



**LINKGROUP**

Our charter report card  
**2020/21**



Managed  
**7,088**  
homes across  
Scotland

Built  
**447**  
affordable  
homes

Let  
**770**  
social  
homes

Secured  
**£2.64 million**  
for tenants using  
our advice services

valuing people, providing homes, building communities, working together

# OUR PERFORMANCE

**In this report we will let you know how we performed on the standards and outcomes set out in the Scottish Social Housing Charter (the Charter) for the period 2020/21.**

We report to the Scottish Housing Regulator (SHR) each year and you can see the full report on the SHR's website [www.scottishhousingregulator.gov.uk/for-tenants](http://www.scottishhousingregulator.gov.uk/for-tenants). There is also a comparison tool you can use to find out how other landlords perform.

## WHAT WE HAVE REPORTED ON

In line with how we have reported in previous years, and taking account of feedback from our Tenant Scrutiny Panel on previous Charter Report Cards, standards and outcomes we have reported on include:

- Our relationship with you
- Housing quality and maintenance
- Neighbourhood and community
- Access to housing and support
- Value for money

We have also included the following information, so you are able to see where we are doing well and where we need to improve:

- How we compare with national averages
- Previous performance
- Actions we are taking to improve performance

## STATEMENT FROM THE TENANT SCRUTINY PANEL

"Like everyone else, this past year has been difficult for the Panel. Unable to complete a scrutiny, we have turned to other areas needing our attention.

"We reviewed and updated our Terms of Reference, considered performance reporting to tenants and worked on the letter which goes to tenants for replacement programmes (doors, windows, kitchens and bathrooms) to make it easier to understand. We also looked at enhancing our skills to improve our performance.

"We received briefings from June Green (former chief executive of Link Housing) on the ongoing work to maintain services to tenants during this difficult time. We hope it will not be long before we are able to get back to our normal role."

**Lindsay Anderson - Chair of the Tenant Scrutiny Panel**



**OUR MISSION:  
PROVIDING HOMES  
BUILDING COMMUNITIES  
VALUING PEOPLE  
WORKING TOGETHER**



## **HOW WE MEASURE OUR PERFORMANCE**

Our performance information comes from a range of sources. In March 2020, we commissioned an independent company, Research Resource, to complete a customer survey.

Most of the customer satisfaction information for 2019/20 and 2020/21 is based on the 2020 customer survey. However, customer satisfaction with repairs during 2020/21 was measured using in-house surveys throughout the year.

To double-check the accuracy of the results we report, we asked Scotland's Housing Network to complete a desktop review of the data we sent to the SHR.

In most instances, we compared ourselves against the SHR's Scottish average (which includes all councils and housing associations (HAs)). However, when it comes to comparing our rents, we have also included the HA average.

Homelessness statistics have been obtained from analysis completed by Scotland's Housing Network.

# TENANT SATISFACTION

Our tenant satisfaction is above the Scottish average.

INDICATOR: Percentage of tenants satisfied with the overall service provided by their landlord	2019/20	2020/21	Scottish average 2020/21
	<b>89.5%</b>	<b>89.5%</b>	<b>88.9%</b>



This year highlighted we need to look at different ways to engage with tenants. We will focus on a mix of traditional and digital approaches so we can connect with you in a way that suits your needs.

Our housing officers will also be asking you about your priorities, and we will be carrying out online surveys to gather feedback that will help shape our services and decisions about housing investment. We'll keep you updated in our newsletter.



# OUR RELATIONSHIP WITH YOU



We are pleased satisfaction with keeping you informed about services and outcomes continues to be high.

INDICATOR: Percentage of tenants who feel their landlord is good at keeping them informed about services and outcomes	2019/20	2020/21	Scottish average 2020/21
	94.3%	94.3%	91.7%

We are committed to barrier free participation and offer a range of ways for you to get involved. With an emphasis on virtual communication, we promoted a “go digital” campaign and set up the Armchair Critics Panel, which provided valuable feedback on the application form for our new lettings system and helped test the ‘Near Me’ video calling service.

INDICATOR: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord’s decision-making process	2019/20	2020/21	Scottish average 2020/21
	90%	90%	86.6%

# HOUSING QUALITY

We have consistently performed well on the quality standards set for social housing – the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH).

INDICATOR: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	2019/20	2020/21	Scottish average 2020/21
	<b>99.5%</b>	<b>97.3%</b>	<b>91%</b>

INDICATOR: Percentage of properties meeting the Energy Efficiency Standard for Social Housing (ESSH)	2019/20	2020/21	Scottish average 2020/21
	<b>96.8%</b>	<b>97.2%</b>	<b>89%</b>

In our 2020 survey you told us your top priorities for investment were windows, kitchens and bathrooms. Within government Covid-19 guidance, we invested in 106 bathrooms, 103 kitchens, 94 heating systems and 84 window/door upgrades. We also completed mandatory works relating to legislative safety requirements. Gas servicing and gas repairs were maintained during lockdown.

INDICATOR: Percentage of tenants satisfied with the quality of their home	2019/20	2020/21	Scottish average 2020/21
	<b>88.3%</b>	<b>88.3%</b>	<b>87.1%</b>

It is important our homes are accessible and can be adapted for your changing needs. Our in-house inclusive design team completed 202 adaptations and achieved 100% satisfaction on returned surveys. We took fewer days to complete adaptations than the Scottish average. The increase in the time to complete adaptations was due to Covid-19.

INDICATOR: The average time to complete adaptations	2019/20	2020/21	Scottish average 2020/21
	<b>29 days</b>	<b>52 days</b>	<b>58 days</b>

# MAINTENANCE

To maintain the quality of your home, our repairs team continued to deliver reactive and emergency repairs throughout lockdown restrictions, in line with government Covid-19 guidance.

From June to August 2021, we prioritised the backlog of 2,000 non-emergency repairs you reported to us during lockdown. Having completed these repairs, we now have a strong basis to improve customer satisfaction during 2021/22.

INDICATOR: Percentage of tenants (who have had repairs or maintenance carried out in the last 12 months) satisfied with the repairs and maintenance service	2019/20	2020/21	Scottish average 2020/21
	<b>87.3%</b>	<b>86.3%</b>	<b>90.1%</b>

Due to restrictions, material and labour shortages, the time it has taken us to complete repairs increased during lockdown. We reported our performance based on when you reported a repair to us and have included days when we were unable to complete repairs due to government Covid-19 guidance.

INDICATOR: Average length of time taken to complete emergency repairs	2019/20	2020/21	Scottish average 2020/21
	<b>3 hours</b>	<b>5.4 hours</b>	<b>4.2 hours</b>

INDICATOR: Average length of time taken to complete non-emergency repairs	2019/20	2020/21	Scottish average 2020/21
	<b>7.1 days</b>	<b>14.3 days</b>	<b>6.7 days</b>

INDICATOR: Percentage of reactive repairs carried out in the last year completed right first time	2019/20	2020//21	Scottish average 2020/21
	<b>79.9%</b>	<b>68.8%</b>	<b>91.5%</b>

# NEIGHBOURHOOD AND COMMUNITY

We know how important resilient communities have been during the past year. We continued to resolve a higher percentage of anti-social behaviour cases than the Scottish average.

Your satisfaction with our contribution to the management of neighbourhoods is also above the Scottish average.

<b>INDICATOR:</b> Percentage of anti-social behaviour cases reported in the last year which were resolved	2019/20	2020/21	Scottish average 2020/21
	<b>95%</b>	<b>98.06%</b>	<b>94.4%</b>

<b>INDICATOR:</b> Percentage of tenants satisfied with the management of the neighbourhood they live in	2019/20	2020/21	Scottish average 2020/21
	<b>88.9%</b>	<b>88.9%</b>	<b>86.1%</b>



# VALUE FOR MONEY

Our average rent is calculated for all properties of the same size across all areas.

Some properties have services (such as stair and window cleaning, common grounds maintenance and electricity for lighting in car parks and common stairs) and some do not. The average includes all costs for all house types.

Our average rent across all property sizes, with the exception of studio properties, is slightly higher than the housing association average. We consider affordability of rents, together with investment requirements to maintain the quality of our homes, before setting rents.

Total number of each property size and average weekly rent (including service charges) for each				
Size	No. of Properties	2020/21	Scottish average 2020/21	HA average 2020/21
Studio	241	£69.94	£73.61	£78.96
1 bedroom	2,760	£81.77	£79.48	£85.59
2 bedroom	2,863	£93.94	£82.60	£88.15
3 bedroom	1,102	£102.06	£89.81	£97.46
4 bedroom+	122	£111.53	£99.97	£109.51
All	7,088	£90.05	£83.70	£89.74

INDICATOR: Percentage average weekly rent increase to be applied	2020/21	Scottish average 2020/21
	<b>2.5%</b>	<b>1.2%</b>

Rent arrears have decreased and remain below the Scottish average.

INDICATOR: Total rent arrears as a percentage of rent due	2019/20	2020/21	Scottish average 2020/21
	<b>4.5%</b>	<b>4.04%</b>	<b>6.1%</b>

Throughout the pandemic we continued to meet housing need in the communities we serve. Despite challenges, we managed to let our homes quicker than the Scottish average and minimised our rent loss for empty properties.

INDICATOR: Average length of time taken to re-let properties	2019/20	2020/21	Scottish average 2020/21
	<b>25.6 days</b>	<b>35.7 days</b>	<b>56.3 days</b>

INDICATOR: Percentage of rent due lost through properties being empty	2019/20	2020/21	Scottish average 2020/21
	<b>0.6%</b>	<b>0.8%</b>	<b>1.4%</b>

The 2020 factoring satisfaction survey took place at the start of lockdown when some contractors were temporarily unable to provide services for landscaping, close cleaning and repairs.

The 2020 survey found highest satisfaction with contact about billing (78%) and lowest satisfaction with contact about estate management (36%) and repairs (43%).

This year we introduced digital owners' meetings, tendered a new close cleaning contract, started a review of our consultation procedures and worked with an IT consultant to improve our billing and customer contact system.

INDICATOR: Percentage of factored owners satisfied with the factoring service they receive	2019/20	2020/21	Scottish average 2020/21
	<b>52.8%</b>	<b>52.8%</b>	<b>65.1%</b>

INDICATOR: Average annual management fee per factored property	2019/20	2020/21	Scottish average 2020/21
	<b>£106.13</b>	<b>£105.30</b>	<b>£103.12</b>

# ACCESS TO HOUSING AND SUPPORT

This year we improved the services we offer to those applying for homes by launching a new lettings system.

There are 2,529 new homes under construction to provide much-needed affordable homes in local communities, and we continue to work with local authorities to increase the percentage of homes we let to homeless applicants.

INDICATOR: The percentage of lets to homeless applicants	2019/20	2020/21	Scottish average 2020/21	HA average 2020/21
	<b>30.4%</b>	<b>32.9%</b>	<b>42.7%</b>	<b>32.4%</b>

**£47,000**

distributed across 380 households through the Link Giving Trust

**487 iPads**

and free data provided to customers through Connecting Scotland funding

**£40,000**

Scottish Government grant secured for 400 homes in fuel debt

**3,600**

welfare issues addressed during Covid



# WHAT DO YOU THINK?

To help improve the information we provide on our performance in the future, we want to know what you think of this report. If there is anything you would like to ask or discuss in more detail, please get in touch.

We also want to work with you to improve our services. Getting involved does not always mean attending meetings. It includes fun days, estate walkabouts and online surveys. It is up to you how much or how little you want to participate.

If you are interested, please contact the tenant engagement team on:

Tel **03451 400 100**

Email **getinvolved@linkhaltd.co.uk**

Write to **tenant engagement team, Watling House, Callendar Business Park, Falkirk FK1 1XR**

Link will produce this information on request in braille, audio tape, large print and community languages. To find out more, call us on **03451 400 100**.



**MyLink**  
**DAY OR NIGHT...**  
Manage your tenancy at a touch!

Our free app is a great way to manage your tenancy at any time. Report a repair, pay your rent and more with our tenant app. To download the app, search for **MyLink** in the App Store or Google Play.

Link Housing is part of the Link group of social enterprises.



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