

HOW PHA PERFORMED

The Scottish Social Housing Charter Annual Return on the Charter for year 21/22

Each year all RSLs submit information to the Scottish Housing Regulator regarding performance against the SHR indicators. Please see some of the key highlights also showing last year's PHA figures and this year's Scottish average to allow comparison.

Full details of our and all other landlords returns can be found at:

www.scottishhousingregulator.gov.uk

and there is also a tool at this website in the tenants section which allows comparison with other landlords.

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Monday	9.30am - 1.00pm	1.45pm - 5.00pm
Tuesday	9.30am - 1.00pm	1.45pm - 5.00pm
Wednesday	9.30am - 1.00pm	1.45pm - 5.00pm
Thursday	11.00am - 1.00pm	1.45pm - 5.00pm
Friday	9.30am - 1.00pm	1.30pm - 3.30pm

INDICATOR	PHA YEAR 2021/22	PHA YEAR 2020/21	SCOTTISH AVERAGE YEAR 2021/22
% tenants saying rent was value for money	64%	64%	83%
Average weekly rent	£83.36	£83.36	£85.36
Arrears as % of annual debit	6.23%	6.32%	6.3%
% of anti social cases resolved	98%	81.8%	95%
% Overall tenant satisfaction	79.6%	79.6%	88%
% tenants satisfied with quality of their home	100%	73.5%	85%
% of homes meeting Scottish Housing Quality Standard	99%	99%	85%
Average Emergency repairs response time	2.07 hours	1.3 hours	4.2 hours
% tenants satisfied with repairs service	69.5%	69.5%	88%
% non emergency repairs completed right first time	91.1%	96.6%	88%
Average days to let a property	45 days	66 days	52 days

Other key information

- ❑ At the year end 31/03/22 PHA owned 1727 properties, had 29 sharing owners, and 8 mid market rent properties.
- ❑ 77% of our properties are tenements and of those circa 500 were built before 1919.
- ❑ We let 185 properties during the year including 24 new builds.
- ❑ At the year end 31/03/22 there were 16 empty properties (compared to 15 the year previous).
- ❑ Including PDC (our in house close and grounds maintenance company) we employ a total of 57 people.

Commentary

Following Covid we returned to our office and were able to start delivering a full service towards the end of the year being reported. Up until then we had maintained a restricted service.

Please note that the satisfaction indicators in relation to rent being value for money, satisfaction with the repairs service, and overall tenant satisfaction were based upon the previous Tenant satisfaction survey but we were obliged to report them again.

The other repairs figures were all better than the Scottish average.

Our arrears figure improved slightly on the year previous.

Average days to let improved on the year previous and was better than the Scottish average.

The Association has engaged with a significant number of tenants across a variety of events this summer and tenants have influenced four environmental projects.

IF YOU SMELL GAS!

If you smell gas call the National Gas emergency number Freephone **0800 111 999** immediately

DO NOT

- **DO NOT** turn electricity switches on or off
- **DO NOT** smoke or light matches

DO

- **DO** turn off the gas at the emergency control at the meter
- **DO** open all doors and windows

When safe to do so please also contact the Association on **0141 556 6226** to advise us

Annual Gas Servicing

Help Us Keep You and Your Neighbours Safe

Every year around 30 people are killed in the UK from carbon monoxide poisoning caused by gas appliances which have not been serviced. As your landlord we are legally required to have an annual gas service carried out at your property. Our contractor City Technical will visit your home to carry out this service on a date and time that is convenient for you. We appreciate your co-operation in providing access to your home and we will always give you reasonable notice when access is required. Please help us to keep you and your neighbours safe by responding to access cards and letters in time. If access to your property is not provided we may need to force access to carry out this service.

Fire Safety

Please Don't Leave Things on the Landing!

Items being left on landings and stairwells present a significant fire hazard which could be potentially **fatal**. If you have any items in the communal areas please remove them immediately. Keep your family and your neighbours safe.

Please do not smoke in closes and note that smoking in new build closes will trigger the opening of automatic vents which disables the secure entry door.

For further information on fire safety and to arrange a free home visit contact Scottish Fire & Rescue on 0800 0731 999 or by texting "FIRE" to 80800 from your mobile.