

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.

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

This document can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact us for details. If you need to speak to a Sanctuary member of staff in your own language, please contact your local office and they will arrange an interpreter for you.

Sanctuary Scotland Housing Association, 7 Freeland Drive, Glasgow G53 6PG
0800 131 3348 www.sanctuary-scotland.co.uk

 @HelloSanctuary

Sanctuary Scotland Housing Association Limited Registered office: Sanctuary House, 7 Freeland Drive, Glasgow G53 6PGA
Registered Social Landlord - HEP 302 and a property factor registered in Scotland No. PF000124
Registered Society No. 2508RS and a charity registered in Scotland No. SC024549
Sanctuary Scotland Housing Association Limited is a subsidiary of Sanctuary Housing Association, an exempt charity