

2022/23 CHARTER REPORT

THE SCOTTISH SOCIAL HOUSING
CHARTER ANNUAL RETURN



Welcome to our Annual Return on the Charter Report for year 2022/23. Each year all RSLs submit information to the Scottish Housing Regulator in relation to the organisation and performance against the ARC indicators.

Within the report are some of the key highlights relating to our performance throughout the year with comparisons against the Scottish average. Full details of our and all other landlords returns can be found at: www.scottishhousingregulator.gov.uk.

There is also a tool at this website on the tenants section which allows comparison with other landlords. We have also included our most recent Tenant Satisfaction Survey results which will be reported to SHR in next years return.

If you have any questions regarding any of the information contained within the report, please contact us on the following details -



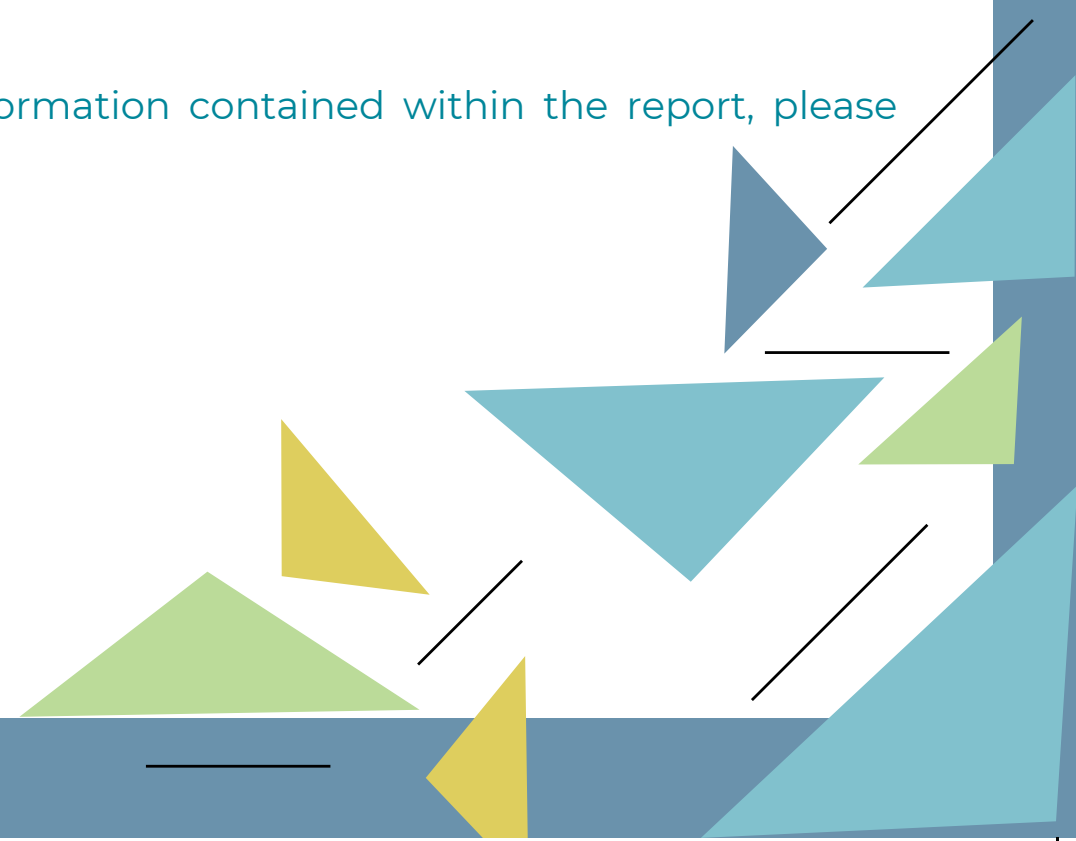
email@parkheadha.org.uk



0141 556 6226



Parkhead Housing Association



This year our rent increase at 2.5 % was the lowest in Glasgow and the average weekly rent is below the Scottish average. Our arrears performance continues to be strong with our arrears level dropping compared to last year and tracking below the Scottish average.

On the repairs and maintenance side, almost all of our properties meet the Scottish Housing Quality Standard thanks to the hard work of our Technical team. With regards to repairs the average time taken to complete emergency repairs was up slightly on last year but is still within our four hour target and below the Scottish average, while the average non emergency repair time is down on last year and below the Scottish average. 92% of our non emergency repairs were completed right first time being slightly better than last year and above the Scottish average.

With regards to our letting activity, on average we took 27 days to let a property which is a significant improvement on the previous year and below the Scottish average. Void turnover was slightly down on last year but slightly above the Scottish average.

Other key information -

- At the year end 310323 PHA owned 1732 properties, had 28 sharing owners, and 8 mid market rent properties.
- 81% of our properties are tenements / flats and 19% are houses
- We let 142 properties during the year
- At the year end there were 13 empty properties
- Including our subsidiary PDC we employ a total of 58 people.

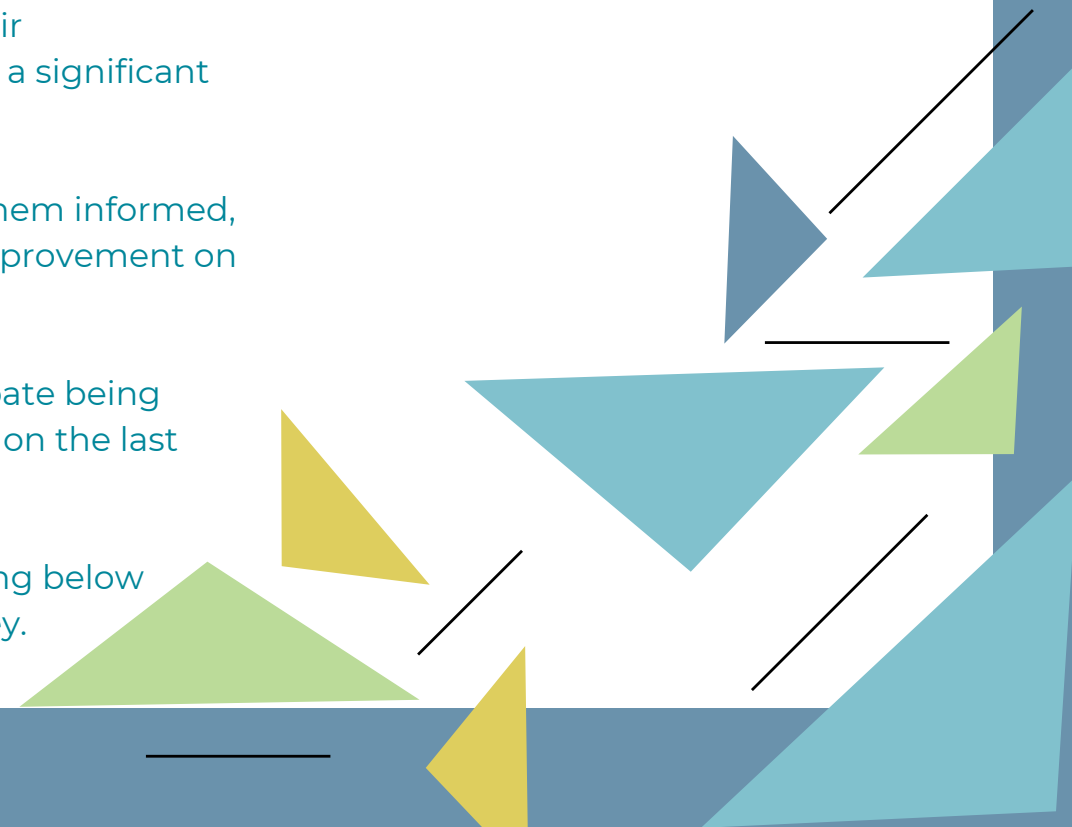


Core Performance

INDICATOR	MARCH 2023	MARCH 2022	SCOTTISH AVERAGE
RENT INCREASE	2.5%	2.7%	5.1%
AVERAGE WEEKLY RENT	£86	£83.36	£87.59
ARREARS AS % OF DEBIT	5.96%	6.23%	6.9%
% OF HOMES MEETING SHQS	99%	99%	79%
AVERAGE EMERGENCY REPAIR RESPONSE TIME	2.63 HOURS	2.07 HOURS	4.2 HOURS
AVERAGE NON EMERGENCY REPAIR RESPONSE TIME	5.46 DAYS	6.46 DAYS	8.7 DAYS
% OF NON EMERGENCY REPAIRS COMPLETED RIGHT FIRST TIME	92%	91.1%	88%
AVERAGE DAYS TO LET	27 DAYS	45 DAYS	56 DAYS
VOID TURNOVER	7.9%	8.2%	7.4%
% OF ANTI-SOCIAL BEHAVIOUR CASES RESOLVED	100%	100%	94%

We are required by the Scottish Housing Regulator to carry out a full tenant satisfaction survey at least every 3 years. We carried out a full survey of our tenants during the Summer of 2023 and you can see the outcome of seven indicators from this survey on the following page. The figures on the second column marked 31st March 2022 were the figures we reported to the SHR in May this year. Key highlights from our most recent survey include -

- Overall tenant satisfaction with the Association at 90.5% which is a significant improvement on the last survey tracking above the Scottish average.
- Satisfaction with the quality of your homes at 87.8 % is likewise a significant increase on previous results and above the Scottish average.
- The number of tenants stating that their rent represents value for money is 82%, which is sitting at the Scottish average and an improvement on the last survey.
- 84.2% of tenants are satisfied with the management of their neighbourhood, tracking against the Scottish average and a significant improvement on the last survey.
- 91.3% of tenants think the Association is good at keeping them informed, sitting just above the Scottish average and a significant improvement on the last survey.
- 82.7% of tenants are satisfied with opportunities to participate being below the Scottish average but a significant improvement on the last survey.
- 83.5% of tenants were satisfied with the repairs service being below the Scottish average but an improvement on the last survey.



Customer Satisfaction

INDICATOR	MARCH 2023	MARCH 2022	SCOTTISH AVERAGE
OVERALL TENANT SATISFACTION	90.5%	79.6%	87%
SATISFACTION WITH THE QUALITY OF YOUR HOME	87.8%	73.5%	84%
% OF TENANTS WHO THINK RENT REPRESENTS VALUE FOR MONEY	82%	64.2%	82%
SATISFACTION WITH MANAGEMENT OF NEIGHBOURHOOD	84.2%	69%	84%
% OF TENANTS WHO THINK PHA RE GOOD AT KEEPING YOU INFORMED	91.3%	83.5%	90%
SATISFACTION WITH OPPORTUNITIES TO PARTICIPATE	82.7%	75.2%	86%
SATISFACTION WITH REPAIR SERVICE	83.5%	69.5%	88%