



**TENANT
PERFORMANCE
REPORT
2020-21**

Introduction

Welcome to our Annual Performance Report for the period April 2020 – March 2021. This report sets out how we performed against the standards set out by the Scottish Government and reviewed by the Scottish Housing Regulator.

We compare our performance in two ways:




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

This financial year has been like no other, with challenges for colleagues and tenants we could never have imagined. Many of our services have been affected by the pandemic and as consequence our performance results are not as we would want.

However, we have been able to continue to provide our critical services through these challenging times, and in some areas retain or improve our performance. We will continue to review and adapt how we deliver our services as a direct consequence of Covid-19, and as we learn to live with the ongoing pandemic.

We are satisfied with our performance overall, and with our customers' opinions on our homes and services. However, the pandemic has had a significant impact on our performance, and we have a distance to travel to recover from it.

To help you understand how our performance has changed in the past year, we have measured each outcome against the results of 2019/20. Using a **Red**, **Amber** or **Green** indicator, we want to make it easy as possible to understand the statistics in this report.

| Description | Symbol |
|---------------------------------|---|
| No comparator data exists | |
| Performance has improved |  |
| Performance has stayed the same |  |
| Performance has gone down |  |

We hope you find this report helpful in understanding how Bield performance compares against other Registered Social Landlords.

Contents

| | |
|--|-----|
| Bield's Profile | 3 |
| Tenant Satisfaction | 4 |
| Quality and Maintenance | 4-5 |
| Neighbourhood and Community | 6 |
| Getting Good Value from Rents and Service Charge | 6 |
| Money Matters | 7 |
| The Scottish Housing Regulator | 7 |

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 |
|---------------|--|
|---------------|--|

| | |
|---------------------------|--|
| 1 apartment 492 | £116.13 Similar landlords £73.61 |
|---------------------------|--|

| | |
|----------------------------|--|
| 2 apartment 3568 | £127.12 Similar landlords £79.48 |
|----------------------------|--|

| | |
|---------------------------|--|
| 3 apartment 214 | £129.03 Similar landlords £82.60 |
|---------------------------|--|

| | |
|---------------------------|--|
| 4 apartment 109 | £117.08 Similar landlords £89.81 |
|---------------------------|--|

Percentage average weekly rent increase applied

| | |
|---|-----------------|
|  2020-21 2.00%  | (2019-20 2.50%) |
|---|-----------------|

Scottish Average
1.84%

Similar Landlords
1.84%

Amount of rental income collected

| | |
|---|-------------------|
|  2020-21 £28.9M  | (2019-20 2£31.2M) |
|---|-------------------|

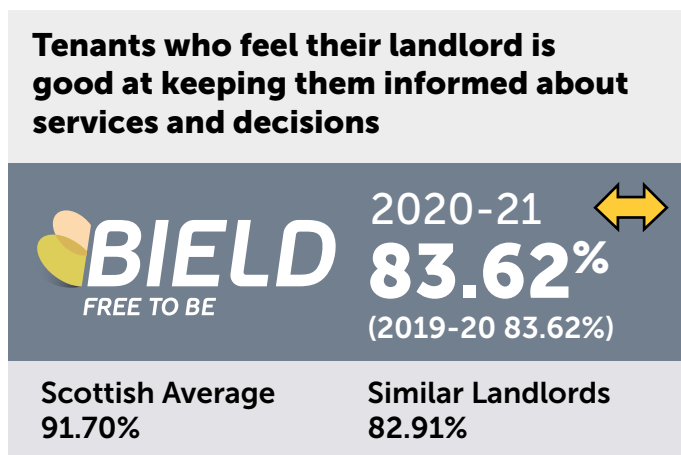
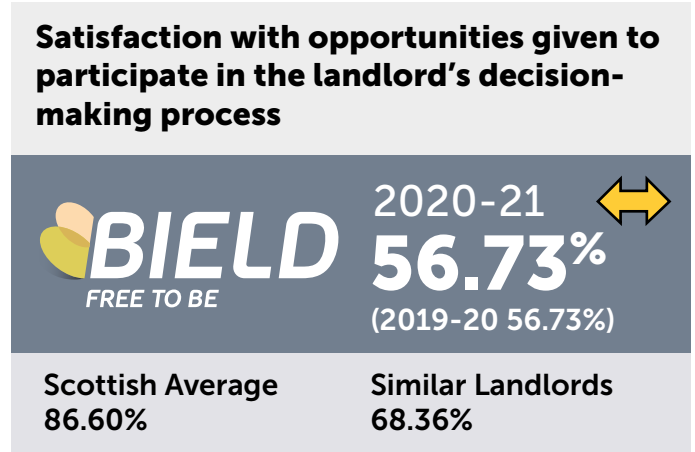
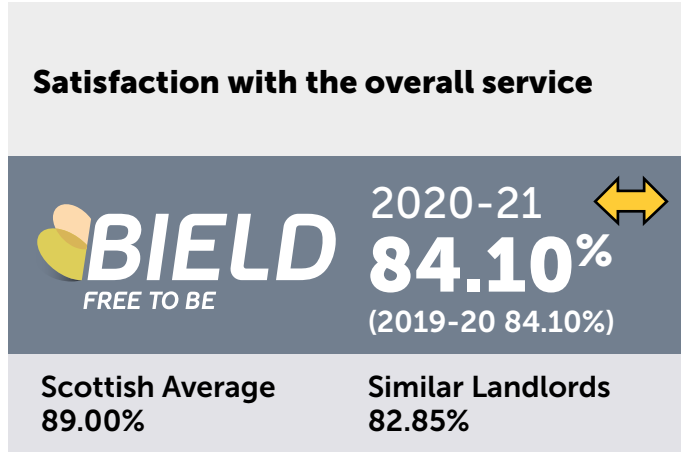
The Scottish Housing Regulator (SHR) guidance highlights that social housing providers should seek a balance between affordability for tenants and being able to deliver services.

Last year, our financial projections indicated that a rent freeze would have a far-reaching impact on our ability to operate and invest in future years. We have, for example, strong concerns about the cost of construction products because of Brexit, as well as sector-wide challenges to recruit and retain skilled members of staff. We also know we will have ongoing costs associated with additional Personal Protective Equipment and cleaning requirements. We took the decision of trying to address the balance of making decisions now that allow Bield to move forward whilst holding off other decisions that might have unintended consequences and which would be difficult to replace in the future.



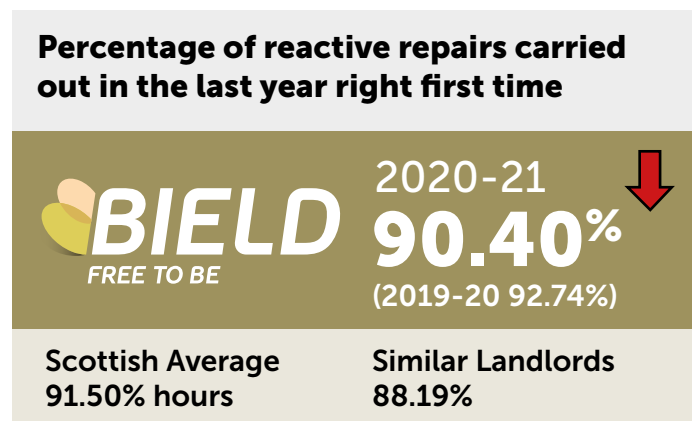
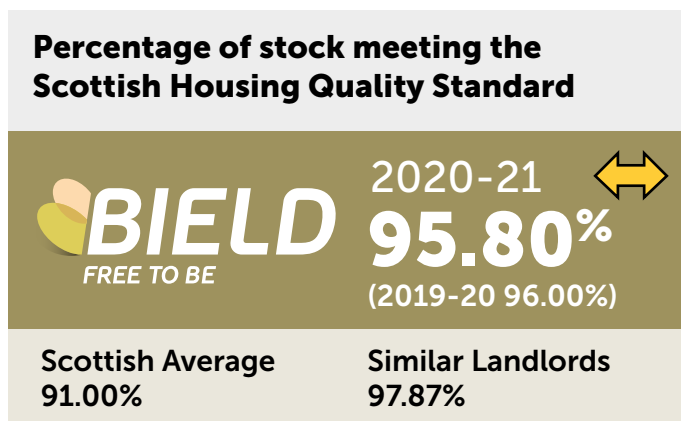
Tenant Satisfaction

Bield will undertake a review of our Tenant Engagement Strategy to grow our participation levels in the coming year. Covid has significantly impacted our ability to engage with tenants in the way we would have liked. We will look to increase the opportunities for tenants to engage with our Partnership and BIG Forums alongside re-introducing the 'Lets Meet' sessions where the relaxation of Covid restrictions permit. We also anticipate that our new Tenant Engagement Strategy will afford even more opportunities to get involved.



Quality and Maintenance

We work hard to ensure our tenants' homes are well maintained and repairs are carried out within target timescales. During the year we carried out 4,573 emergency repairs and 8,611 non-emergency repairs. On average, this equates to around 36 repairs every day of the year.



Average length of time taken to complete emergency repairs



Scottish Average
4.2 hours

Similar Landlords
4.3 hours

Average length of time to complete non-emergency repairs



Scottish Average
6.7 days

Similar Landlords
5.1 days

Percentage of homes meeting the Energy Efficiency Standard for Social Housing



Scottish Average
91.50%

Similar Landlords
88.19%

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



Scottish Average
87.21%

Similar Landlords
87.21%

The volume of repairs and the performance reported for 2020/21 have been impacted by COVID-19 restrictions, with the number of non-emergency repairs completed this year reduced significantly. A substantial number of repairs reported in 2020/21 were not addressed until the 2021/22 reporting period, which will impact our performance in the next operational and financial years.

It has not been possible to carry out any Energy Efficiency Standard for Social Housing (ESSH) related upgrade work in tenants' homes during 2020-21 due to the Covid-19 pandemic.

As well as emergency and non-emergency repairs, we also undertake planned maintenance, for instance, replacement kitchens and bathrooms. £7.1m was spent during 2020/21 on maintaining and improving the quality of our homes.

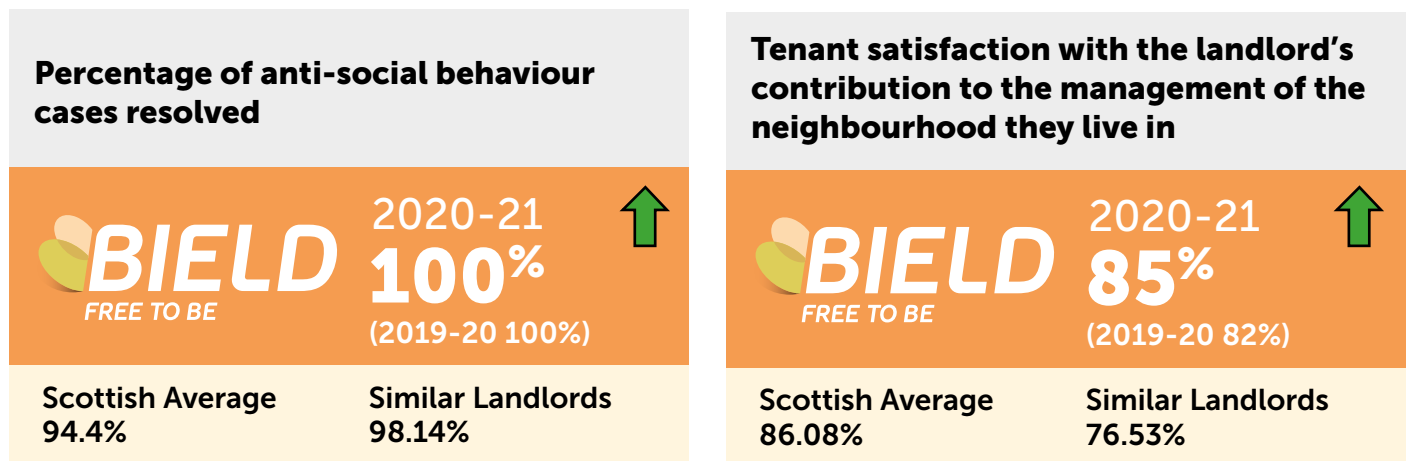
Despite all the disruption from Covid-19, we still managed to complete the following works during 2020-21:

- **31** x tenant kitchens were replaced in empty flats
- **19** x tenant shower rooms were installed in empty flats
- **1** x external drainage upgrade
- **1** x external stonework upgrade
- **1** x roof repair upgrade
- **6** x heating upgrades
- **13** x external redecorations
- **1** x warden call system upgrade
- **7** x fire alarm systems
- **32** x interlinked smoke and heat detector installations
- **3** x Digital communicators

Keeping tenants safe and healthy was at the top of our agenda. We are glad to report that all service maintenance and compliance standards were upheld throughout the year, ensuring the safety of our buildings, fire systems, water systems, and gas appliances.

We also achieved 100% compliance for gas certification. Our teams had to use appropriate PPE (Personal Protective Equipment) and equipment and observe social distancing to enter tenants' properties to undertake the necessary safety checks. Lockdown undoubtedly slowed the team's momentum, but we are delighted by the promising signs of reduced restrictions.

Neighbourhood and Community

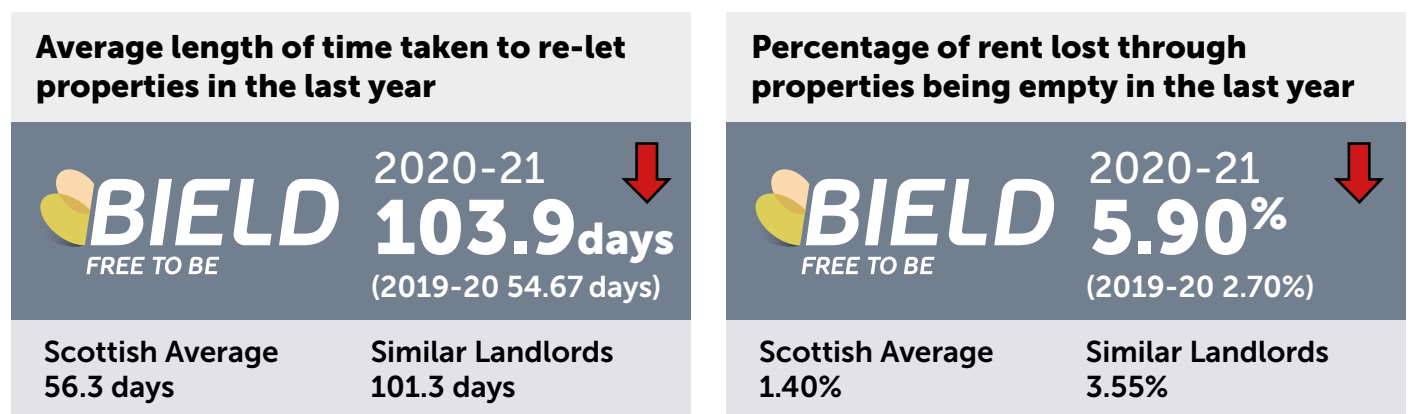


Making sure the people who live in our housing feel safe and secure is important to us. Equally so is making sure tenants can enjoy their home and the communal facilities.

Our most recent survey of tenants told us that:

- **85%** of tenants were very/fairly satisfied with Bield's management of the neighbourhood they live in
- **90%** of tenants said they felt secure / safe, and this was important to them
- **74%** of tenants said social activities were very/fairly important to them
- **76%** 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 decline on the satisfaction level in 2018 (81%)

Getting Good Value from Rents and Service Charge



At the beginning of the first national lockdown, Bield suspended the letting of homes, other than for people experiencing homelessness. This approach was in line with national guidance, and while it had a negative impact on our income, it is understandable and necessary to comply with Scottish Government guidance at the time. Although restrictions eased in spring of 2021, letting of our empty homes remains a challenge for us.

Like many other housing associations, as we do not receive any rent when a home lies empty, the growing number of unlet homes has had a significant impact on the amount of income we gathered in this reporting year. Due to the nature and the restrictions placed on us through the pandemic, there is little that we could have done to achieve a different outcome but letting our empty homes will be one of our areas of focus in 2021/22.

Money Matters

We spend a lot of time planning our budgets and monitoring our income and expenditure. Rents are set to cover operating costs to enable us to manage and maintain our homes for our customers. 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 development. Full details of our income and expenditure are available in our Financial Statements for the year ended 31st March 2021. However, some information is provided below:

Turnover for the year was **£41.3m**

a decrease of £1.6m from the previous year

Operating costs amounted to **£37.31m**

a decrease from £38.1m in the previous year.

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

Staff costs for the year amounted to just over **£14.4m**

We spent **£4.0m** on day-to-day repairs to properties.

We spent **£2.5m** on planned maintenance, including major repairs

The Scottish Housing Regulator

The Scottish Housing Regulator's website has lots of further information. You can:

- Compare Bields performance with other landlords;
- See all of the information that Bield reported on the Scottish Social Housing Charter; and
- Find out more about the Regulator's role and how they work.

www.scottishhousingregulator.gov.uk





BIELD HOUSING & CARE Registered Office:
79 Hopetoun Street, Edinburgh EH7 4QF
Tel: 0131 273 4000

info@bield.co.uk
www.bield.co.uk

Scottish Charity SC006878
Property Factor Registration Number PF000146