

# Waverley Housing

Performance analysis

July 2019

## Key headlines for 2018-19

- Stock numbers have risen above 600,000 for first time since 2007
- Marked improvement in gas safety – 151, down by 608
- There are about 1,000 more homeless lets than last year – 16,642 total
- Rent arrears have risen for LA's (+0.5%), but seem to have remained steady for RSL's (-0.1%)
- Overall satisfaction – LA's, +0.8%, RSL's, -0.1%

# Peer Group



## Small Stock Transfer RSLs

- Cadder Housing Association
- Hillhead Housing Association 2000
- Larkfield Housing Association
- Shire Housing Association
- Thistle Housing Association

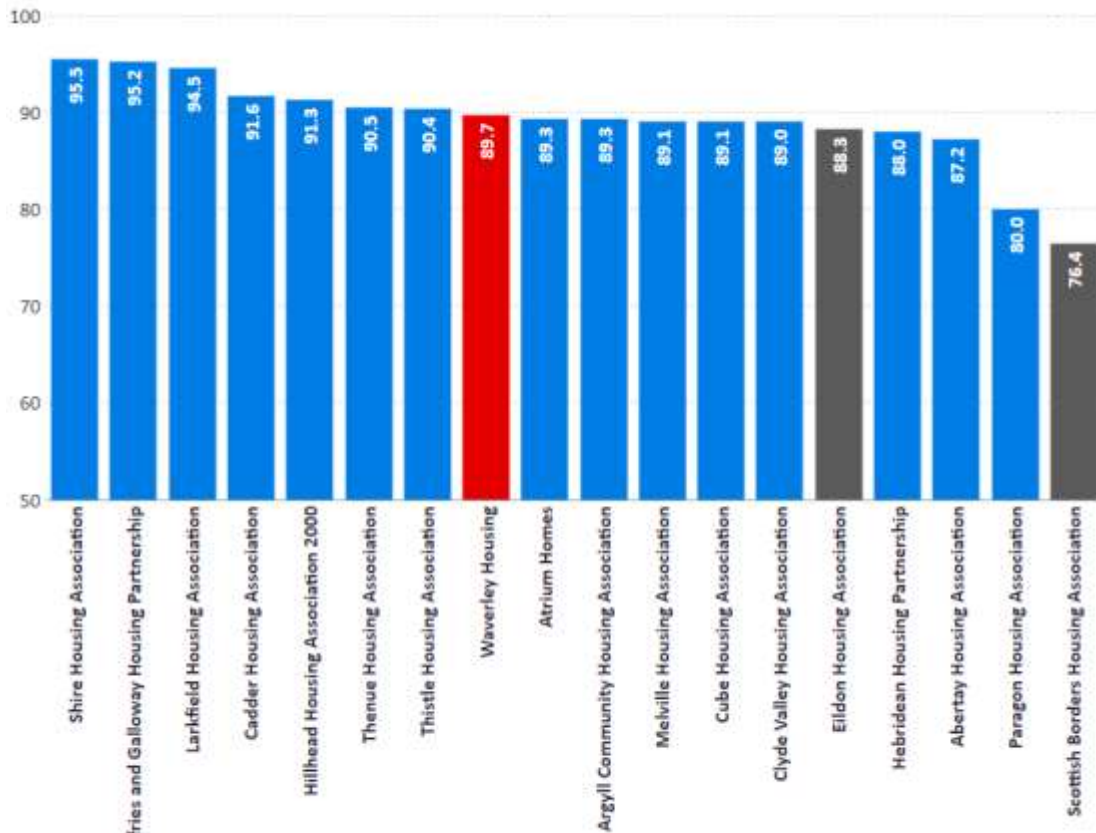
## Large Stock Transfer RSLs

- Abertay Housing Association
- Argyll Community Housing Association
- Atrium Homes
- Clyde Valley Housing Association
- Cube Housing Association
- Dumfries and Galloway Housing Partnership
- Hebridean Housing Partnership
- Melville Housing Association
- Paragon Housing Association
- Scottish Borders Housing Association
- Thenue Housing association
- **Waverley Housing**



- Tenants surveyed: **1424**
- Method: **telephone, online, post, face-to-face**
- Date: **March 2019**

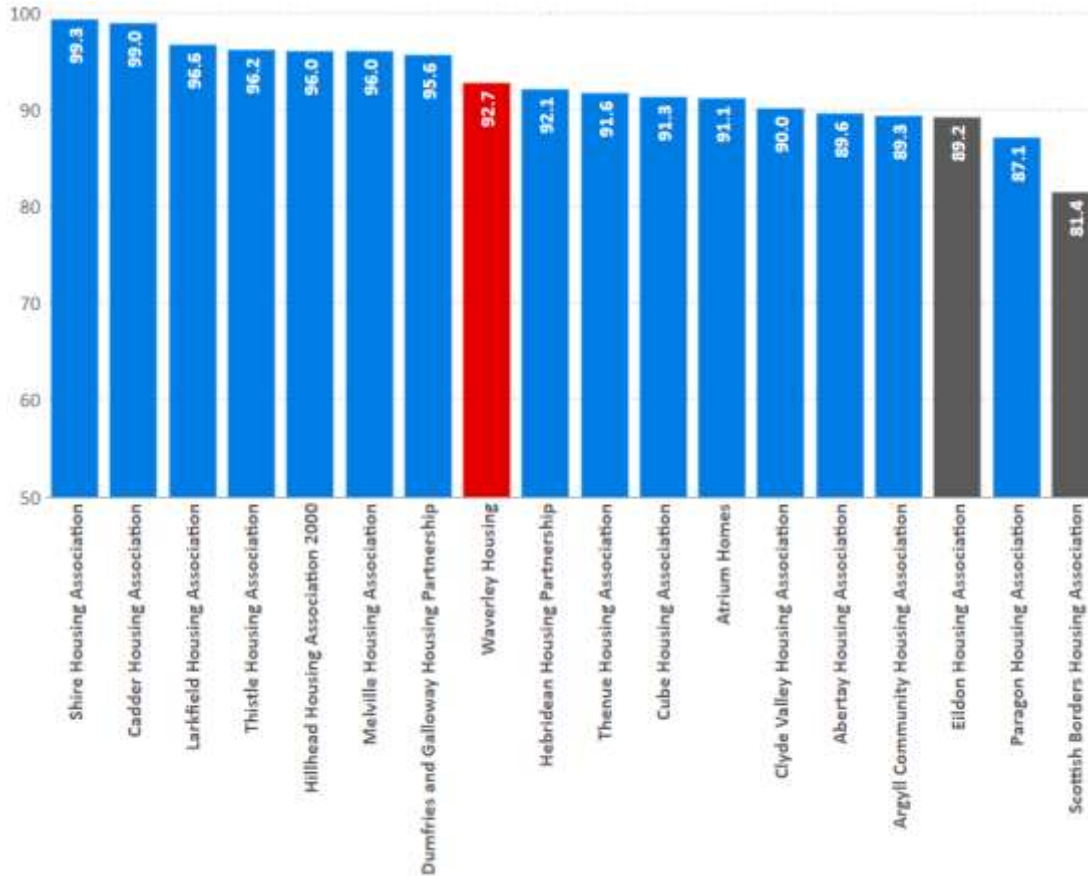
# Overall Satisfaction



I1: Percentage of tenants satisfied with overall service.

%	2016/17	2017/18	2018/19
Waverley Housing	92.6	92.6	89.7
Peer Group	87.8	88.4	87.7
RSL Average	91.1	91.7	90.7
SHN Average	90.2	90.7	89.6

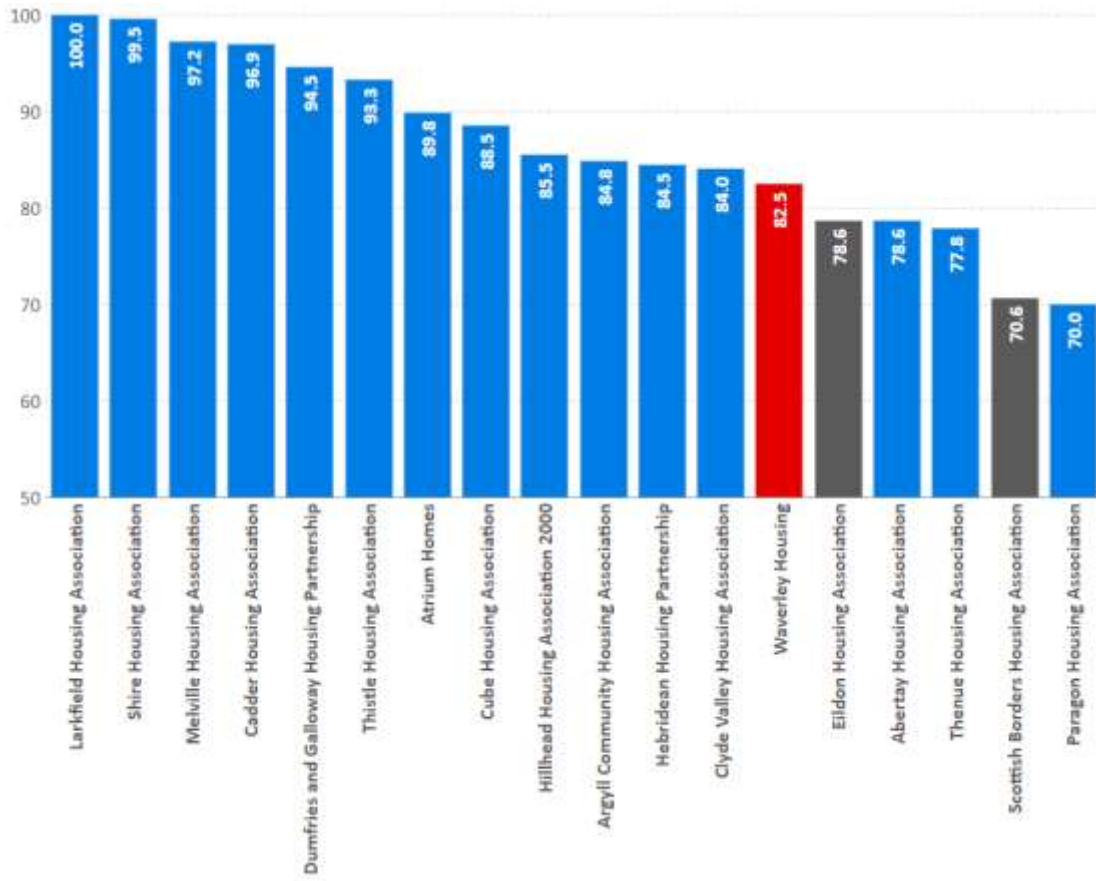
# Kept Informed



I3: percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	91.5	91.5	92.7
Peer Group	89.8	90.6	90.7
RSL Average	92.9	93.5	93.2
SHN Average	91.1	92.2	91.5

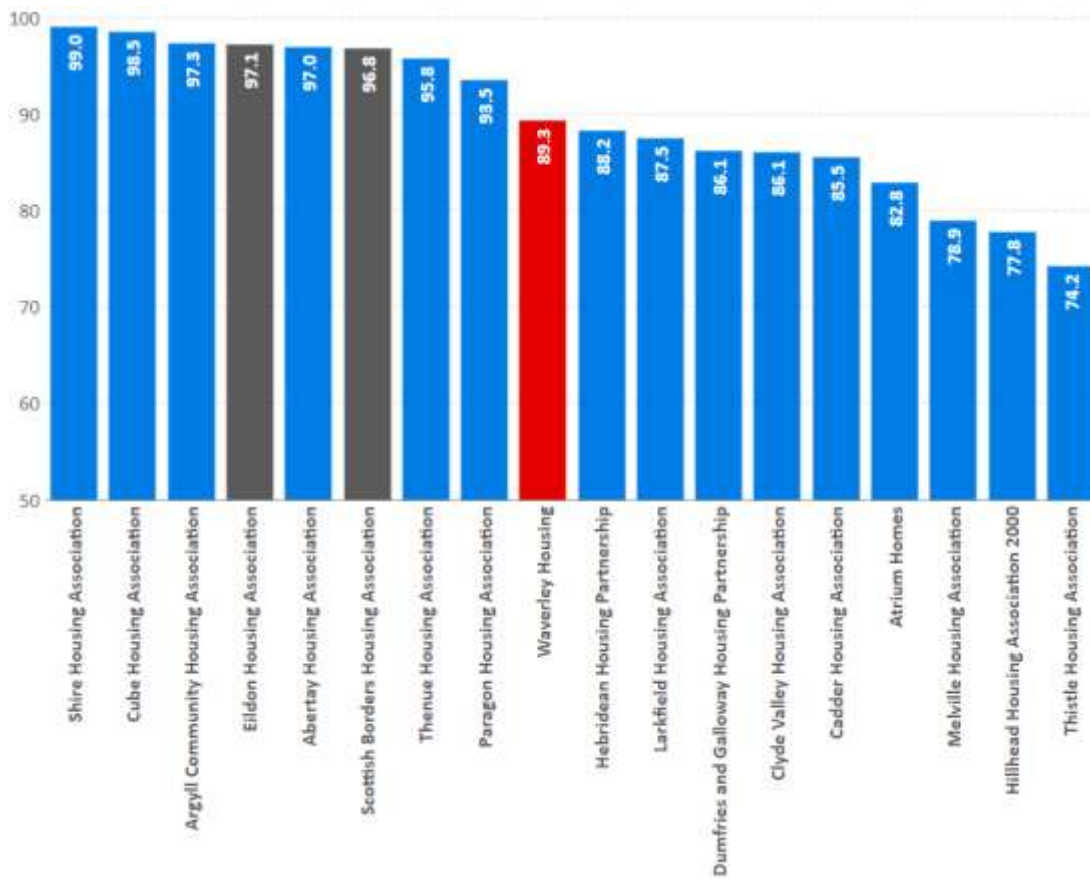
# Opportunities to participate



16: percentage of tenants satisfied with the opportunities given to them to participate in their landlord’s decision making processes

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	80.7	80.7	82.5
Peer Group	81.6	82.8	83.6
RSL Average	85.9	88.1	87.0
SHN Average	83.8	86.4	85.6

# Standard of home when moving in

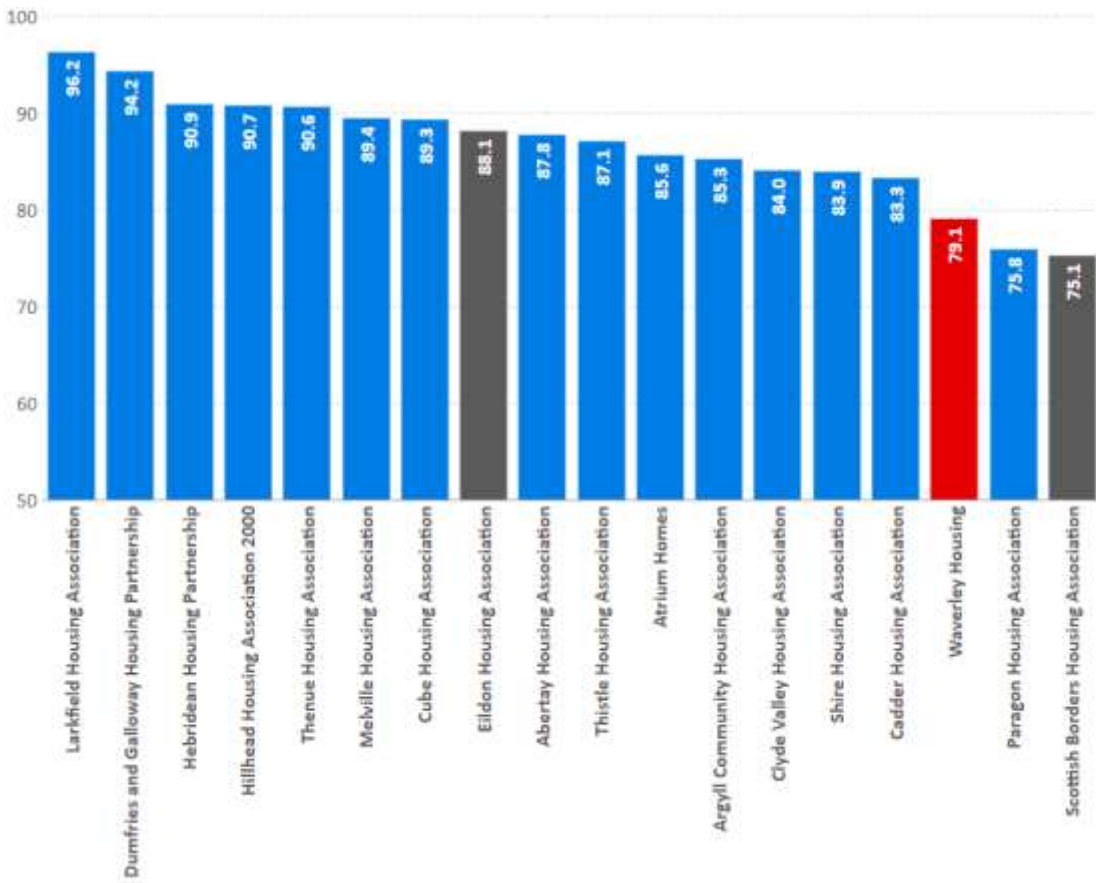


I9: percentage of tenants satisfied with the standard of their home when moving in

%	2016/17	2017/18	2018/19
Waverley Housing	90.1	93.9	89.3
Peer Group	86.0	86.5	90.9
RSL Average	90.9	91.1	92.8
SHN Average	90.0	90.2	90.5



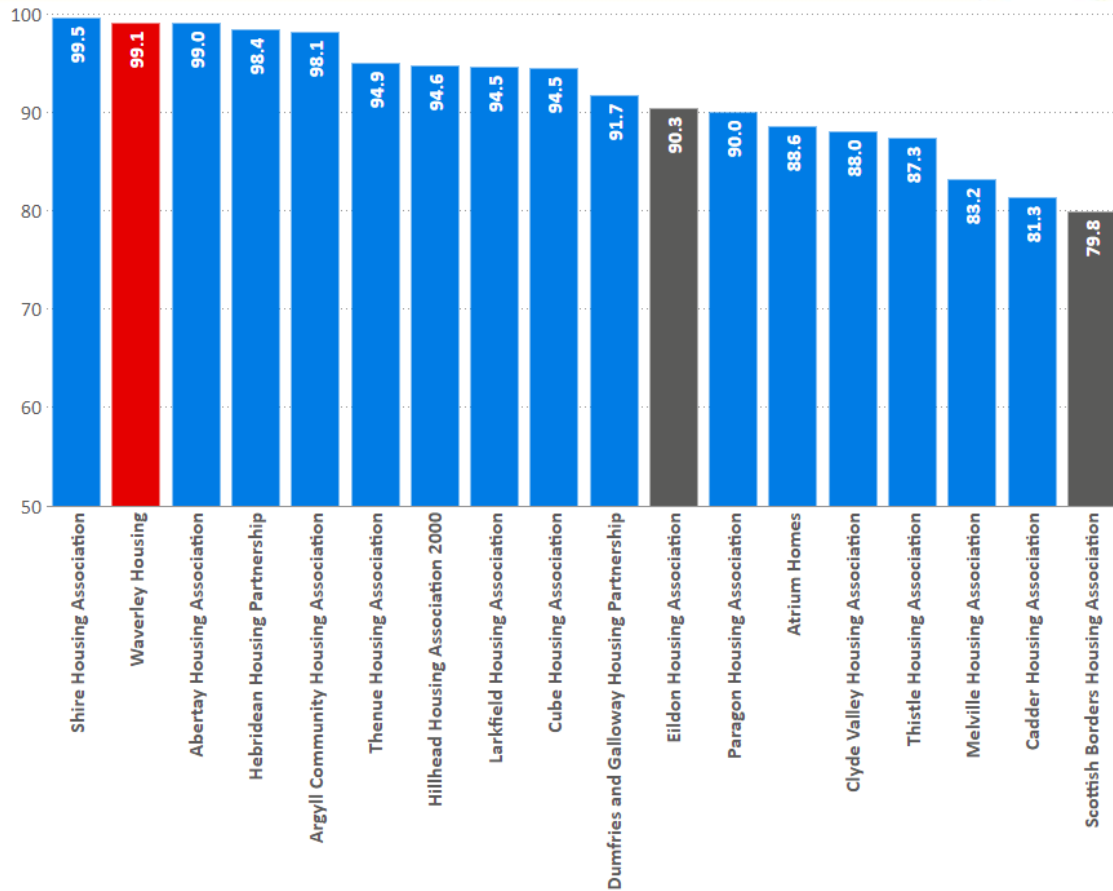
# Quality of home (all tenants)



I10: percentage of existing tenants satisfied with the quality of their home.

%	2016/17	2017/18	2018/19
Waverley Housing	81.7	81.7	79.1
Peer Group	86.0	85.8	85.6
RSL Average	88.0	89.1	89.0
SHN Average	86.9	88.4	88.1

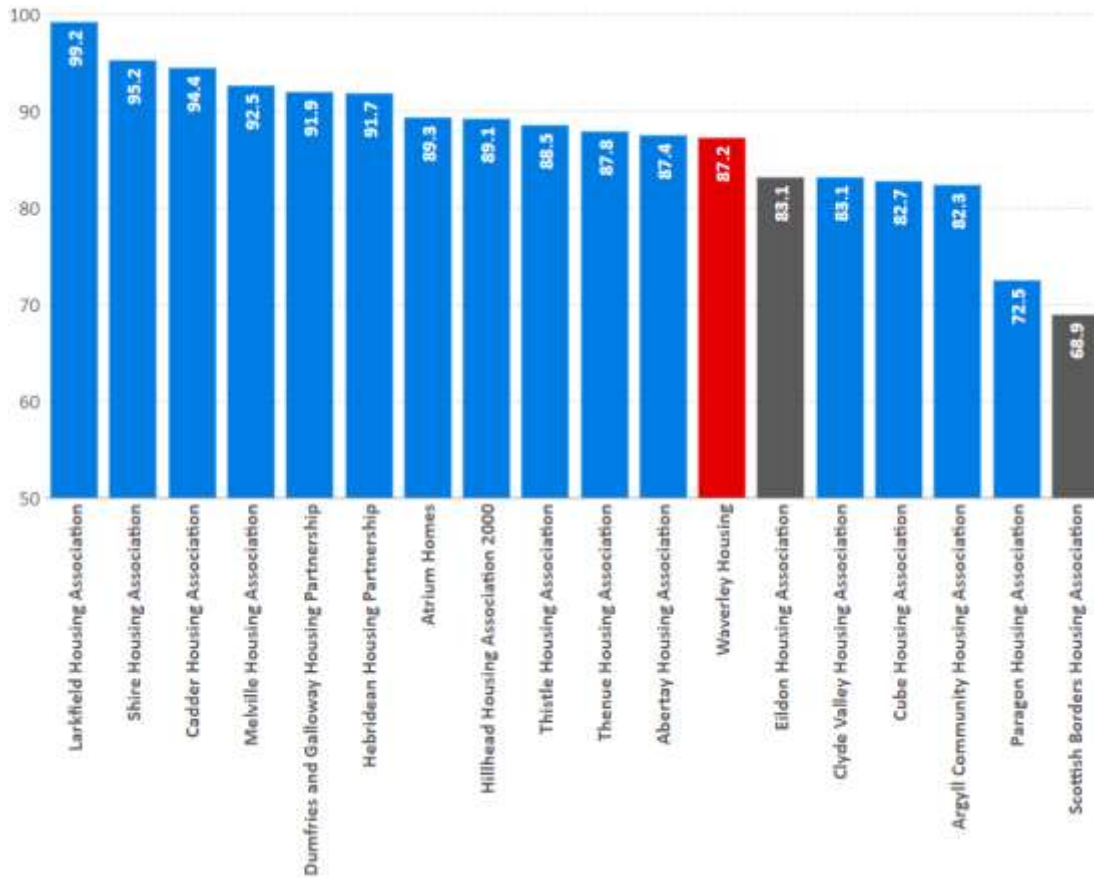
# Repairs



**I16:** percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2016/17	2017/18	2018/19
Waverley Housing	98.5	98.1	99.1
Peer Group	89.9	91.0	92.1
RSL Average	91.4	92.3	92.6
SHN Average	90.6	92.1	92.1

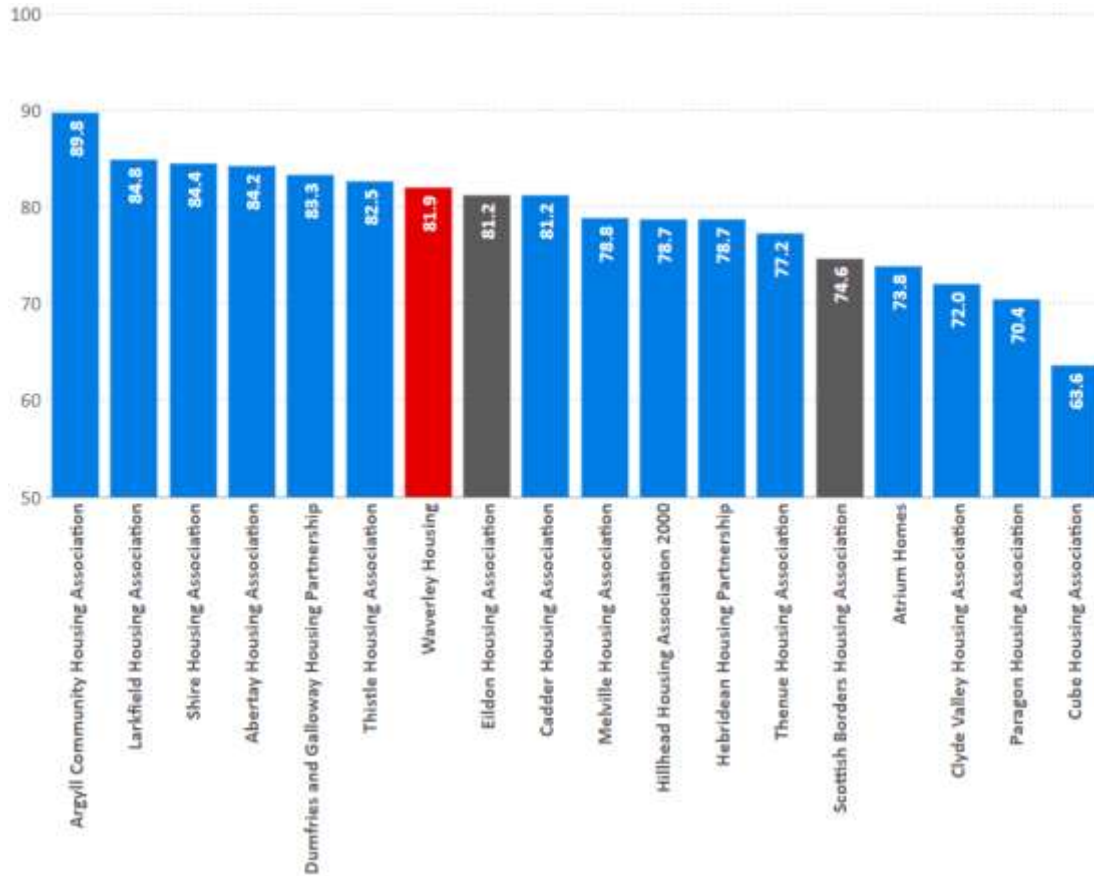
# Management of neighbourhood



I17: Percentage of tenants satisfied with the management of the neighbourhood they live in

%	2016/17	2017/18	2018/19
Waverley Housing	82.6	82.6	87.2
Peer Group	86.0	87.3	84.8
RSL Average	88.3	89.3	88.0
SHN Average	87.1	88.5	87.0

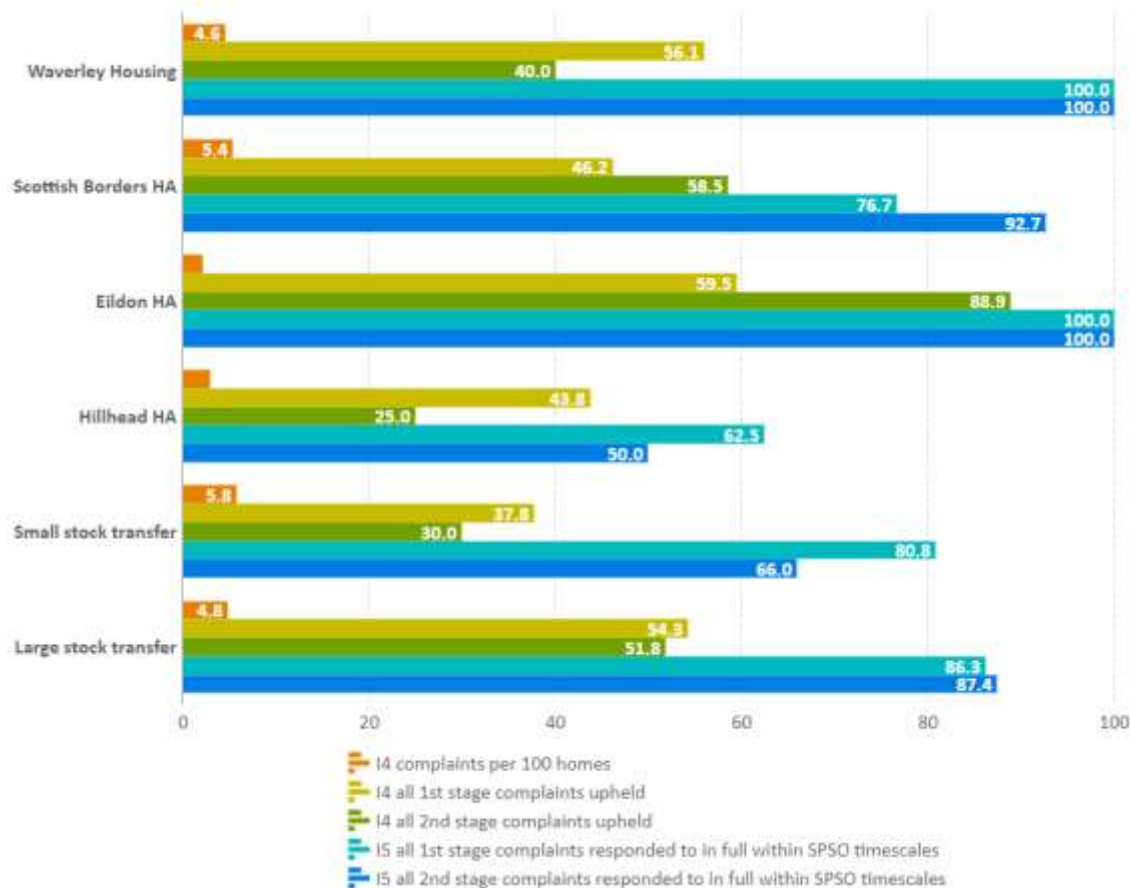
# Value for money



I29: percentage of tenants who feel that the rent for their property represents good value for money.

%	2016/17	2017/18	2018/19
Waverley Housing	84.4	84.4	81.9
Peer Group	78.1	77.8	77.4
RSL Average	82.6	83.9	83.0
SHN Average	81.9	83.4	82.7

# Complaints

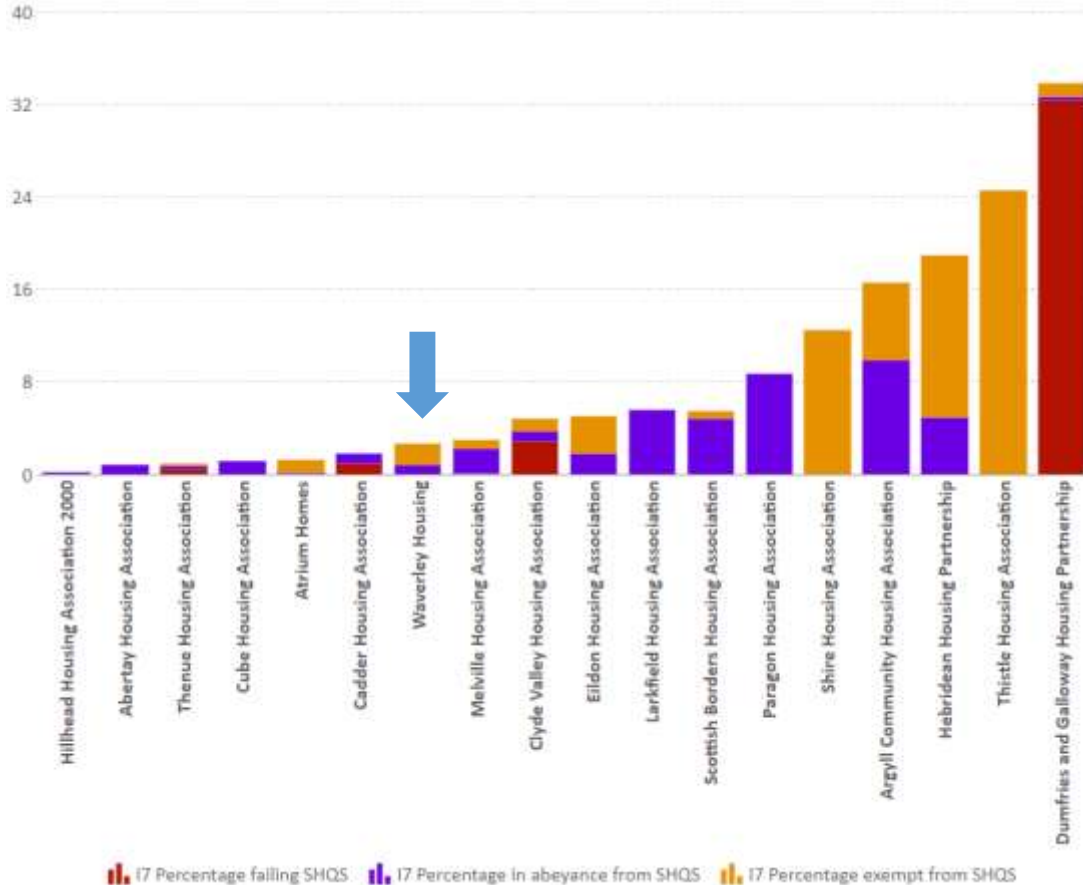


**I4&5:** Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman

	Waverley Housing	Large Stock Transfer
Per 100 homes	4.6	4.8
1 <sup>st</sup> stage upheld	56.1	54.3
2 <sup>nd</sup> stage upheld	40.0	51.8
1 <sup>st</sup> stage on time	100	86.3
2 <sup>nd</sup> stage on time	100	87.4

# Housing Quality & Maintenance

# SHQS

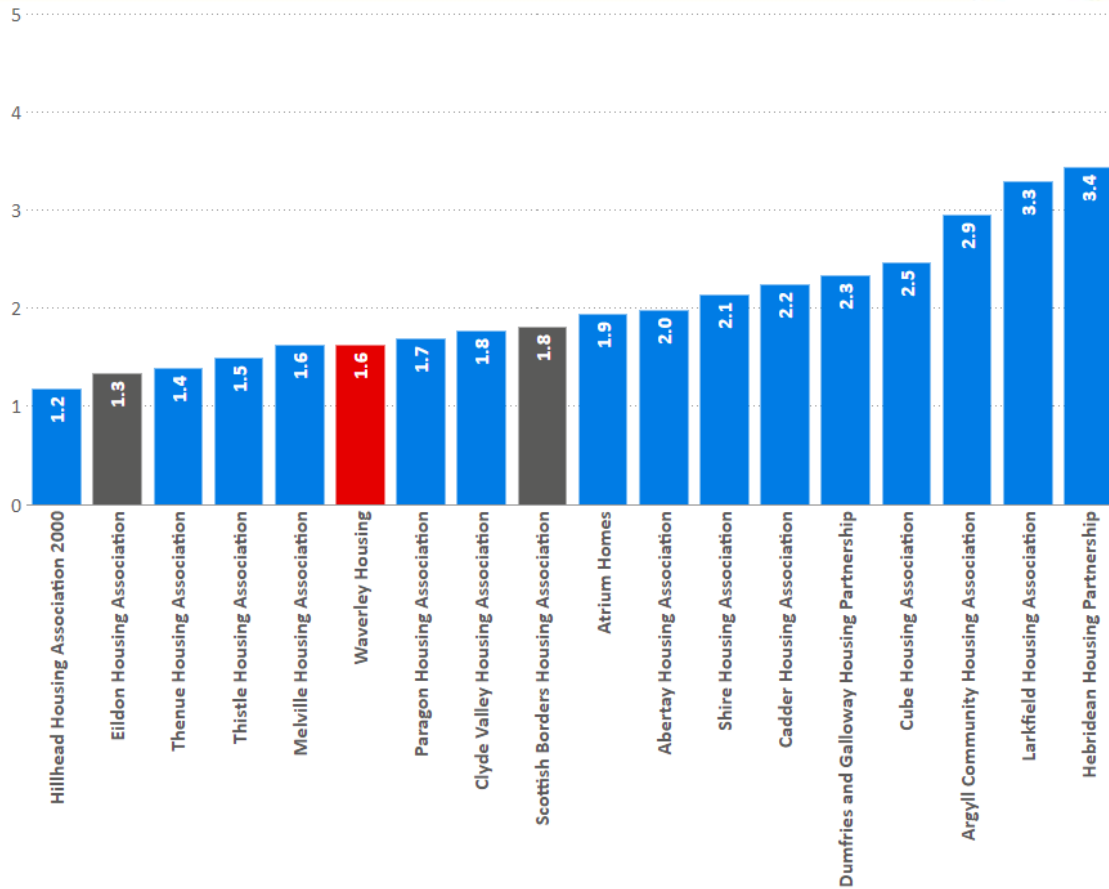


## Indicator 7: Percentage of stock meeting the Scottish Housing Quality Standard

Waverley Housing	2016/17	2017/18	2018/19
Meeting SHQS	94.4	95.7	97.4
Exempt	3.6	3.0	1.8
Abeyances	2.0	1.3	0.9
Failing	0.0	0.0	0.0

%	2016/17	2017/18	2018/19
Waverley Housing	94.4	95.7	97.4
Peer Group	92.0	93.6	86.7
RSL Average	92.9	93.9	92.7
SHN Average	93.6	94.2	94.2

# Emergency repairs

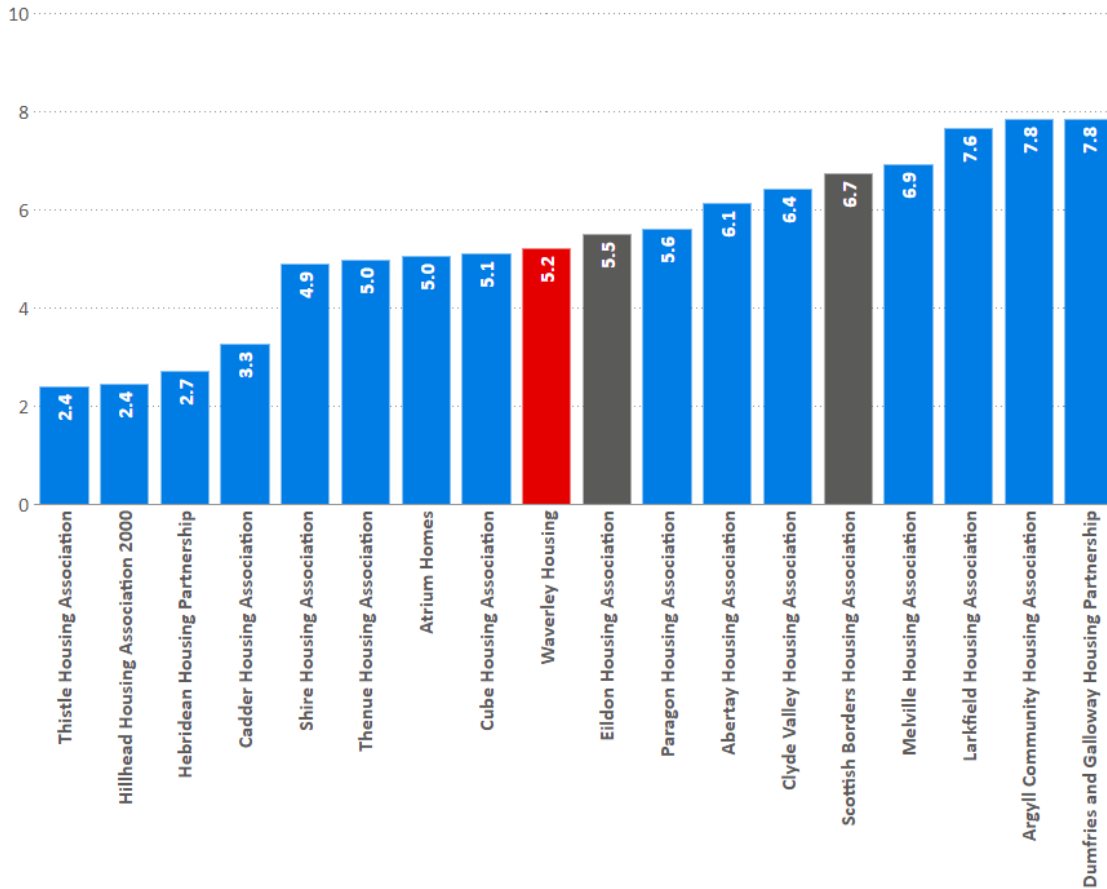


**I11:** Average length of time taken to complete emergency repairs (hours)

Hours	2016/17	2017/18	2018/19
Waverley Housing	1.9	1.9	1.6
Peer Group	4.2	3.3	2.3
RSL Average	3.5	2.9	2.7
SHN Average	4.7	4.0	3.7



# Non-emergency repairs

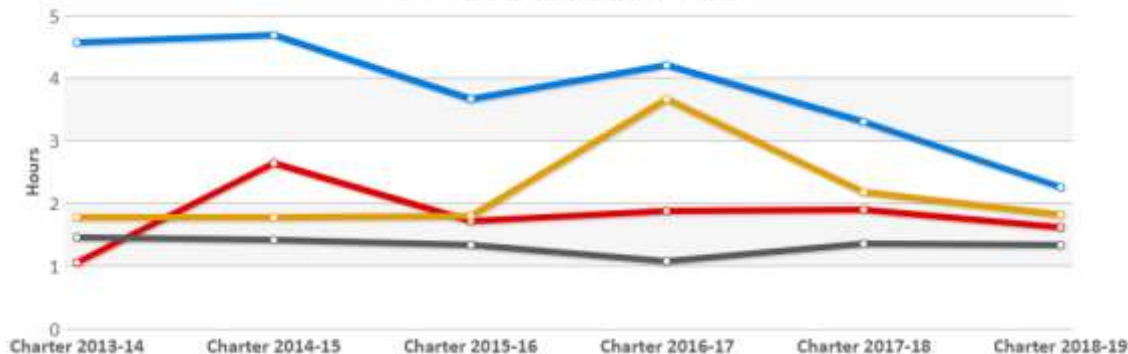


**I12:** Average length of time taken to complete non-emergency repairs (working days)

days	2016/17	2017/18	2018/19
Waverley Housing	5.4	5.5	5.2
Peer Group	6.7	6.1	6.4
RSL Average	5.5	5.2	5.3
SHN Average	7.1	6.4	6.7

# Repairs response times

## Emergency Repairs timescales

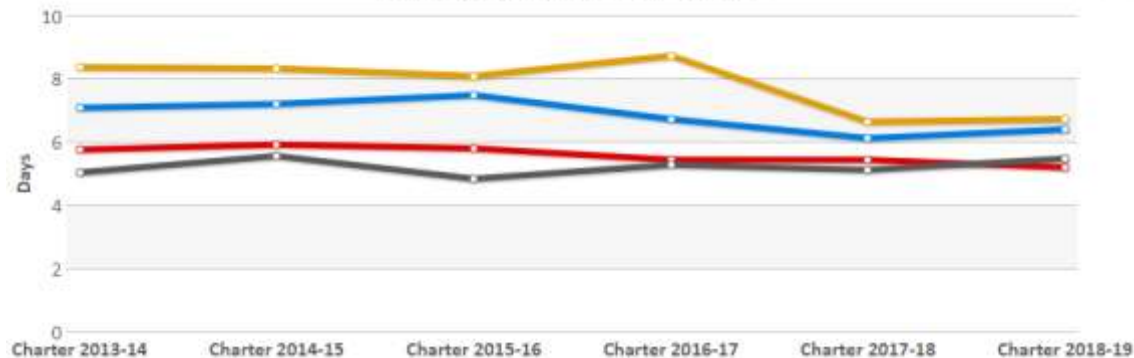


## Repair timescales:

Indicator 11 & 12 timescale trend comparison

hours	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	1.9	1.9	1.6
Peer Group	4.2	3.3	2.3
RSL Average	3.5	2.9	2.7
SHN Average	4.7	4.0	3.7

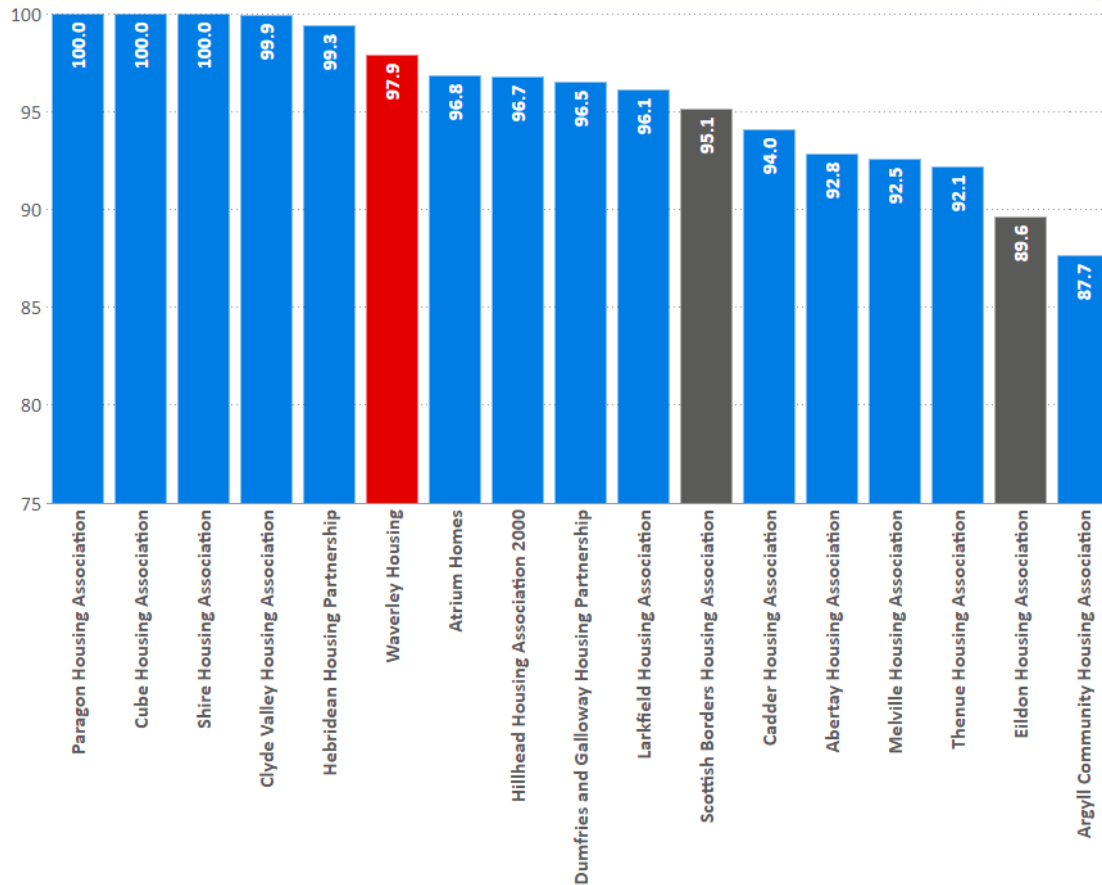
## Non-Emergency Repairs timescales



days	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	5.4	5.5	5.2
Peer Group	6.7	6.1	6.4
RSL Average	5.5	5.2	5.3
SHN Average	7.1	6.4	6.7

● Waverley Housing 
 ● Eildon HA 
 ● Scottish Borders HA 
 ● Large stock transfer

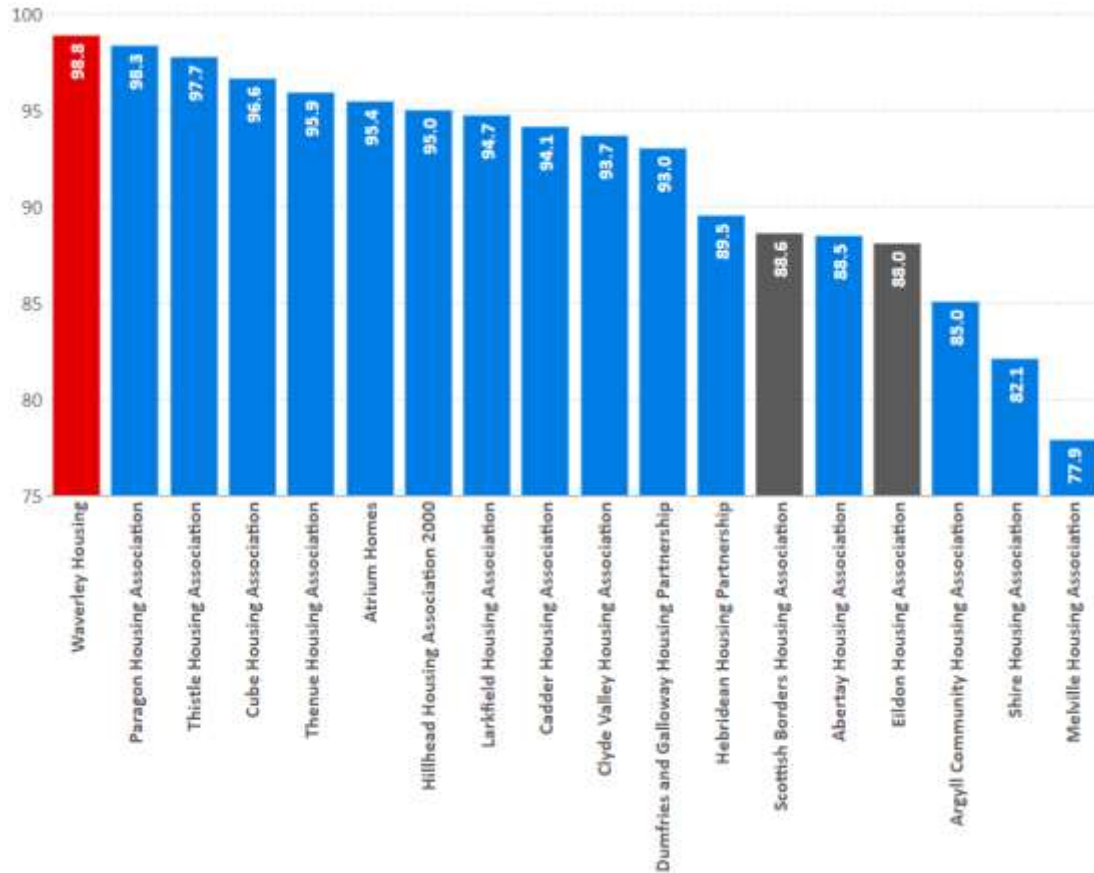
# Repairs appointments



**I14:** Repairs appointment system  
- percentage of repairs appointments kept

%	2016/17	2017/18	2018/19
Waverley Housing	92.8	96.0	97.9
Peer Group	94.3	94.1	95.1
RSL Average	95.1	94.4	95.1
SHN Average	95.7	95.5	95.9

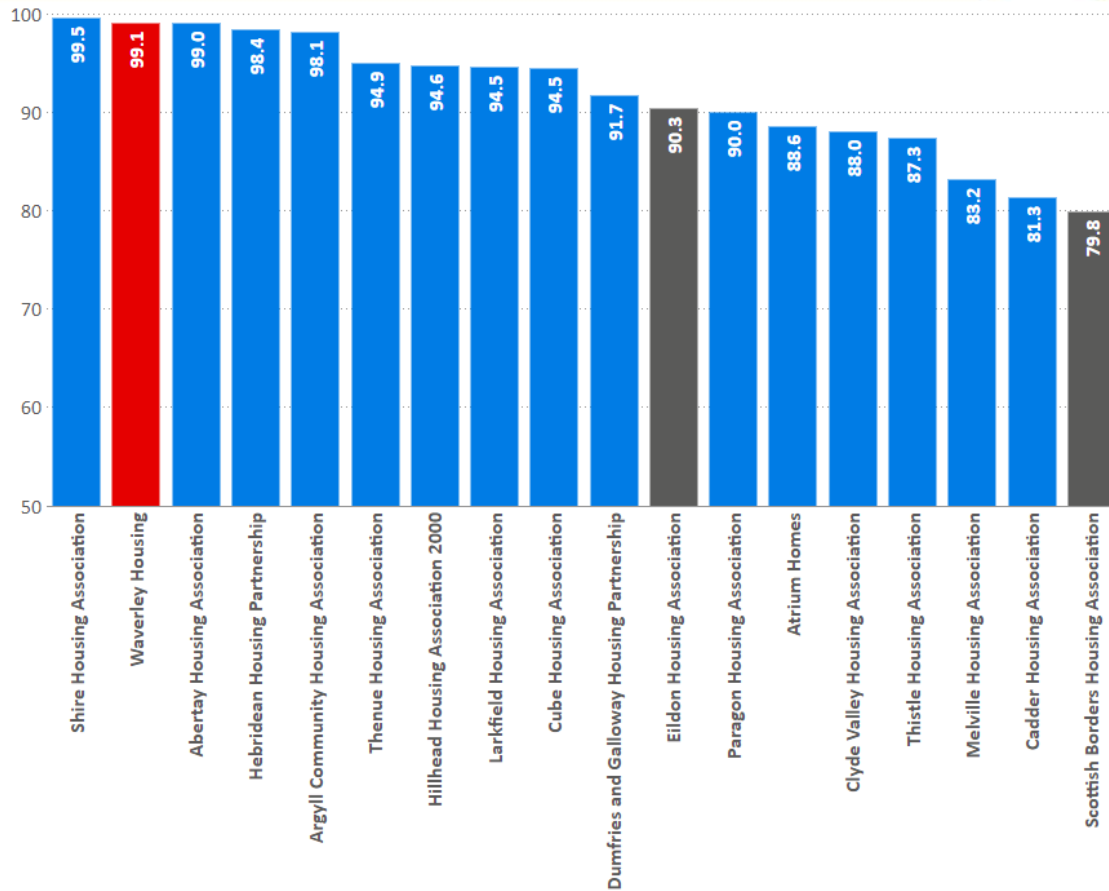
# Repairs Right First Time



**I13:** Percentage of reactive repairs carried out in the last year completed right first time

%	2016/17	2017/18	2018/19
Waverley Housing	99.1	99.2	98.8
Peer Group	92.3	91.0	91.2
RSL Average	92.1	91.5	91.1
SHN Average	92.4	92.2	92.1

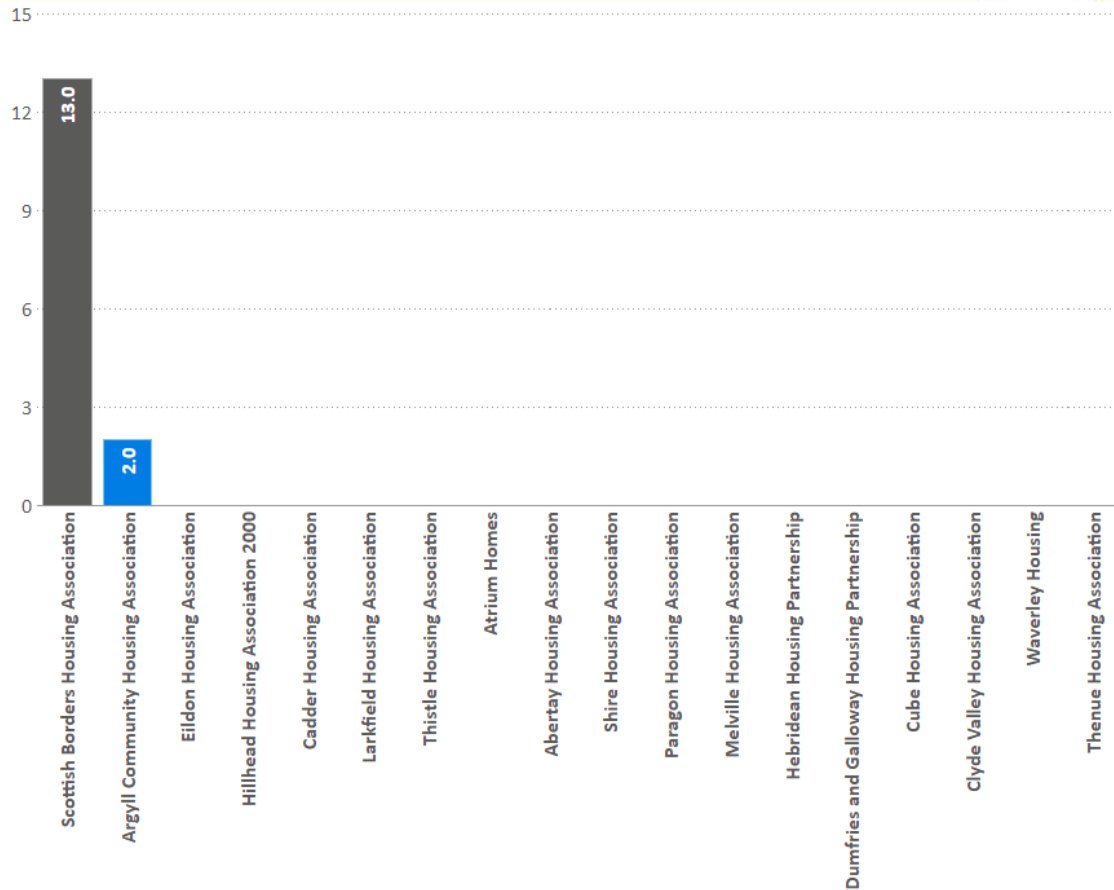
# Repairs satisfaction



**I16:** percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2016/17	2017/18	2018/19
Waverley Housing	98.5	98.1	99.1
Peer Group	89.9	91.0	92.1
RSL Average	91.4	92.3	92.6
SHN Average	90.6	92.1	92.1

# Gas safety

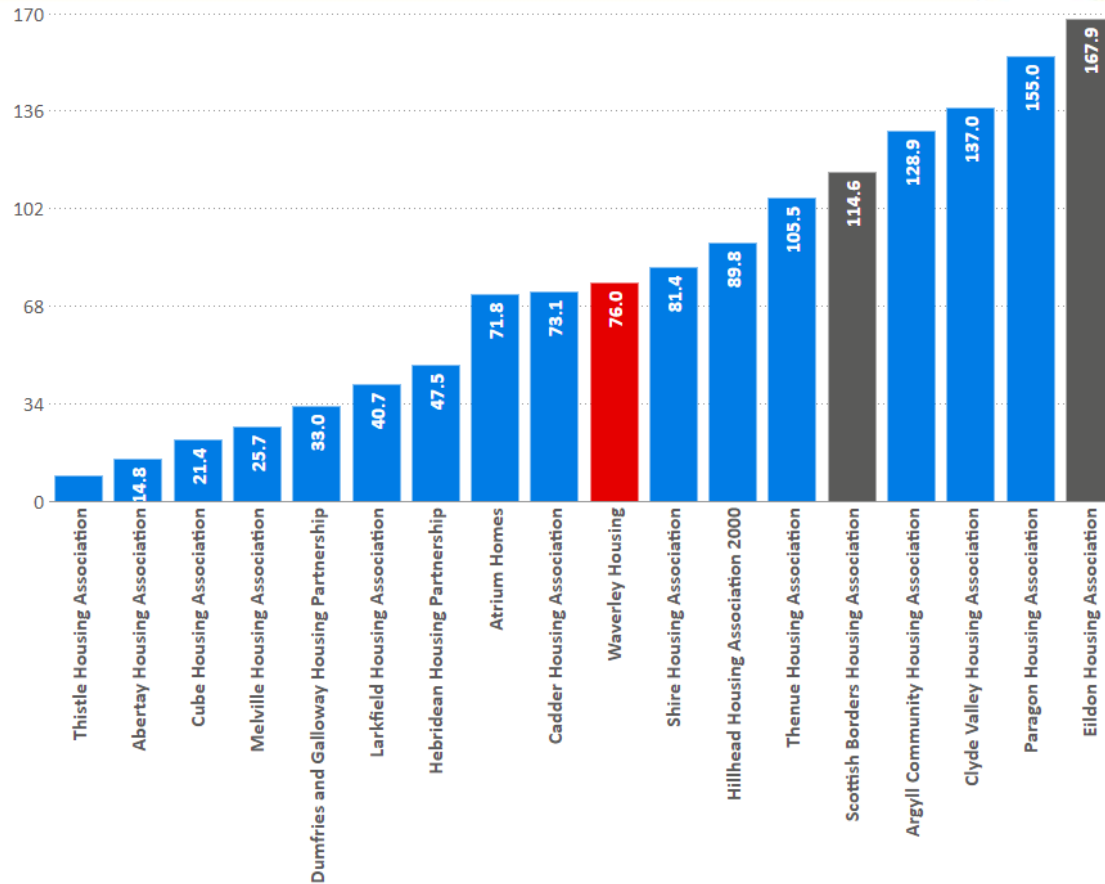


**I15:** Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	100.0	100.0	100.0
Peer Group	99.9	99.9	100.0
RSL Average	99.9	99.9	99.9
SHN Average	99.9	99.8	100.0

No. of fails	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	0	0	0

# Medical adaptations



**123:** The average time to complete medical adaptations during the reporting year.

Calendar Days	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	175.2	71.3	76.0
Peer Group	63.5	67.8	57.8
RSL Average	61.5	61.9	63.0
SHN Average	48.5	48.1	47.7

## Housing lists & lets

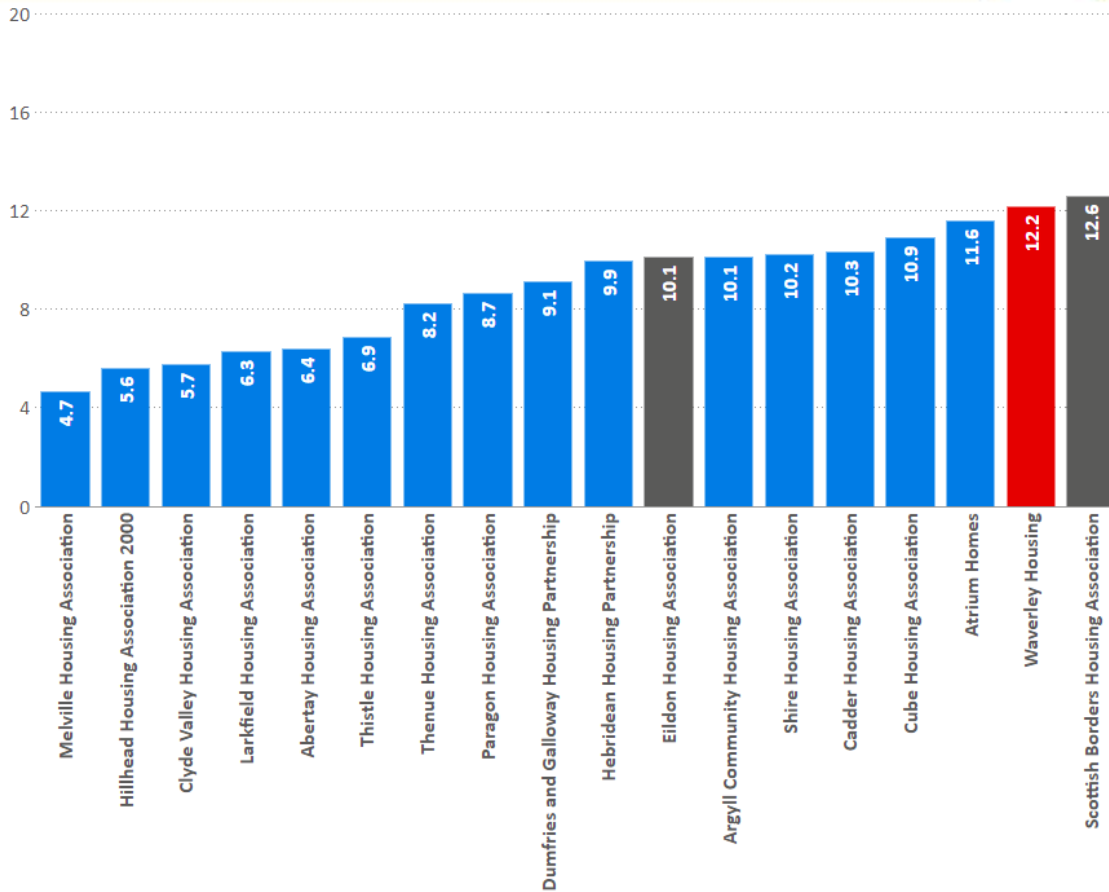
General needs lets	186
Supported housing lets	0
Number of lets to existing tenants;	33
Number of lets to housing list applicants;	116
Number of mutual exchanges	1
Number of lets from other sources.	2

Number of new applicants added	1093
Number of applicants at 31 March	1374
Number of suspensions	73
Number of cancelled applications	948

Own housing list	Yes
CHR	
Choice based	Yes
Mutual exchange	



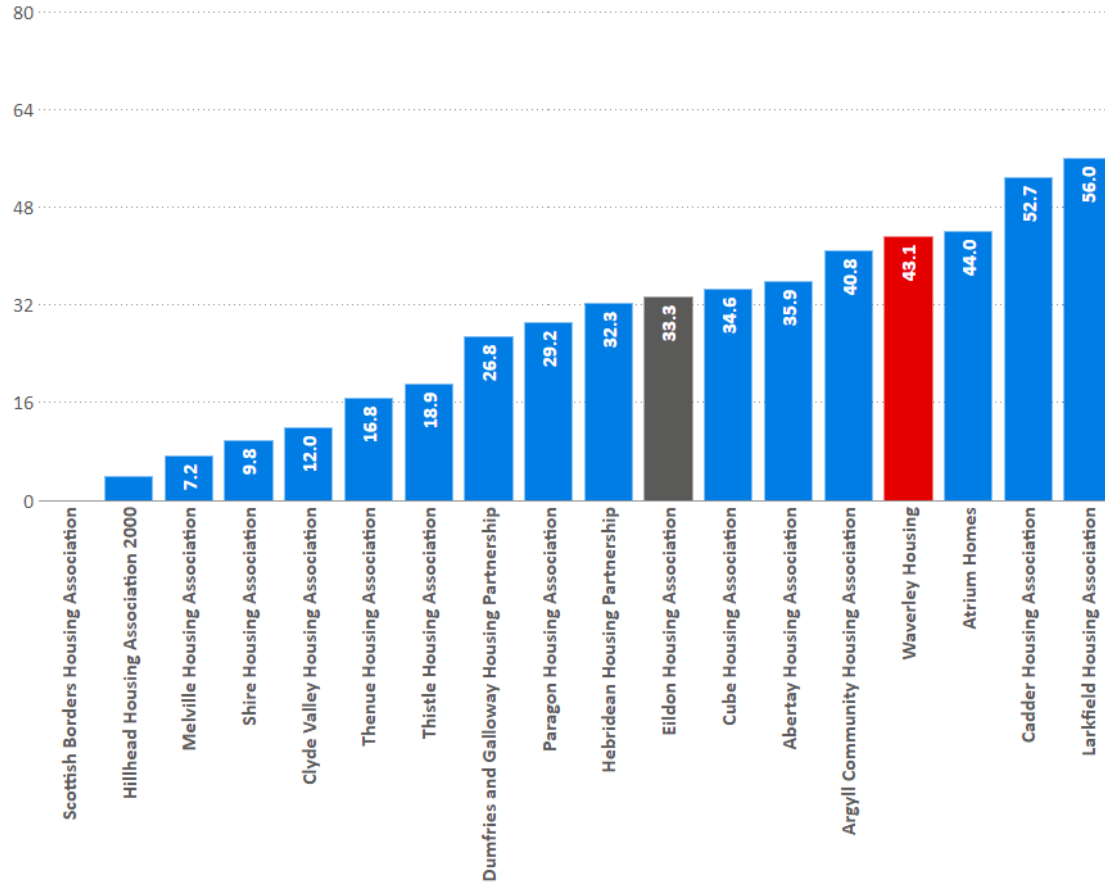
# Turnover



**I21:** Percentage of lettable houses that became vacant in the last year.

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	14.4	12.3	12.2
Peer Group	8.5	8.6	9.4
RSL Average	8.8	8.8	9.2
SHN Average	8.4	8.6	8.7

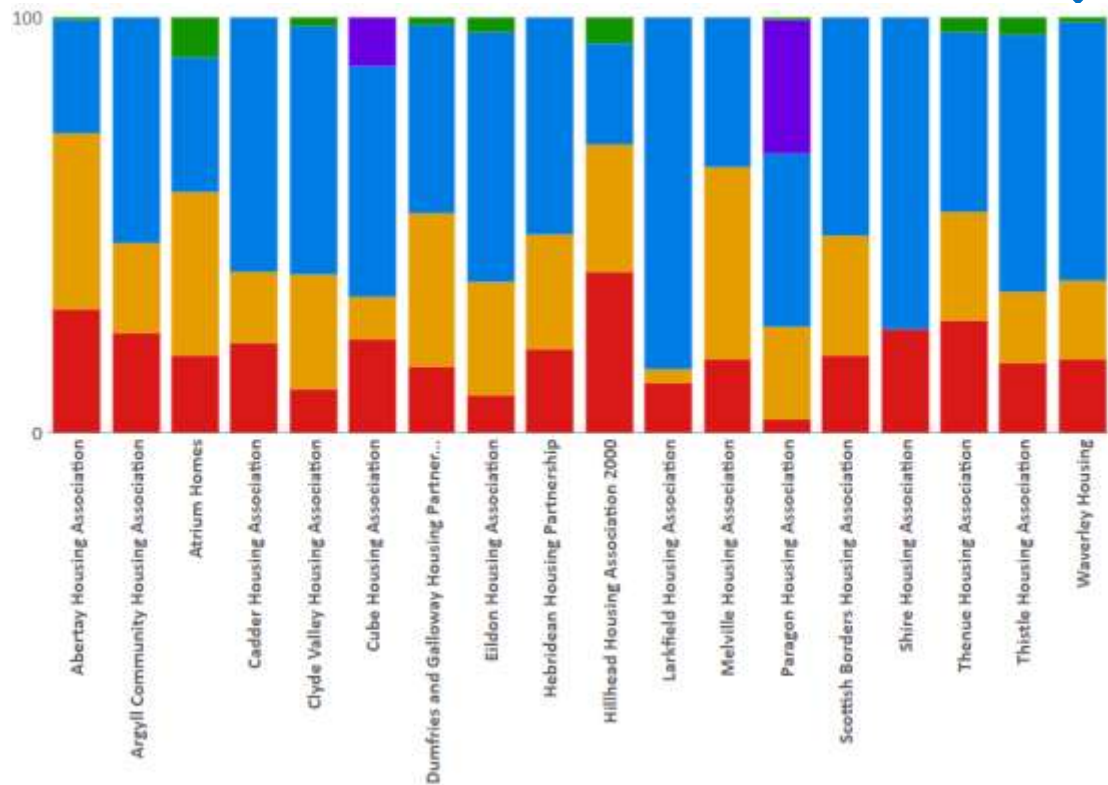
# Offers refused



**I18:** Percentage of tenancy offers refused during the year.

%	2016/17	2017/18	2018/19
Waverley Housing	38.4	52.8	43.1
Peer Group	31.7	27.8	26.1
RSL Average	32.8	30.8	29.1
SHN Average	37.3	35.9	37.4

# Lets by source

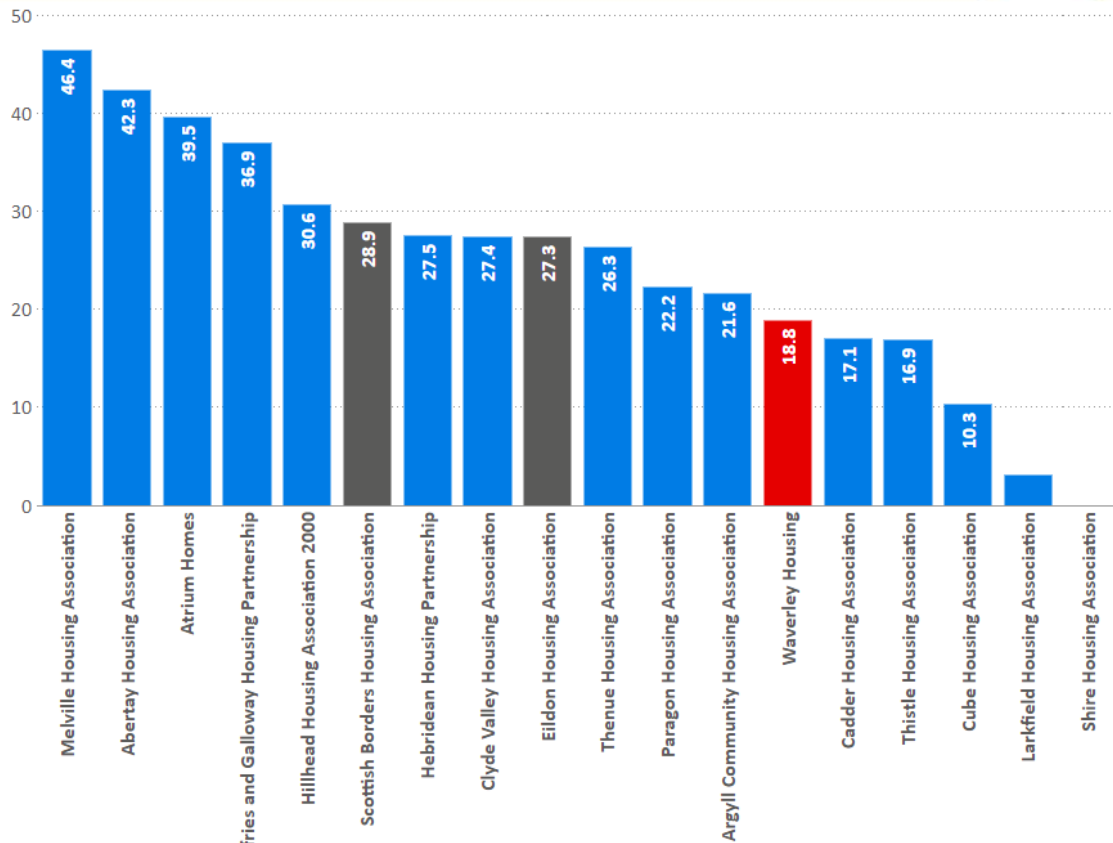


 C8 Percentage of lets to existing tenants  
 C8 Percentage of lets to housing applicants  
 C8 Percentage of lets to others  
 C8 Percentage of lets to homeless applicants  
 C8 Percentage of lets to LA nominations

**C8:** The percentage of lets during the reporting year by source of let.

%	Waverley Housing	Large Stock Transfer	SHN
Existing tenants	17.7	18.7	18.9
Homeless applicants	18.8	27.7	35.6
Housing list applicants	62.4	50.0	42.1
LA nomination	0.0	2.5	1.6
Others	1.1	1.1	1.9

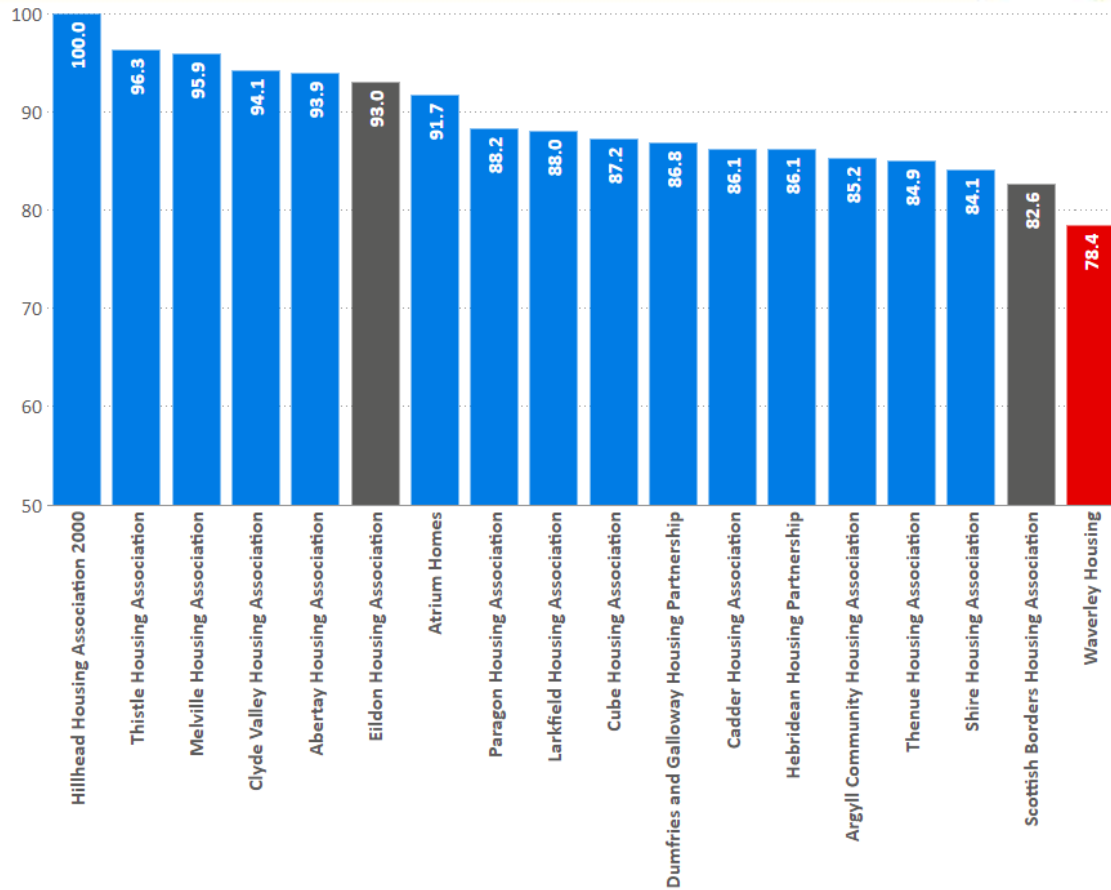
# Lets to homeless



**C8:** The percentage of lets during the reporting year to tenants that have been assessed as statutorily homeless.

%	2016/17	2017/18	2018/19
Waverley Housing	10.5	11.5	18.8
Peer Group	23.6	23.1	27.7
RSL Average	21.5	22.7	25.3
SHN Average	31.4	32.9	35.6

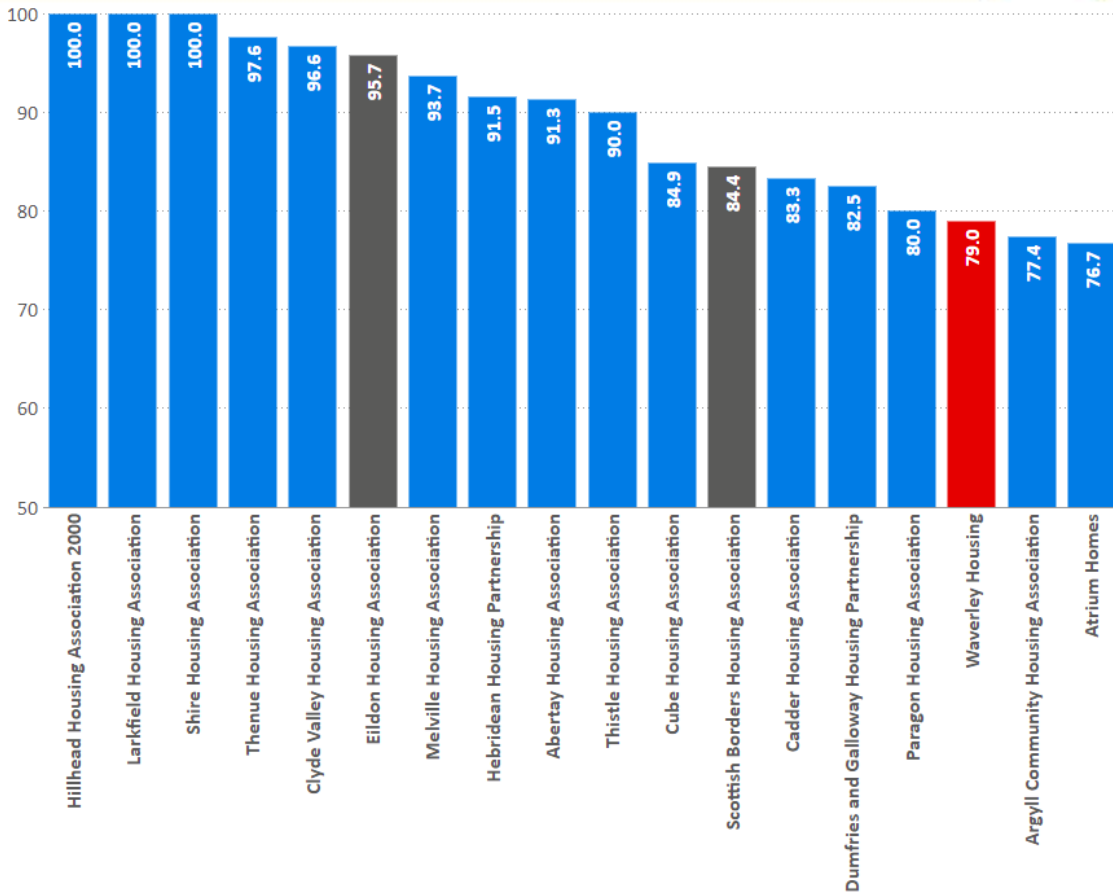
# Tenancy sustainment



I20: Percentage of new tenancies sustained for more than a year; all sources of let.

%	2016/17	2017/18	2018/19
Waverley Housing	80.1	78.0	78.4
Peer Group	88.7	88.7	86.7
RSL Average	88.5	88.2	88.0
SHN Average	89.0	88.7	88.7

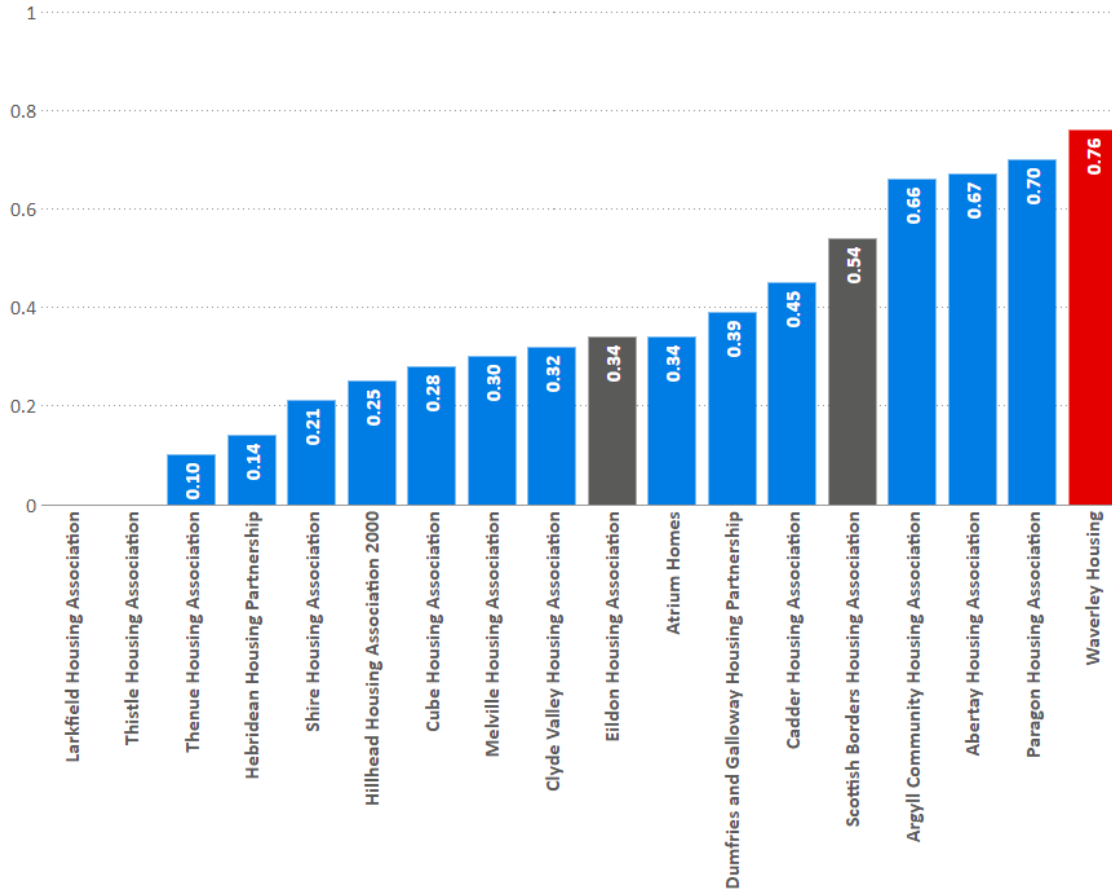
# Tenancy sustainment (homeless)



**I20:** Percentage of new tenancies sustained for more than a year; statutory homeless.

%	2016/17	2017/18	2018/19
Waverley Housing	87.5	90.5	79.0
Peer Group	87.2	89.4	85.4
RSL Average	89.2	89.7	89.6
SHN Average	88.4	88.2	87.8

# Evictions

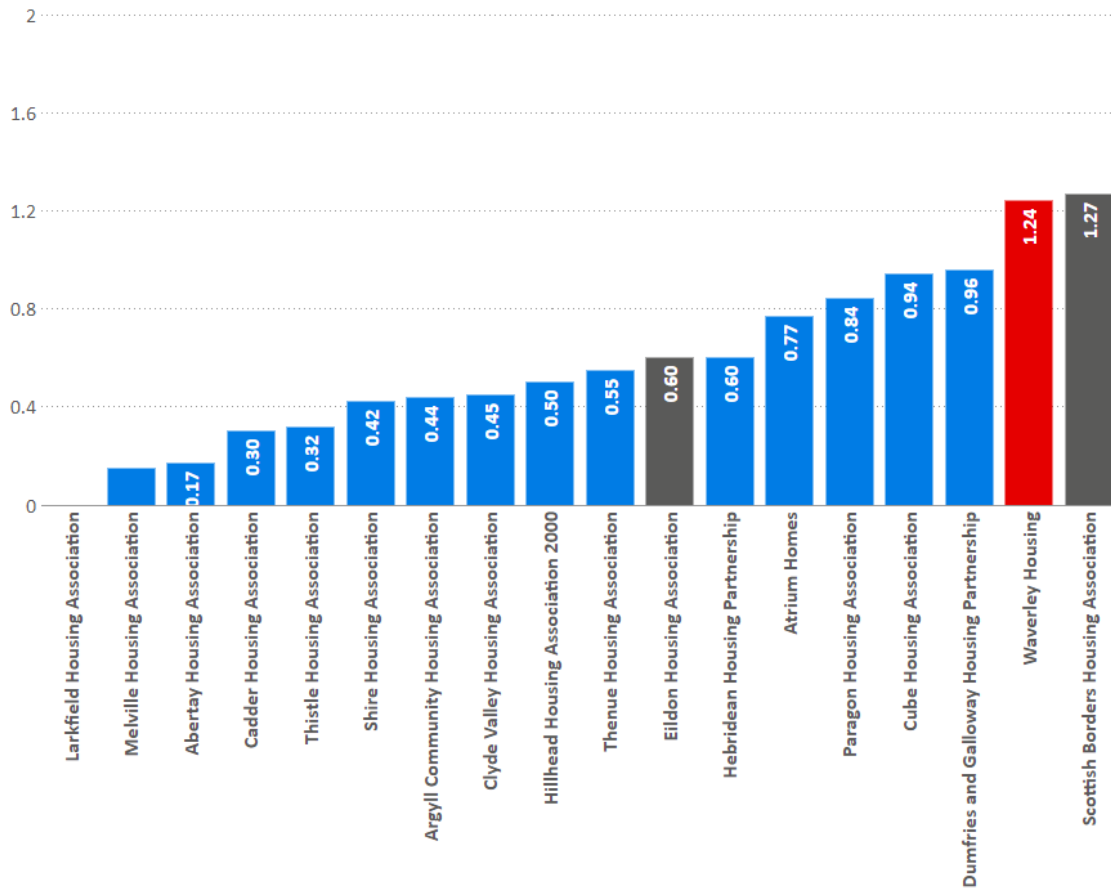


## I24: Evictions

Evictions as a percentage of stock

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	0.66	0.80	0.76
Peer Group	0.35	0.37	0.42
RSL Average	0.32	0.32	0.34
SHN Average	0.39	0.38	0.39

# Abandonments



**C11:** Abandoned properties.

Abandonments as a percentage of stock.

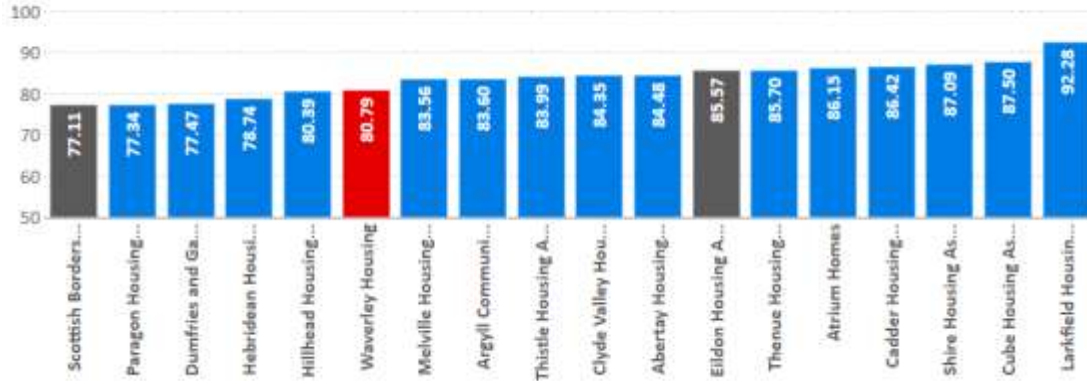
%	2016/17	2017/18	2018/19
Waverley Housing	1.11	1.26	1.24
Peer Group	0.63	0.61	0.76
RSL Average	0.54	0.52	0.56
SHN Average	0.59	0.56	0.59



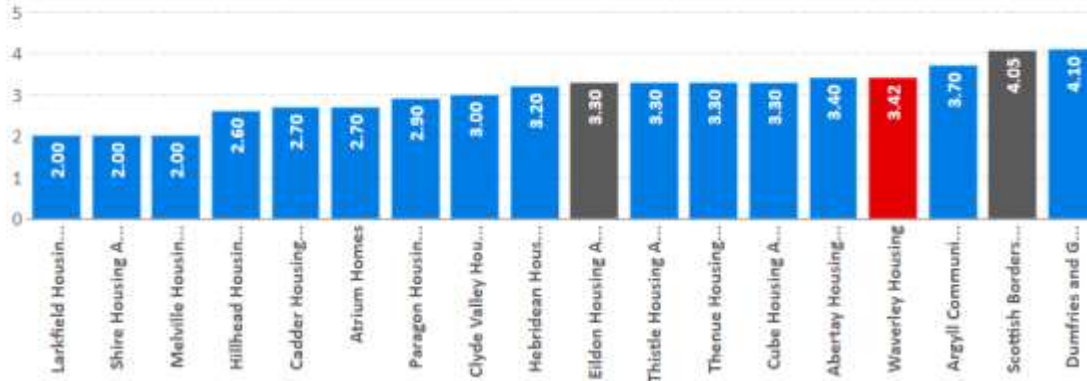
# Rents

# Rents

## Average Weekly Rent



## Annual Rent Increase

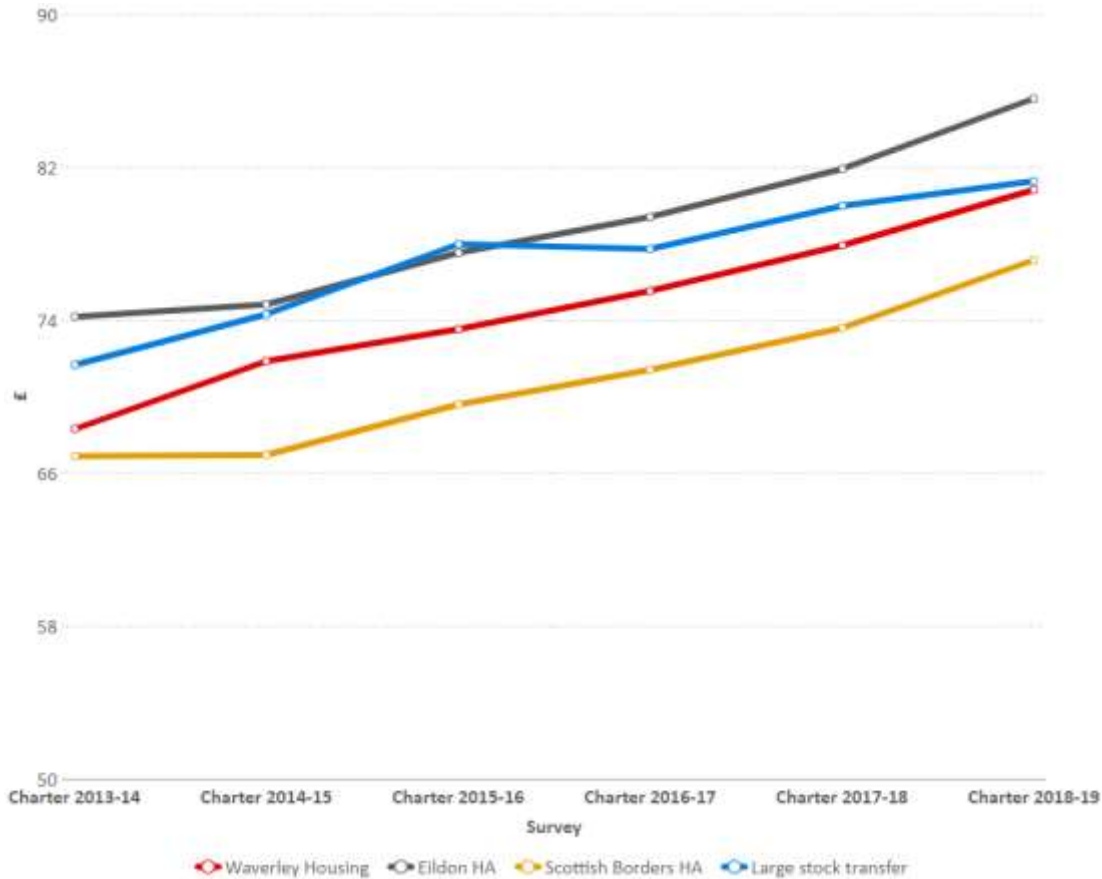


## C17: Average weekly rent and rent increase

£	2016/17	2017/18	2018/19
Waverley Housing	75.49	77.92	80.79
Peer Group	77.71	79.95	81.29
RSL Average	80.37	82.59	86.15
SHN Average	74.39	76.23	78.23

%	2016/17	2017/18	2018/19
Waverley Housing	3.0	3.8	3.4
Peer Group	2.5	3.4	3.3
RSL Average	2.2	3.2	3.1
SHN Average	2.3	3.2	3.0

# Rent increase (trends)

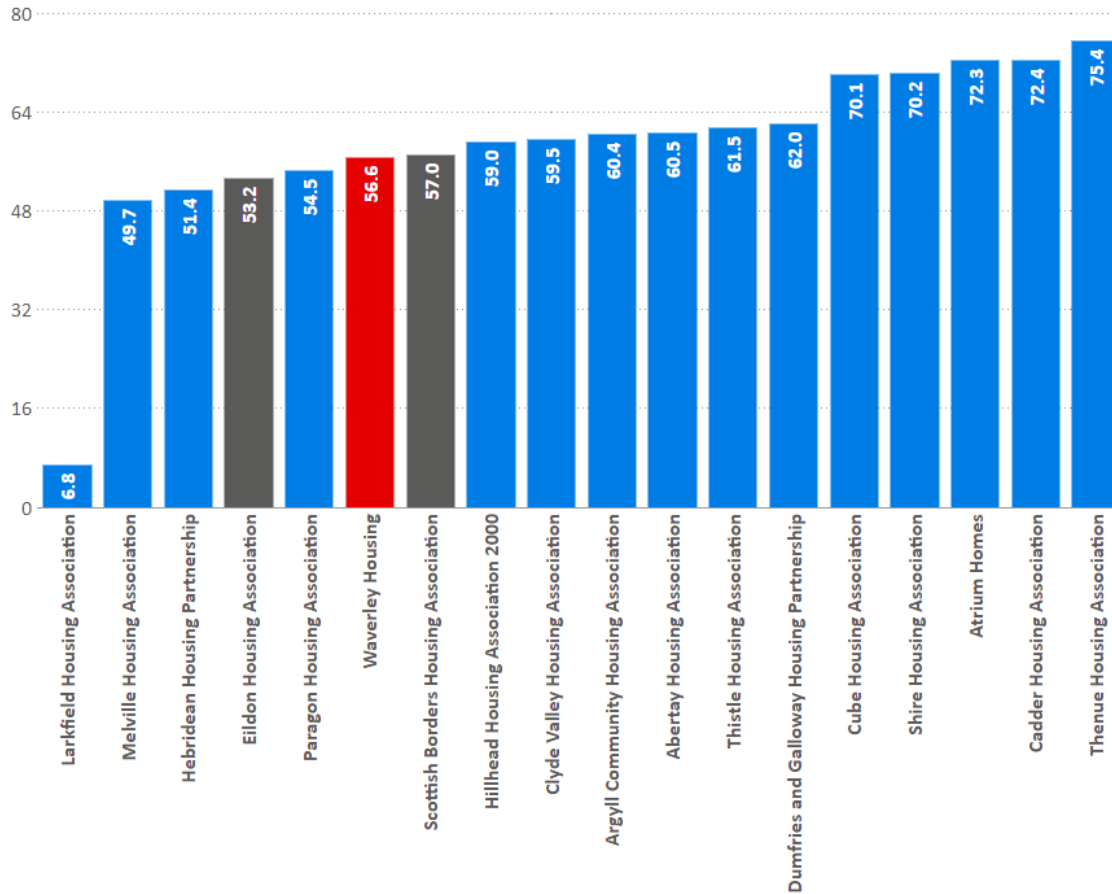


## C21: Change in average rent

£	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	75.49	77.92	80.79
Peer Group	77.71	79.95	81.29
RSL Average	80.37	82.59	86.15
SHN Average	74.39	76.23	78.23

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	3.0	3.8	3.4
Peer Group	2.5	3.4	3.3
RSL Average	2.2	3.2	3.1
SHN Average	2.3	3.2	3.0

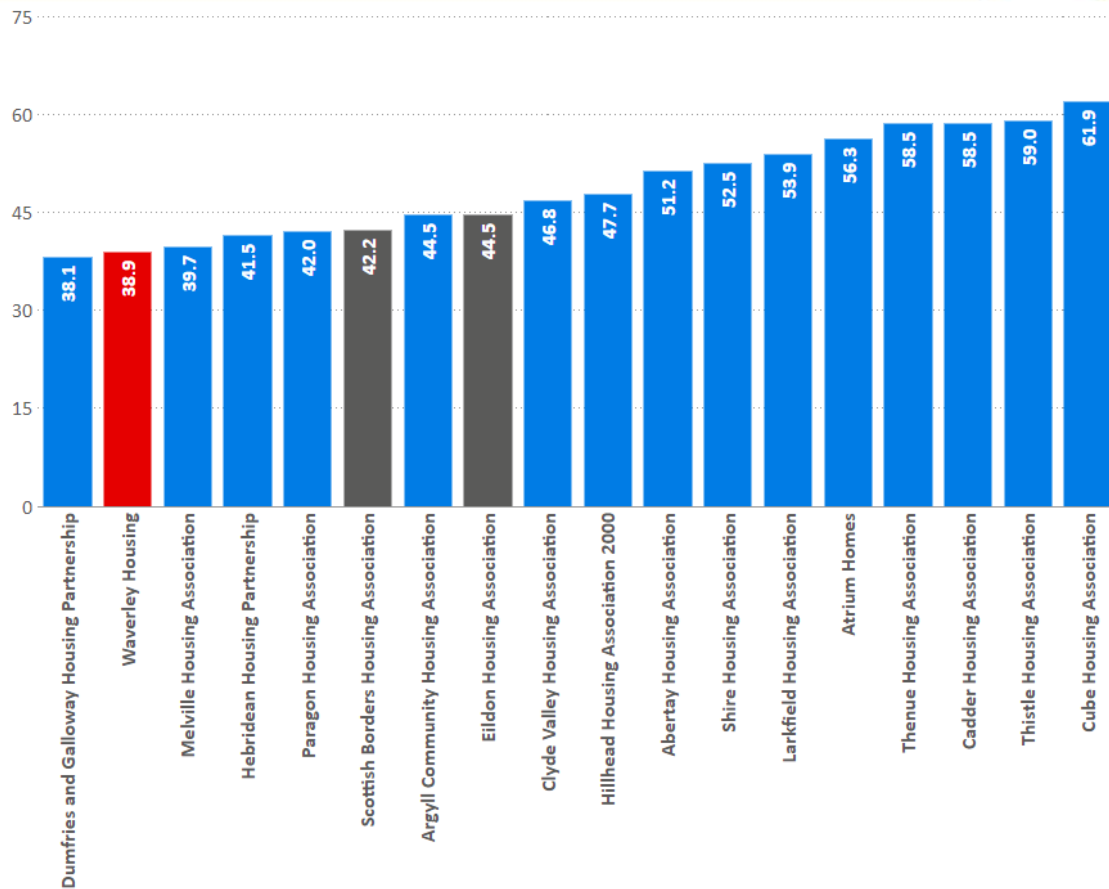
# Direct housing costs



C22: Percentage of households for which landlords are paid housing costs directly

%	2016/17	2017/18	2018/19
Waverley Housing	64.2	60.0	56.6
Peer Group	65.3	63.9	61.2
RSL Average	64.5	63.5	62.0
SHN Average	68.1	67.2	65.3

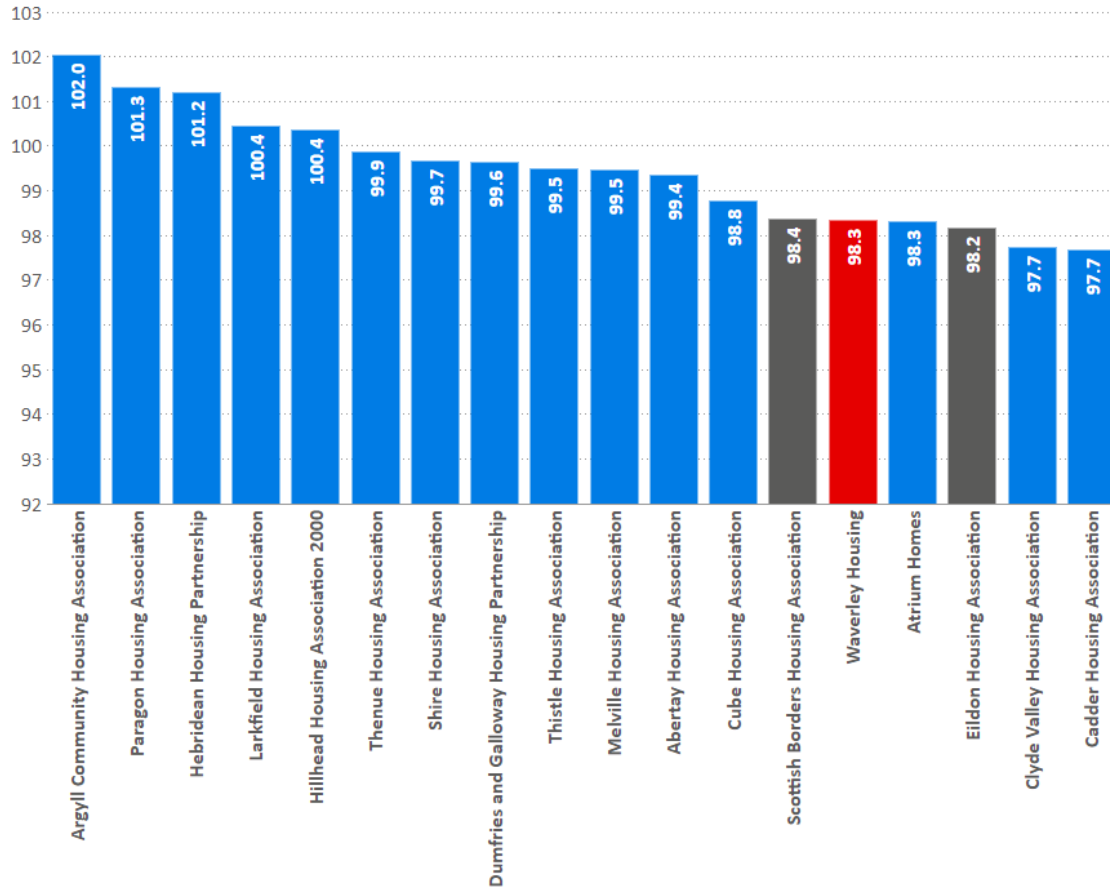
# Direct housing costs



**C22:** Percentage value of the direct housing payments received in the reporting year.

%	2016/17	2017/18	2018/19
Waverley Housing	46.6	43.0	38.9
Peer Group	51.3	50.0	45.6
RSL Average	53.2	52.0	49.5
SHN Average	54.4	53.3	50.0

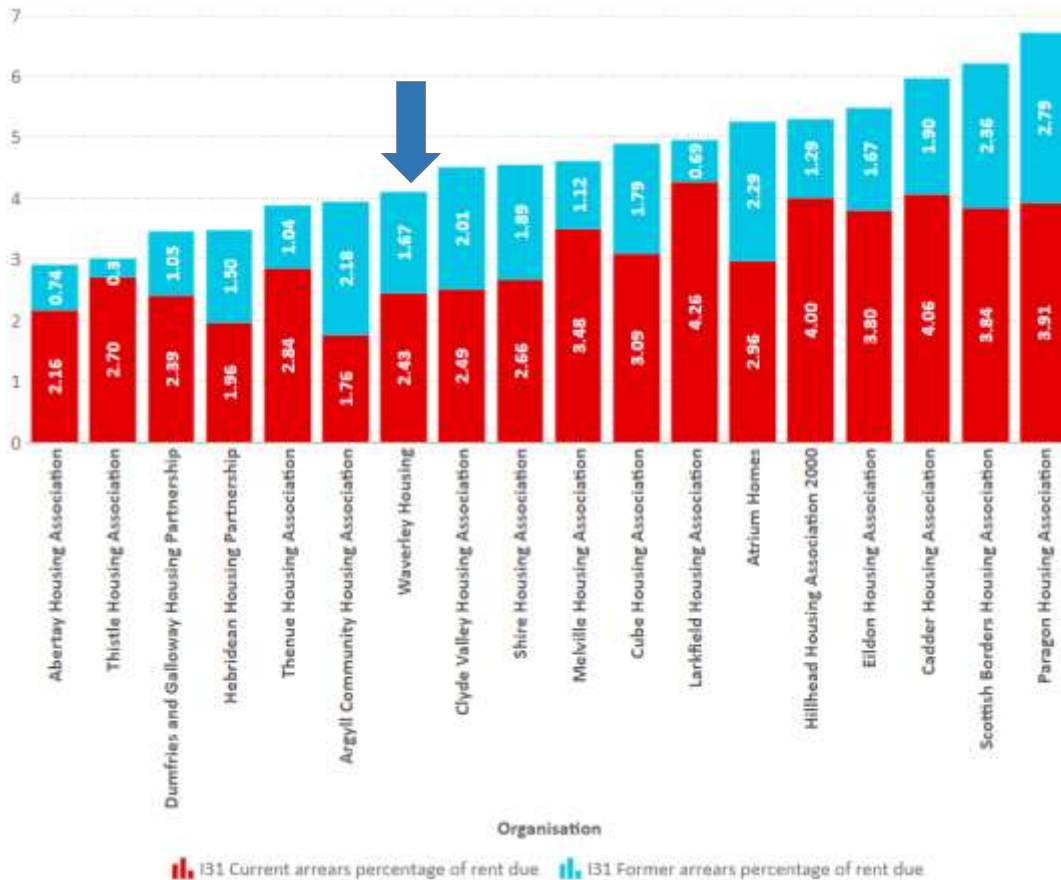
# Rent collection



**I30:** Rent collected from tenants as a percentage of total rent due in the reporting year

%	2016/17	2017/18	2018/19
Waverley Housing	101.9	98.2	98.3
Peer Group	99.7	99.3	99.6
RSL Average	99.9	99.6	99.5
SHN Average	99.6	99.4	99.0

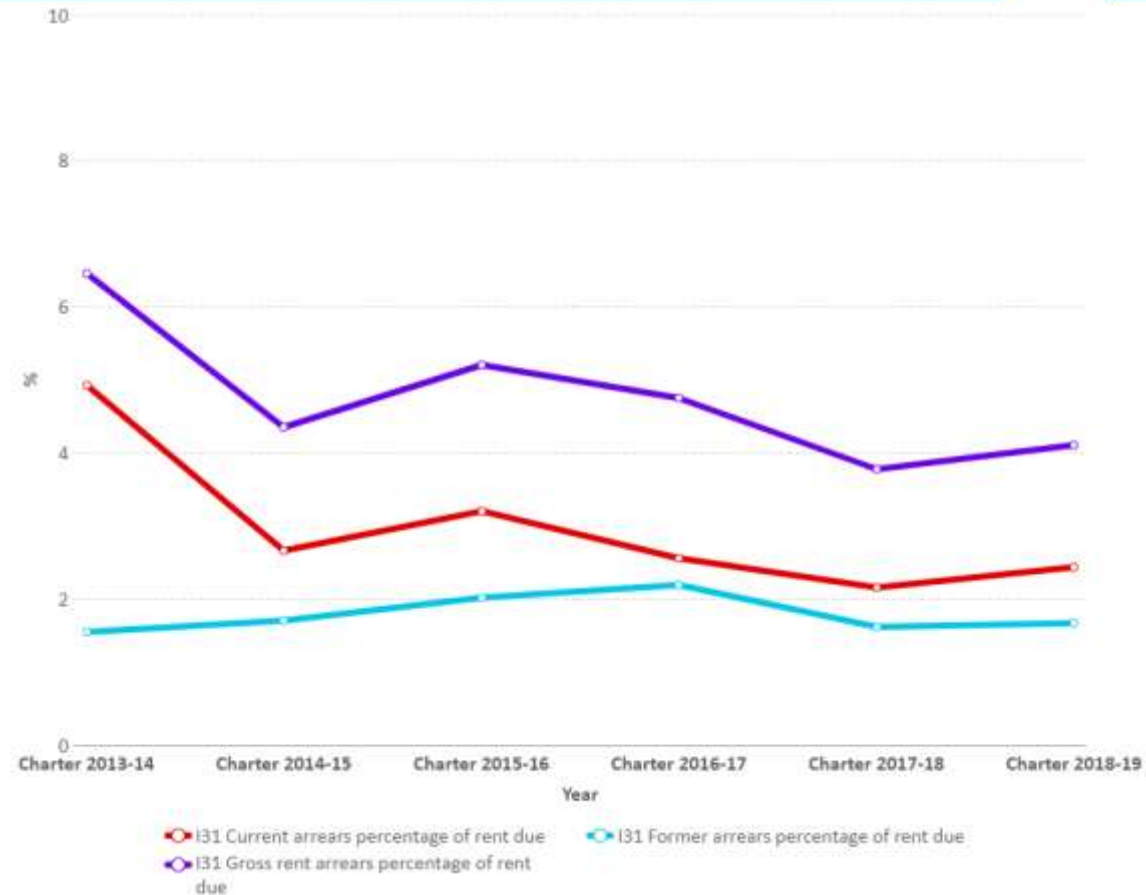
# Arrears



**I31:** Current rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2016/17	2017/18	2018/19
Waverley Housing	2.6	2.2	2.4
Peer Group	3.2	3.0	2.7
RSL Average	2.7	3.0	2.7
SHN Average	3.3	3.4	3.8

# Arrears (trends)

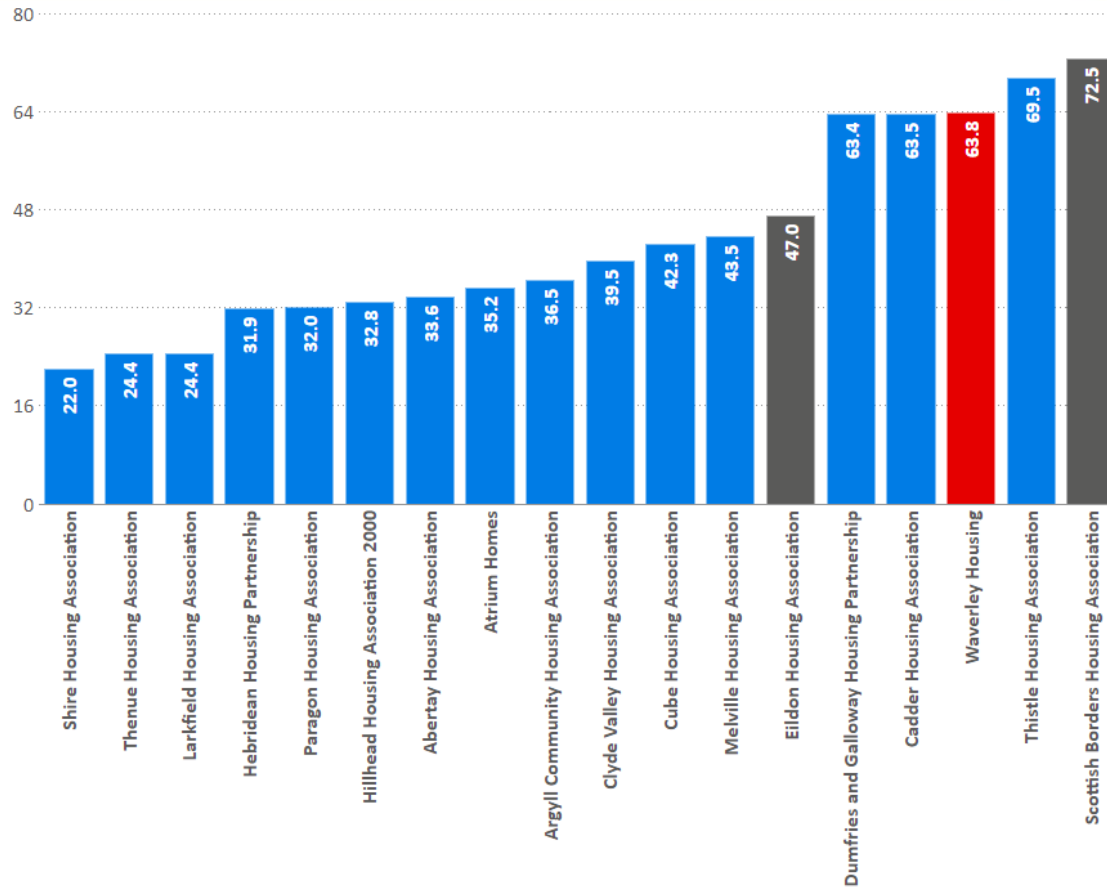


## I31: Gross Arrears trends

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	4.8	3.8	4.1
Peer Group	5.0	4.8	4.4
RSL Average	4.3	4.3	4.2
SHN Average	5.3	5.4	5.9



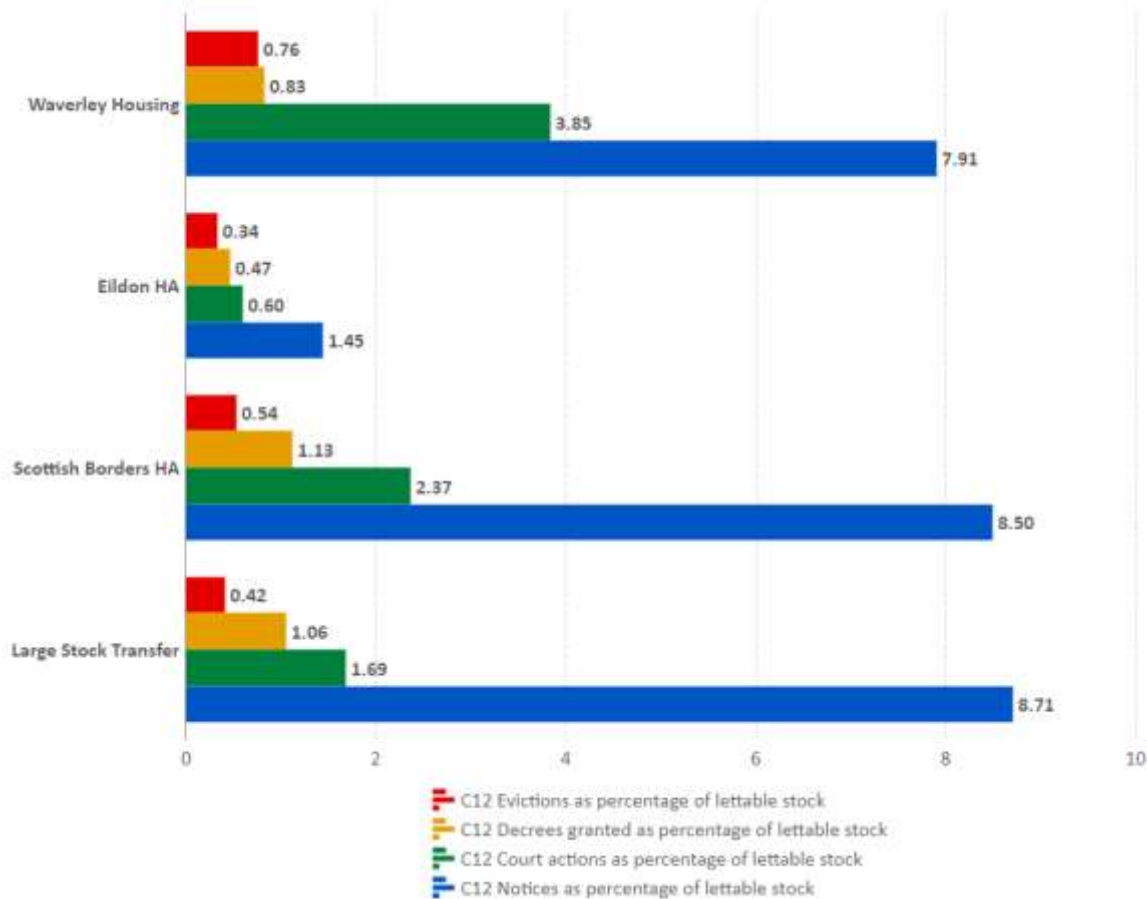
# Arrears written off



**C23:** percentage of former tenant rent arrears written off at the year end.

%	2016/17	2017/18	2018/19
Waverley Housing	68.4	62.2	63.8
Peer Group	49.9	54.7	48.2
RSL Average	44.6	46.8	41.6
SHN Average	37.1	36.1	39.6

# Legal action

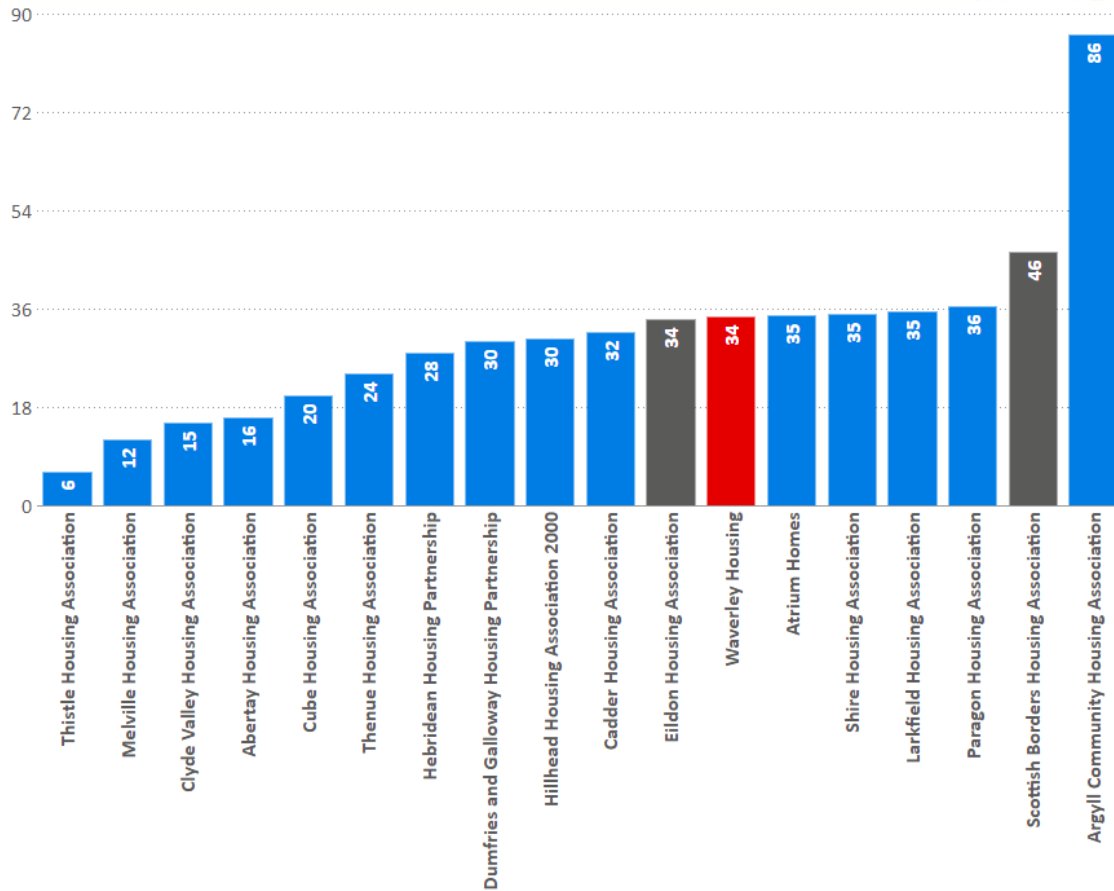


Legal action process as a percentage of lettable stock

%	Waverley Housing	Large Stock Transfer	RSL Average
Evictions	0.76	0.42	0.34
Decrees	0.83	1.06	0.63
Court actions started	3.85	1.69	1.25
NOPs	7.91	8.71	5.14

# Voids

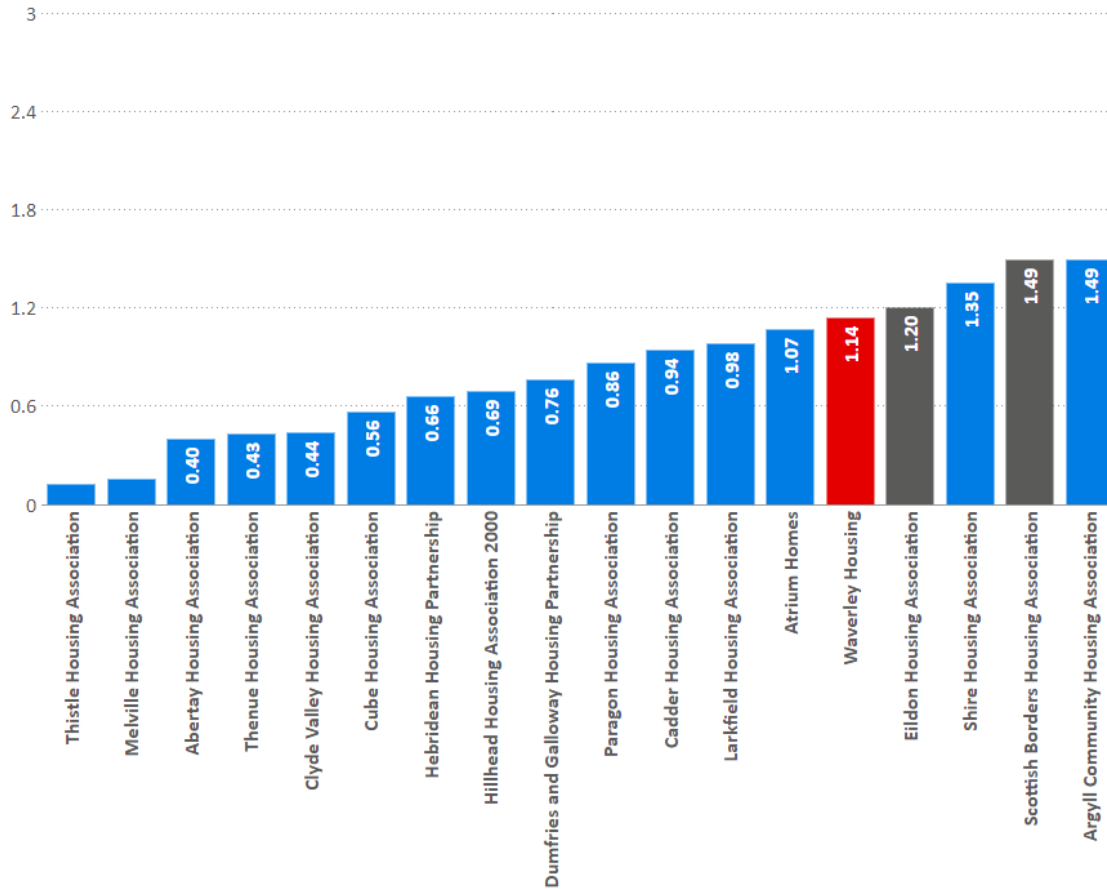
# Relet times



**I35:** Average length of time taken to relet properties in the last year (calendar days)

%	2016/17	2017/18	2018/19
Waverley Housing	55.8	60.9	34.4
Peer Group	35.9	39.5	33.8
RSL Average	28.8	29.0	30.6
SHN Average	31.5	30.7	32.8

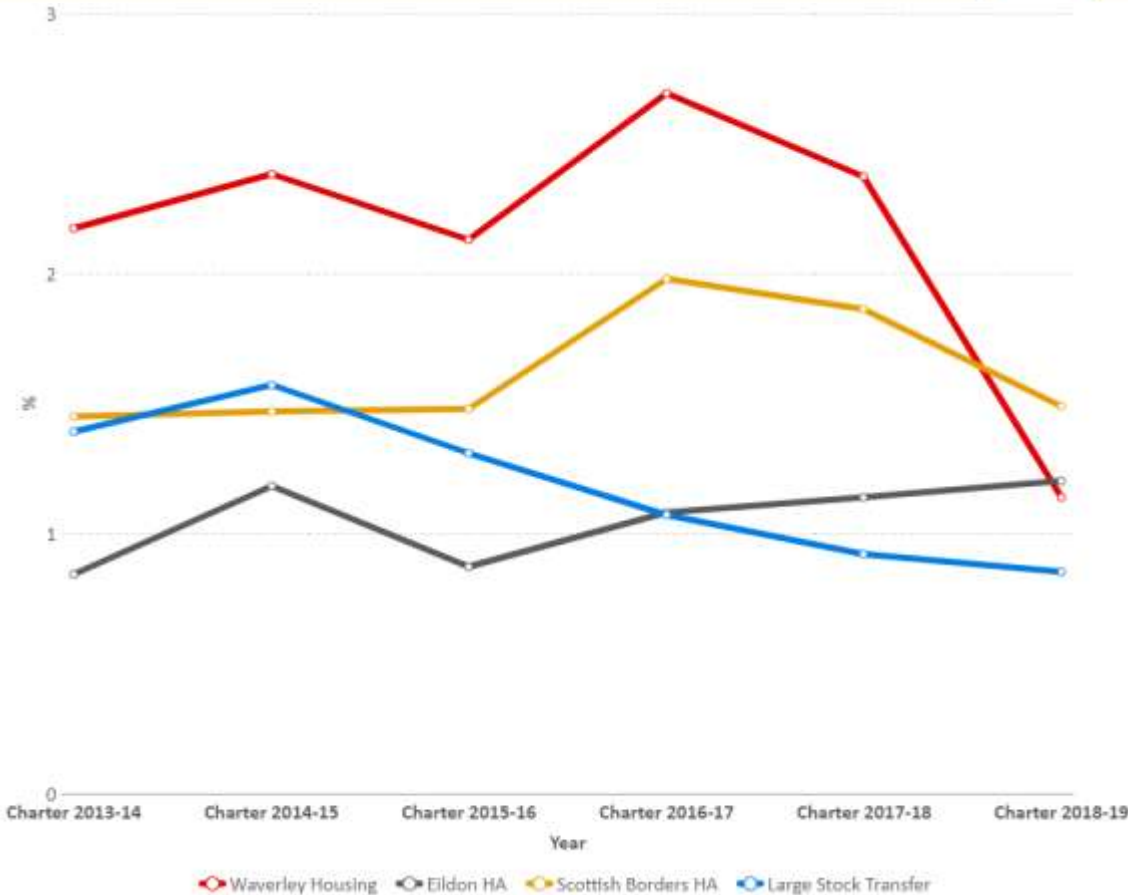
# Void rent loss



**I34:** percentage of rent lost through properties being empty in the last year

%	2016/17	2017/18	2018/19
Waverley Housing	2.7	2.4	1.1
Peer Group	1.1	0.9	0.9
RSL Average	0.9	0.9	0.9
SHN Average	0.9	0.9	0.9

# Void rent loss (trends)



**I34:** percentage of rent lost through properties being empty in the last year

%	2016/17	2017/18	2018/19
<b>Waverley Housing</b>	2.7	2.4	1.1
Peer Group	1.1	0.9	0.9
RSL Average	0.9	0.9	0.9
SHN Average	0.9	0.9	0.9

# Landlord Report

## Service

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- Satisfaction:
  - Overall
  - Keeping informed
  - Opportunities to participate
- SHQS
- Emergency repairs time
- Non-emergency repairs time
- Right first time
- Appointments kept
- Repairs satisfaction
- ASB cases within target

## Value for Money

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- Average weekly rent
- Annual rent increase
- Void relet time
- Void rent loss
- Rent collected

# Landlord report

	I1 Satisfied with overall service	I3 Satisfied with keeping tenants informed	I6 Satisfied with opportunities to participate	I7 Properties meeting SHQS	I11 Time taken to complete emergency repairs	I12 Time taken to complete non-emergency repairs	I13 Repairs right first time	I14 Appointments kept	I16 Satisfaction with repairs service	I19 ASB cases resolved within targets	C17 Average weekly rent	C21 Rent increase	I30 Rent collected	I34 Void rent lost	I35 Time to re-let properties	
Eildon Housing Association	88.31	89.2	78.62	95	1.33	5.5	88.04	0	90.32	66.67	85.57	3.3	98.15	1.2	33.87	
Cadder Housing Association	91.64	98.95	96.86	98.18	2.24	3.25	94.11	94.03	81.25	100	86.42	2.7	97.68	0.94	31.51	
Hillhead Housing Association 2000	91.27	96	85.45	99.88	1.18	2.43	94.97	96.72	94.64	84.21	80.39	2.6	100.36	0.69	30.41	
Larkfield Housing Association	94.51	96.62	100	94.5	3.29	7.64	94.68	96.11	94.53	100	92.28	2	100.44	0.98	35.3	
Shire Housing Association	95.48	99.25	99.5	87.53	1.89	5.53	89.9	100	99.51	100	87.09	2	97.84	1.01	59.98	
Thistle Housing Association	90.36	96.18	93.27	75.5	1.49	2.39	97.7	0	87.32	100	83.99	3.3	99.5	0.12	6.03	
Abertay Housing Association	87.18	89.63	78.57	99.16	1.98	6.11	88.48	92.8	98.96	88.26	84.48	3.4	99.36	0.4	15.95	
Argyll Community Housing Association	89.25	89.25	84.75	83.42	2.94	7.82	85.04	87.65	98.1	91.67	83.6	3.7	102.02	1.49	86.12	
Atrium Homes	89.33	91.11	89.78	98.81	1.93	5.04	95.4	96.84	88.57	91	86.15	2.7	98.31	1.07	34.79	
Clyde Valley Housing Association	89	90.04	84.02	95.23	1.77	6.4	93.65	99.87	88	88.39	84.35	3	97.74	0.44	15.08	
Cube Housing Association	89.08	91.32	88.52	98.82	2.46	5.1	96.58	100	94.46	98.41	87.5	3.3	98.78	0.56	20.1	
Dumfries and Galloway Housing Partnership	95.19	95.63	94.52	66.22	2.33	7.83	93.01	96.5	91.72	89.41	77.47	4.1	99.64	0.75630379	29.95	
Hebridean Housing Partnership	87.99	92.11	84.45	81.08	3.43	2.69	89.48	99.35	98.38	82.5	78.74	3.2	101.2	0.66	27.73	
Melville Housing Association	89.1	95.95	97.2	97.03	1.62	6.92	77.87	92.54	83.16	85.9	83.56	2	99.46	0.15	11.96	
Paragon Housing Association	80.04	87.08	69.98	91.35	1.68	5.58	98.32	100	89.97	91.2	77.34	2.9	101.31	0.86	36.31	
Scottish Borders Housing Association	76.43	81.4	70.59	94.49	1.81	6.72	88.59	95.12	79.84	80.08	77.11	4.05	98.38	1.49310962	5	46.37
Thenue Housing association	90.47	91.61	77.84	99.11	1.38	4.96	95.89	92.14	94.91	92.27	85.7	3.3	99.86	0.43	23.97	
<b>Waverley Housing</b>	<b>89.7</b>	<b>92.73</b>	<b>82.48</b>	<b>97.38</b>	<b>1.62</b>	<b>5.2</b>	<b>98.82</b>	<b>97.87</b>	<b>99.06</b>	<b>72.88</b>	<b>80.79</b>	<b>3.42</b>	<b>98.35</b>	<b>1.14</b>	<b>34.36</b>	



# Overall summary - 2019

Areas for concern?

# Forums & Services

## Forums

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- Asset Management
- Homelessness and Housing Support
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny

## Services

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- Data Collection and Management
- Practice Exchange
- Private Sector Service
- Tools
  - Value for money model
  - Value for money of new build projects
  - Online self-assessment
- Training

## Enhanced Service

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- Data accuracy and validation services
- Business Plan Review and Performance Management Service



## Scotland's Housing Network

First floor, 19 Haymarket Yards

Edinburgh

EH12 5BH

**T:** 0131 466 3710

**E:** [info@scotlandshousingnetwork.org](mailto:info@scotlandshousingnetwork.org)

**W:** [www.scotlandshousingnetwork.org](http://www.scotlandshousingnetwork.org)

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