

# Lochaber HA

Performance analysis

2021

# Big picture – national effects

Performance is generally lower than in previous years.

Lower volumes of work across some areas, but not all.

Main Charter outcomes affected:

- Fewer repairs, less capital works, worse SHQS
- Lower tenancy terminations, better tenancy sustainment, fewer evictions
- More unlet properties, longer relet times
- More ASB cases
- Higher arrears for LAs, lower rent increases.

Wide variation across members in impact.

# Peer Group

- **Lochaber Housing Association**
- Albyn Housing Society
- Cairn Housing Association
- Hebridean Housing Partnership
- Hjaltland Housing Association
- Lochalsh & Skye Housing Association
- Orkney Housing Association
- Pentland Housing Association
- The Highland Council
- West Highland Housing Association

# Overall summary 2020

## Highlights

- ✓ Improved repairs performances, and especially 97.5% RRFT – only 34 jobs in total not completed right first time
- ✓ Gas safety – 0 fails, again
- ✓ Tenancy sustainment:
  - ✓ all, 100%, homeless tenancies sustained
  - ✓ only one tenancy ended negatively

## Areas for concern?

- ✗ Medical adaptations average completion time increased to 106 days (fifteen jobs)

# Change in service volumes

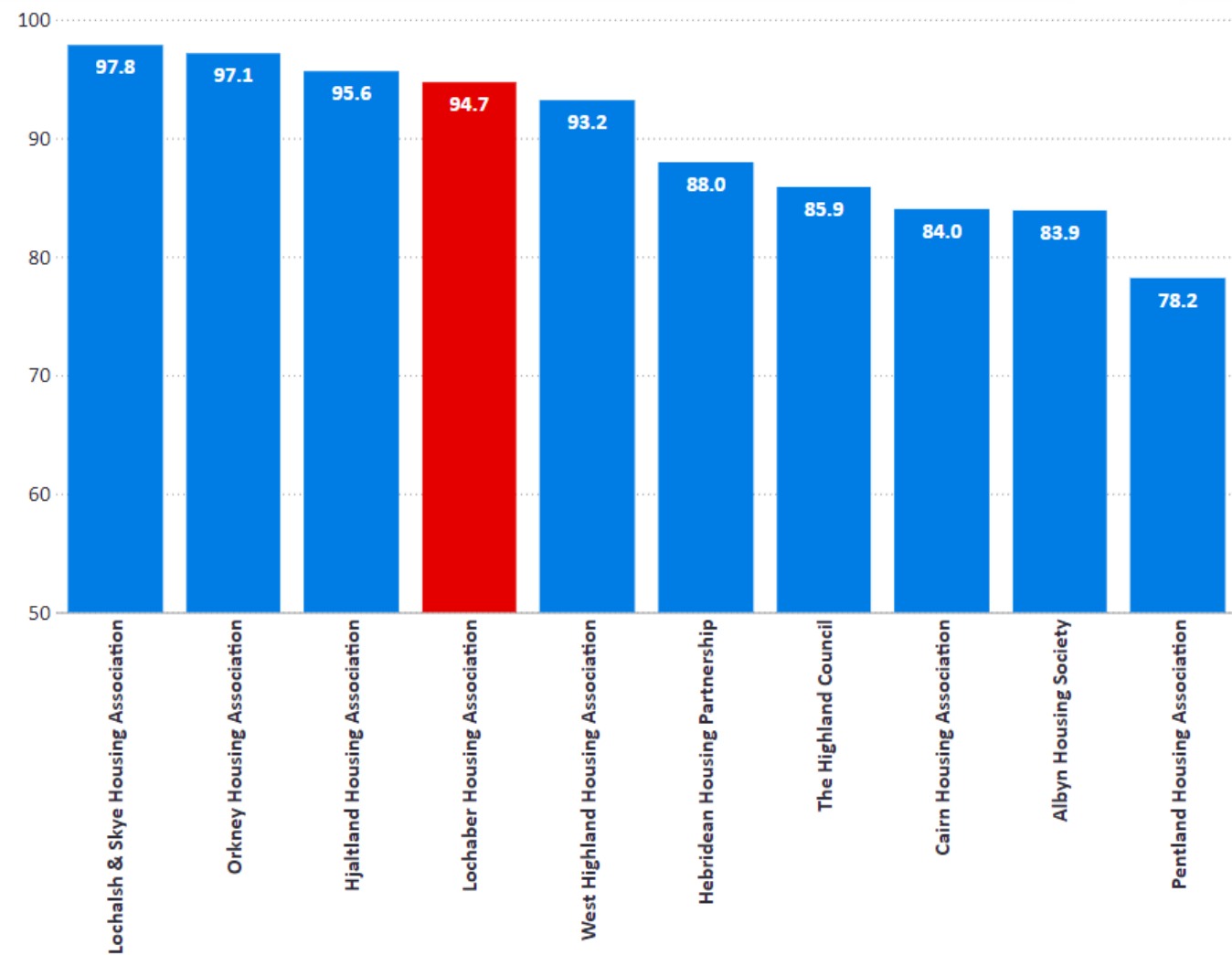
	19-20	20-21	change
<b>Emergencies</b>	104	201	+93%
<b>Non-emergencies</b>	1361	1020	-25%
<b>Terminations</b>	75	22	-71%
<b>Lets</b>	75	18	-76%
<b>ASB cases reported</b>	8	20	+150%
<b>Service complaints received</b>	38	27	-29%

# Tenant Satisfaction

# Satisfaction survey method

- Tenants surveyed: 652
- Method: Telephone, Face-to-face
- Date: September 2018

# Overall Satisfaction

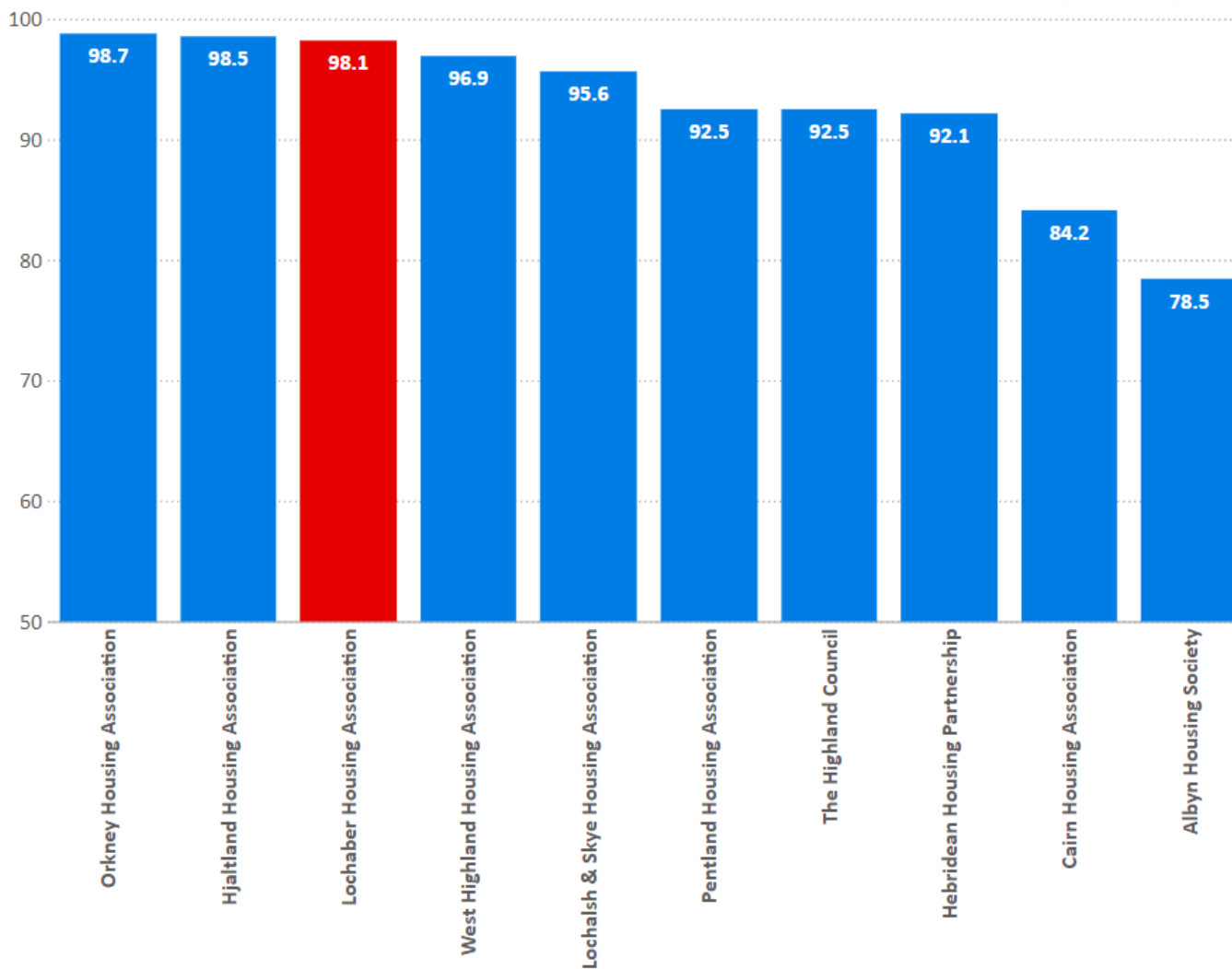


I1: Percentage of tenants satisfied with overall service.

%	2018/19	2019/20	2020/21
Lochaber HA	94.7	94.7	94.7
Peer Groups	88.2	88.5	89.2
All RSLs	90.9	90.5	89.9
National Average	90.1	89.2	88.7



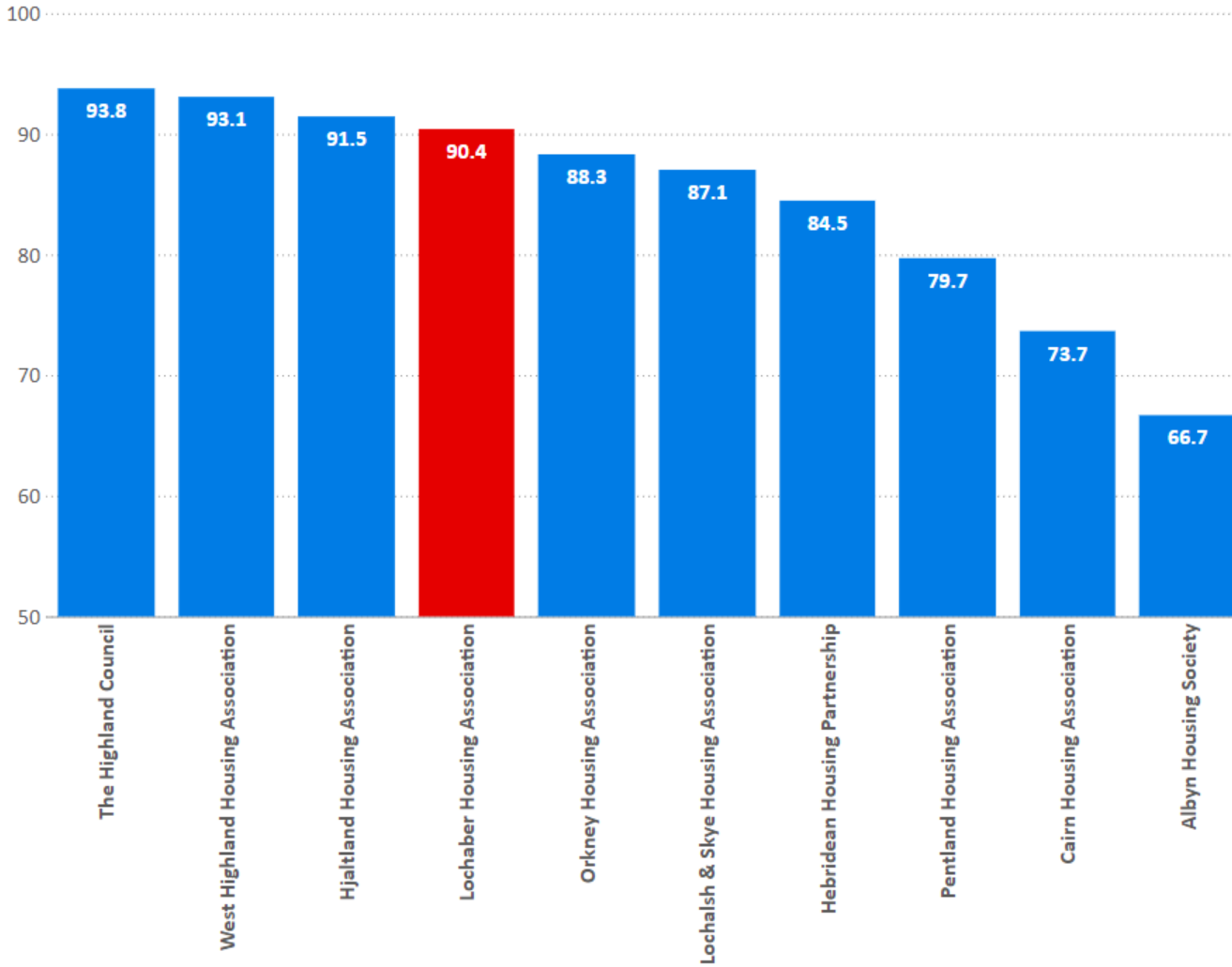
# Kept Informed



I2: percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes

%	2018/19	2019/20	2020/21
Lochaber HA	98.1	98.1	98.1
Peer Groups	87.5	89.6	92.2
All RSLs	93.5	93.1	92.8
National Average	91.6	92.0	91.7

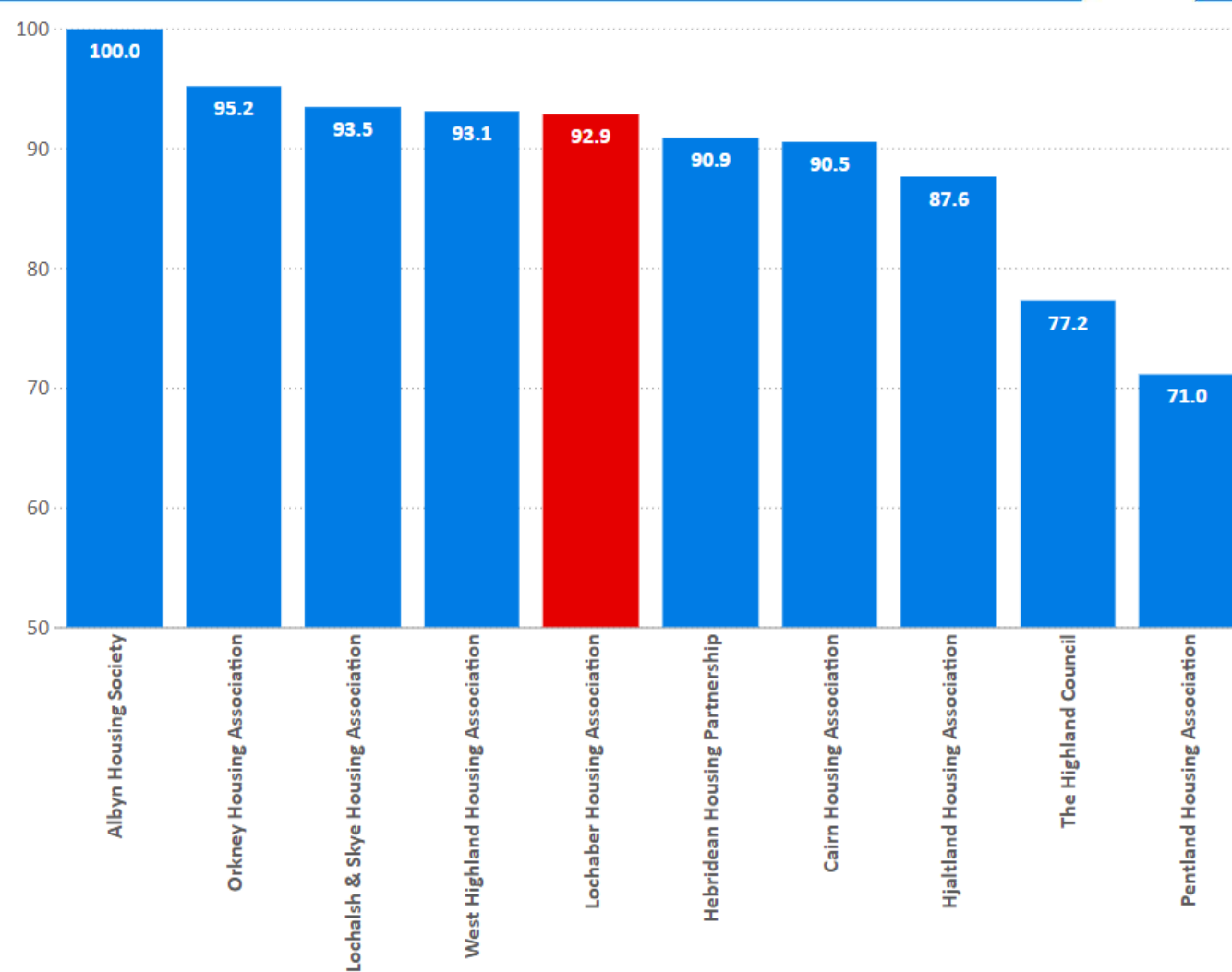
# Opportunities to participate



I5: percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

%	2018/19	2019/20	2020/21
Lochaber HA	90.4	90.4	90.4
Peer Groups	76.3	80.0	84.3
All RSLs	88.2	88.6	87.9
National Average	86.5	87.2	86.6

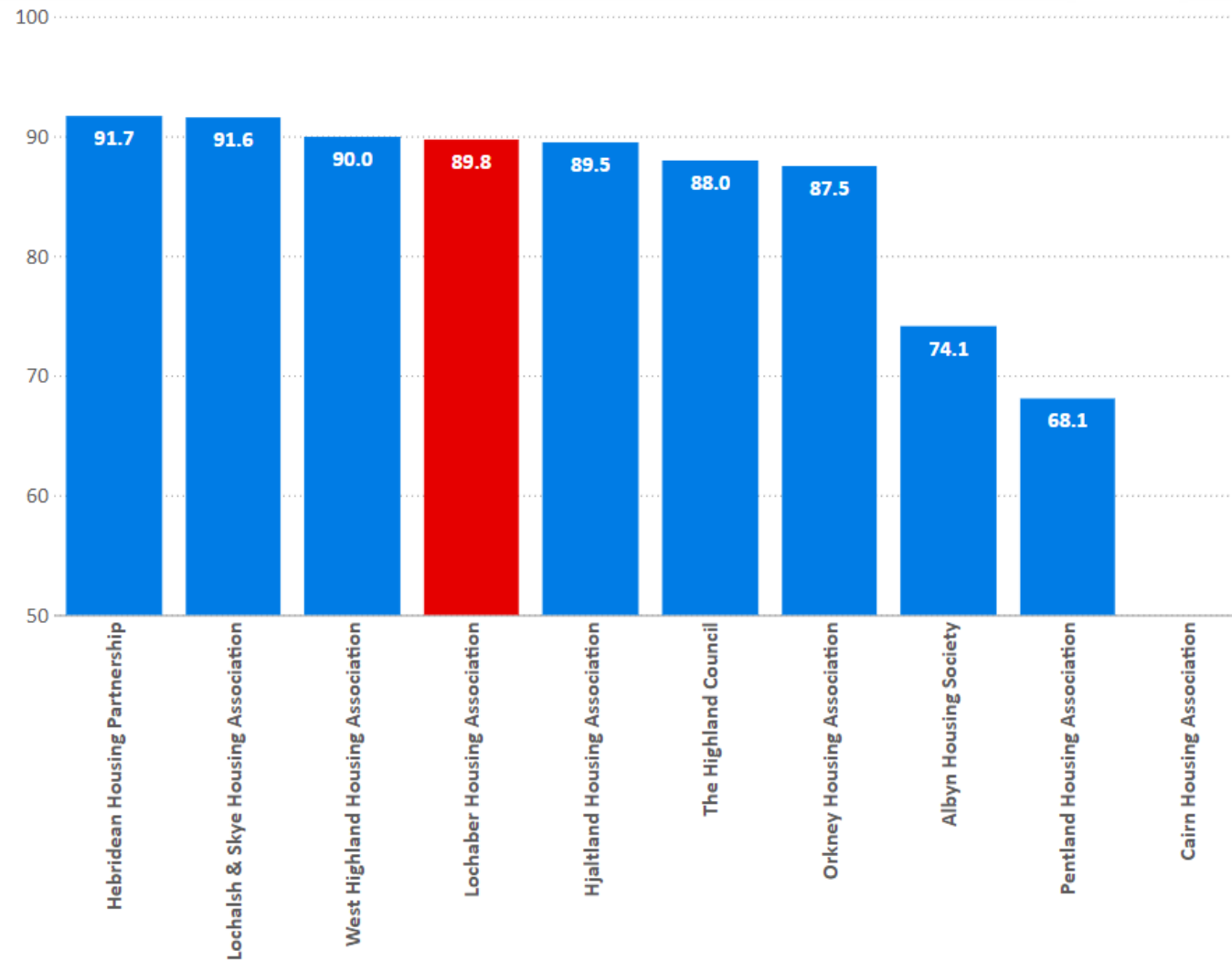
# Quality of home (all tenants)



17: percentage of existing tenants satisfied with the quality of their home.

%	2018/19	2019/20	2020/21
Lochaber HA	92.9	92.9	92.9
Peer Groups	87.1	86.0	88.8
All RSLs	88.7	88.4	87.8
National Average	88.1	87.2	87.1

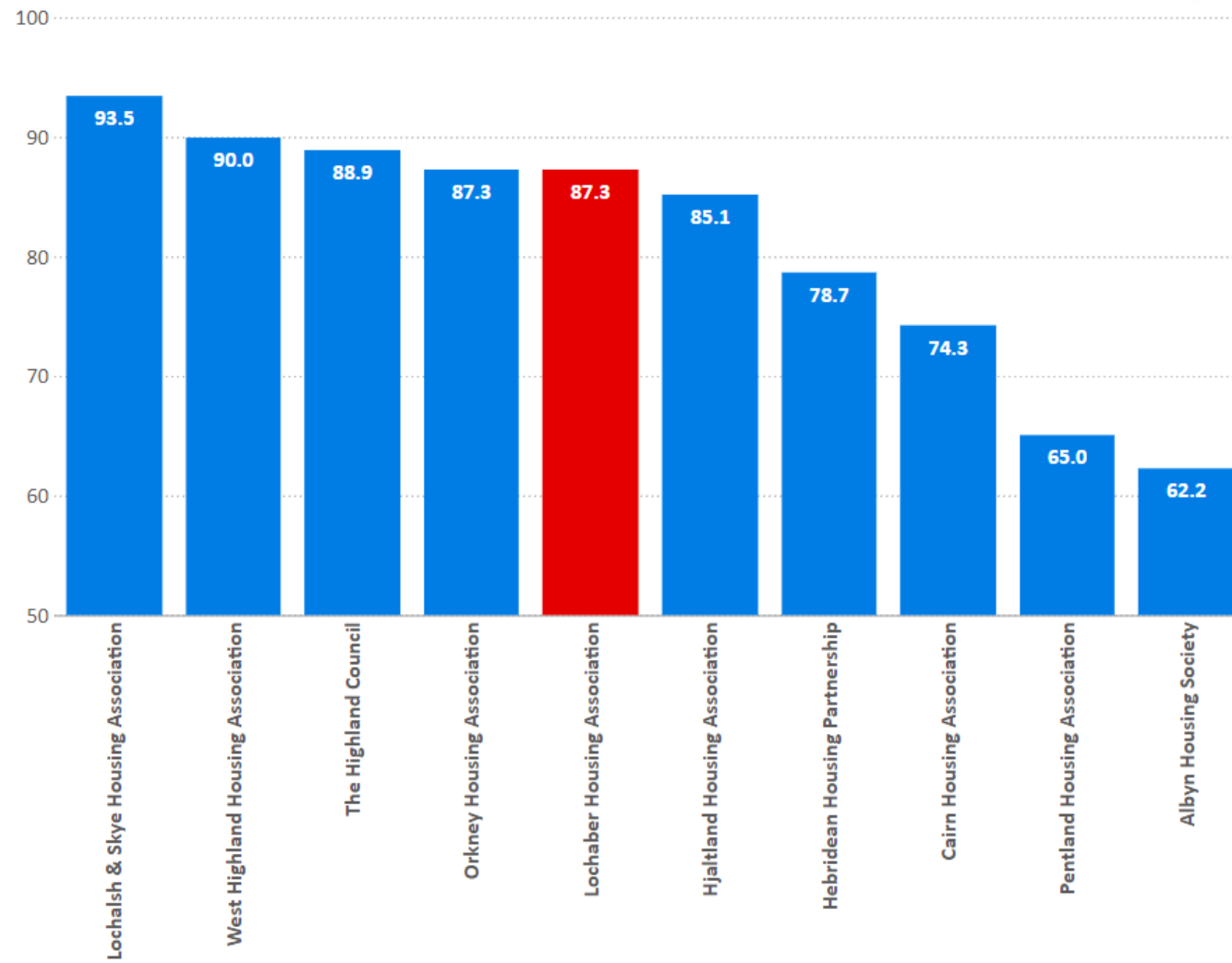
# Management of neighbourhood



**I13:** Percentage of tenants satisfied with the management of the neighbourhood they live in

%	2018/19	2019/20	2020/21
Lochaber HA	89.8	89.8	89.8
Peer Groups	82.8	82.6	85.1
All RSLs	88.4	87.8	86.6
National Average	87.8	87.4	86.1

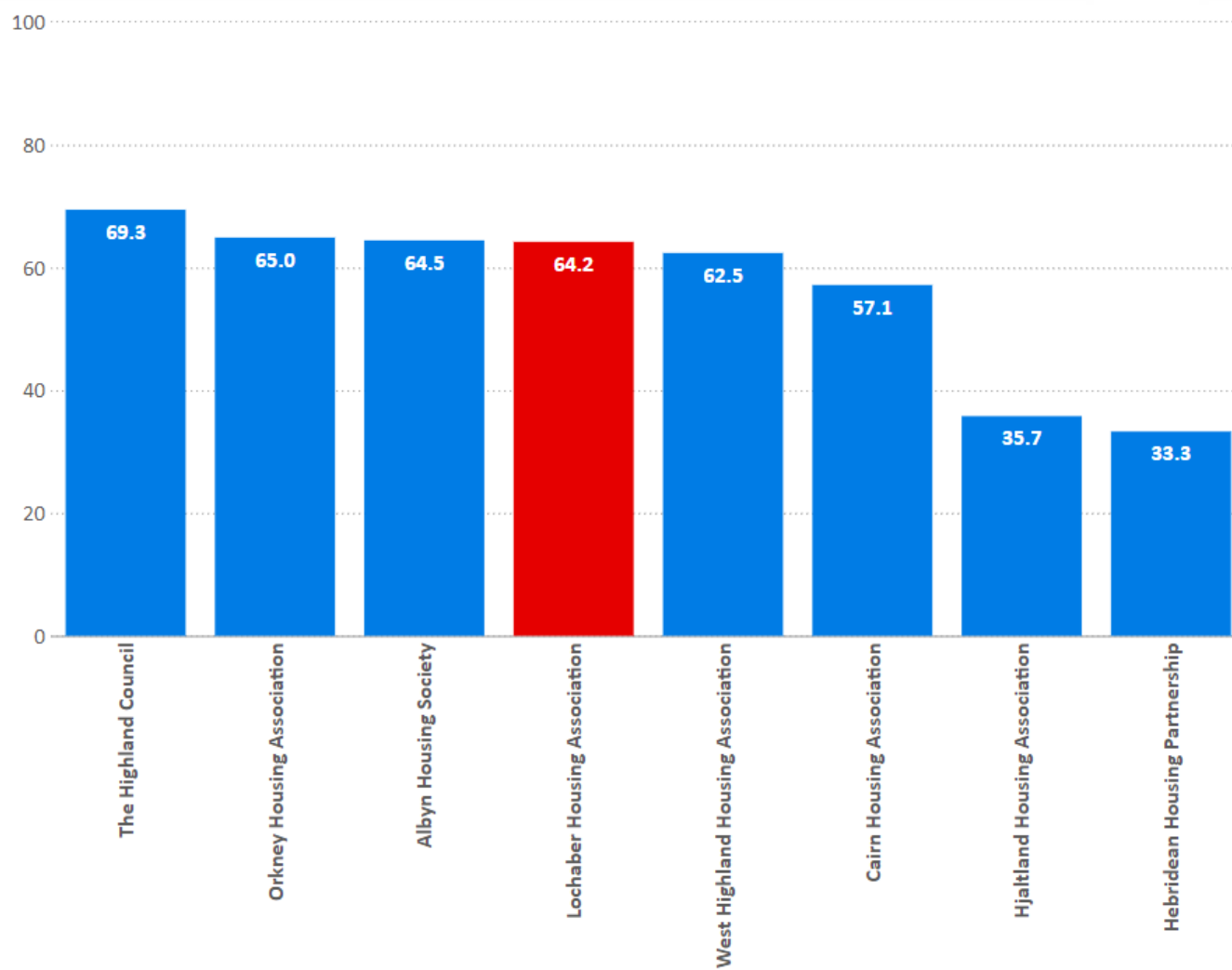
# Value for money



I25: percentage of tenants who feel that the rent for their property represents good value for money.

%	2018/19	2019/20	2020/21
Lochaber HA	87.3	87.3	87.3
Peer Groups	80.9	80.4	80.6
All RSLs	83.4	83.5	83.0
National Average	83.2	83.6	82.8

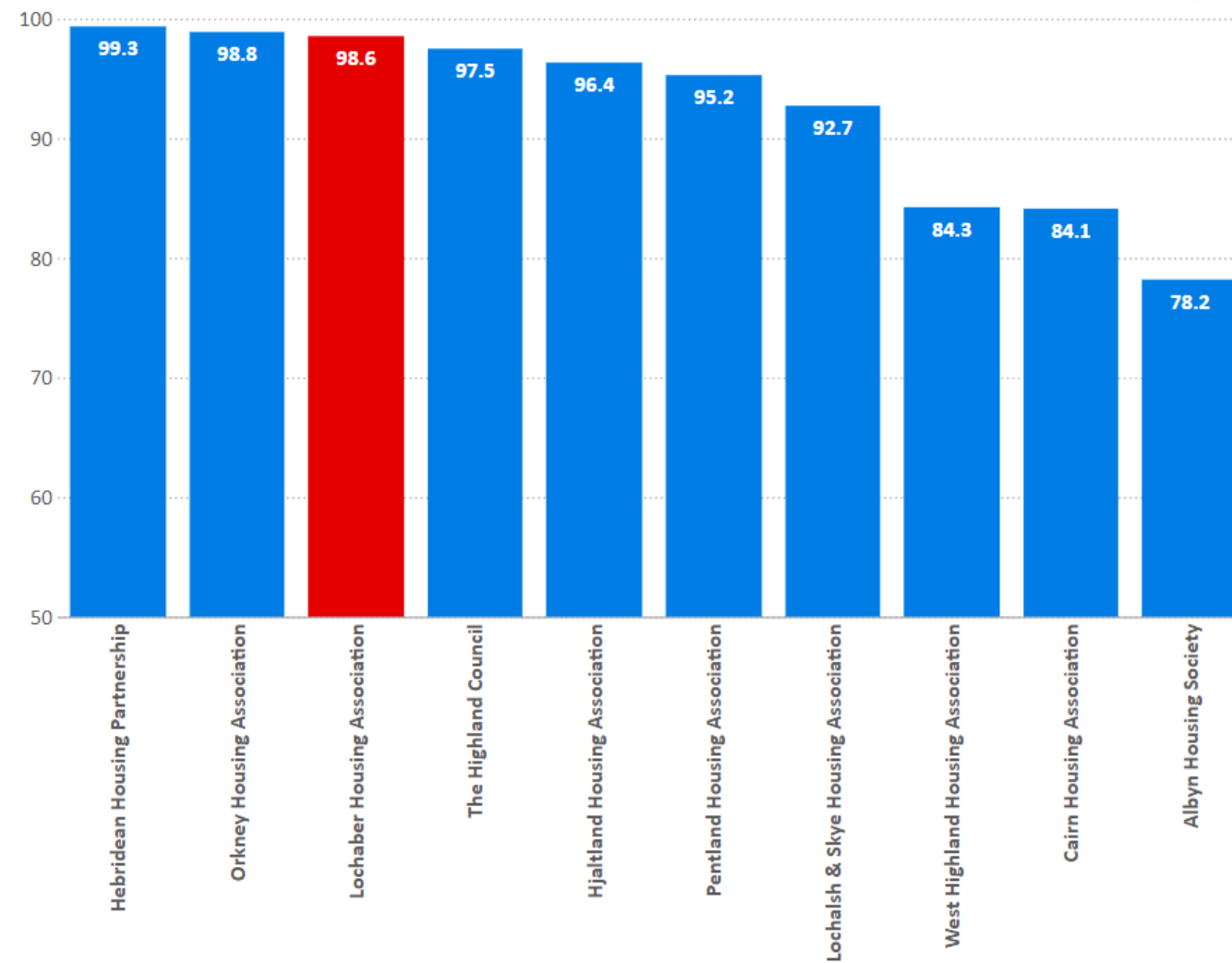
# Factoring



I29: Percentage of tenants satisfied with the factoring service.

%	2018/19	2019/20	2020/21
Lochaber HA	64.2	64.2	64.2
Peer Groups	48.4	55.4	55.4
All RSLs	0.0	68.2	66.3
National Average	67.0	66.8	65.1

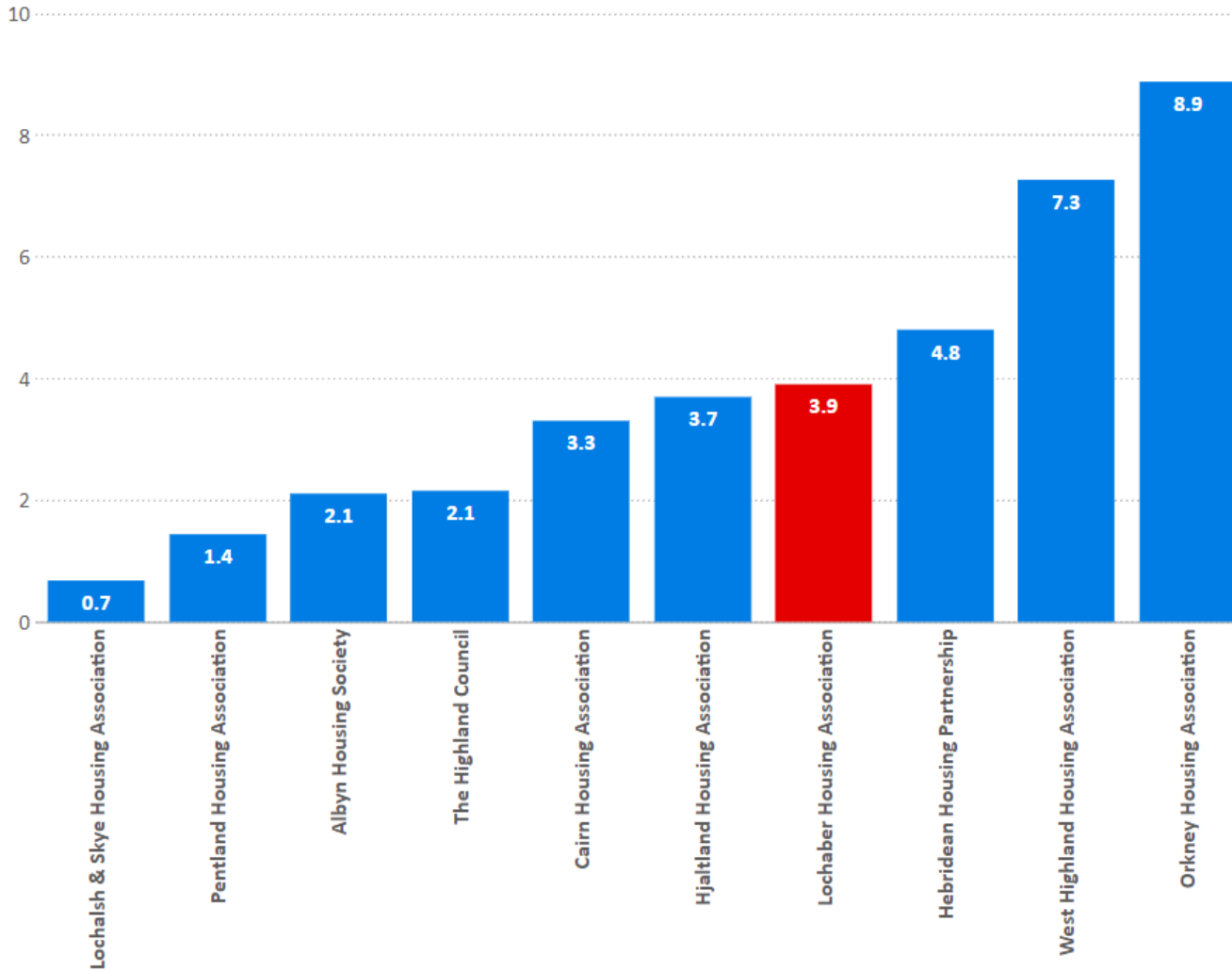
# Repairs



I12: percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2018/19	2019/20	2020/21
Lochaber HA	100.0	96.3	98.6
Peer Groups	91.7	90.5	91.9
All RSLs	92.5	91.0	90.3
National Average	91.7	90.8	90.1

# Complaints

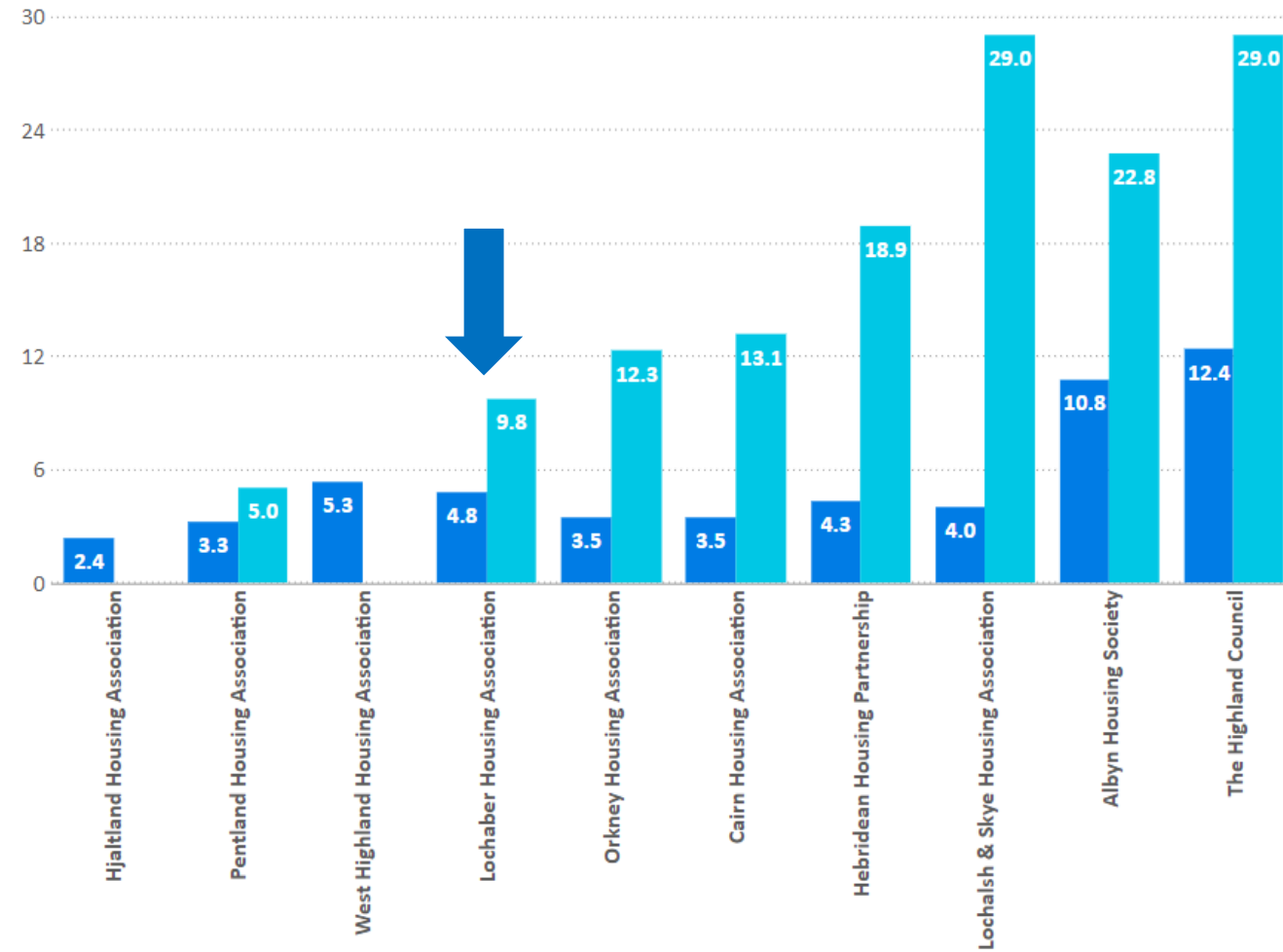


I3: Complaints per 100 homes

%	2018/19	2019/20	2020/21
Lochaber HA	4.5	5.5	3.9
Peer Groups	3.3	4.1	3.8
All RSLs	6.3	6.7	5.1
National Average	4.7	5.1	3.7



# Complaints



I4: Time to respond to 1<sup>st</sup> & 2<sup>nd</sup> stage complaints

	Lochaber HA	RSL Average	National Average	SPSO Target
1 <sup>st</sup> stage – days to respond	4.8	3.8	5.4	5.0
2 <sup>nd</sup> stage – days to respond	9.8	16.6	19.3	20.0

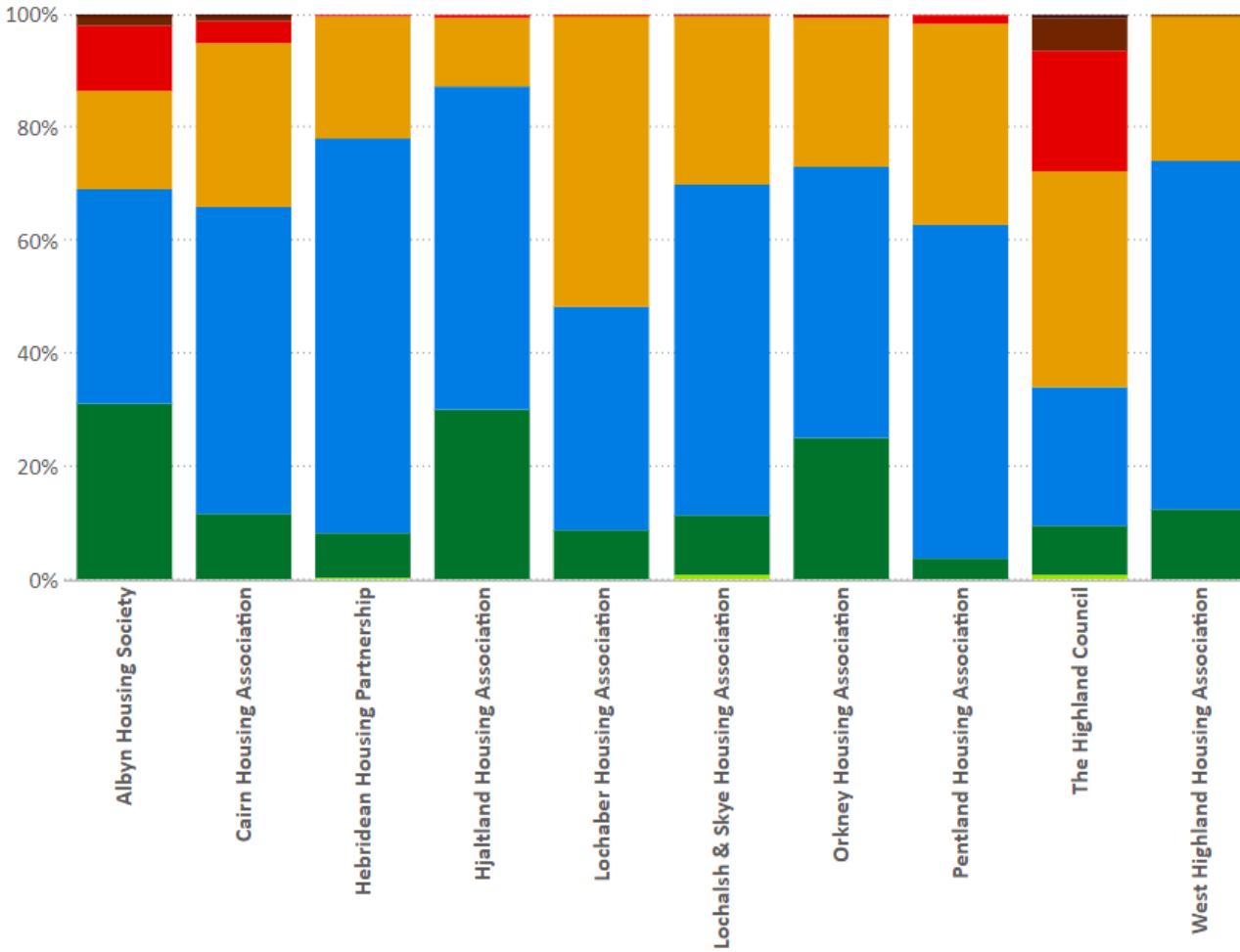
■ I4 Stage 1 complaints average time to respond ■ I4 Stage 2 complaints average time to respond

	I1 Satisfied with overall service	I2 Satisfied with being kept informed	I5 Satisfied with opportunities to participate	I7 Satisfied with quality of home	I12 Satisfied with repairs service	I13 Satisfied with management of neighbourhood	I25 Satisfied rent represents good value for money	I29 Satisfied with factoring service
<b>2019-20</b>	<b>94.72</b>	<b>98.14</b>	<b>90.37</b>	<b>92.86</b>	<b>96.32</b>	<b>89.75</b>	<b>87.27</b>	<b>64.18</b>
<b>2020-21</b>	<b>94.72</b>	<b>98.14</b>	<b>90.37</b>	<b>92.86</b>	<b>98.58</b>	<b>89.75</b>	<b>87.27</b>	<b>64.18</b>

## Change in Satisfaction

# Housing Quality & Maintenance

# ESSH

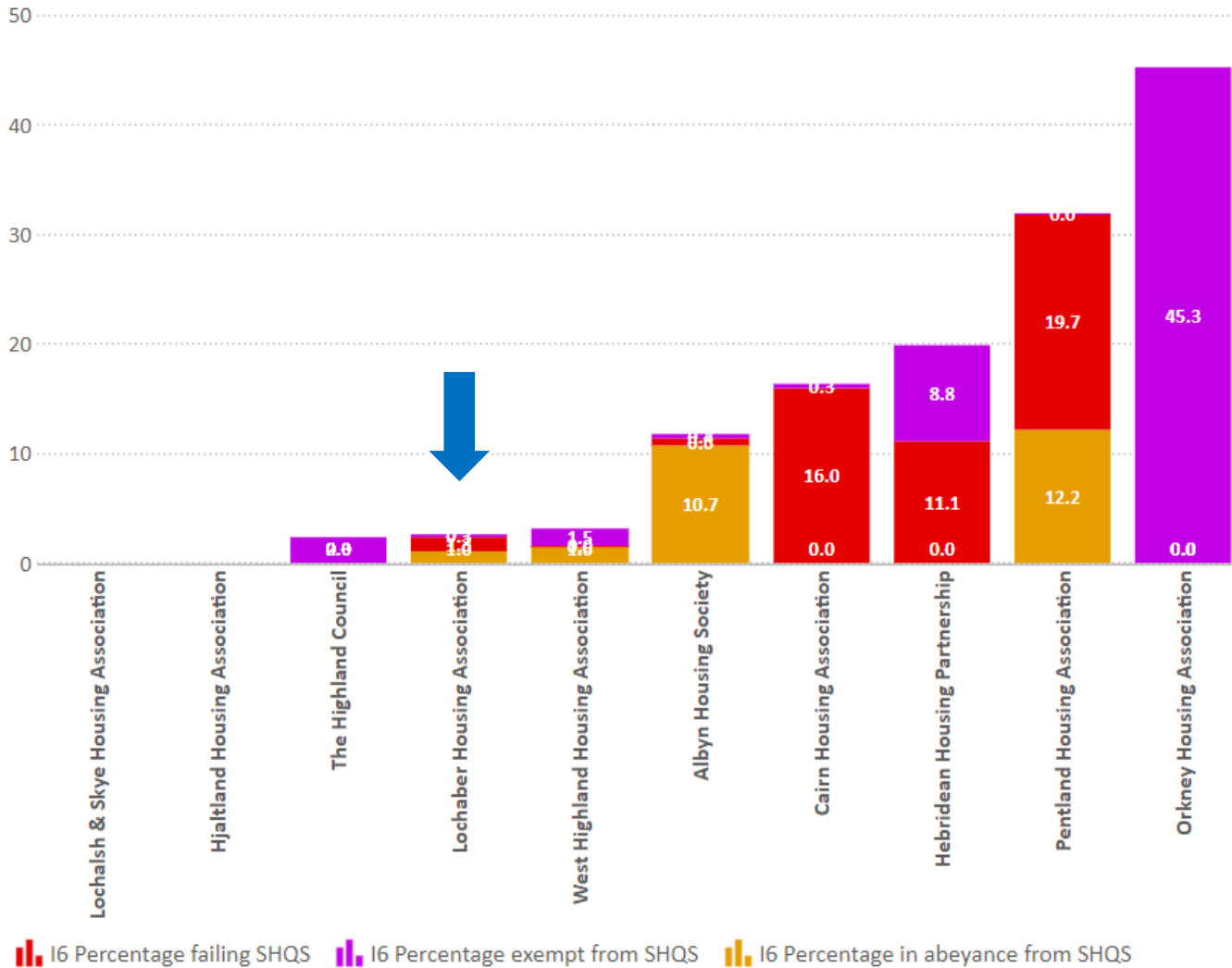


## Meeting ESSH: EPC:

%C or better

%	2019/20	2020/21
Lochaber HA	47.1	48.3
Peer Groups	67.2	68.2
All RSLs	82.8	84.3
National Average	73.0	74.0

# SHQS

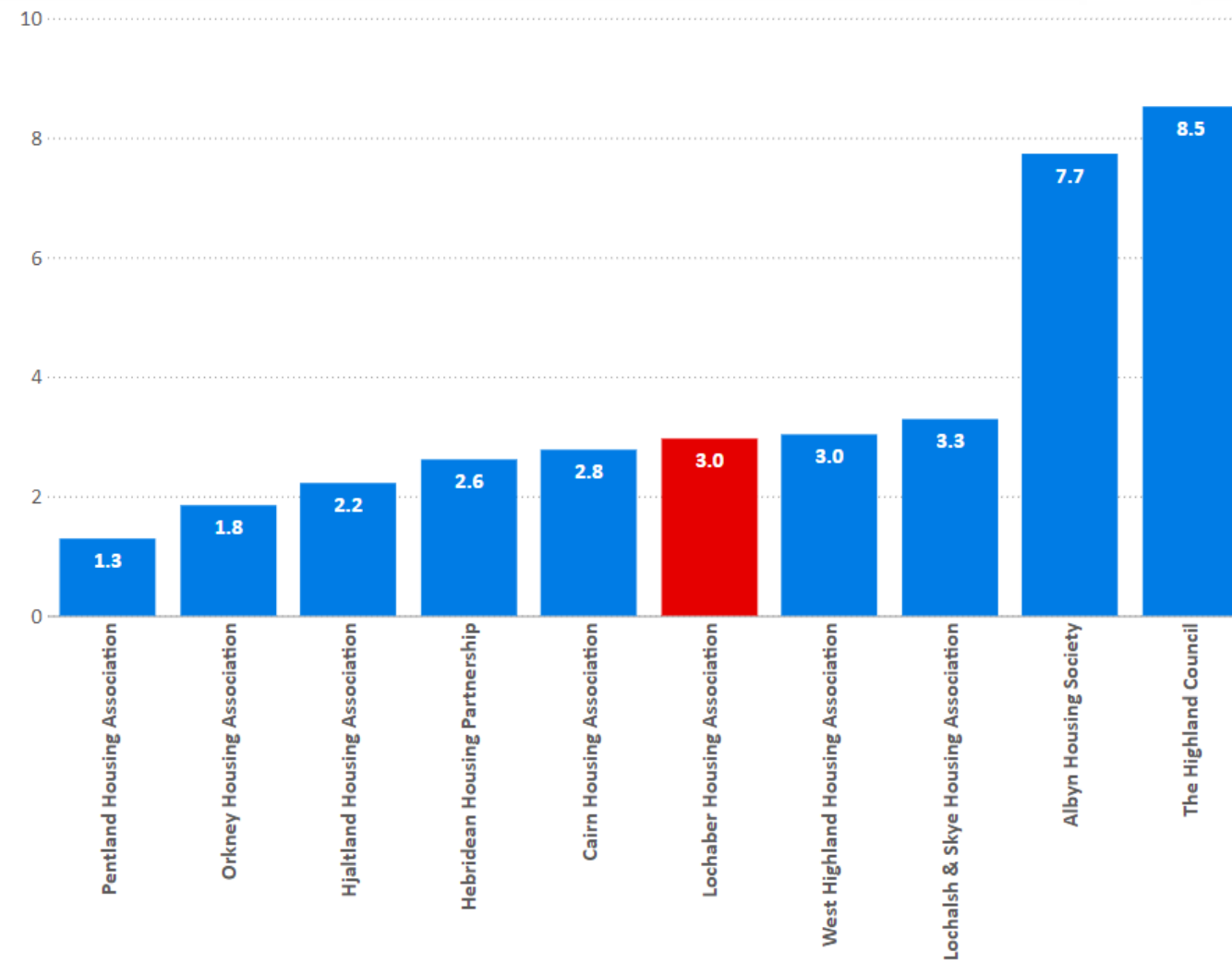


## Indicator 6: Percentage of stock meeting the Scottish Housing Quality Standard

Lochaber HA	2018/19	2019/20	2020/21
Meeting SHQS	97.6	97.6	97.7
Exempt	0.6	0.7	0.3
Abeyances	0.3	0.3	1.0
Failing	1.5	1.4	1.0

%	2018/19	2019/20	2020/21
Lochaber HA	97.6	97.6	97.7
Peer Groups	92.1	92.6	85.5
All RSLs	93.0	92.9	90.5
National Average	93.7	94.4	91.0

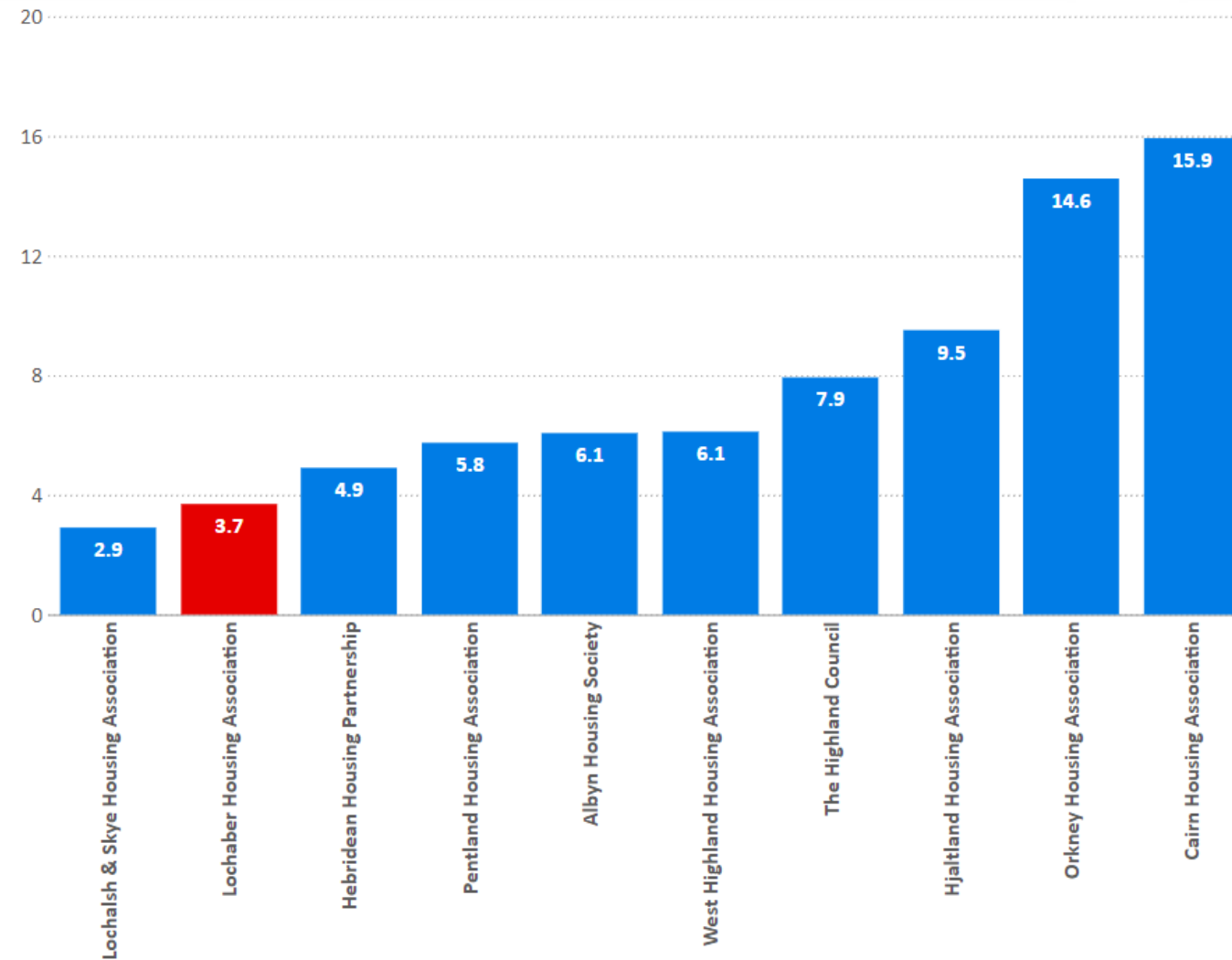
# Emergency repairs



**18:** Average length of time taken to complete emergency repairs (hours)

Hours	2018/19	2019/20	2020/21
Lochaber HA	5.1	3.4	3.0
Peer Groups	2.9	3.4	3.7
All RSLs	2.7	2.6	3.4
National Average	3.7	3.6	4.2

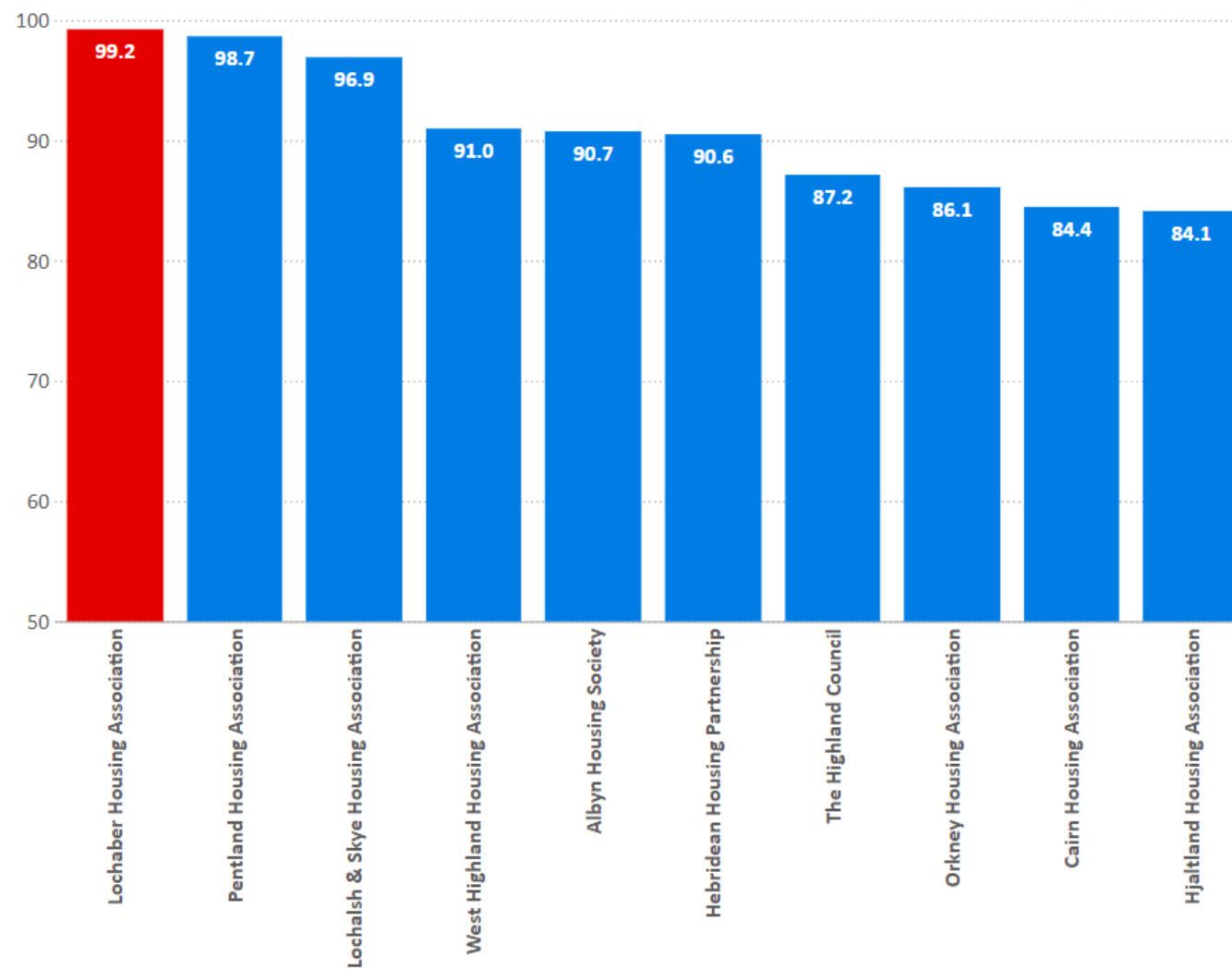
# Non-emergency repairs



**19:** Average length of time taken to complete non-emergency repairs (working days)

days	2018/19	2019/20	2020/21
Lochaber HA	7.2	5.6	3.7
Peer Groups	5.7	5.6	8.2
All RSLs	5.5	5.7	6.7
National Average	6.6	6.4	6.7

# Repairs Right First Time

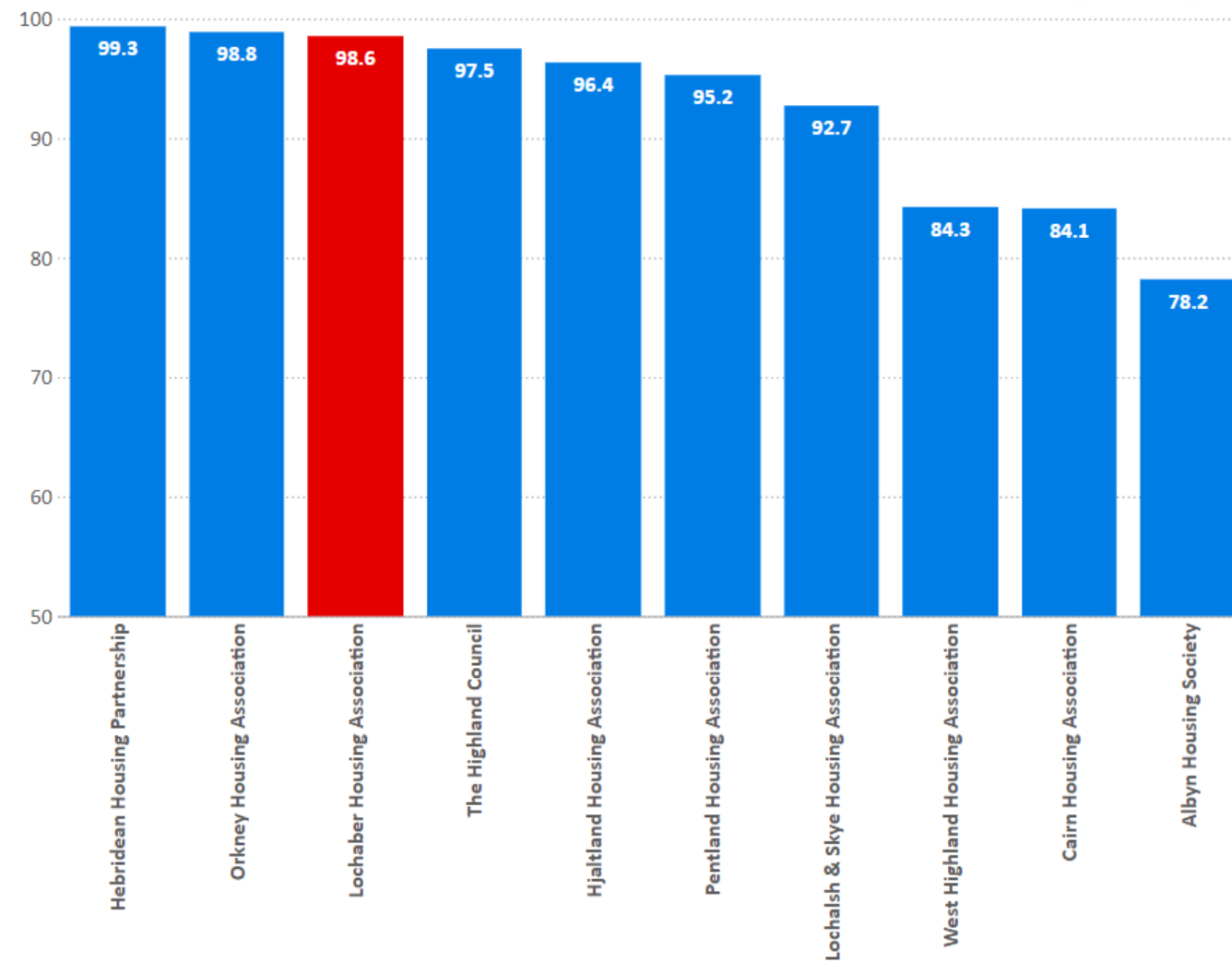


**I10:** Percentage of reactive repairs carried out in the last year completed right first time

%	2018/19	2019/20	2020/21
Lochaber HA	92.1	97.5	99.2
Peer Groups	92.3	93.0	90.0
All RSLs	92.3	92.4	87.2
National Average	92.5	92.4	91.5



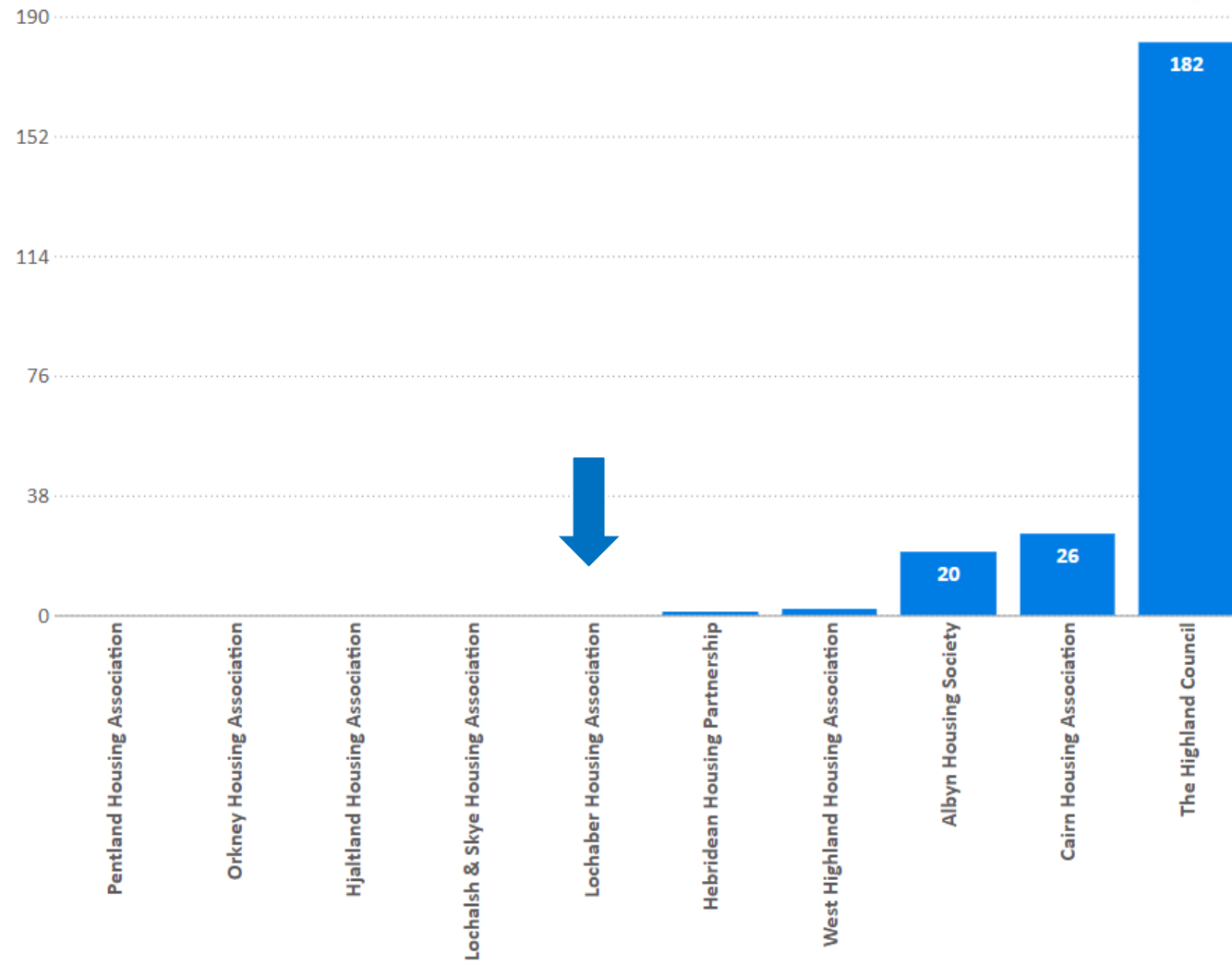
# Repairs satisfaction



I12: percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2018/19	2019/20	2020/21
Lochaber HA	100.0	96.3	98.6
Peer Groups	91.7	90.5	91.9
All RSLs	92.5	91.0	90.3
National Average	91.7	90.8	90.1

# Gas safety



**I11:** Number of properties that failed to have a gas safety check and record completed by the anniversary date.

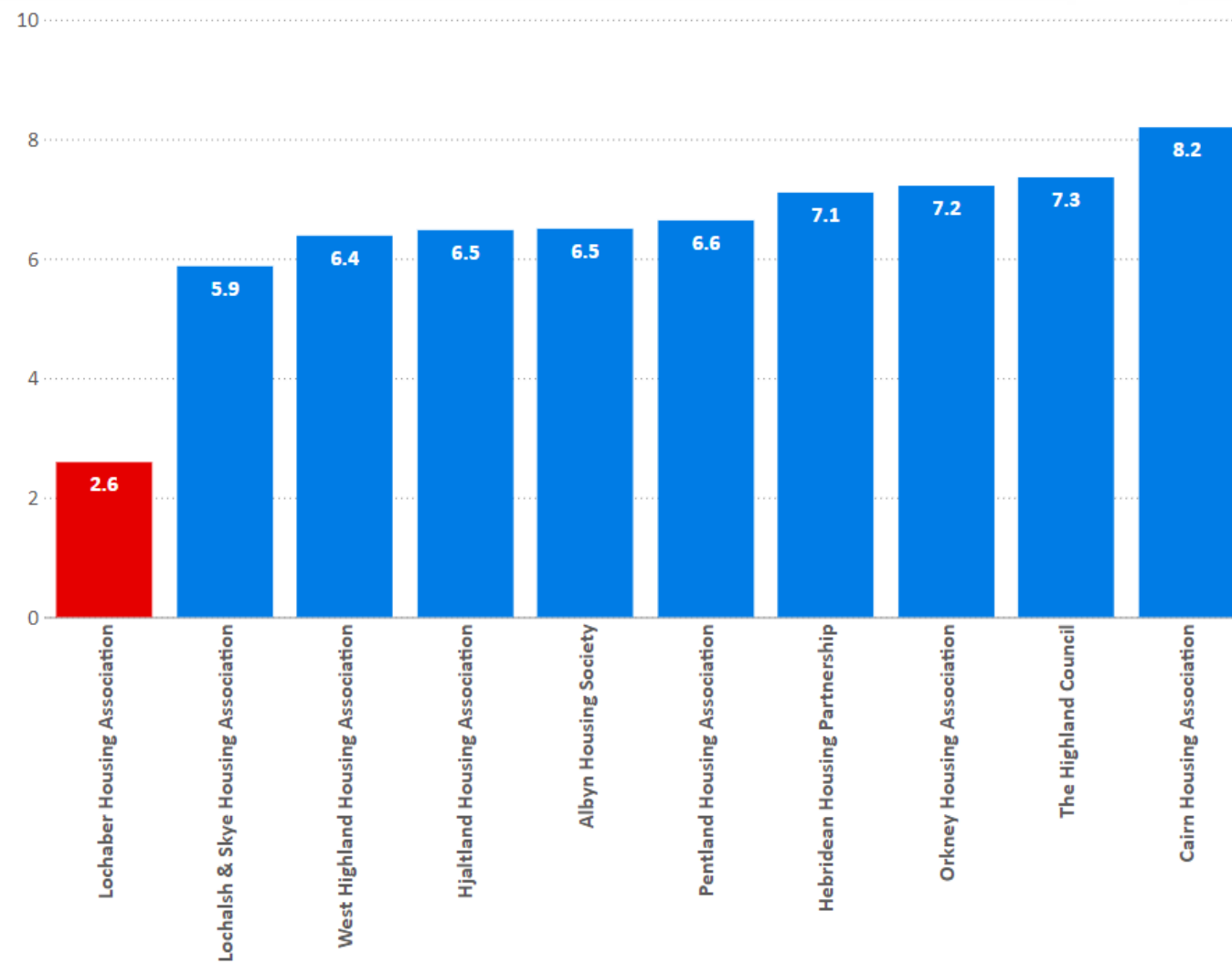
	2019/20	2020/21
Lochaber HA	0	0
Peer Groups	10	231
All RSLs	208	5513
SHN Total	496	17420

	<b>C12 EPC C or better</b>	<b>I6 Meeting SHQS</b>	<b>I8 Average hours to complete emergency repairs</b>	<b>I9 Average working days to complete non-emergency repairs</b>	<b>I10 Percentage reactive repairs completed right first time</b>	<b>I11 Gas safety fails count</b>	<b>I12 Satisfied with repairs service</b>
<b>2019-20</b>	<b>47.09</b>	<b>97.55</b>	<b>3.38</b>	<b>5.57</b>	<b>97.50</b>	<b>0</b>	<b>96.32</b>
<b>2020-21</b>	<b>48.31</b>	<b>97.40</b>	<b>2.96</b>	<b>3.68</b>	<b>99.22</b>	<b>0</b>	<b>98.58</b>

Change in performance

# Access to Housing

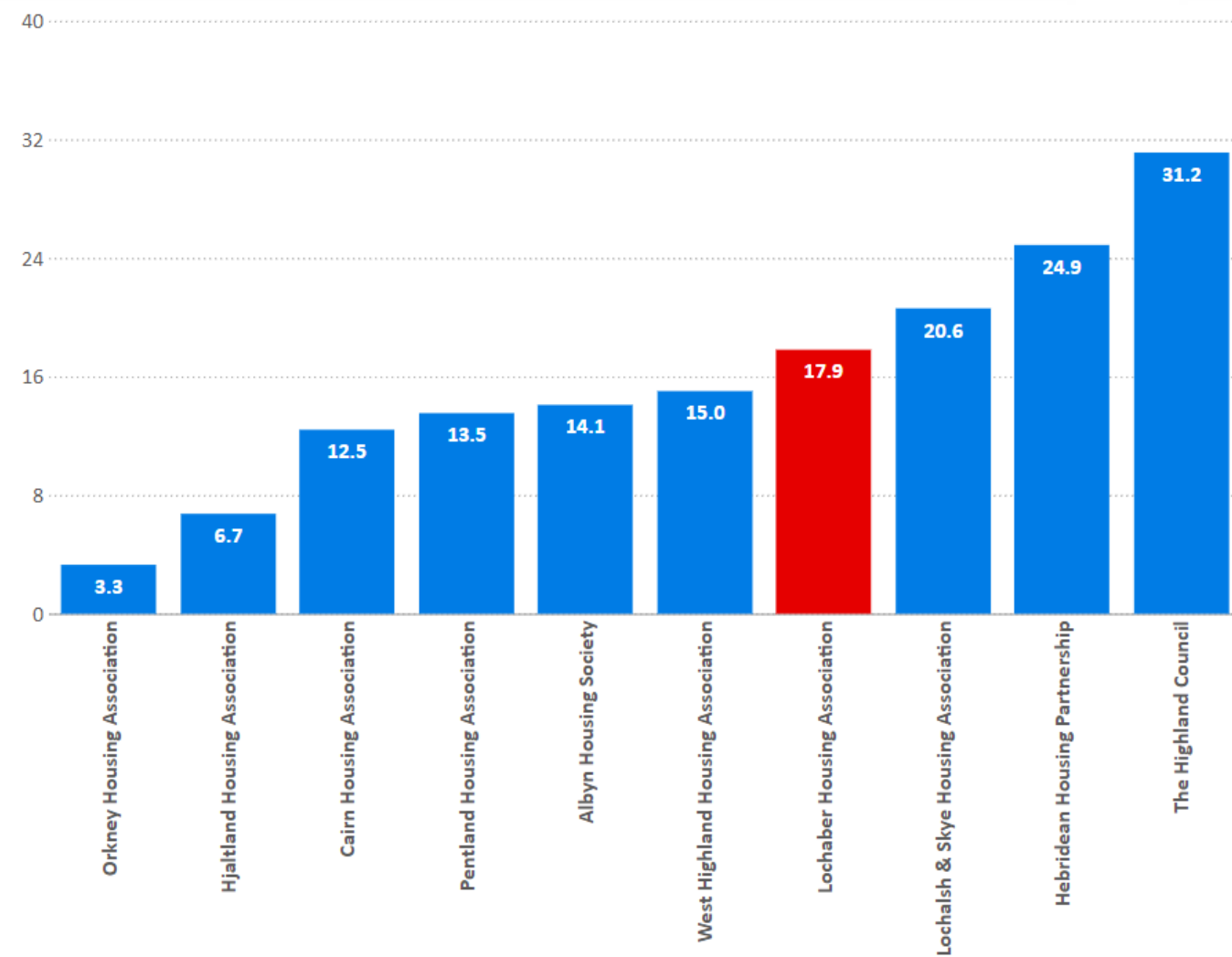
# Turnover



**I17:** Percentage of lettable houses that became vacant in the last year.

%	2018/19	2019/20	2020/21
Lochaber HA	7.0	7.5	2.6
Peer Groups	9.4	8.7	6.9
All RSLs	8.7	8.8	7.3
National Average	8.6	8.4	7.0

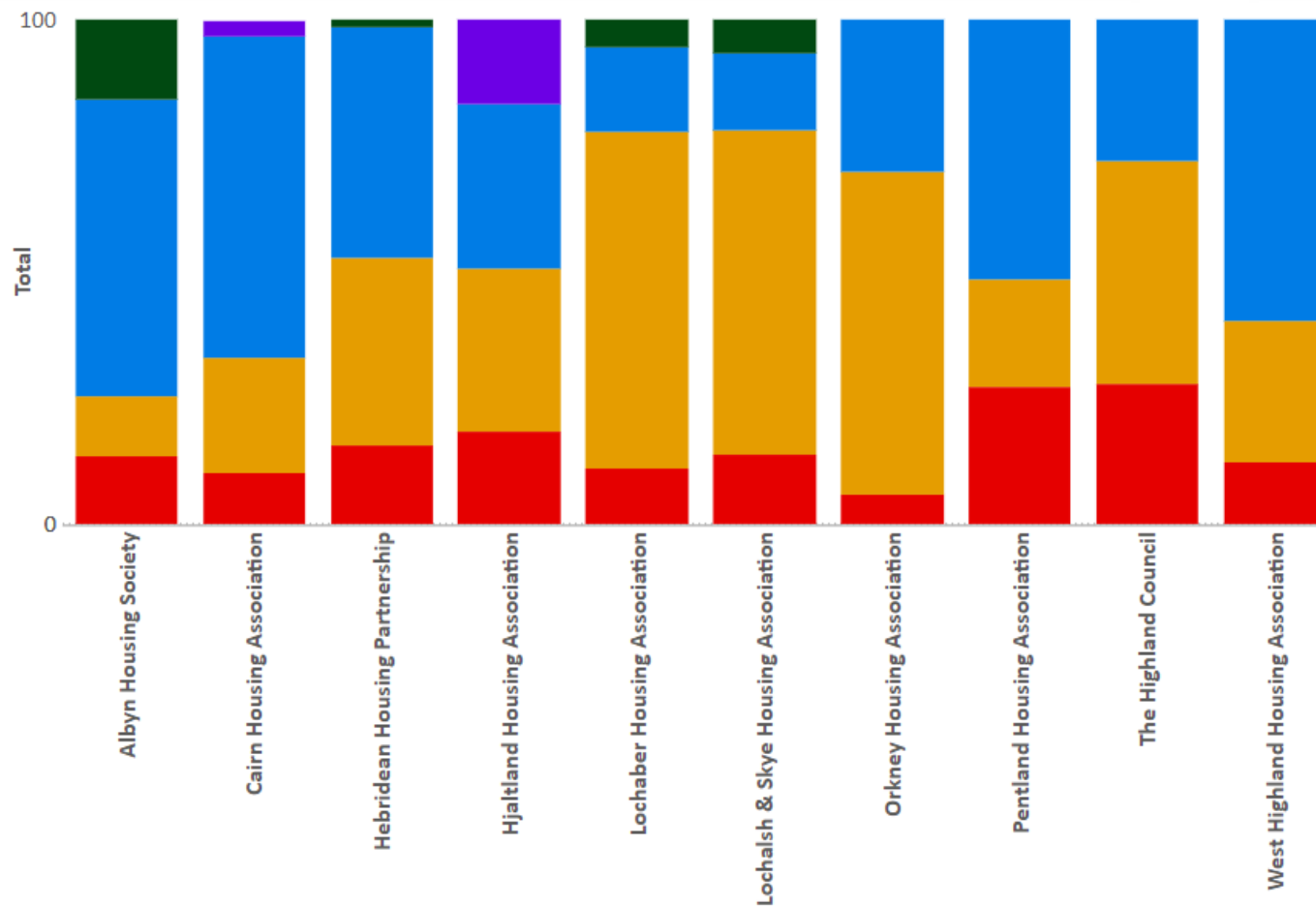
# Offers refused



**I14:** Percentage of tenancy offers refused during the year.

%	2018/19	2019/20	2020/21
Lochaber HA	9.6	17.6	17.9
Peer Groups	21.1	16.9	15.8
All RSLs	31.1	29.5	26.0
National Average	36.3	34.2	31.9

# Lets by source ↓

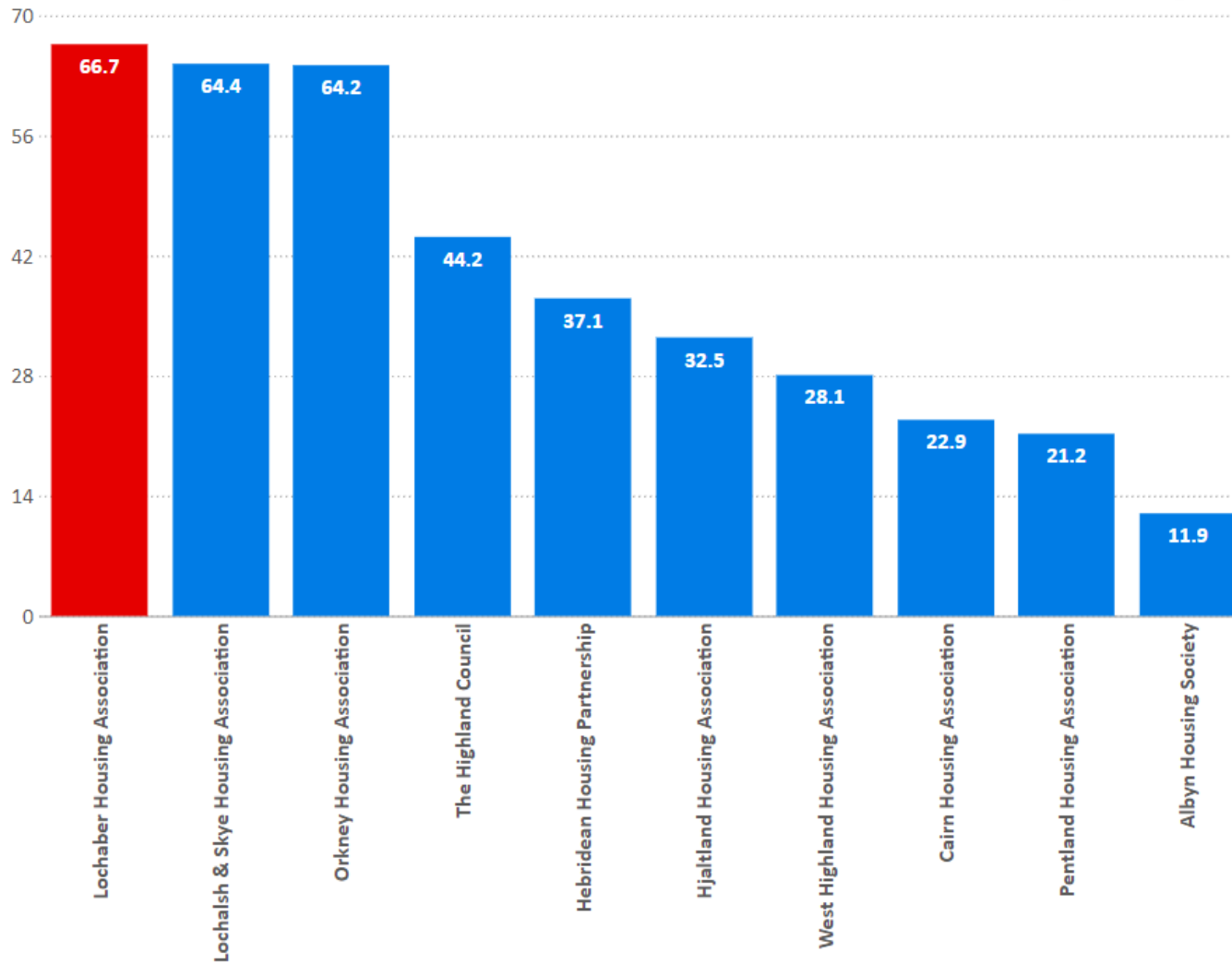


C2: The percentage of lets during the reporting year by source of let.

%	Lochaber HA	All RSLs
Existing tenants	11	14
Homeless applicants	67	32
Housing list applicants	17	46
Nomination	0	4
Others	5	4

■ C2 Percentage of lets to existing tenants     
 ■ C2 Percentage of lets to homeless applicants  
■ C2 Percentage of lets to housing applicants     
 ■ C2 Percentage of lets to others

# Lets to homeless

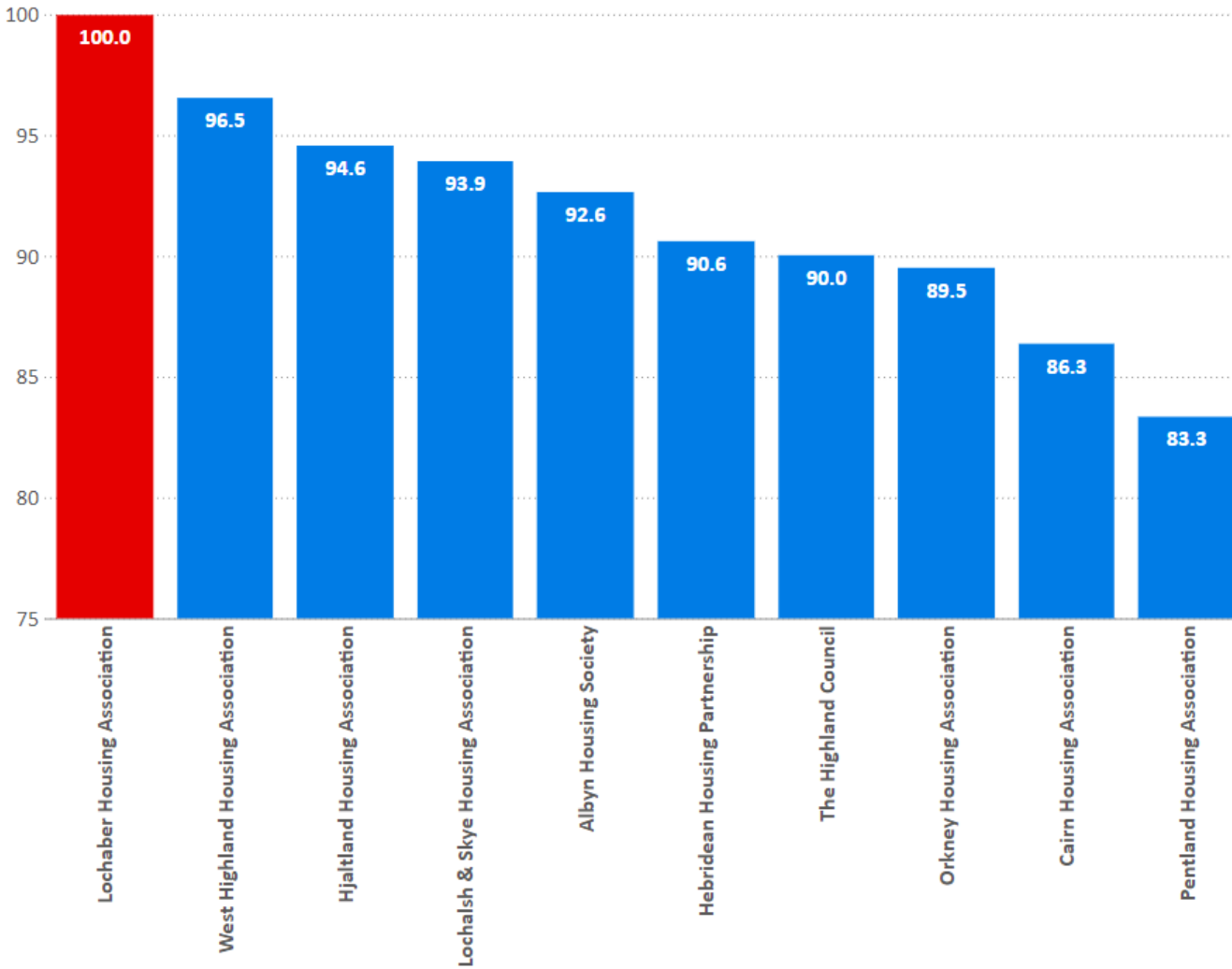


C2: The percentage of lets during the reporting year to tenants that have been assessed as statutorily homeless.

%	2018/19	2019/20	2020/21
Lochaber HA	46.8	34.7	66.7
Peer Groups	29.4	27.3	36.3
All RSLs	23.7	25.4	32.4
National Average	33.2	34.4	42.7



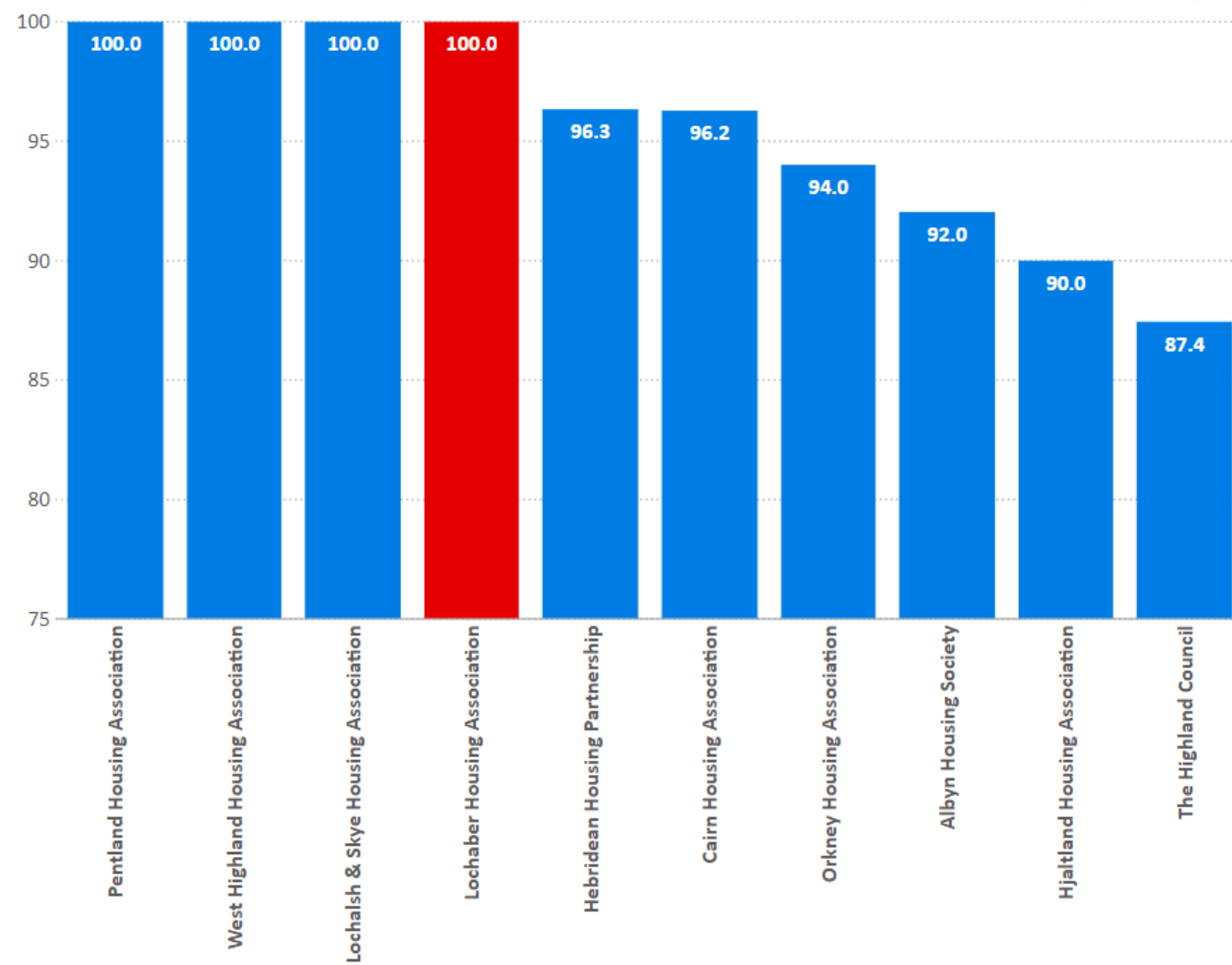
# Tenancy sustainment



**I16:** Percentage of new tenancies sustained for more than a year; all sources of let.

%	2018/19	2019/20	2020/21
Lochaber HA	93.8	93.6	100.0
Peer Groups	89.0	88.3	90.8
All RSLs	88.5	88.9	90.6
National Average	88.8	89.1	90.9

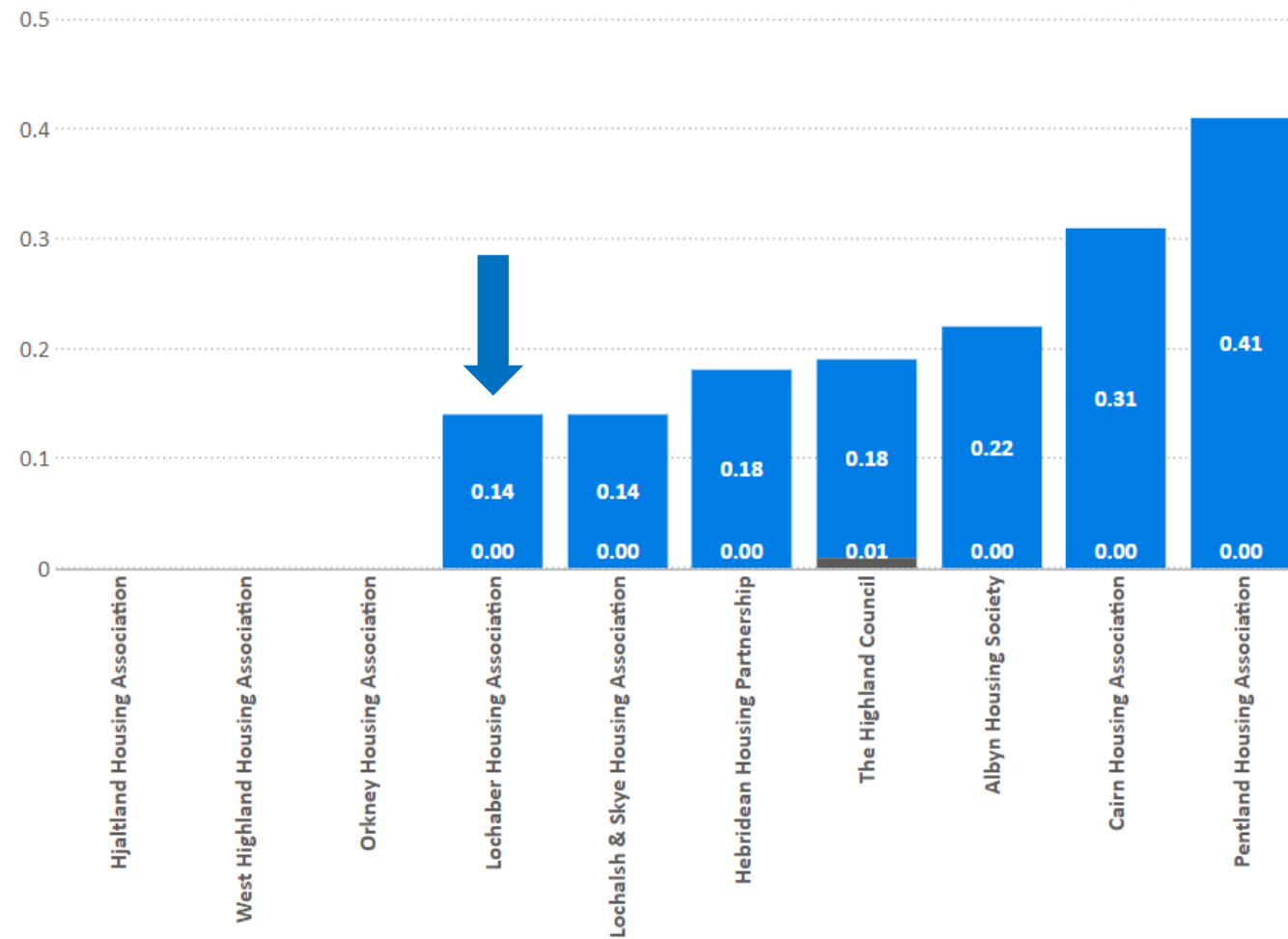
# Tenancy sustainment (homeless)



**I16:** Percentage of new tenancies sustained for more than a year; statutory homeless.

%	2018/19	2019/20	2020/21
Lochaber HA	95.7	100.0	100.0
Peer Groups	88.4	76.9	95.1
All RSLs	89.3	89.2	90.7
National Average	87.9	88.1	90.2

# Negatively Ending Tenancies



## I22: Evictions

Evictions as a percentage of stock

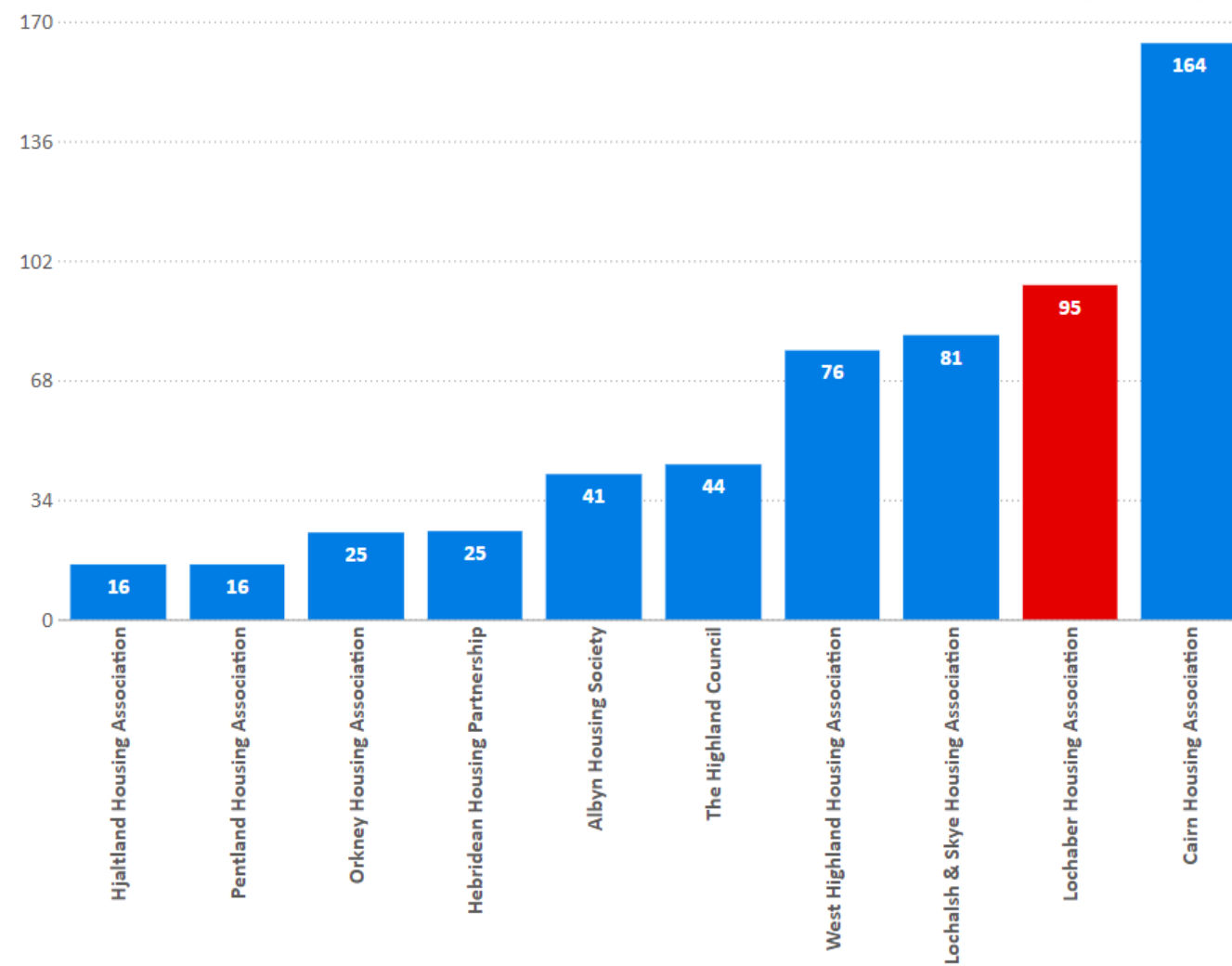
%	2018/19	2019/20	2020/21
Lochaber HA	0.00	0.14	0.00
Peer Groups	0.19	0.09	0.00
All RSLs	0.33	0.27	0.03
National Average	0.39	0.31	0.02

C4: Abandonments as a percentage of stock.

%	2018/19	2019/20	2020/21
Lochaber HA	0.00	0.00	0.14
Peer Groups	0.31	0.25	0.16
All RSLs	0.56	0.54	0.36
National Average	0.60	0.57	0.36

I22 Evictions as percentage of lettable stock | C4 Abandonments as percentage of lettable stock

# Medical adaptations

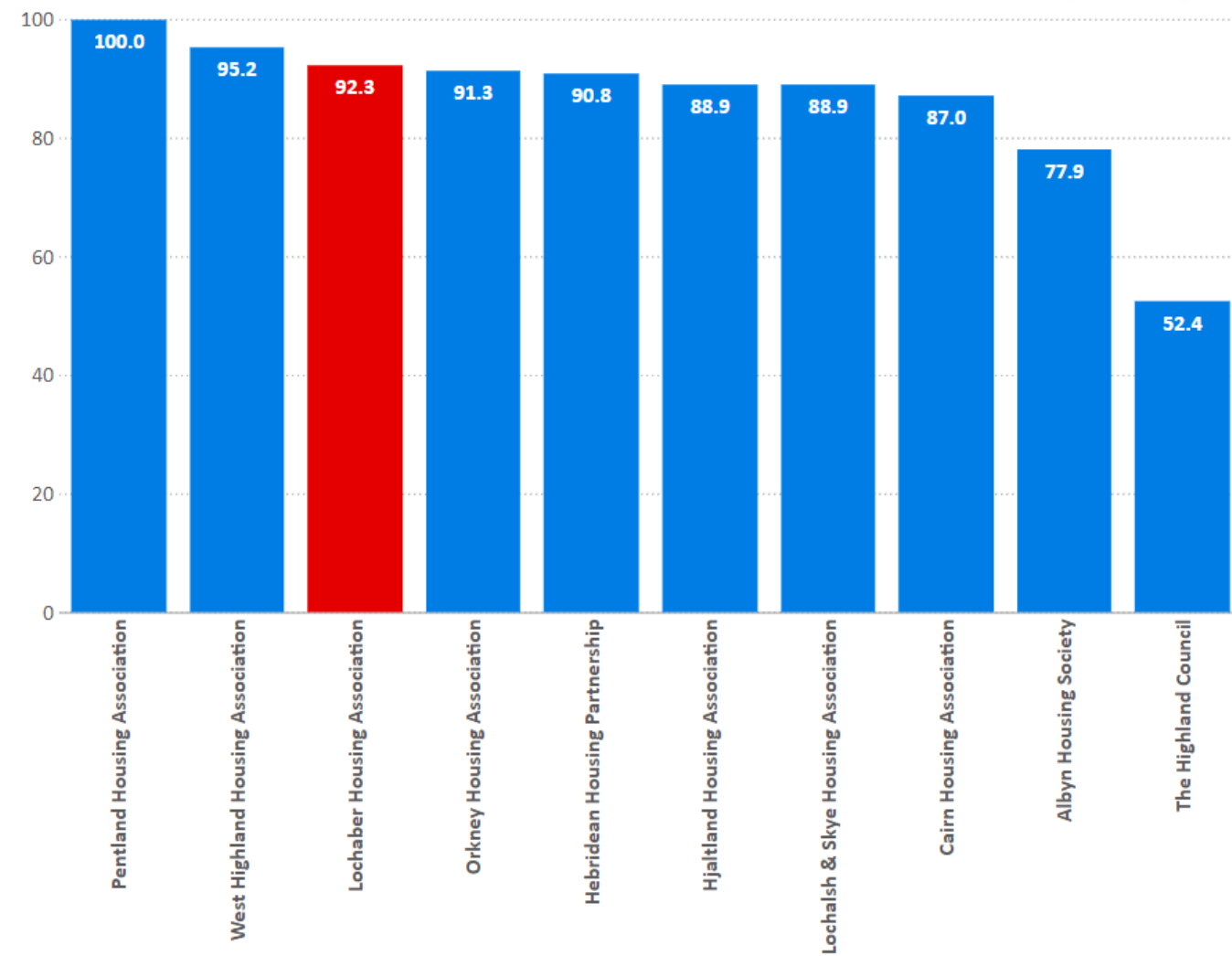


**121:** The average time to complete medical adaptations during the reporting year.

(Calendar Days)

	2018/19	2019/20	2020/21
Lochaber HA	91	106	95
Peer Groups	56	48	54
All RSLs	58	50	71
National Average	49	42	58

# Medical adaptations



**I19:** Percentage of approved applications completed in year

(Calendar Days)

	2018/19	2019/20	2020/21
Lochaber HA	50.0	79.0	92.3
Peer Groups	88.3	85.0	85.8
All RSLs	83.7	82.2	75.9
National Average	84.7	83.9	69.9

# Access

	Lochaber HA			Scotland		
	2019-20	2020-21	Changes 20-21	2019-20	2020-21	Changes 20-21
Offers refused	17.6	17.9	+0.3	34	33	-1
Sustainment	93.6	100.0	+6.4	89.1	90.7	+1.6
Vacancies	7.5	2.6	-4.9	8.4	7.0	-1.4
Percentage lets to homeless	34.7	66.7	+32.0	35	45	+10
Number of lets	75	18	-57	54,321	41,585	-12,736

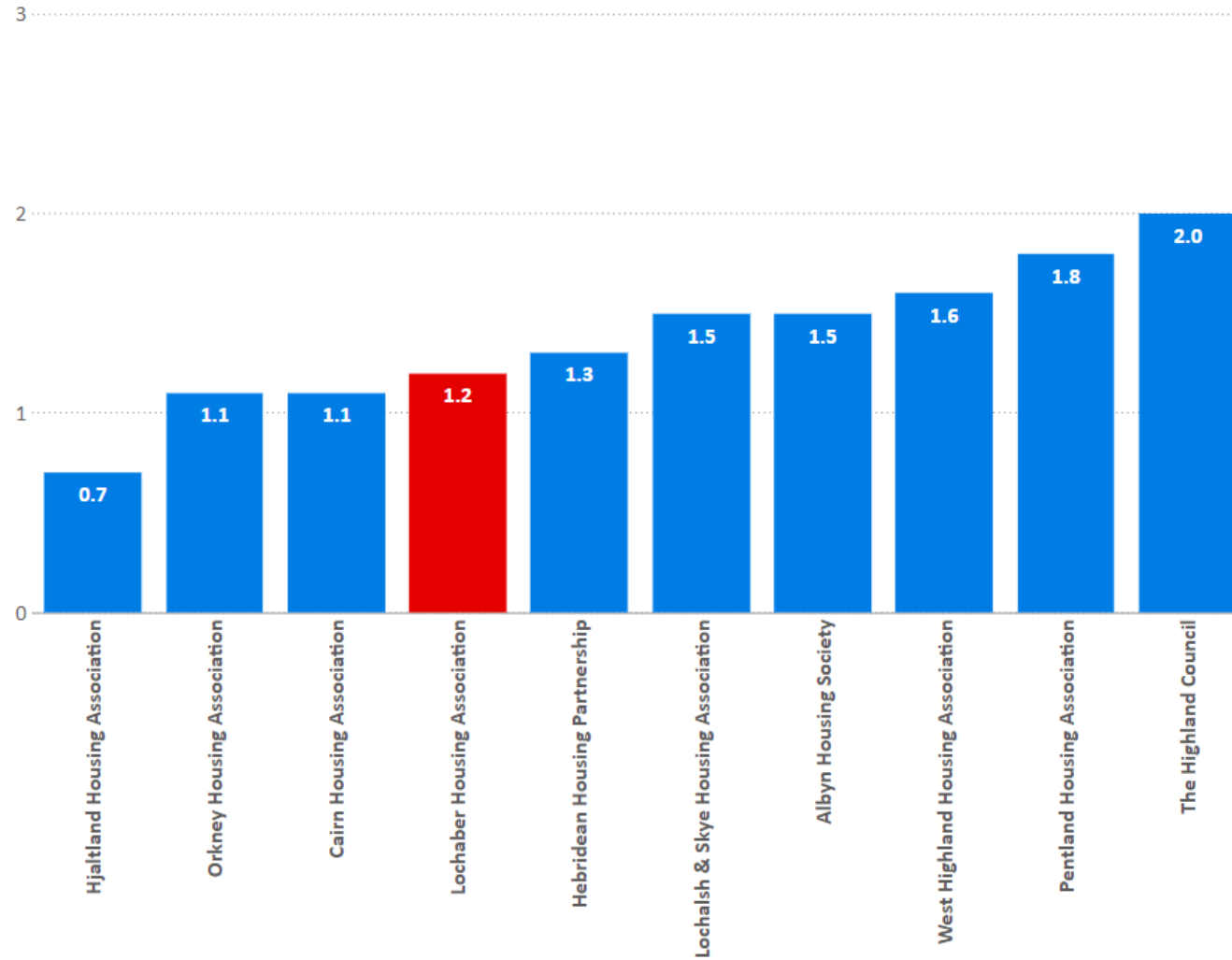
	C2 Percentage of lets to homeless	I16 Percentage tenancies sustained	I16 Percentage tenancies sustained - homeless	I22 Number of evictions	C4.1 Properties abandoned	I21 Average days to complete approved adaptations	I19 Percentage of medical adaptations completed
2019-20	34.67	93.62	100.00	1	0	106.40	78.95
2020-21	66.67	100.00	100.00	0	1	95.00	92.31

# Change in performance

# Rents



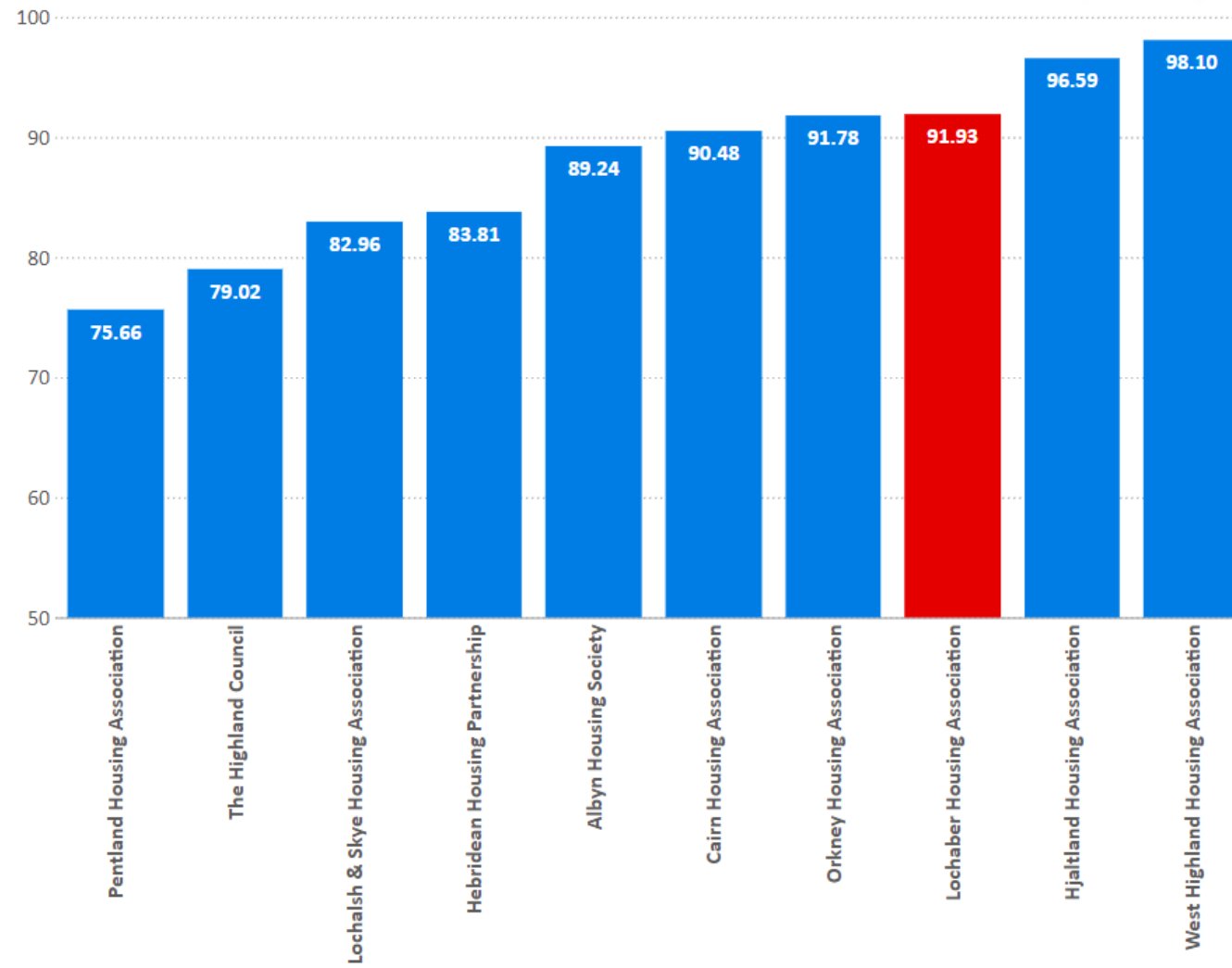
# Rent increase



## C5: Average change in weekly rent

%	2018/19	2019/20	2020/21
Lochaber HA	3.5	2.9	1.2
Peer Groups	3.5	2.6	1.4
All RSLs	3.0	2.4	1.2
National Average	3.0	2.5	1.2

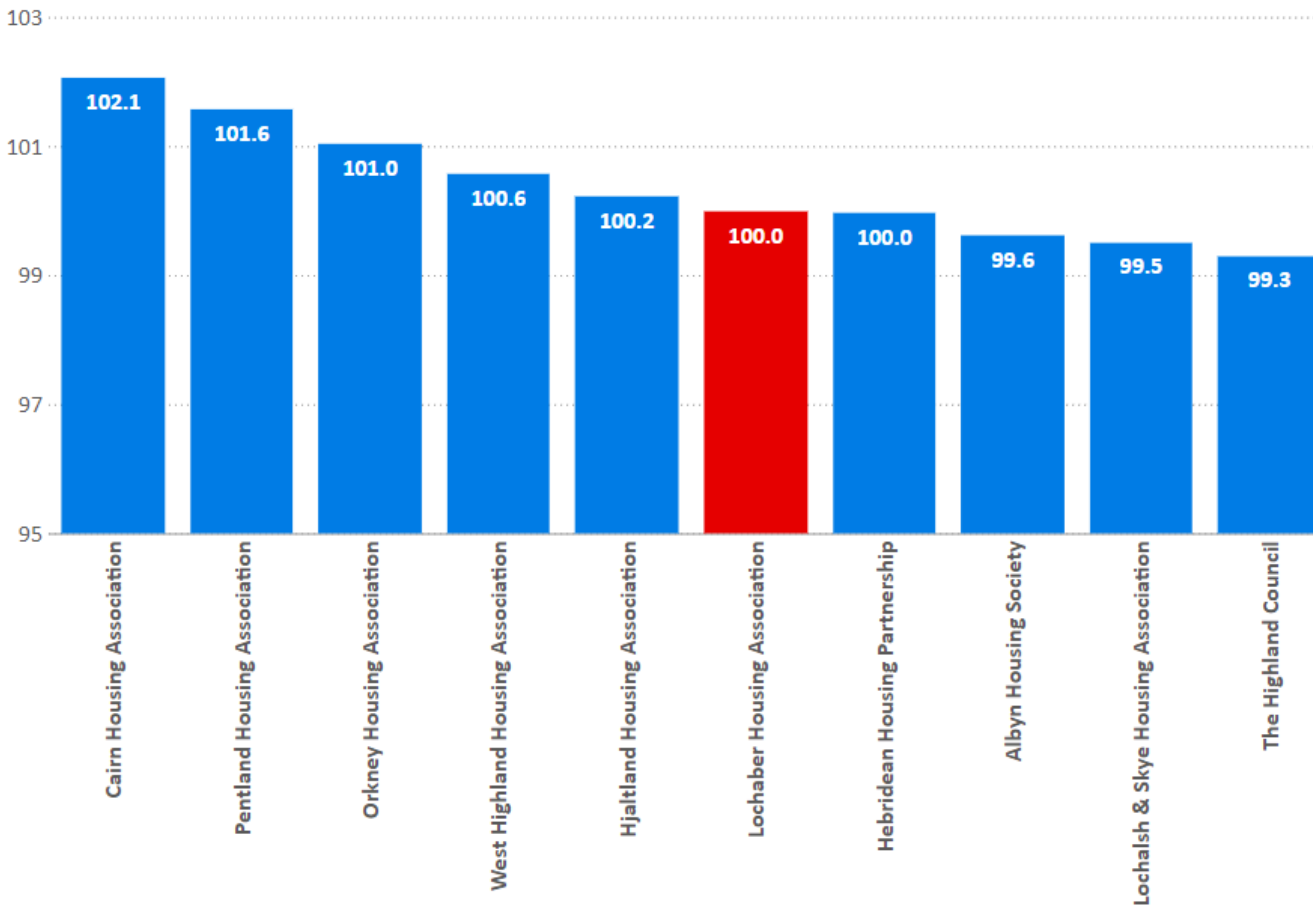
# Average rent



C17: Average weekly rent  
-3Apt

£	2018/19	2019/20	2020/21
Lochaber HA	86.47	90.05	91.93
Peer Groups	81.60	84.07	87.52
All RSLs	83.45	86.20	88.37
National Average	77.70	80.11	82.67

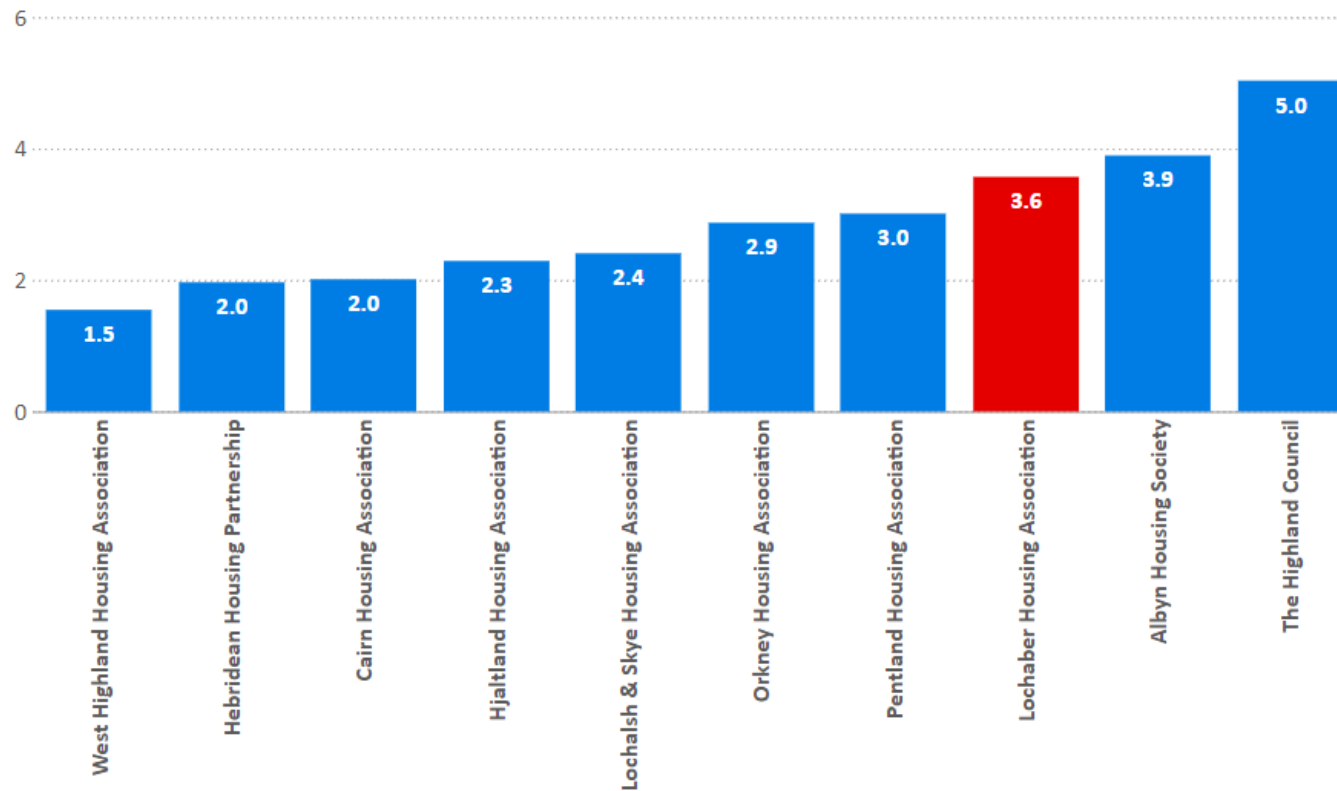
# Rent collection



**I26:** Rent collected from tenants as a percentage of total rent due in the reporting year

%	2018/19	2019/20	2020/21
Lochaber HA	99.6	99.5	100.0
Peer Groups	99.5	100.0	100.4
All RSLs	99.6	99.5	99.5
National Average	99.1	99.3	99.1

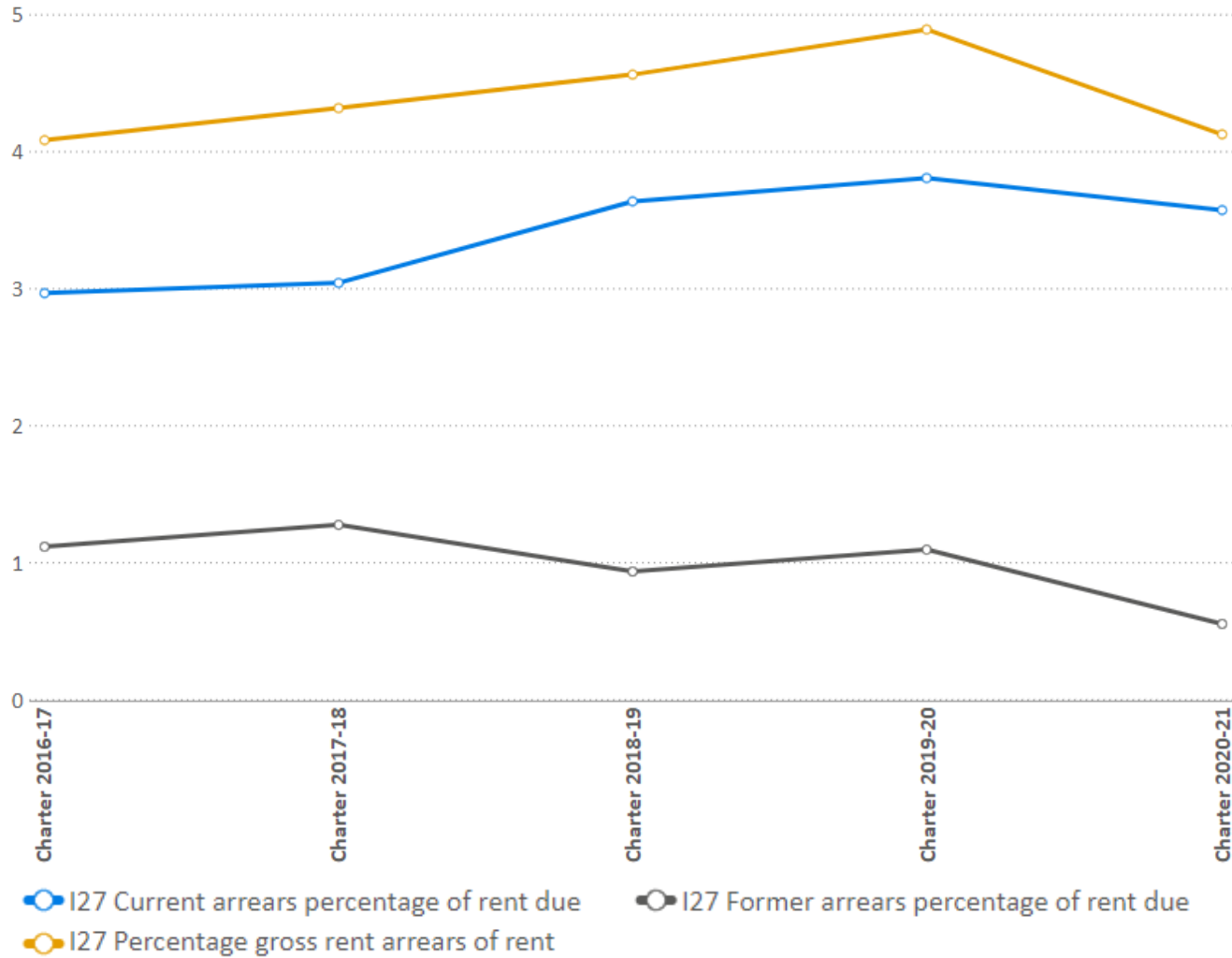
# Arrears



I27: Current rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2018/19	2019/20	2020/21
Lochaber HA	3.6	3.8	3.6
Peer Groups	3.0	3.2	2.8
All RSLs	2.8	3.0	3.0
National Average	3.6	3.8	4.3

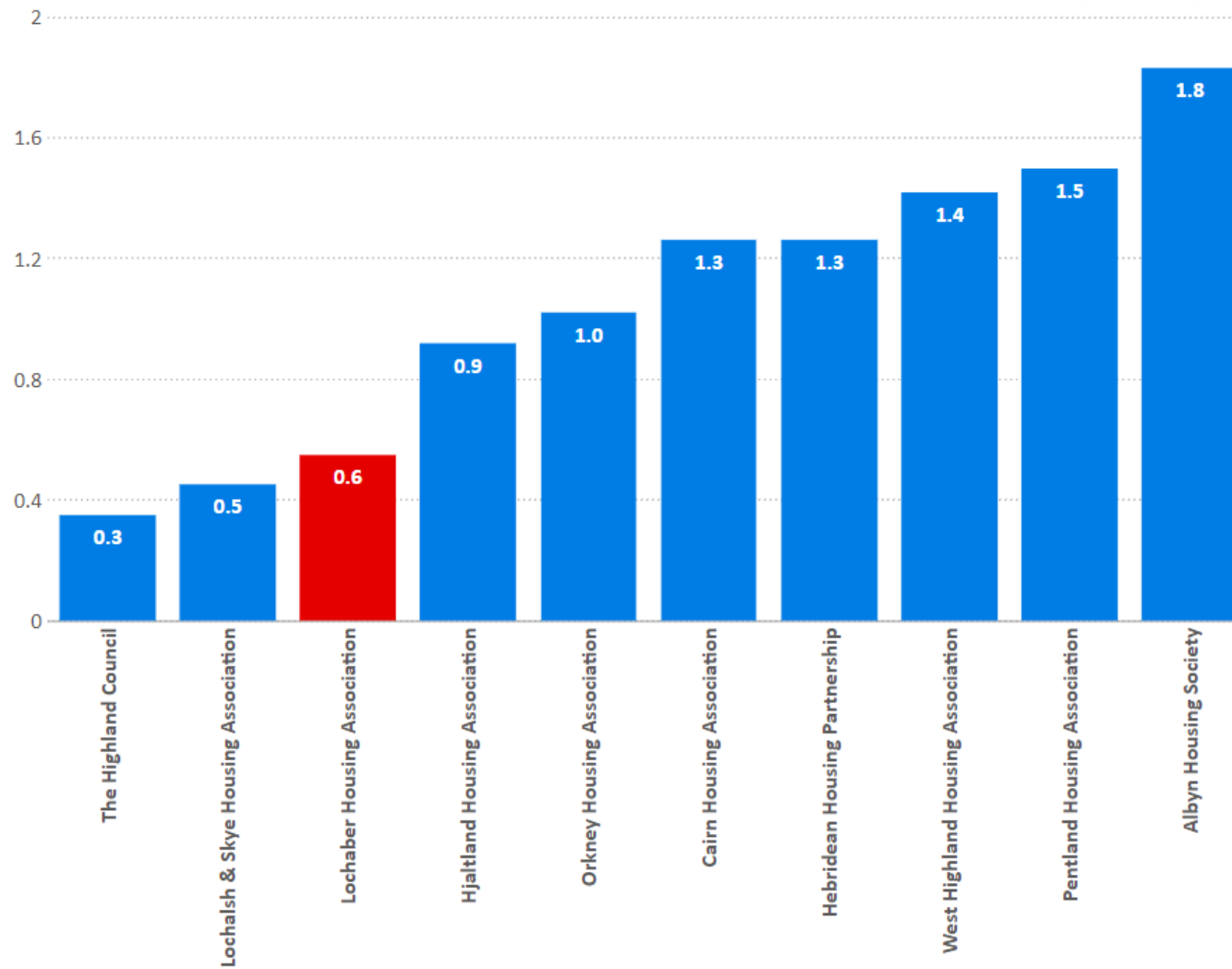
# Arrears (trends)



## I27: Gross Arrears trends

%	2018/19	2019/20	2020/21
Lochaber HA	4.6	4.9	4.1
Peer Groups	4.3	4.3	3.9
All RSLs	4.2	4.4	4.2
National Average	5.7	5.8	6.1

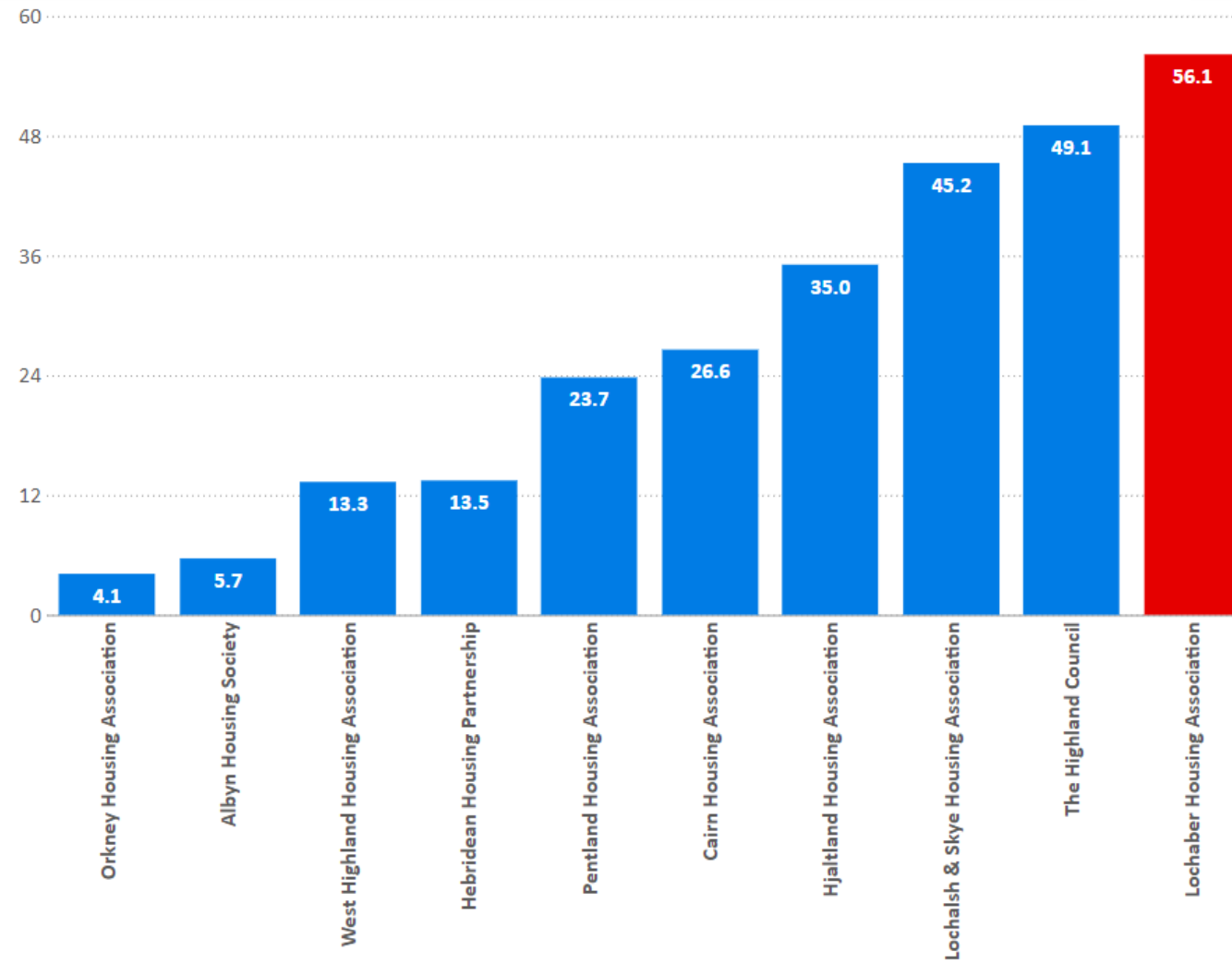
# Former Tenant Arrears



I27: former tenants arrears as a percentage of gross rent due.

%	2018/19	2019/20	2020/21
Lochaber HA	0.9	1.1	0.6
Peer Groups	1.3	1.1	1.1
All RSLs	1.4	1.4	1.2
National Average	2.1	2.0	1.9

# Arrears written off



C7: percentage of former tenant rent arrears written off at the year end.

%	2018/19	2019/20	2020/21
Lochaber HA	31.0	49.0	56.1
Peer Groups	28.4	26.8	24.1
All RSLs	45.1	41.2	39.1
National Average	37.9	34.4	31.9

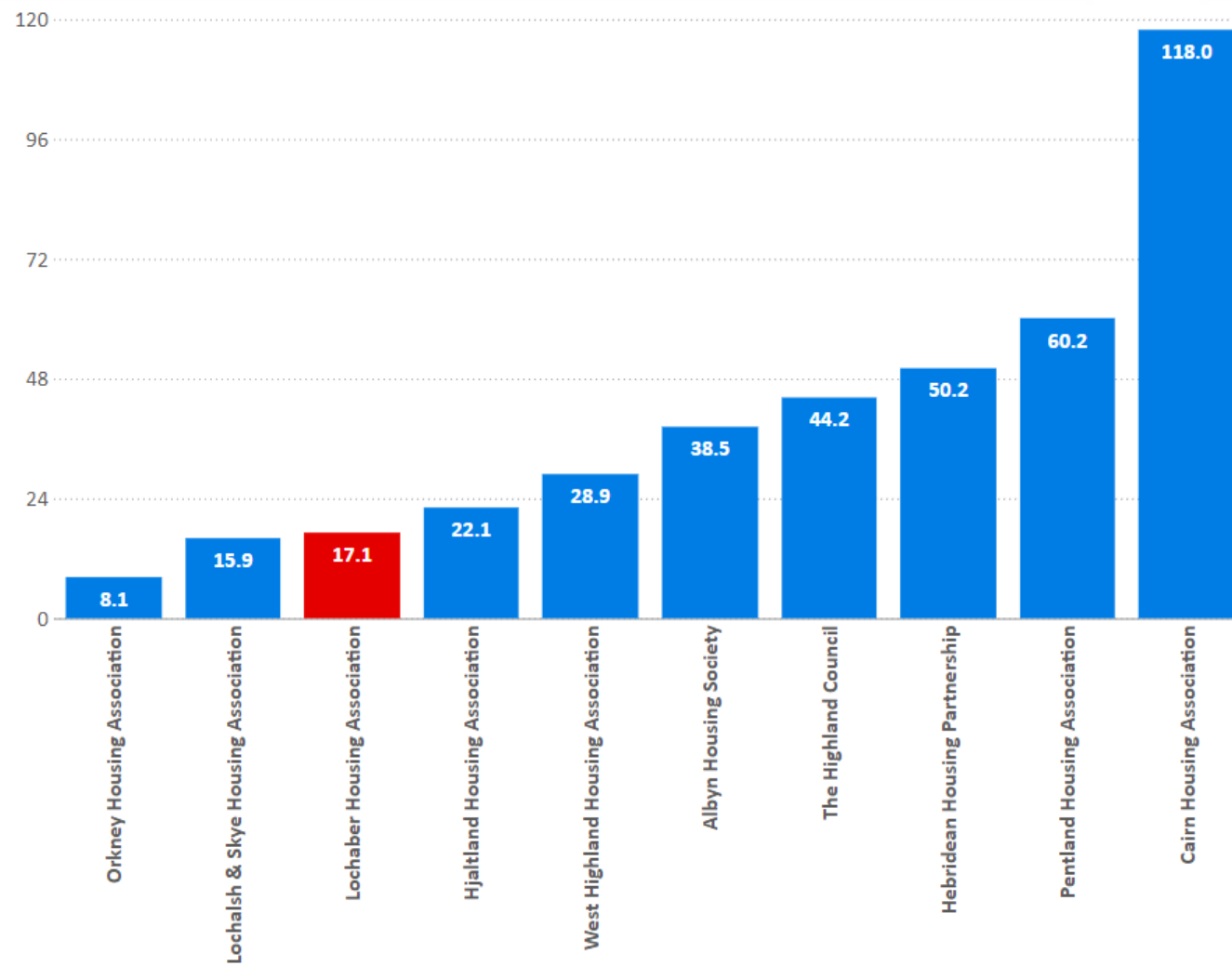
	<b>C5 Percentage average weekly rent increase</b>	<b>C17 Average weekly rent -3Apt</b>	<b>I26 Percentage collected of rent due</b>	<b>I27 Current arrears percentage of rent due</b>	<b>I27 Former arrears percentage of rent due</b>	<b>I27 Percentage gross rent arrears of rent due</b>	<b>C7 Percentage former tenant rent arrears written off</b>
<b>2019-20</b>	<b>2.90</b>	<b>90.05</b>	<b>99.53</b>	<b>3.80</b>	<b>1.09</b>	<b>4.89</b>	<b>48.98</b>
<b>2020-21</b>	<b>1.20</b>	<b>93.29</b>	<b>99.98</b>	<b>3.57</b>	<b>0.55</b>	<b>4.12</b>	<b>56.13</b>

Change in performance



# Voids

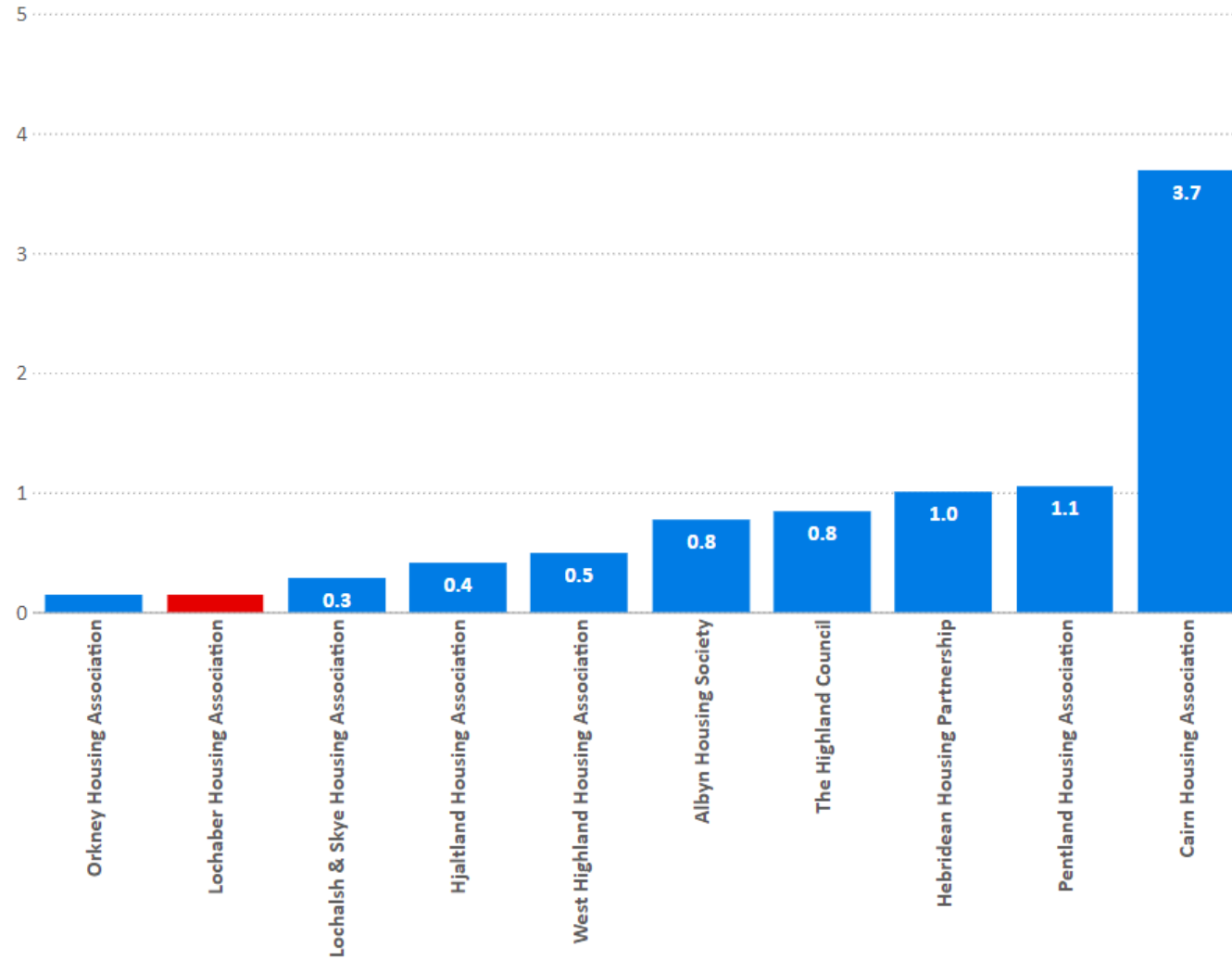
# Relet times



**130:** Average length of time taken to relet properties in the last year (calendar days)

%	2018/19	2019/20	2020/21
Lochaber HA	4.5	7.5	17.1
Peer Groups	19.7	19.3	42.9
All RSLs	29.5	27.2	55.0
National Average	31.9	31.5	56.3

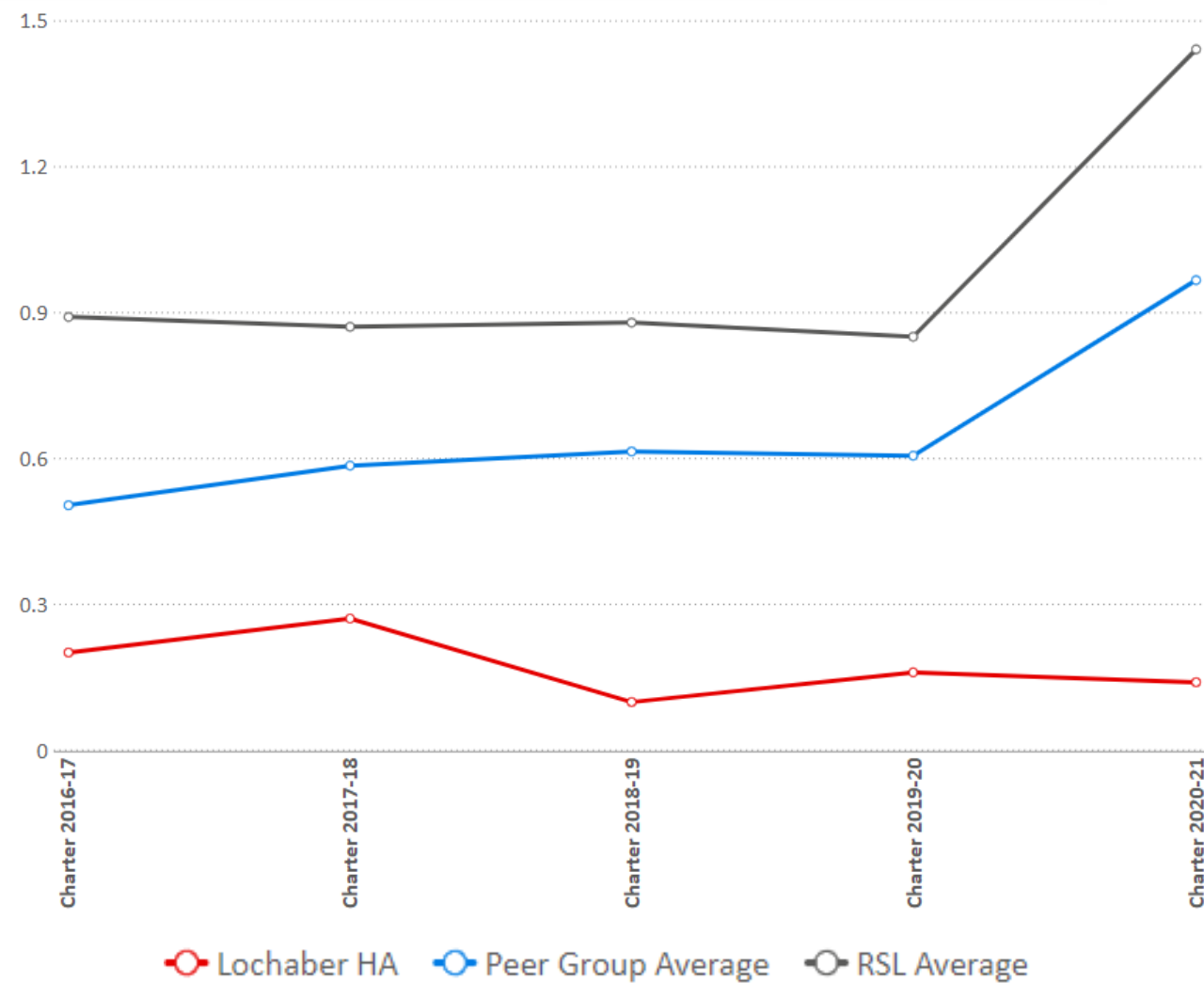
# Void rent loss



**I18:** percentage of rent lost through properties being empty in the last year

%	2018/19	2019/20	2020/21
Lochaber HA	0.1	0.2	0.1
Peer Groups	0.6	0.6	1.0
All RSLs	0.9	0.9	1.4
National Average	0.9	0.9	1.4

# Void rent loss (trends)



**I18:** percentage of rent lost through properties being empty in the last year

%	2018/19	2019/20	2020/21
Lochaber HA	0.1	0.2	0.1
Peer Groups	0.6	0.6	1.0
All RSLs	0.9	0.9	1.4
National Average	0.9	0.9	1.4

	<b>I30 Average time to re-let properties</b>	<b>I18 Percentage of rent due lost through voids</b>
<b>2019-20</b>	<b>7.50</b>	<b>0.16</b>
<b>2020-21</b>	<b>17.11</b>	<b>0.14</b>

Change in performance

# Landlord Report

## Service

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- Satisfaction:
  - Overall
  - Keeping informed
  - Opportunities to participate
- SHQS
- Emergency repairs time
- Non-emergency repairs time
- Right first time
- Appointments kept
- Repairs satisfaction
- ASB cases within target

## Value for Money

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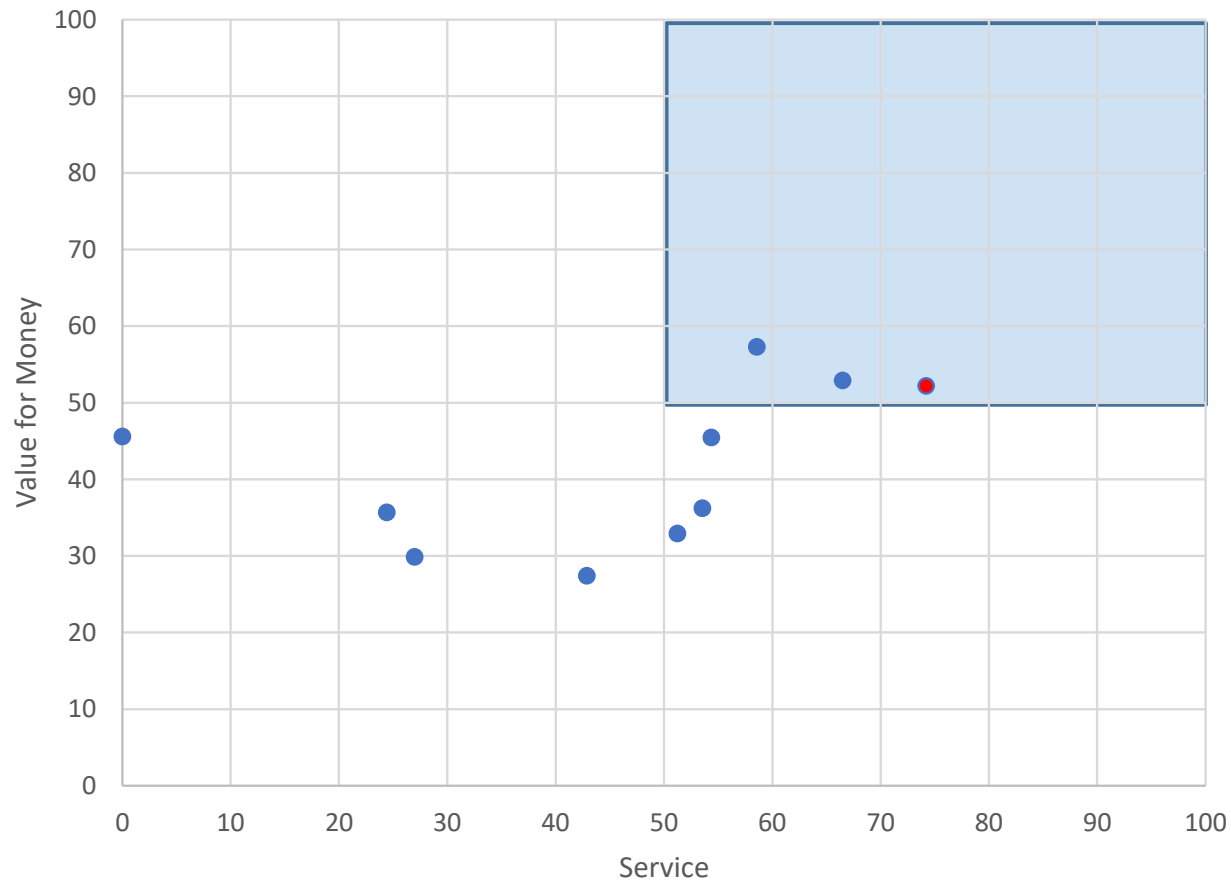
- Average weekly rent
- Annual rent increase
- Void relet time
- Void rent loss
- Rent collected

# Landlord Report

	-	-	-	↑	↑	↑	↑	↑	-	↑	↑	↑	↓
	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Rent collected	Void rent loss	Re-let time
Albyn Housing Society	83.90	78.45	66.71	88.25	7.74	6.06	90.71	78.24	86.50	1.50	99.61	0.77	38.51
Hjaltland Housing Assoc	95.62	98.54	91.48	100.00	2.21	9.50	84.09	96.36	100.00	0.70	100.23	0.41	22.10
Lochalsh & Skye HA	na	na	0.00	100.00	3.30	2.92	96.89	0.00	80.00	1.50	99.51	0.29	15.92
<b>Lochaber Housing Assoc</b>	<b>94.72</b>	<b>98.14</b>	<b>90.37</b>	<b>97.69</b>	<b>2.96</b>	<b>3.68</b>	<b>99.22</b>	<b>98.58</b>	<b>100.00</b>	<b>1.20</b>	<b>99.98</b>	<b>0.14</b>	<b>17.11</b>
Orkney Housing Association	97.13	98.73	88.27	54.73	1.84	14.58	86.07	98.85	100.00	1.10	101.04	0.14	8.11
Pentland Housing Assoc	78.24	92.55	79.68	68.12	1.29	5.75	98.66	95.24	95.45	1.80	101.57	1.05	60.18
West Highland Housing Assoc	93.17	96.88	93.12	96.87	3.03	6.11	90.95	84.30	96.97	1.60	100.57	0.49	28.90
Cairn Housing Association	83.96	84.16	73.66	83.65	2.77	15.92	84.43	84.08	94.23	1.10	102.06	3.69	117.97
Hebridean HP	87.99	92.11	84.45	80.07	2.61	4.90	90.56	99.35	100.00	1.30	99.96	1.01	50.19
The Highland Council	85.91	92.51	93.81	97.70	8.52	7.92	87.15	97.52	73.48	2.00	99.28	0.84	44.23

# Landlord Report

Service v Value



## Service v Value for money

Comparison with Peer group



# Overall summary 2020

## Highlights

- ✓ Improved repairs performances, and especially 97.5% RRFT – only 34 jobs in total not completed right first time
- ✓ Gas safety – 0 fails, again
- ✓ Tenancy sustainment:
  - ✓ all, 100%, homeless tenancies sustained
  - ✓ only one tenancy ended negatively

## Areas for concern?

- ✗ Medical adaptations average completion time increased to 106 days (fifteen jobs)

# Overall summary 2021

## Highlights

- ✓ Repairs performance, again:
  - ✓ response times, both emergency (3.0 hours) and non-emergency (improved to 3.7 days);
  - ✓ only eight repair jobs not 'right first time'
- ✓ Best in peer group for % homeless lets – twelve households rehoused
- ✓ 100% tenancies sustained, homeless and mainstream
- ✓ Void performance – only £4,510 rent lost through being void

## Areas for concern?

- ✗ Medical adaptations average completion time improved but still high – 95 days (twelve jobs)

# Forums & Services

## Forums

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- Asset Management
- Homelessness and Housing Support
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny

## Services

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- Data Collection and Management
- Practice Exchange
- Private Sector Service
- Tools
- Value for money model
- Value for money of new build projects
- Online self-assessment
- Training

## Enhanced Service

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- Data accuracy and validation services
- Business Plan Review and Performance Management Service



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