



Performance Report 2018-19

Welcome to our sixth Annual Performance Report. This report illustrates our performance throughout 2018-19 as well as showing:

- 🏠 How we compare to the Scottish average;
- 🏠 How we compare to similar landlords such as - Hanover (Scotland), Trust, Viewpoint and Blackwood Homes and Care.

You can find supplementary information on our website within the following publications:



Annual Report



Financial Statements





Bield's Profile

The information in this section shows the details of our properties, rental charges and income during the year.

Total number of each apartment size and average weekly rent for each:

Size	Number	Average weekly rent and service charge	Similar Landlords
Studio	492	£120.41	£107.30
One Bedroom	3,563	£139.21	£117.00
Two Bedroom	211	£131.80	£113.80
Three Bedroom	104	£109.41	£109.50
Total:	4,370		

Percentage average weekly rent increase to be applied

Bield 2018-19	2.5%
Scottish Average	3.0%
Similar Landlords	2.9%
Bield 2017-18	3.0%

Amount of rental income collected

2018-19	£30.5M
2017-18	£29.7M

A rent increase of 2.5% was applied from April 2019. During the rent consultation process we asked all tenants what they thought about the proposed increase. The majority of tenants who replied thought it was a fair increase or thought it was high but understood it was necessary.

During 2018-19, all tenants were also consulted on the rents and service charge review process that was undertaken by Arneil-Johnston. The outcome of this review has led to a more balanced, transparent rent and service charge setting process.

Bield manages over 5,500 properties, making it one of the largest Registered Social Landlords in Scotland. As well as housing for rent, we also provide a factoring service to 870 owners.

Bield's average weekly rent (shown above) includes service, meals, heating and energy charges which apply at developments depending on the services available. It is difficult to compare our charges with other landlords as they may not provide the same level of service.

For the same reason, the average for our 2 and 3 bedroom properties is lower than smaller properties. In general, tenants who live in these larger properties do not receive the same level of services therefore do not pay a meals or service charge.



The Meadows Apartments in Lenzie is a new Bield development which provides **24** apartments on a shared ownership basis.

Tenant Satisfaction



Our customers views are important to us and we value feedback. We keep track of what our customers think of us and look for new ways to involve them.

Tenants satisfied with the overall service	
Bield 2018-19	84.7%
Scottish Average	90.1%
Similar Landlords	84.7%
Bield 2017-18	84.7%

Tenants who feel their landlord is good at keeping them informed about services and outcomes	
Bield 2018-19	81.4%
Scottish Average	91.6%
Similar Landlords	83.6%
Bield 2017-18	81.4%

Tenants satisfied with the opportunities given to participate in their landlord's decision making process	
Bield 2018-19	61.3%
Scottish Average	86.5%
Similar Landlords	71.1%
Bield 2017-18	61.3%

Whilst tenants are relatively happy with being kept up to date about what is happening in Bield, there is still marked room for improvement in promoting and developing opportunities for tenants to play an active role in how Bield operates.

There are already a range of methods in place for tenants to engage with their landlord. At development level, tenants can have a one-to-one meeting with a relevant member of staff should a query or issue arise. There are also a range of surveys throughout the year that they can complete on topics important to them. We also have Let's Meet sessions, where tenants can come together at a development to talk about local or national Bield matters.

Beyond developments, tenants can also sign up to be on our Interested Parties List, a consultation body who are surveyed on a particular area that may be changing or being reviewed. We also have 2 national tenant bodies – the Partnership Forum and the Bield Improvement Group. These 2 groups delve more thoroughly into key strategic business of the organisation and also undertakes and scrutinises how well Bield is performing in particular areas.

Tenants can also put forward their interest in potentially joining the Bield Board of Management. We already have 1 tenant on the Board and would love for others to put themselves forward.



Quality and Maintenance

We work hard to ensure our tenants homes are well maintained and repairs are carried out timeously. During the year we carried out 2,321 emergency repairs and 12,069 non-emergency repairs. On average, this equates to around 39 repairs carried out every day of the year. Our performance in this area is noted below.

Percentage of stock meeting the Scottish Housing Quality Standard	
Bield 2018-19	96.0%
Scottish Average	94.1%
Similar Landlords	97.6%
Bield 2017-18	93.6%

Average length of time taken to complete emergency repairs	
Bield 2018-19	4.3 hours
Scottish Average	3.6 hours
Similar Landlords	3.8 hours
Bield 2017-18	4.4 hours

Average length of time to complete non-emergency repairs	
Bield 2018-19	5.2 days
Scottish Average	6.6 days
Similar Landlords	5.9 days
Bield 2017-18	4.6 days

Percentage of reactive repairs carried out in the last year right first time	
Bield 2018-19	91.6%
Scottish Average	92.5%
Similar Landlords	90.4%
Bield 2017-18	94.0%

Percentage of repairs appointments kept	
Bield 2018-19	98.0%
Scottish Average	95.6%
Similar Landlords	92.4%
Bield 2017-18	98.2%

Percentage of homes meeting the Energy Efficiency Standard for Social Housing	
Bield 2018-19	96.8%
Scottish Average	84.0%
Similar Landlords	94.8%
Bield 2017-18	96.7%

Percentage of tenants who had repairs and maintenance carried out in the last 12 months satisfied with the service	
Bield 2018-19	88.4%
Scottish Average	91.7%
Similar Landlords	87.9%
Bield 2016-17	88.4%



Quality and Maintenance



As well as emergency and non-emergency repairs we also undertake planned maintenance, for instance replacement of kitchens and bathrooms.

£9.4m was spent during 2018-19 on maintaining and improving the quality of our housing stock.

During the year we installed:

- 🏠 new kitchens to **6** developments
- 🏠 new accessible shower rooms to replace bathrooms in **10** developments
- 🏠 new windows and doors in **2** developments
- 🏠 new fire alarm systems in **3** developments
- 🏠 new heating systems in **4** developments
- 🏠 **33** external decoration projects were carried out
- 🏠 **2** replacement of communal floor coverings
- 🏠 replacement lifts in **2** developments
- 🏠 replacement warden call to **3** developments
- 🏠 new communal lighting to **3** developments

We carried out **85** stage three funded adaptations in tenants flats. These adaptations are carried out to make everyday tasks easier for people with reduced mobility and include handrails, automatic door entry systems and level access showers.



Shower room replacement



Neighbourhood and Community

Making sure the people who live in our housing feel safe and secure is important. Equally so is making sure tenants can enjoy their home and the communal facilities.

Number of cases of anti-social behaviour cases reported in the last year (<i>per 100 homes</i>)	
Bield 2018-19	0.2 (10 cases)
Scottish Average	7.5
Similar Landlords	2.8
Bield 2017-18	0.3 (14 cases)

Number of cases resolved within locally agreed targets in the last year	
Bield 2018-19	70.0%
Scottish Average	87.9%
Similar Landlords	49.0%
Bield 2017-18	92.9%

85% of tenants * were very/fairly satisfied with Bield’s management of the neighbourhood they live in.

90% of tenants from the survey said feeling secure was very/fairly important, whilst **89%** said having a good heating system was very/fairly important.

74% of tenants from the survey said social activities were very/fairly important.

Volunteers play a key role supporting 100’s of tenants to engage in a wide range of social activities to help reduce isolation, maintain independence and offer choice. Group activities like gentle exercise, lunch clubs, coffee mornings and arts and crafts take place in communal lounges while one-to-one Befriending Volunteers help individuals get out and about and Silver Surfer Tutor Volunteers support tenants to access the internet and digital technology.

There were 164 registered Volunteers on 31st March 2019 in 69 developments. 41 new Volunteers were recruited over the year.

During 2018-19 the Volunteer Team delivered new Group Induction Training for Volunteers and continued to train and support local managers to involve Volunteers.

Please read pages 28 and 29 of the winter 2019 Bield Bulletin to find out more about the activities taking place in our developments.



Volunteer activities

* ARC Survey 2018

Getting Good Value from Rents and Service Charges



Working efficiently to provide value for money for our customers.

Average length of time taken to relet properties in the last year	
Bield 2018-19	55.6 days
Scottish Average	31.9 days
Similar Landlords	44.3 days
Bield 2017-18	41.1 days

Percentage of rent lost through properties being empty in the last year	
Bield 2018-19	2.3%
Scottish Average	0.9%
Similar Landlords	1.8%
Bield 2017-18	2.1%

Rent collected from tenants as a percentage of total rent due in the reporting year	
Bield 2018-19	99.6%
Scottish Average	99.1%
Similar Landlords	99.9%
Bield 2017-18	100%



81% of tenants * said that taking into account the accommodation and services Bield provide, their rent and service charge represented very good or fairly good value for money. This is a marginal decline on the satisfaction level in 2016 (81.6%)



As mentioned earlier in this report, we have conducted a detailed review of how we set our rents and service charges, taking into account tenants views.



As part of our tenant consultation process we provide all tenants with an opportunity to comment on the proposed rent charges for the coming year. We use various methods to gain tenant views including surveys, meetings and one to one discussions. Feedback from our tenants is taken into consideration when setting budgets and concerns are listened to by our senior management team. Bield are committed to continuous improvement and value meaningful engagement with our customers. We would like to take this opportunity to thank everyone who took part in the rent consultation process.

* ARC Survey 2018



Money Matters

An organisation is no different to every household. We spend a lot of time planning our budgets and monitoring our income and expenditure.

Rents are set to cover operating costs and enable us to manage and maintain our properties. The money helps to cover routine repairs and maintenance, major repairs and alterations to our buildings and buildings insurance.

Staffing costs are set based on the service provided at a particular development.

Full details of our income and expenditure is available in our Financial Statements for the year ended 31st March 2019, a snapshot is outlined below:

Turnover* for the year was **£42.4m** a decrease from **£46.5m** in the previous year.

Operating costs amounted to **£39.7m** a decrease from **£45.2m** in the previous year.

It seems a great deal of money but **did you know?**

Staff costs for the year amounted to just over **£17.7m**.

Heating and lighting (Energy) costs was around **£2.9m**.

We spent **£2.7m** on day to day repairs to properties.

£2.1m on service contracts such as lifts, fire systems and water testing.



* Includes housing and day care services.

Would you like to find out more?

Contact the Communications and Marketing team if you would like further information.

The Scottish Housing Regulator's website provides lots of information about Bield and you can compare our performance with other landlords - www.scottishhousingregulator.gov.uk

If we can make this report better, please let the Communications and Marketing team know, call 0131 273 4000 or email business.support@bield.co.uk