

Annual Landlord Report

The following information is a summary of Linthouse Housing Association's (LHA) Annual Return on the Charter performance during 2019/2020. Each year we issue tenants with a performance report outlining how we have performed against each of the Scottish Housing Charter standards and outcomes set by the Scottish Housing Regulator. This year we have decided to include this information in our Autumn/Winter newsletter.

What is the Charter?

The Scottish Social Housing Charter provides a framework outlining the areas of performance which all housing associations or registered social landlords (RSLs) and local authorities in Scotland should be focussing on to make improvements for their tenants and other customers through the housing services they provide.

Results

As you can see from our results, we are pleased to have made improvements in most areas of the services that we provide. We feel that this has been due to the staff's continued focus and commitment to providing the best service possible for Linthouse residents. Despite this we recognise that there are always areas where improvements can be made and we aim to address these within our Business Plan and the ongoing work being carried out, some of which you can read about in the newsletter.

ANNUAL LANDLORD REPORT

1. Your Home

We are committed to providing high-quality, safe and affordable homes. We made changes in our staff structure so that our Asset Management Team can focus solely on our repairs and maintenance service to improve the quality of your home, in addition to building new homes for rent:

	2019/20	2018/19	Scottish (RSL) Average 2019/20
 Average time taken to complete emergency repairs	2.5 hours	3.7 hours	2.7 hours
 Average time taken to complete non-emergency repairs	4.8 days	4.1 days	5.7 days
 Repairs completed right first time	91.0%	93.3%	92.8%
 Tenants satisfied with the repairs service	89.0%	87.2%	91.7%
 Tenants satisfied with the quality of their homes	80.1%	78.0%	88.4%
 Stock meeting the Scottish Housing Quality Standard (SHQS)	70.6%	85.0%	93.8%
 Homes meeting Energy Efficiency Standard for Social Housing (ESSH)	67.1%	64.3%	90.9%

2. Value for money

We continually strive to achieve value for money to ensure we provide the most cost efficient and high quality services to meet individual needs and aspirations.

	2019/20	2018/19	Scottish (RSL) Average 2019/20
 Tenants who felt their rent represents good value for money	89.7%	88.7%	83.5%
 Rent lost through properties being empty	0.6%	0.9%	0.9%
 Average number of days to let a property	18 days	26 days	26 days
 Rent collected from tenants as a % of total rent due	99.7%	99.9%	99.3%
 Rent arrears as % of due	8.4%	7.8%	4.4%
 Owners satisfied with factoring service	75.0%	75.0%	68.1%

3. Our Customers

Our customers are at the heart of everything we do and we are committed to ensuring they are involved in the decision making process and in finding new ways to deliver services that reflect customers needs.

	2019/20	2018/19	Scottish (RSL) Average 2019/20
Tenants satisfied with overall service	92.0%	90.3%	90.5%
Tenants who feel we are good at keeping them informed about services and outcomes	95.2%	94.8%	93.1%
Tenants satisfied with the opportunities given to them to participate in our decision making	95.2%	94.8%	88.6%
No. of complaints received	Stage 1: 92 Stage 2: 11	Stage 1: 63 Stage 2: 7	Stage 1: 144 Stage 2: 20
Complaints responded to within timescale	Stage 1: 98.1% Stage 2: 81.8%	Stage 1: 92.1% Stage 2: 85.7%	Stage 1: 98.6% Stage 2: 94.2%
Average time to respond to complaints	Stage 1: 3.8 days Stage 2: 21.7 days		Stage 1: 3.3 days Stage 2: 16.0days

4. Communities

Community is at the heart of everything we do. This is more than just building and managing affordable homes; it is about achieving our long term vision which is the creation and sustainment of lasting, unique, vibrant homes in stable, popular and ambitious urban communities. We aim to provide a range of services that supports the local community to feel safe and secure in their homes and good about the area where they live.

	2019/20	2018/19	Scottish (RSL) Average 2019/20
Number of cases of anti-social behaviour resolved within locally agreed targets	98.7%	92.4%	94.9%
Tenants satisfied with how we manage their neighbourhood	83.7%	84.5%	87.8%

Areas for Improvement

Whilst we strive to improve our performance in all areas of the service we provide, this year there is a particular focus on:

- **Gross Rent Arrears:** The Customer Service and Welfare Rights Teams will continue to focus on income maximisation to make tenants claim for any benefits they are entitled to for helping to pay rent and to minimise arrears. We know this is of particular importance due to the impact Covid 19 will have on our tenants' income.
- **Complaints:** All staff are receiving further training on complaints handling procedures.
- **SHQS & EESSH:** The Asset Management Team will continue to focus on planned maintenance and upgrade of LHA stock.

If you would like a copy of our full Annual Return on the Charter performance figures, please contact Yvonne Rooney, Head of Business Support on the usual phone number or email at [yvonneerooney@linthouseha.com](mailto:yvonnerooney@linthouseha.com).

The Annual Assurance Statement

Every year our Management Committee has to submit a statement to the Scottish Housing Regulator to confirm that they receive enough information and evidence from staff to feel assured that LHA complies with all of our regulatory and legal requirements. This year the statement confirmed that the committee are assured we meet all of our regulatory and legal requirements except for when we were unable to carry out some of our gas safety inspections in tenants homes during the coronavirus lockdown.

We are now back on track with carrying out inspections but would ask all tenants to make sure they respond to staff when they are trying to arrange a gas inspection and let us know if there are any issues to ensure everyone is kept safe.

The Annual Assurance Statement was approved at the Management Committee meeting held 27th October 2020 before being submitted to the Scottish Housing Regulator. You can view the full Annual Assurance Statement on our website at www.linthouseha.com.