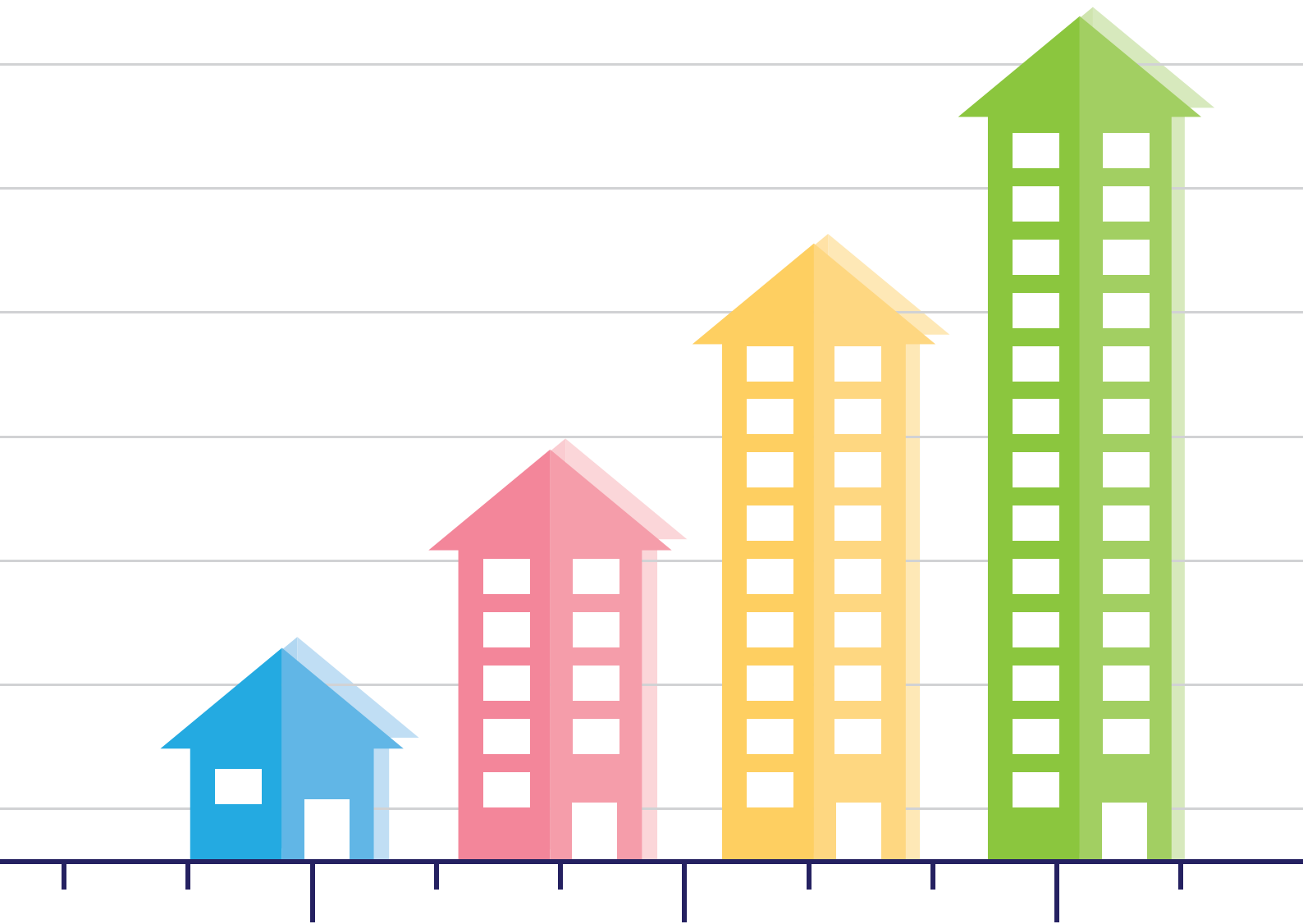


Report on the Scottish Social Housing Charter 2014



Southside
HOUSING ASSOCIATION



Southside Housing Association is regulated by the Scottish Housing Regulator (SHR). The SHR is accountable to the Scottish Parliament. The Scottish Housing Charter was introduced in 2014 and sets out the standards and outcomes that each housing association should achieve. Starting in 2014, the SHR requires Southside Housing Association to report on its performance against the Charter each year.

The Charter submission made by each regulated housing association is extensive and the full details can be accessed on the SHR website (<http://www.scottishhousingregulator.gov.uk/>). This report concentrates on the 18 performance areas that were identified as being most important to tenants by the SHR. In addition the SHR website has an excellent interactive facility which allows you to compare Southside H.A.'s performance with any other housing association in Scotland. For the purposes of this report we have used the Scottish average as the key comparison against Southside's performance.

Homes and rents

At 31 March 2014 Southside Housing Association owned 2,105 homes. The total rent due to Southside Housing Association for the year was £7,744,560. Last year Southside Housing Association increased its weekly rent on average by 3.30% from the previous year; this increase was lower than the Scottish average of 3.6%.

Average weekly rents

Size of home	Number owned	Southside HA	Scottish average	Difference
1 apartment	117	£60.58	£59.56	1.7%
2 apartment	913	£76.15	£65.18	16.8%
3 apartment	523	£82.79	£67.19	23.2%
4 apartment	520	£96.30	£73.07	31.8%
5 apartment	32	£95.06	£81.68	16.4%

Comment and Action

Southside HA rents are higher than many other housing associations.

A number of factors distort the comparison of rents with other housing associations. Our traditional tenement stock compares favourably with the Scottish average e.g a one bedroom flat in Pollokshaws Road is £69.17 per week versus a Scottish average of £68.18. Moreover SHA rent levels include service charges whereas the Scottish average figures do not. However many of the properties that transferred from Glasgow Housing Association have higher than average rents. For instance a one bedroom property in a "mini multi" in Pollokshields or Cardonald has a rent of £75.58.

Some characteristics of these properties such as the concierge service or lifts are expensive and have an impact on rent levels. However some of the reasons for the disparity are not clear and will relate to rent setting decisions in past years by GCC and GHA. There are also some distortions such as the 220 three bedroom properties in Moss Heights which have a heating charge included in the rent. This will change in 2014.

We have tried to address the disparity in rents by holding annual rent increases below the Scottish average. In addition we have this year appointed



an external specialist to review our rent structure and advise on long term options for removing some of the anomalies and advise on moving to a more consistent rent structure.

We have also introduced a range of efficiencies to reduce costs and we will consult further with tenants in the higher rent properties.

Tenant satisfaction



Of the tenants who responded to Southside's most recent tenant satisfaction survey:



▲ **88.1%** said they were satisfied with the **overall service** Southside provided, compared to the Scottish average of 87.8%.

▲ **90.8%** felt Southside was good at **keeping them informed** about its services and outcomes, compared to the Scottish average of 88.9%.

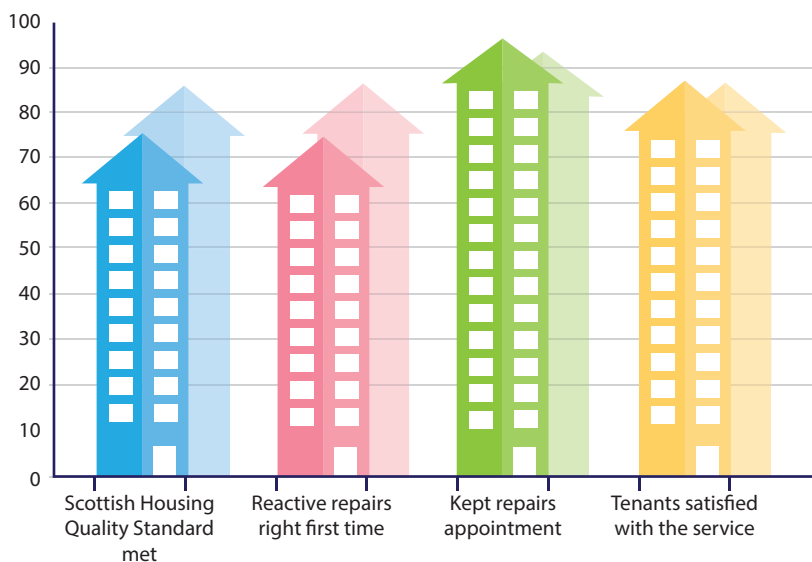
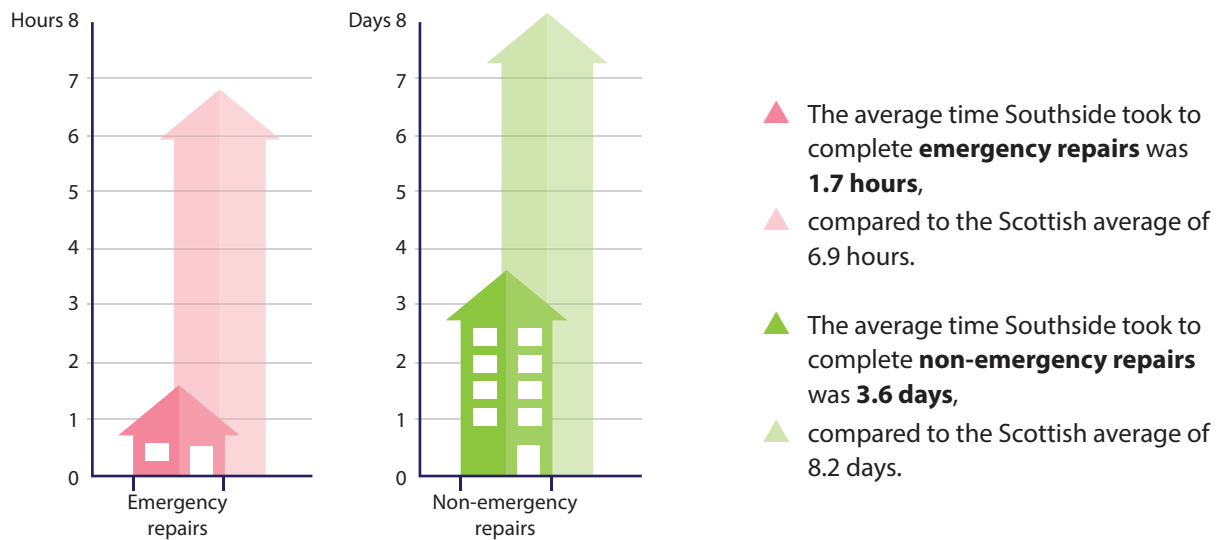
▲ **86.5%** of tenants were satisfied with the **opportunities to participate** in SHA's decision making, compared to the Scottish average of 78.4%.

Comment and Action

We are pleased that we are significantly above the Scottish average on the percentage of tenants who are satisfied with opportunities to participate in our decision making, and above average on satisfaction with the overall service and with our efforts to keep tenants informed. Satisfaction with the overall service is also above the Scottish average, however we would want to perform significantly higher than the average in the future.



Quality and maintenance of homes



- ▲ **74.3%** of SHA's homes met the **Scottish Housing Quality Standard**, compared to the Scottish average of 85.4%.
- ▲ SHA completed **73.6%** of **reactive repairs "right first time"**, compared to the Scottish average of 87.2%.
- ▲ SHA does operate a **repairs appointment system**. It kept **96.5%** of appointments, compared to the Scottish average of 92.9%.
- ▲ **88.6%** of our tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 87.6%

Comment and Action

Southside Housing Association performs well in this category against the Scottish average. The Associations average time to complete emergency and non emergency repairs is considerably better than most other housing associations, our appointment system for repairs performs well and the percentage of tenants satisfied with recent repairs is higher than the Scottish average.

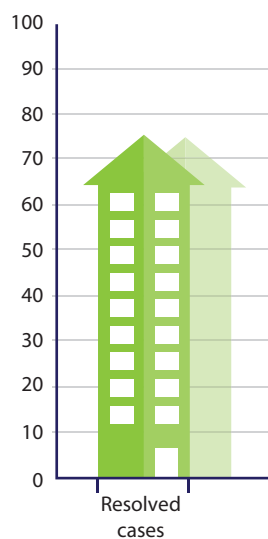
The percentage of repairs completed 'right first time' was disappointing and we will improve on this next year. The percentage of the Associations stock that fails to meet the Scottish Housing Quality Standard (SHQS) is higher than the Scottish average, but this includes the "deck access" properties in Pollokshields that are to be demolished. Excluding these houses, we expect nearly all of our homes to meet the SHQS by March 2015.

Neighbourhoods

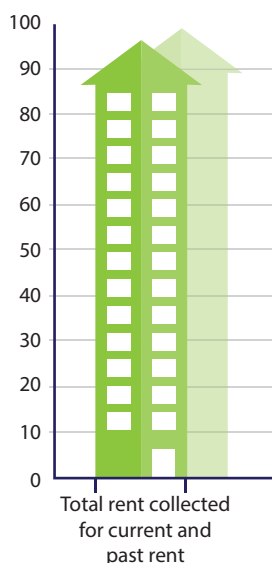
▲ For every 100 of SHA's homes, **10.5 cases of anti-social behaviour** were reported in the last year.

▲ **76.5%** of these **cases were resolved** within targets agreed locally,
▲ compared to the Scottish figure of 75.9%.

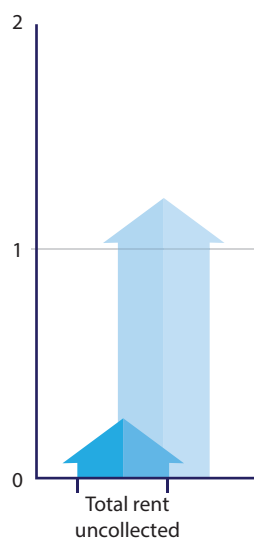
Southside Housing Association appears to have slightly higher numbers of anti-social behavior cases than the average for Scottish housing associations. It is not clear if this is because we are better at recording and acting on these issues, or if we have higher numbers of problem households. We are pleased that the percentage of cases resolved is higher than the Scottish average.



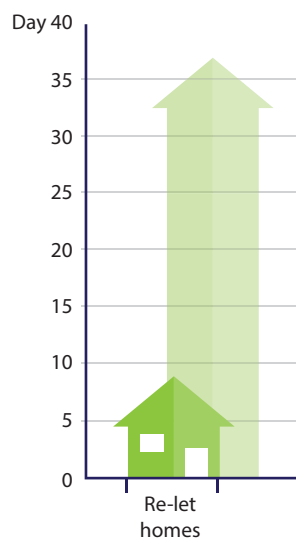
Value for money



- ▲ The amount of money SHA collected for current and past rent was equal to **96.7%** of the **total rent** it was due in the year,
- ▲ compared to the Scottish average of 99.0%.



- ▲ SHA did not collect **0.2%** of rent due because **homes were empty**,
- ▲ compared to the Scottish average of 1.2%.



- ▲ It took us an average of **8.2 days** to **re-let homes**,
- ▲ compared to the Scottish average of 35.7 days.

Comment and Action

The Association performs strongest in the Value for Money Section. We are performing at the top end of the sector in the speed with which we re-let homes and the amount of rent lost through properties lying empty. These are important measures as they point to very little waste or lost income, which in turn means that money is available for investment or improvements in service. The amount of rent collected was below the Scottish average and we will look to improve on this next year. However we can point to falling rent arrears figures for the past two years against a backdrop of arrears rising nationally.

Priorities for 2015

- We will consult with tenants on our plans for any changes to the rent structure
- We will continue to develop our in-house Mobile Concierge teams to take on gardens, back court maintenance and stair cleaning
- The Repairs contract will be put out to tender in summer 2015
- We will arrange a series of tenant consultation meetings in each area
- We will consult with tenants on any proposed rent increase
- We will demolish Phase 1 of the Deck Access flats in Pollokshields
- All our homes will meet the Scottish Housing Quality Standard by March 2015
- We will improve our performance on the "first time fix" of repairs
- We will complete the building of 34 new homes at Moss Park Boulevard



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