



LINKGROUP

Bathgate area office
Charter report card

2020/21



valuing people, providing homes, building communities, working together

PERFORMANCE OVERVIEW

In this report we will let you know how Weslo Housing Management, which joined Link on 1 June 2021, performed on the standards and outcomes set out in the Scottish Social Housing Charter (the Charter) for the period 2020/21.

Performance is reported 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. There is also a comparison tool you can use to find out how other landlords perform.

Standards and outcomes 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 did well and where we need to improve:

- How we compare with national averages
- Previous performance
- Our pledges to you

As you will be aware, Weslo homes transferred into Link in June 2021.

This means we are unable to give full commentary on the figures reported within this document, however, we were keen to present the performance information we had.

HOW PERFORMANCE WAS MEASURED

The performance information comes from a range of sources. In February 2019, Weslo commissioned an independent company, Knowledge Partnership, to complete a customer survey.

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

We compared Weslo against the SHR's Scottish average (which includes all councils and housing associations (HAs)).



OUR RELATIONSHIP WITH YOU

INDICATOR: Percentage of tenants satisfied with the overall service provided by their landlord	2019/20	2020/21	Scottish average 2020/21
	87.5%	87.5%	88.9%

INDICATOR: Percentage of tenants who feel their landlord is good at keeping them informed	2019/20	2020/21	Scottish average 2020/21
	90.5%	90.5%	91.7%

INDICATOR: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	2019/20	2020/21	Scottish average 2020/21
	70.4%	70.4%	86.6%



HOUSING QUALITY AND MAINTENANCE

INDICATOR: % of stock meeting the Scottish Housing Quality Standard (SHQS)	2019/20	2020/21	Scottish average 2020/21
	93.9%	93.9%	91%
INDICATOR: % of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	2019/20	2020/21	Scottish average 2020/21
	62.4%	62.4%	89%
INDICATOR: % of tenants satisfied with the quality of their home	2019/20	2020/21	Scottish average 2020/21
	80.4%	80.4%	87.1%
INDICATOR: Average length of time taken to complete emergency repairs	2019/20	2020/21	Scottish average 2020/21
	6.2 hours	2.2 hours	4.2 hours
INDICATOR: Average length of time taken to complete non-emergency repairs	2019/20	2020/21	Scottish average 2020/21
	5.9 days	7.8 days	6.7 days
INDICATOR: % of reactive repairs carried out right first time	2019/20	2020/21	Scottish average 2020/21
	90.3%	87.5%	91.5%
INDICATOR: % of tenants who have used the repairs service in the last 12 months and have been satisfied with the repair or maintenance service	2019/20	2020/21	Scottish average 2020/21
	99.3%	99.5%	90.1%

NEIGHBOURHOOD AND COMMUNITY

INDICATOR: % of tenants satisfied with the management of the neighbourhood they live in	2019/20	2020/21	Scottish average 2020/21
	77.3%	77.3%	86.1%

INDICATOR: Percentage of anti-social behaviour cases resolved	2019/20	2020/21	Scottish average 2020/21
	100%	100%	94.4%

Weslo collected
102.5%
 rent of the total rent due in
 the reporting year



VALUE FOR MONEY

INDICATOR: % of tenants who feel that the rent for their property represents good value for money	2019/20	2020/21	Scottish average 2020/21
	78.6%	78.6%	82.8%
INDICATOR: Rent collected as % of total rent due in the reporting year	2019/20	2020/21	Scottish average 2020/21
	98.8%	102.5%	99.1%
INDICATOR: Total rent arrears as a % of rent due for the reporting year	2019/20	2020/21	Scottish average 2020/21
	3.5%	3.4%	6.1%
INDICATOR: Average length of time taken to re-let properties in the last year	2019/20	2020/21	Scottish average 2020/21
	17.2 days	25.4 days	56.3 days
INDICATOR: % of rent lost through properties being empty during the year	2019/20	2020/21	Scottish average 2020/21
	0.2%	0.4%	1.4%

INDICATOR: % of factored owners satisfied with the factoring service received	2019/20	2020/21	Scottish average 2020/21
	38.6%	38.6%	65.1%

Your rent is used to ensure we have money to repair, maintain and carry out required upgrades to your home, manage your neighbourhood and provide housing management services and advice.

Size of home	Number owned	Our average weekly rent	Scottish average rent	Housing association average rent	Difference from Scottish average
Studio	11	£62.71	£73.61	£78.96	-14.80%
1 bedroom	249	£75.64	£79.48	£85.59	-4.80%
2 bedroom	982	£81.86	£82.60	£88.15	-0.90%
3 bedroom	1,015	£89.39	£89.81	£97.46	-0.50%
4+ bedroom	88	£103.53	£99.97	£109.51	+3.60%

INDICATOR: Percentage average weekly rent increase to be applied	2019/20	2020/21	Scottish average 2020/21
	2.6%	0%	1.2%



JOINING LINK - OUR JOURNEY SO FAR

Following the tenant ballot on 1 June 2021, you became a Link tenant. We want to update you on how things are going now you have joined Link.

OUR PLEDGE	OUR PROGRESS
Affordable rents	Rent freeze agreed for two years until 31 March 2023.
Increased investment in your homes	An investment plan is in development, and we have commenced investment in Bo'ness, with plans to install 175 new kitchens by the end of the financial year. A programme is underway across our stock which will provide roughly 290 boiler replacements.
Modernised local services	Our Bathgate offices have been rebranded with Link signage and the housing and repairs teams will continue to work from there. This may involve a blended approach with staff working remotely, in line with government advice on Covid-19. We'll keep you updated on our website and Facebook page.
Tenants' voice and local leadership	The new Area Board is in place and has held its first meetings. The Area Board received training from the Tenant Participation Advisory Service and it will monitor delivery of our service pledges and report to the Link Housing Board.



WHAT'S COMING NEXT?

OUR PLEDGE	OUR PLANS
Affordable rents	We will consult widely with tenants to ensure long term affordable rents after the rent freeze comes to an end.
Increased investment in your homes	We will complete the investment plan and report progress to the Area Board. Within five years, we will install £27m of new kitchens, bathrooms, heating systems, windows and electric works. We will be sharing the schedule of planned maintenance on our website so you are able to see what investment your home will get and when. Watch out for more details in the Housing News newsletter.
Modernised local services	We will be making the 'MyLink' mobile phone app available to former Weslo tenants. Our housing officers will receive new iPads so they can carry out their main activities on their patch. The software is currently being developed.
Tenants' voice and local leadership	We are continuing to recruit new members to the Area Board so we have representation across the community. Our tenant engagement team is developing new opportunities for tenants to get involved.

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:

Email: csc@linkhaltd.co.uk
 Live chat: www.linkhousing.org.uk
 Call: **03451 400 100**

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**.



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