



TENANT
PERFORMANCE
REPORT
2021/22

Introduction




This is Bield Housing & Care's Tenant Performance Report for the period April 2021 to March 2022. This information is based on data which we must provide to the Scottish Housing Regulator each year.

In this report we have compared our performance in three different ways.

1. We have compared our 2021/22 performance to that of the last three years. The columns with our 2021/22 performance details are highlighted in yellow.
2. We have compared our 2021/22 performance to the Scottish average. This is the average for all Housing Associations and Local Authorities in Scotland and is calculated by the Scottish Housing Regulator.

3. We have compared our 2021/22 performance to similar landlords who provide specialist housing services. This is known as a peer group comparison. Our peer group includes Blackwood Homes, Hanover, Trust and Viewpoint.

To help you understand how our performance has changed in the past year, we have used the following **Red**, **Amber** or **Green** indicators.

Description	Symbol
Performance has improved	
Performance has stayed the same	
Performance has gone down	

Contents

Bield's Profile	3
Tenant Satisfaction	4
Quality and Maintenance	4-6
Neighbourhood and Community	6
Getting Good Value from Rents and Service Charges	7
Money Matters	8
The Scottish Housing Regulator	8

Bield's Profile

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

Total number of properties by size and average weekly rent (including service charge)

Number of bedrooms	Number of Properties	Bield Housing & Care Average Weekly Rent 2021/22	Peer Group Average Weekly Rent	Scottish Average Weekly Rent
Studio	468	£123.85	£126.58	£75.95
1	3,563	£136.03	£121.80	£81.32
2	216	£139.26	£113.81	£84.18
3	109	£133.29	£110.41	£91.48
Total number of homes owned	4,356			

Percentage average rent increase applied

	2019/20	2020/21	2021/22	Trend
Bield Housing & Care Rent Increase	2.5%	2.0%	2.0%	↔
Peer Group Average Rent Increase	No data collected	1.8%	2.9%	
Scottish Average Rent Increase	No data collected	1.8%	2.9%	

Amount of rental income collected

	2019/20	2020/21	2021/22	Trend
Bield Housing & Care	£31.2M	£28.9M	£29.4M	↑

The Scottish Housing Regulator guidance states that social housing providers should strike a balance between affordability for tenants and the ability to deliver services.

We cannot ignore the impact of the current cost of living crisis. Everyone, including Bield, is having to make tough choices about how to spend money. We share your concerns around the rising cost of energy, food, housing and travel and are doing all we can to make sure bills remain as affordable as possible.

We also continue to face a number of global challenges resulting from Brexit; the number of contractors we can commission to deliver works has reduced because of increasing prices and there remains a shortage of materials. This placed pressure on our teams to deliver our planned maintenance programme in full during 2021/22.



Tenant Satisfaction

Our new Customer Engagement Strategy came into force in August 2021 to help us develop stronger links with the people who need and access our services the most. Since then, we have established a number of new committees and working groups to help us listen to our customers' views and take on board their feedback, build positive relationships and encourage more engagement and collaboration to ensure that everything we do is of maximum value. These include the Bield Equality Network, the Bield Communications Champions and the Bield Compliments and Complaints Collective. Our work in this area is continuing and we look forward to engaging with our customers even more during 2022/23.



	2019/20	2020/21	2021/22	Peer Group Average	Scottish Average	Trend
Satisfaction with overall service	84.1%	84.1%	84.1%	82.2%	87.8%	↔
Satisfaction with the opportunities given to participate in the landlord's decision making process	56.7%	56.7%	56.7%	68.4%	86.9%	↔
Tenants who feel their landlord is good at keeping them informed about services and outcomes	83.6%	83.6%	83.6%	82.9%	91.2%	↔

Quality and Maintenance

We work hard to ensure our tenants' homes are well-maintained and repairs are carried out within target.

	2019/20	2020/21	2021/22	Peer Group Average	Scottish Average	Trend
Percentage of homes meeting the Scottish Housing Quality Standard	96.0%	95.8%	89.4%	75.5%	73.2%	↓
Average length of time taken to complete emergency repairs (hours)	4.3	5.9	6.0	3.7	4.2	↓
Average length of time taken to complete non-emergency repairs (days)	4.7	5.9	9.7	6.1	8.9	↓
Percentage of reactive repairs completed 'right first time'	92.7%	90.4%	85.5%	87.8%	88.3%	↓
Tenants who had repairs or maintenance carried out and were satisfied with the service	88.4%	85.3%	85.3%	84.7%	88.0%	↔
Percentage of properties meeting the Energy Efficiency Standard in Social Housing (EESH)	92.7%	97.7%	98.3%	93.1%	N/A	↑
Anticipated exemptions from the Energy Efficiency Standard in Social Housing (EESH)	N/A	72	32	N/A	N/A	↑

Coronavirus restrictions, supply chain issues and a shortage of labour and raw materials had an impact on our repairs service this year. Nevertheless, we completed a total of 15,090 day-to-day repairs in 2021/22 (in addition to the usual cyclical, service and major repairs programmes) and over 85% of all repairs were completed "Right First Time". Despite all of the ongoing challenges, we continued to get things done and kept both our customers and staff safe.

Quality and Maintenance

This year we spent £4.5m on improving our properties and our customers' homes.

We did this by:

installing **kitchens** at 7 developments, at the cost of **£920,000.**

installing **new bathrooms** at two developments, at the cost of **£297,000.**

installing and future-proofing the warden **call system** at two developments, at a cost of **£41,000.**

replacing the **fire alarm systems** at four developments, at a cost of **£115,000.**

upgrading the **heating system** at six developments, at a cost of **£238,000.**

spending **£1.8m** on **interlinked smoke alarms** to meet new Scottish Government regulations.

spending **£252,000** on improving the **internal decoration** at 18 developments.

Keeping our tenants safe and healthy is always our number one priority.

This year we:



completed fire safety risk assessments for every development.



completed stock condition surveys for every development.



completed **100%** of gas safety inspections.



ensured all water risk assessments and asbestos re-inspection programmes were up to date.

Quality and Maintenance

The Energy Efficiency Standard for Social Housing (ESSH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. The ESSH is based on the minimum Energy Performance Certificate (EPC) rating.

The ESSH was introduced in March 2014 and set a first milestone (ESSH1) for social landlords to meet for social rented homes by May 2021. This required all social rented housing to be above EPC Bands C and D. A second milestone (ESSH2) was confirmed in June 2019, for social rented houses to meet by December 2032.

The ESSH2 milestone is that:

All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent.

The ESSH2 requirements may be more difficult for landlords to achieve. This is due to the costs involved in bringing properties up to this higher EPC standard as well as the barriers faced by the age and construction of older housing stock. Bield is currently in the process of obtaining updated EPC certificates for all its properties to establish what is required.

Neighbourhood and Community

	2019/20	2020/21	2021/22	Peer Group Average	Scottish Average	Trend
Percentage of anti-social behaviour cases resolved	100%	100%	100%	94.1%	94.7%	↔
Tenant satisfaction with the landlord's contribution to the management of the neighbourhood they live in	82%	82%	82%	78.6%	85.1%	↔

At Bield, we understand that our properties are more than just bricks and mortar. As well as influencing the quality of life of our customers, they contribute to the environmental, economic and social wellbeing of our communities.

Our most recent survey of tenants told us that:

- **85%** were very satisfied or fairly satisfied with Bield's management of the neighbourhood they live in
- **90%** said they felt secure/safe and that this was important to them
- **74%** said social activities were very important or fairly important to them
- **76%** 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%).

We will be carrying out a new Customer Satisfaction Survey later this year and will include some of the results from this in our 2022/23 Tenant Performance Report.



Getting Good Value from Rents and Service Charges

	2019/20	2020/21	2021/22	Peer Group Average	Scottish Average	Trend
Average days taken to re-let properties	54.6	103.9	96.7	89.1	51.6	↑
Percentage of rent not collected because homes were empty	2.7%	5.9%	4.5%	3.8%	1.4%	↑
Amount of money collected for current and past rent as a percentage of the total rent due in the last year	99.8%	94.4%	94.7%	99.0%	99.3%	↑
Gross rent arrears as a percentage of rent due	1.8%	1.5%	1.0%	2.3%	6.3%	↑

Although our performance is improving, the average number of days taken to re-let empty properties is still higher than it should be. There are two reasons for this; firstly our performance includes a period when we still had COVID-19 restrictions in place and when potential tenants were reluctant to move. Secondly, the way the statistics are collected and reported mean that any properties which have been empty for more than 100 days when they are ultimately let to new tenants skew this figure to be much higher. We know that next year this indicator will be much improved.

Similarly to last year, as we do not receive any rent when a property lies empty, the number of un-let homes has had a significant impact on the amount of income we gathered in this reporting year. As previously explained, this was in part due to a continued period of COVID-19 restrictions. Our performance has improved since last year, due to the lifting of the restrictions and because we refocused our efforts. Letting homes and collecting rent will be a focus of our work in 2022/23.

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 2022. However, some information is provided below:

Turnover for the year was **£43.0m**,

an increase of £1.8m from the previous year. This income comes from rents and other services we charge for, including Care and BR24.

Operating costs amounted to **£37.1m**,

an increase of £2.1m from the previous year. The increase in operating costs includes inflation but is largely because we have been able to spend more money on planned and reactive repairs since COVID-19 restrictions were lifted.

It seems a great deal of money but did you know:

Staff costs for the year amounted to **£14.8m**.

We spent **£3.1m** on day-to-day repairs to properties.

We spent **£4.2m** on planned maintenance, including major repairs.

The Scottish Housing Regulator

You can access more performance information on the Scottish Housing Regulator's website. You can:

- compare Bield Housing & Care's performance with other landlords
- view all of the information we reported on the Scottish Social Housing Charter
- find out more about the Scottish Housing Regulator's role and how they work

www.housingregulator.gov.scot





Please contact communications@bield.co.uk if you require this document in a different format or language.

Bield Housing & Care

Registered Office
79 Hopetoun Street
Edinburgh EH7 4QF
Tel: 0131 273 4000
Fax: 0131 557 6327

Craighall Business Park
7 Eagle Street
Glasgow G4 9XA
Tel: 0141 270 7200
Fax: 0141 331 2686

1 Bonnethill Gardens
1 Caldrum Terrace
Dundee DD3 7HB
Tel: 01382 228911
Fax: 01382 224088

Email: info@bield.co.uk
Website: www.bield.co.uk
Scottish Charity SC006878
Property Factor
Registration
PF000146

