

# Housing you call home.

Read our  
full charter on  
[www.westscotland-housing-association.co.uk](http://www.westscotland-housing-association.co.uk)

***Welcome to the summary of our 2019/2020 Scottish Social Housing Charter and Annual Report. This report highlights how West of Scotland Housing Association (WSHA) performed in relation to the outcomes from the Scottish Housing Regulator.***

We must firstly acknowledge the challenges we have all faced as a result of the Coronavirus pandemic. Since the 18th March our staff have been working from home to deliver services, and on behalf of WSHA, the Board and Tenants Advisory Group we would like to take this opportunity to thank you for your patience and understanding during this time. This has been the biggest challenge that WSHA has faced in its' 55 year existence and we are proud of how staff have continued to provide vital services to tenants whilst also expanding the support we can provide. [You can find an overview of the support given to tenants here.](#)

We are pleased to see improvements in most areas which reflects our focus on improving services in key areas such as our repairs service. However, we recognise there are still improvements to be made and we have aimed to address these within our Corporate Business Plan 2020-2025 which outlines the key aims and objectives we aim to achieve by 2025. You can read more about the priorities for the upcoming year in this report.

On behalf of everyone at West of Scotland Housing Association,








*Ruth Simpson* (WSHA Chair)

*Lynn Clark* (Chair, Tenant Advisory Group)

## going further... homes



We are proud to provide a home for life and we are committed to providing high-quality, safe and affordable homes that you are proud to call your own.







	2019/20	2018/19	SHN Average
 Stock meeting the Scottish Housing Quality Standard	<b>96%</b>	96%	95%
 Tenants satisfied with the quality of their homes	<b>95%</b>	88%	88%
 Average time taken to complete emergency repairs	<b>2.47</b> hours	2.66 hours	3.77 hours
 Average time taken to complete non-emergency repairs	<b>4.43</b> days	4.36 days	6.60 days
 Repairs completed right first time	<b>88%</b>	86%	92%
 Tenants satisfied with the repairs service	<b>94%</b>	90%	92%
 Homes meeting EESSH	<b>97%</b>	97%	87%

## going further... value for money



Achieving value for money is important to us and we want to ensure we provide high-quality and cost efficient services that meet your aspirations.










	2019/20	2018/19	SHN Average
 Tenants who felt their rent represents good value for money	<b>88%</b>	74%	83%
 Rent lost through properties being empty	<b>0.72%</b>	0.52%	1.14%
 Average number of days to let a property	<b>28</b> days	27 days	33 days
 Rent collected from tenants as a % of total rent due	<b>99%</b>	99%	99%
 Rent arrears as % of due	<b>6.18%</b>	5.63%	6.14%
 Owners satisfied with factoring service	<b>72%</b>	56%	65%

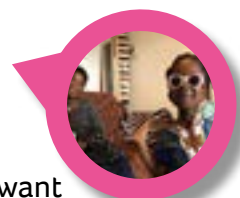
## going further... people





People are at the heart of everything we do, whether it is our tenants or staff. We are committed to looking at new and innovative ways to deliver services that reflect the needs of our tenants and customers.

	2019/20	2018/19	SHN Average
 Tenants satisfied with overall service	91%	91%	89%
 Tenants who feel we are good at keeping them informed about services and outcomes	99%	97%	91%
 Tenants satisfied with the opportunities given to them to participate in our decision making	100%	93%	87%
 New tenants sustaining tenancy for more than 12 months	92%	93%	89%
 No. of complaints received	Stage 1 – 174 Stage 2 – 52	139	-
 Complaints responded to within timescale	Stage 1 – 98% Stage 2 – 96%	120	97% 92%
 Average Time to respond to complaints	Stage 1 – 3.44 days Stage 2 – 14.6 days	-	Stage 1 – 5.41 days Stage 2 – 18.83 days

## going further... communities



A community to us is more than just building and managing affordable homes; it is about creating safe, socially inclusive, thriving, vibrant communities where tenants want to live. We want to ensure our tenants have access to training and employment opportunities, where tenants are supported to maximise their income, where they have improved health and wellbeing and feel good about their life.

	2019/20	2018/19	SHN Average
 Number of cases of anti-social behaviour resolved within locally agreed targets	95%	93%	94%
 Tenants satisfied with how we manage their neighbourhood	93%	90%	87%

# Housing you call home.

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