

93.2%

of tenants satisfied
with the service
we provide

We have:

799 self-contained
homes for rent

177 factored properties

19 staff members; and

104 shareholders

OUR PERFORMANCE

This report will let you know how we performed on the standards and outcomes set in the Scottish Social Housing Charter (the Charter) in 2020/21.

We report to the Scottish Housing Regulator (SHR) each year and you can find the full report on the SHR's website www.scottishhousingregulator.gov.uk/for-tenants. The website also has a comparison tool you can use to find out how other landlords perform.

HOW WE MEASURE OUR PERFORMANCE

We usually survey a third of our tenants for qualitative information that is reported to the Scottish Housing Regulator.

Due to Covid-19, we were unable to carry out our 2020/21 survey. This will take place during 2021/22 and the results will be reported next year.

WHAT DIFFERENCES DO YOUR COMMENTS MAKE?

We take feedback seriously and hold staff discussions around feedback on our services. Over the past years we have listened to your valuable feedback and:

- decreased our new build programme to concentrate on maintenance
- focused our new build programme on small rural schemes and opportunities for low-cost home ownership
- ensured we have one member of staff dedicated to helping people maximise their income
- re-focused our maintenance programme on priorities you told us about
- increased our work on estate management, including environmental tasks and one-off clearances



EQUALITIES

We deliver our services ensuring all tenants and customers are treated fairly and can access a home that fully meets their needs.

This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers, regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation.

It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers and delivering services that recognise and meet these.

- We work in partnership with other agencies to provide support for our tenants
- Our office is wheelchair accessible
- We provide accommodation to older tenants and to people with specific needs
- We invest large amounts of our own money and grants in adapting properties so they are more suitable for those who need them
- We work in partnership with care services to help older and disabled tenants
- We provide documents in different languages and formats (including Braille and large print) if requested
- We ensure new/adapted properties meet the needs of customers with physical requirements

Adaptations carried out range from external safety rails and lever taps to level access showers.

23
adaptations
completed
during the
year

**Number of
households waiting
for adaptations**

2020/21

1

2019/20

5



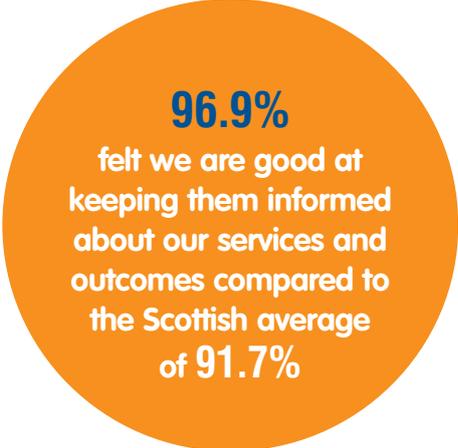
COMMUNICATION

Good communication is important as it helps us make valuable improvements to our services, which is why we provide a variety of ways to keep you up to date and for you to get in touch with us, including email, our website, social media, over the phone and through our My Home tenancy portal.

We also run tenant consultations where you can share your views. During 2020/21 we held virtual consultations on our rent review and tenant participation strategy.

Communication also covers making it easy for tenants and customers to make complaints and provide feedback on services. We use this information to improve services and let people know we have responded to complaints and feedback.

We aim to provide a first-class service to all our tenants and welcome feedback to help us continue to make meaningful improvements. All complaints are investigated fully, but we are also keen to hear of positive experiences of our services. The feedback you give us, good and bad, helps us improve.



INDICATOR	2020/21	2019/20
Complaints received in the reporting year responded to in full: Stage One	98.31%	92.73%
Complaints received in the reporting year responded to in full: Stage Two	100%	100%



PARTICIPATION

Our Board of Management identified this area as one they want to focus on over the next few years.

We want our tenants and customers to find it easy to participate and influence our service decisions at a level they feel comfortable with.

Unfortunately, due to Covid-19, we were unable to hold any face-to-face events during 2020/21, but we did hold two virtual sessions, hosted by Tenants Participation Advisory Service (TPAS), where tenants discussed our Tenant Engagement Strategy. Tenants from across Islay, Mull, Lismore, mainland Lorn and Oban were all able to attend.

We are recruiting a customer lead who will be focusing on increasing tenant participation moving forward.

93.1%
of our tenants were satisfied
with the opportunities to
participate in our decision-making
process compared to
the Scottish average
of **86.6%**



HOUSING QUALITY & MAINTENANCE

The quality of our housing is extremely important to us.

We manage our organisation so our tenants' homes, as a minimum, meet the Energy Efficiency Standard for Social Housing (EESH) and Scottish Housing Quality Standard (SHQS) when they are allocated.

96.9% of our homes met the Scottish Housing Quality Standard compared to the Scottish average of 91%. The ones that don't meet the standard are either exempt due to the type of property or require a different form of heating investment to comply.

We strive to make sure your home is well maintained, with repairs and improvements carried out when required and you are given reasonable choice about when work is done.

One of our contractors went into administration during the year which seriously affected our works programme and, in addition to having to re-tender, Covid-19 restrictions and local labour shortages had a big impact, however, we're looking to continue with our programme of works as soon as possible and are updating our business plan to reflect this.

INDICATOR	2020/21	2019/20
Time taken to complete emergency repairs	3.03 hours	4.2 hours
Time taken to complete non-emergency repairs	6.11 days	6.18 days
Reactive repairs completed right first time	91%	89.67%



During 2020/21, we hired our electrical contractor to visit all our common closes to carry out routine electrical tests, check emergency lighting and complete minor electrical repairs and worked with a local contractor to give a light clean to door plates and handrails in all our mainland communal closes.

NEIGHBOURHOOD & COMMUNITY

We want you to live in a well-maintained neighbourhood where you feel safe.

We work in partnership with agencies such as Argyll & Bute Council and Police Scotland to resolve cases of anti-social behaviour (ASB). During 2020/21 97% of our ASB cases were resolved, compared to the national average of 94.4%.

Thankfully, most of these incidents tend to relate to people not getting on with their neighbours, and is very small in number, and we can usually encourage people to sort their differences without getting too involved.

In terms of estate management, we carried out external gable cleaning where there is unsightly staining. This is a problem that affects houses across Argyll, not just in the rented sector.



ACCESS TO SOCIAL HOUSING

We want people to find applying for a home easy and be able to find the information they need on how we allocate our homes.

We are a partner of HOMEArgyll, which aims to ensure people looking for housing get the right information to help them make informed choices about the range of options available to them.

During the year, we provided 8 new build properties at McKerral Road (Port Ellen) and 10 at Inverbhreac Cottages (Barcaldine). These properties were available for rent and shared equity (low-cost home ownership).

Lets during:
2020/21

Existing tenants **7**

General waiting list **34**

Statutory homeless **16**

Mutual exchanges **5**

Average
number of days to
re-let:

2020/21
28.90 days

2019/20
6.98 days

Percentage
of rent loss through
properties being empty in
the last year

2020/21
0.49%

2019/20
0.12%



TENANCY SUSTAINMENT & HOMELESSNESS

We work hard to make sure you get the information you need on how to access the right support to remain in your home, whether that's through services provided by us or other organisations.

INDICATOR	2020/21	2019/20
New tenancies to existing tenants sustained for more than a year	100%	100%
New tenancies to homeless applicants sustained for more than a year	100%	100%
New tenancies to applicants from our housing list sustained for more than a year	95%	84.35%
Tenancy offers refused	9	4
Percentage of vacant lettable houses	(51) 6.38%	(53) 6.68%
Number of evictions	0	0
Number of tenancies that were abandoned	0	1

Homelessness is a Scottish Government priority and, like all housing associations, we are part of a partnership to reduce homelessness and its impact.

VALUE FOR MONEY

We manage our organisation so you receive high-quality services that continue to provide value for your rent and other charges.

Assessing value for money is a big concern for all social landlords. We are a not-for-profit organisation, and our main source of income is from rent, so we need to ensure every penny works effectively to provide the best possible service for you.

We set our rent and service charges following an annual tenant consultation and provide clear information on how rent and other money is spent

INDICATOR	2020/21	2019/20
Weekly rent increase applied	1.6%	2.5%

Average monthly rent		
Size of home	2020/21	2019/20
1 bedroom	£367.81	£357.41
2 bedroom	£425.10	£412.40
3 bedroom	£464.92	£450.54
4 bedroom +	£542.53	£528.19

INDICATOR	2020/21	2019/20
Arrears as of 31 March as percentage of total rent due for the year	2.96%	3.72%

We are grateful to our tenants for their prompt rent payments. This has resulted in a decrease in our arrears.

FINANCIAL INFORMATION 2020/21

INCOME	Reported 2020/21
Rental Income	£4,007,785
Interest	£18,025
Energy project and wider role	£97,290
Commercial Rents	£15,747
Other	£519,599
Reduction in grant creditor	£1,436,390
	£6,094,836
EXPENDITURE	
Provision for Pension Liabilities	£283,000
Property depreciation	£849,503
Loan interest	£397,072
Energy project and wider role	£105,450
Office costs	£1,025,125
Planned and major repairs	£816,276
Repairs and service costs	£412,741
Charitable donation	£4,787
Other overheads	£88,603
Loss on properties developed for sale	£35,198
	£4,017,755

WHAT DO YOU THINK?

To help improve the information we provide on our performance in the future, we want to know what you think of this report. If there is anything you would like to ask or discuss in more detail, please get in touch.

We also want to work with you to improve our services. Getting involved does not always mean attending meetings. It includes fun days, estate walkabouts and online surveys. It is up to you how much or how little you want to participate.

If you are interested, please contact us on:

Tel: **01631 566451** or **0300 323 1170** (freephone)
Email: **mail@westhighlandha.co.uk**
Write to: **West Highland Housing Association, Crannog Lane,
Oban PA34 4HB**



MY HOME

Convenience at your fingertips. Day or Night, our free tenant app allows you to be in control 24 hours a day/365 days a year

Phone **01631 566451** or email us at **mail@westhighlandha.co.uk**

WHA will produce this information on request in Braille, Audio Tape, Large Print and Community Languages. To find out more, call us on **0300 323 1170**.



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