



# Performance Report 2016-17

Welcome to our fourth Annual Performance Report. Following the introduction of the Scottish Social Housing Charter, landlords must feedback on key areas of performance to tenants. This report illustrates our performance throughout 2016-17 as well as showing:

- ✦ how we compare to the Scottish average;
- ✦ how we compare to similar Landlords such as - Hanover (Scotland) Housing Association, Trust Housing Association, Viewpoint Housing Association and Blackwood Homes and Care.

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



**Financial Statements**



**Annual Report**



**Tenant Engagement Report**

**Our thanks go to members of the Partnership Forum who helped us to shape this report.**

# Bield's Profile

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

## Indicator:

### Total number of each apartment size and extract average weekly rent for each

Size	Number	Average weekly rent and service charge	Similar landlords
Studio	491	£116.33	£102.32
One bedroom	3,537	£134.68	£109.57
Two bedroom	186	£128.75	£107.78
Three bedroom	94	£105.55	£103.04
Total	4,308		

We are one of the largest RSLs in Scotland managing over 5,500 properties. As well as housing for rent we also provide a factoring service to 865 owners and 183 care home places.

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 service or meals charge.

New development under construction in Edinburgh



## Indicator: Amount of rental income collected

2016-17	£29.2M
2015-16	£28.5M

## Indicator: Percentage average weekly rent increase to be applied

Bield 2016-17	2.5%
Scottish Average	2.3%
Similar landlords	2.4%
Bield 2015-16	2.5%

During the rent consultation process we asked 4,266 tenants what they thought about the proposed increase. The majority of tenants who replied indicated they thought the new charges were fair or understood why charges were being increased.

The feedback formed part of the discussion with senior staff and the Partnership Forum. Senior Staff responded to key concerns in the Spring edition of the Bield Bulletin.

## NEXT STEP >

New housing for rent is currently being developed in Leith, Edinburgh.

This new development will provide 40 apartments, for people aged 50 and over (20 with one bedroom and 20 with two bedrooms). Work started on site in 2016 and is scheduled for completion in February 2018.

# 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.

## Indicator: Tenants satisfied with the overall service

Bield 2016-17	86.5%
Scottish Average	89.7%
Similar landlords	86.2%
Bield 2015-16	86.5%

## Indicator: Tenants who feel their landlord is good at keeping them informed about services and outcomes

Bield 2016-17	84.0%
Scottish Average	91.1%
Similar landlords	84.1%
Bield 2015-16	84.0%

## Indicator: Tenants satisfied with the opportunities given to participate in their landlord's decision making process

Bield 2016-17	62.2%
Scottish Average	83.8%
Similar landlords	70.5%
Bield 2015-16	62.2%

You will note satisfaction levels recorded by Bield are unchanged. This is because our last tenant satisfaction survey was carried out during 2016.

Look out for our next tenant satisfaction survey which will be circulated early in 2018.

There are a number of ways tenants can engage with Bield, from Lets Meet sessions to becoming a member of the Partnership Forum. We have been working hard to promote the opportunities available. Our recently published Tenant Engagement Report outlines the activities which took place during 2016-17. Please visit [www.bield.co.uk/resources](http://www.bield.co.uk/resources) to download or contact us and we will send you a copy.

The most significant progress made during 2016-17 has been the work of the Bield Improvement Group in its inaugural year. The group chose to look at Bield's 'Ending a Tenancy Policy' before making a report and recommendations to the Board. They are awaiting the outcome of their recommendations before embarking on their next challenge.

If you would like to get involved please contact Chris McShane, Tenant Engagement Officer.



NEXT STEP



We will highlight opportunities for tenants to get involved with Bield as part of the Lets Meet sessions, by leaflet to new tenants a few weeks after they move in and in every edition of the Bulletin.

We will continue researching possibilities for tenants to have their say in issues that affect them. We plan to build up the relationship between tenant groups and the Board with the introduction of a joint information session and explore the possibility of more regionalised forums where tenants can engage with others in their area.

# 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 1,944 emergency repairs and 12,326 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.

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

Bield 2016-17	92.6%
Scottish Average	93.6%
Similar landlords	96.2%
Bield 2015-16	88.3%

## Indicator: Average length of time taken to complete emergency repairs

Bield 2016-17	4.0 hours
Scottish Average	4.7 hours
Similar landlords	4.0 hours
Bield 2015-16	3.8 hours

## Indicator: Average length of time to complete non-emergency repairs

Bield 2016-17	5.0 days
Scottish Average	7.5 days
Similar landlords	5.4 days
Bield 2015-16	5.1 days

## Indicator: Percentage of reactive repairs carried out in the last year right first time

Bield 2016-17	93.9%
Scottish Average	92.4%
Similar landlords	88.3%
Bield 2015-16	91.9%

## Indicator: Percentage of repairs appointments kept

Bield 2016-17	96.3%
Scottish Average	96.3%
Similar landlords	96.2%
Bield 2015-16	95.3%

## Indicator: Percentage of tenants who had repairs and maintenance carried out in the last 12 months satisfied with the service

Bield 2016-17	86.9%
Scottish Average	90.6%
Similar landlords	84.4%
Bield 2015-16	86.9%

## Indicator: Percentage of homes meeting the Energy Efficiency Standard for Social Housing

Bield 2016-17	96.3%
Scottish Average	74.5%
Similar landlords	79.5%
Bield 2015-16	92.9%



# Quality and Maintenance

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

£11m was spent during 2016-17 on maintaining and improving the quality of our housing stock, including our day care services and care homes.

During the year we installed:

- » new kitchens to 9 developments
- » new accessible shower rooms to replace bathrooms in 6 developments
- » new windows and doors in 10 developments
- » new fire alarm systems in 6 developments
- » new heating systems in 9 developments
- » 40 internal and external decoration projects were carried out
- » 3 replacements of communal floor coverings.



New shower room



New kitchen



Internal decoration

**Adaptations to your home** 

Ask your Local Manager or Housing Officer for information about special equipment or adaptations which can be made to your home.

**Adaptations Available**

- Automatic Door Entry Systems
- Level Access Showers
- Access Ramps
- Grab Rails
- Handrails
- Hoists

**Increase your Independence**

We carried out 241 stage three funded adaptations in tenants flats which took an average of 64 days to complete.

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.

**NEXT STEP** 

Our Asset Management Strategy helps to ensure we are working towards our goal of ensuring our properties remain a desirable place for older people to live.

# 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.

**Indicator:** Number of cases of anti-social behaviour cases reported in the last year (per 100 homes)

Bield 2016-17	0.3 (12 cases)
Scottish Average	0.3
Similar Landlords	3.9
Bield 2015-16	1.2 (10 cases)

**Indicator:** Number of cases resolved within locally agreed targets in the last year

Bield 2016-17	91.7%
Scottish Average	87.2%
Similar Landlords	91.0%
Bield 2015-16	100%



In 2016, the tenant satisfaction survey recorded:

- 86% of tenants are satisfied with the way we manage the neighbourhood they live in.
- 88% think moving to Bield has improved their peace of mind.

We are committed to the safety and wellbeing of tenants and others who use our services. We believe they have the right to peaceful enjoyment, and feel safe, in their homes and the community in which they live.

We work to reduce social isolation and encourage tenants to join in activities in their development.

One such activity is the **fit 2Gether** project which encourages our tenants to become technical whizz kids with the help of local school. To date the project has been developed by the Tenancy Sustainment Team in 10 locations.



Tenants' Guide to Organising Social Activities at Developments **BIELD**  
Top Ten & Helpful Ideas

**NEXT STEP** >

We will launch the Social Group Guide for tenants who wish to improve or develop social activities at their development. This guide has been created with the help of various tenant groups who are already running a successful group.

# Getting good value from rents and service charges

Working efficiently to provide value for money for our customers.

## Indicator: Average length of time taken to relet properties in the last year

Bield 2016-17	56.5 days
Scottish Average	31.5 days
Similar landlords	40.7 days
Bield 2015-16	65.5 days

## Indicator: Percentage of rent lost through properties being empty in the last year

Bield 2016-17	2.4%
Scottish Average	0.9%
Similar landlords	1.5%
Bield 2015-16	2.9%

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

Bield 2016-17	100.2%
Scottish Average	99.6%
Similar landlords	100.3%
Bield 2015-16	97.6%



Renovations at Restondene

Every penny counts and that's why income maximisation is a priority. To reduce the amount of money owed to us by current and former tenants we altered our procedures to improve contact and communication with tenants and to offer good advice about Housing Benefit and Welfare Benefit entitlement.

To reduce the amount of rent lost due to void (empty) properties we streamlined processes and appointed a Housing Options Advice Officer for a trial period to provide advice and assistance to housing list applicants. We have made good progress over the last 2 years with a 20 day reduction in the average number of days to relet a property. Managing this turnover is crucial and we will work to reduce this figure further.

We let **724** properties during the year, that's an average of almost **14** properties each week. On average we spent **£1,195** on each property before reletting.

Some properties are more challenging to let than others such as stock with no lift access or those in rural areas can take a long time.

## NEXT STEP >

Bield has previously experienced an increased number of voids and 'difficult-to-Let' properties with a consequent loss of rental income. Bield's Asset Management Strategy seeks to ensure that properties remain fit for purpose, thereby reducing the level of future voids.

An example of works undertaken is illustrated at Restondene, Livingston (above) where a rolling programme of renovations is underway, converting bedsits into one bedroom apartments, providing modern accommodation for tenants. In addition, at Turnbull Court, Duns we have installed 4 state-of-the-art internal platform lifts to provide better access for tenants.

# 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.

Service charges are set based on the service provided at a particular development. These may include staff costs, cleaning of communal areas and maintenance of grounds and building safety systems.

Full details of our income and expenditure is available in our Financial Statements for the year ended 31st March 2017, a snapshot is outlined below.

Turnover\* for the year was **£48.3m** a decrease of **3.6%** on the previous year.

Operating costs amounted to **£46.6m** a decrease of **1.7%** which is less than the decrease in turnover.

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

Staff costs for the year amounted to just over **£22.5m**.

Heating and lighting (Energy) costs was around **£2.8m**.

We spent almost **£1.6m** on Day to Day Repairs to properties.

**£1.3m** on service contracts such as lifts, fire systems and water testing.

Food costs in our care homes, very sheltered housing and day care projects were just below **£1.3m**.

\*Includes housing, care homes and day care services.



## Would you like to find out more?

Contact the Communications & Marketing Team if you would like further information about our performance.

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](http://www.scottishhousingregulator.gov.uk).

We welcome feedback. Can we make this report better, let the Communications and Marketing Team know, call 0131 273 4000 or email [business.support@bield.co.uk](mailto:business.support@bield.co.uk).