

How We're Performing

Performance Review 2017/18



Contents:

Section	Page
1 Our Performance	1
2 Your Performance Report	3
3 Our Relationship with You	4-5
4 Your Home	6-7
5 Your Tenancy	8
6 Your Community	9
7 Your Rent	10
8 How we spend a pound at Trust	11
9 How are we doing?	12

1 Our Performance



Our Performance

Each year we report on our performance against the Scottish Social Housing Charter outcomes. It shows us, and you, how we're doing compared to our peers and the Scottish average.

Overall satisfaction remains high, with 91% of our tenants satisfied with the overall service provided to them. Our ambition for growth is a key part of our plans and in 2017/18 we have secured new build opportunities in Torrance, Bishopbriggs and Duns. We are also continuing to develop and improve our services to make sure they meet our existing and future customers' needs.

We have invested £7m in our existing housing stock during the year and have successfully delivered our maintenance and investment programmes. Satisfaction with our overall repairs service has improved to 88% and 94% of our repairs were completed right first time.

Feeling safe and secure will always be an important figure for Trust to report on and it's one we're happy to say is very high, with 93% of tenants who feel safe and secure in their own home.

This is an exciting time for Trust as we begin to develop our goals and aspirations beyond our current Bright Future strategy. We want to build more new homes and continue to drive the organisation forward as a thriving sustainable business. Part of that ambition is to become an increasingly digital organisation so that we can provide wider customer choice, value for money for tenants and for our front-line staff ensuring they have more time to care.

Our Performance

As ever we welcome your feedback so that we can learn how to improve in everything we do. We have various ways of seeking views from our tenants, but I do welcome you contacting me directly – so please get in touch with any feedback or questions.



Rhona McLeod
Chief Executive

0131 444 4940
RMcLeod@trusha.org.uk



2 Your Performance Report



Your Performance report

This is our fifth edition of our annual performance report and our second as a 'digital as standard' publication.

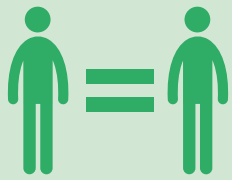
The content and design have been developed in partnership with our customers and its main purpose is to report on Trust's performance during 2017/18 against the Scottish Social Housing Charter.

The report also allows you to compare our performance against the previous year and against the Scottish Average.

- You can find out more about the [Scottish Social Housing Charter](#) and how our performance compares against all other Scottish social landlords at the [Scottish Housing Regulator's website](#) - www.scottishhousingregulator.gov.uk

If you would like a paper copy of this report, or in another format, please contact us (see contact details on page 11).

3 Our Relationship with You



Our Relationship with You

We are a very people focussed business and the relationship we have with our customers is our number one priority.

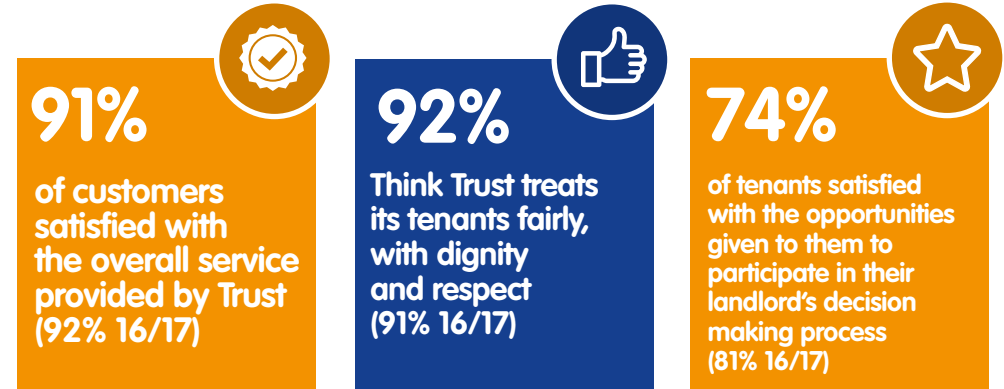
We always aim to provide the best possible customer experience and continuously try to improve the services we deliver to you, and free up staff from non-value added work so that they have even more time to care.

While we always aim to do our very best, we know that sometimes we get things wrong. We're truly sorry when something isn't up to the standard you expect, and we always aim to put things right as quickly as possible. We really value your feedback (for example via our satisfaction survey and complaints process) which helps us to learn and continue to improve our homes and services.

You can give us feedback, comment, or make a complaint about your experience of Trust on our website <https://www.trustha.org.uk/our-tenants/feedback-complaints/>



Our Relationship with You



Charter Performance %	2017/18	2016/17	Scottish Average
% of tenants who feel that their landlord is good at keeping them informed about services and decisions	88%	93%	92%
% Stage 1 complaints* resolved within timescale	96%	85%	86%
% Stage 2 complaints resolved within timescale	89%	64%	83%

*We follow a two stage complaints process, stage 1 covers more straightforward complaints and stage 2 are generally more complex.

4 Your Home



Your Home

We care about the quality of your home and we invest in all our homes every year through our annual investment programme to make sure, as a minimum, they meet the Scottish Housing Quality Standard (SHQS).

Our investment programme works on a continuous cycle which includes replacing kitchens, bathrooms and windows, as well as upgrading fire alarms and warden call systems.

We invested around £7 million during 2017/18, which included:

- 106 bathroom replacements
- 171 new kitchens
- 171 fire alarm upgrades
- 130 warden call replacements
- 6 lift replacements servicing 160 properties
- External decoration to 22 developments covering 381 properties
- Internal decoration to 13 developments covering 334 properties

In addition to our investment programme, we carry out responsive repairs to our homes throughout the year to make sure they are well maintained. We also carry out responsive repairs to our vacant properties to make sure they are at the expected standard when someone moves into their new home with Trust. Last year we completed a total of 12,501 responsive repairs (both emergency and non-emergency repairs).

Your Home



Charter Performance

	2017/18	2016/17	Scottish Average
% Repairs complete right first time	94%	95%	92%
% of new tenants satisfied with the standard of their home when moving in	94%	97%	90%
Average length of time taken to complete non-emergency repairs (days)	6.3	5.6	6.4
% of tenants satisfied with the repairs services	88%	86%	92%

5 Your Tenancy



Your Tenancy

We aim to let our vacant homes to the right applicant, at the right time, in the right condition as quickly as possible.

Our homes are let on a needs basis, using a points system, so we prioritise those in the highest need. It is important to us that applicants can make informed choices, so we allocate the right property at the right time.

From application to moving in we aim to make sure you have all the information you need to make informed choices and decisions about the housing and support that is right for you. We will help you to remain in your home throughout your time with Trust through our range of services and support - provided directly by Trust and other organisations.

426

Number of lets during the reporting year (449 16/17)



18%

Percentage of stock that became vacant in the last year (18% 16/17)



Charter Performance

	2017/18	2016/17	Scottish Average
Average time to re-let properties (days)	56.0	52.5	30.7
% of new tenancies sustained for more than 1 year	79%	82%	89%

6 Your Community



Your Community

We know from your feedback that feeling safe and secure in your home and community is vitally important to you.

We always aim to help our tenants live in well-maintained neighbourhoods and work hard to respond to local matters and concerns. We understand that overgrown gardens, bulk waste being dumped, and litter can alter the appearance of your locality.

To stop this from happening our staff carry out regular inspections and address issues where possible. We also take cases of anti-social behaviour very seriously and try to address them as quickly as possible.

88%

of tenants satisfied with the management of the neighbourhood they live in (88% 16/17)



Charter Performance

	2017/18	2016/17	Scottish Average
% of anti-social behaviour cases reported in the last year which were resolved within locally agreed timescales	97%	95%	88%
% of tenants who feel safe and secure in their own home	93%	98%	N/A

7 Your Rent



Your Rent

We aim to provide the best possible value for money to all our tenants and keep your rents affordable.

We are always looking at new ways to get better value for every £1 of rental income and over the 2017/18 period we've put some new measures in place to make sure we continue to achieve this.

This included establishing Team 13 - a new group of tenants who will work with staff to ensure Trust is continually delivering value for money to tenants for their rent and service charges.



Charter Performance

% of customers who feel that the rent they pay is value for money

Rent increase

	2017/18	2016/17	Scottish Average
% of customers who feel that the rent they pay is value for money	84%	86%	83%
Rent increase	3.5%	3.0%	3.2%

8 How we spend a pound at Trust

How we spend a pound at Trust

How we spend a £1

Employee wages and overheads	40p
Repairs	29p
Housing Support	11p
Landlord services (service charges)	9p
Care at home	7p
Loan charges	4p

How our income is made up

Rent	67p
Landlord Services*	15p
Housing Support	10p
Care	7p
Other	1p

*Charges for landlord services cover a variety of areas, including garden maintenance and communal cleaning.

9 How are we doing?

Tell us what you think with our short survey

<https://www.surveymonkey.co.uk/r/PTGRHR3>

or there are a number of ways you can contact us including:

- By email info@trustha.org.uk
- By phone 0131 444 1200
- Speak to your local staff
- Write to us, 12 New Mart Road, Edinburgh, EH14 1RL
- Via Twitter or Facebook  [trust_housing](#)  [trust housing](#)

We would be particularly interested to hear your view on moving the annual Performance Review from paper to digital as standard.

Want to get involved?

There are many ways to get involved and shape and influence the services you receive and decisions we make. If you would like to find out more speak to our Customer Engagement Officer, Katrina Hamilton, by email khamilton2@trustha.org.uk or phone **0131 444 4956**

Would you like to know more?

If you would like to know more about the Charter or how Trust's performance compares with other social landlords the websites below will give you more information:

Trust – www.trustha.org.uk

Scottish Government – <https://beta.gov.scot/publications/scottish-social-housing-charter-april-2017/>

Scottish Housing Regulator – www.scottishhousingregulator.gov.uk

trust

Version Date 10/2018

Trust Housing Association Limited is a Registered Scottish Charity No. SC009086
Registered by The Scottish Housing Regulator HEP 143
Registered under the Co-operative and Community Benefit Societies Act 2014,
No. 1778R(S)

