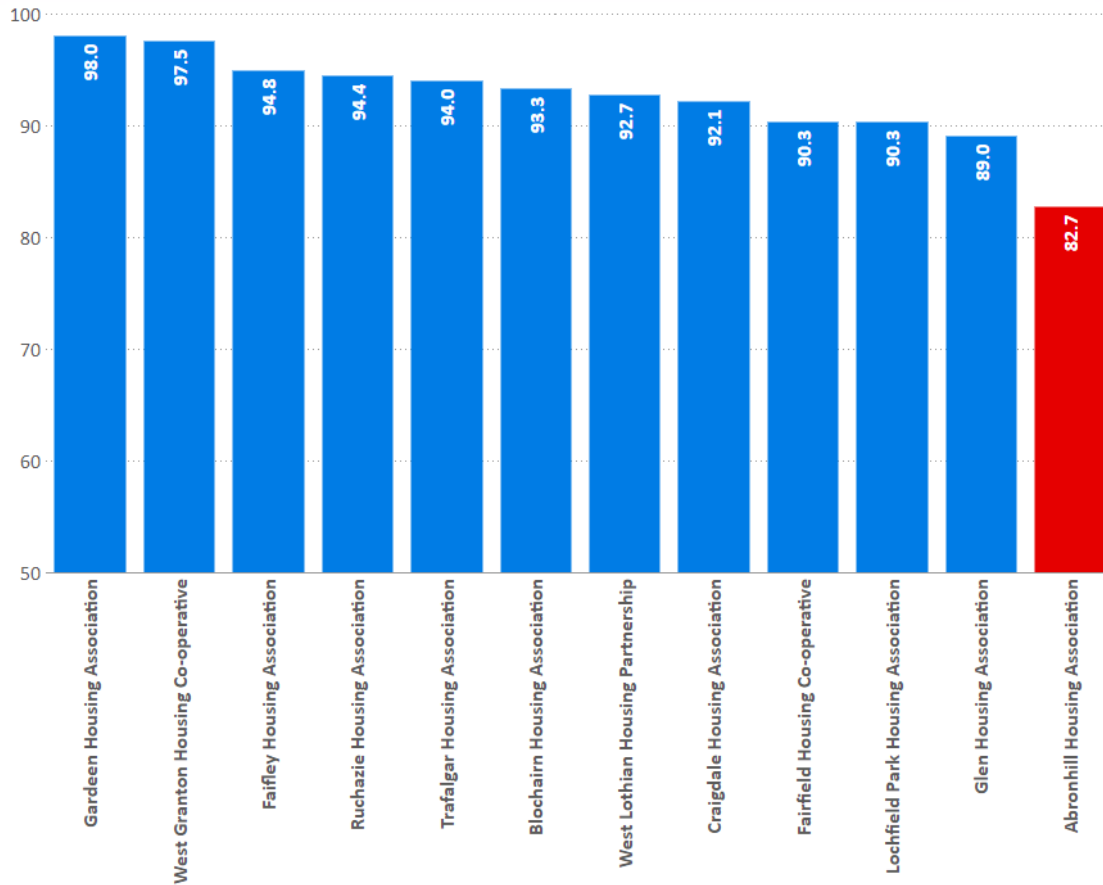
Standard of home when moving in



I9: percentage of tenants satisfied with the standard of their home when moving in

%	2016/17	2017/18	2018/19
Abronhill	100.0	88.9	100.0
Peer Group	94.5	92.5	96.4
RSL Average	90.9	91.1	92.8
SHN Average	90.0	90.4	90.5

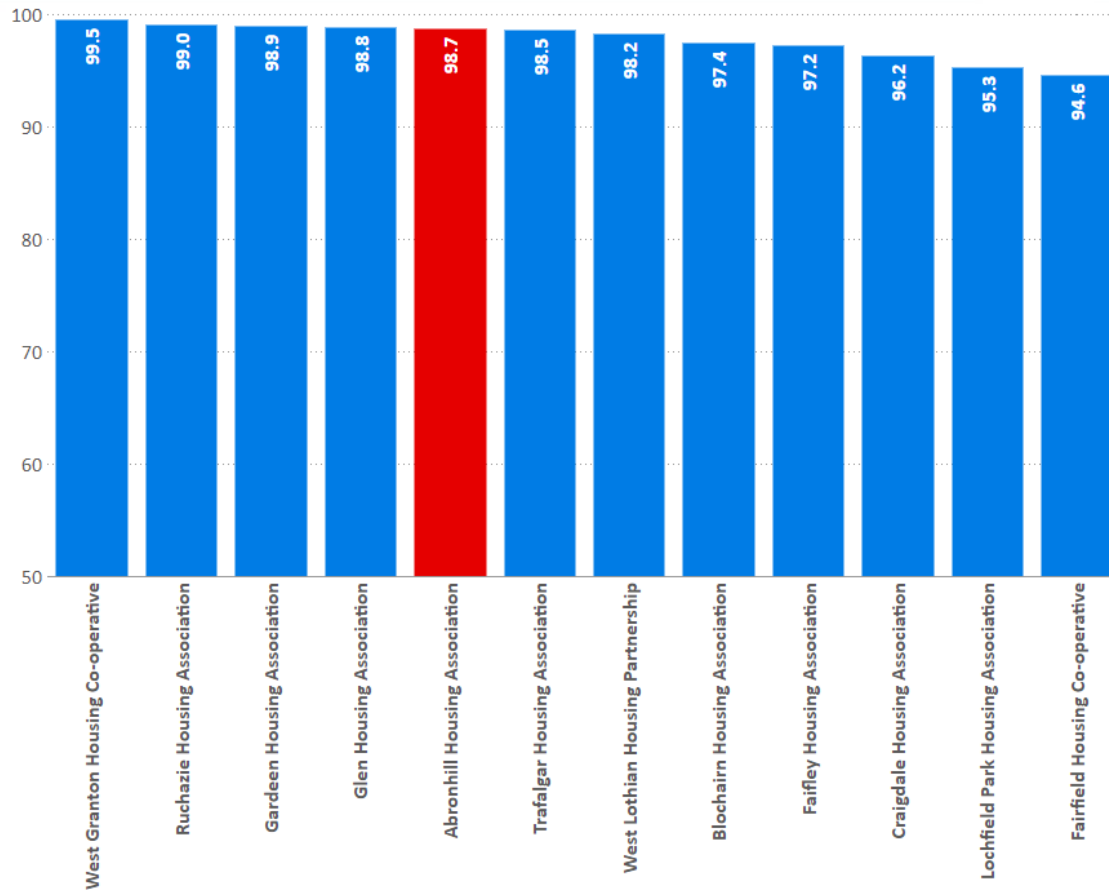
Quality of home (all tenants)



I10: percentage of existing tenants satisfied with the quality of their home.

%	2016/17	2017/18	2018/19
Abronhill	82.7	82.7	82.7
Peer Group	87.9	90.5	93.0
RSL Average	88.0	89.1	89.0
SHN Average	86.9	88.3	88.1

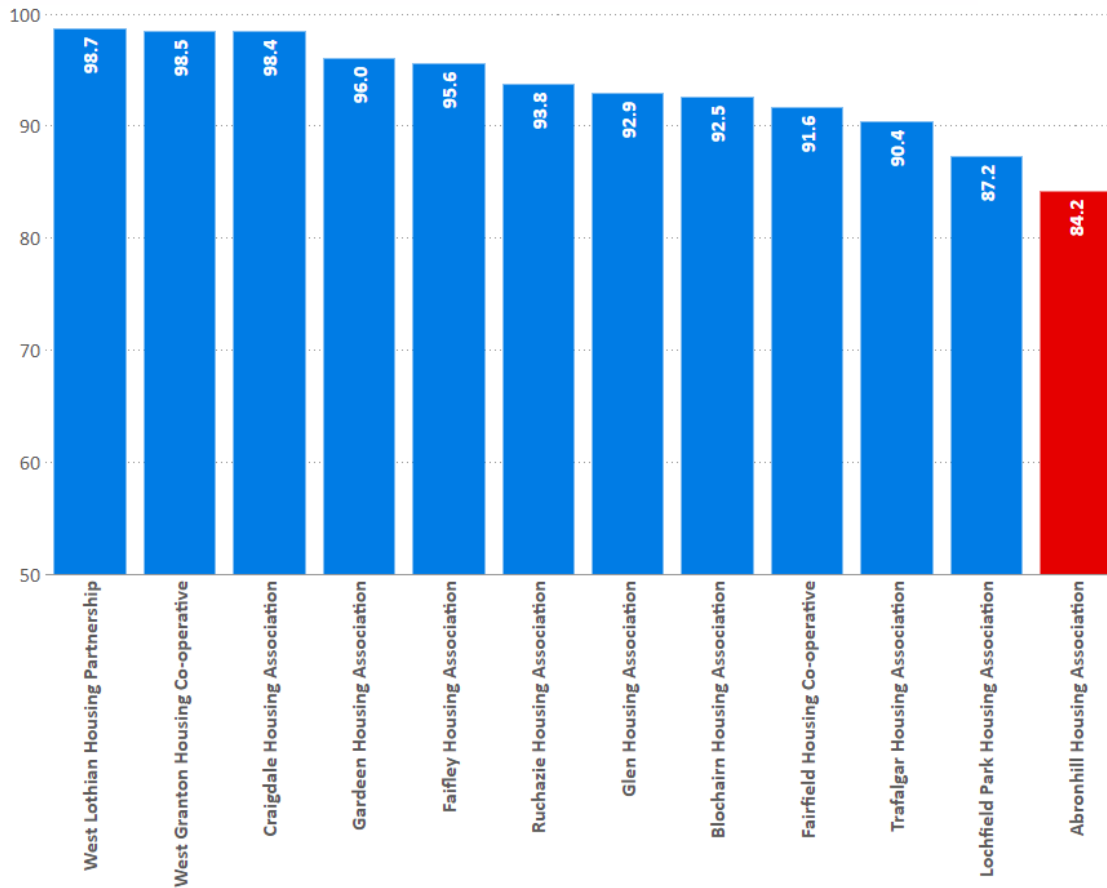
Repairs



I16: percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2016/17	2017/18	2018/19
Abronhill	90.2	79.1	98.7
Peer Group	93.8	93.8	97.1
RSL Average	91.4	92.3	92.6
SHN Average	90.6	92.1	92.1

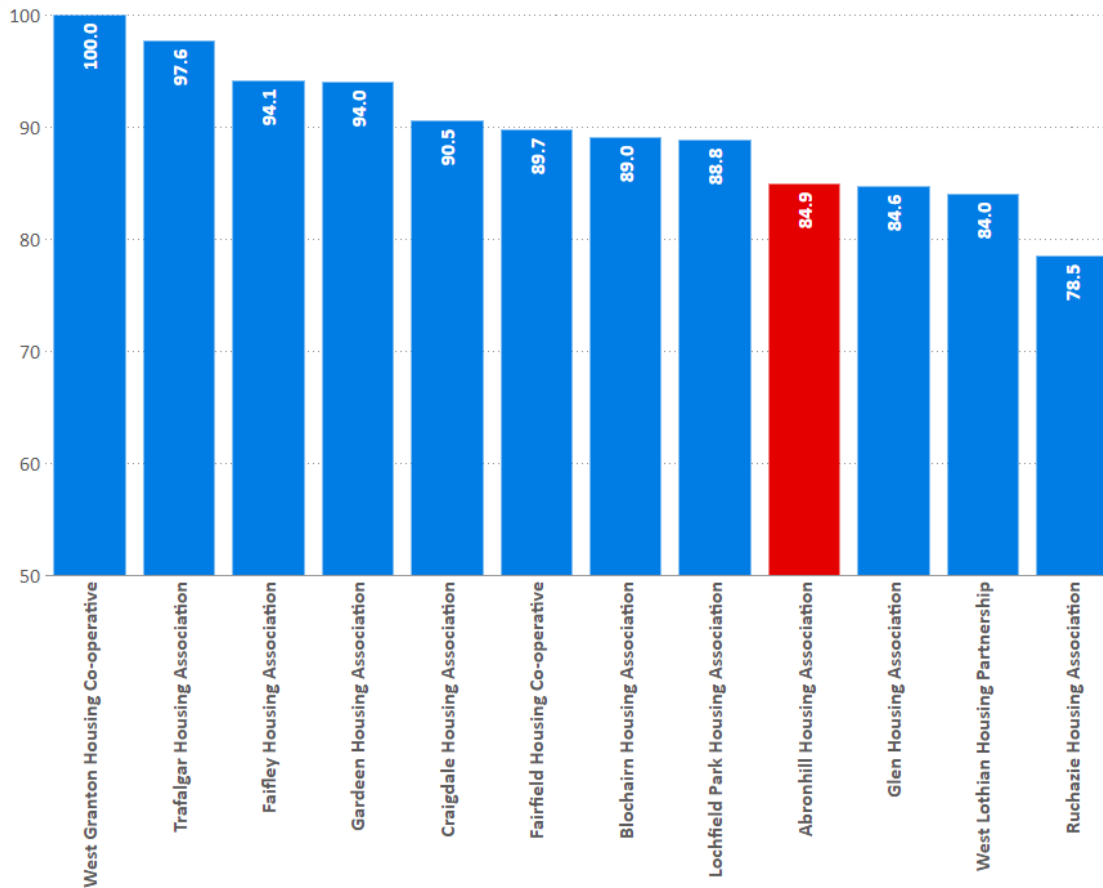
Management of neighbourhood



I17: Percentage of tenants satisfied with the management of the neighbourhood they live in

%	2016/17	2017/18	2018/19
Abrohill	84.2	84.2	84.2
Peer Group	91.2	92.6	93.1
RSL Average	88.3	89.3	88.0
SHN Average	87.1	87.6	87.0

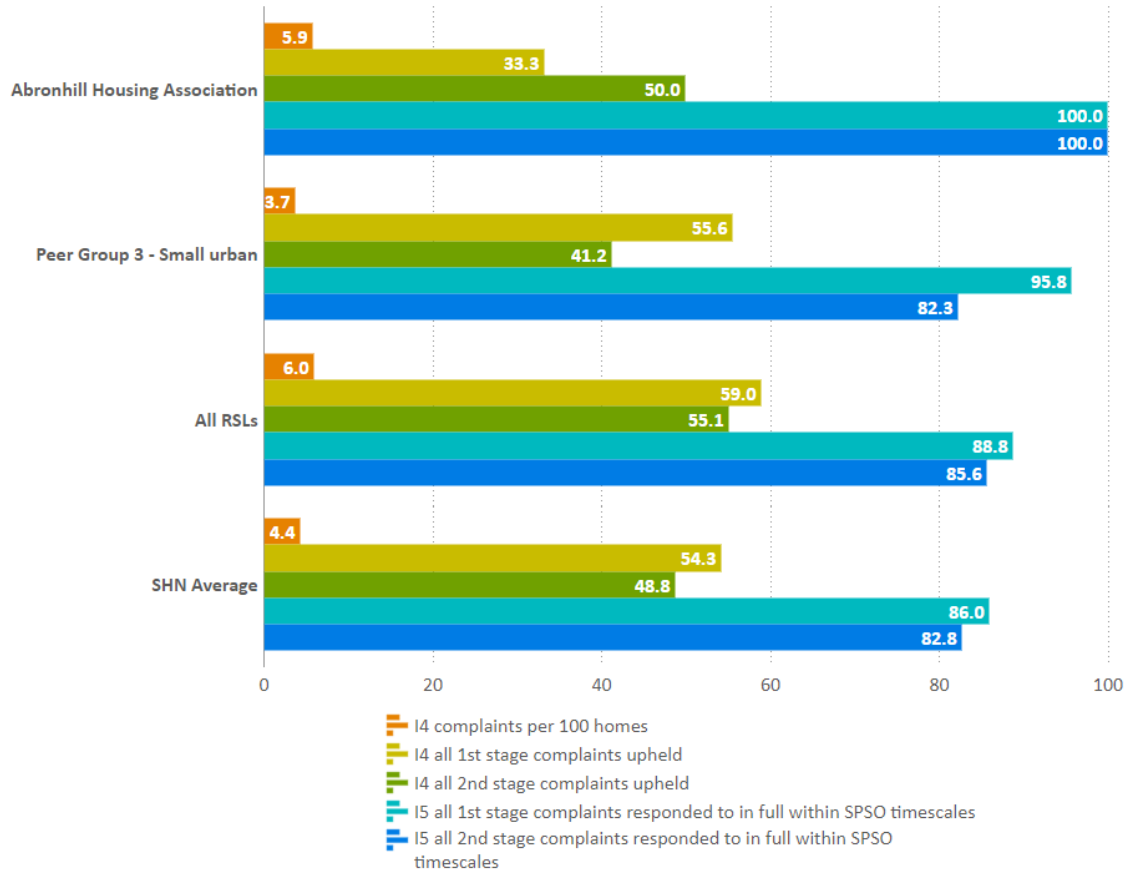
Value for money



I29: percentage of tenants who feel that the rent for their property represents good value for money.

%	2016/17	2017/18	2018/19
Abronhill	84.9	84.9	84.9
Peer Group	85.7	88.1	89.7
RSL Average	82.6	83.9	83.0
SHN Average	81.9	82.9	82.7

Complaints



I4&5: Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman

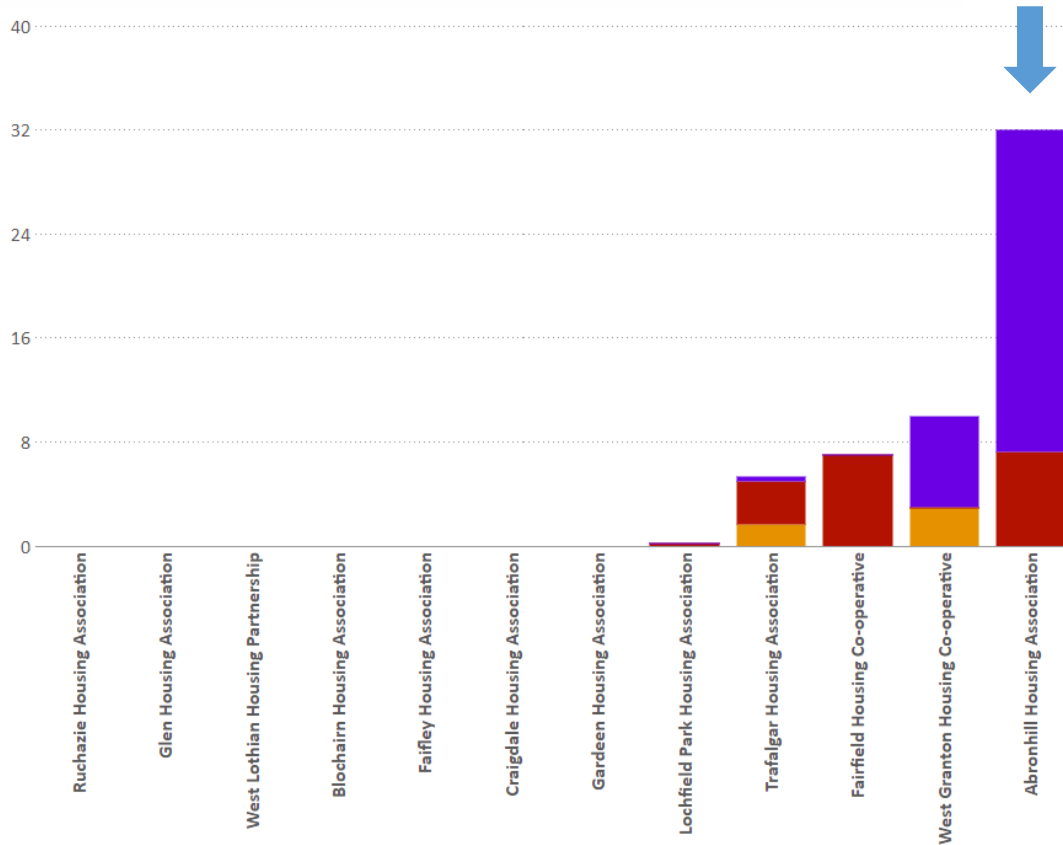
	Abronhill	Small Urban
Per 100 homes	5.9	3.7
1 st stage upheld	33.3	55.6
2 nd stage upheld	50.0	41.2
1 st stage on time	100	95.8
2 nd stage on time	100	82.3

Housing Quality & Maintenance



MAINTENANCE

SHQS



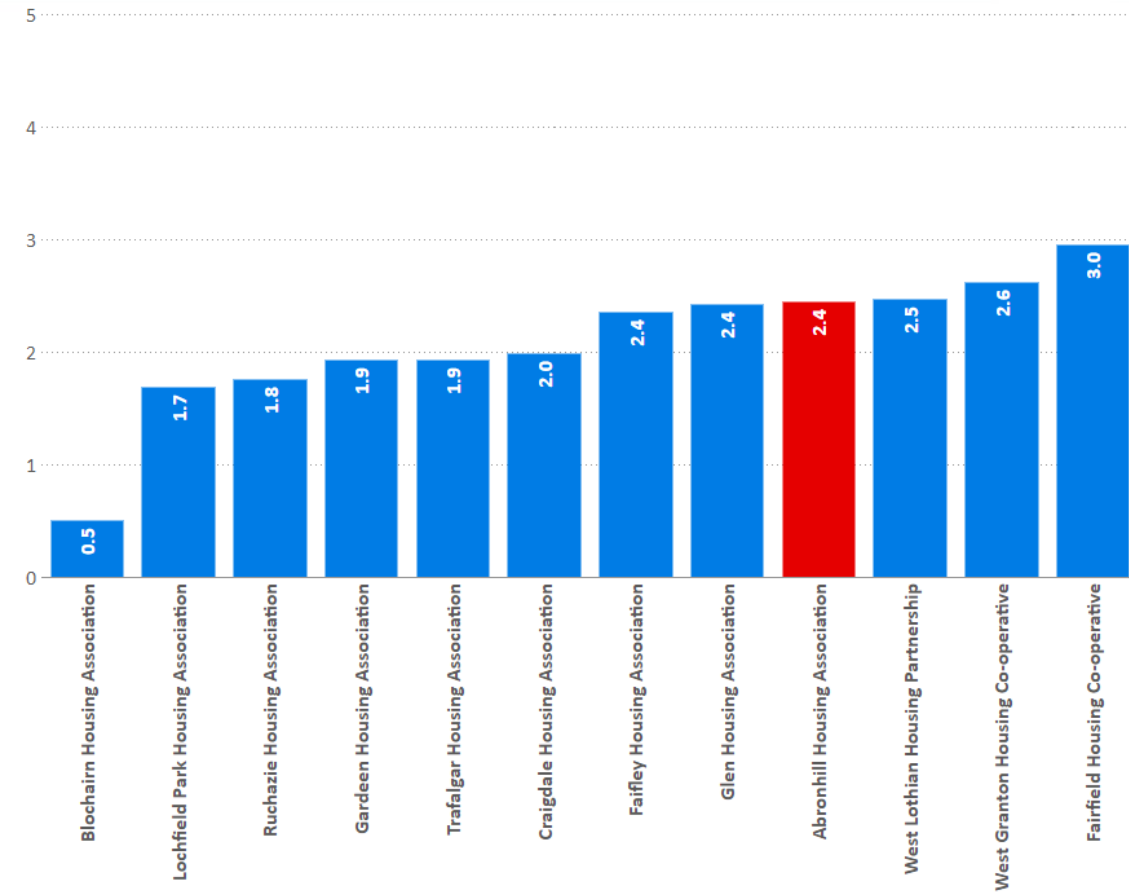
Indicator 7: Percentage of stock meeting the Scottish Housing Quality Standard

Abronhill	2016/17	2017/18	2018/19
Meeting SHQS	66.1	66.2	68.0
Exempt	0.0	0.0	0.0
Abeyances	24.6	24.8	24.8
Failing	9.4	9.0	7.2

%	2016/17	2017/18	2018/19
Abronhill	66.1	66.2	68.0
Peer Group	96.5	96.6	96.3
RSL Average	92.9	93.9	92.7
SHN Average	93.6	94.4	94.2

■ I7 Percentage exempt from SHQS
 ■ I7 Percentage failing SHQS
 ■ I7 Percentage in abeyance from SHQS

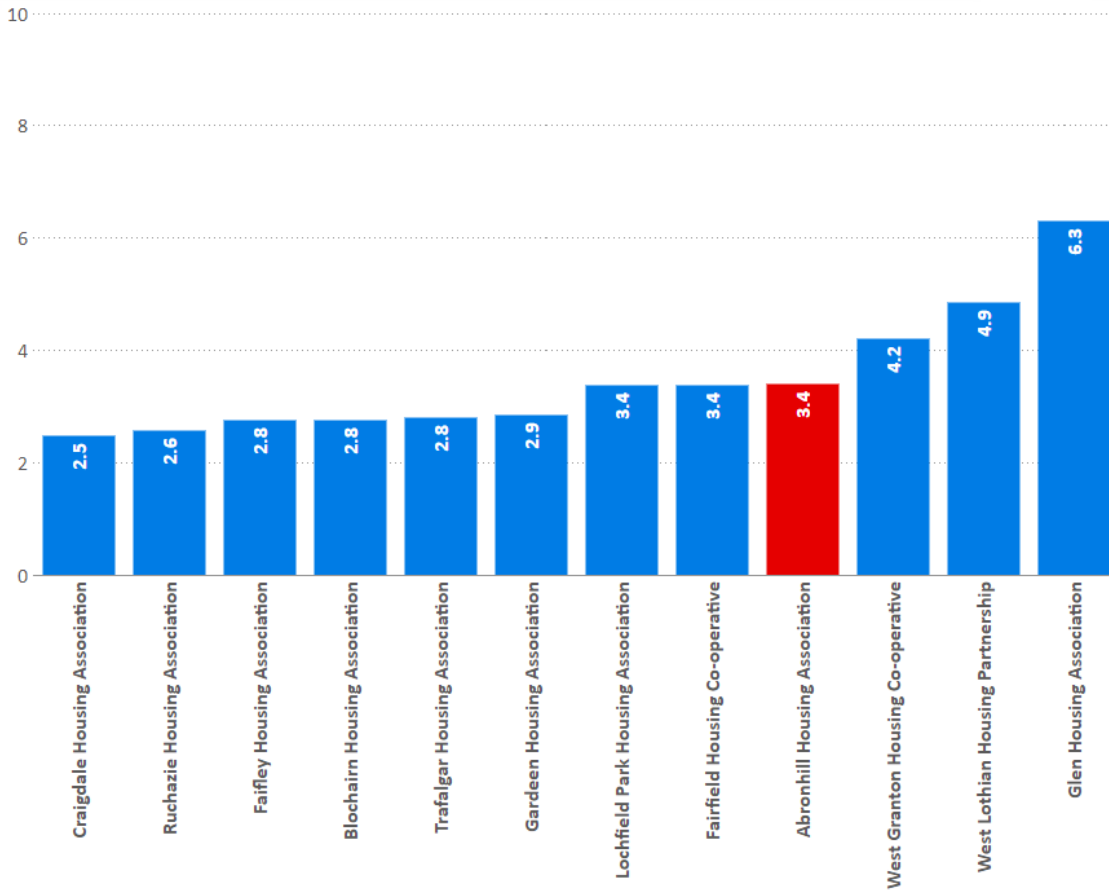
Emergency repairs



I11: Average length of time taken to complete emergency repairs (hours)

Hours	2016/17	2017/18	2018/19
Abrohill	1.9	2.1	2.4
Peer Group	2.5	2.3	2.4
RSL Average	3.5	2.9	2.7
SHN Average	4.7	4.1	3.7

Non-emergency repairs

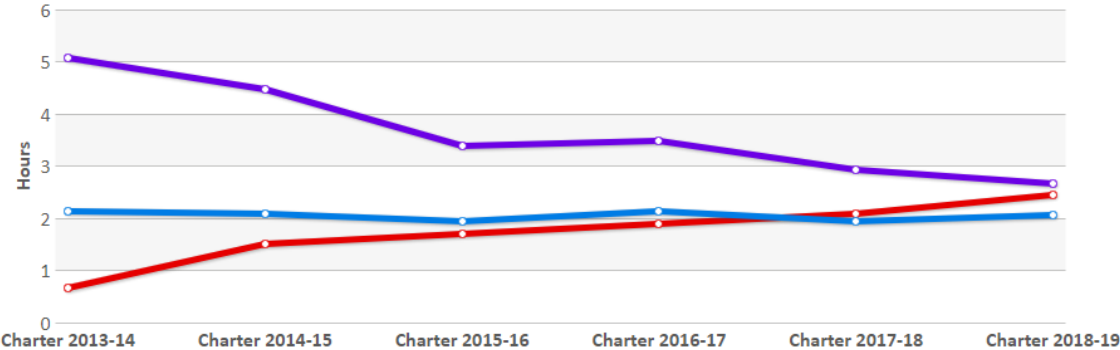


I12: Average length of time taken to complete non-emergency repairs (working days)

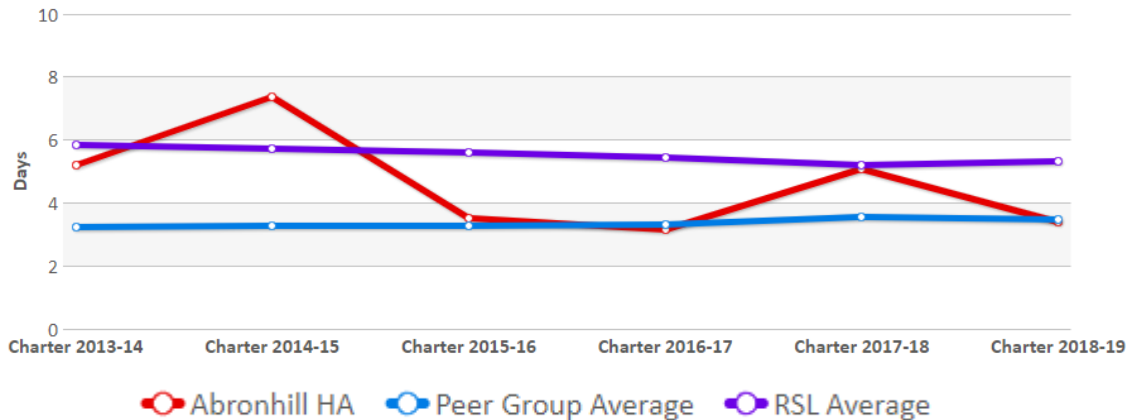
days	2016/17	2017/18	2018/19
Abronhill	3.2	5.1	3.4
Peer Group	3.0	3.3	3.6
RSL Average	5.5	5.2	5.3
SHN Average	7.1	6.6	6.7

Repairs response times

Emergency Repairs timescales



Non-Emergency Repairs timescales



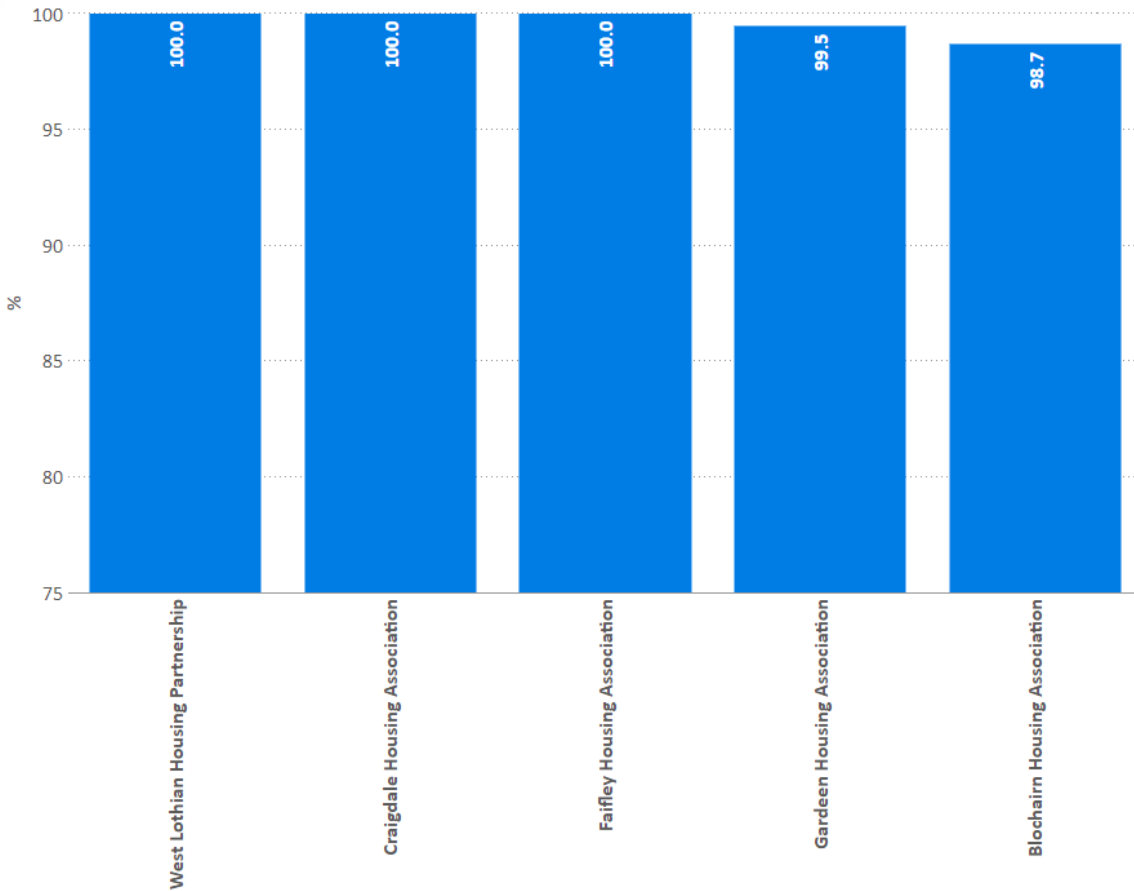
Repair timescales:

Indicator 11 & 12 timescale trend comparison

hours	2016/17	2017/18	2018/19
Abbronhill	1.9	2.1	2.4
Peer Group	2.5	2.3	2.4
RSL Average	3.5	2.9	2.7
SHN Average	4.7	4.1	3.7

days	2016/17	2017/18	2018/19
Abbronhill	3.2	5.1	3.4
Peer Group	3.0	3.3	3.6
RSL Average	5.5	5.2	5.3
SHN Average	7.1	6.6	6.7

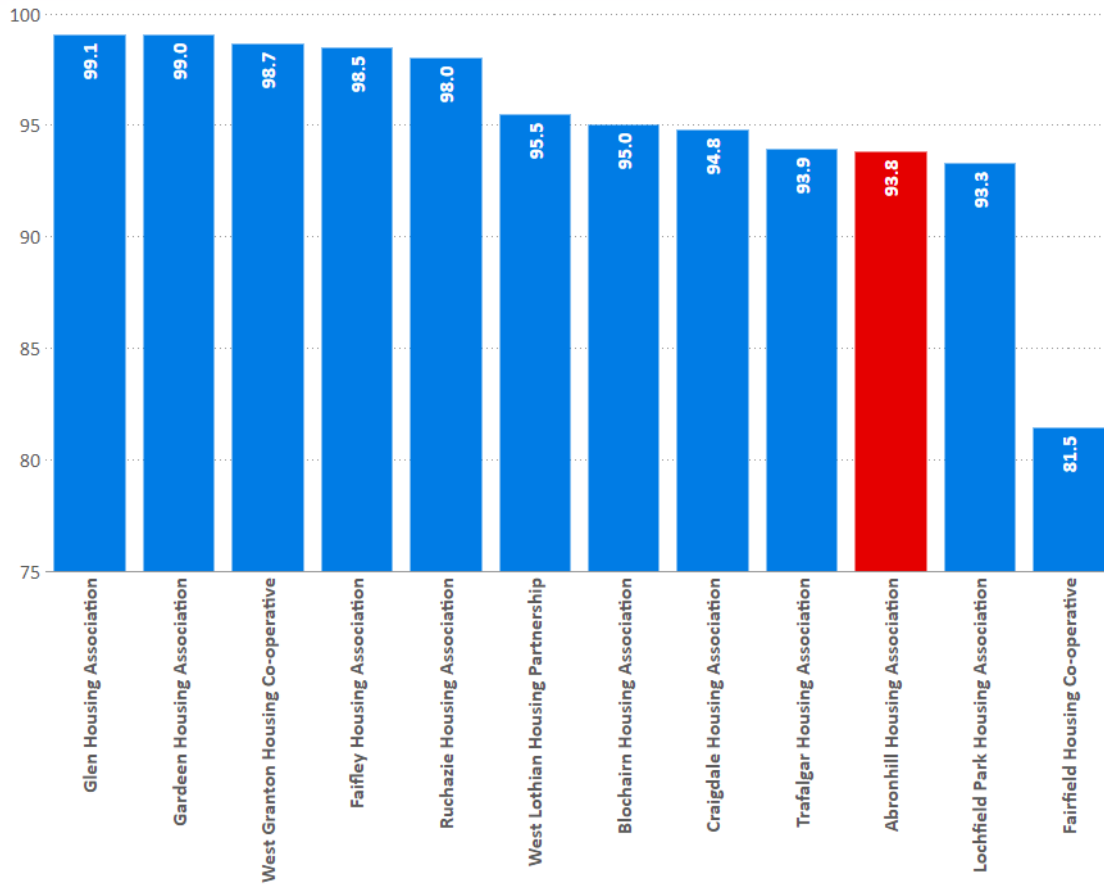
Repairs appointments



I14: Repairs appointment system
- percentage of repairs appointments kept

%	2016/17	2017/18	2018/19
Abronhill	-	-	-
Peer Group	98.8	98.0	99.6
RSL Average	95.1	94.4	95.1
SHN Average	95.7	95.7	95.9

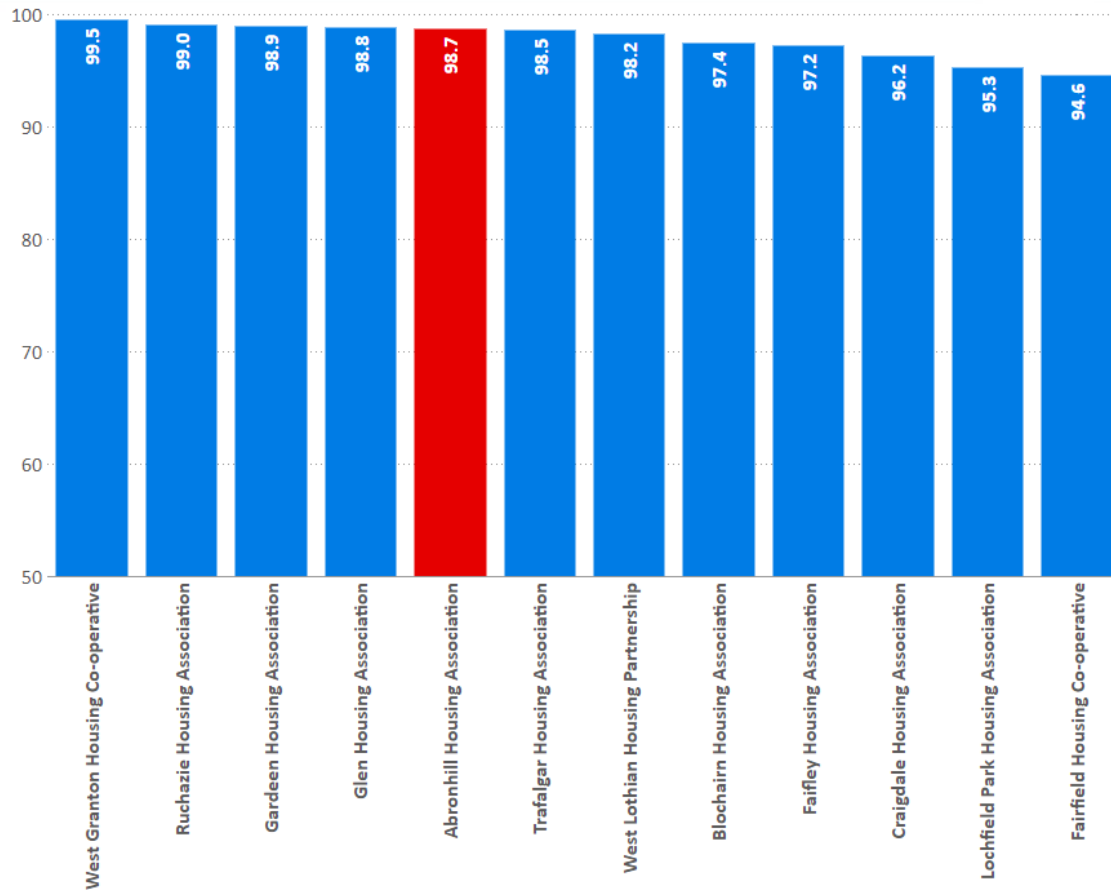
Repairs Right First Time



I13: Percentage of reactive repairs carried out in the last year completed right first time

%	2016/17	2017/18	2018/19
Abronhill	97.3	93.8	93.8
Peer Group	96.6	96.8	88.1
RSL Average	92.1	91.5	91.1
SHN Average	92.4	93.6	92.1

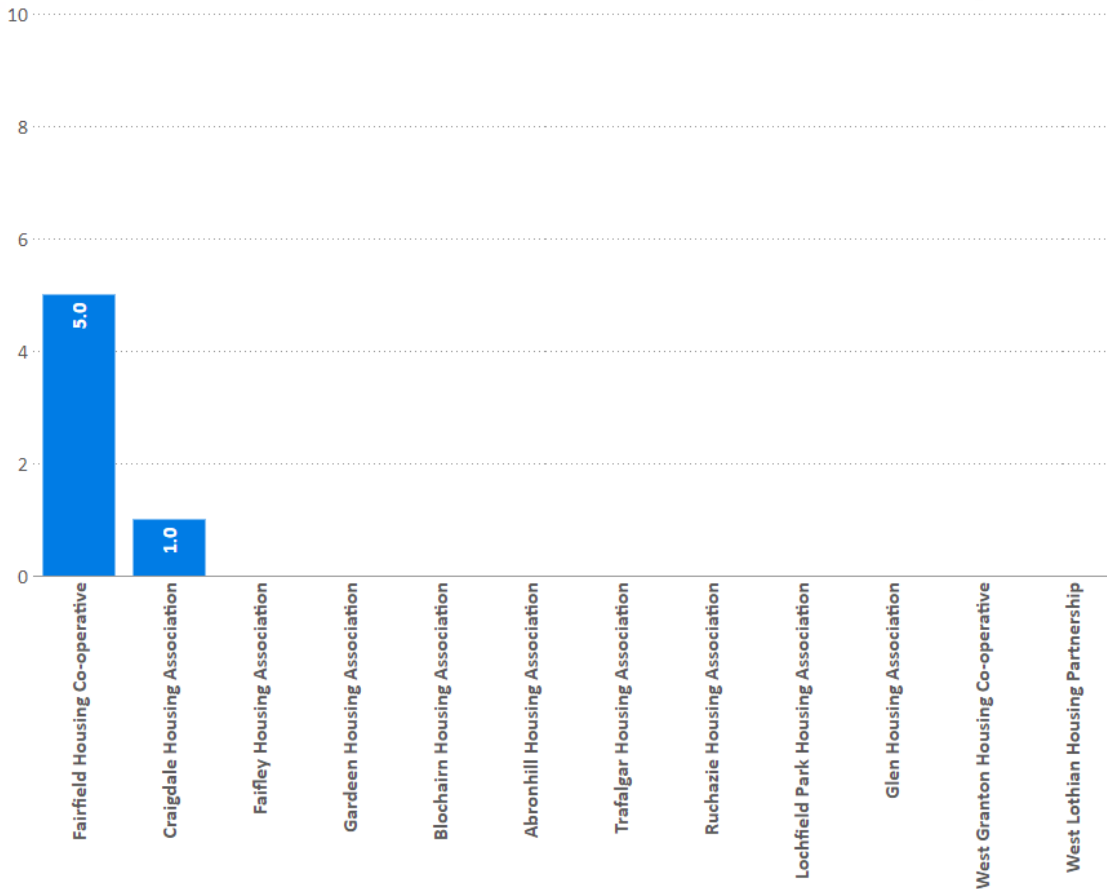
Repairs satisfaction



I16: percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2016/17	2017/18	2018/19
Abronhill	90.2	79.1	98.7
Peer Group	93.8	93.8	97.1
RSL Average	91.4	92.3	92.6
SHN Average	90.6	92.1	92.1

Gas safety

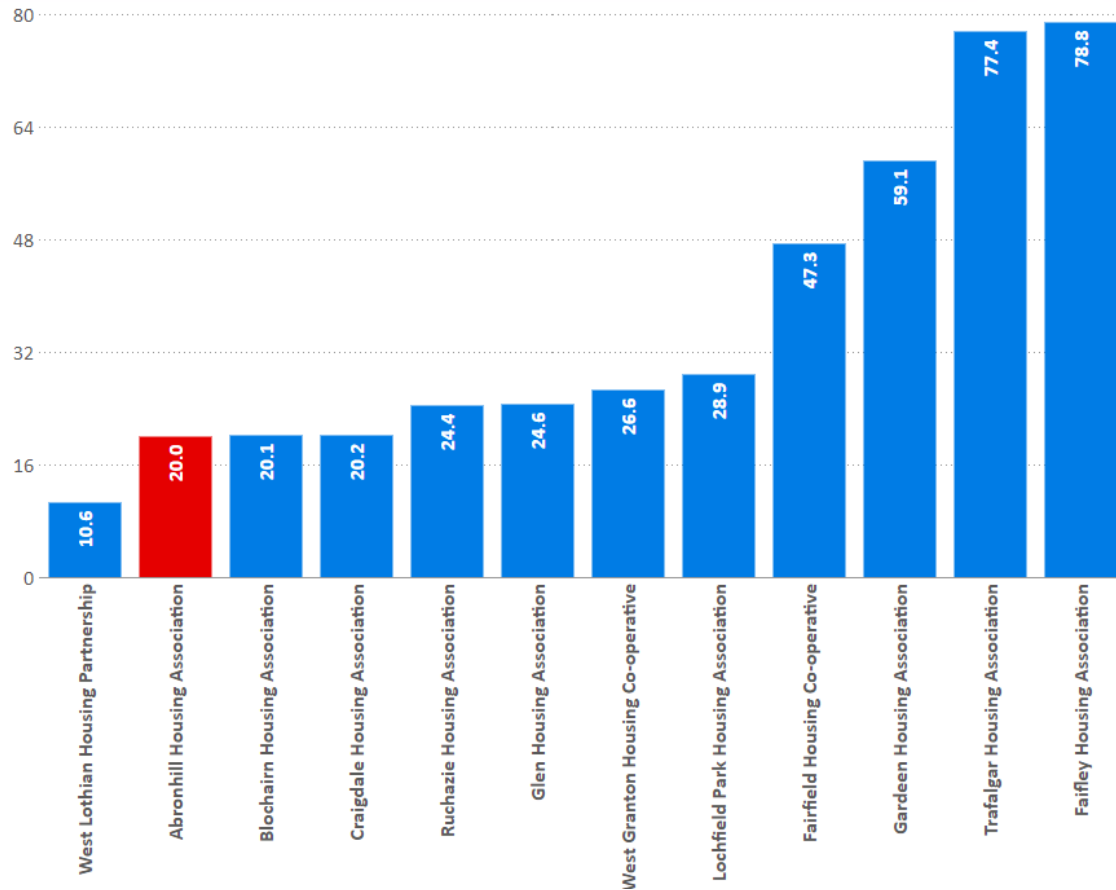


I15: Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.

%	2016/17	2017/18	2018/19
Abronhill	100.0	99.5	100.0
Peer Group	99.9	99.7	99.9
RSL Average	99.9	99.9	99.9
SHN Average	99.9	99.8	100.0

No. of fails	2016/17	2017/18	2018/19
Abronhill			

Medical adaptations



I23: The average time to complete medical adaptations during the reporting year.

Calendar Days	2016/17	2017/18	2018/19
Abrohill	34.3	9.8	20.0
Peer Group	34.2	39.8	32.3
RSL Average	61.5	61.9	63.0
SHN Average	48.5	46.1	48.8



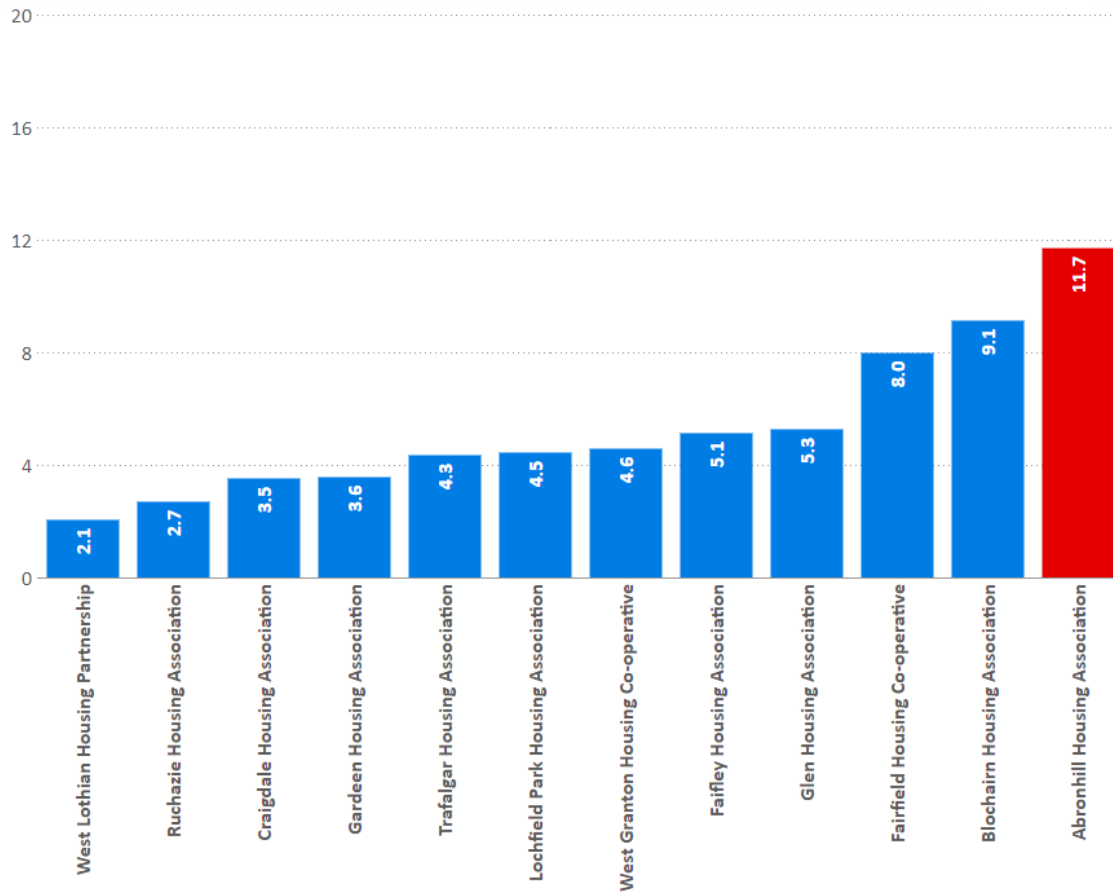
Housing lists & lets

General needs lets	28
Supported housing lets	0
Number of lets to existing tenants;	6
Number of lets to housing list applicants;	12
Number of mutual exchanges	0
Number of lets from other sources.	0

Number of new applicants added	92
Number of applicants at 31 March	113
Number of suspensions	19
Number of cancelled applications	15

Own housing list	Yes
CHR	No
Choice based	No
Mutual exchange	No

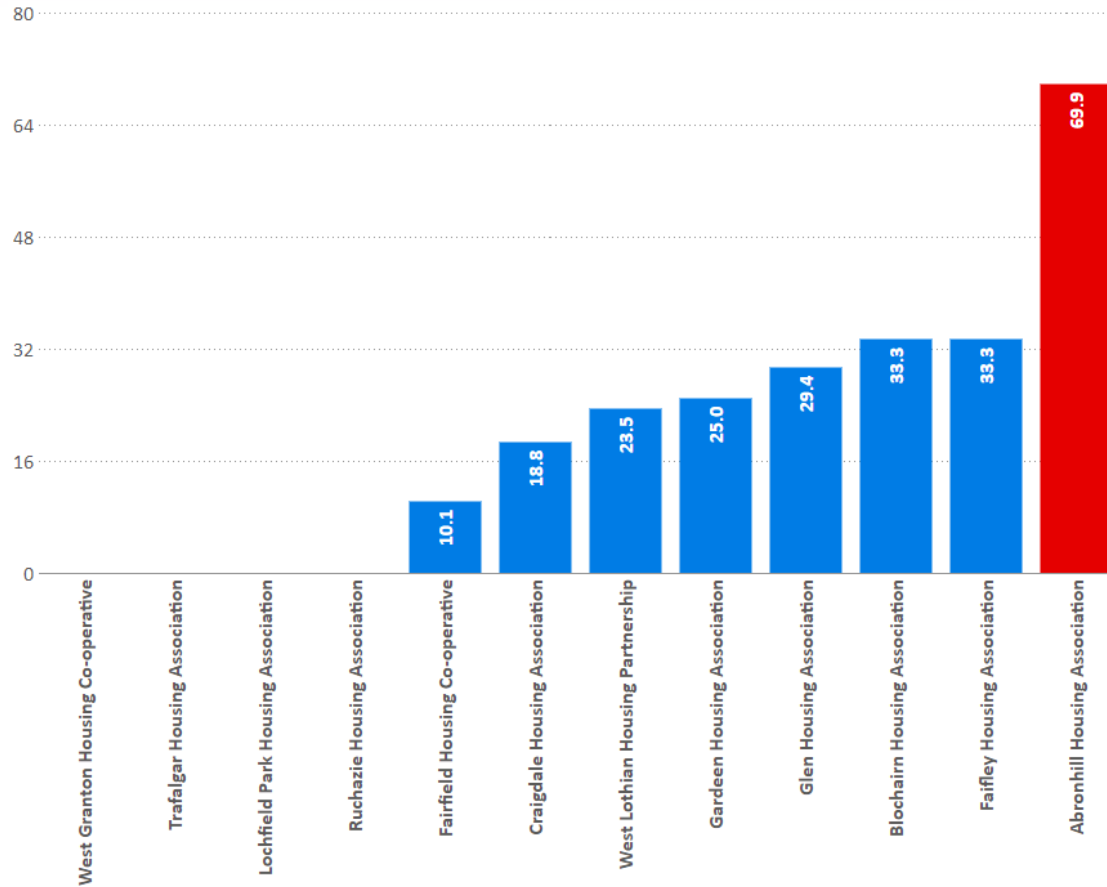
Turnover



I21: Percentage of lettable houses that became vacant in the last year.

%	2016/17	2017/18	2018/19
Abrohill	6.7	6.3	11.7
Peer Group	6.6	7.1	5.3
RSL Average	8.8	8.8	9.2
SHN Average	8.4	8.7	8.7

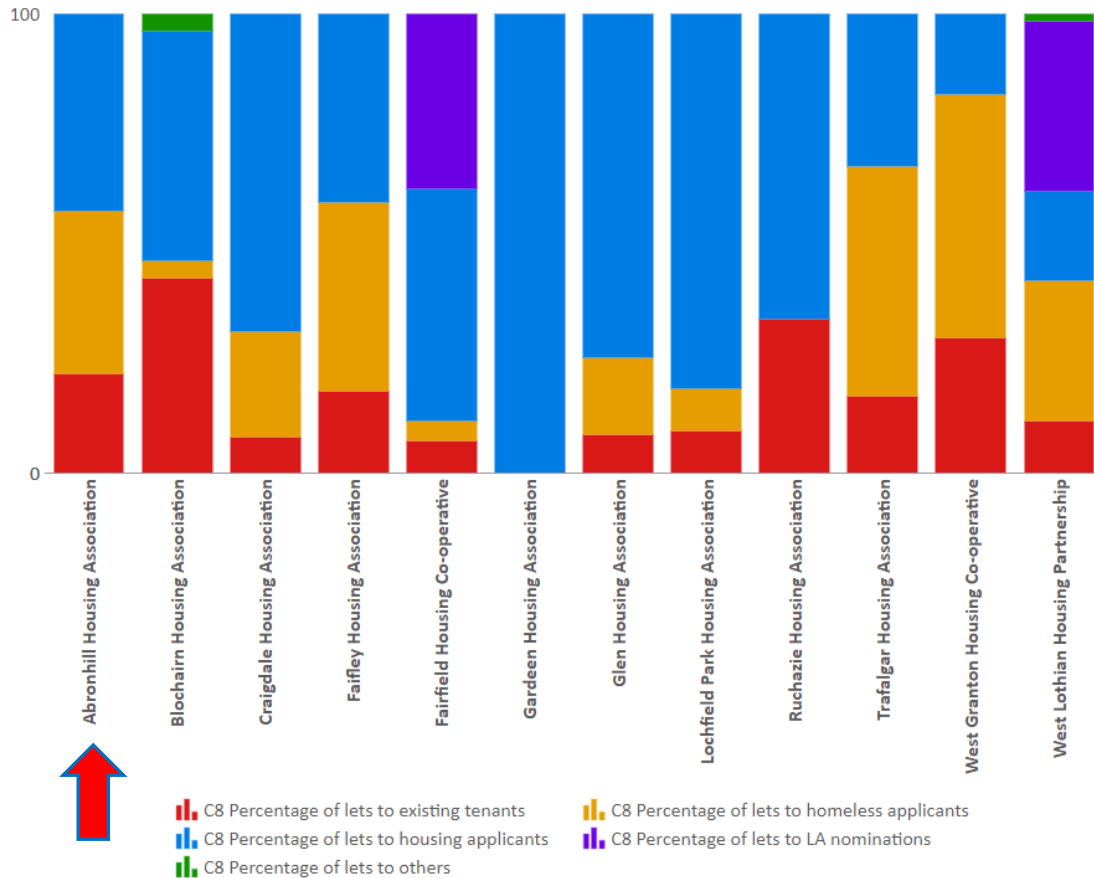
Offers refused



I18: Percentage of tenancy offers refused during the year.

%	2016/17	2017/18	2018/19
Abrohill	44.4	61.2	69.9
Peer Group	24.2	20.4	29.0
RSL Average	32.8	30.8	29.1
SHN Average	37.3	35.9	37.4

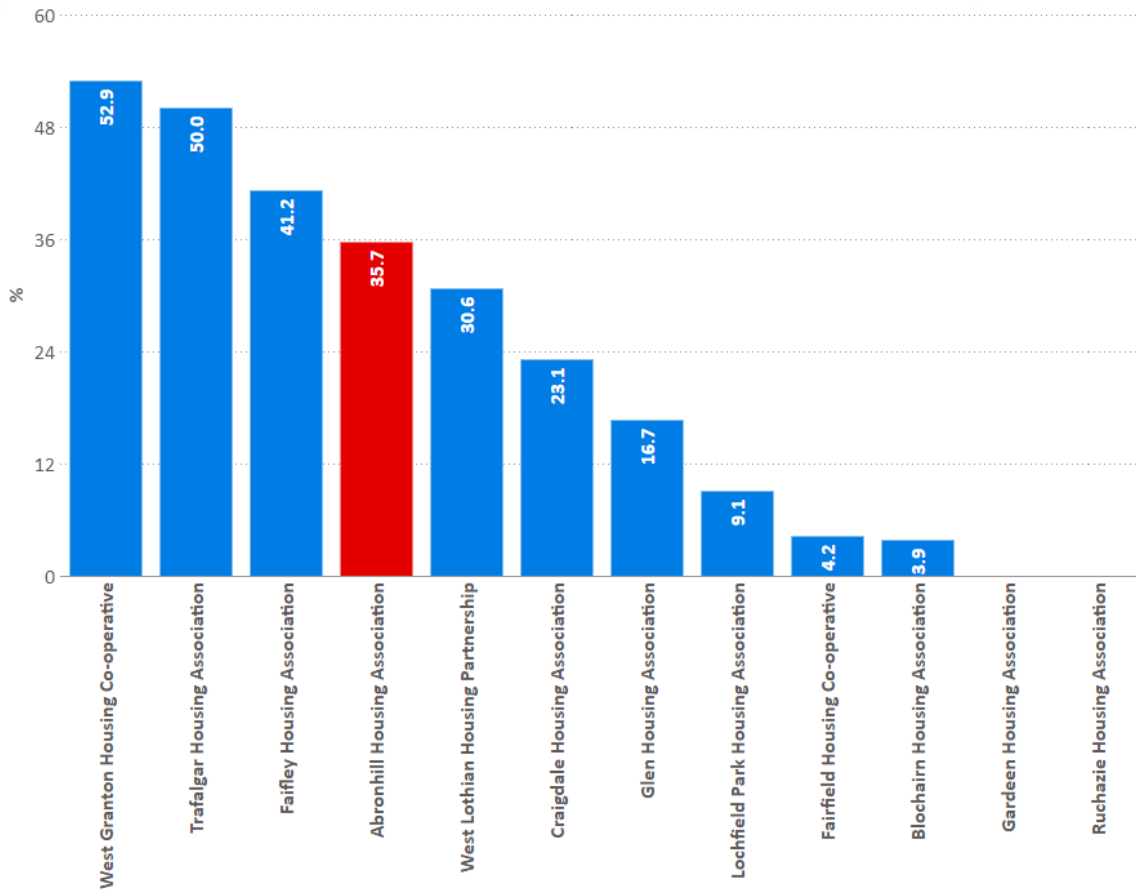
Lets by source



C8: The percentage of lets during the reporting year by source of let.

%	Abronhill	Small Urban	SHN
Existing tenants	21	15	18.9
Homeless applicants	36	21	35.6
Housing list applicants	43	47	42.1
LA nomination	-	16	1.6
Others	-	1	1.9

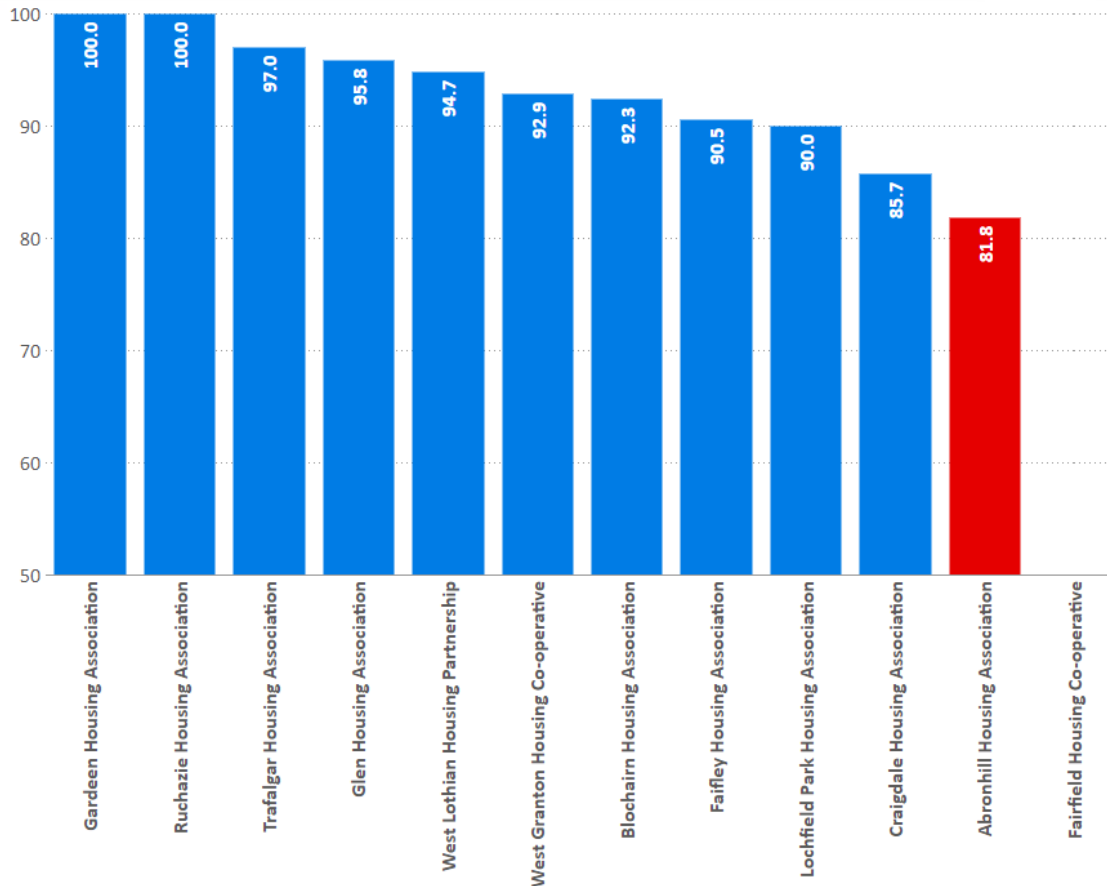
Lets to homeless



C8: The percentage of lets during the reporting year to tenants that have been assessed as statutorily homeless.

%	2016/17	2017/18	2018/19
Abronhill	33.3	45.5	35.7
Peer Group	21.8	20.6	20.8
RSL Average	21.5	22.7	25.3
SHN Average	31.4	35.3	35.6

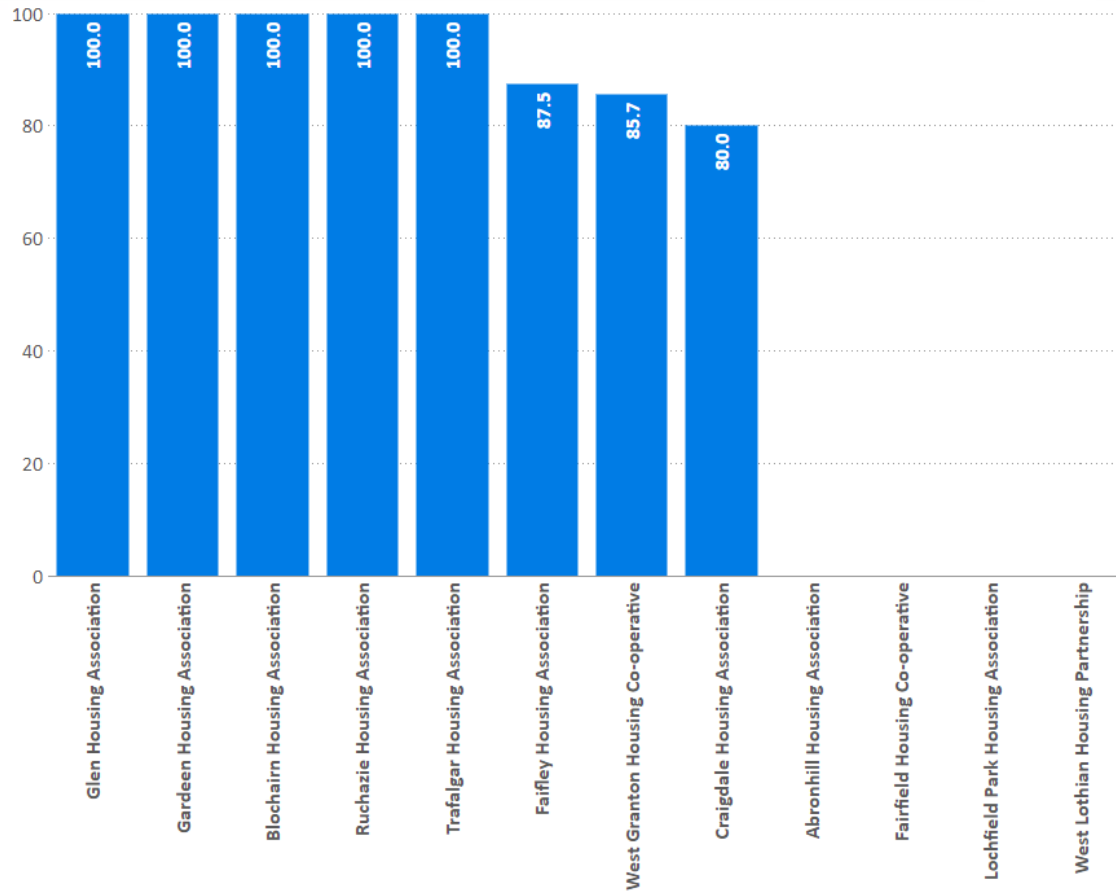
Tenancy sustainment



I20: Percentage of new tenancies sustained for more than a year; all sources of let.

%	2016/17	2017/18	2018/19
Abronhill	75.0	85.7	81.8
Peer Group	93.9	94.2	92.8
RSL Average	88.5	88.2	88.0
SHN Average	89.0	88.4	88.7

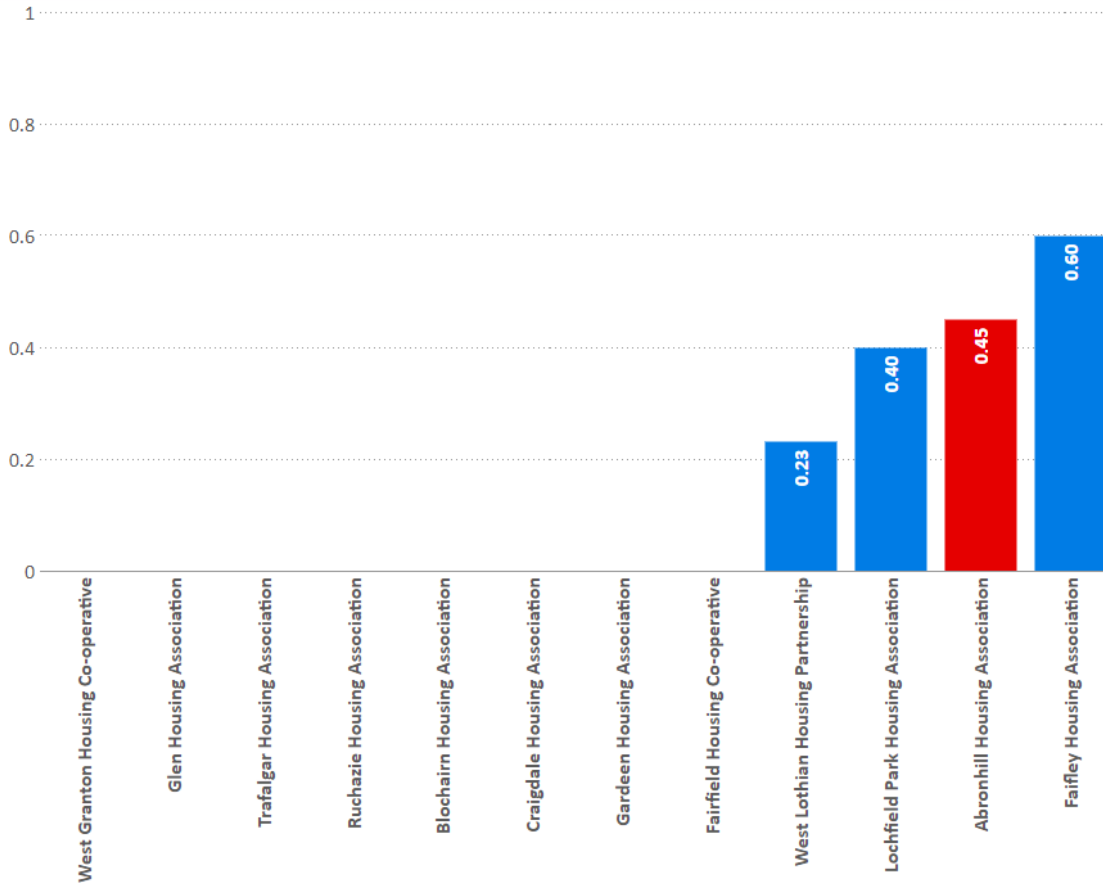
Tenancy sustainment (homeless)



I20: Percentage of new tenancies sustained for more than a year; statutory homeless.

%	2016/17	2017/18	2018/19
Abronhill	0.0	50.0	0.0
Peer Group	94.1	95.1	89.4
RSL Average	89.2	89.7	89.2
SHN Average	88.4	87.9	87.7

Evictions

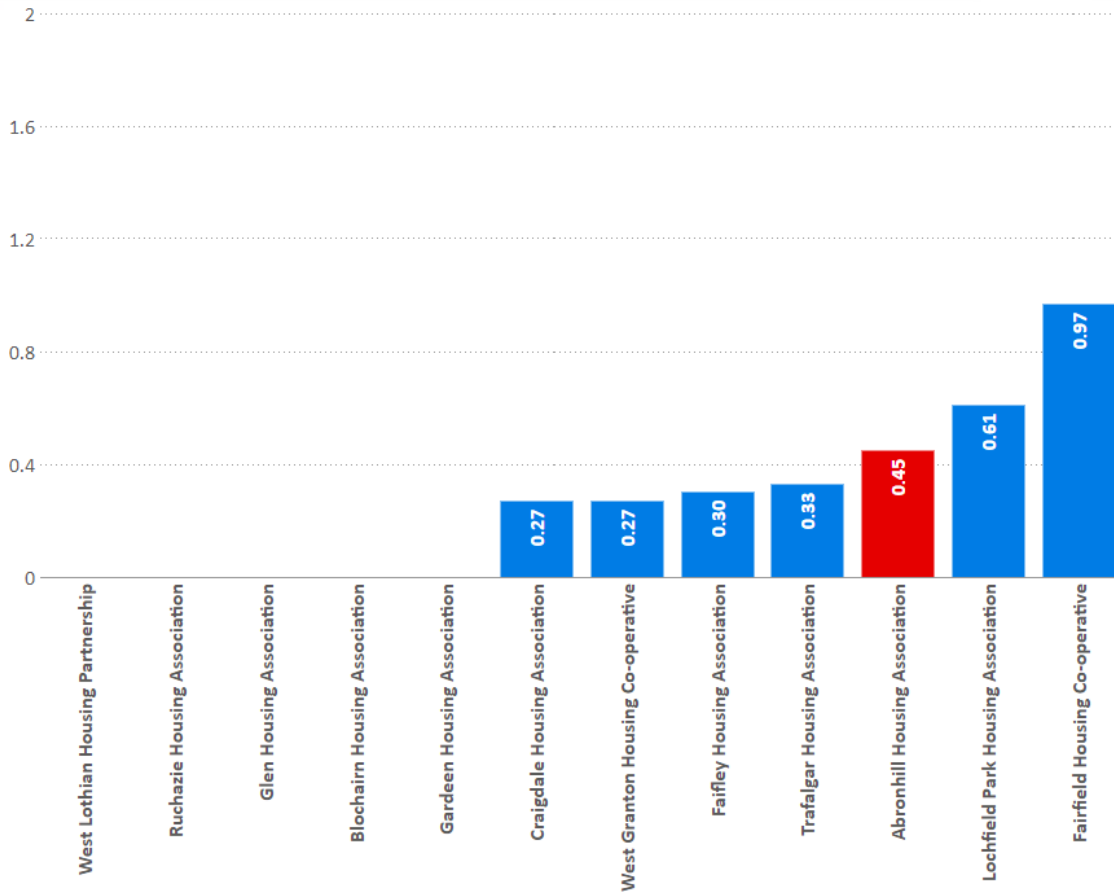


I24: Evictions

Evictions as a percentage of stock

%	2016/17	2017/18	2018/19
Abronhill	1.79	0.00	0.45
Peer Group	0.24	0.23	0.14
RSL Average	0.32	0.32	0.34
SHN Average	0.39	0.39	0.39

Abandonments



C11: Abandoned properties.

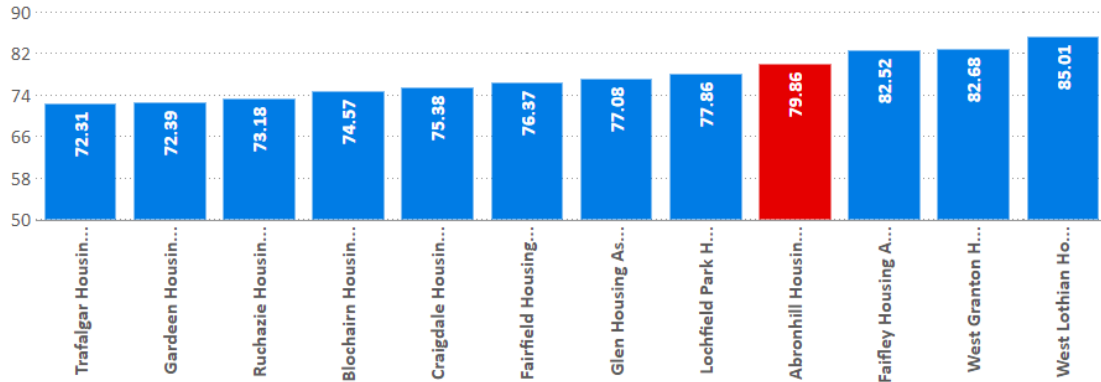
Abandonments as a percentage of stock.

%	2016/17	2017/18	2018/19
Abronhill	0.00	0.45	0.45
Peer Group	0.44	0.47	0.30
RSL Average	0.54	0.52	0.56
SHN Average	0.59	0.58	0.59

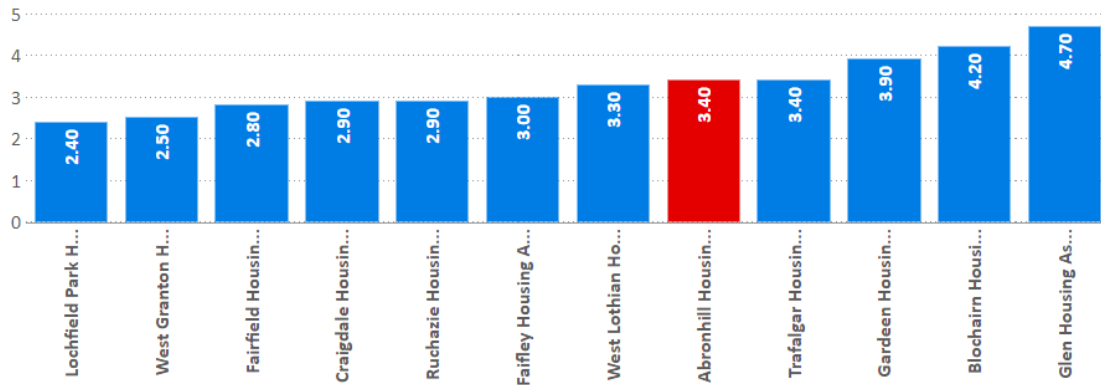


Rents

Average Weekly Rent



Annual Rent Increase

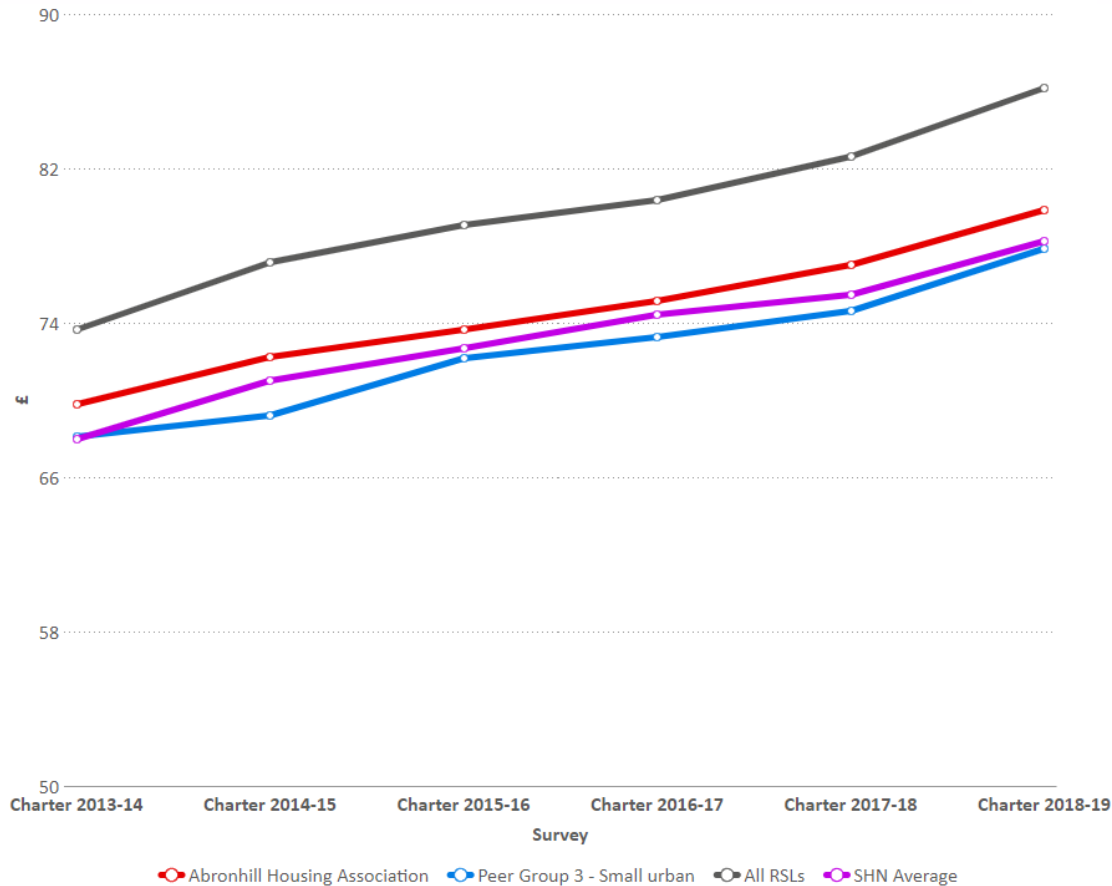


C17: Average weekly rent and rent increase

£	2016/17	2017/18	2018/19
Abronhill	75.13	77.02	79.86
Peer Group	73.28	74.60	77.82
RSL Average	80.37	82.59	86.15
SHN Average	74.44	75.44	78.23

%	2016/17	2017/18	2018/19
Abronhill	2.0	2.5	3.4
Peer Group	2.2	3.2	3.3
RSL Average	2.2	3.2	3.1
SHN Average	2.3	3.3	3.0

Rent increase (trends)

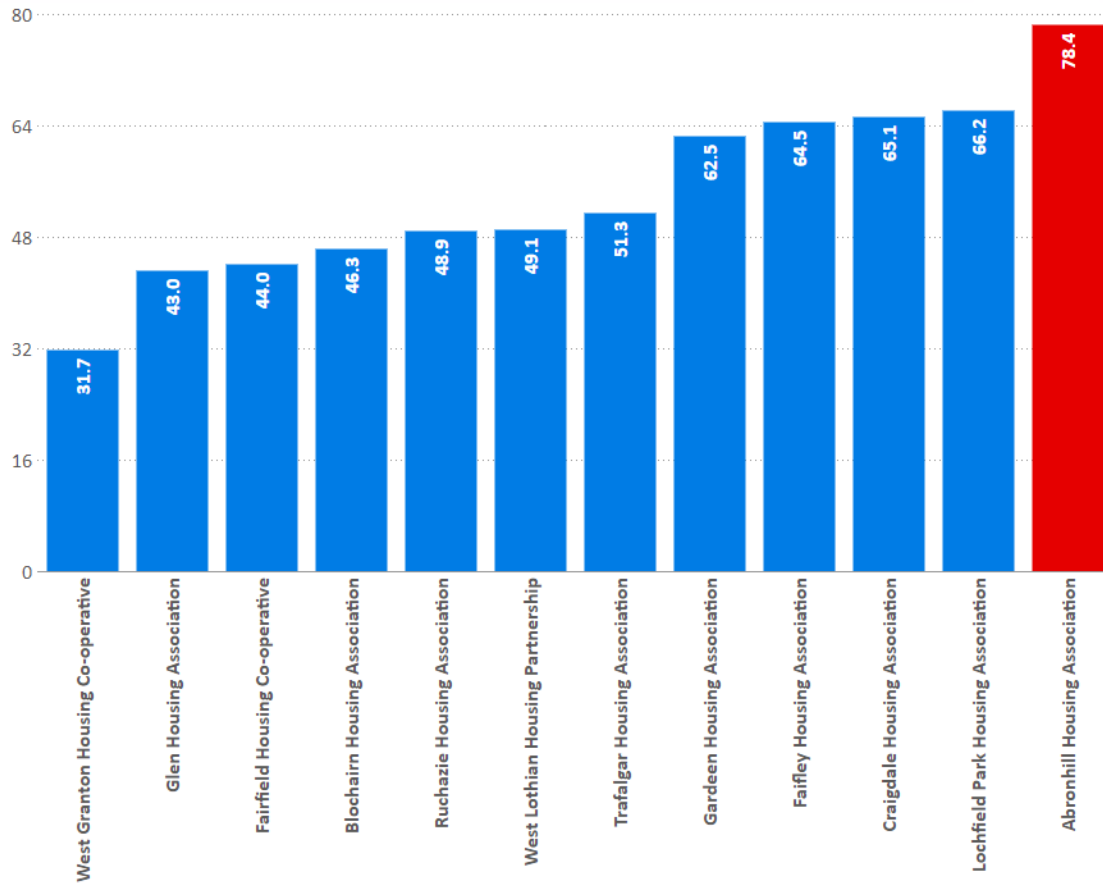


C21: Change in average rent

£	2016/17	2017/18	2018/19
Abronhill	75.13	77.02	79.86
Peer Group	73.28	74.60	77.82
RSL Average	80.37	82.59	86.15
SHN Average	74.44	75.44	78.23

%	2016/17	2017/18	2018/19
Abronhill	2.0	2.5	3.4
Peer Group	2.2	3.2	3.3
RSL Average	2.2	3.2	3.1
SHN Average	2.3	3.3	3.0

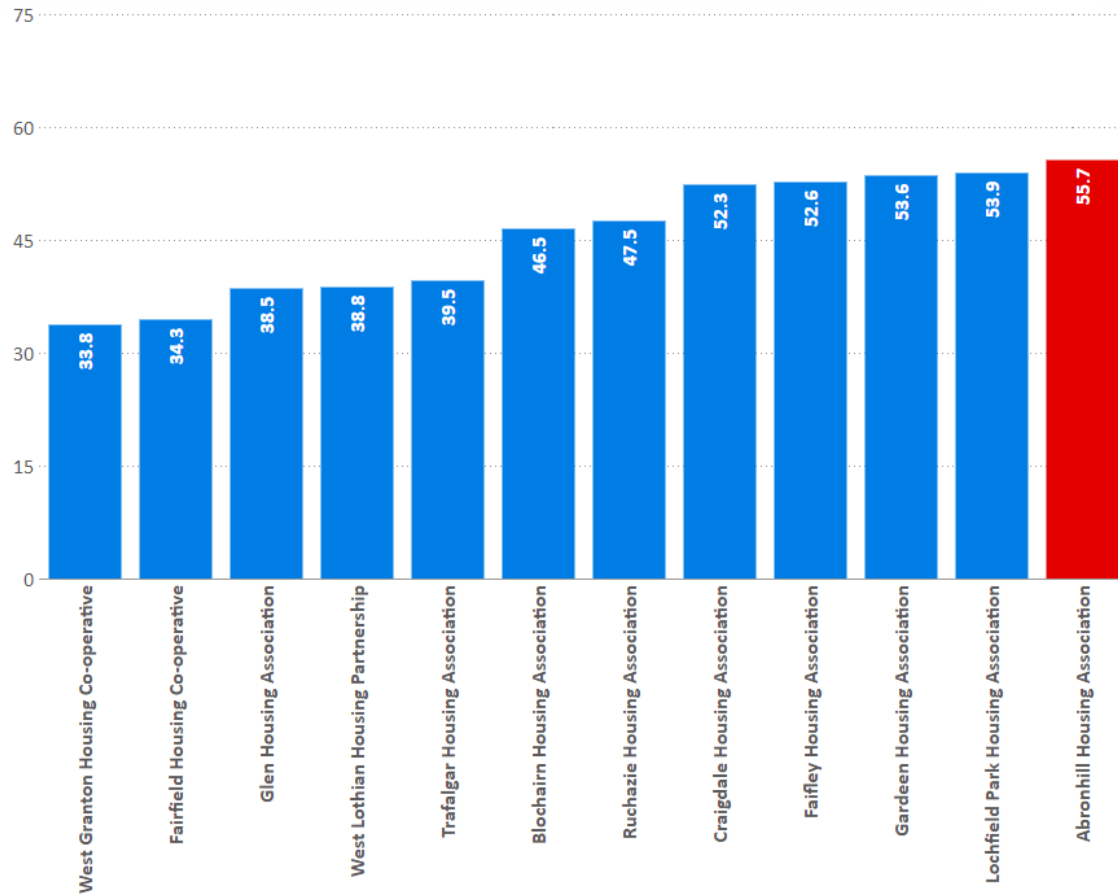
Direct housing costs



C22: Percentage of households for which landlords are paid housing costs directly

%	2016/17	2017/18	2018/19
Abronhill	71.4	70.7	78.4
Peer Group	59.9	57.8	53.0
RSL Average	64.5	63.5	62.0
SHN Average	68.1	67.8	65.3

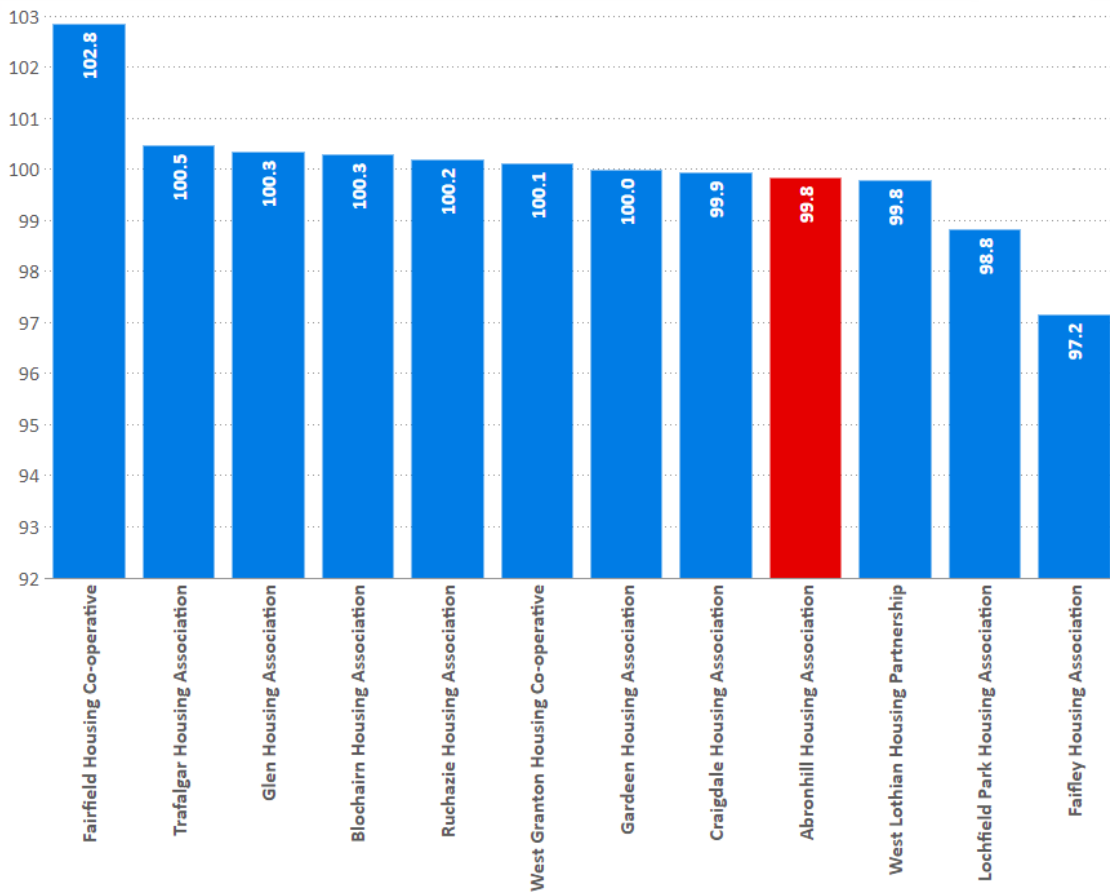
Direct housing costs



C22: Percentage value of the direct housing payments received in the reporting year.

%	2016/17	2017/18	2018/19
Abronhill	56.8	58.7	55.7
Peer Group	48.9	48.0	44.4
RSL Average	53.2	52.0	49.5
SHN Average	54.4	53.4	50.0

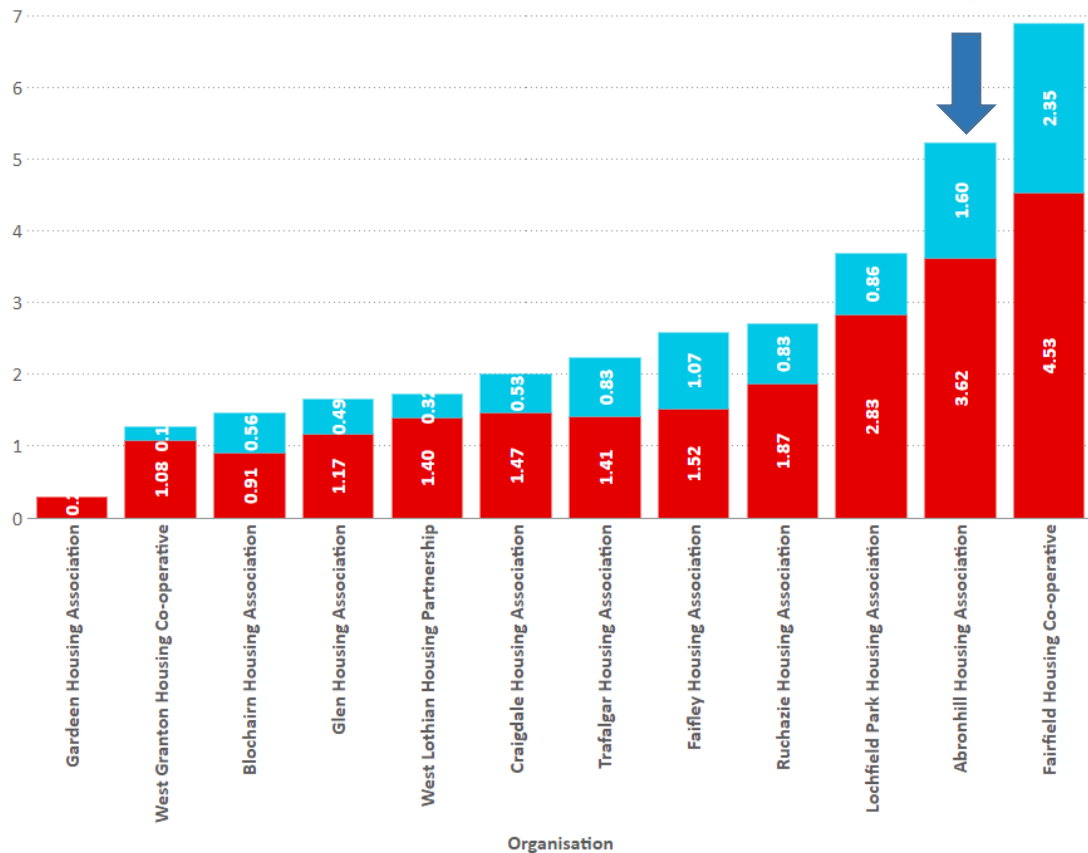
Rent collection



I30: Rent collected from tenants as a percentage of total rent due in the reporting year

%	2016/17	2017/18	2018/19
Abronhill	99.1	99.8	99.8
Peer Group	99.8	99.3	100.0
RSL Average	99.9	99.6	99.5
SHN Average	0.5	99.3	99.0

Arrears

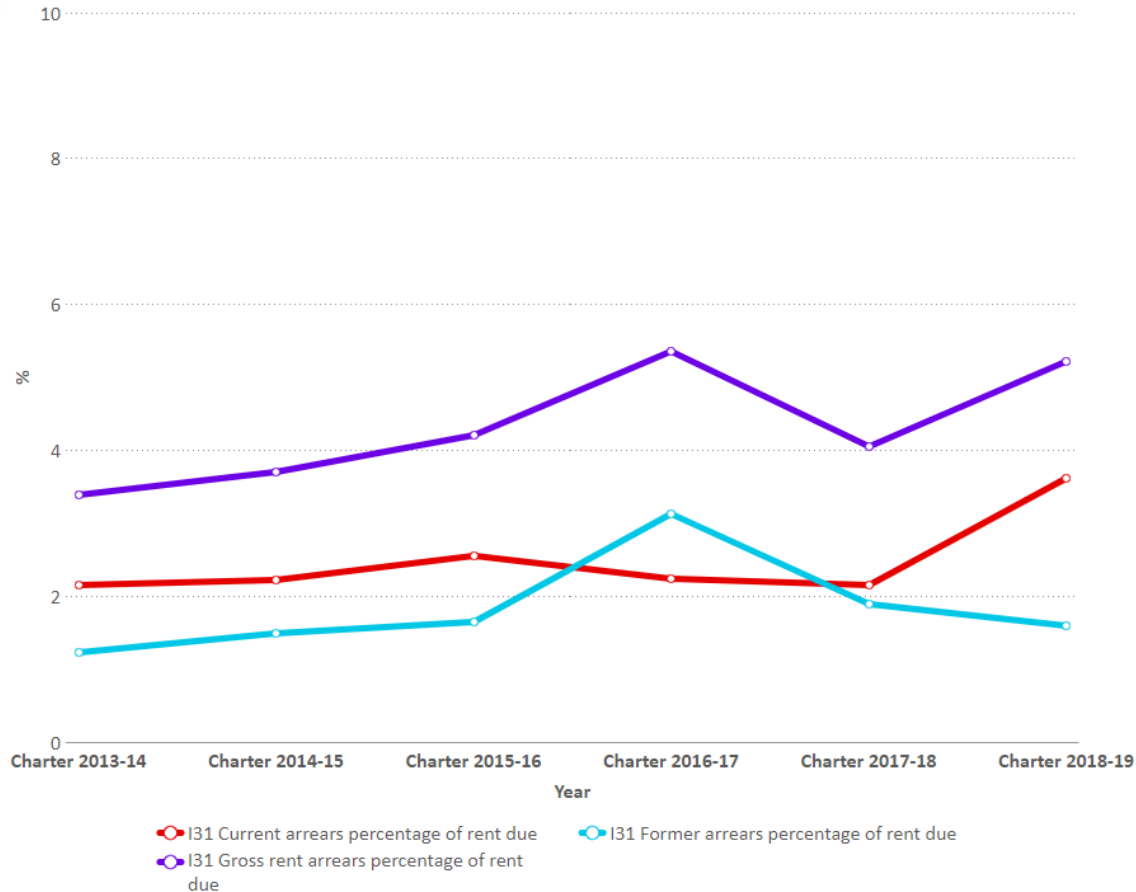


■ I31 Current arrears percentage of rent due ■ I31 Former arrears percentage of rent due

I31: Current rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2016/17	2017/18	2018/19
Abronhill	2.2	2.2	3.6
Peer Group	2.4	2.3	1.9
RSL Average	2.7	3.0	2.7
SHN Average	3.3	3.5	3.8

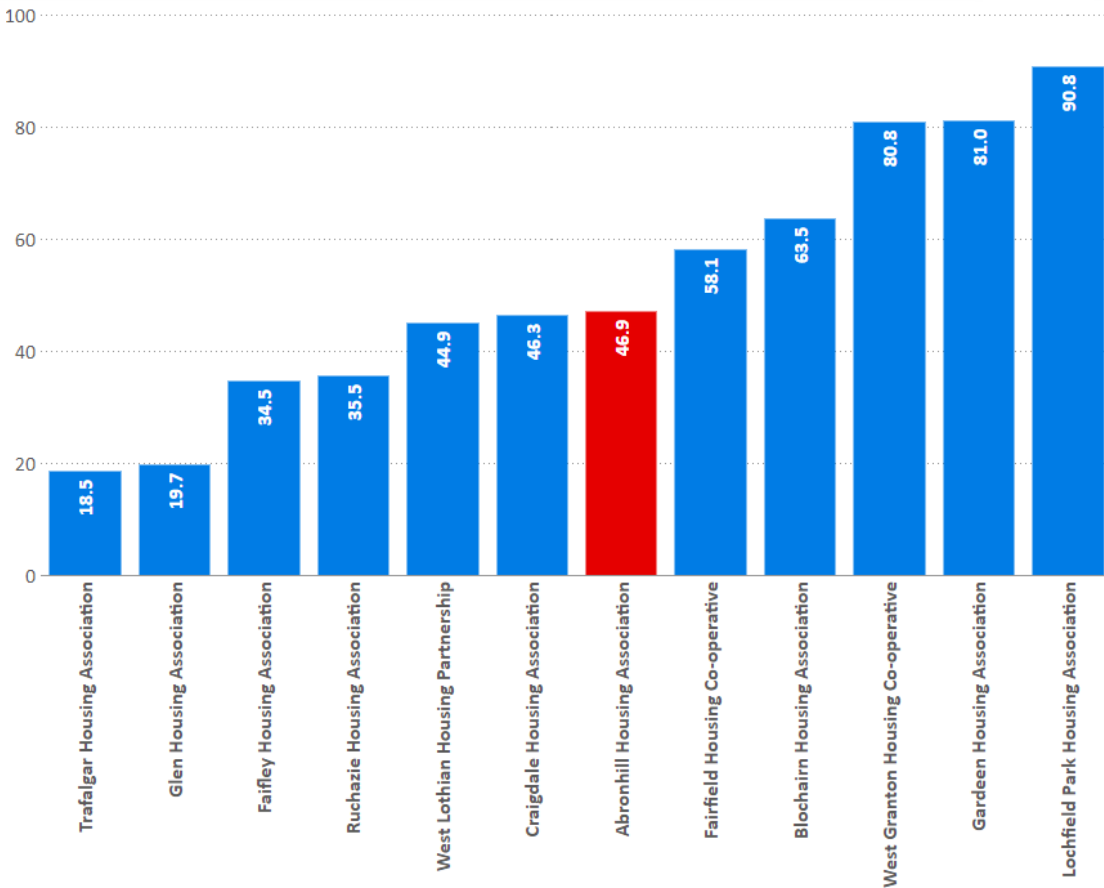
Arrears (trends)



I31: Gross Arrears trends

%	2016/17	2017/18	2018/19
Abronhill	5.4	4.1	5.2
Peer Group	3.6	3.3	2.8
RSL Average	4.3	4.3	4.2
SHN Average	5.3	5.4	5.9

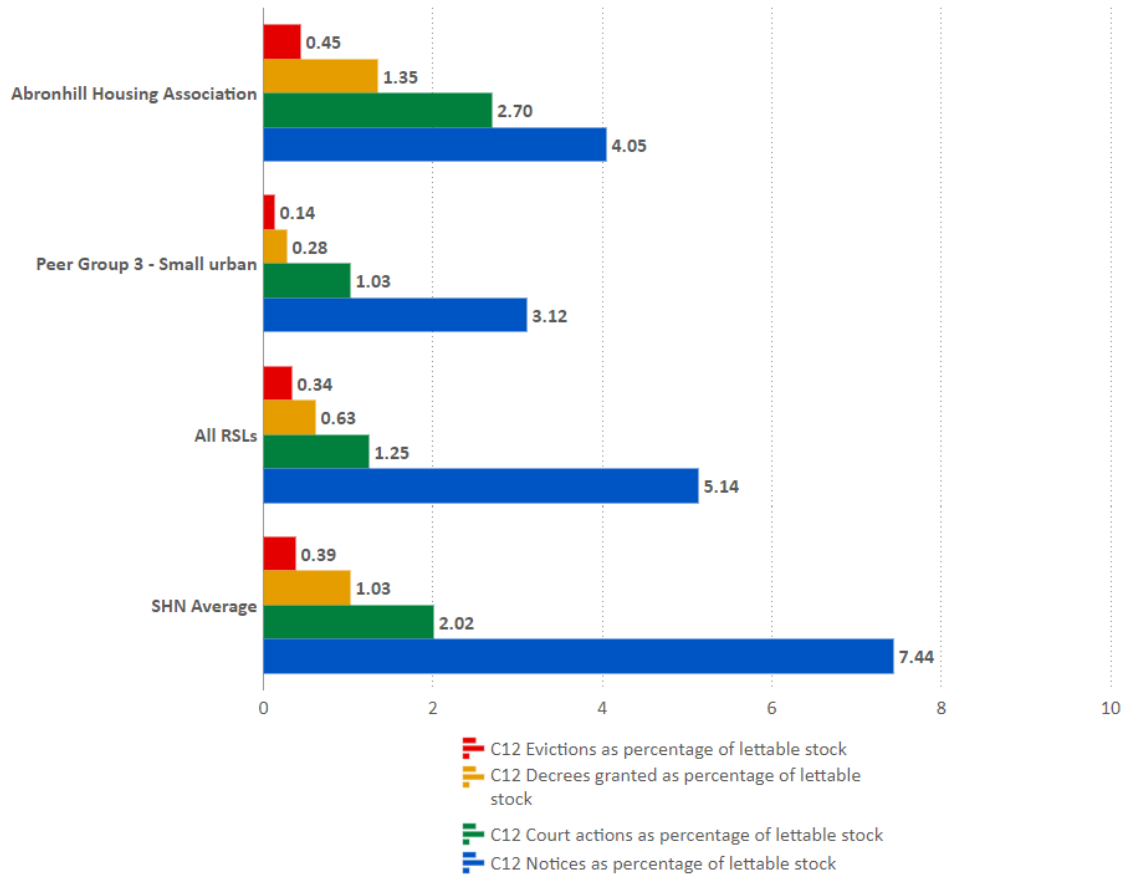
Arrears written off



C23: percentage of former tenant rent arrears written off at the year end.

%	2016/17	2017/18	2018/19
Abronhill	42.0	38.9	46.9
Peer Group	48.1	43.1	51.7
RSL Average	44.6	46.8	41.6
SHN Average	37.1	34.8	39.6

Legal action



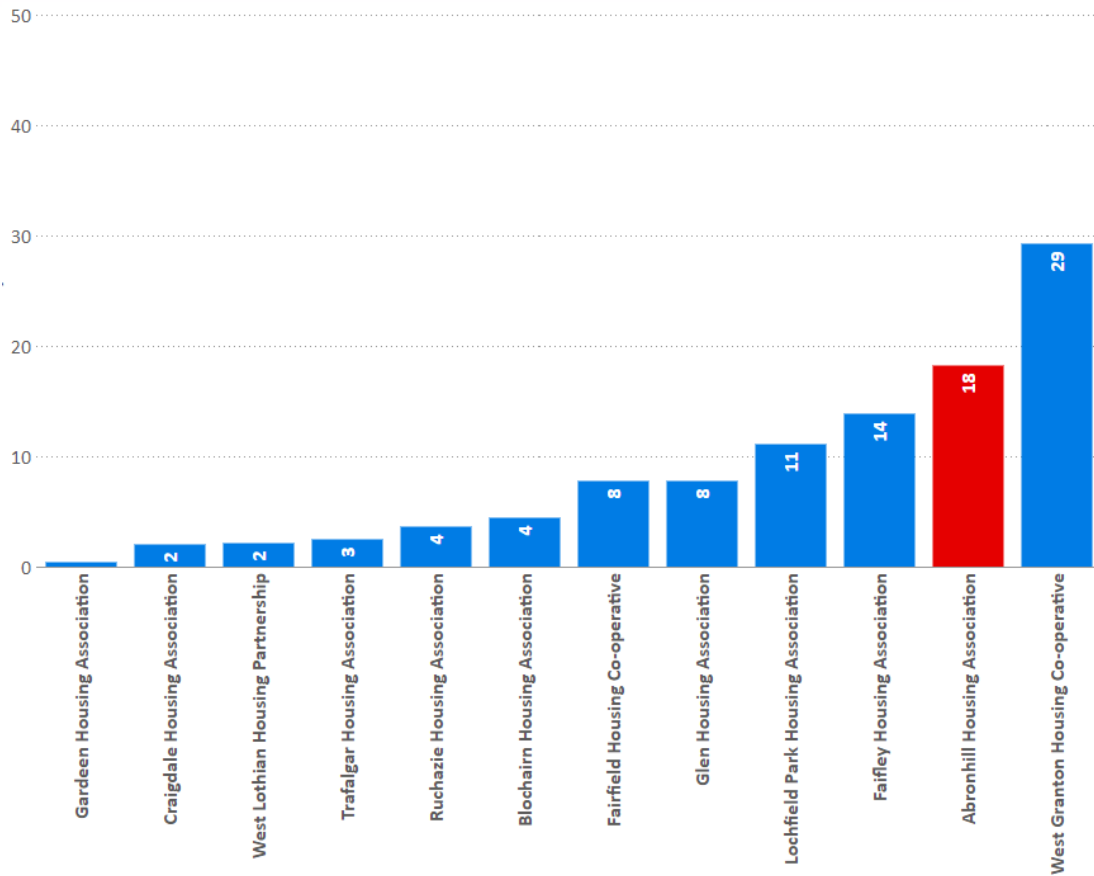
Legal action process as a percentage of lettable stock

%	Abronhill	Small Urban	RSL Average
Evictions	0.45	0.14	0.34
Decrees	1.35	0.28	0.63
Court actions started	2.70	1.03	1.25
NOPs	4.05	3.12	5.14

Voids



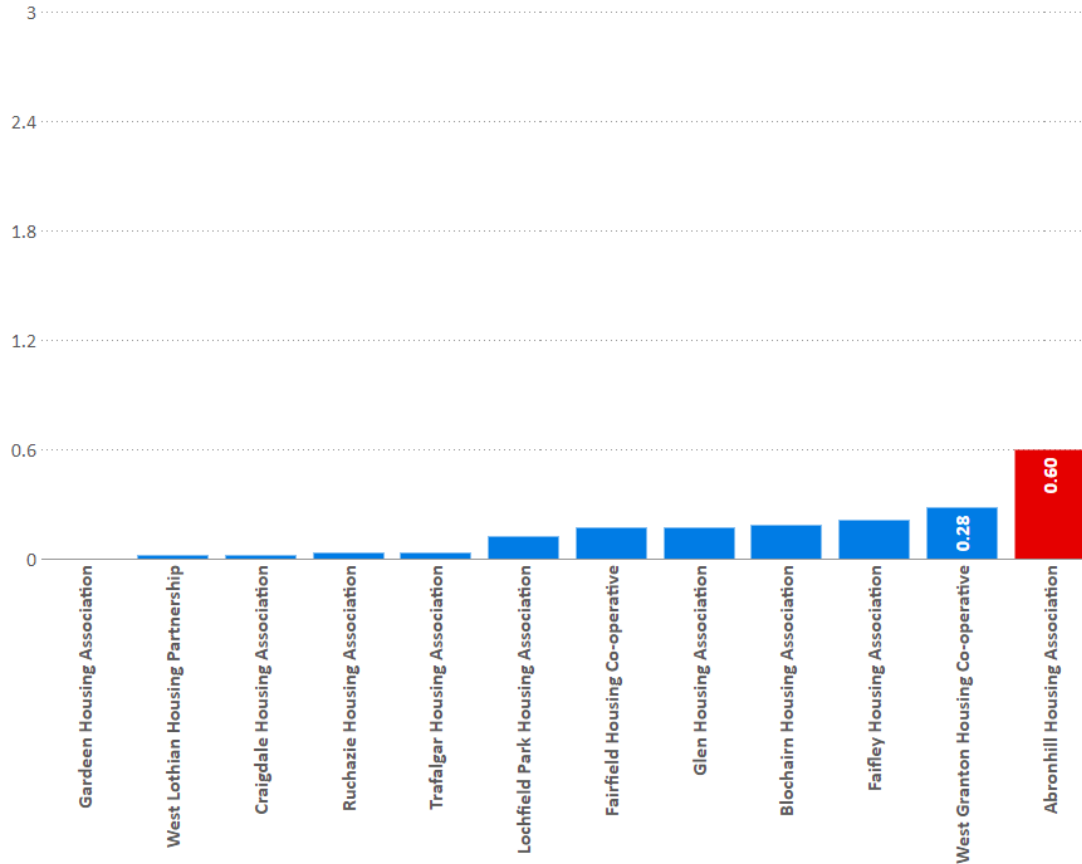
Relet times



I35: Average length of time taken to relet properties in the last year (calendar days)

%	2016/17	2017/18	2018/19
Abronhill	11.4	15.2	18.2
Peer Group	11.8	13.3	10.0
RSL Average	28.8	29.0	30.6
SHN Average	31.5	31.0	32.8

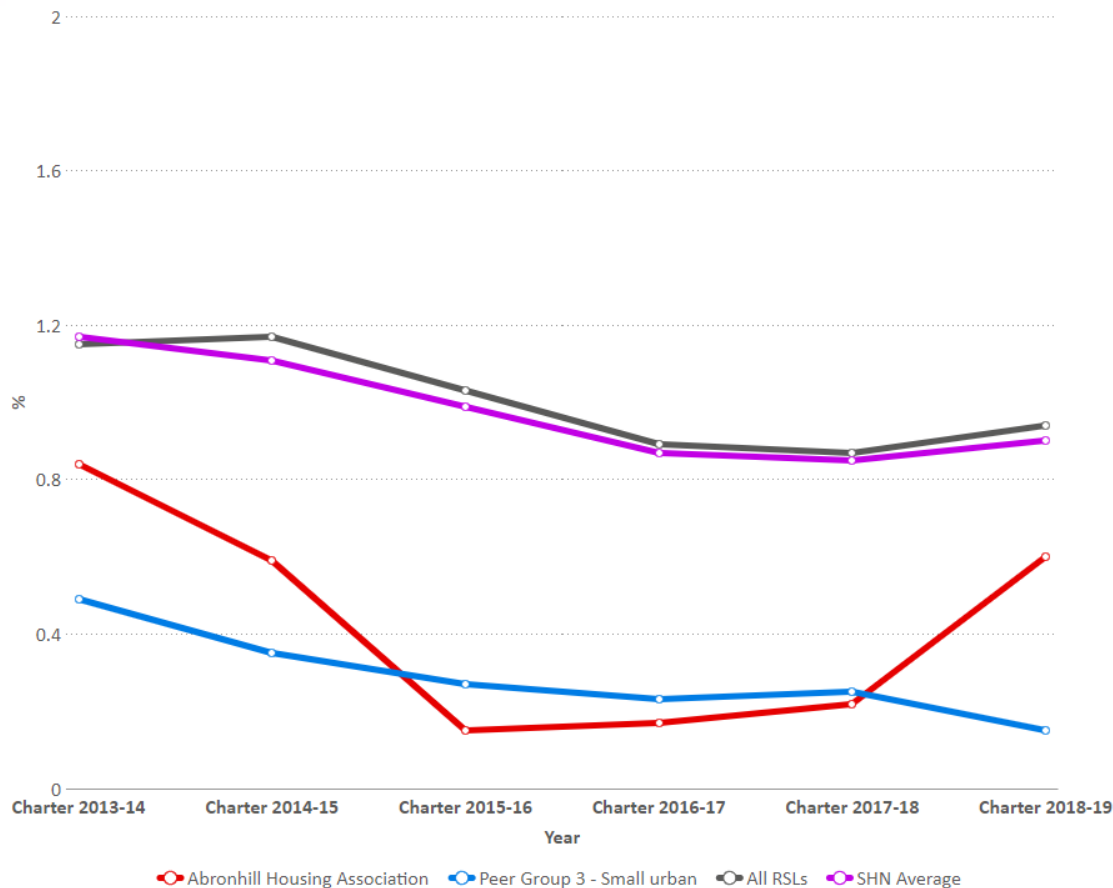
Void rent loss



I34: percentage of rent lost through properties being empty in the last year

%	2016/17	2017/18	2018/19
Abronhill	0.2	0.2	0.6
Peer Group	0.2	0.3	0.2
RSL Average	0.9	0.9	0.9
SHN Average	0.9	0.9	0.9

Void rent loss (trends)



I34: percentage of rent lost through properties being empty in the last year

%	2016/17	2017/18	2018/19
Abronhill	0.2	0.2	0.6
Peer Group	0.2	0.3	0.2
RSL Average	0.9	0.9	0.9
SHN Average	0.9	0.9	0.9

Landlord Report

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

	I1 Satisfied with overall service	I3 Satisfied with keeping tenants informed	I6 Satisfied with opportunities to participate	I7 Properties meeting SHQS	I11 Time taken to complete emergency repairs	I12 Time taken to complete non-emergency repairs	I13 Repairs right first time	I14 Appointments kept	I16 Satisfaction with repairs service	I19 ASB cases resolved within targets	C17 Average weekly rent	C21 Rent increase	I30 Rent collected	I34 Void rent lost	I35 Time to re-let properties
Abronnhill Housing Association	96.4	99.28	97.48	68.02	2.44	3.41	93.83	0	98.72	100	79.86	3.4	99.83	0.6	18.18
Blochairn Housing Association	94.51	95.73	83.75	100	0.5	2.76	95.01	98.68	97.4	100	74.57	4.2	100.27	0.18	4.46
Craigdale Housing Association	98.03	99.21	100	100	1.98	2.47	94.76	100	96.23	100	75.38	2.9	99.93	0.02	2
Faifley Housing Association	96.32	100	100	100	2.35	2.76	98.46	100	97.16	100	82.52	3	97.15	0.21	13.88
Fairfield Housing Co-operative	94.94	93.12	84.08	93	2.95	3.38	81.45	0	94.59	88.57	76.37	2.8	102.83	0.17	7.71
Gardeen Housing Association	98	98	98	100	1.92	2.85	99.05	99.46	98.9	100	72.39	3.9	99.98	0	0.44
Glen Housing Association	93.45	93.98	82.93	100	2.42	6.31	99.07	0	98.81	71.43	77.08	4.7	100.32	0.17	7.75
Lochfield Park Housing Association	91.79	95.74	89.06	99.8	1.68	3.37	93.31	0	95.25	100	77.86	2.4	98.82	0.12	11.1
Ruchazie Housing Association	95.83	99.31	100	100	1.75	2.57	98.02	0	99	100	73.18	2.9	100.19	0.03	3.67
Trafalgar Housing Association	100	97.59	100	94.67	1.92	2.79	93.92	0	98.53	100	72.31	3.4	100.46	0.03	2.5
West Granton Housing Co-operative	98.5	100	100	90.05	2.62	4.2	98.66	0	99.51	90	82.68	2.5	100.1	0.28	29.24
West Lothian Housing Partnership	98	100	100	100	2.47	4.86	95.49	100	98.18	100	85.01	3.3	99.78	0.02	2.14

Overall summary - 2019

STRENGTHS

1. Local office which is easily accessible to tenants
2. Support which is provided is personal by staff who know their clients really well as they have long experience of working for AHA
3. AHA's governing body proactive in personal development
4. AHA's governing body rigorous in considering various options for the business, including pipeline developments
5. Good satisfaction with overall services, being kept informed, having opportunities to participate and high quality of standard of home when tenants are moving in
6. High level of satisfaction with quality of repairs, good response time to attend to repairs

WEAKNESSES

1. Relatively small spread throughout mixed tenure housing
2. Not enough income and not enough resources
3. Involve more tenants to inform strategy development
4. Review how website is presented
5. Relatively weak perception from existing tenants about quality of their homes and value for money received from AHA



Priorities for Improvement

Overall summary - 2019



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