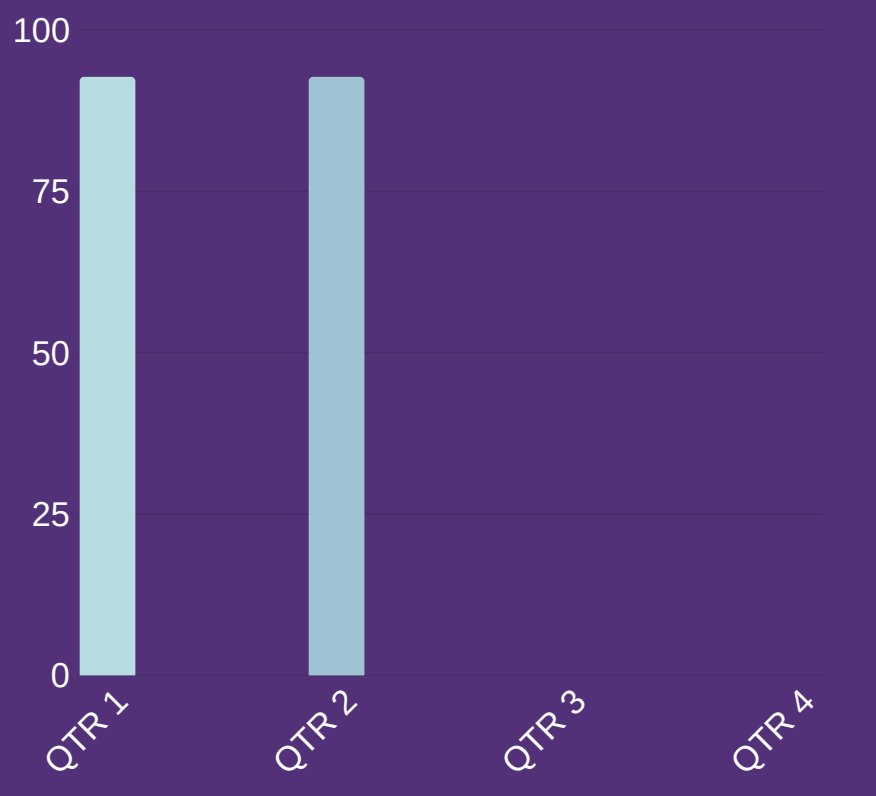
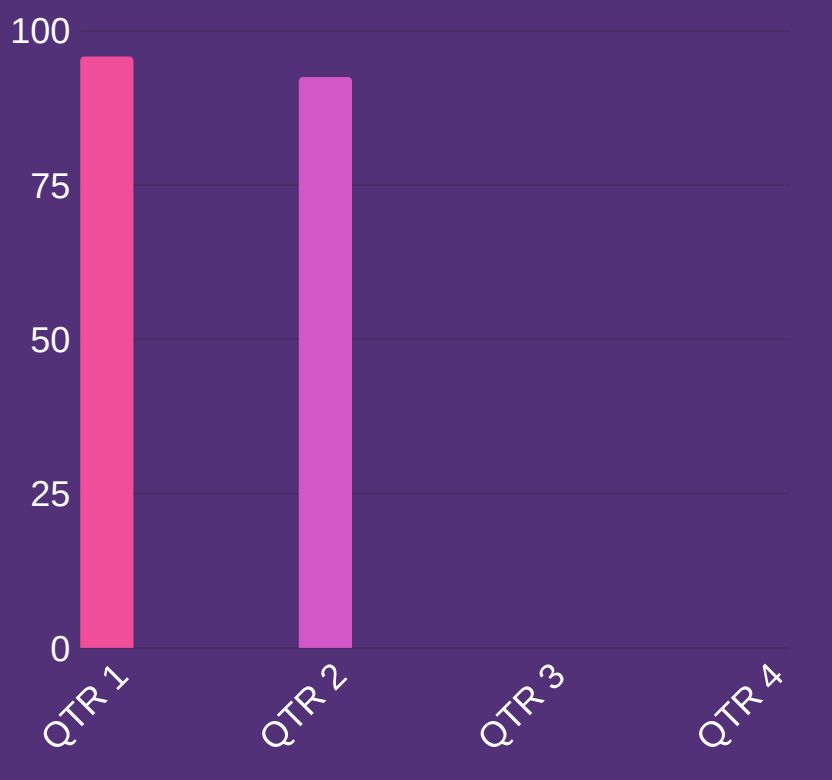


DELIVER OUTSTANDING SERVICE TO CUSTOMERS IN ALL OUR COMMUNITIES

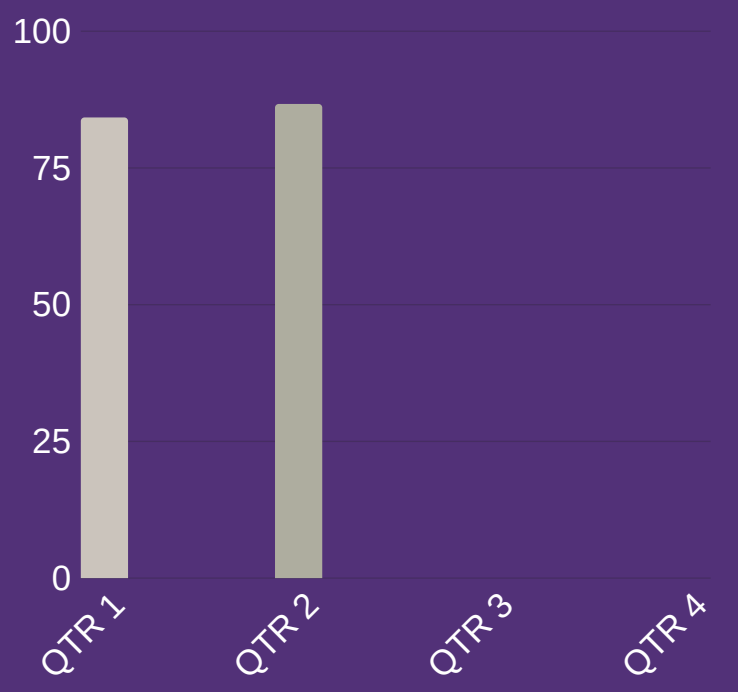
% of tenants satisfied with the overall service provided by WSHA



% Anti-social behaviour cases resolved within locally agreed target



Tenant Satisfaction with neighbourhood

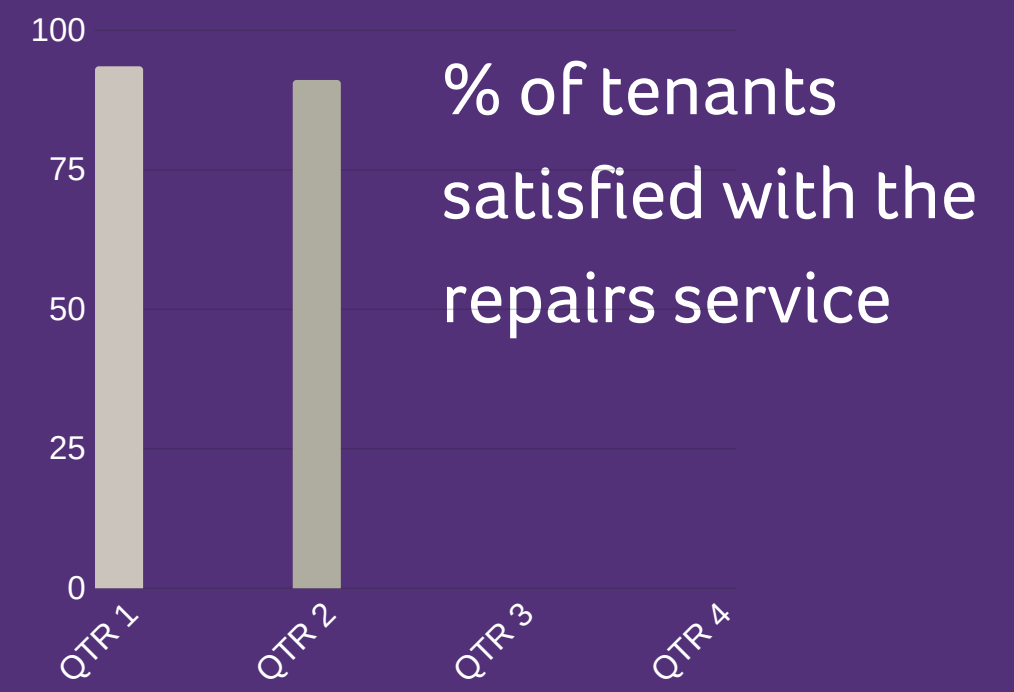
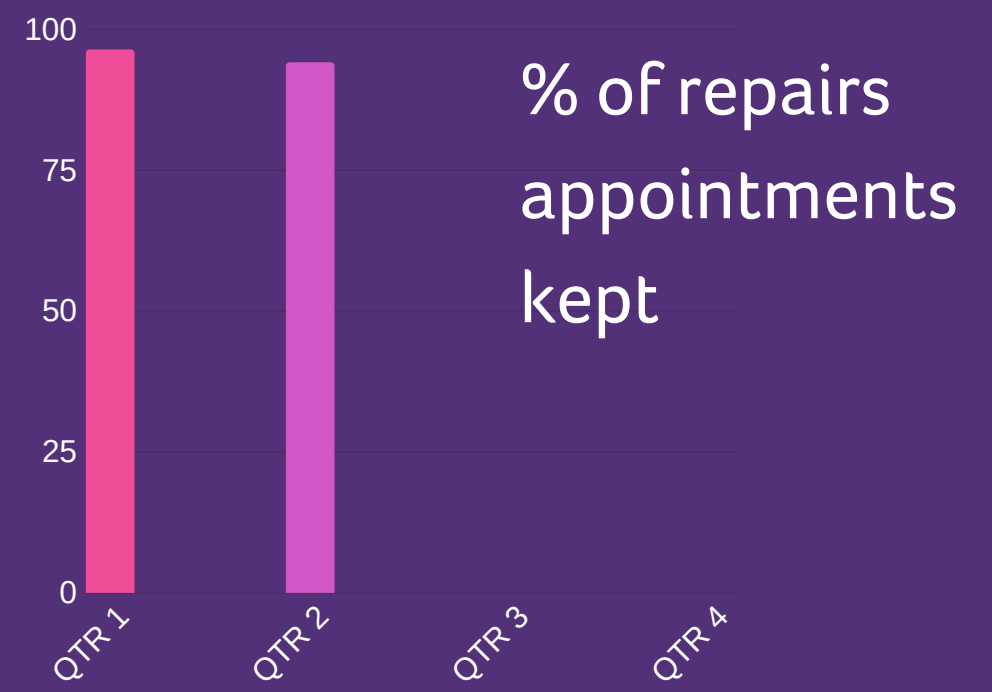


KEY PROGRESS

- Equalities Policy was approved by our Board in October 2019. Working group now taking forward action plan.
- We have continued to make progress with the provision of housing support services for our sheltered tenants. We now have retirement assistants based in all four Glasgow sites and a new service went live in October at Hill Road, Cumbernauld
- We have completed a review of our Customer Satisfaction Survey with our 2019 survey now complete and headline results are very positive.



ACTIVELY MANAGE OUR ASSETS AND DEVELOP NEW HOMES TO MEET LOCAL NEEDS



Average no. hours to complete emergency repairs

2.35 **2.66**
QTR 1 QTR 2

Average no. days to complete non - emergency repairs

3.72 **2.91**
QTR 1 QTR 2

KEY PROGRESS

- Progress is being made with our new developments in Barrowfield (Glasgow), Doonfoot (Ayrshire), Dalmarnock Station (Glasgow), Springfield Cross (Glasgow) and Dundashill (Glasgow).



WORK WITH OTHERS TO IMPROVE TENANTS' LIVES

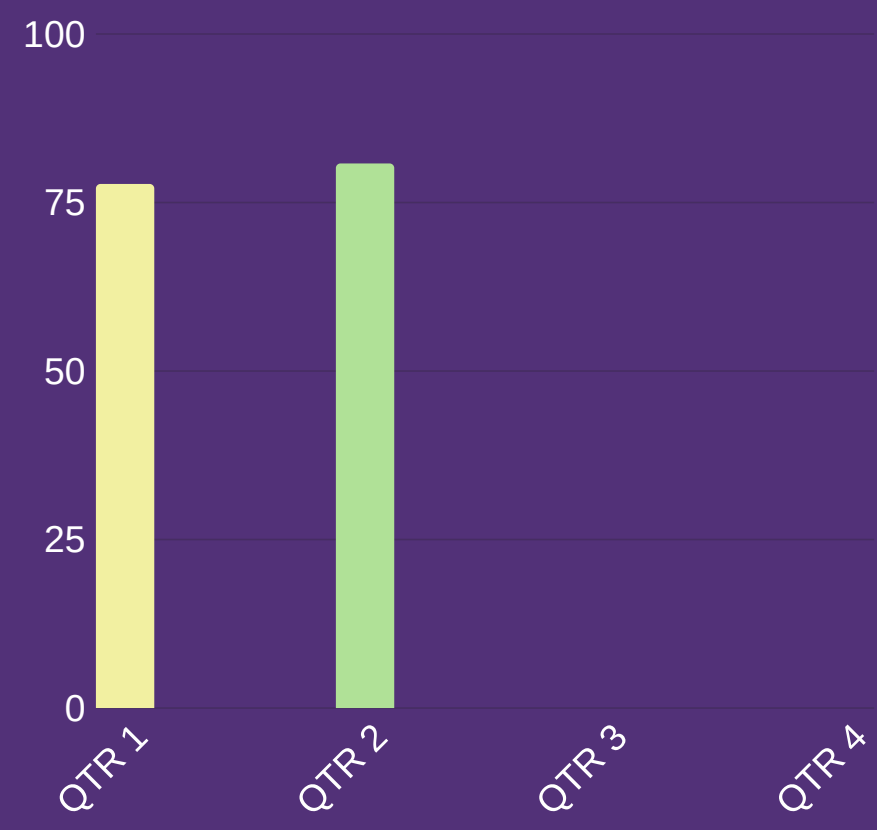
KEY PROGRESS

- We are implementing the Place Standard for Springburn and a consultation exercise is currently underway.
- We continue to deliver the priorities of our Tenant Engagement Strategy and work closely with our Tenants Advisory Group (TAG) on a number of key projects.

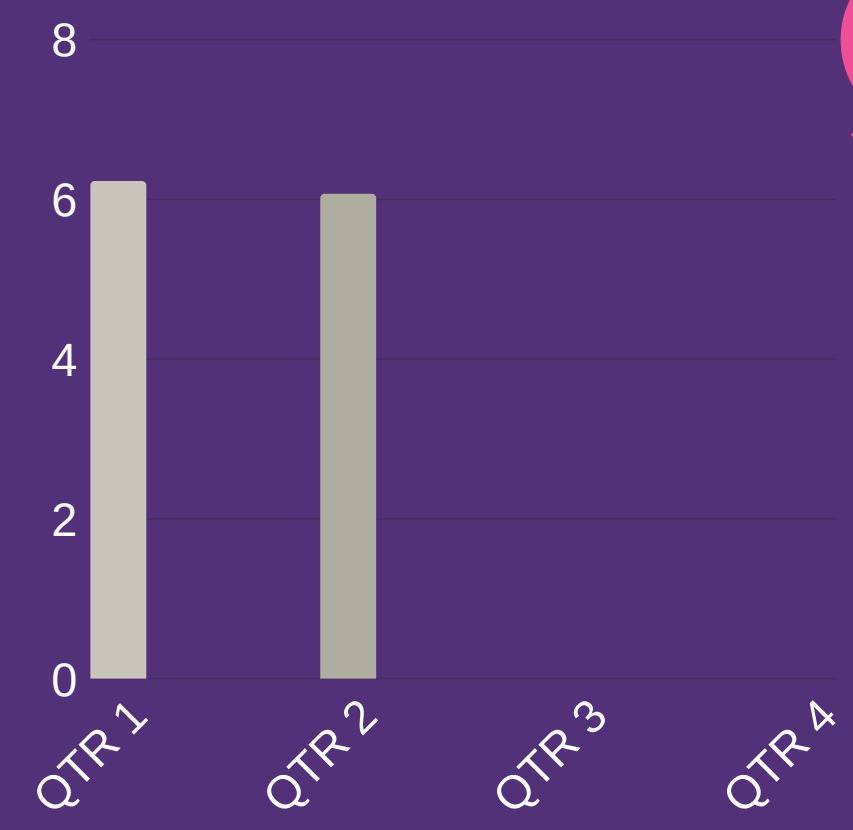


BE WELL GOVERNED AND FINANCIALLY STRONG

% of tenants who feel that their rent represents good value for money



Gross rent arrears as % of rent due



Average no. days to relet homes

33	31
QTR 1	QTR 2



KEY PROGRESS

- Completed review of Federal Structure with new Board Members being appointed at AGM in September.
- Assurance Statement submitted to Scottish Housing Regulator in November 2019.
- Project group established to consider operational detail of creating mid-market rent subsidiary.

BE THE BEST WE CAN BE FOR OUR STAFF AND CUSTOMERS

Average time in days for a response to Stage 1 complaint

3.45	3.67
QTR 1	QTR 2



KEY PROGRESS

- Work is ongoing to implement a number of key action plans that will support a positive staff culture. This includes the HR Strategy, Culture Change Action Plan and Training Programme. These action plans into one Organisational Improvement Plan which will take forward this strategic objective.