

Abronhill HA

Performance analysis

October 2020

Peer Group

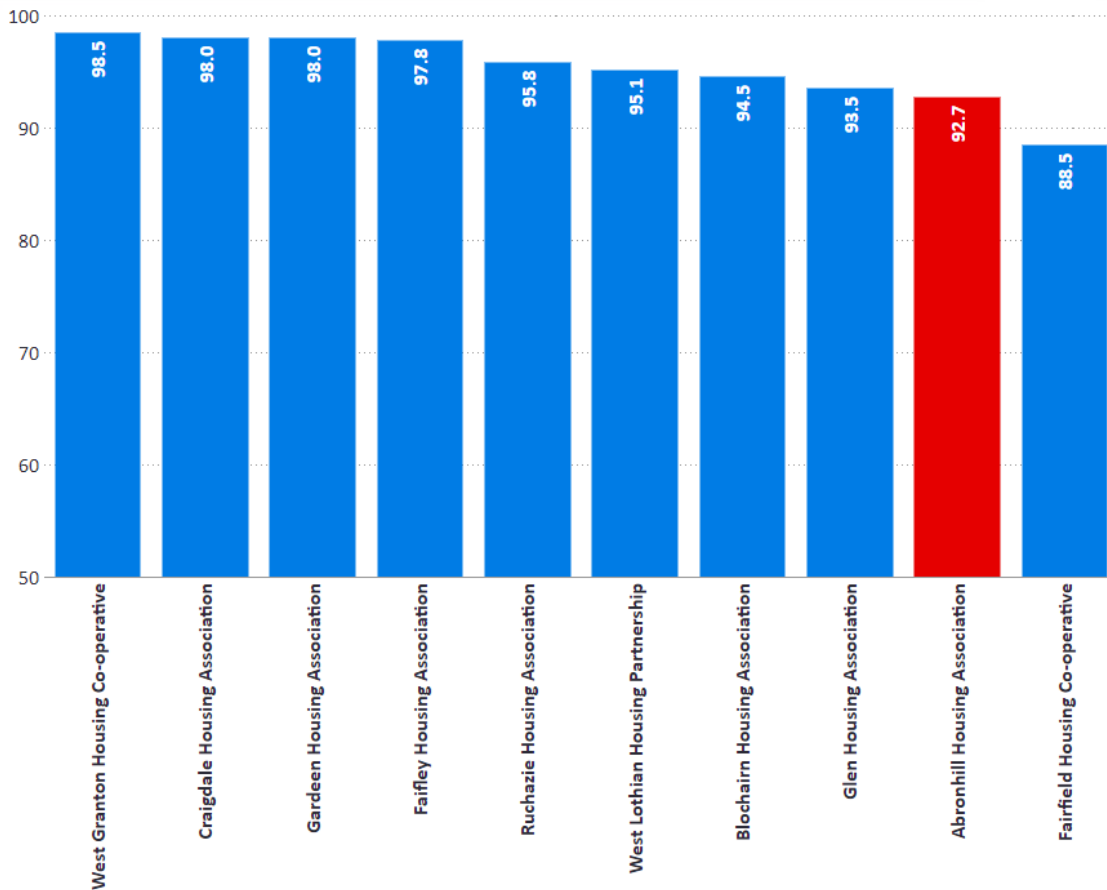
- **Abronhill Housing Association**
- Blochairn Housing Association
- Craigdale Housing Association
- Faifley Housing Association
- Fairfield Housing Co-operative
- Gardeen Housing Association
- Glen Housing Association
- Ruchazie Housing Association
- West Granton Housing Co-operative
- West Lothian Housing Partnership

Tenant Satisfaction

Satisfaction survey Method

- Tenants surveyed: **151**
- Method: **Face-to-face, online**
- Date: **November 2019**

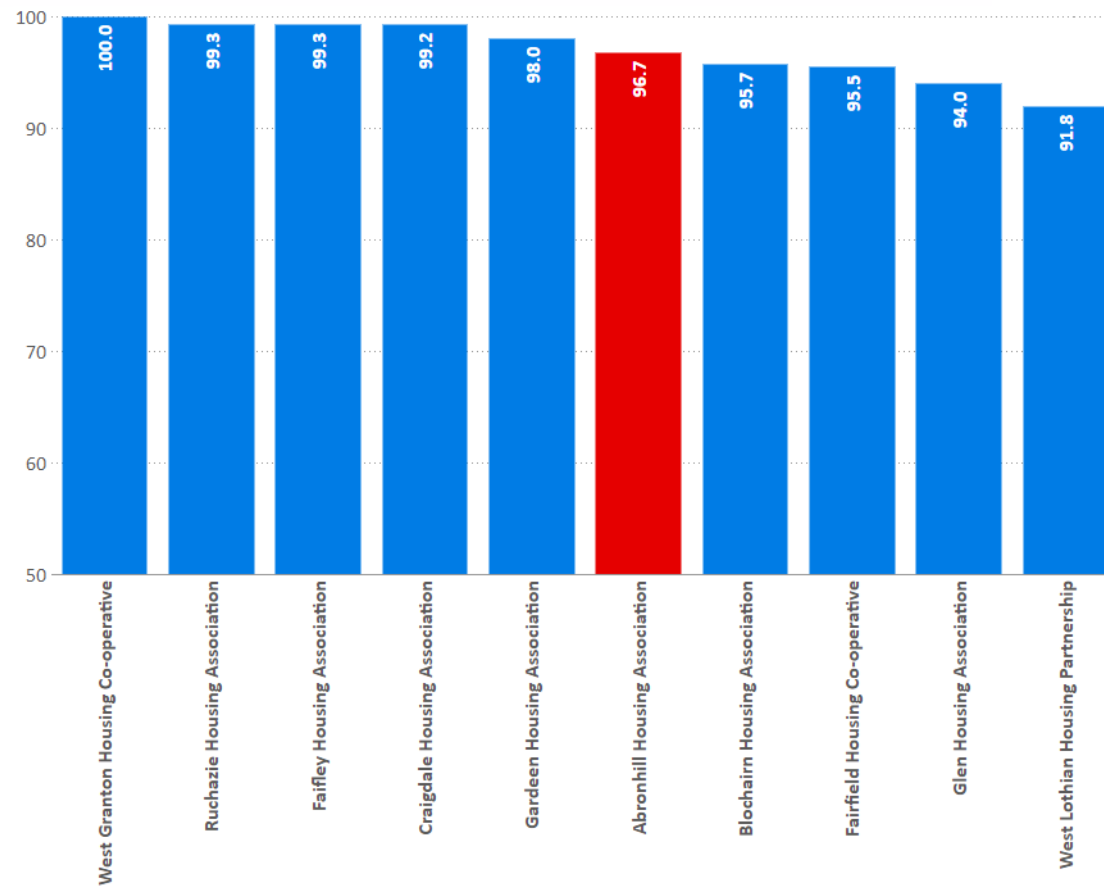
Overall Satisfaction



I1: Percentage of tenants satisfied with overall service.

%	2017/18	2018/19	2019/20
Abornhill HA	96.4	96.4	92.7
Peer Group	95.8	96.4	95.5
RSL Average	91.7	90.9	90.5
National Average	89.7	90.2	88.7

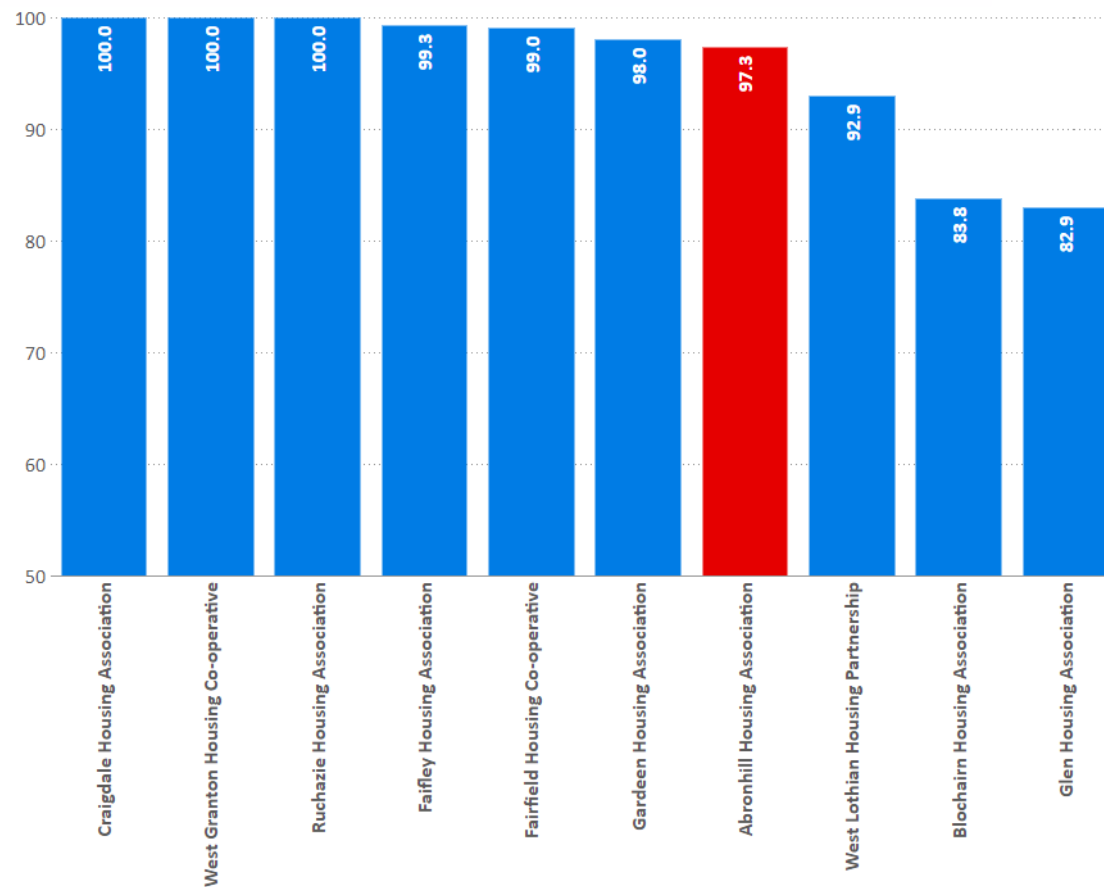
Kept Informed



I2: percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes

%	2017/18	2018/19	2019/20
Abronhill HA	99.3	99.3	96.7
Peer Group	96.6	97.5	97.0
RSL Average	93.5	93.5	92.9
National Average	90.9	92.3	91.4

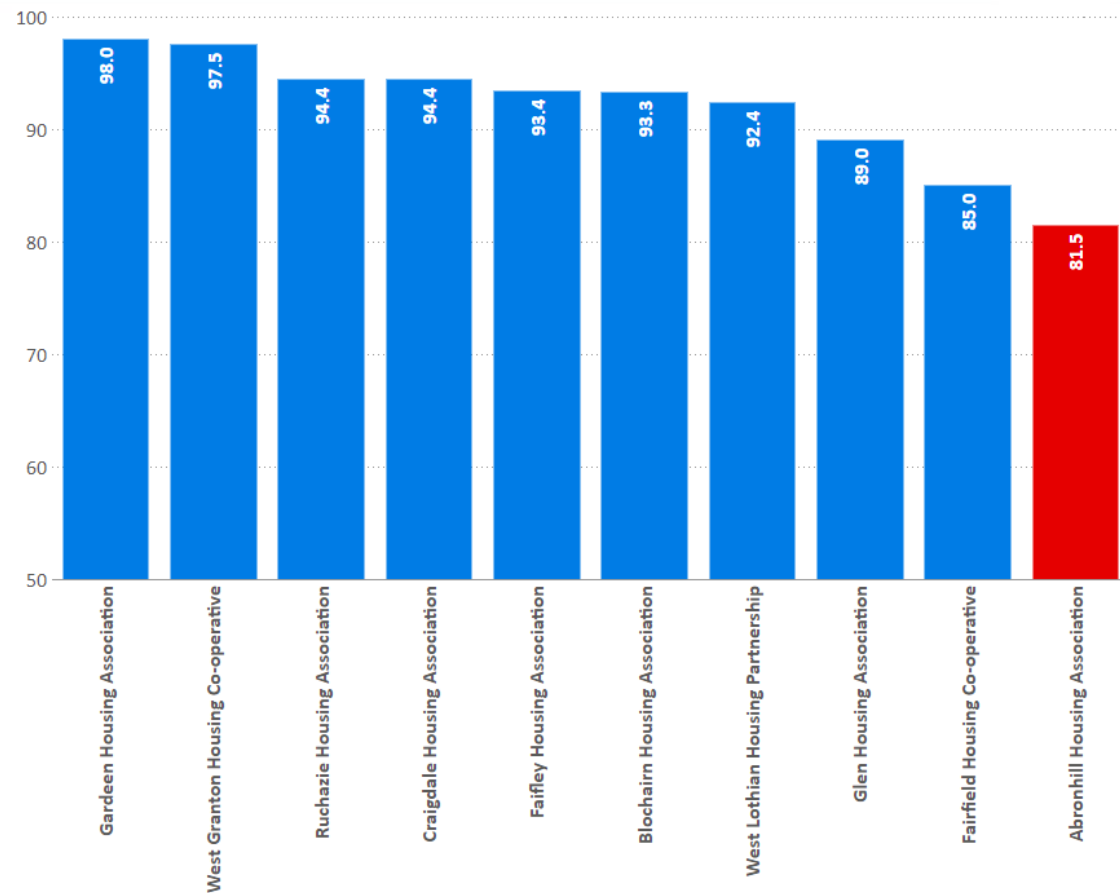
Opportunities to participate



I5: percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

%	2017/18	2018/19	2019/20
Abornhill HA	97.8	97.8	97.4
Peer Group	93.4	94.4	95.1
RSL Average	88.1	88.2	88.3
National Average	84.2	87.1	86.8

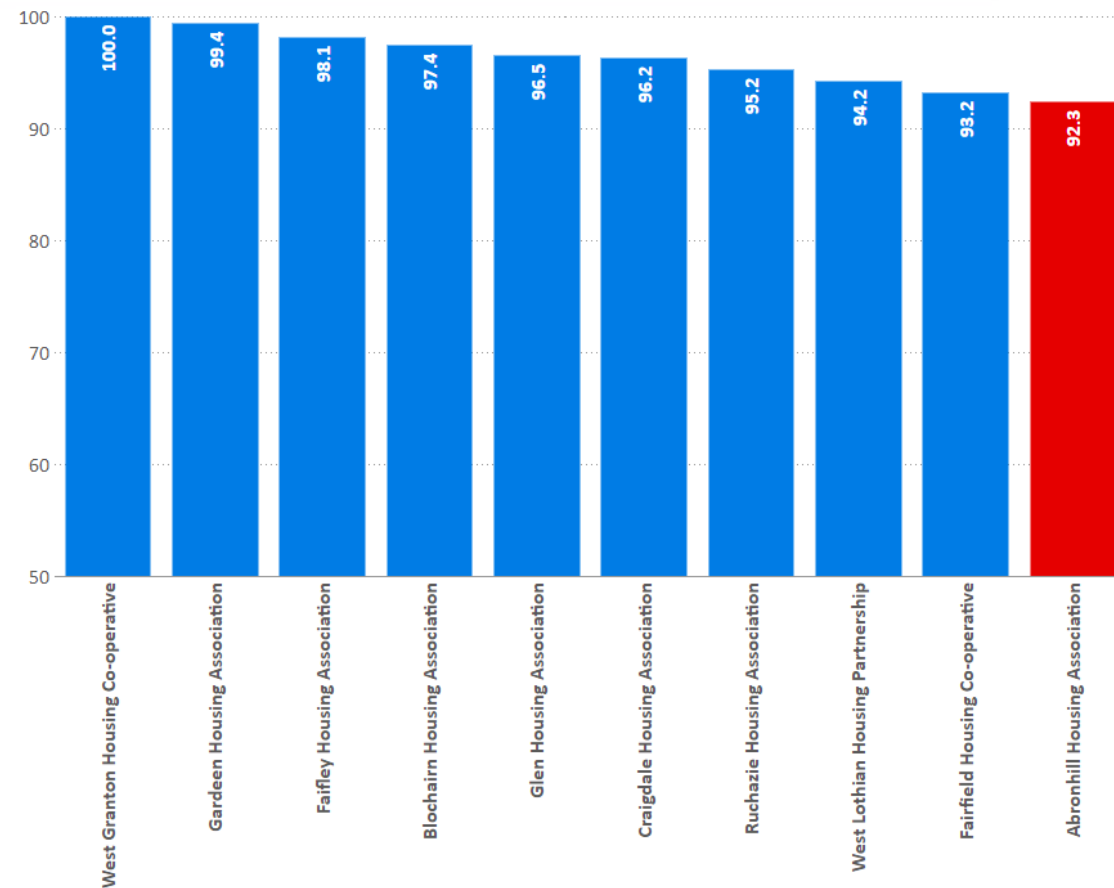
Quality of home (all tenants)



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

%	2017/18	2018/19	2019/20
Abrohill HA	82.7	82.7	81.5
Peer Group	92.8	93.3	93.1
RSL Average	89.1	88.7	88.9
National Average	88.3	88.1	87.3

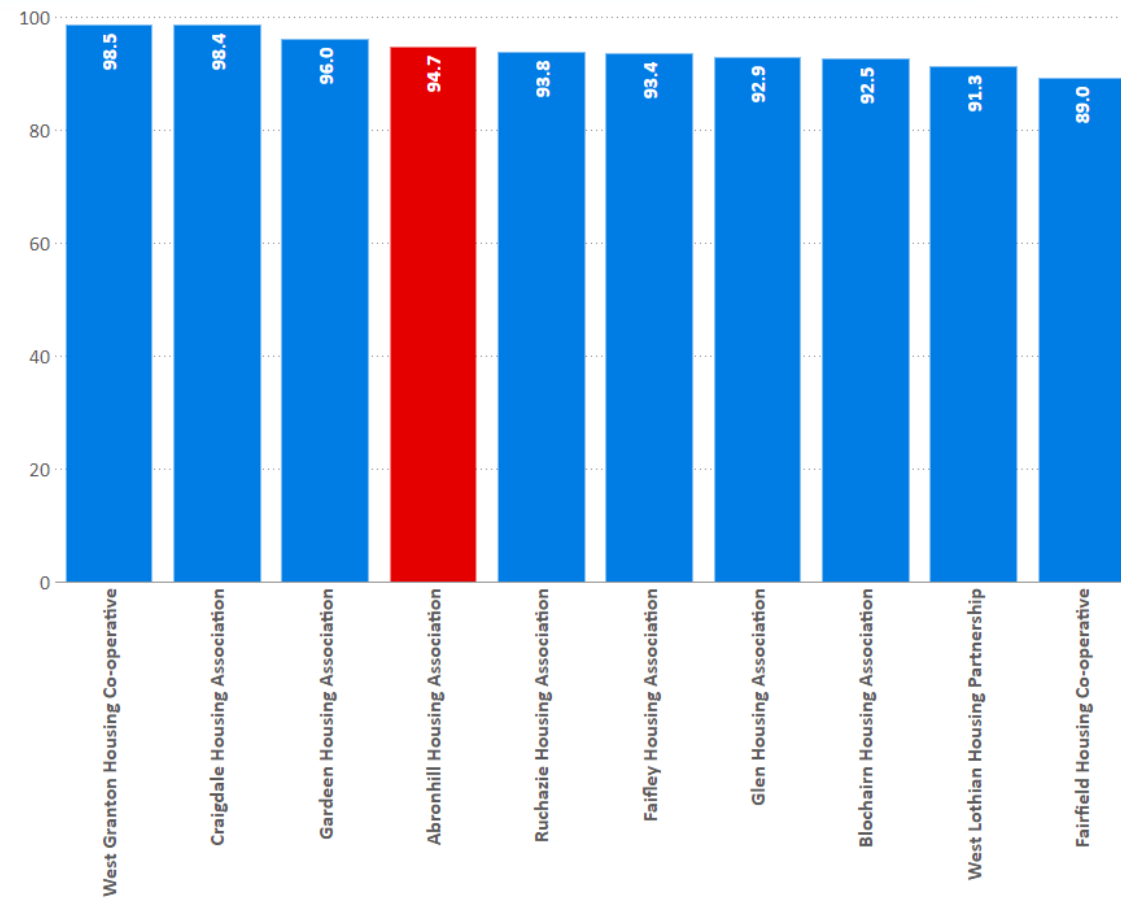
Repairs



I12: percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2017/18	2018/19	2019/20
Abonhill HA	79.1	98.7	92.3
Peer Group	96.0	97.5	96.7
RSL Average	92.3	92.5	91.4
National Average	92.1	92.2	91.3

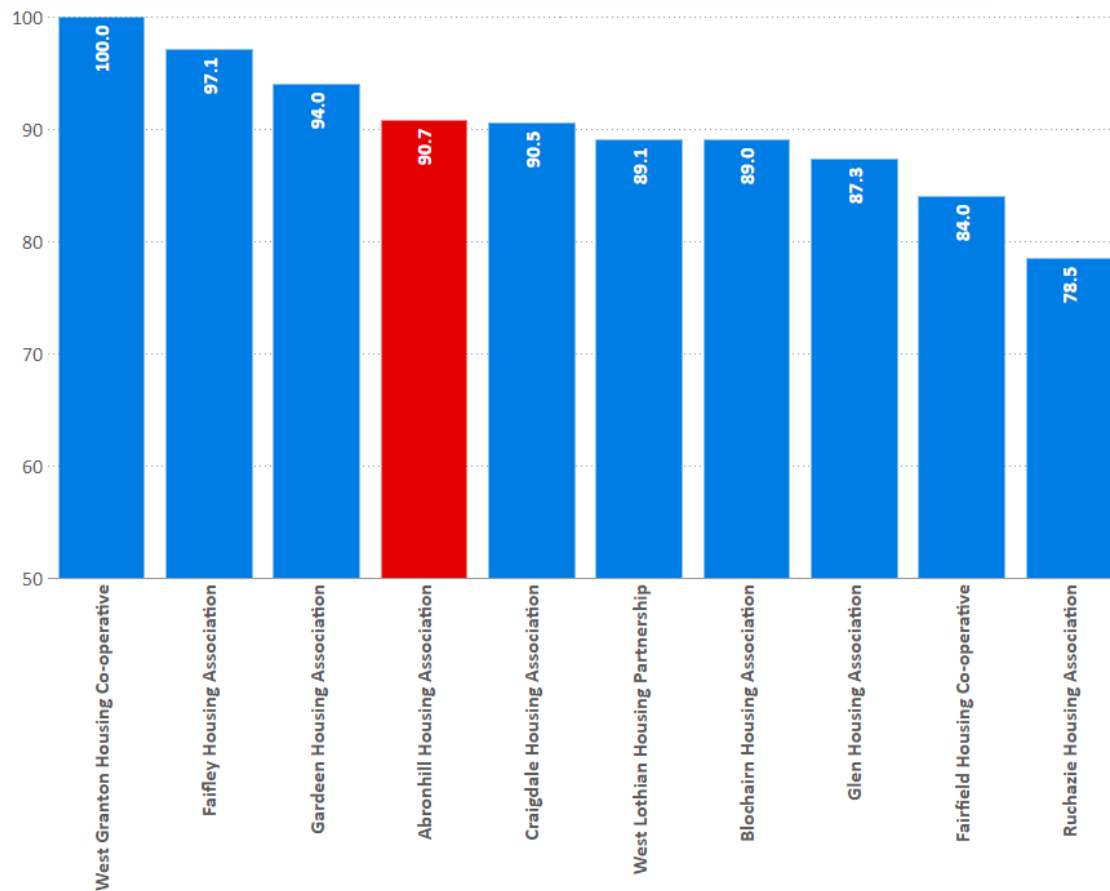
Management of neighbourhood



I13: Percentage of tenants satisfied with the management of the neighbourhood they live in

%	2017/18	2018/19	2019/20
Abonhill HA	84.2	84.2	94.7
Peer Group	94.1	94.1	94.0
RSL Average	89.3	88.4	88.1
National Average	87.6	87.7	87.3

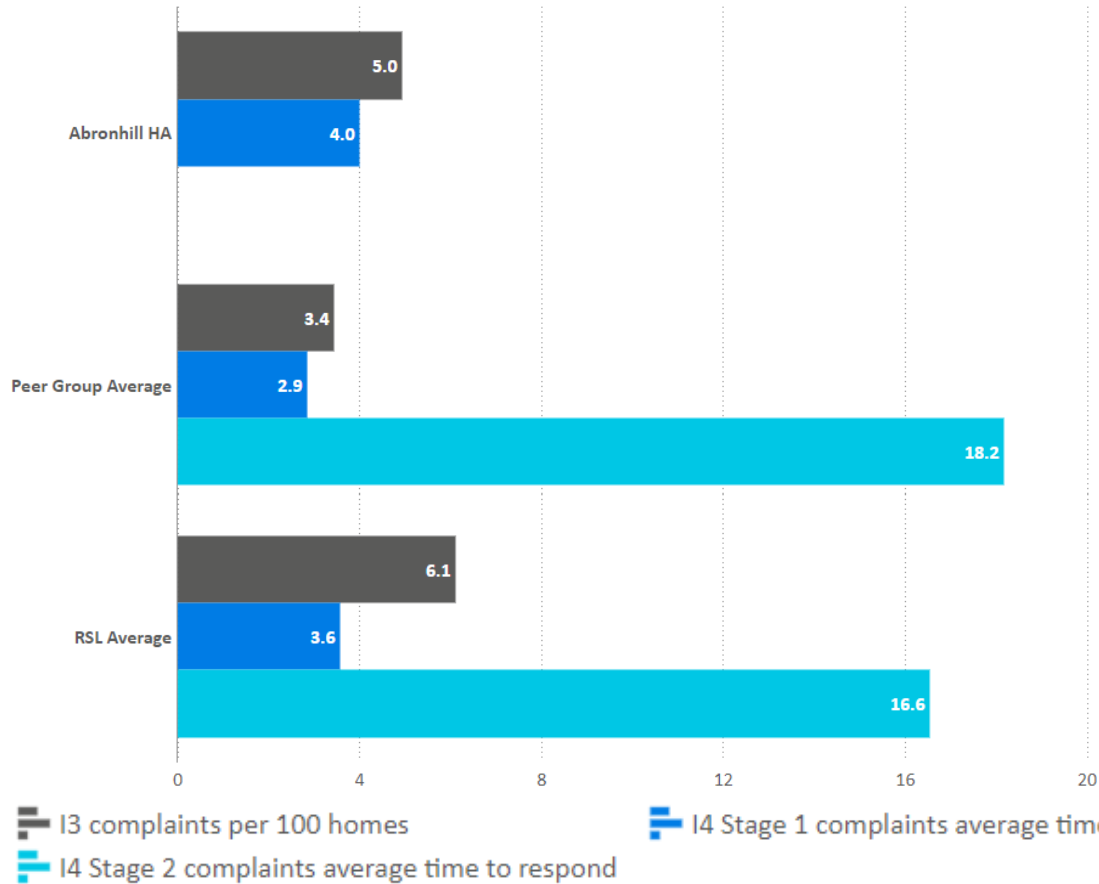
Value for money



I25: percentage of tenants who feel that the rent for their property represents good value for money.

%	2017/18	2018/19	2019/20
Abronhill HA	84.9	84.9	90.7
Peer Group	89.9	90.1	90.0
RSL Average	83.9	83.4	83.2
National Average	82.9	83.2	83.2

Complaints



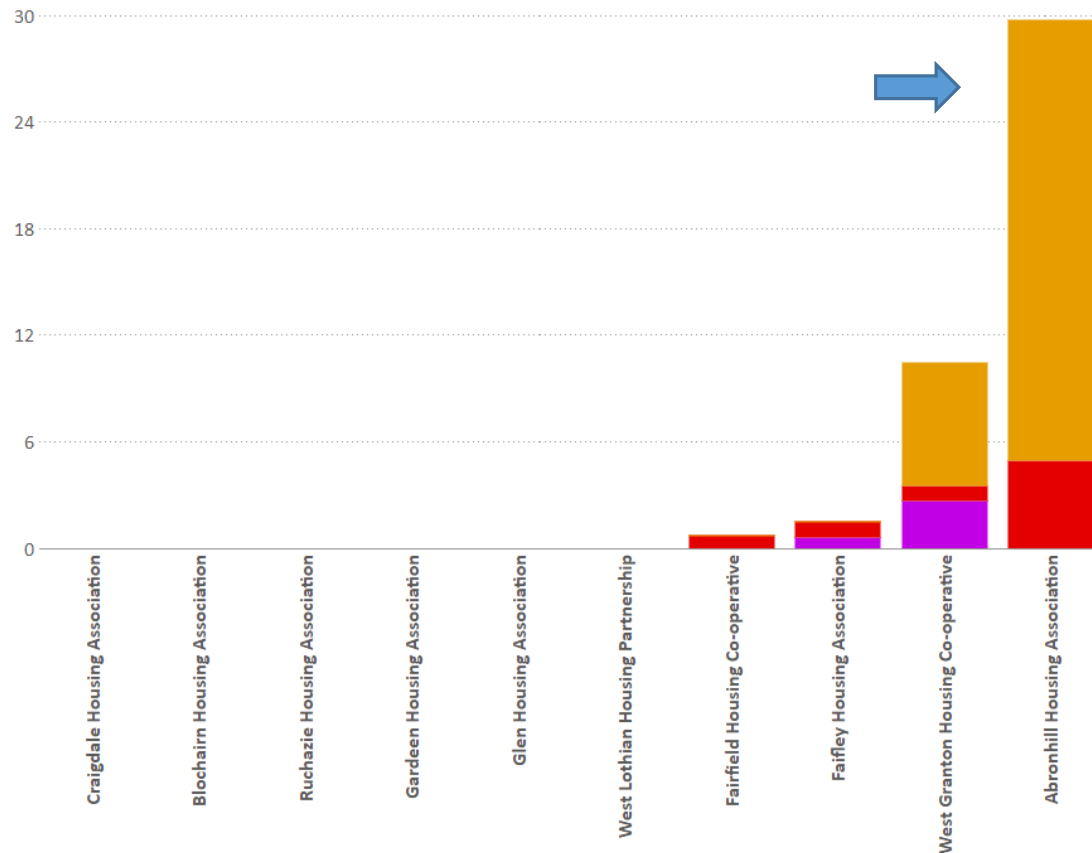
I3: Complaints per 100 homes

I4: Time to respond to 1st & 2nd stage complaints

	Abronhill HA	Peer Group	RSL Average
Per 100 homes	5.0	3.4	6.1
1 st stage – days to respond	4.0	2.9	3.6
2 nd stage – days to respond	-	18.2	16.6

Housing Quality & Maintenance

SHQS



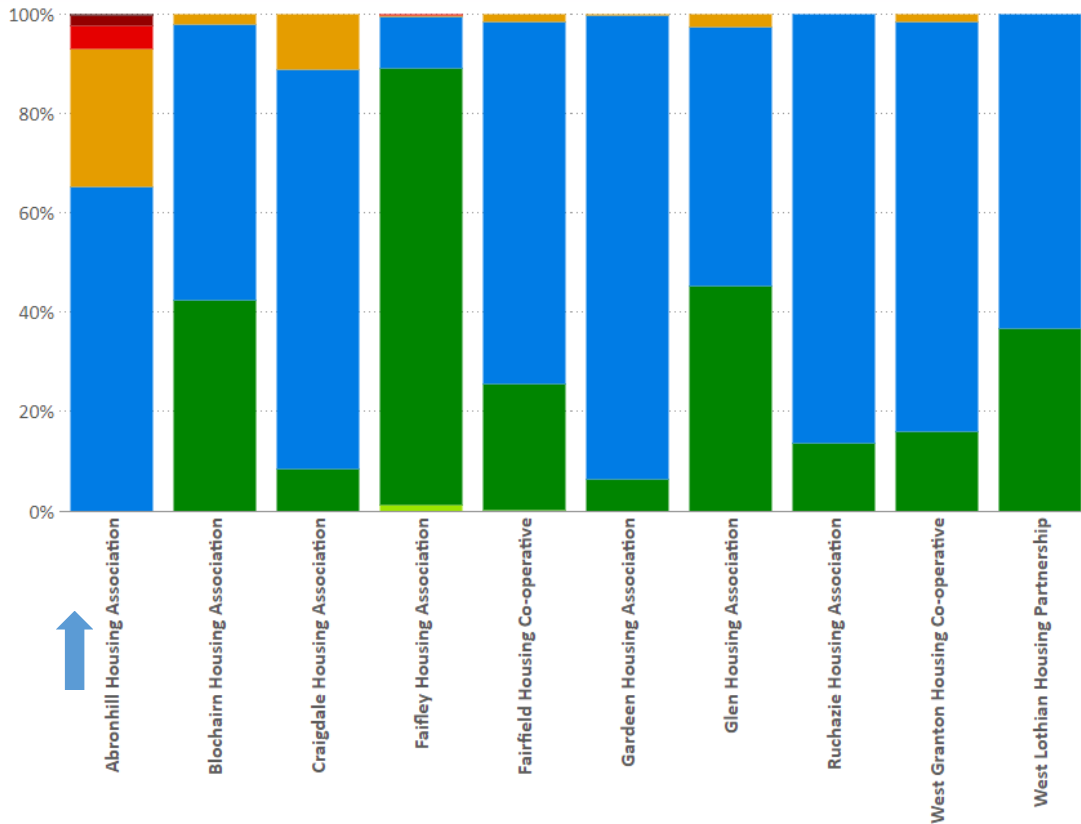
Indicator 6: Percentage of stock meeting the Scottish Housing Quality Standard

Abironhill HA	2017/18	2018/19	2019/20
Meeting SHQS	66.2	68.0	70.3
Exempt	0.0	0.0	0.0
Abeyances	24.8	24.8	24.8
Failing	9.0	7.2	5.0

%	2017/18	2018/19	2019/20
Abironhill HA	66.2	68.0	70.3
Peer Group	98.6	98.0	98.6
RSL Average	93.9	93.0	93.0
National Average	94.4	93.7	94.6

I6 Percentage failing SHQS
 I6 Percentage exempt from SHQS
 I6 Percentage in abeyance from SHQS

ESSH



Meeting ESSH: 75%

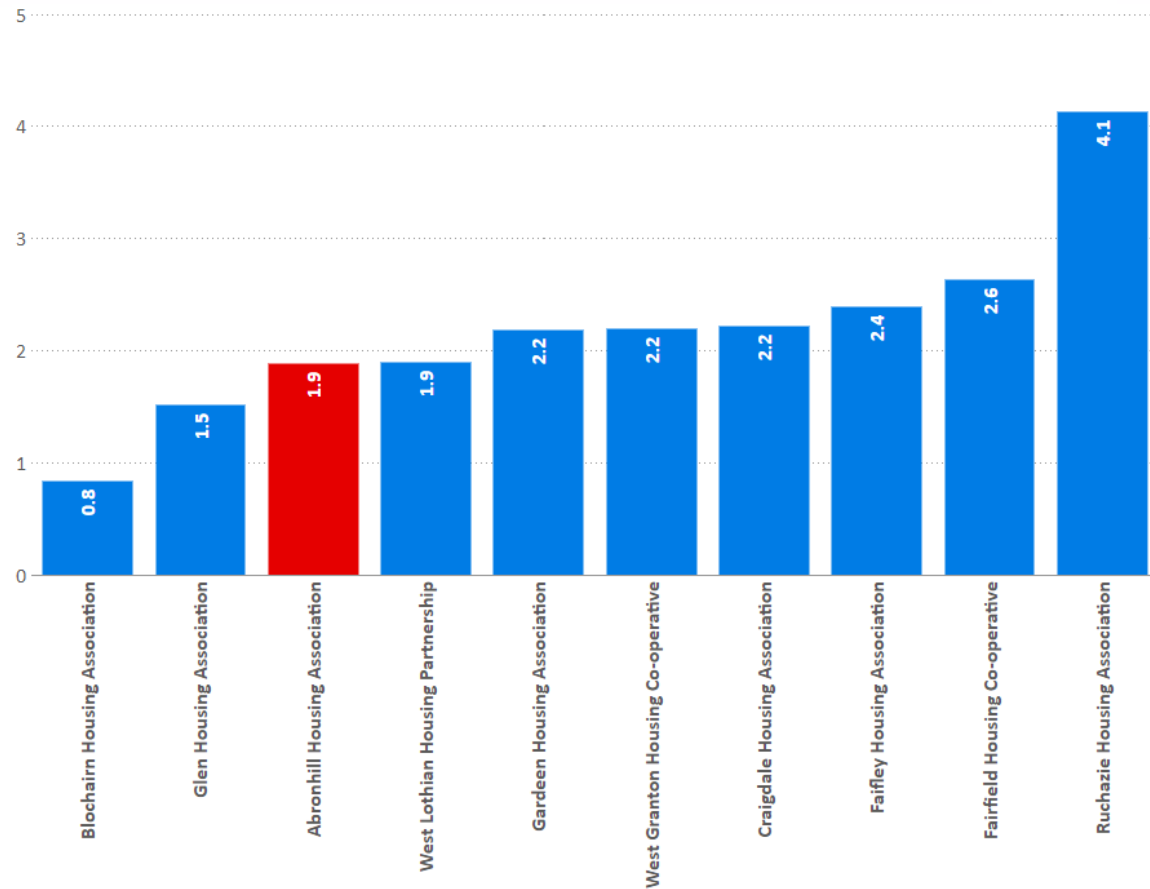
EPC: Percentage of stock with a valid EPC certificate within each band

C12: EPC is 'C' or better

%	2019/20
Abonhill HA	65.1
Peer Group	97.7
RSL Average	82.5
National Average	71.1



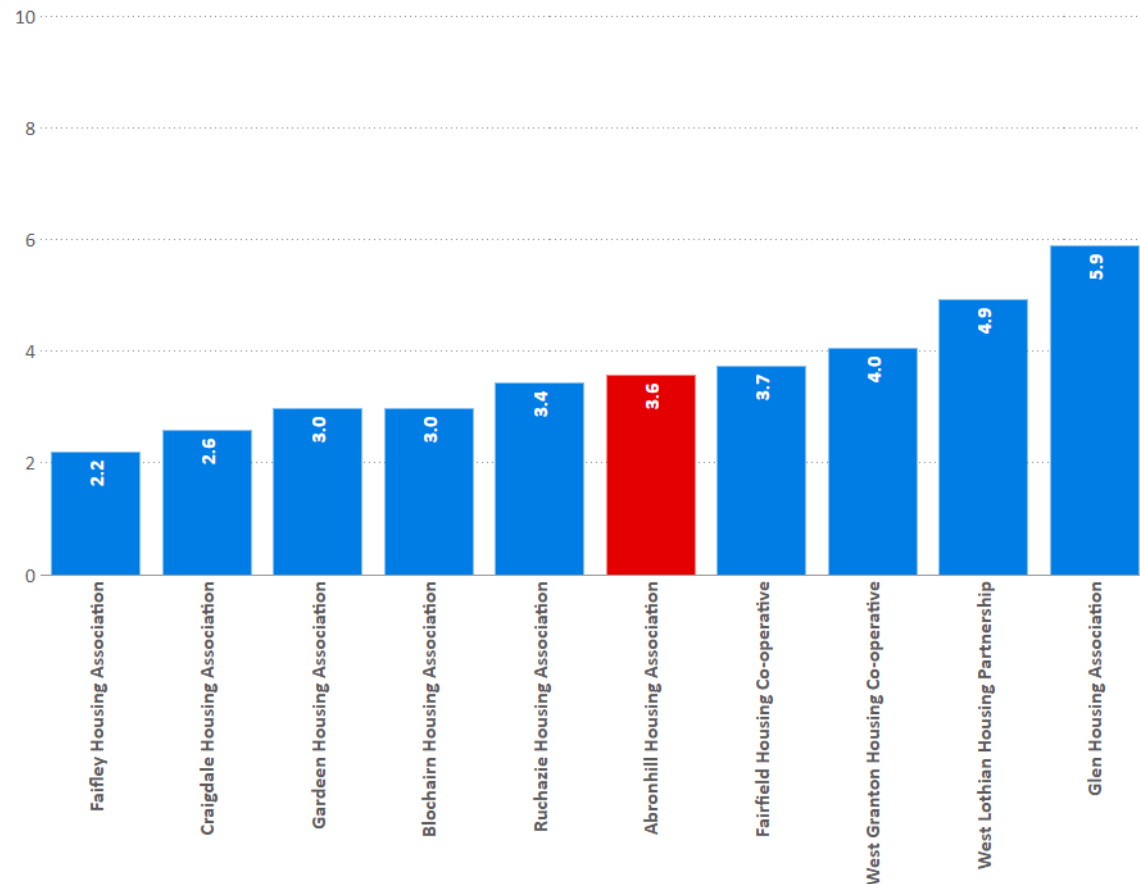
Emergency repairs



I8: Average length of time taken to complete emergency repairs (hours)

Hours	2017/18	2018/19	2019/20
Abironhill HA	2.1	2.4	1.9
Peer Group	2.0	2.0	2.2
RSL Average	2.9	2.7	2.7
National Average	4.1	3.7	3.8

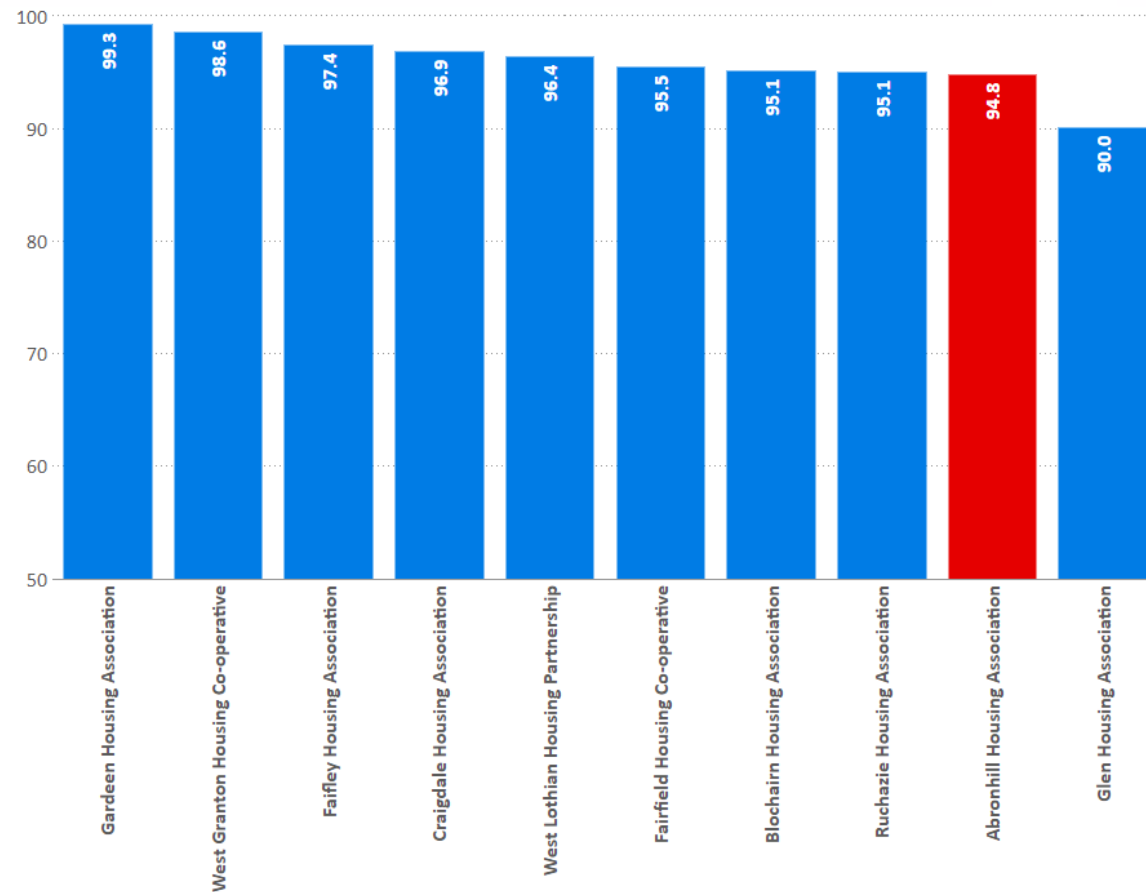
Non-emergency repairs



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

days	2017/18	2018/19	2019/20
Abironhill HA	5.1	3.4	3.6
Peer Group	3.6	3.4	3.6
RSL Average	5.2	5.5	5.5
National Average	6.6	6.6	6.5

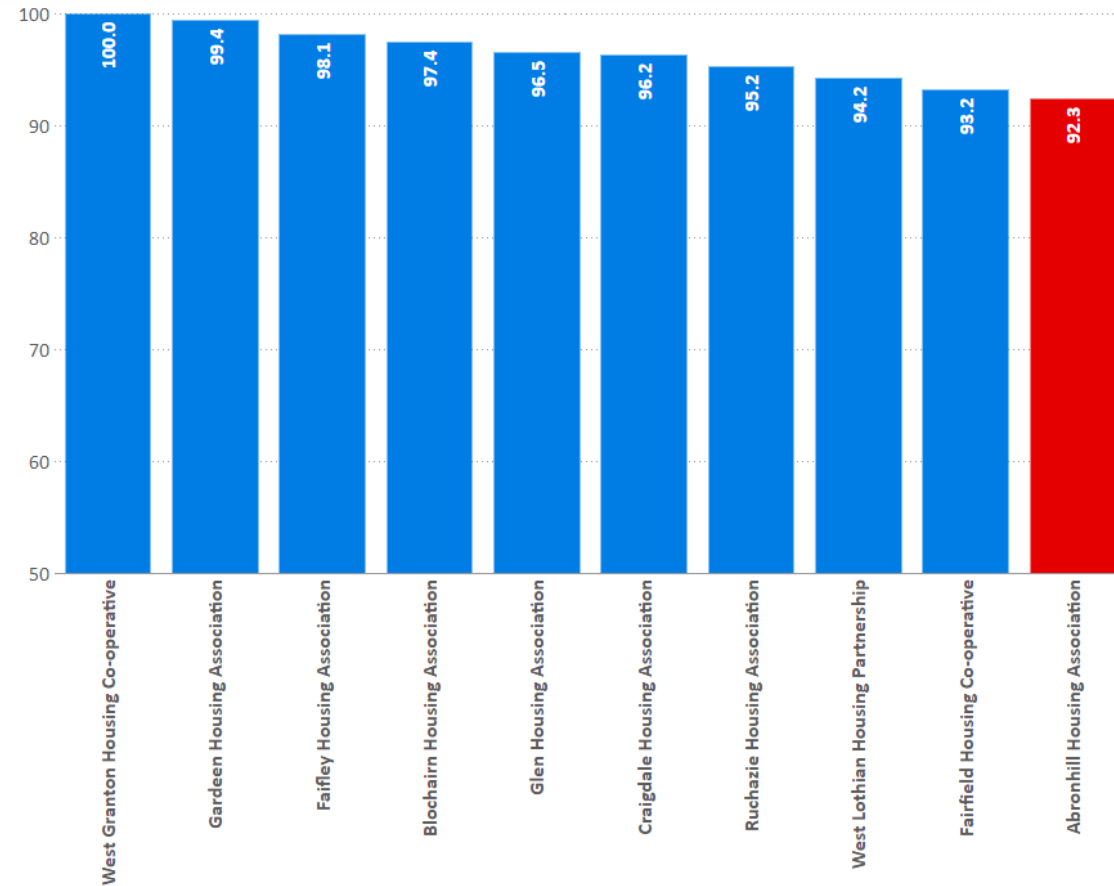
Repairs Right First Time



I10: Percentage of reactive repairs carried out in the last year completed right first time

%	2017/18	2018/19	2019/20
Abrenhill HA	93.8	93.8	94.8
Peer Group	96.9	95.5	96.0
RSL Average	91.5	92.3	91.1
National Average	93.6	92.5	91.9

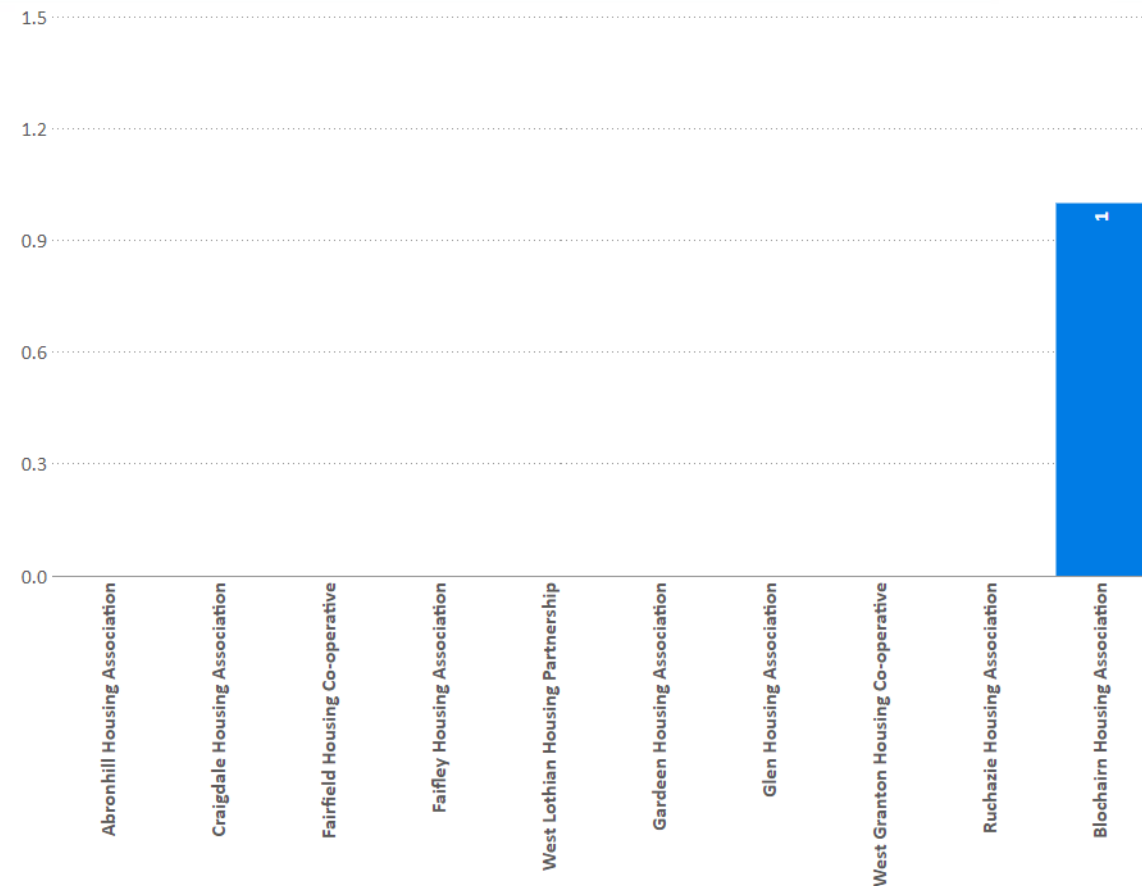
Repairs satisfaction



I12: percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2017/18	2018/19	2019/20
Abonhill HA	79.1	98.7	92.3
Peer Group	96.0	97.5	96.7
RSL Average	92.3	92.5	91.4
National Average	92.1	92.2	91.3

Gas safety



I11: Number of properties that failed to have a gas safety check and record completed by the anniversary date.

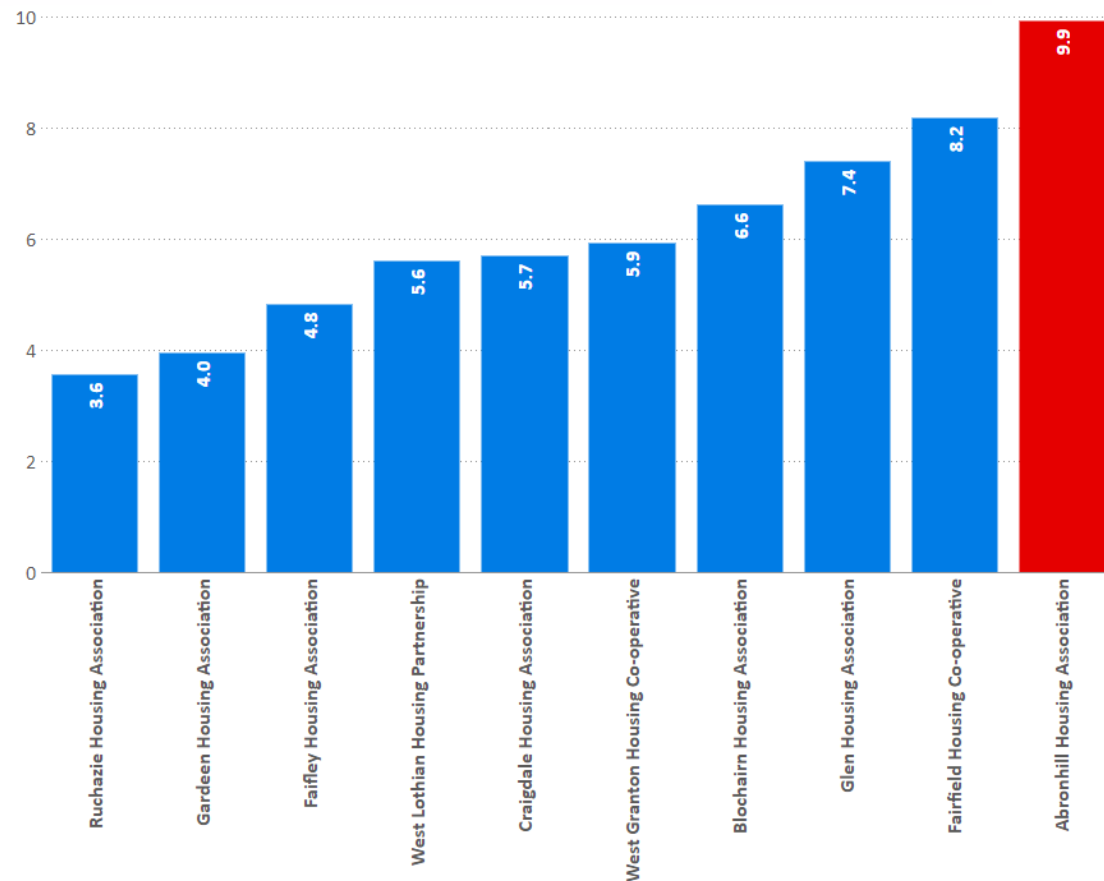
Totals	2019/20
Abronhill HA	0
Peer Group	1
RSL Average	100
National	388

Access

Housing lists & lets

General needs lets	19
Supported housing lets	0
Number of lets to existing tenants;	3
Number of lets to housing list applicants;	11
Number of mutual exchanges	0
Number of lets from other sources.	0
Number of applicants assessed as statutorily homeless	3
LA nominations	2

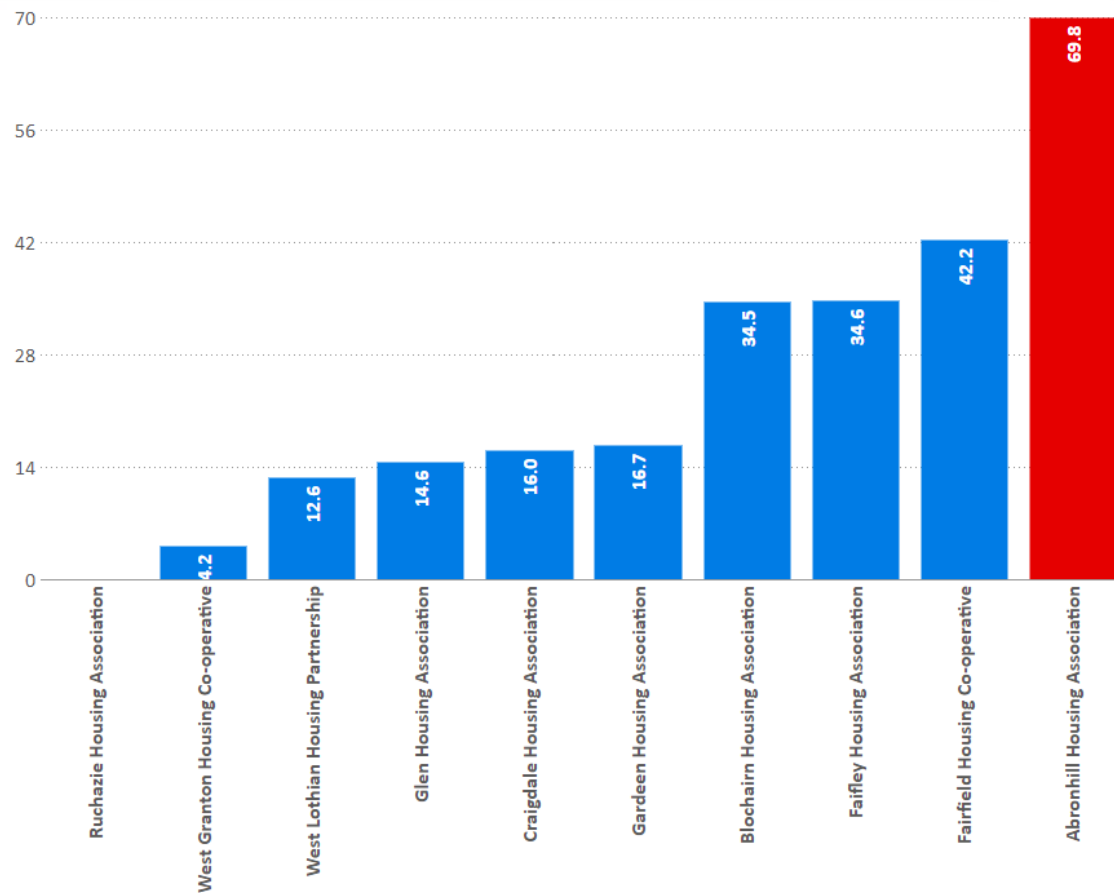
Turnover



I17: Percentage of lettable houses that became vacant in the last year.

%	2017/18	2018/19	2019/20
Abrohill HA	6.3	11.7	9.9
Peer Group	7.2	4.8	5.7
RSL Average	8.8	8.7	9.2
National Average	8.7	8.6	8.5

Offers refused

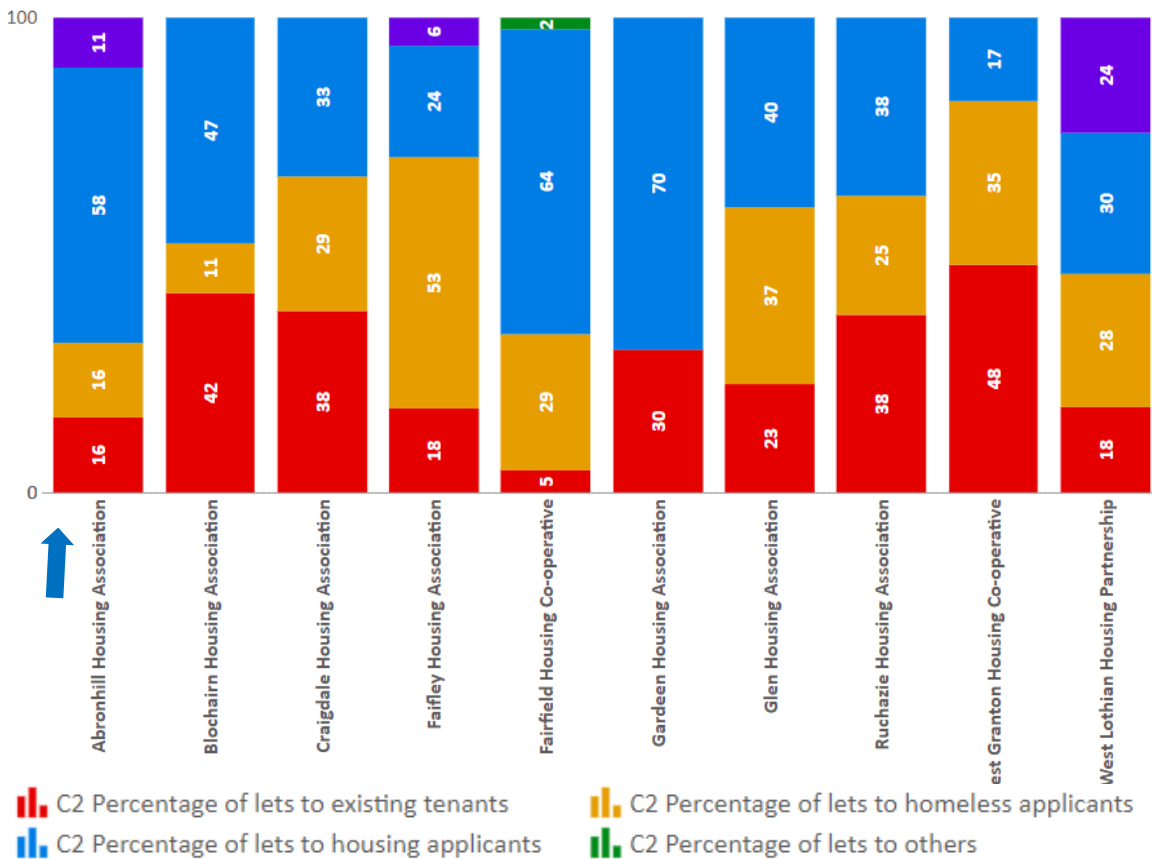


I14: Percentage of tenancy offers refused during the year.

%	2017/18	2018/19	2019/20
Abonhill HA	61.2	69.9	69.8
Peer Group	11.2	15.8	19.5
RSL Average	30.8	31.1	27.5
National Average	35.9	36.3	34.4

Lets by source

Lets by category

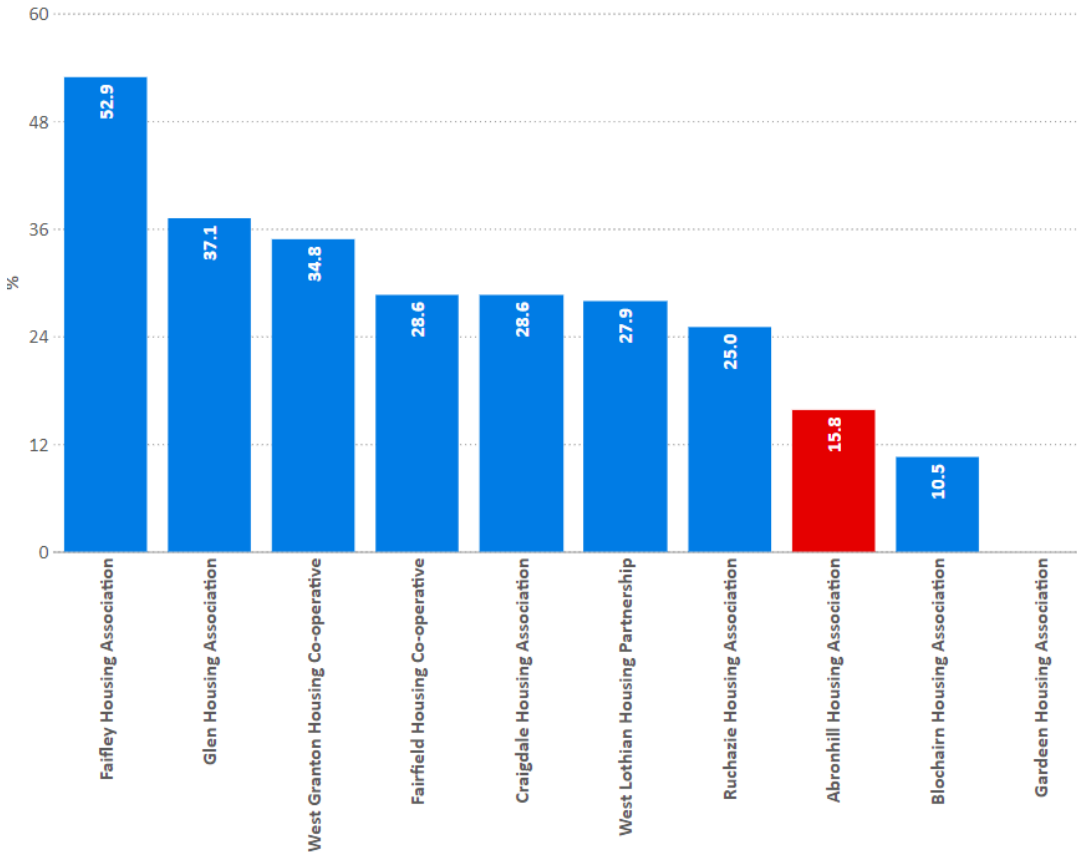


C2: The percentage of lets during the reporting year by source of let.

%	Abnonhill HA	Peer Group	RSL Average
Existing tenants	16	29	14
Homeless applicants	16	27	26
Housing list applicants	58	40	51
LA Nominations	11	3	5
Others	-	<1	4

Lets to homeless

C2: Lets to homeless

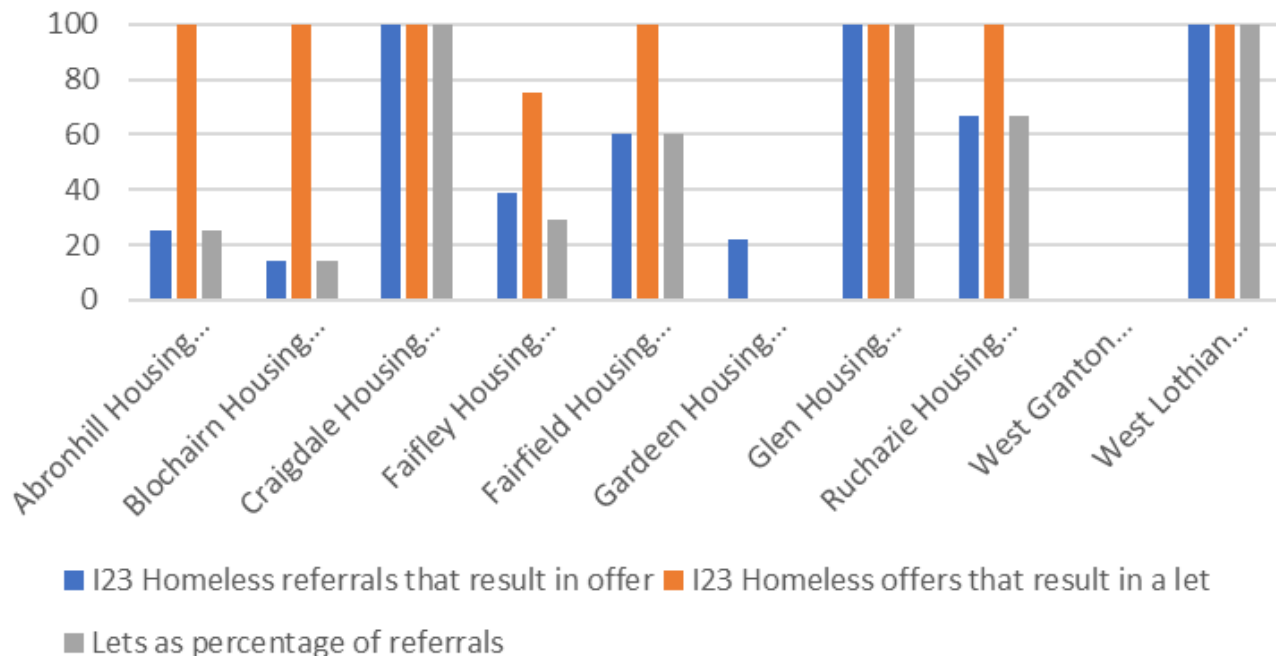


C2: The percentage of lets during the reporting year to tenants that have been assessed as statutorily homeless.

%	2017/18	2018/19	2019/20
Abironhill HA	45.5	35.7	15.8
Peer Group	25.0	19.0	27.3
RSL Average	22.7	23.7	26.4
National Average	35.3	33.1	36.2

Homeless referrals

Homeless referrals



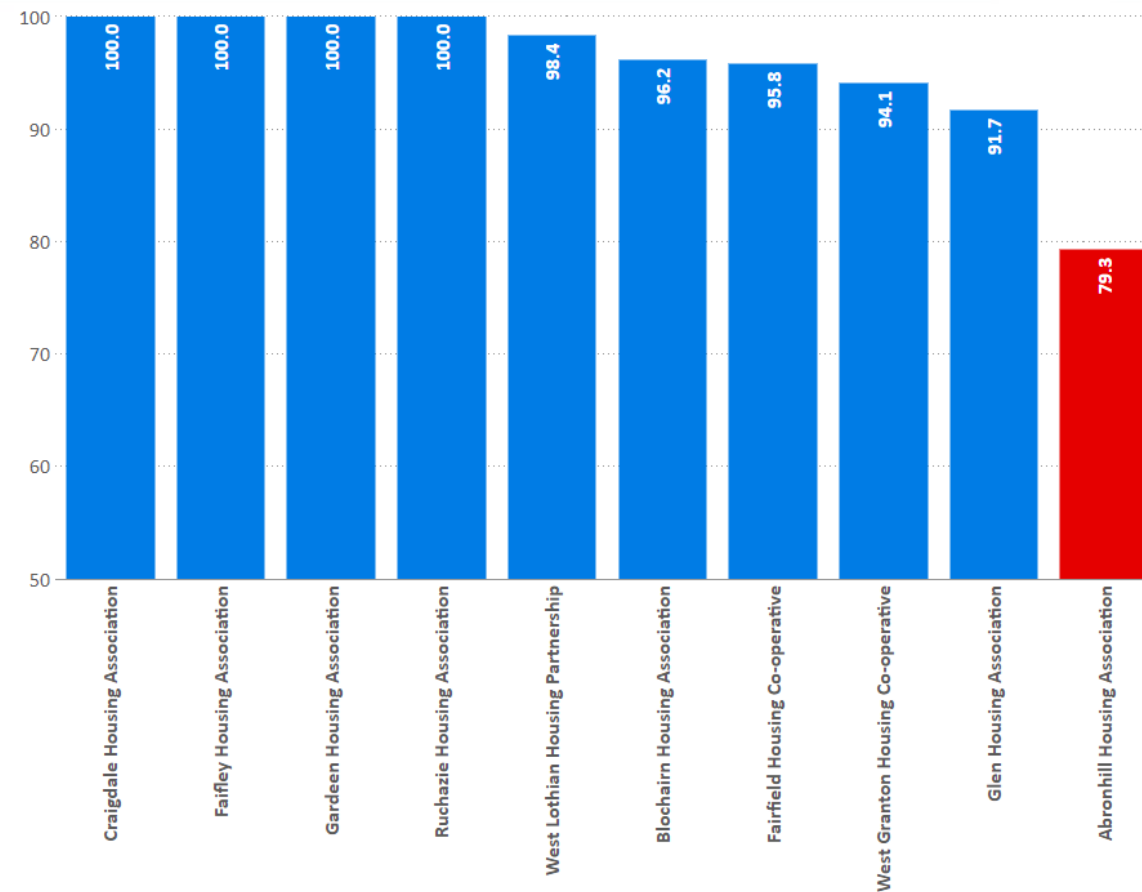
Abronhill HA

Referrals 12

Offers 3

Accepted 3

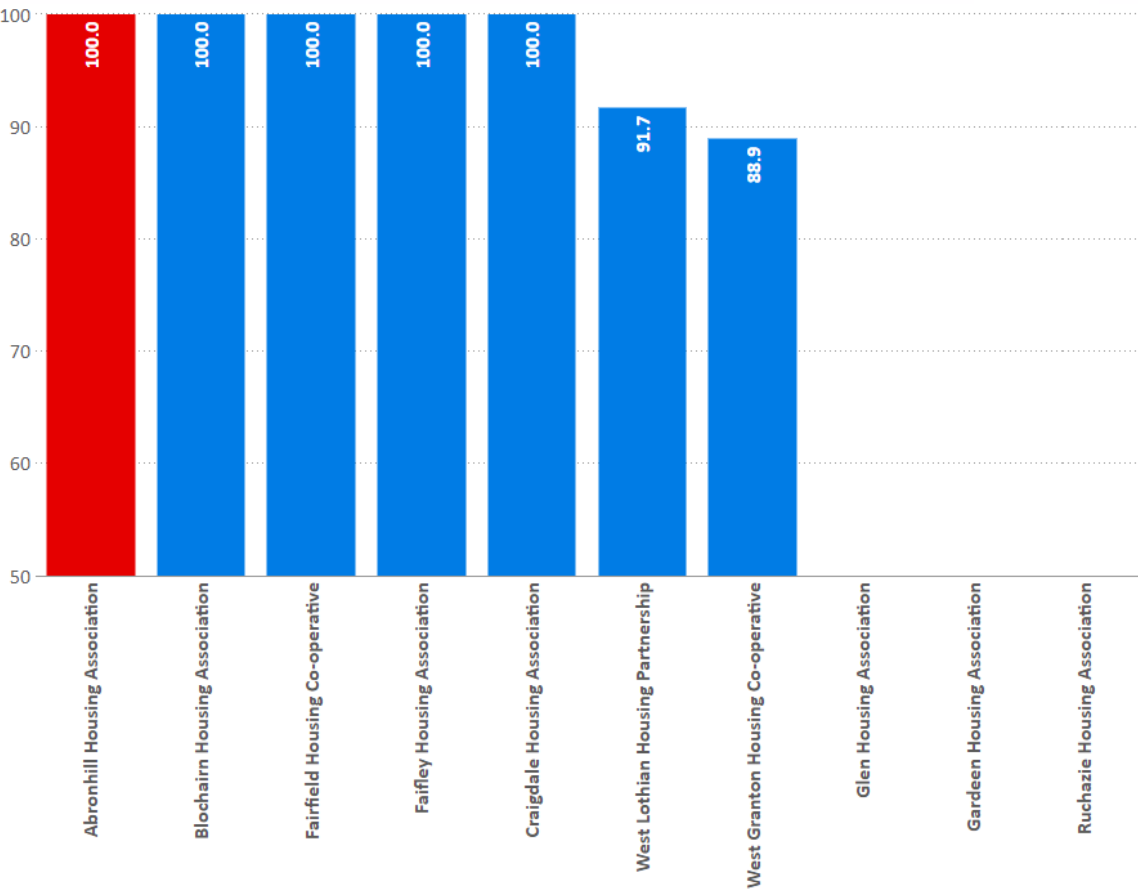
Tenancy sustainment



I16: Percentage of new tenancies sustained for more than a year; all sources of let.

%	2017/18	2018/19	2019/20
Abrohill HA	85.7	81.8	79.3
Peer Group	95.1	92.8	97.3
RSL Average	88.2	88.5	88.3
National Average	88.4	88.8	88.9

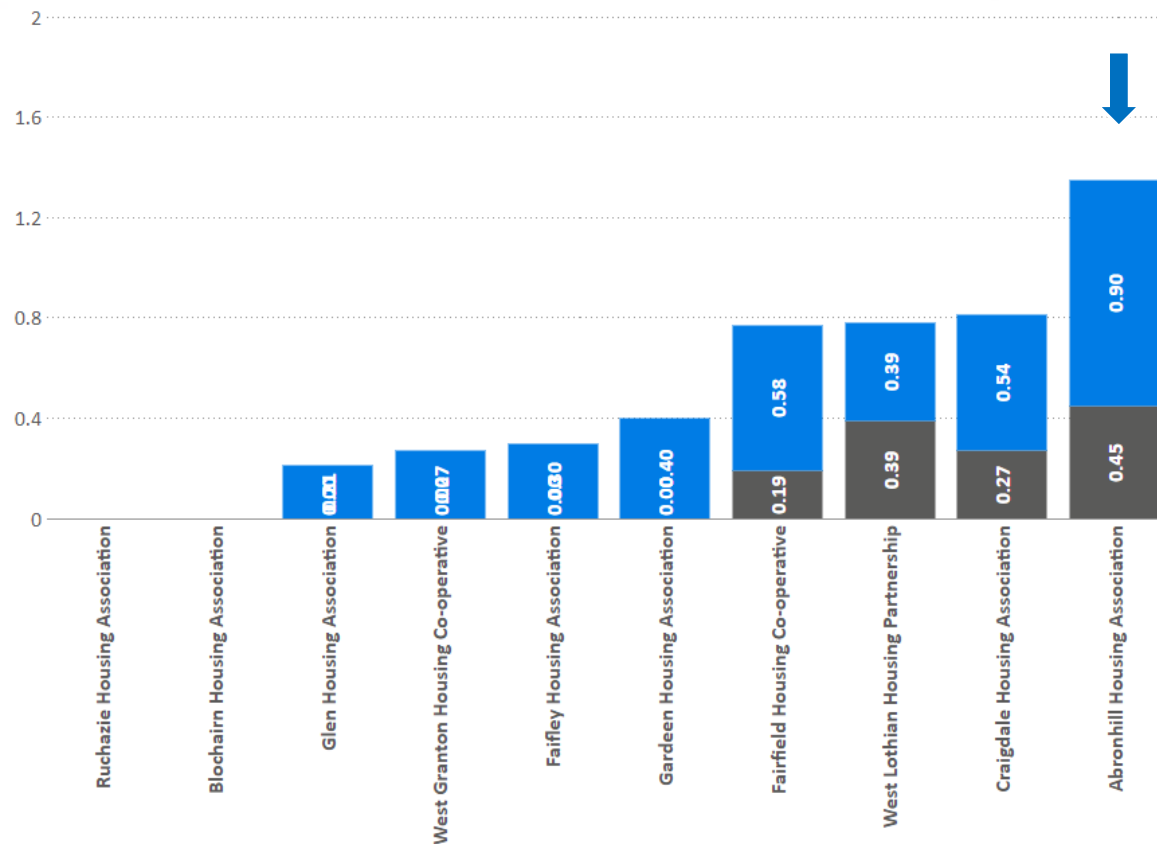
Tenancy sustainment (homeless)



I16: Percentage of new tenancies sustained for more than a year; statutory homeless.

%	2017/18	2018/19	2019/20
Abronhill HA	50.0	50.0	100.0
Peer Group	98.0	92.0	96.8
RSL Average	89.7	89.3	88.6
National Average	87.9	87.9	87.9

Evictions



I22: Evictions

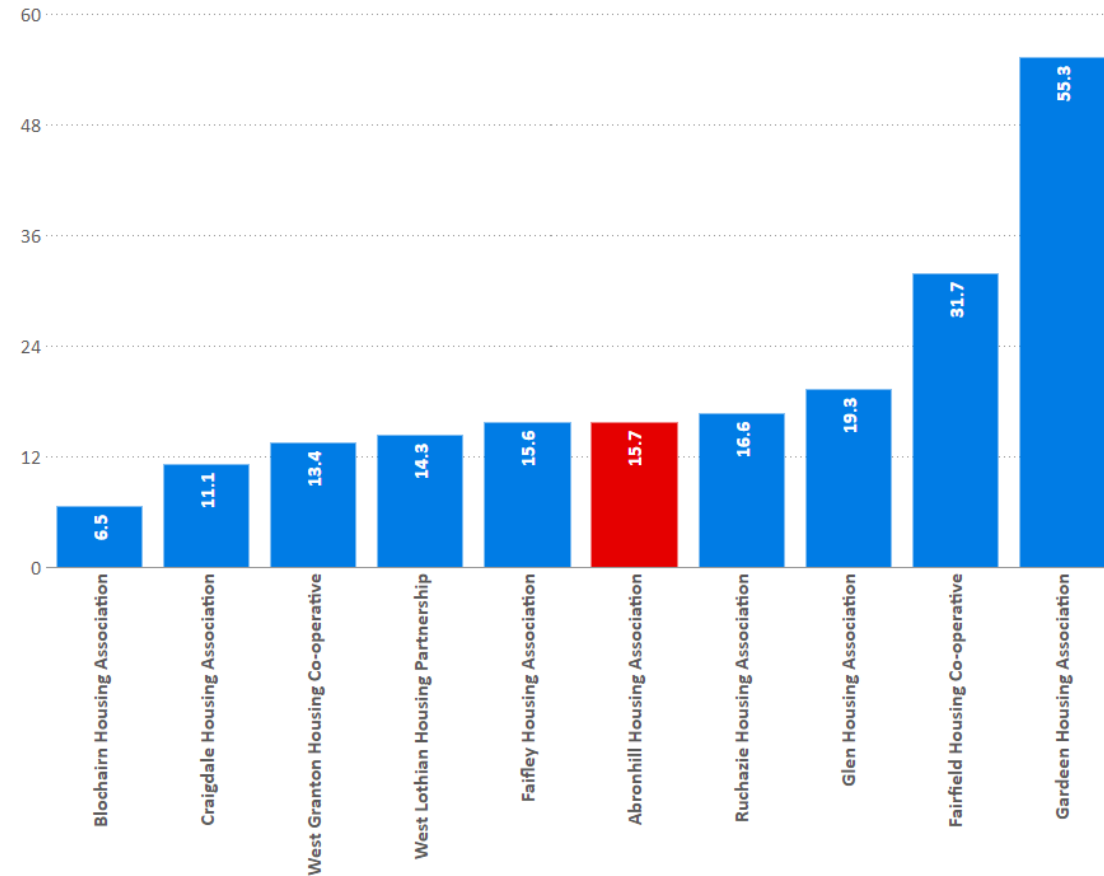
Evictions as a percentage of stock

%	2017/18	2018/19	2019/20
Abbronnill HA	0.00	0.45	0.45
Peer Group	0.16	0.11	0.09
RSL Average	0.32	0.33	0.27
National Average	0.39	0.39	0.32

C4: Abandonments as a percentage of stock.

%	2017/18	2018/19	2019/20
Abbronnill HA	0.45	0.45	0.90
Peer Group	0.43	0.25	0.30
RSL Average	0.52	0.56	0.57
National Average	0.58	0.60	0.57

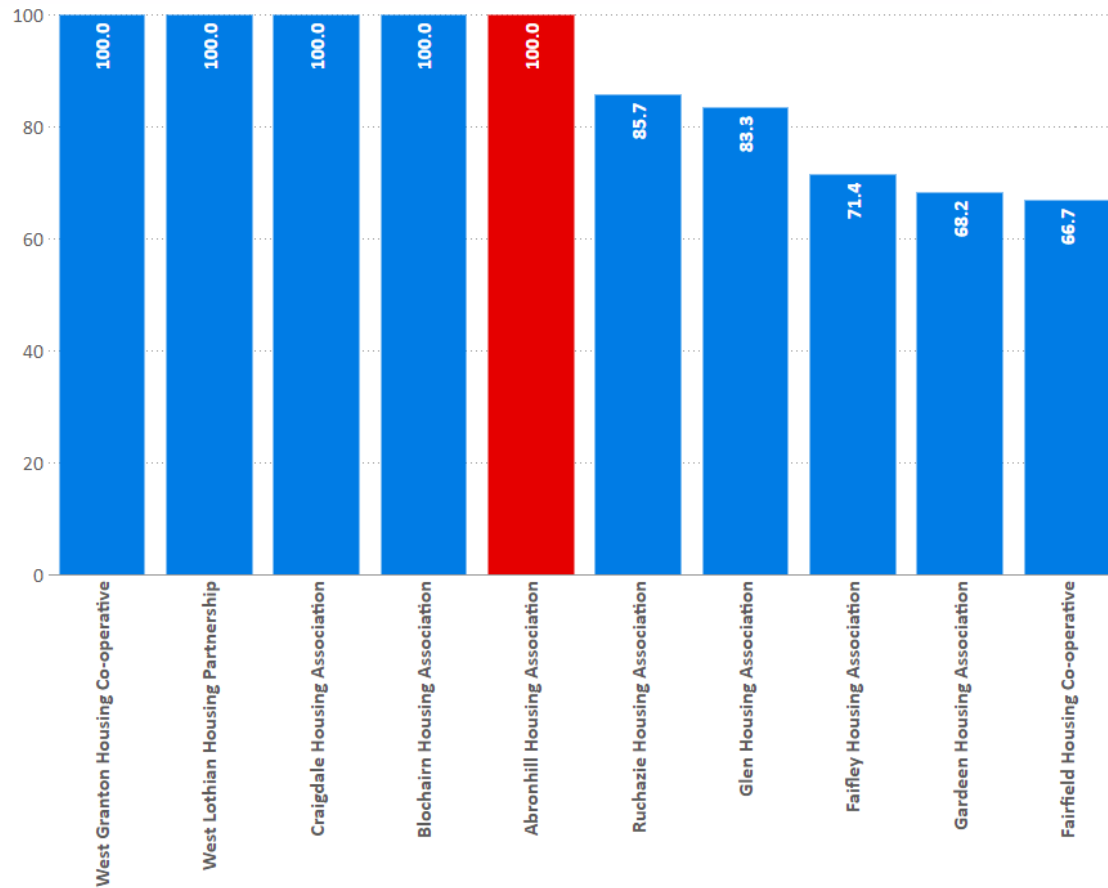
Medical adaptations



I21: The average number of days to complete medical adaptations during the reporting year.

Calendar Days	2017/18	2018/19	2019/20
Abrohill HA	9.8	20.0	15.7
Peer Group	38.3	38.0	20.4
RSL Average	61.9	58.3	48.1
National Average	46.1	45.6	39.5

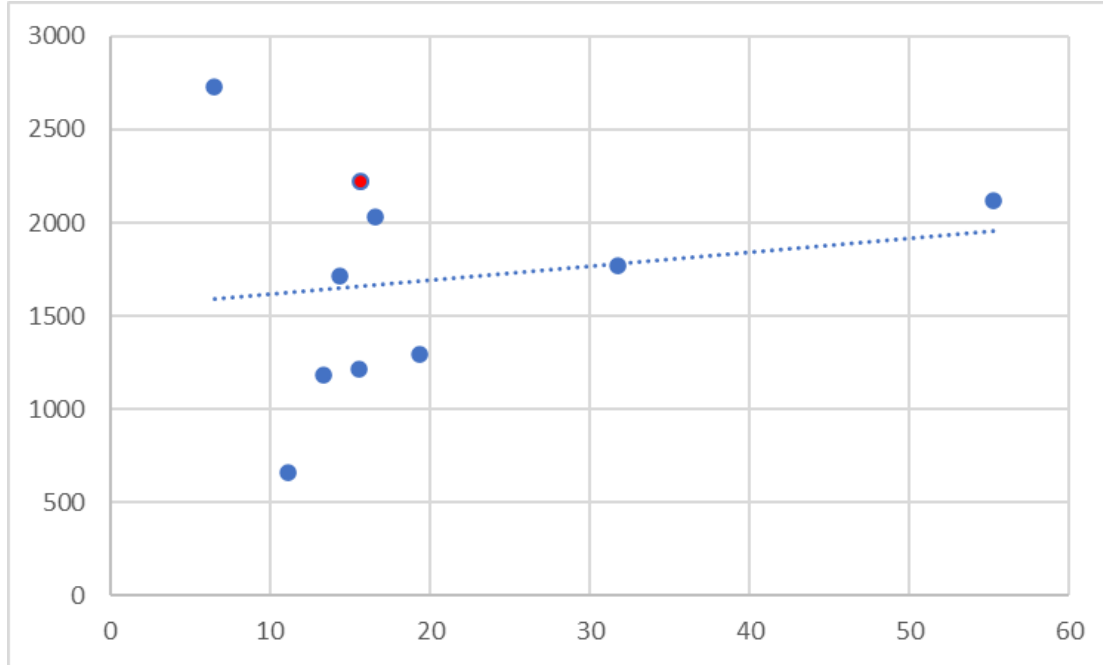
Medical adaptations



I19: Percentage of approved applications completed in year

Calendar Days	2017/18	2018/19	2019/20
Abonhill HA	88.9	66.7	100.0
Peer Group	95.0	98.7	86.2
RSL Average	81.1	83.7	83.5
National Average	84.6	84.7	84.4

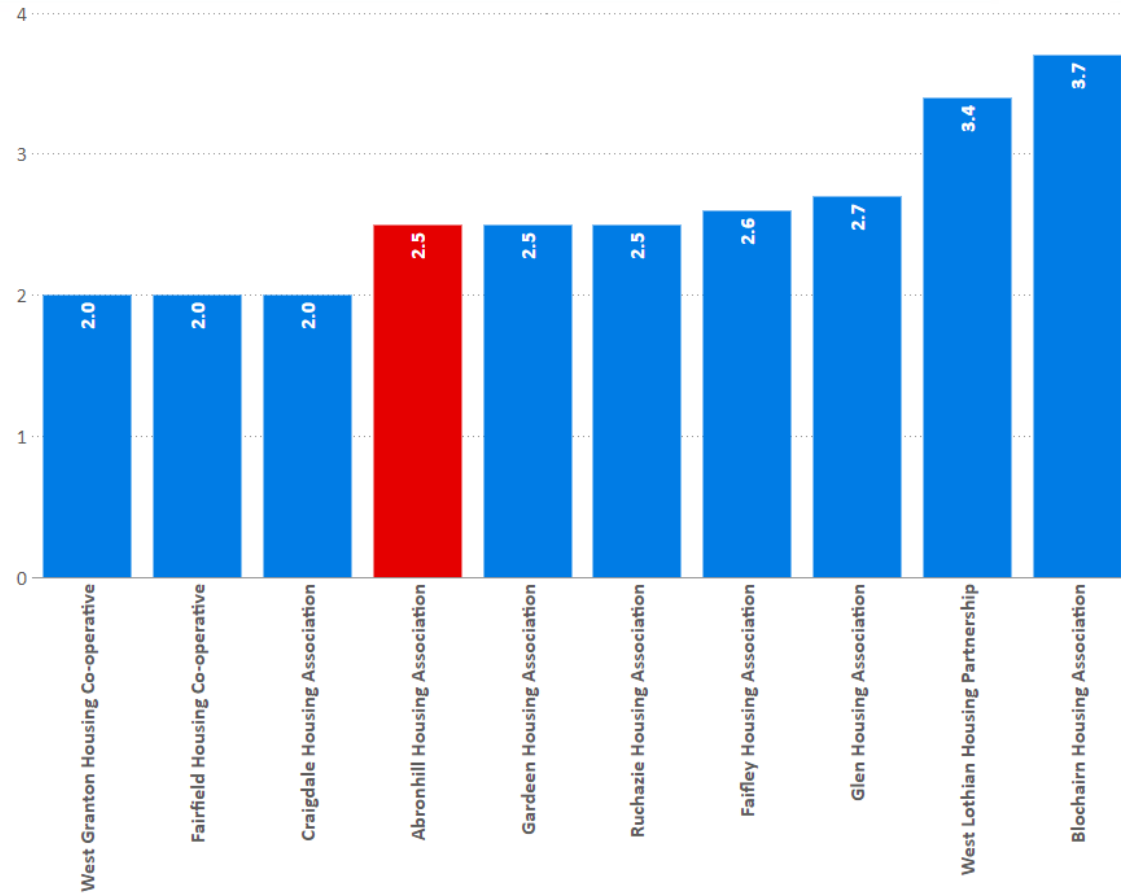
Adaptations



Abronhill £2,218, 16 days

Rents

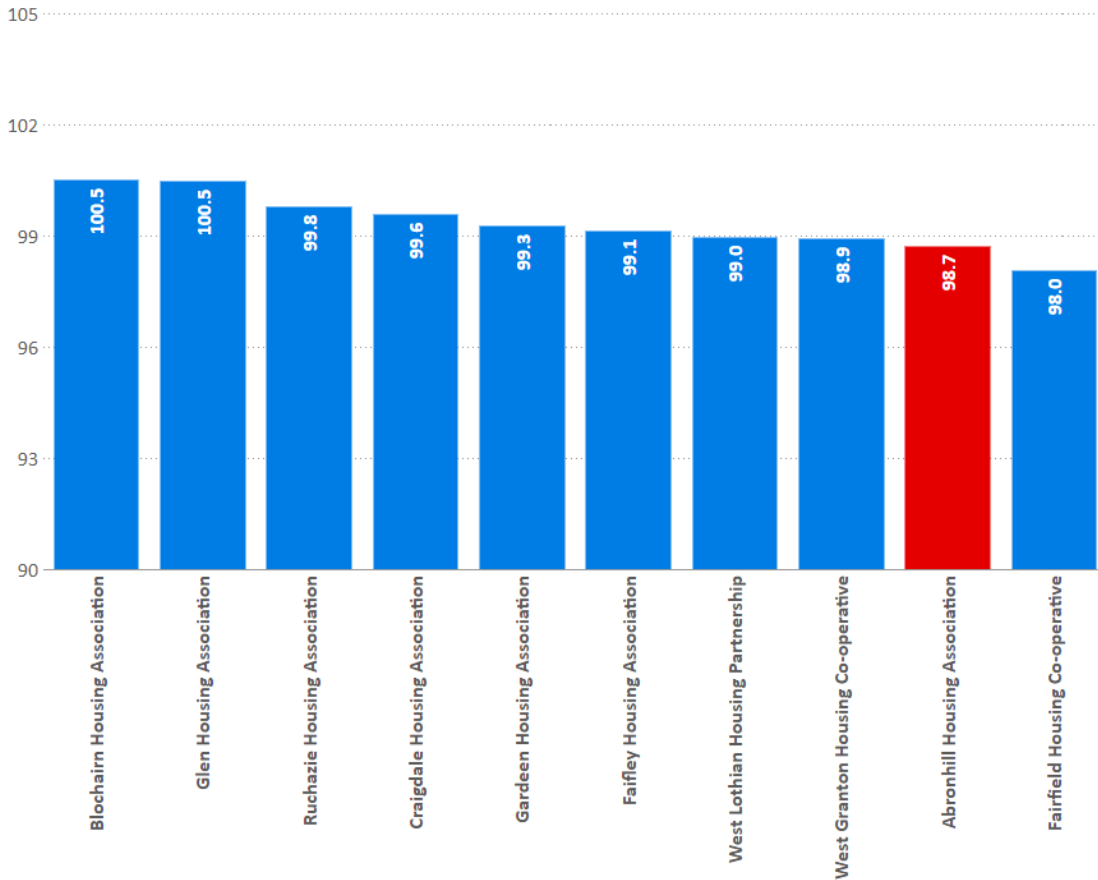
Rent collection



C5: Average percentage change in weekly rent

%	2017/18	2018/19	2019/20
Abnonhill HA	2.5	3.4	2.5
Peer Group	3.5	3.3	2.6
RSL Average	3.2	3.0	2.4
National Average	3.3	3.0	2.5

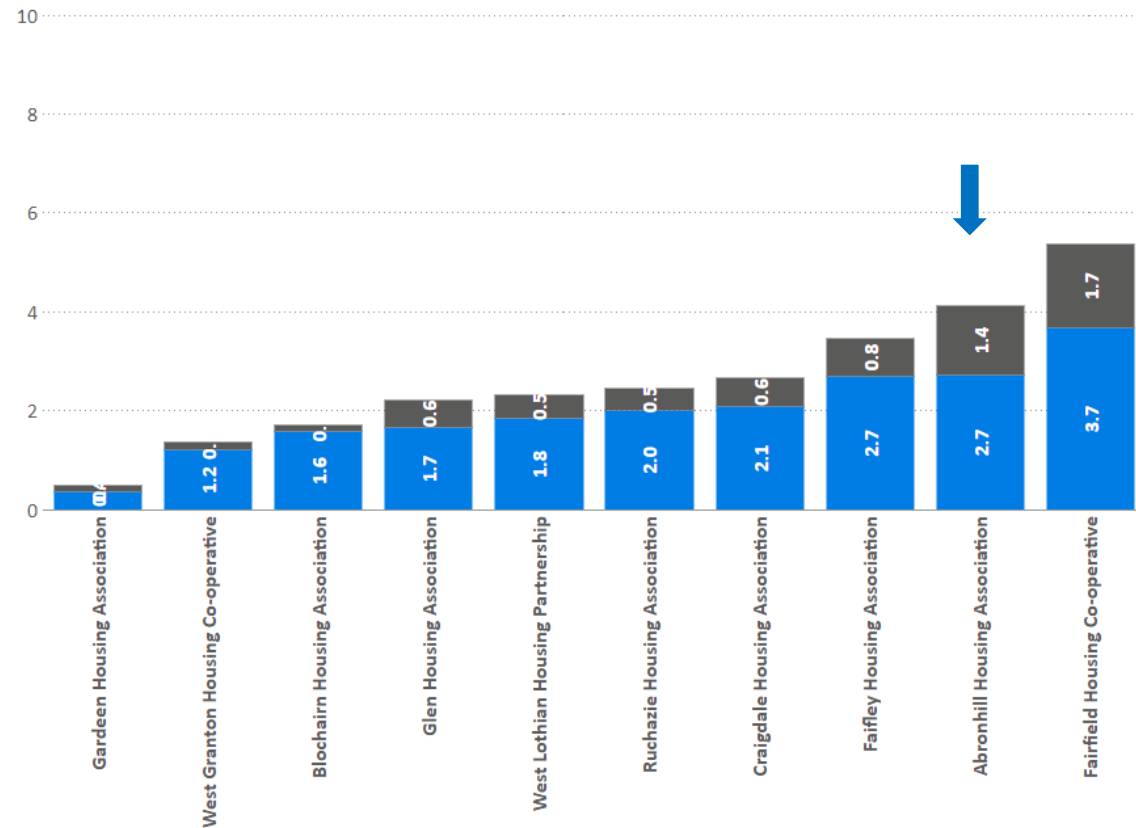
Rent collection



I26: Rent collected from tenants as a percentage of total rent due in the reporting year

%	2017/18	2018/19	2019/20
Abbrhill HA	99.8	99.8	98.7
Peer Group	99.5	99.9	99.4
RSL Average	99.6	99.6	99.3
National Average	99.3	99.1	99.2

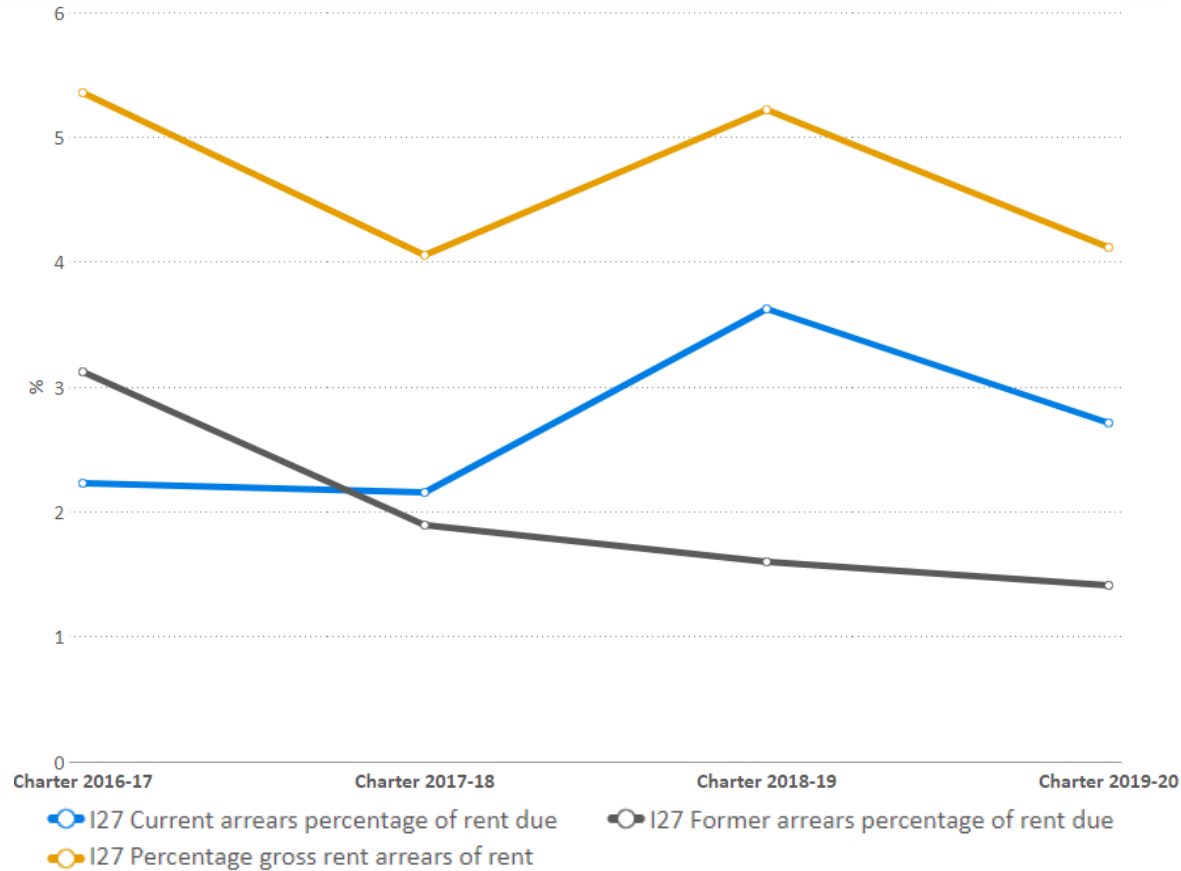
Arrears



I27: Current rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2017/18	2018/19	2019/20
Abronhill HA	2.2	3.6	2.7
Peer Group	1.9	1.7	1.9
RSL Average	3.0	2.8	2.9
National Average	3.5	3.5	4.0

Arrears (trends)

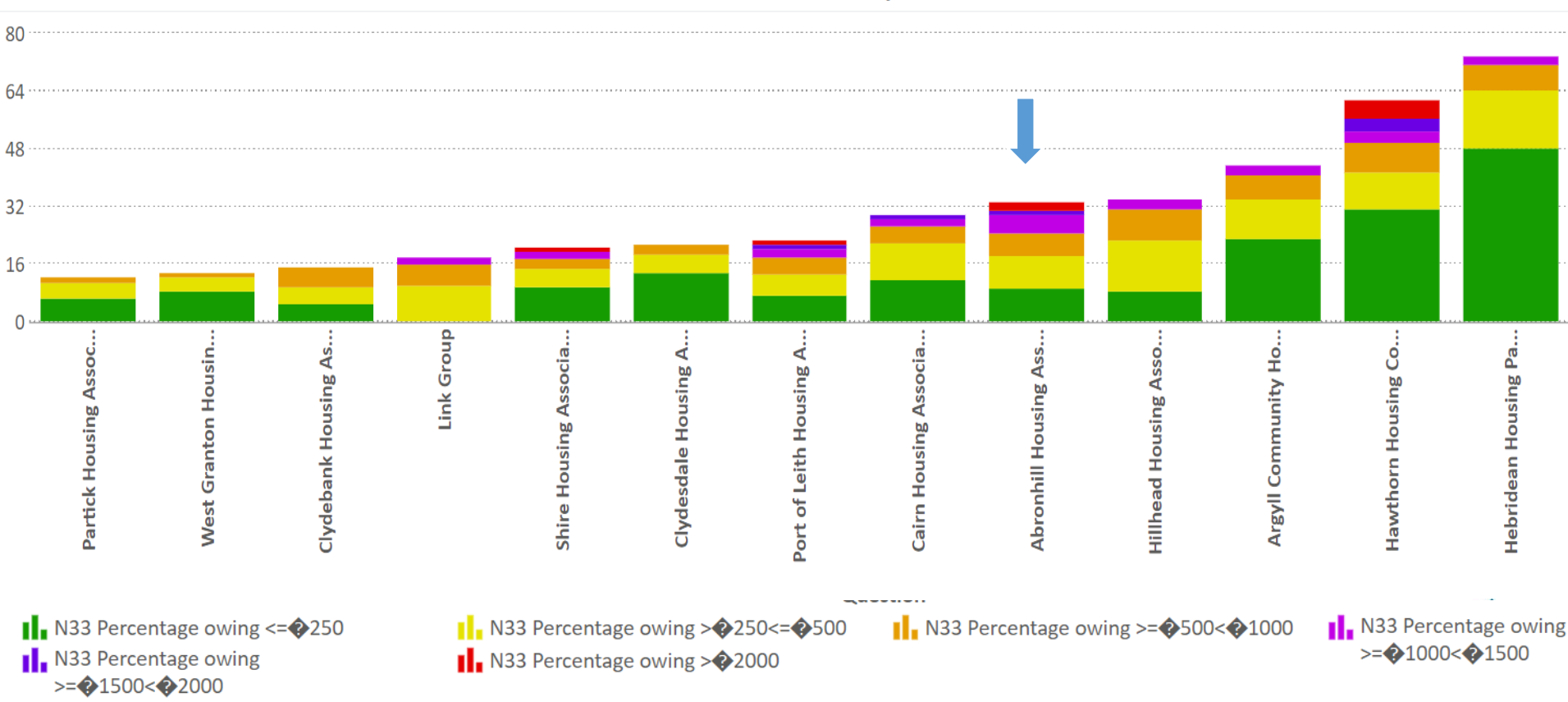


I27: Gross Arrears trends

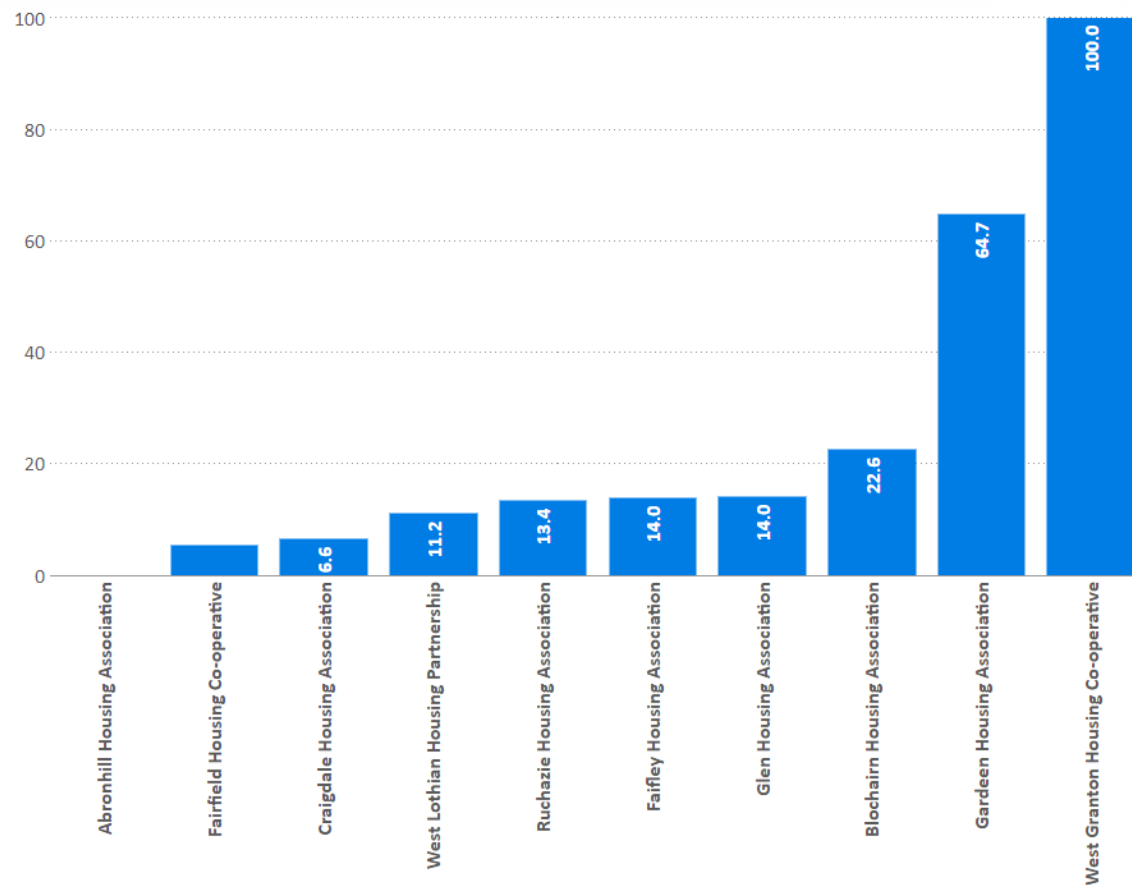
%	2017/18	2018/19	2019/20
Abronnhill HA	4.1	5.2	4.1
Peer Group	2.6	2.4	2.5
RSL Average	4.3	4.2	4.3
National Average	5.4	5.7	6.0

Rent arrears bands

Tenant arrears levels at year end



Arrears written off

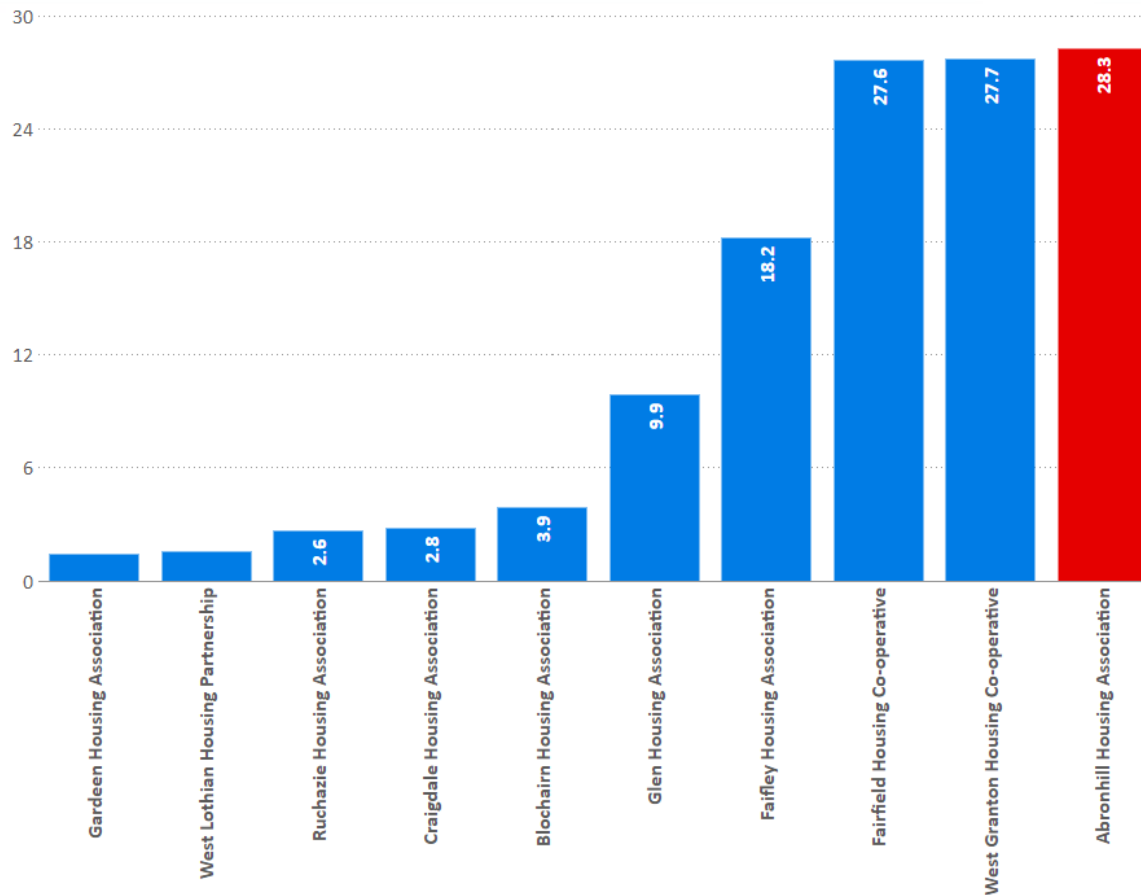


C7: percentage of former tenant rent arrears written off at the year end.

%	2017/18	2018/19	2019/20
Abrohill HA	38.9	46.9	0.0
Peer Group	45.2	50.5	28.0
RSL Average	46.8	45.1	37.5
National Average	34.8	37.9	32.7

Voids

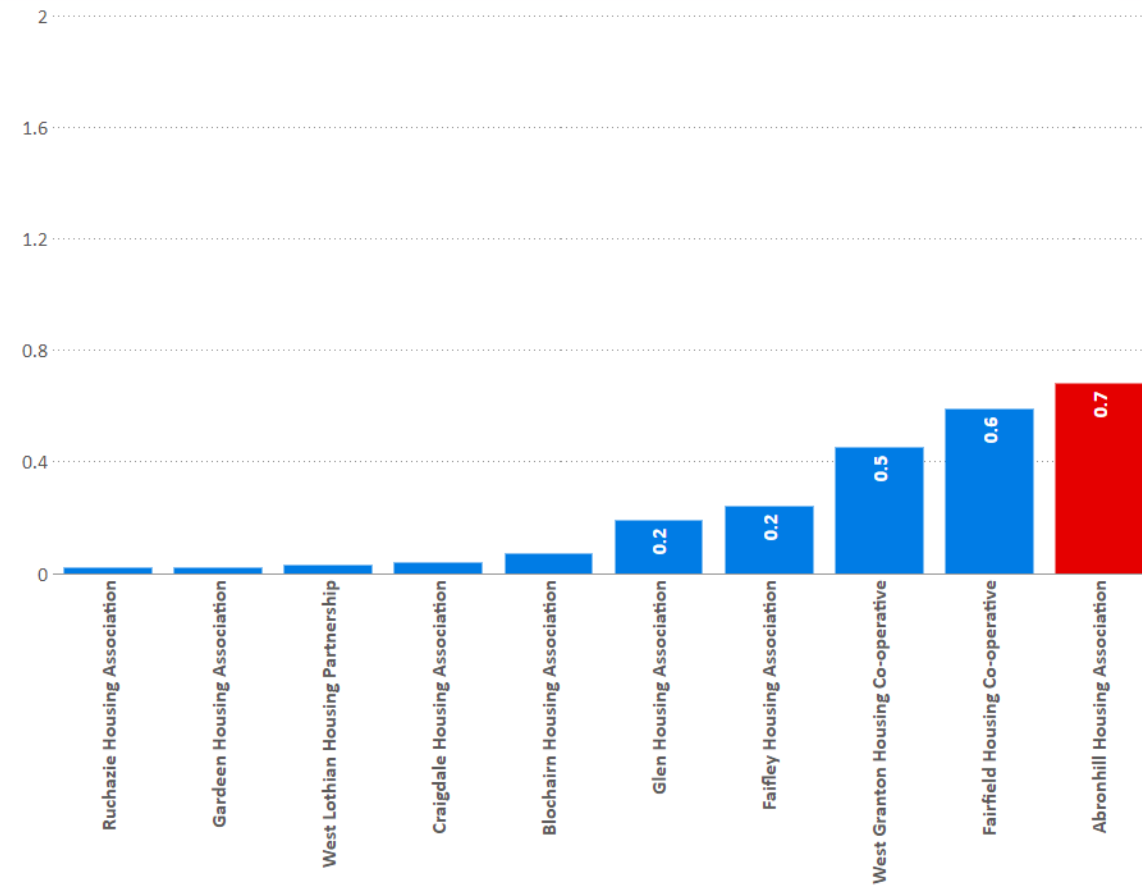
Relet times



I30: Average length of time taken to relet properties in the last year (calendar days)

%	2017/18	2018/19	2019/20
Abornhill HA	15.2	18.2	28.3
Peer Group	9.7	8.2	10.6
RSL Average	29.0	29.5	27.2
National Average	31.0	31.9	32.5

Void rent loss



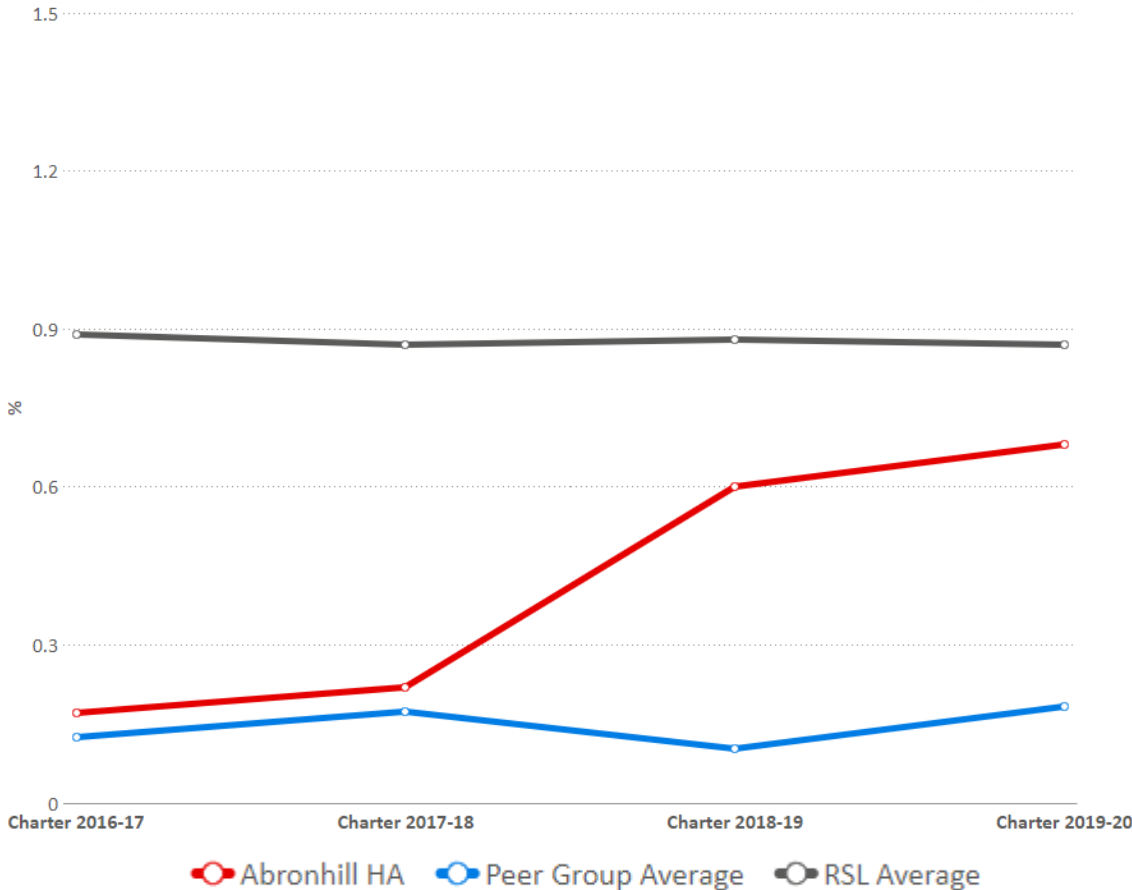
l18: percentage of rent lost through properties being empty in the last year

%	2017/18	2018/19	2019/20
Abornhill HA	0.2	0.6	0.7
Peer Group	0.2	0.1	0.2
RSL Average	0.9	0.9	0.9
National Average	0.9	0.9	1.1

Void rent loss (trends)

I18: percentage of rent lost through properties being empty in the last year

%	2017/18	2018/19	2019/20
Abronhill HA	0.2	0.6	0.7
Peer Group	0.2	0.1	0.2
RSL Average	0.9	0.9	0.9
National Average	0.9	0.9	1.1



Landlord Report

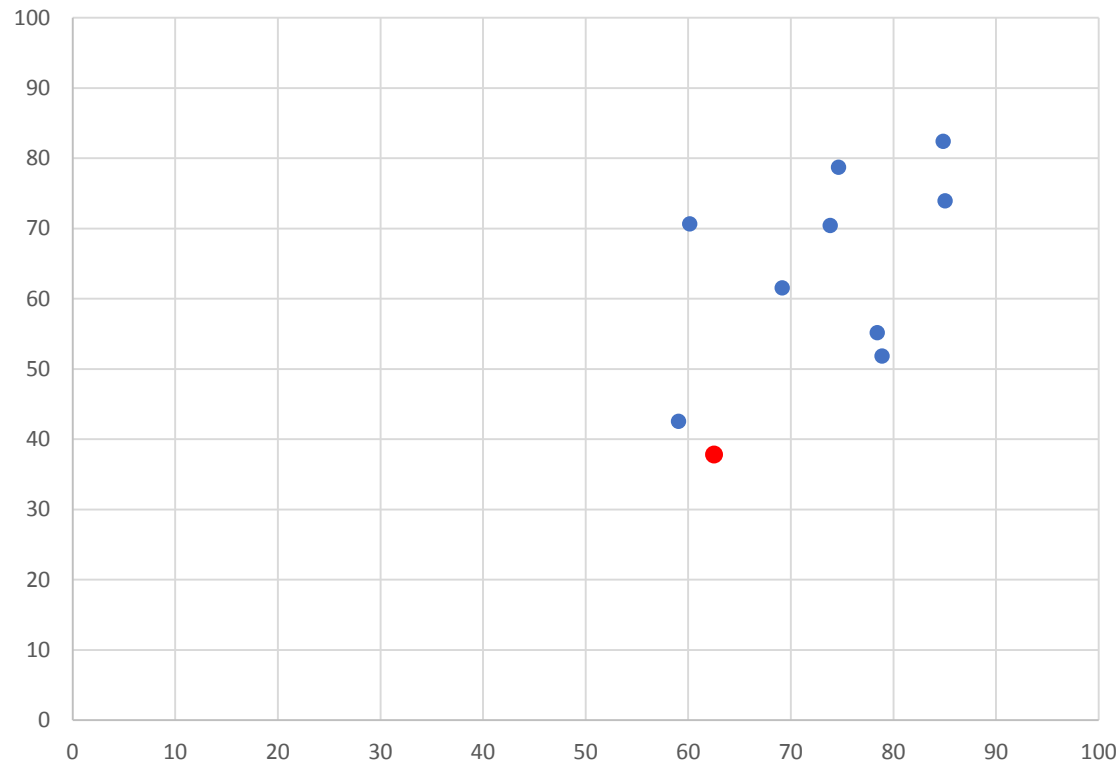
Service	Value for Money
<ul style="list-style-type: none"> ■ Satisfaction: <ul style="list-style-type: none"> Overall Keeping informed Opportunities to participate ■ SHQS ■ Emergency repairs time ■ Non-emergency repairs time ■ Right first time ■ Repairs satisfaction 	<ul style="list-style-type: none"> ■ Annual rent increase ■ Void relet time ■ Void rent loss ■ Rent collected

Landlord Report

	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Rent collected	Void rent loss	Re-let time
Abronhill Housing Association	92.72	96.69	97.35	70.27	1.88	3.57	94.79	92.31	100	2.5	98.72	0.68	28.26
Blochairn Housing Association	94.51	95.73	83.75	100	0.83	2.97	95.14	97.4	100	3.7	100.51	0.07	3.89
Craigdale Housing Association	98.03	99.21	100	100	2.22	2.58	96.9	96.23	100	2	99.56	0.04	2.76
Faifley Housing Association	97.79	99.26	99.26	98.49	2.39	2.2	97.38	98.14	94.59	2.6	99.13	0.24	18.18
Fairfield Housing Co-operative	88.5	95.5	99	99.22	2.63	3.72	95.46	93.2	91.3	2	98.04	0.59	27.62
Gardeen Housing Association	98	98	98	100	2.18	2.97	99.26	99.37	100	2.5	99.25	0.02	1.4
Glen Housing Association	93.45	93.98	82.93	100	1.51	5.88	90.03	96.48	100	2.7	100.48	0.19	9.86
Ruchazie Housing Association	95.83	99.31	100	100	4.13	3.43	95.06	95.24	100	2.5	99.77	0.02	2.63
West Granton Housing Co-operative	98.5	100	100	89.52	2.2	4.05	98.57	100	100	2	98.93	0.45	27.7
West Lothian Housing Partnership	95.14	91.85	92.93	100	1.9	4.92	96.42	94.23	100	3.4	98.95	0.03	1.54

Landlord Report

Service v Value



Service v Value for money

Comparison with Peer group

Overall summary

Areas of strength

Repairs service

Adaptations

Arrears decrease

Areas for concern?

- ✗ Quality of home?
- ✗ Offers / new tenancy terminations?



Scotland's Housing Network

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W: www.scotlandshousingnetwork.org

 [@ScotHousingNet](https://twitter.com/ScotHousingNet)

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 [Linkedin.com](https://linkedin.com/company/scotlandshousingnetwork) – Scotland's Housing Network