

Abronhill HA

Performance analysis

2021

- **Abronhill Housing Association**
- **Blochairn Housing Association**
- **Craigdale Housing Association**
- **Faifley Housing Association**
- **Gardeen Housing Association**
- **Ruchazie Housing Association**
- **West Granton Housing Co-operative**
- **Garrion People's Housing Co-operative**
- **Hawthorn Housing Co-operative**
- **Forgewood Housing Co-operative**

Big picture – national effects

Performance is generally lower than in previous years.

Lower volumes of work across some areas, but not all.

Main Charter outcomes affected:

- Fewer repairs, less capital works, worse SHQS
- Lower tenancy terminations, better tenancy sustainment, fewer evictions
- More unlet properties, longer relet times
- More ASB cases
- Higher arrears for LAs, lower rent increases.

Wide variation across members in impact.

Change in service volumes

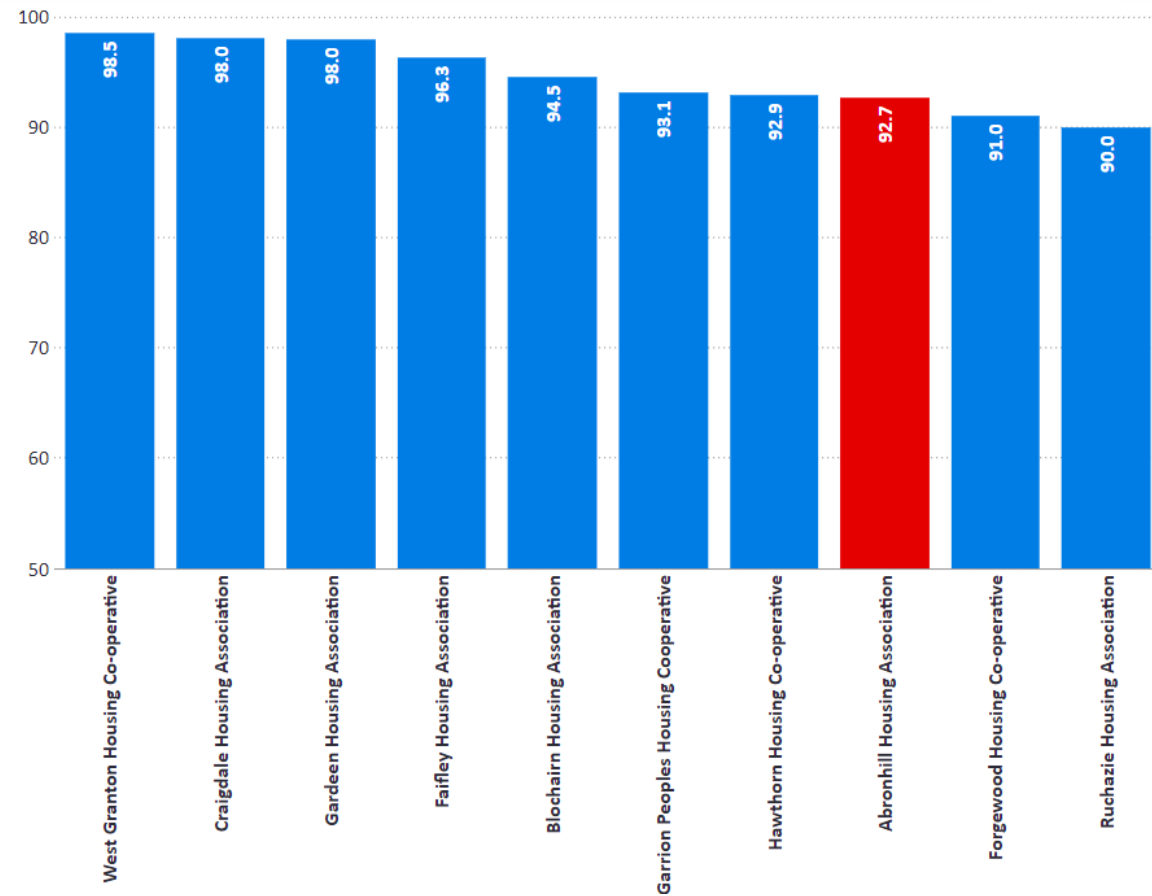
	19-20	20-21	% change
Emergencies	42	54	↑29
Non-emergencies	825	559	↓32
All repairs	867	613	↓29
Terminations	22	20	↓9
Lets	19	24	↑26
ASB cases reported	27	18	↓33
Service complaints received	11	6	↓46

Tenant Satisfaction

Satisfaction survey method

- Tenants surveyed: **151**
- Method: **Telephone, face-to-face**
- Date: **October 2020**

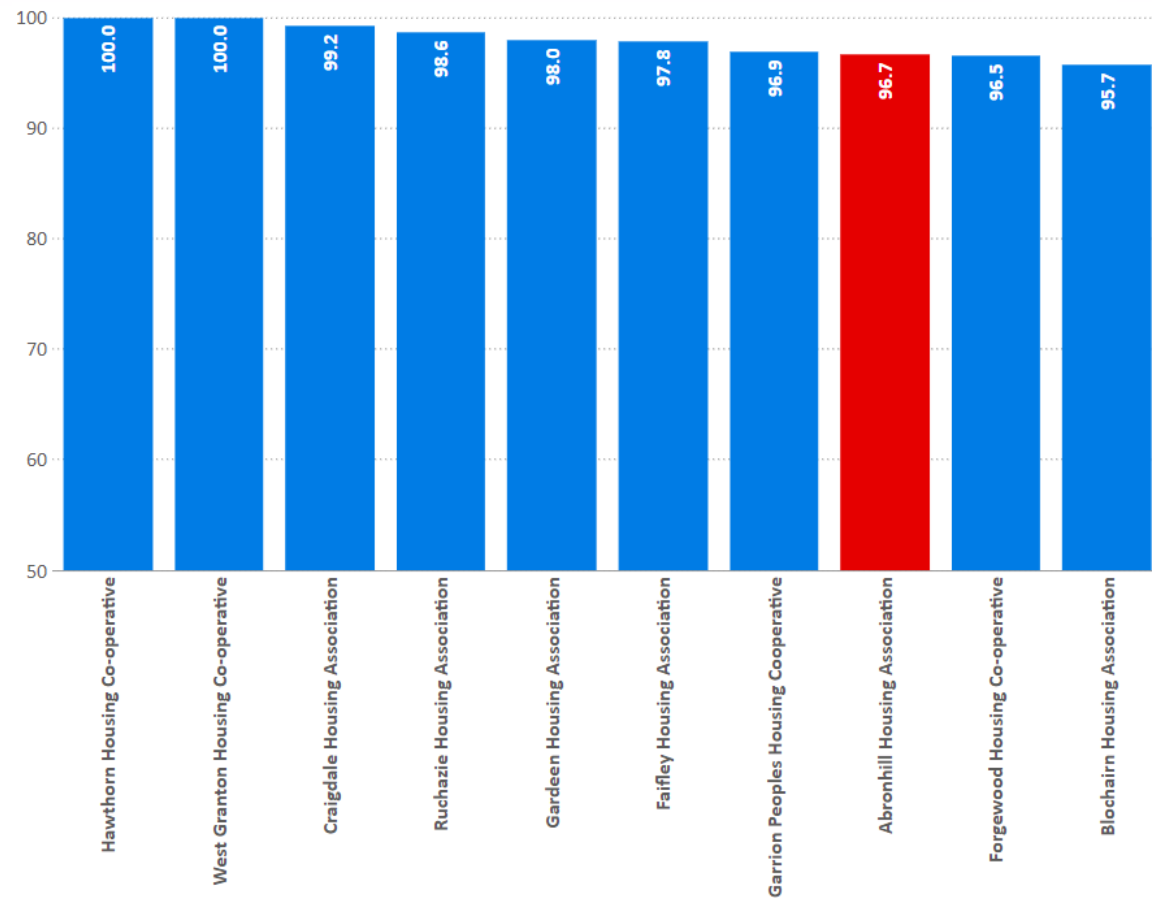
Overall Satisfaction



I1: Percentage of tenants satisfied with overall service.

%	2018/19	2019/20	2020/21
Abronhill HA	96.4	92.7	92.7
Peer Groups	95.7	95.6	94.7
All RSLs	90.9	90.5	89.8
National Average	90.1	89.2	89.0

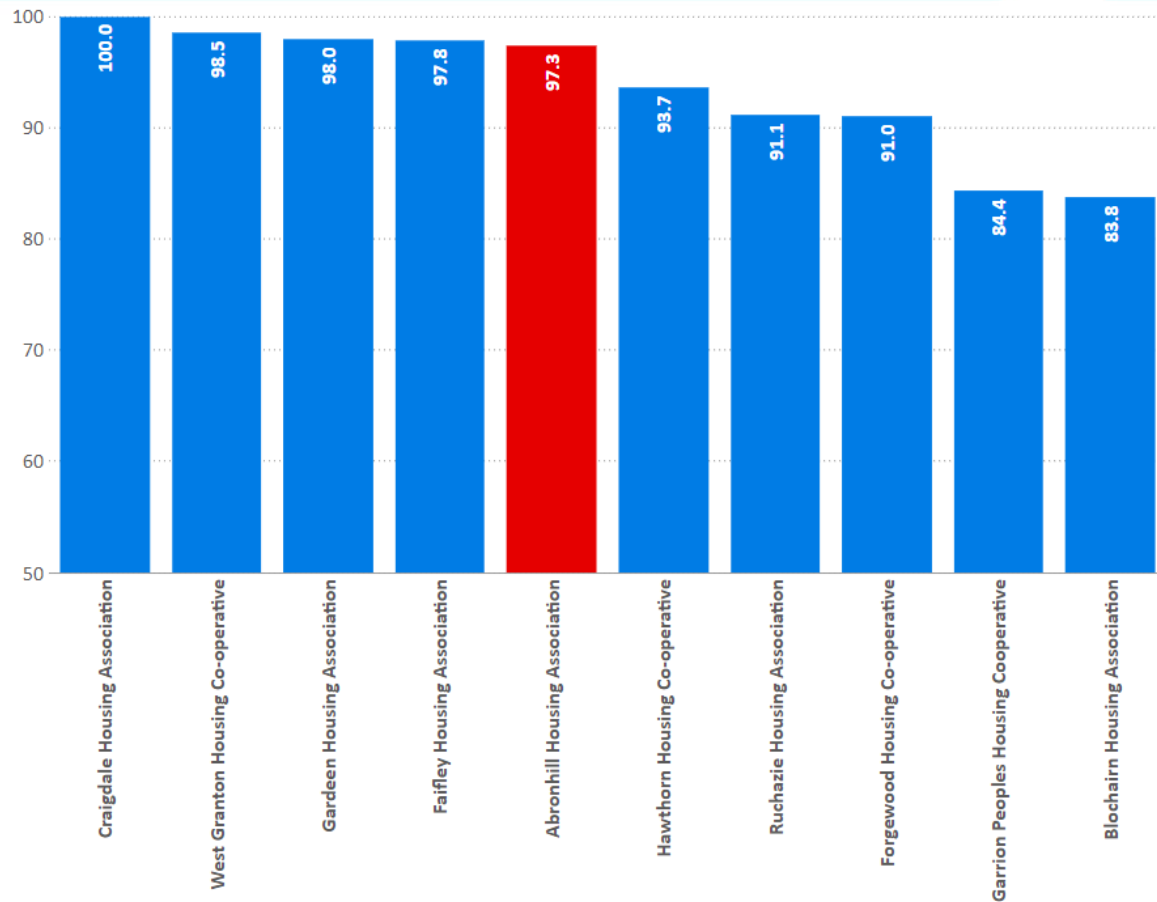
Kept Informed



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

%	2018/19	2019/20	2020/21
Abronhill HA	99.3	96.7	96.7
Peer Groups	98.1	97.9	98.1
All RSLs	93.5	93.1	92.8
National Average	91.6	92.0	91.7

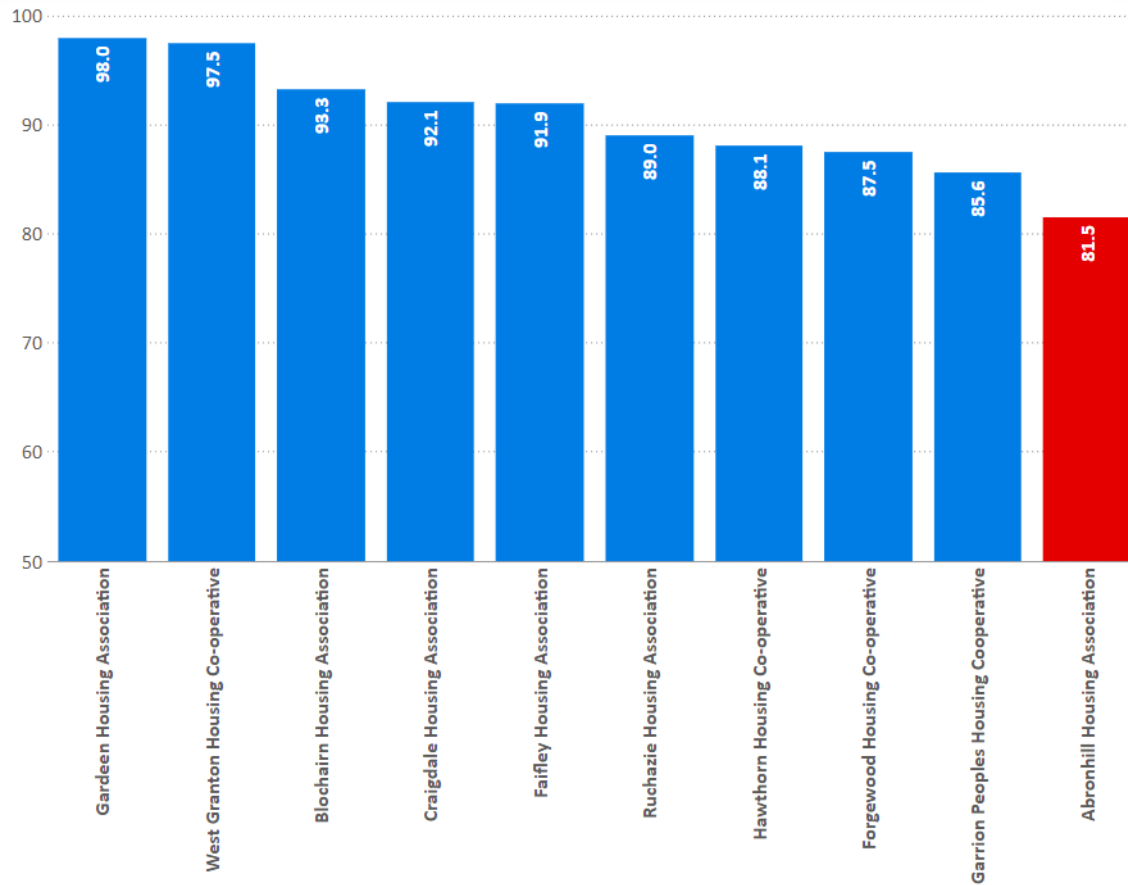
Opportunities to participate



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

%	2018/19	2019/20	2020/21
Abronhill HA	97.8	97.3	97.3
Peer Groups	96.4	94.9	93.1
All RSLs	88.2	88.6	87.9
National Average	86.5	87.2	86.6

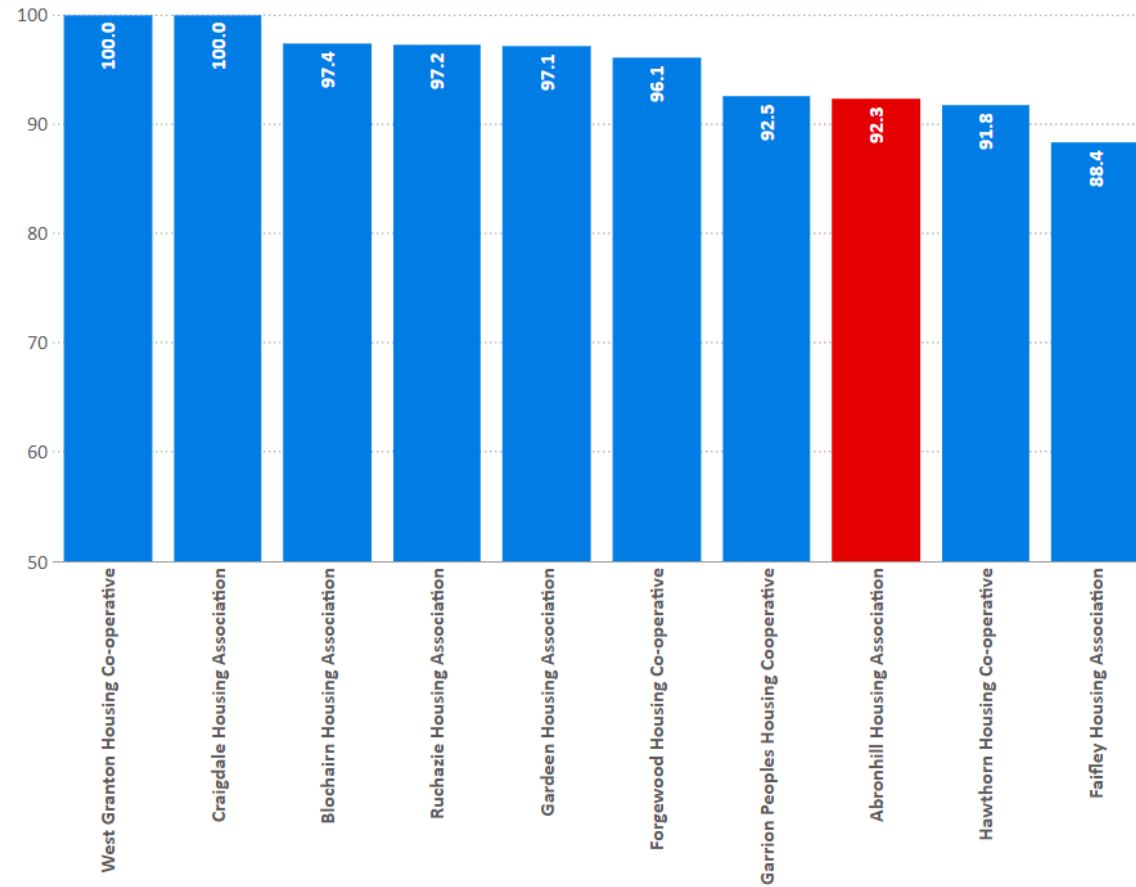
Quality of home (all tenants)



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

%	2018/19	2019/20	2020/21
Abronhill HA	82.7	81.5	81.5
Peer Groups	93.0	92.5	91.5
All RSLs	88.7	88.4	87.8
National Average	88.1	87.2	87.1

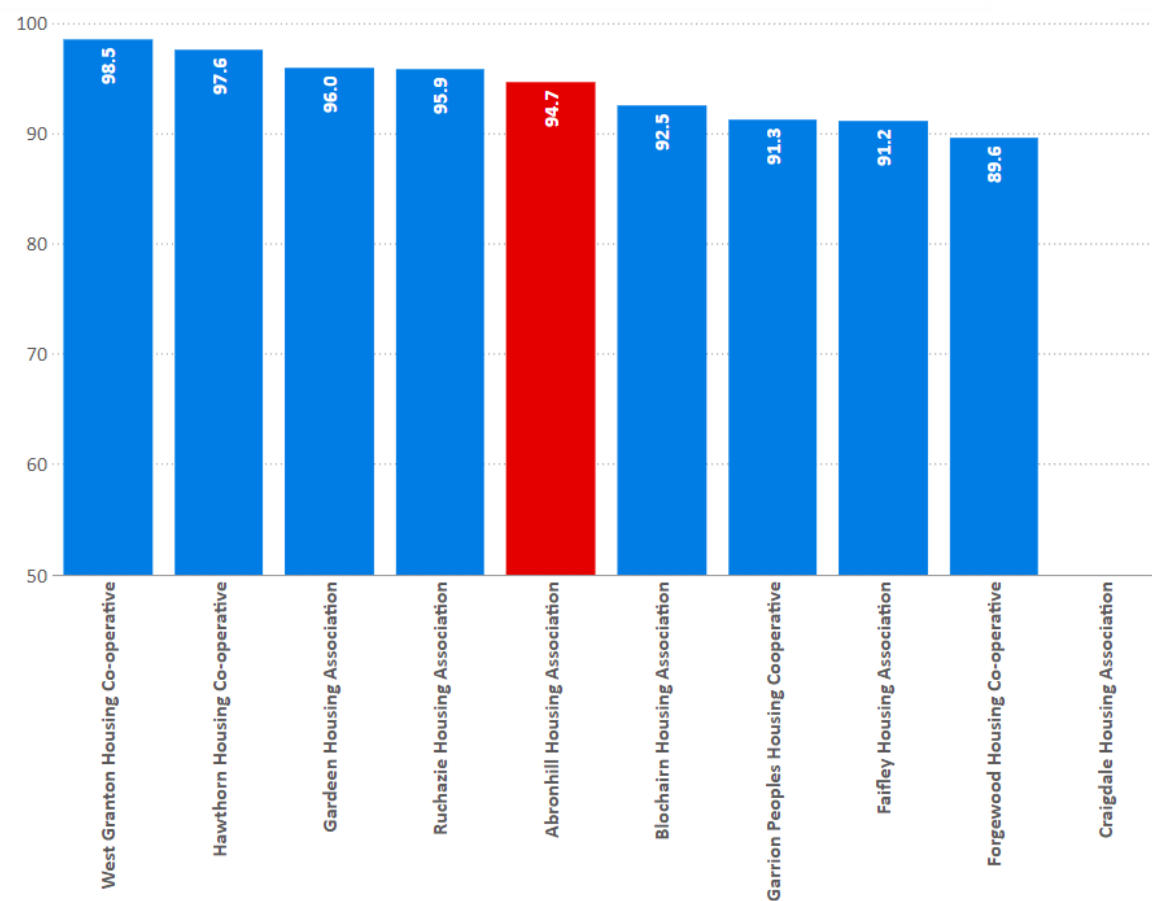
Repairs



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

%	2018/19	2019/20	2020/21
Abronhill HA	98.7	92.3	92.3
Peer Groups	96.6	94.7	95.6
All RSLs	92.5	91.0	90.3
National Average	91.7	90.8	90.1

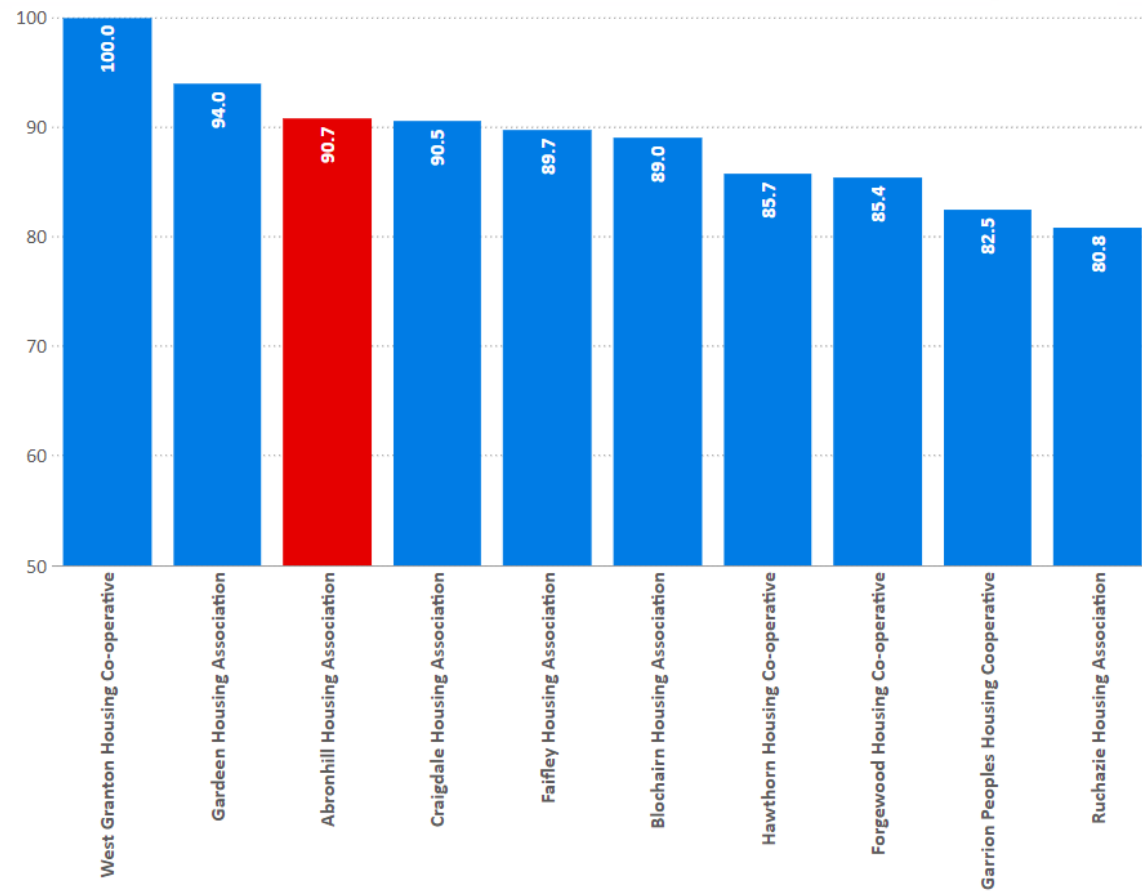
Management of neighbourhood



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

%	2018/19	2019/20	2020/21
Abronhill HA	84.2	94.7	94.7
Peer Groups	95.3	94.2	94.1
All RSLs	88.4	87.8	86.6
National Average	87.8	87.4	86.1

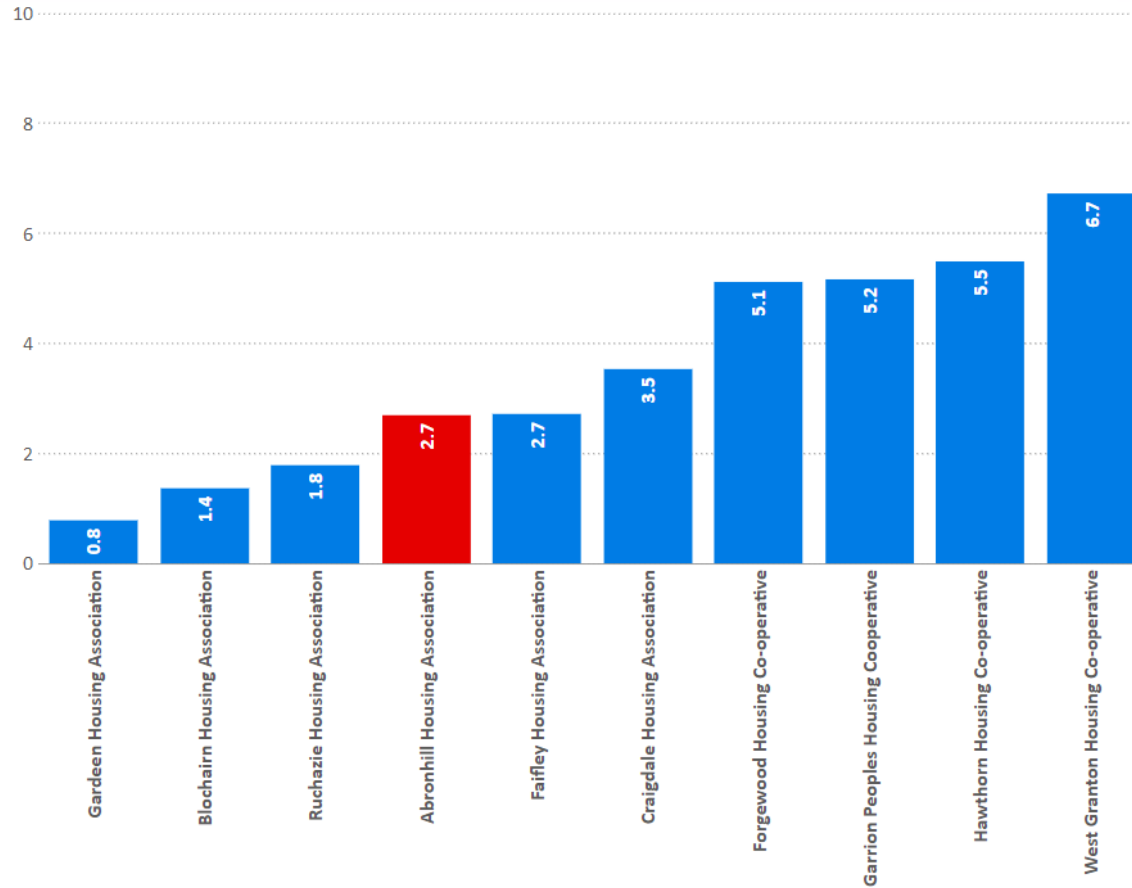
Value for money



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

%	2018/19	2019/20	2020/21
Abronhill HA	84.9	90.7	90.7
Peer Groups	88.3	89.2	88.6
All RSLs	83.4	83.5	83.0
National Average	83.2	83.6	82.8

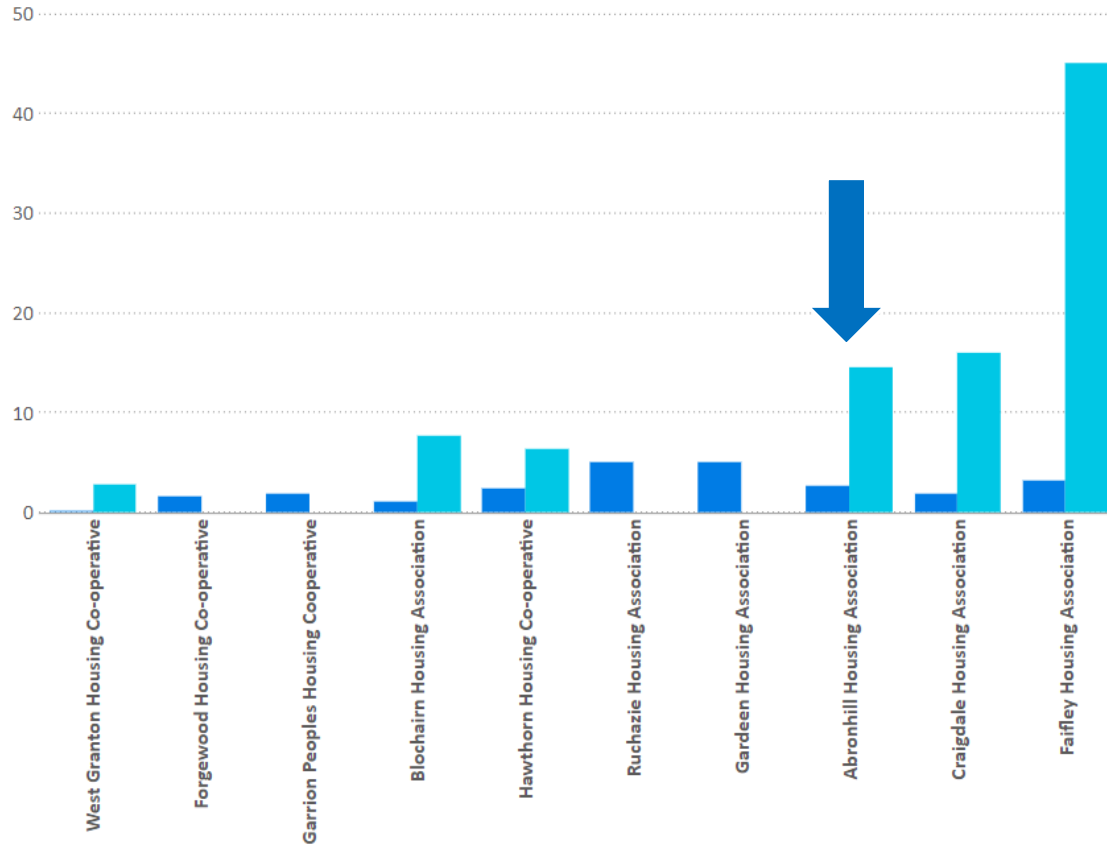
Complaints



I3: Complaints per 100 homes

%	2018/19	2019/20	2020/21
Abronhill HA	5.9	5.0	2.7
Peer Groups	3.0	2.8	3.6
All RSLs	6.3	6.7	5.1
National Average	4.7	5.1	3.7

Complaints



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

	Abronhill HA	RSL Average	National Average	SPSO Target
1 st stage – days to respond	2.7	3.8	5.4	5.0
2 nd stage – days to respond	14.5	16.6	19.3	20.0

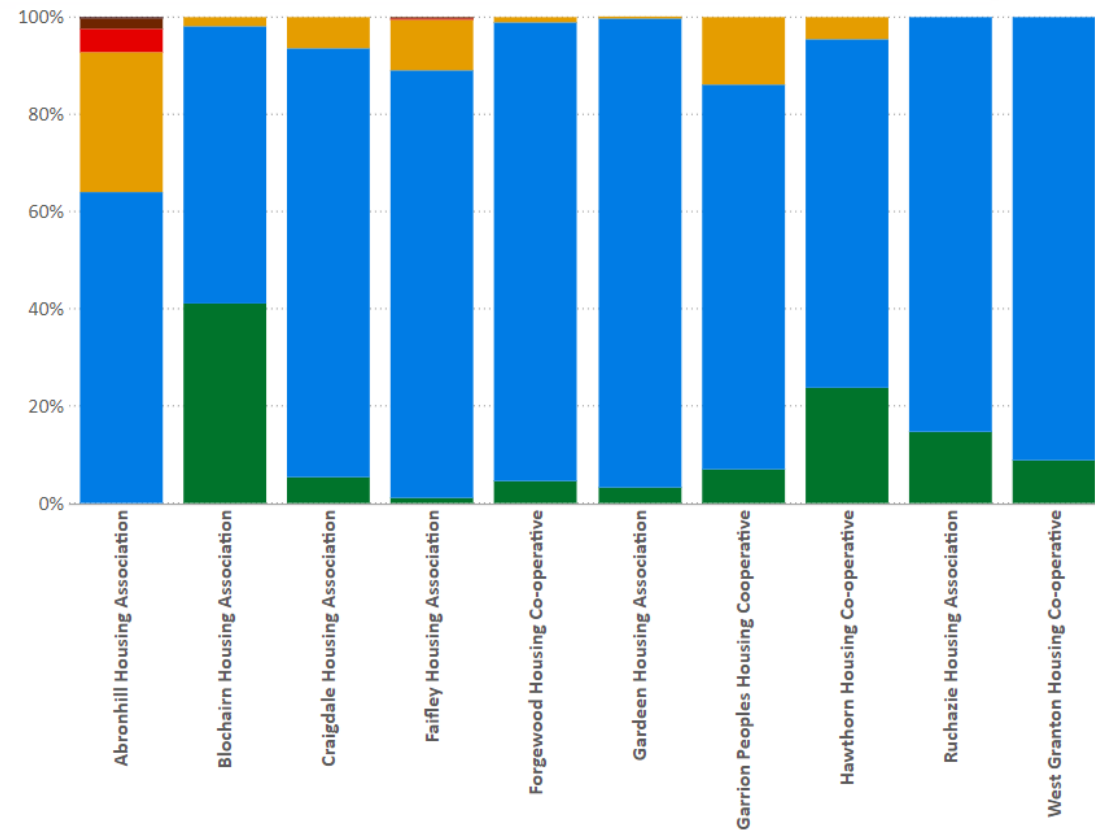
■ I4 Stage 1 complaints average time to respond ■ I4 Stage 2 complaints average time to respond

	I1 Satisfied with overall service	I2 Satisfied with being kept informed	I5 Satisfied with opportunities to participate	I7 Satisfied with quality of home	I12 Satisfied with repairs service	I13 Satisfied with management of neighbourhood	I25 Satisfied rent represents good value for money
2019-20	92.72	96.69	97.35	81.46	92.31	94.70	90.73
2020-21	92.72	96.69	97.35	81.46	92.31	94.70	90.73

Change in Satisfaction

Housing Quality & Maintenance

EESSH



Meeting EESSH (dependent on fuel type, etc):

E+ - Dec 2020

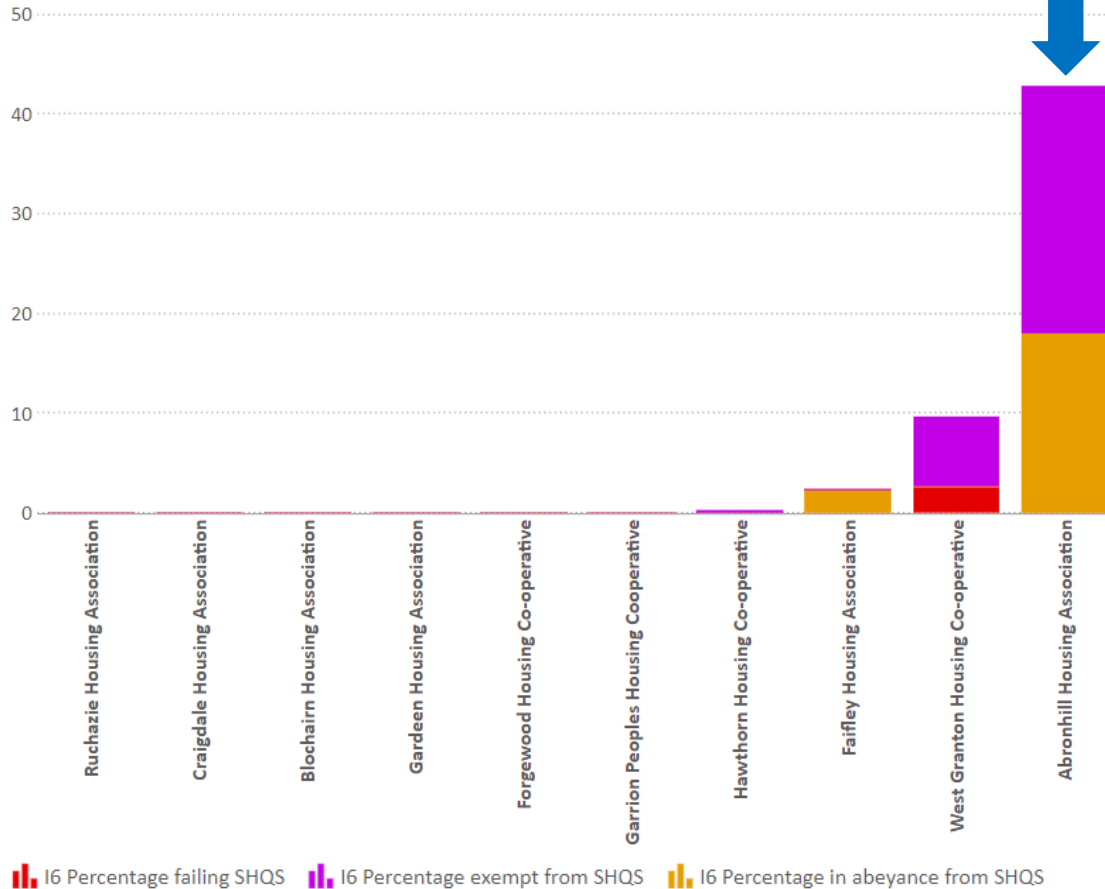
D+ - Dec 2025

B+ - 2032

%C or better:

%	2019/20	2020/21
Abronhill HA	65.1	63.9
Peer Groups	95.7	95.5
All RSLs	82.8	84.3
National Average	73.0	74.0

SHQS

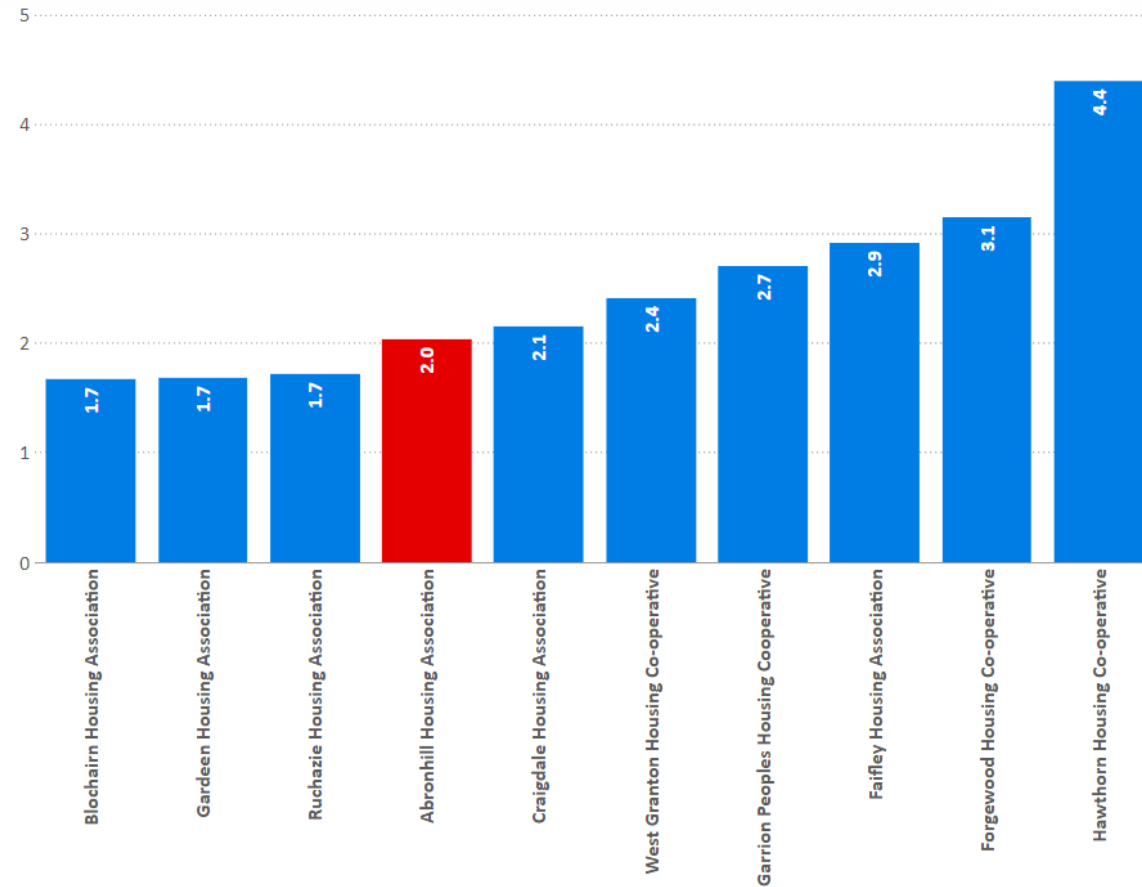


Indicator 6: Percentage of stock meeting the Scottish Housing Quality Standard

Abrohill HA	2018/19	2019/20	2020/21
Meeting SHQS	68.0	70.3	57.2
Failing	0.0	0.0	0.0
Exempt	24.8	24.8	24.8
Abeyances	7.2	5.0	18.0

%	2018/19	2019/20	2020/21
Abrohill HA	68.0	70.3	57.2
Peer Groups	98.8	98.6	98.6
All RSLs	93.0	92.9	90.5
National Average	93.7	94.4	91.0

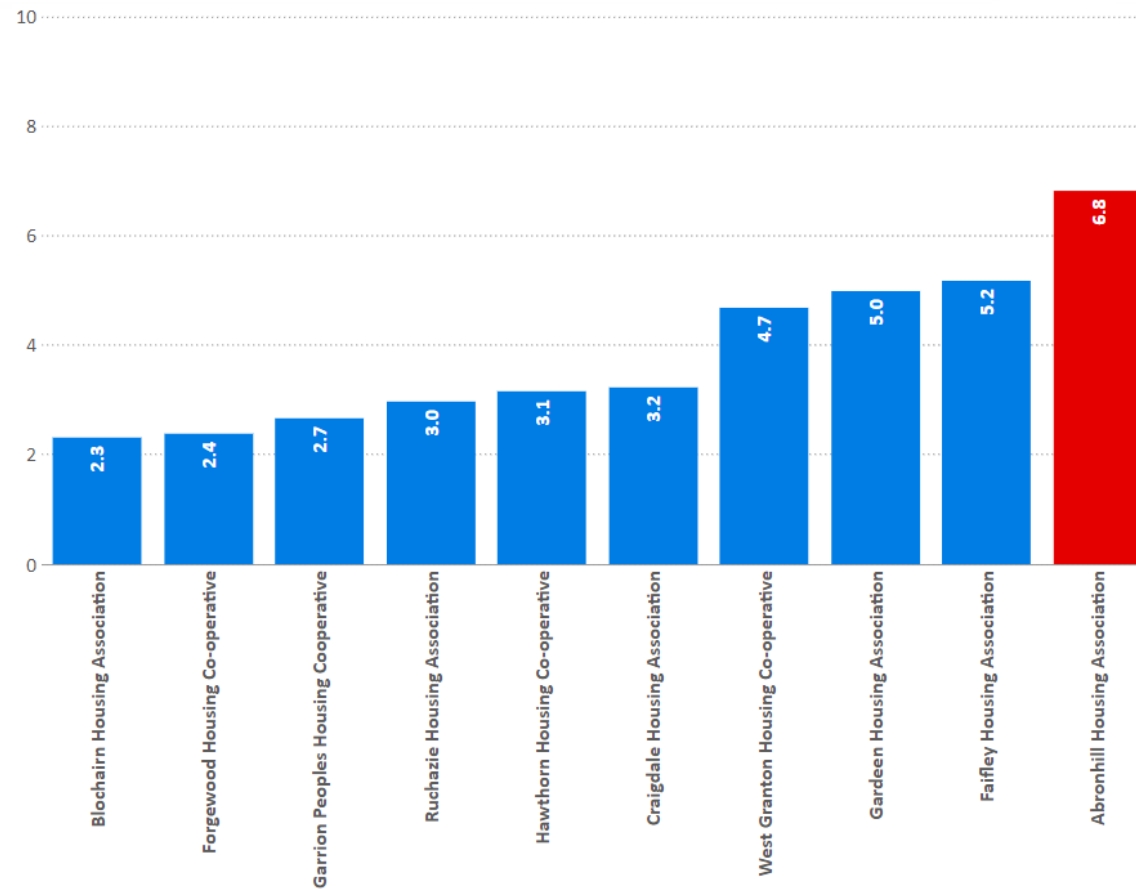
Emergency repairs



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

Hours	2018/19	2019/20	2020/21
Abronhill HA	2.4	1.9	2.0
Peer Groups	1.9	2.5	2.5
All RSLs	2.7	2.6	3.4
National Average	3.7	3.6	4.2

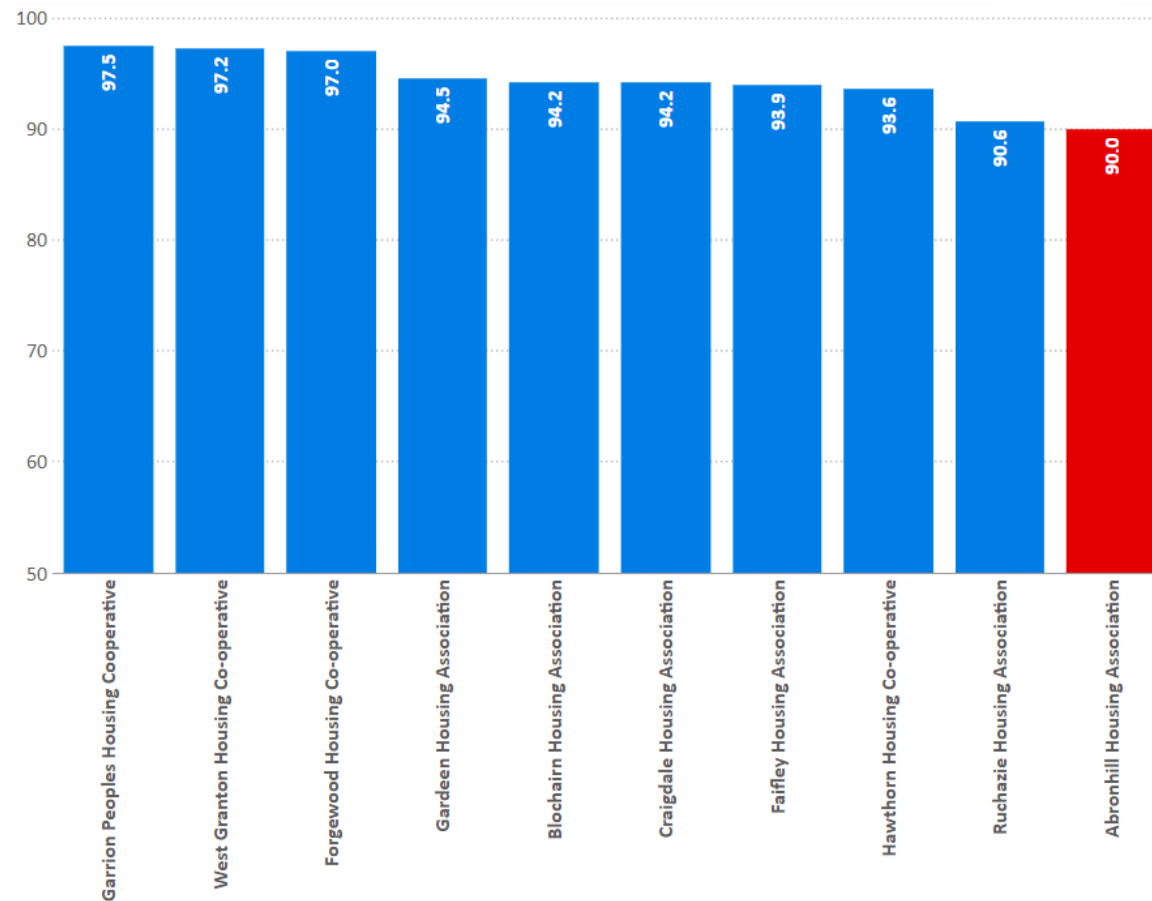
Non-emergency repairs



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

days	2018/19	2019/20	2020/21
Abrohill HA	3.4	3.6	6.8
Peer Groups	3.0	2.9	3.5
All RSLs	5.5	5.7	6.7
National Average	6.6	6.4	6.7

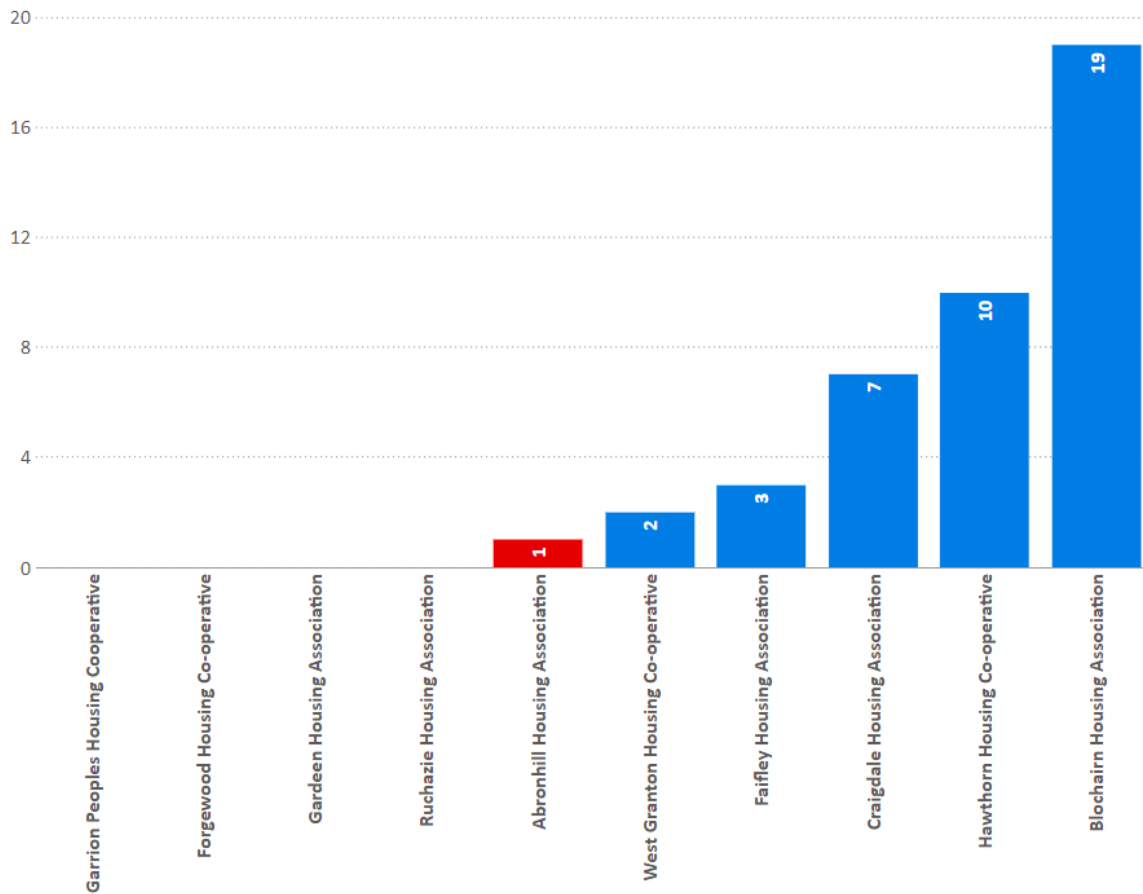
Repairs Right First Time



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

%	2018/19	2019/20	2020/21
Abronhill HA	93.8	94.8	90.0
Peer Groups	97.3	96.5	94.7
All RSLs	92.3	92.4	87.2
National Average	92.5	92.4	91.5

Gas safety



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

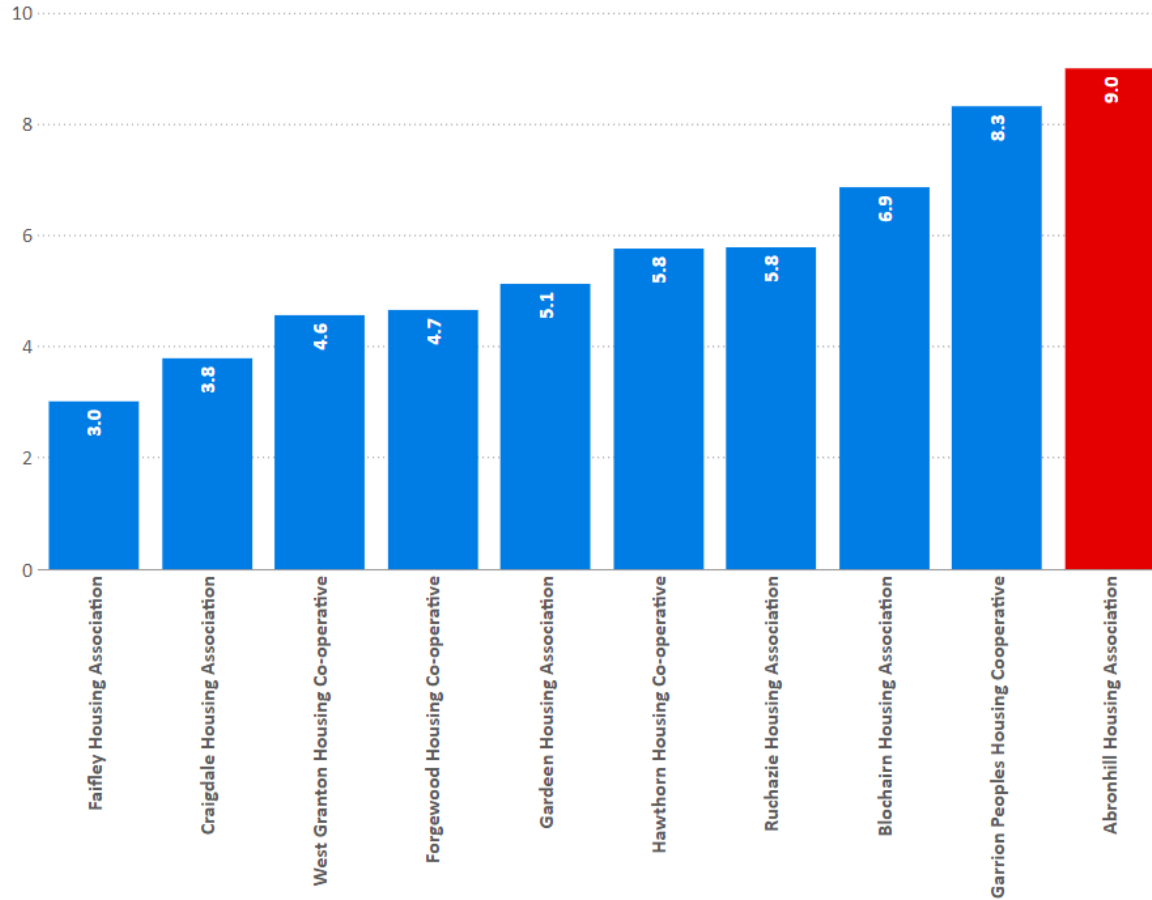
	2019/20	2020/21
Abronhill HA	0	1
Peer Groups	1	41
All RSLs	208	5513
SHN Total	496	17420

	C12 EPC C or better	I6 Meeting SHQS	I8 Average hours to complete emergency repairs	I9 Average working days to complete non-emergency repairs	I10 Percentage reactive repairs completed right first time	I11 Gas safety fails count	I12 Satisfied with repairs service
2019-20	65.13	70.27	1.88	3.57	94.79	0	92.31
2020-21	63.86	57.21	2.04	6.83	89.98	1	92.31

Change in performance

Housing Access

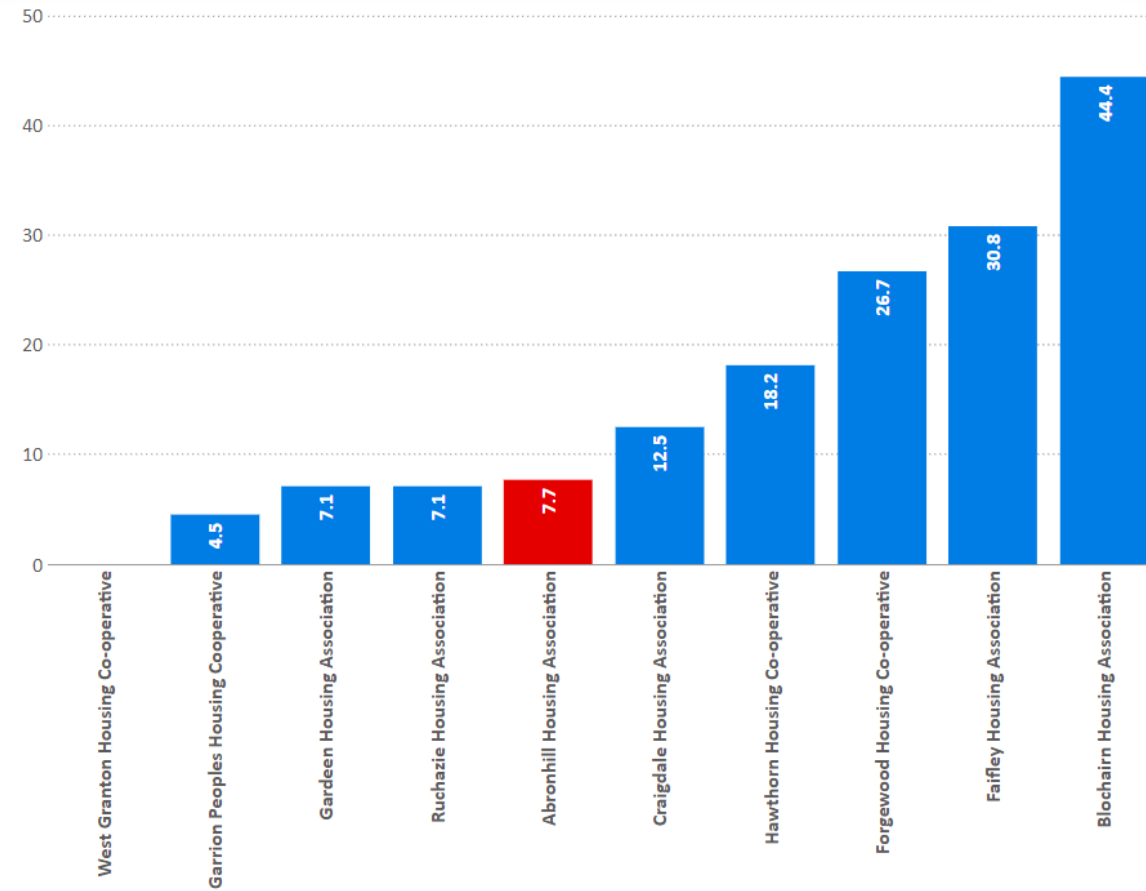
Turnover



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

%	2018/19	2019/20	2020/21
Abronhill HA	11.7	9.9	9.0
Peer Groups	6.7	7.6	5.3
All RSLs	8.7	8.8	7.3
National Average	8.6	8.4	7.0

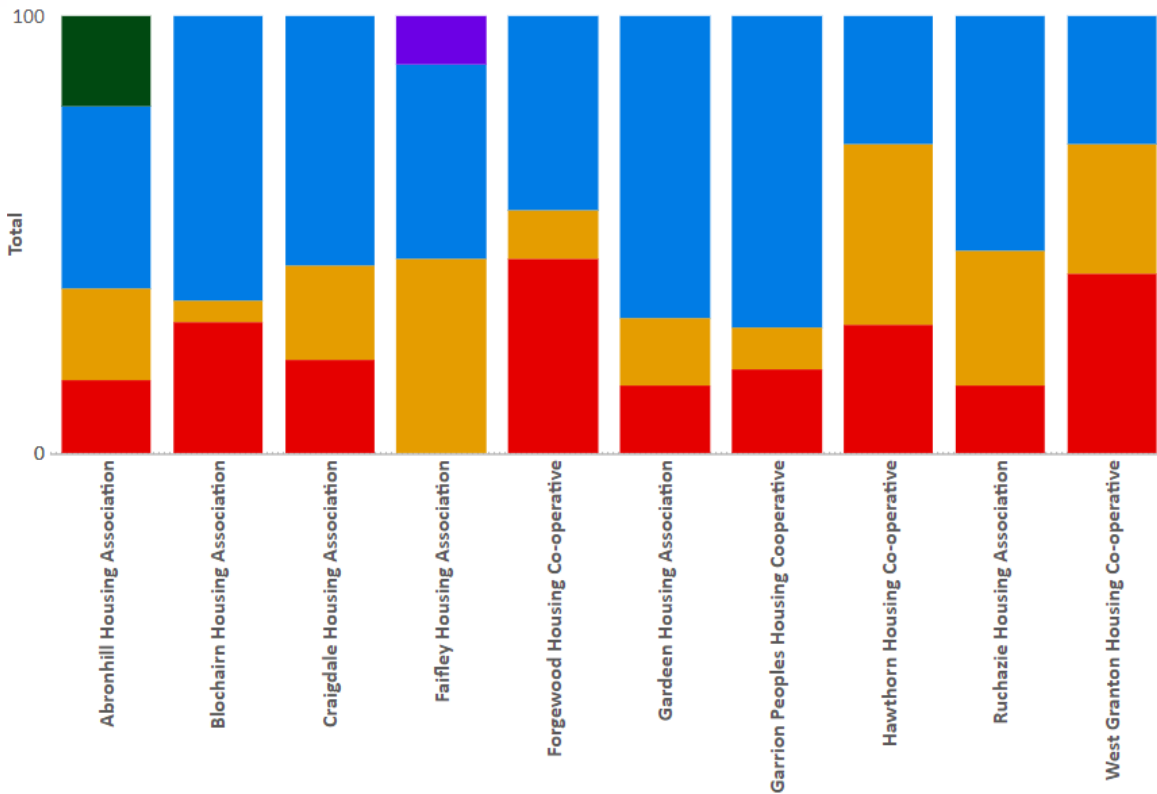
Offers refused



I14: Percentage of tenancy offers refused during the year.

%	2018/19	2019/20	2020/21
Abronhill HA	69.9	69.8	7.7
Peer Groups	16.3	17.2	16.8
All RSLs	31.1	29.5	26.0
National Average	36.3	34.2	31.9

Lets by source

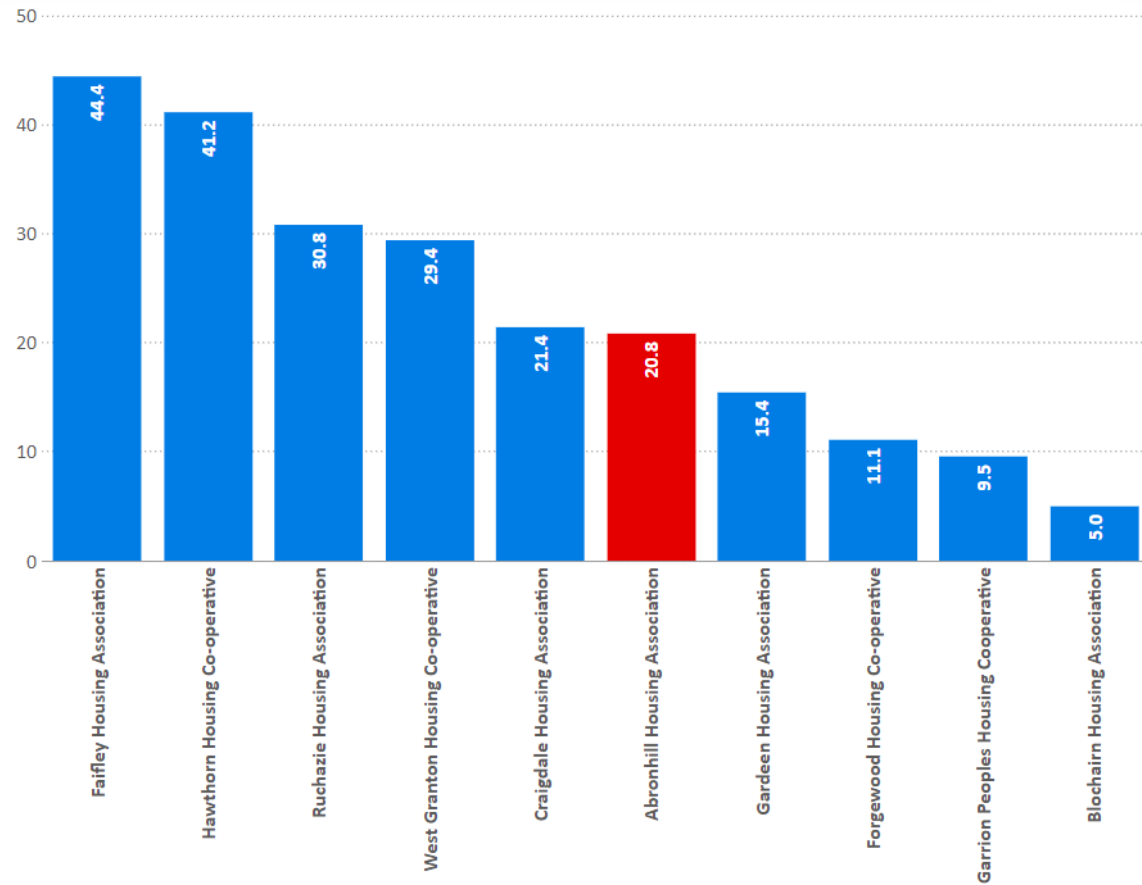


C2: The percentage of lets during the reporting year by source of let.

%	C2	
	HA	All RSLs
Existing tenants	17	14
Homeless applicants	21	32
Housing list applicants	42	46
Nomination	0	4
Others	20	3

■ C2 Percentage of lets to existing tenants
 ■ C2 Percentage of lets to homeless applicants
■ C2 Percentage of lets to housing applicants
 ■ C2 Percentage of lets to others

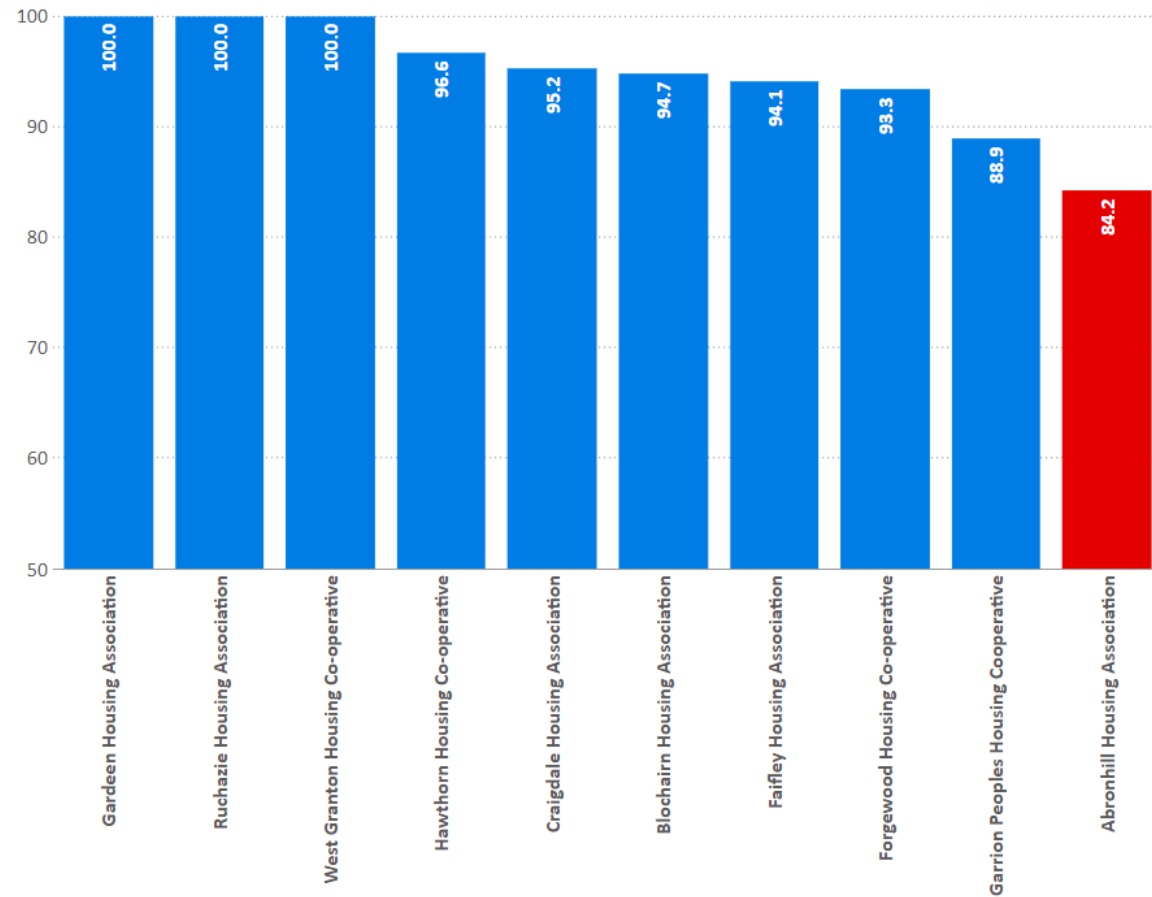
Lets to homeless



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

%	2018/19	2019/20	2020/21
Abrenhill HA	35.7	26.3	20.8
Peer Groups	18.3	21.7	23.1
All RSLs	23.7	25.4	32.4
National Average	33.2	34.4	42.7

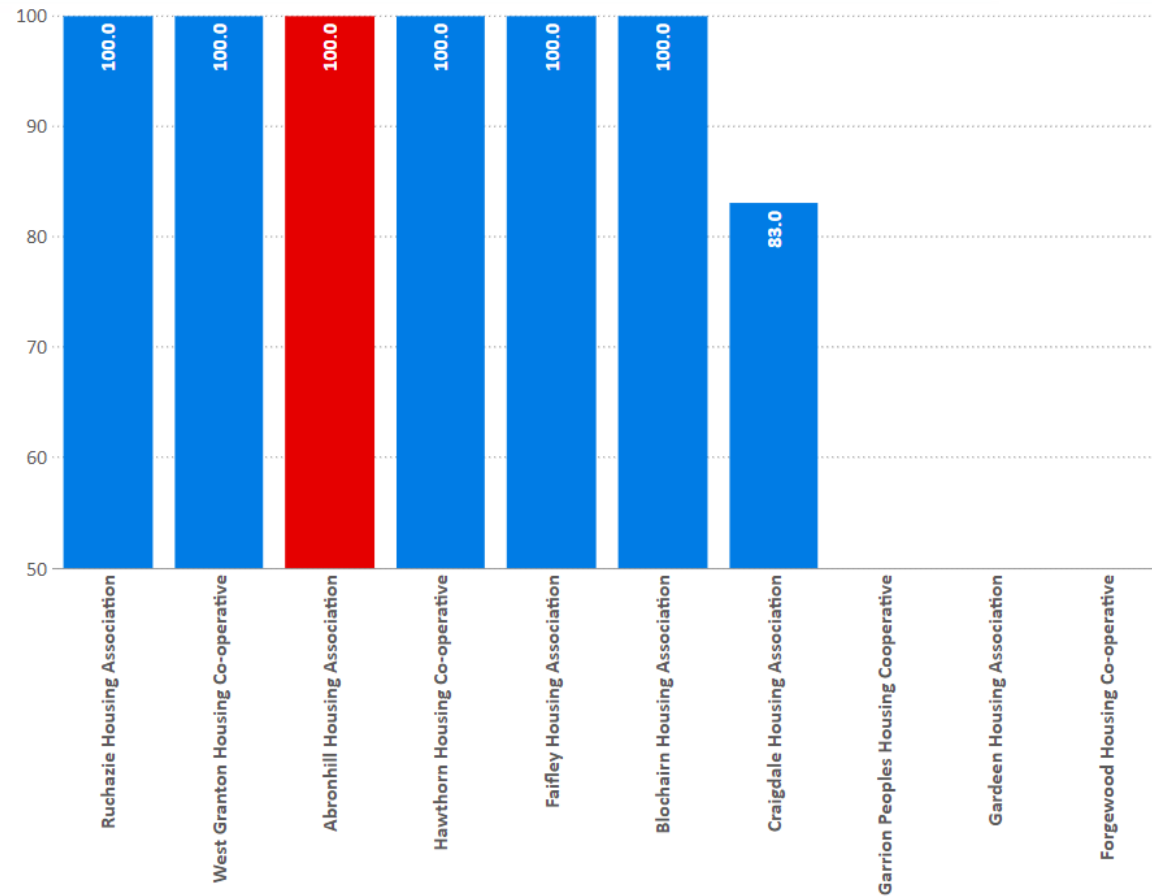
Tenancy sustainment



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

%	2018/19	2019/20	2020/21
Abrohill HA	81.8	79.3	84.2
Peer Groups	94.4	93.7	95.9
All RSLs	88.5	88.9	90.6
National Average	88.8	89.1	90.9

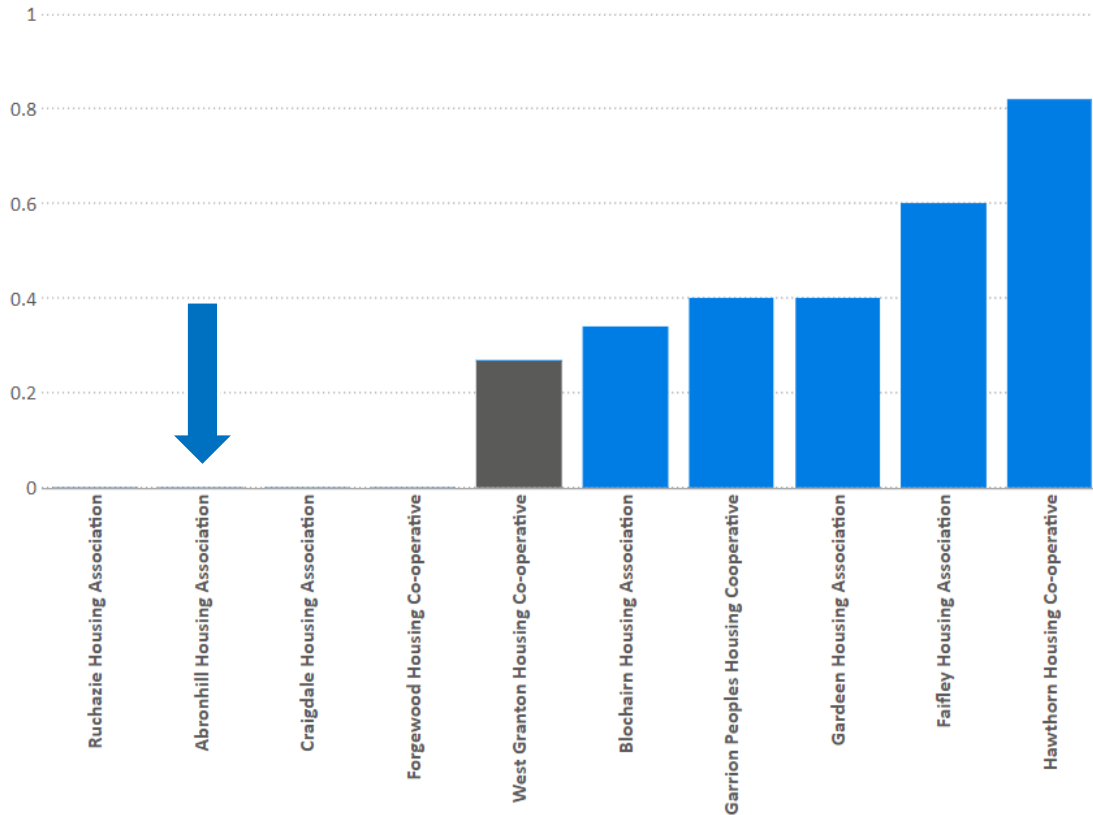
Tenancy sustainment (homeless)



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

%	2018/19	2019/20	2020/21
Abronhill HA	50.0	100.0	100.0
Peer Groups	94.8	88.9	97.2
All RSLs	89.3	89.2	90.7
National Average	87.9	88.1	90.2

Negatively Ending Tenancies



I22: Evictions

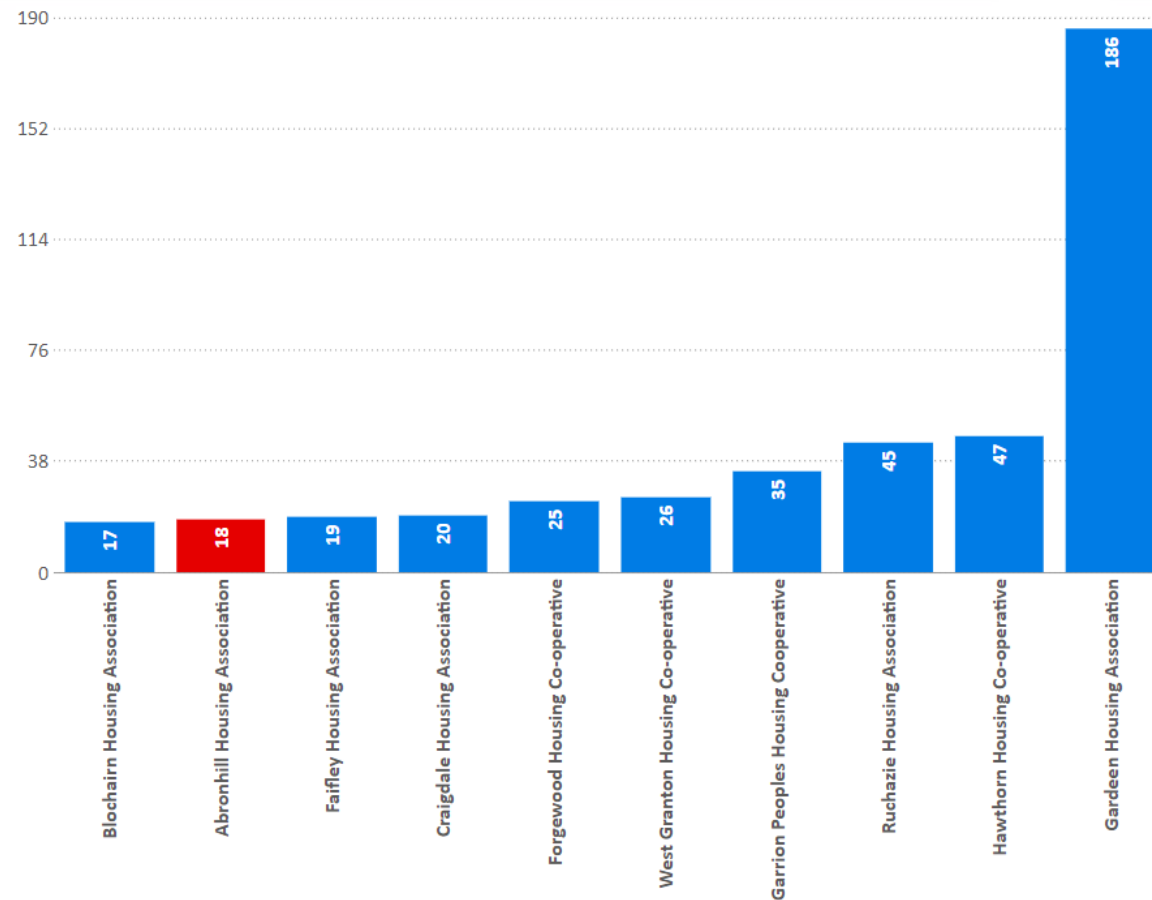
Evictions as a percentage of stock

%	2018/19	2019/20	2020/21
Abronhill HA	0.45	0.45	0.00
Peer Groups	0.21	0.09	0.03
All RSLs	0.33	0.27	0.03
National Average	0.39	0.31	0.02

C4: Abandonments as a percentage of stock.

%	2018/19	2019/20	2020/21
Abronhill HA	0.45	0.90	0.00
Peer Groups	0.31	0.53	0.28
All RSLs	0.56	0.54	0.36
National Average	0.60	0.57	0.36

Medical adaptations

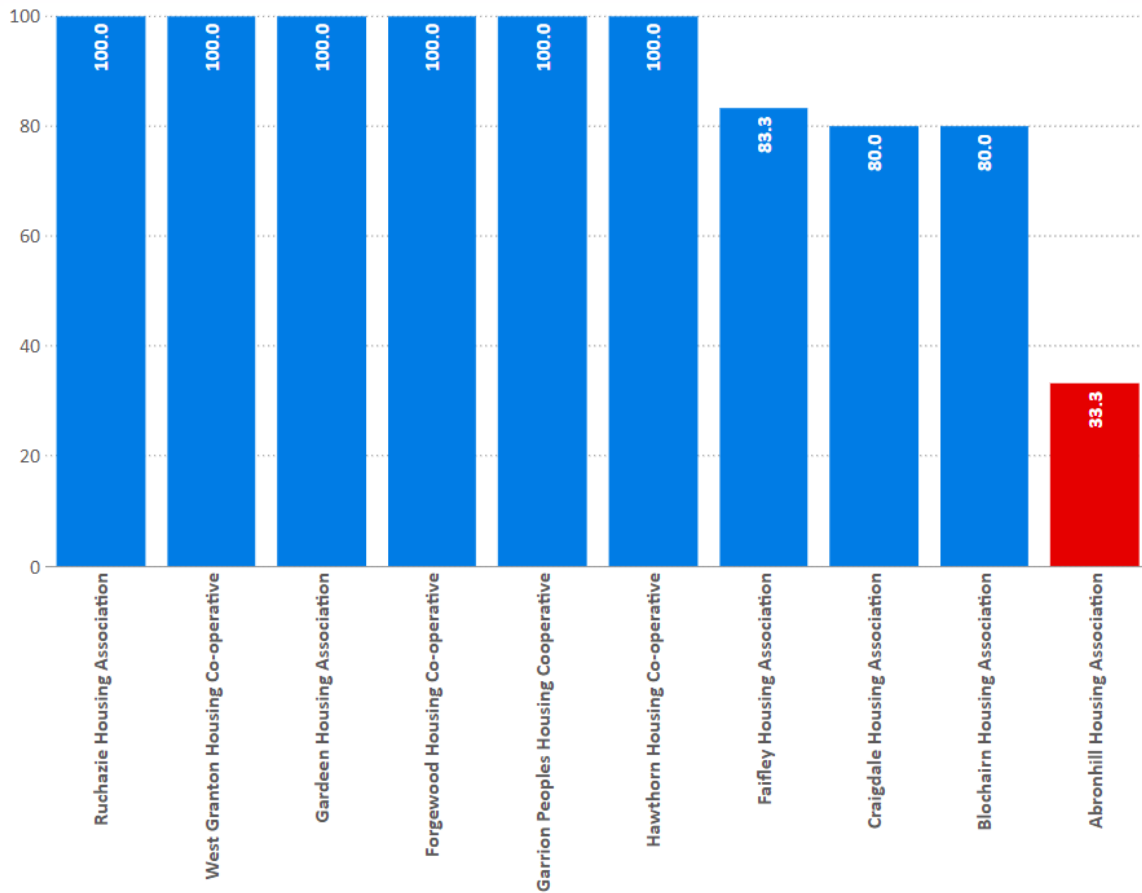


121: The average time to complete medical adaptations during the reporting year.

(Calendar Days)

	2018/19	2019/20	2020/21
Abrohill HA	20	16	18
Peer Groups	38	20	46
All RSLs	58	50	71
National Average	49	42	58

Medical adaptations



I19: Percentage of approved applications completed in year

(Calendar Days)

	2018/19	2019/20	2020/21
Abronhill HA	66.7	100.0	33.3
Peer Groups	100.0	87.9	93.7
All RSLs	83.7	82.2	75.9
National Average	84.7	83.9	69.9

Access

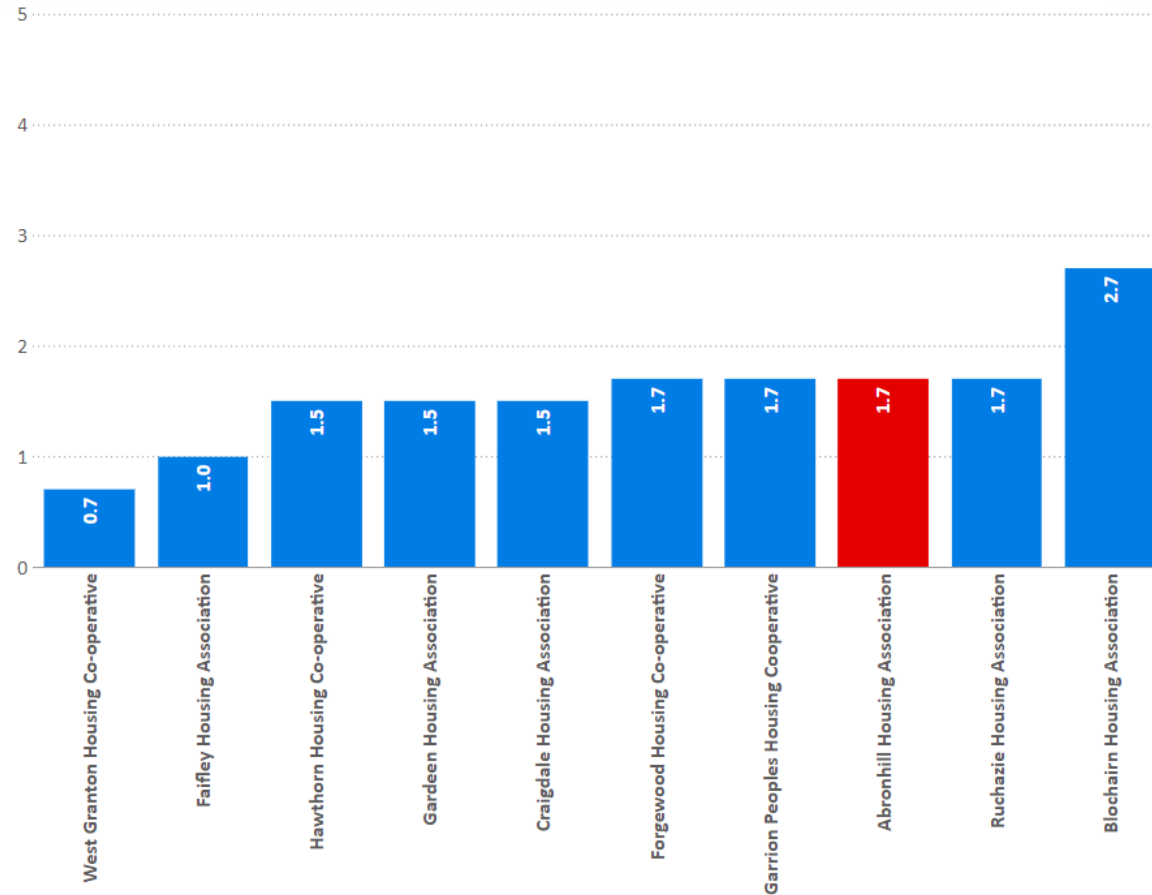
	Abronhill HA			Scotland		
	2019-20	2020-21	Changes 20-21	2019-20	2020-21	Changes 20-21
Offers refused	69.8	7.7	-62.1	34	33	-1
Sustainment	79.3	84.2	+3.9	89.1	90.7	+1.6
Vacancies	9.9	9.0	-0.9	8.4	7.0	-1.4
Percentage lets to homeless	26.3	20.8	-5.5	35	45	+10
Number of lets	19	24	+5	54,321	41,585	-12,736

	C2 Percentage of lets to homeless	I16 Percentage tenancies sustained	I16 Percentage tenancies sustained - homeless	I22 Number of evictions	C4.1 Properties abandoned	I21 Average days to complete approved adaptations	I19 Percentage of medical adaptations completed
2019-20	26.32	79.31	100.00	1	2	15.67	100.00
2020-21	20.83	84.21	100.00	0	0	18.00	33.33

Change in performance

Rents

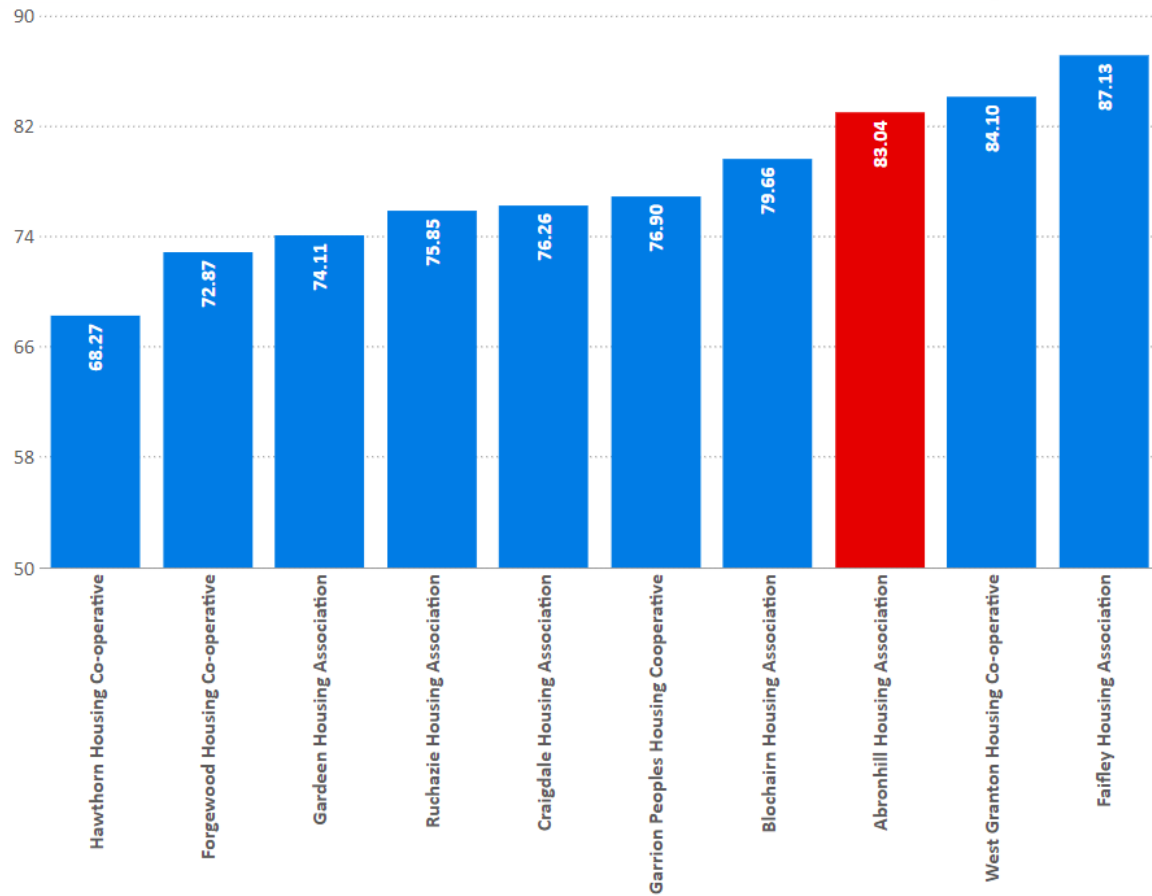
Rent increase



C5: Average change in weekly rent

%	2018/19	2019/20	2020/21
Abronhill HA	3.4	2.5	1.7
Peer Groups	3.1	2.4	1.6
All RSLs	3.0	2.4	1.2
National Average	3.0	2.5	1.2

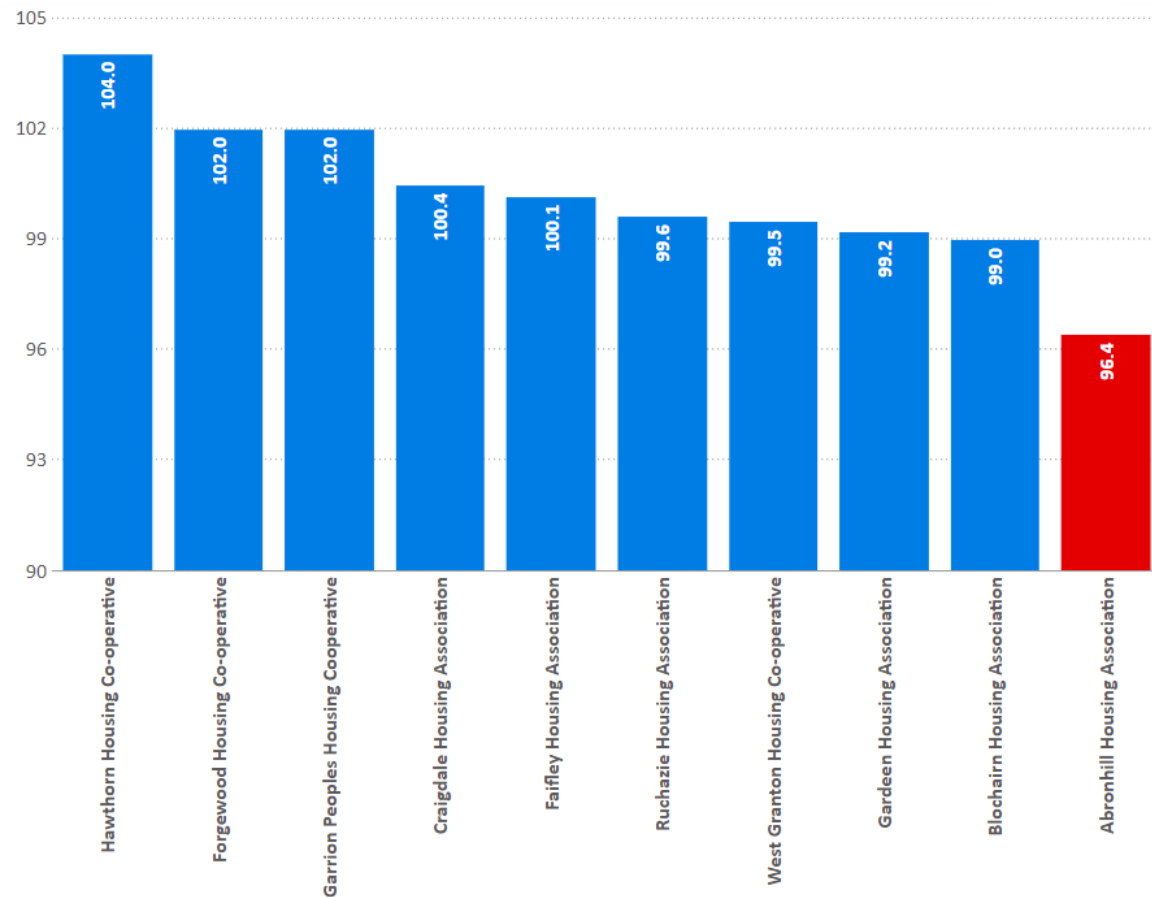
Average rent



C17: Average weekly rent
-3Apt

£	2018/19	2019/20	2020/21
Abronhill HA	78.40	80.91	83.04
Peer Groups	74.52	75.24	77.24
All RSLs	83.45	86.20	88.37
National Average	77.70	80.11	82.67

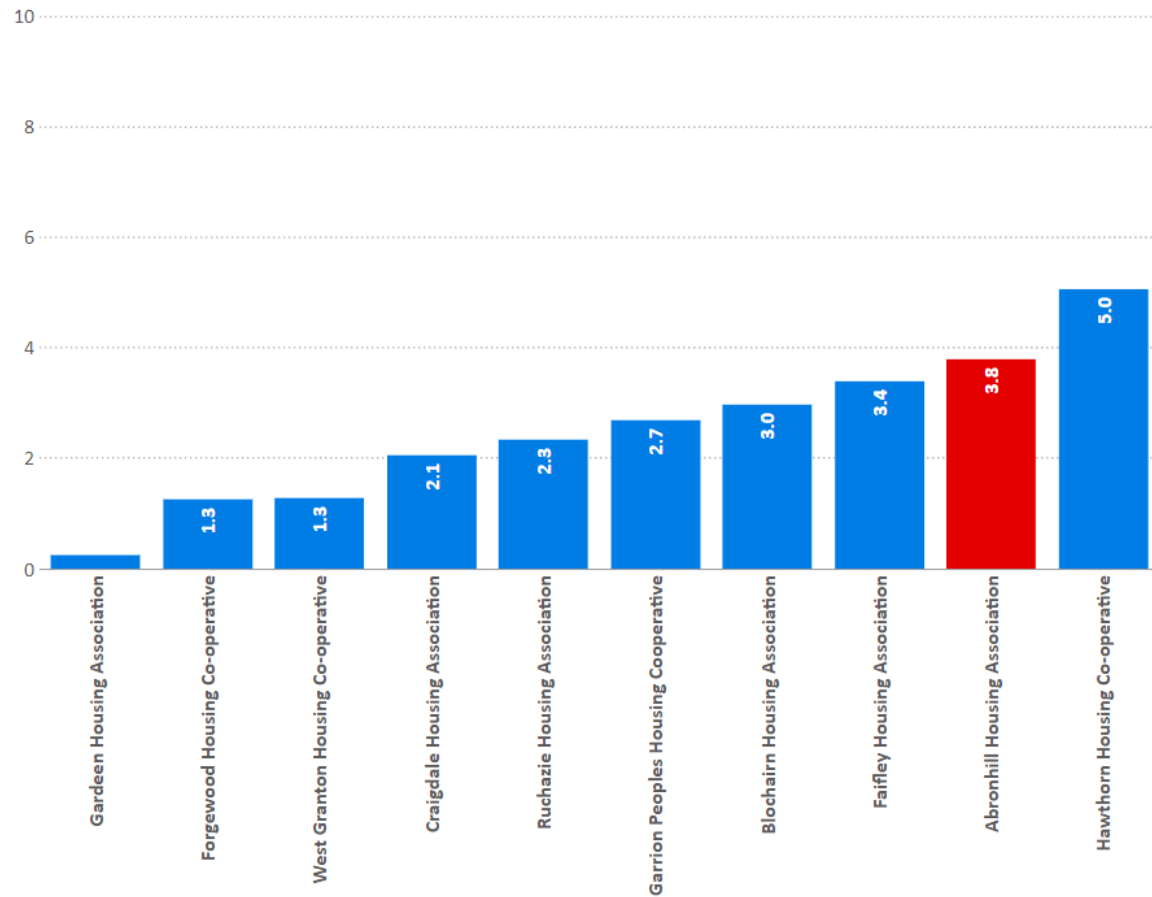
Rent collection



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

%	2018/19	2019/20	2020/21
Abrohill HA	99.8	98.7	96.4
Peer Groups	99.8	100.3	100.6
All RSLs	99.6	99.5	99.5
National Average	99.1	99.3	99.1

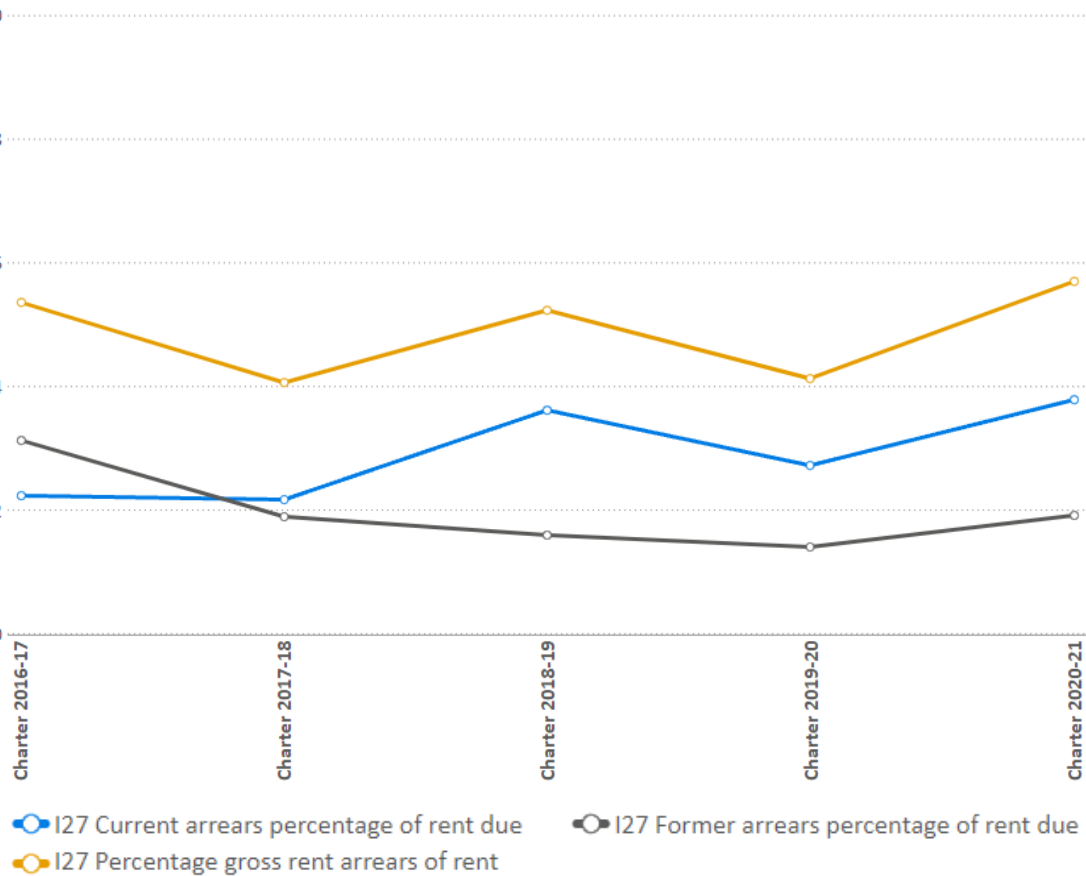
Arrears



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

%	2018/19	2019/20	2020/21
Abronhill HA	3.6	2.7	3.8
Peer Groups	1.9	2.6	2.4
All RSLs	2.8	3.0	3.0
National Average	3.6	3.8	4.3

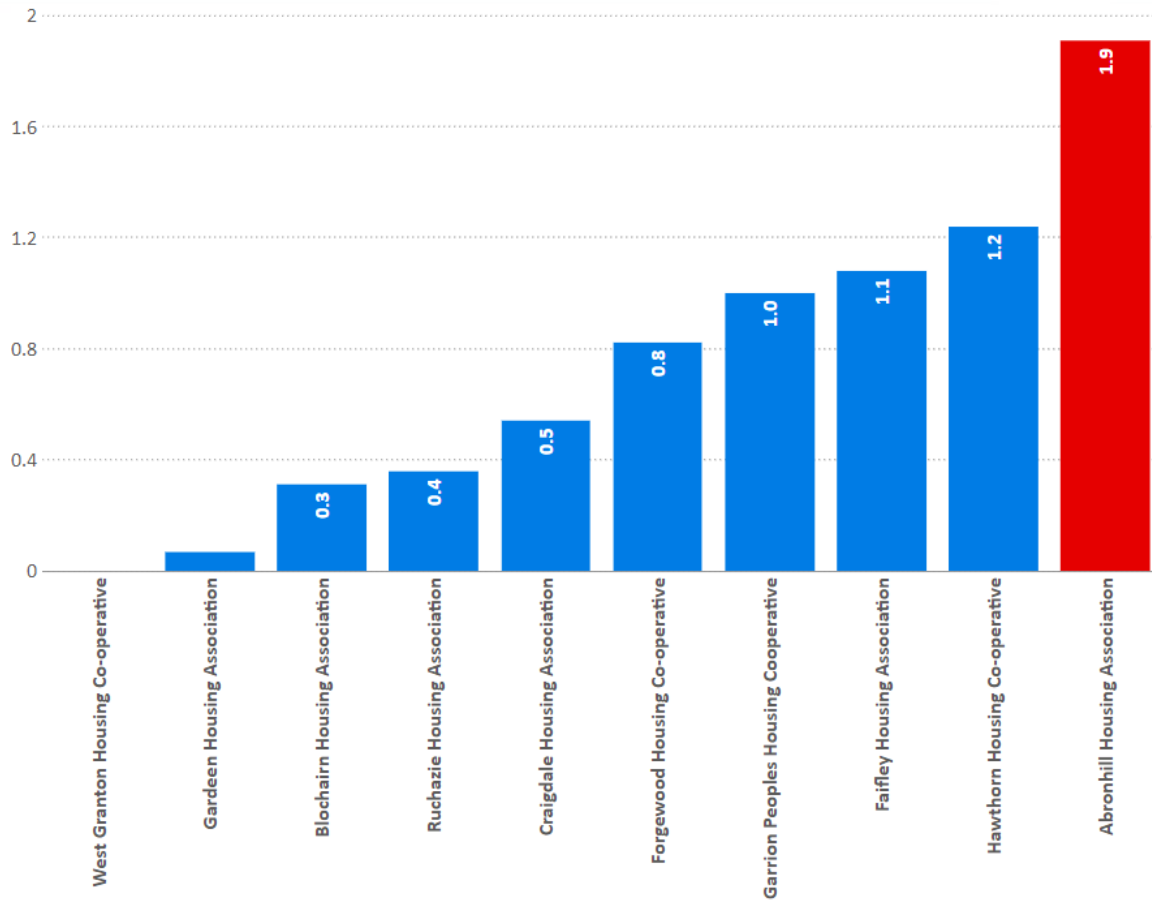
Arrears (trends)



I27: Gross Arrears trends

%	2018/19	2019/20	2020/21
Abronhill HA	5.2	4.1	5.7
Peer Groups	2.8	3.1	3.0
All RSLs	4.2	4.4	4.2
National Average	5.7	5.8	6.1

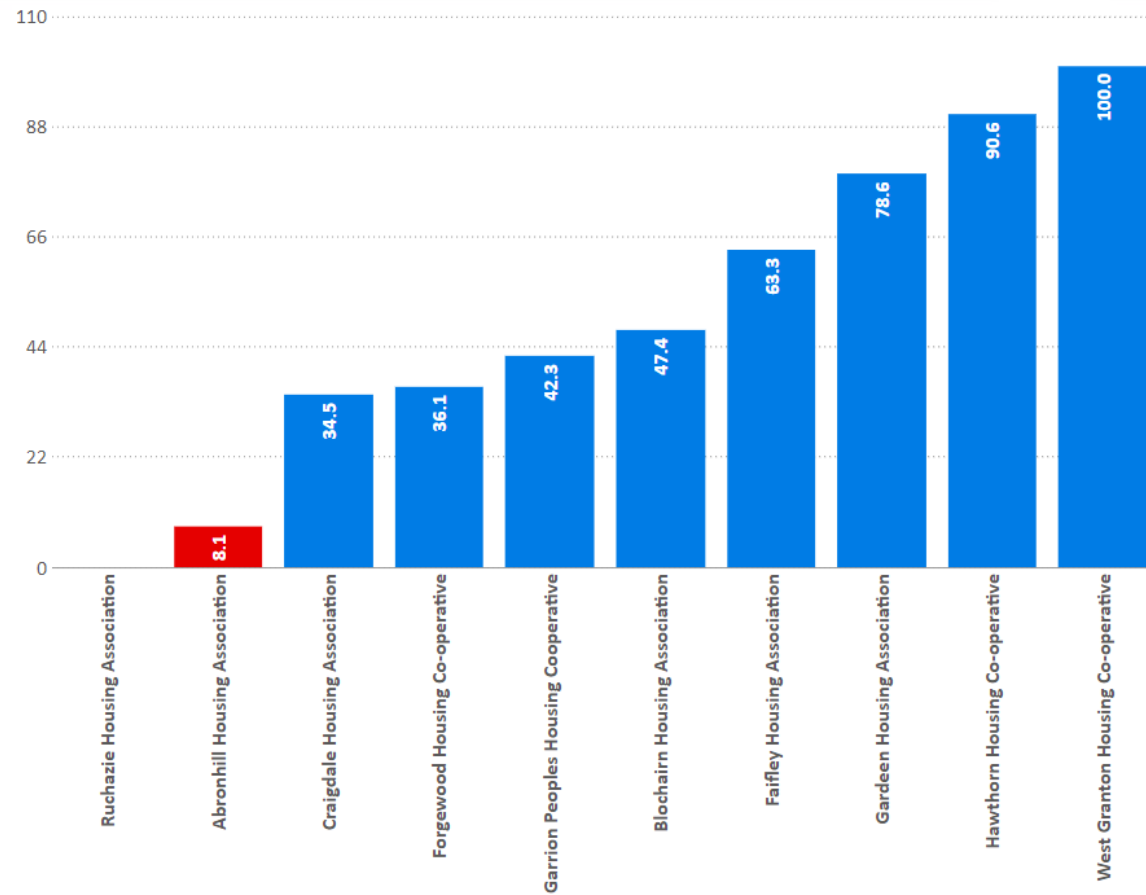
Former tenant arrears



I27: former tenants arrears as a percentage of gross rent due.

%	2018/19	2019/20	2020/21
Abrohill HA	1.6	1.4	1.9
Peer Groups	1.0	0.5	0.6
All RSLs	1.4	1.4	1.2
National Average	2.1	2.0	1.9

Arrears written off



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

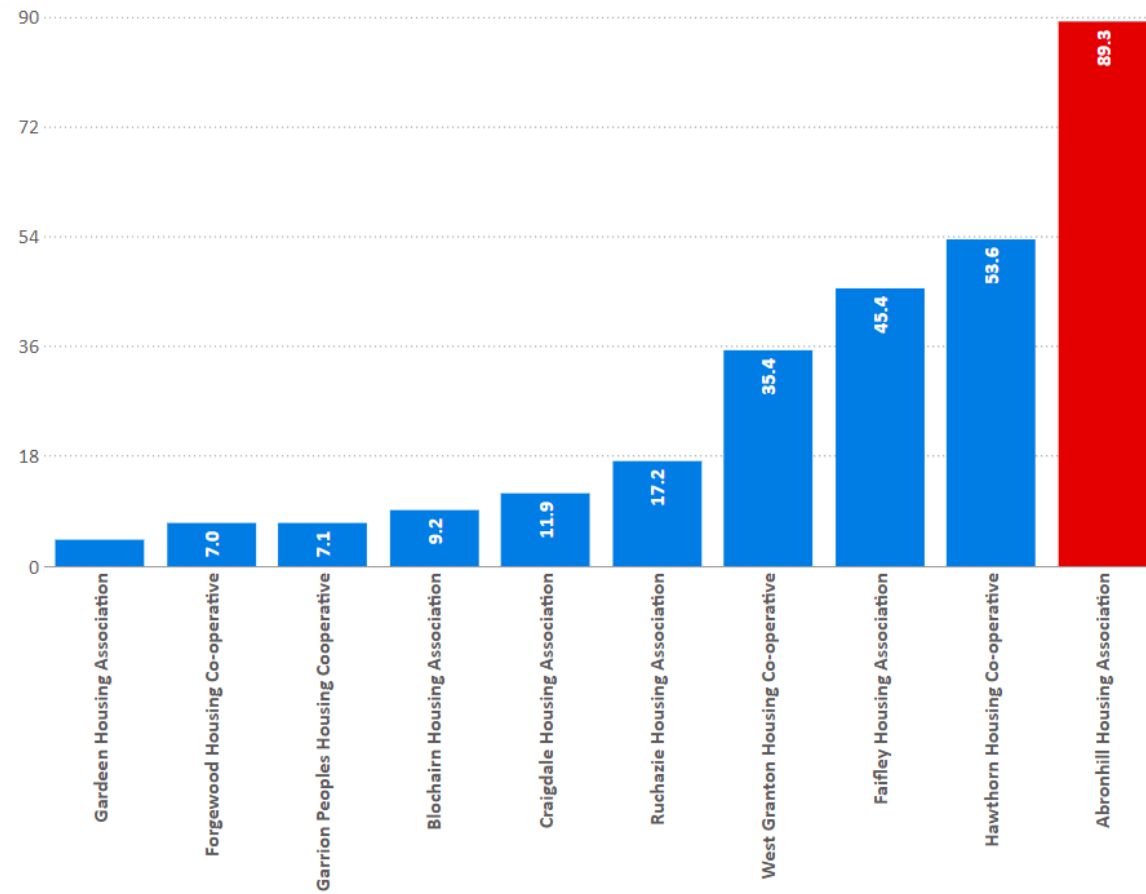
%	2018/19	2019/20	2020/21
Abronhill HA	46.9	0.0	8.1
Peer Groups	54.3	40.7	54.8
All RSLs	45.1	41.2	39.1
National Average	37.9	34.4	31.9

	C5 Percentage average weekly rent increase	C17 Average weekly rent - all	I26 Percentage collected of rent due	I27 Current arrears percentage of rent due	I27 Former arrears percentage of rent due	I27 Percentage gross rent arrears of rent due	C7 Percentage former tenant rent arrears written off
2019-20	2.50	82.64	98.72	2.71	1.41	4.12	0.00
2020-21	1.70	83.53	96.39	3.78	1.91	5.69	8.08

Change in performance

Voids

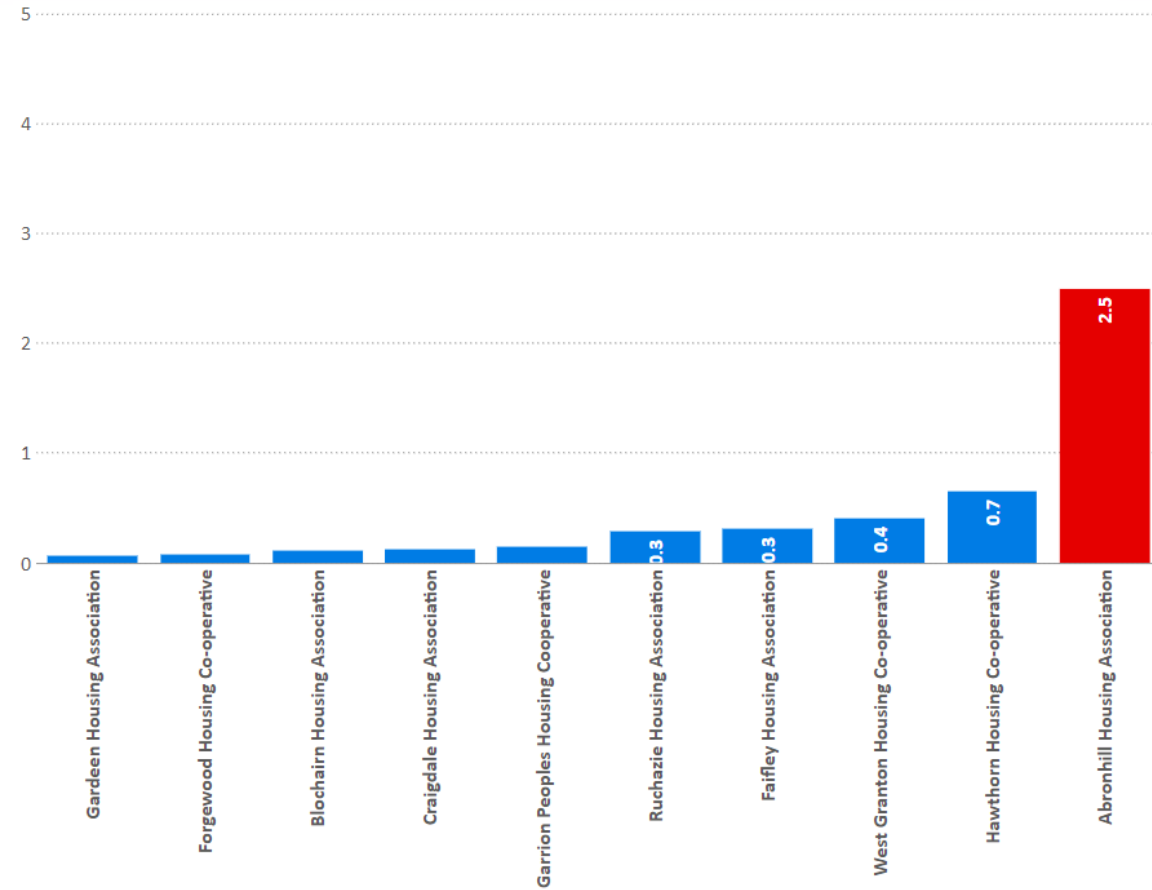
Relet times



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

%	2018/19	2019/20	2020/21
Abronhill HA	18.2	28.3	89.3
Peer Groups	11.2	14.1	21.3
All RSLs	29.5	27.2	55.0
National Average	31.9	31.5	56.3

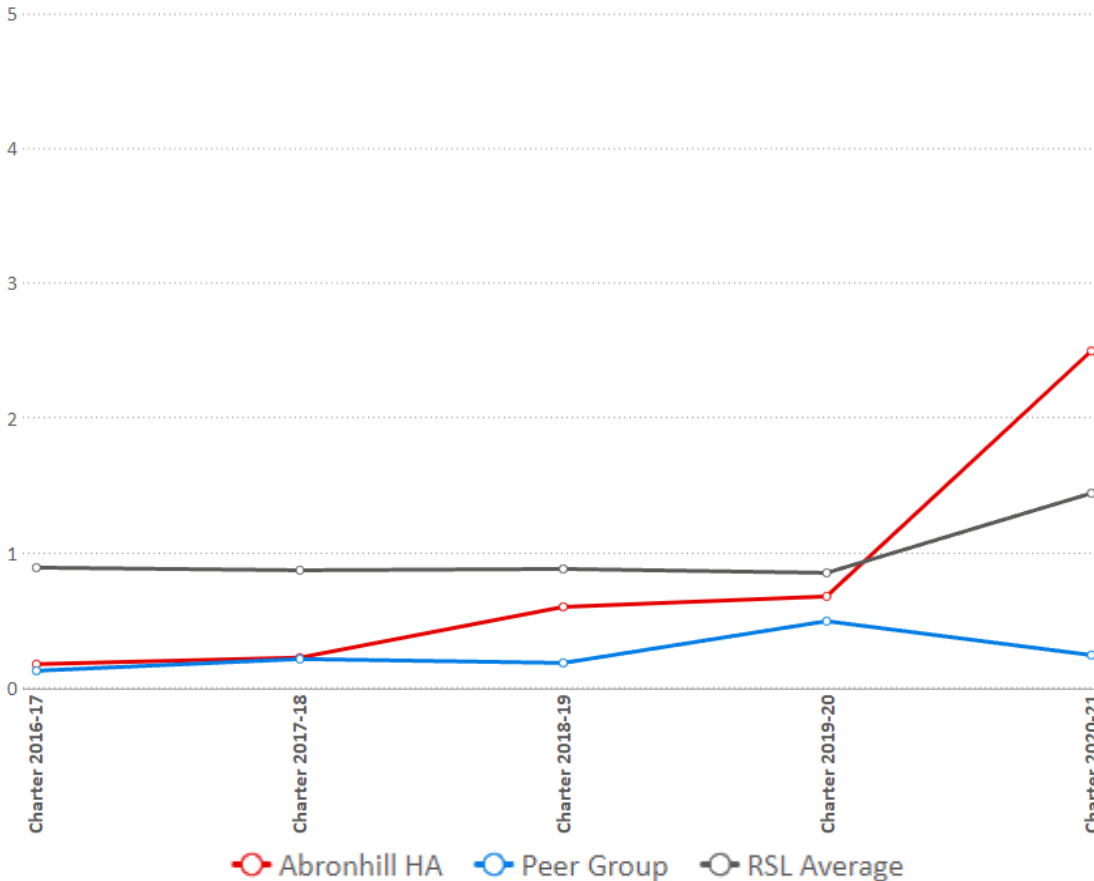
Void rent loss



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

%	2018/19	2019/20	2020/21
Abrohill HA	0.6	0.7	2.5
Peer Groups	0.2	0.5	0.2
All RSLs	0.9	0.9	1.4
National Average	0.9	0.9	1.4

Void rent loss (trends)



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

%	2018/19	2019/20	2020/21
Abronhill HA	0.6	0.7	2.5
Peer Groups	0.2	0.5	0.2
All RSLs	0.9	0.9	1.4
National Average	0.9	0.9	1.4

	I30 Average time to re-let properties	I18 Percentage of rent due lost through voids
2019-20	28.26	0.68
2020-21	89.29	2.50

Change in performance

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

	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
Abronhill Housing Association	92.7	96.7	97.4	57.2	2.0	6.8	90.0	92.3	100.0	1.7	83.04	83.53	96.4	2.5	89
Blochairn Housing Association	94.5	95.7	83.8	100.0	1.7	2.3	93.1	97.4	100.0	2.7	79.66	79.44	99.0	0.1	9
Faifley Housing Association	96.3	97.8	97.8	97.6	2.9	5.2	93.9	88.4	100.0	1	87.13	88.17	100.1	0.3	45
Gardeen Housing Association	98.0	98.0	98.0	100.0	1.7	5.0	94.5	97.1	100.0	1.5	74.11	77.1	99.2	0.1	4
Hawthorn Housing Co-operative	92.9	100.0	93.7	99.7	4.4	3.2	93.6	91.8	100.0	1.5	68.27	74.56	98.8	0.7	54
Ruchazie Housing Association	90.0	98.6	91.1	100.0	1.7	3.0	90.6	97.2	100.0	1.7	75.85	77.18	99.6	0.3	17
West Granton Housing Co-operative	98.5	100.0	98.5	90.3	2.4	4.7	97.2	100.0	96.7	0.7	84.1	87.05	99.5	0.4	35

Overall summary

Strengths

- * Zero negatively ending tenancies (evictions or abandonments) in 2020/1
- * 100% of homeless lets (three households) maintained their tenancies for at least twelve months
- * Adaptations completed in an average time of 18 days (RSL sector average = 71 days)
- * Only £1,509 of former tenant arrears written off

Areas for concern?

- * The challenges of EESSH and SHQS – 43% of stock not meeting at 31/3/21
- * 96.4% of rent collected, though £11,289 more than 2019/20
- * 84% tenancy sustainment (= three 'failed' tenancies) and particularly 9% stock turnover/contributes to...
- * 89 day void turnaround time and 2.5% void rent loss

Forums & Services

Forums

- Asset Management
- Homelessness and Housing Support
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny

Services

- Data Collection and Management
- Practice Exchange
- Private Sector Service
- Tools
 - Value for money model
 - Value for money of new build projects
 - Online self-assessment
- Training

Enhanced Service

- Data accuracy and validation services
- Business Plan Review and Performance Management Service



Scotland's Housing Network

First floor, 19 Haymarket Yards
Edinburgh
EH12 5BH

T: 0131 466 3710

E: info@scotlandshousingnetwork.org

W: www.scotlandshousingnetwork.org

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

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