



Performance Report 2017-18

Welcome to our fifth Annual Performance Report. This report illustrates our performance throughout 2017-18 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



Tenant Engagement Report



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	490	£118.11	£104.86
One Bedroom	3,549	£136.58	£113.98
Two Bedroom	210	£128.79	£111.27
Three Bedroom	101	£107.17	£106.57
Total:	4,350		

Percentage average weekly rent increase to be applied

Bield 2017-18	3.0%
Scottish Average	3.2%
Similar Landlords	3.1%
Bield 2016-17	2.5%

Amount of rental income collected

2017-18	£29.7M
2016-17	£29.2M

A rent increase of 3.0% was applied from April 2018. During the rent consultation process we asked all 4,253 tenants what they thought about the proposed increase. The majority of tenants who replied agreed it was a fair increase or thought it was high but understood it was necessary.

Bield manages over 5,500 properties, making it one of the largest RSLs 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 service or meals charge.

Fleming Place in Edinburgh is Bield's newest development providing **40** properties for rent bringing the total of properties owned or managed by Bield in Edinburgh to **541**.



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 2017-18	84.7%
Scottish Average	90.5%
Similar Landlords	87.0%
Bield 2016-17	86.5%

Tenants who feel their landlord is good at keeping them informed about services and outcomes	
Bield 2017-18	81.4%
Scottish Average	91.7%
Similar Landlords	84.7%
Bield 2016-17	84.0%

Tenants satisfied with the opportunities given to participate in their landlord's decision making process	
Bield 2017-18	61.3%
Scottish Average	85.9%
Similar Landlords	71.7%
Bield 2016-17	62.2%

Whilst our figures regarding satisfaction around opportunities for tenants to participate is lower than the national average, we are continually working hard to ensure tenants can have their say.

At development level, tenants are asked their views through surveys on a range of topics throughout the year and the Let's Meet sessions are a great platform to discuss issues at local level with staff.

Tenants can be on the Interested Parties List, a consultation group for key Bield matters. We have 2 national tenant bodies – the Partnership Forum and the Bield Improvement Group who are involved in many of Bield's decision-making processes and what we could be doing better as a landlord.

Tenants also have the opportunity to join the Board of Management, ensuring they have a voice at the highest possible level.





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 2,242 emergency repairs and 11,520 non-emergency repairs. On average, this equates to around 38 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 2017-18	93.6%
Scottish Average	94.2%
Similar Landlords	97.4%
Bield 2016-17	92.6%

Average length of time taken to complete emergency repairs	
Bield 2017-18	4.4 hours
Scottish Average	4.0 hours
Similar Landlords	3.6 hours
Bield 2016-17	4.0 hours

Average length of time to complete non-emergency repairs	
Bield 2017-18	4.6 days
Scottish Average	6.4 days
Similar Landlords	5.4 days
Bield 2016-17	5.0 days

Percentage of reactive repairs carried out in the last year right first time	
Bield 2017-18	94.0%
Scottish Average	92.2%
Similar Landlords	91.1%
Bield 2016-17	93.9%

Percentage of repairs appointments kept	
Bield 2017-18	98.2%
Scottish Average	95.5%
Similar Landlords	92.6%
Bield 2016-17	96.3%

Percentage of homes meeting the Energy Efficiency Standard for Social Housing	
Bield 2017-18	96.7%
Scottish Average	92.2%
Similar Landlords	79.9%
Bield 2016-17	96.3%

Percentage of tenants who had repairs and maintenance carried out in the last 12 months satisfied with the service	
Bield 2017-18	88.4%
Scottish Average	92.1%
Similar Landlords	88.1%
Bield 2016-17	86.9%

Our repairs performance is better than the Scottish average and better than the performance of similar landlords.



Quality and Maintenance



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

£5.8m was spent during 2017-18 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 **4** developments
- ★ new accessible shower rooms to replace bathrooms in **4** developments
- ★ new windows and doors in **2** developments
- ★ new fire alarm systems in **5** developments
- ★ new heating systems in **4** developments
- ★ **12** internal and external decoration projects were carried out
- ★ **6** replacement of communal floor coverings
- ★ replacement lifts in **3** developments

We carried out **114** 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.





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 2017-18	0.3 (14 cases)
Scottish Average	8.4
Similar Landlords	3.1
Bield 2016-17	0.3 (12 cases)

Number of cases resolved within locally agreed targets in the last year	
Bield 2017-18	92.9%
Scottish Average	87.9%
Similar Landlords	92.2%
Bield 2016-17	91.7%

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.

We have been working hard to increase the number of Volunteers in our developments to increase the range of activities available.



* 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 2017-18	41.1 days
Scottish Average	30.7 days
Similar Landlords	38.7 days
Bield 2016-17	56.5 days

Percentage of rent lost through properties being empty in the last year	
Bield 2017-18	2.1%
Scottish Average	0.7%
Similar Landlords	2.1%
Bield 2016-17	2.4%

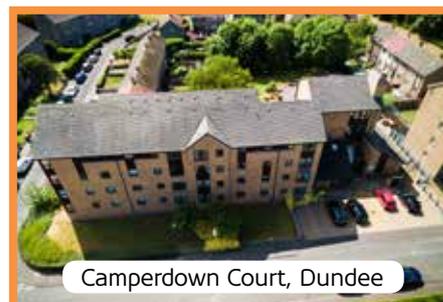
Rent collected from tenants as a percentage of total rent due in the reporting year	
Bield 2017-18	100%
Scottish Average	99.4%
Similar Landlords	100.1%
Bield 2016-17	100.2%

We are making good progress to ensure we maximise the income we collect from rents and service charges. We will continue to look at ways to reduce the time taken to re-let properties.

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%)

We are currently reviewing how we set rents and service charges. Tenants are being consulted as part of this review and a survey is being sent to tenants during October 2018 to seek their views.

We have been looking to improve the photography we use when marketing some of our properties that are lower demand.



* 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.

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 2018, a snapshot is outlined below:

Turnover* for the year was **£46.5m** a decrease of **3.7%** on the previous year.

Operating costs amounted to **£45.2m** a decrease of **3.0%** 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 **£21.9m**.

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

We spent **£2.4m** on day to day repairs to properties.

£2.4m 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 Communication 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