

# Scottish Social Housing Charter Report to Tenants 2022–2023

## HOW IS RENFREWSHIRE COUNCIL PERFORMING AS A LANDLORD?

The Scottish Social Housing Charter sets out the standards and outcomes all social landlords should aim to achieve when performing their housing activities.

In August the Scottish Housing Regulator (SHR) published a report on our performance as a landlord. It looks at 18 key indicators, such as service satisfaction, repairs performance and rent collection. You can read the report on their website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

However, we have produced a report for you which provides more detail on how we are performing on a wide range of measures. We have included comparison figures with last year and where possible, comparative figures against local authority members of Scotland's Housing Network (SHN) and the overall Scottish averages from the SHR report.

### Satisfaction Indicators

The Charter requires landlords to carry out a satisfaction survey at least every three years. In 2022, we asked an independent market research firm to carry out our latest survey. The results are shown over the next few pages.

**SHN** – Scotland's Housing Network figures relate to 26 local authority housing services.

**SHR** – Scottish Housing Regulator figures relate to all Registered Social Landlords (RSLs) and local authority housing services.

## Tenant satisfaction



### INDICATOR 1

**82%**

of you were satisfied with the overall service provided by your landlord.

82% SHN

86.7% SHR



### INDICATOR 2

**91%**

of you feel your landlord is good at keeping you informed about its services and decisions.

85% SHN

89.7% SHR



### INDICATOR 5

**99%**

of you were satisfied with the opportunities given to you to participate in your landlord's decision making processes.

81% SHN

85.86% SHR



### INDICATOR 7

**79.9%**

of you were satisfied with the quality of your home.

81% SHN

84.2% SHR



### INDICATOR 13

**87%**

of you were satisfied with your landlord's contribution to the management of the neighbourhood you live in.

82% SHN

84.3% SHR



### INDICATOR 25

**83%**

of you feel that the rent for your property represents good value for money.

81% SHN

81.8% SHR

## Complaints

When you are not happy about something, you can complain to us so that we can do something about it.

There were 1,050 stage 1 complaints received—1,028 were responded to in full, in an average of 5.76 days.

There were 26 stage 2 complaints received—22 were responded to in full, in an average of 14.5 days.

Our response times responded to in full were better than average against local authorities.

### INDICATOR 3

**97.9%**

of complaints responded to in full at stage 1 in an average of

**5.76 days**

92.4%/7.95 days SHN

95.34%/5.75 days SHR

### INDICATOR 4

**84.6%**

of complaints responded to in full at stage 2 in an average of

**14.5 days**

92.1%/24 days SHN

92.53%/19.34 days SHR

# Getting good value from rents and service charges

Last year £48,250,667 of rent was collected from a total of £48,238,167 rent due. If the amount of arrears (excluding former tenant arrears) is reduced, this has the net effect of our collecting more than 100% of rents and service charges due.

There has been a slight increase in the level of gross rent arrears over the past year but we remain below the local authority average. This is as a result of an increase in former tenant arrears.



INDICATOR 26

**100.03%**

of rent due collected in the last year, 2022/23.

98.8% SHN

99.03% SHR



INDICATOR 27

**8.6%**

is the percentage of gross rent arrears we had at 31 March for the year 2022/23

9.6% SHN

6.9% SHR



INDICATOR 28

**£108**

is the average annual management fee per factored property.

£58.43 SHN

£107.59 SHR



INDICATOR 29

**71.2%**

of property owners satisfied with the factoring service they receive.

51.2% SHN

61.8% SHR



INDICATOR 30

**60.6 days**

was the average time taken to relet properties during the last year.

66.9 days SHN

55.6 days SHR



INDICATOR 18

**1.86%**

of rent due lost through properties being empty during the last year.

1.7% SHN

1.4% SHR

# Neighbourhood and community

From 1,490 formal tenancy offers there were 585 refusals. The main reasons for refusal were disliking the area offered and wanting a different property. At the housing options stage of the allocation process the housing officer will go through these issues with you to minimise these refusal reasons.

390 of the 398 anti-social behaviour cases were resolved.



INDICATOR 14

**39.3%**

of tenancy offers refused during the year.

38.6% SHN

30.9% SHR



INDICATOR 15

**98%**

of anti-social behaviour cases reported in the last year were resolved.

91.4% SHN

94.2% SHR

# Paying your rent

It is important that you pay your rent on time. Your rent pays for the services we provide.

Please get in touch with us if you are having problems paying your rent. We can help by:

- Providing advice on the best way to pay your rent to suit your circumstances
- Referring you to specialist advisors who can assist with a range of services, including money advice, employment advice or energy advice, to make sure you maximise any income or entitlements due to you.
- You can ask for a private interview or home visit.

**Call 0800 085 9126 for more information.**

# Repairs, maintenance and improvement

The Council completed just over 16,500 emergency repairs (around 2,000 fewer than last year). The average time to complete increased from 7 hours to 9.8 hours.

Just over 24,400 non-emergency repairs were completed in an average of 6 days. This is a significant improvement on the previous year of 14.6 days.

Renfrewshire Council has at all times followed the Scottish Government guidance and the more detailed guidance from GasSafe and HSE. As of 31st March 2023 there were 58 occasions where a service had not been completed by the 12-month anniversary date. Since then, all outstanding services have been completed.

Our performance in relation to this indicator is monitored monthly and if a failure is identified, action is taken to investigate the cause and processes reviewed / amended where required to address this.



INDICATOR 8

## 9.8 hours

Average length of time taken to complete emergency repairs.

4.7 hours SHN

4.2 hours SHR



INDICATOR 9

## 6.1 days

Average length of time taken to complete non-emergency repairs.

9.7 days SHN

8.7 days SHR



INDICATOR 10

## 90%

of reactive repairs carried out in the last year completed right first time.

88.2% SHN

87.8% SHR



INDICATOR 11

## 58

the occasions when we did not meet our statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.



INDICATOR 12

## 73.3%

of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

88.5% SHN

88% SHR

## Scottish Housing Regulator Engagement Plan

Each year the Scottish Housing Regulator provides an engagement plan to all council housing services and registered social landlords. The most recent plan from the SHR outlines how they will engage with Renfrewshire about our services for people who are homeless.

To assist we will continue to provide the regulator with information on our homelessness service; and notify them of any issues that would prevent us from fulfilling our statutory duty to provide temporary accommodation.

**A full copy of the Engagement Plan can be found on the Scottish Housing Regulators website.**

## Don't forget to book your gas safety check

Have you booked your gas safety check with us yet?

Gas safety checks are important for the safety of you, your family and your neighbours and, as your landlord, we have a legal duty to make sure one is carried out at your home each year.

We will write to you and ask you to make an appointment with us before your check is due. Once you've received your letter, please make sure you do this as soon as you can.

If we don't hear from you, we can force entry into your home to carry out this important safety check and you will be recharged for any associated costs.

You can also book your annual gas service on MyAccount, our online platform for accessing Council services. MyAccount is quick, simple, secure and available 24/7.

MyAccount can also be used to report non-emergency repairs.

Register via <https://myaccount.renfrewshire.gov.uk/> and select the 'Report a Housing Repair' form.

To book your annual gas service with us, use MyAccount, email [repairs@renfrewshire.gov.uk](mailto:repairs@renfrewshire.gov.uk) or call the Housing Repairline on **0300 300 0300**.



## Housing options and access to housing



INDICATOR 19  
**177**

households currently waiting for adaptations to their home.



INDICATOR 20  
**£769,216**

cost of adaptations completed in the year 22/23



INDICATOR 21  
**96 days**

Average time to complete adaptations.

46.9 days SHN      46.8 days SHR



INDICATOR 22  
**5%**

Percentage of court actions initiated which resulted in eviction.

13.5% SHN      17.2% SHR

**4.4%**

Non-payment of rent.

11.2% SHN      13.9% SHR

**0.6%**

Anti-social behaviour.

2.1% SHN      2.9% SHR

**0%**

Other.

0.2% SHN      0.4% SHR

## Tenancy sustainment and tenancy turnover

There were 868 re-lets in 2022/23.

Overall sustainment levels have improved. There was continued improvement in the proportion of tenancies sustained for more than 12 months by tenants who were previously homeless (up from 89.4% to 91.6%).

Over the year, 828 lettable houses became vacant in the year.



INDICATOR 16

**93.5%**

of new tenancies sustained for more than a year, by source of let.

91.4% SHN      91.2% SHR



INDICATOR 17

**7.2%**

of lettable houses that became vacant in the last year.

7.4% SHN      7.4% SHR

## Homelessness

We want to help homeless people, by giving them prompt and easy access to help and advice. Every effort is made to make sure people have access to suitable, good quality accommodation and are supported to remain in their homes. Last year, 28.2% of homeless households were referred to RSLs under section 5 and through other referral routes, which is higher than the SHN average of 10.68%.



INDICATOR 24

**28.2%**

of homeless households referred to RSLs under section 5 and through other referral routes.

26.7% SHN      26.4% SHR

## Housing Quality

Our Scottish Housing Quality Standard (SHQS) compliance was lower than projected for 2022/23. This was mainly due to difficulties gaining access to complete smoke detector upgrades and carry out Electrical tests. We have a comprehensive programme in place to complete these works and would encourage all tenants to allow our workers access to complete the required work. We have, on occasion, forced entry to complete works.



INDICATOR 6

**67.9%**

of our properties meet the Scottish Housing Quality Standard (SHQS).

70.9% SHN      79.0% SHR