

Annual Report to Residents 2020/2021



Introduction

Lorraine Quinn,
Housing Manager

This report sets out how Sanctuary Scotland performed against the Scottish Social Housing Charter during 2020/21.

The pandemic challenged us like never before and we did our best to maintain vital resident services, including emergency repairs and gas servicing.

The current year, 2021/22, continues to challenge our hard-working staff teams. We thank residents for your patience and support.

Landlord Profile

Our 2020/21 projects included:

- › the development and delivery of training to help staff and community members understand the impact of childhood trauma
- › the successful application for Scottish Government funding for a 3-year post supporting tenants at the highest risk of losing their tenancy in Priesthill, Glasgow
- › the successful application for funding to improve cycling infrastructure in Edinburgh with Cycling Scotland
- › continued support for The Pyramid at Anderston, Glasgow, including the successful application for funding to employ a Community Builder for three years
- › a partnership with community members and Inspiring Scotland to fund and deliver creative workshops on film and documentary making in Cumbernauld
- › distributing £90,000 of Scottish Government coronavirus support funding across Aberdeen, Aberdeenshire, Cumbernauld and Dundee



Residents Belan Ahmed and Caroleanne Sabah



8,101
number of
properties

Properties under Sanctuary Scotland's management on 31.3.21

Local Authority	Number of Homes
Aberdeen	701
Aberdeenshire	804
Angus	53
Dundee	925
East Dunbartonshire	48
East Renfrewshire	18
Edinburgh	24
Glasgow	2,443
Inverclyde	52
North Lanarkshire	2,091
Renfrewshire	939
South Lanarkshire	3
Total	8,101

The transfer of Thistle Housing Association to Sanctuary Scotland on 1 March 2021 took our housing stock beyond 8,000 homes. Our development team also created 204 new homes, including properties in Port Glasgow and Portsoy.

Satisfaction



Satisfaction – Overall

% of tenants satisfied with our overall service

2020	Scottish average	2021	Scottish average
76.0	89.2	76.0	89.0

The percentage of tenants satisfied with us as a landlord remained at 76 percent, the outcome of what was our most recent satisfaction survey during 2018/19. To get a true figure of how we're viewed by residents now, we've commissioned Research Resource to carry out a new tenant satisfaction survey during autumn 2021, in line with the Scottish Housing Regulator's requirements. We will share these findings with our engaged residents and work with them to update our improvement plan.



Satisfaction – Communication

% of tenants who feel we are good at keeping them informed about our services and decisions

2020	Scottish average	2021	Scottish average
89.4	92.0	89.4	91.7

Engaging with our residents and understanding what matters to you has never been more important. More than 1,700 wellbeing calls and 8,000 food parcels were appreciated by recipients across Scotland, those who needed them the most. A focus on digital saw us transform our services, enabling us to converse with residents despite lockdown restrictions. One example of this is our regular Review Panel meetings which we were able to conduct online over Zoom. We also carried out virtual lettings and replaced our printed newsletter with an email version so the content was more current and relevant.

Satisfaction



Satisfaction – Participation

% of tenants satisfied with the opportunities to participate in our decision-making processes

2020	Scottish average	2021	Scottish average
89.9	87.2	89.9	86.6

We invite residents to influence our decision-making to help us achieve positive outcomes for both them and our other service users. Our Tenant Participation Strategy offers a range of opportunities to engage with us and help improve our services. If you'd like to get involved, please email GetInvolved.Scotland@sanctuary-housing.co.uk or phone **0800 131 3348**

We encourage tenants to join our National Resident Review Panel (NRRP). Residents can also join focus groups in Aberdeen, Cumbernauld, Dundee and the West of Scotland to assess our performance and make recommendations for improvement. In 2020/21 the Panel's projects included a review of our Lettings standard, Repairs handbook and Abandonment procedures.

The Panel contributed to the review of our Annual Assurance Statement, which is reported to the Scottish Housing Regulator, focusing on the areas of Whistleblowing, Equality and Human Rights, and Tenant and Service Users Redress. To join the NRRP or one of our regional focus groups please phone **0800 131 3348** or email GetInvolved.Scotland@sanctuary-housing.co.uk



Satisfaction – Quality of Home

% of tenants satisfied with the quality of their home

2020	Scottish average	2021	Scottish average
81.7	87.2	81.7	87.1

During 2021/22 our projected reinvestment spend is more than £7 million. Almost £3 million will be used to further improve our housing stock in the North East. The remaining money will be invested in Glasgow's Toryglen, a legacy of the recent transfer of Thistle Housing Association. We expect our current satisfaction levels to improve as a result of our capital reinvestment programme.

Satisfaction



Satisfaction – Neighbourhood

% of tenants satisfied with the management of their neighbourhood

2020	Scottish average	2021	Scottish average
80.2	87.5	80.2	86.1

We have arranged several walkabouts with our Review Panel Members to bring issues to our attention, and will get a true measure of how tenants feel when this year's satisfaction survey is completed. If you would like a member of staff to accompany you on a walking tour of your neighbourhood, or would like to discuss a particular issue, please phone **0800 131 3348** or email Scotland@sanctuary-housing.co.uk



Satisfaction – Value for Money

% of tenants who feel their rent is good value for money

2020	Scottish average	2021	Scottish average
68.1	84.0	68.1	82.8

We will have a better understanding of how tenants feel at this time when this year's customer satisfaction survey is completed.



Resident Paul McCormack



Kate Drummond of The Pyramid, Anderston

Quality of Housing



% of stock meeting the Scottish Housing Quality Standard at the end of the reporting year

2020	Scottish average	2021	Scottish average
99.9	94.4	81.5	91.0

This year our performance on meeting the Scottish Housing Quality Standard has fallen, due to the introduction of higher energy efficiency standards plus the investment needed in the homes transferred from Thistle Housing Association. The pandemic and a shortage of materials and resources further affected the delivery of our reinvestment programme. Our investment plan targets where it is needed, including improving the energy efficiency of our homes to reduce fuel poverty.

During 2020/21 our programme was impacted by the pandemic, but we did invest around £3 million in our homes across Scotland. In the North East we upgraded boilers and replaced kitchens, bathrooms, windows and doors. Windows and doors were replaced in the Central region, while homes in the West received new bathrooms and boundary fencing. We installed new fire and smoke alarms at more than 5,800 homes, a statutory requirement designed to improve resident safety. All 58 tenants who responded to a customer survey were 'very satisfied' or 'fairly satisfied'.

Repairs, Maintenance & Improvements



Average number of hours to complete emergency repairs

2020	Scottish average	2021	Scottish average
5.2	3.6	4.5	4.2

The average time to complete an emergency repair was more than 30 minutes faster during 2020/21. This was the result of lockdown restrictions sometimes making emergency repairs the sole focus of our maintenance team.



Average number of days to complete non-emergency repairs

2020	Scottish average	2021	Scottish average
6.4	6.6	13.2	6.7

The doubling of our non-emergency response time was due to the pandemic's effect on our staffing levels and the availability of the materials needed.



% of reactive repairs completed right first time

2020	Scottish average	2021	Scottish average
92.6	92.4	78.6	91.5

Improving performance in our repairs and maintenance service is our top priority over the next year. We will review what improvements can be made to enhance our overall performance and customer satisfaction levels.



% of tenants who had repairs or maintenance carried out satisfied with the repairs and maintenance service

2020	Scottish average	2021	Scottish average
84.3	91.3	89.3	90.1

Estate Management, Antisocial Behaviour, Neighbour Nuisance and Tenancy Disputes



% Stage 1 complaints responded to in full within the SPSO Model CHP timescales

2020	Scottish average	2021	Scottish average
99.2	98.8	93.8	96.9

We have seen a slight dip in our response to stage one complaints but are working hard to improve our performance.



Housing Officer Janine Pulling with resident Rana Judge at Anderston allotments

Housing Options and Access to Social Housing

Average number of days to relet properties



2020	Scottish average	2021	Scottish average
21.9	31.8	41.4	56.3

The average number of days to relet figure effectively doubled, an outcome linked to the pandemic. Although 'virtual viewings' enabled prospective tenants to inspect our homes remotely, it still took people longer to move in. Delays were compounded by staffing levels (including the need for teams to work in a safe, socially distanced way), plus issues around the availability of materials.



% of rent lost due to properties being empty

2020	Scottish average	2021	Scottish average
0.46	1.2	0.6	1.4

Our performance continues to be better than the Scottish average.



Residents George and Lillian Martin



Linwood, Renfrewshire

Getting Good Value from Rents and Service Charges

Rent collected as a % of total rent due



2020	Scottish average	2021	Scottish average
101.2	99.3	99.9	99.1

The 2020 figure is more than 100% because it includes rent collected that was due the year before.



Gross rent arrears (all tenants) on 31 March as a % of rent due for the reporting year

2020	Scottish average	2021	Scottish average
6.3	4.7	5.9	6.1

Our gross rent arrears figure has improved from 6.3% last year to 5.9% and continues to get better despite challenges like welfare reform. We offer support and take appropriate action where tenants are in arrears.

Rents and Service Charges

For 2019/2020 our rents increased by 3.7%
 For 2020/2021 our rents increased by 2.7%
 For 2021/2022 our rents increased by 1.4%

From 2020/2021 to 2023/2024 our annual rent increases are capped at a maximum of 3% as the result of a tenant vote.



Sanctuary Scotland

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