



**BIELD**  
FREE TO BE



# TENANT PERFORMANCE REPORT 2022/23



# Introduction

This is Bield Housing & Care's Tenant Performance Report for the period April 2022 to March 2023. This information is based on data which we must provide to the Scottish Housing Regulator each year.

In this report we compare our performance in three different ways.

1. We have compared our 2022/23 performance to that of the last three years. The columns with our 2022/23 performance details are highlighted in yellow.
2. We have compared our 2022/23 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 2022/23 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.

So that you can see 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	

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# 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 2022/23	Peer Group Average Weekly Rent	Scottish Average Weekly Rent
Studio	515	£146.57	£138.98	£78.26
1	3,561	£151.07	£127.61	£86.46
2	215	£148.68	£116.57	£86.28
3	109	£137.53	£106.90	£93.96
Total number of homes owned	4,400			

## Percentage average rent increase applied

	2020/21	2021/22	2022/23	Trend
Bield Housing & Care Rent Increase	2.0%	2.0%	<b>7.0%</b>	↓
Peer Group Average Rent Increase	1.8%	2.9%	<b>5.9%</b>	
Scottish Average Rent Increase	1.8%	2.9%	<b>5.1%</b>	

## Amount of rental income collected

	2020/21	2021/22	2022/23	Trend
Bield Housing & Care	£28.9M	£29.4M	<b>£32.8M</b>	↑

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

The aftermath of the pandemic, Brexit, the war in Ukraine and the ongoing cost of living crisis have all been challenging and we understand that rising costs are a source of worry for many.

We have provided support to tenants by introducing Income Advice Officers and an Energy Advocacy service together with continued investment in our homes to minimise the impact of the current economic challenges for our tenants.



# Tenant Satisfaction

We have made significant progress in achieving the objectives outlined in our Customer Engagement Strategy. This year, we were delighted to welcome our Tenant Engagement and Participation Lead to support our tenant engagement activities. Going forward, we remain committed to meaningful tenant engagement and participation and incorporating innovative approaches and digital platforms to enhance the involvement of our tenants in shaping our services and decision-making processes.



	2020/21	2021/22	2022/23	Peer Group Average	Scottish Average	Trend
Satisfaction with overall service	84.1%	84.1%	<b>80.3%</b>	80.2%	86.7%	↓
Satisfaction with the opportunities given to participate in the landlord's decision making process	56.7%	56.7%	<b>57.4%</b>	68.7%	85.6%	↑
Tenants who feel their landlord is good at keeping them informed about services and outcomes	83.6%	83.6%	<b>77.9%</b>	80.9%	89.6%	↓

# Quality and Maintenance

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

	2020/21	2021/22	2022/23	Peer Group Average	Scottish Average	Trend
Percentage of homes meeting the Scottish Housing Quality Standard	95.8%	89.4%	<b>95.3%</b>	91.9%	79.0%	↑
Average length of time taken to complete emergency repairs (hours)	5.9	6.0	<b>6.05</b>	4.2	4.1	↓
Average length of time taken to complete non-emergency repairs (days)	5.9	9.7	<b>7.3</b>	5.8	8.6	↑
Percentage of reactive repairs completed 'right first time'	90.4%	85.5%	<b>79.4%</b>	86.6%	87.8%	↓
Tenants who had repairs or maintenance carried out and were satisfied with the service	85.3%	85.3%	<b>81.5%</b>	84.5%	88.0%	↓
Percentage of properties meeting the Energy Efficiency Standard in Social Housing (ESSH)	97.7%	98.3%	<b>98.1%</b>	N/A	N/A	↓
Anticipated exemptions from the Energy Efficiency Standard in Social Housing (ESSH)	72	32	<b>32</b>	N/A	N/A	↔

A combination of sharply rising prices, disrupted supply chains and a shortage of labour have had an impact on our repairs service this year, but we are pleased to say our works programmes are now returning to a normal level.

We completed a total of 10,067 day-to-day repairs in 2022/23 (in addition to the usual cyclical, service and major repairs programmes) and the average length of time to complete non-emergency repairs has reduced significantly.

# Quality and Maintenance

This year we spent £6.3m on improving our properties and our customers' homes.

We did this by:



installing **kitchens** at 7 developments, at the cost of **£1.58m.**



installing **new bathrooms** at 7 developments, at the cost of **£1.99m.**



installing new warden **call systems** at 20 developments, at a cost of **£555,000.**



upgrading our **passive fire systems** (fire doors and signage) at a cost of **£600,000.**



installing **100% of interlinked smoke alarms** and heat detection systems to meet new Scottish Government regulations at a cost of **£896,000.**



installing **passenger lifts** within 2 developments, at a cost of **£89,000.**



upgrading the **water supply** system at 2 developments, at a cost of **£300,000.**



installing new **windows and doors** at 2 developments, at a cost of **£289,000.**

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

This year:



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



we carried out 122 general and major adaptations to homes at a cost of **£322,000.**



The average waiting time for adaptations to be completed was **81.5** working days.

# Quality and Maintenance

The Energy Efficiency Standard for Social Housing (EESH) was introduced in March 2014 and set a first milestone (EESH1) for social landlords to meet by May 2021. This required all social rented housing to be above EPC Bands C and D. A second milestone (EESH2) was confirmed in June 2019, for social rented houses to meet or be treated as meeting EPC Band B, or be as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent.

EESH2 is a critical part of Energy Efficient Scotland, the vision of which is that homes and buildings are warmer, greener and more efficient by 2040. A temporary hold has been put on the delivery of EESH2 standards while the Scottish Government conduct a review. This commenced in September 2022 and was expected to conclude mid-2023 but is still ongoing and scheduled for public consultation.

The Scottish Government has produced interim EESH guidance to provide clarity while the review is completed. It is very clear that social landlords should not use the temporary hold as a reason not to invest in improving the energy efficiency of social homes. Until the new EESH2 standards are implemented, EESH1 standards continue to apply. All social landlords should continue to invest in energy efficiency measures to assist with the reduction of running costs, and in zero direct emissions heating systems where feasible. This reduces the risk of poor performing properties and any other additional issues which may arise in the future and as a direct outcome of the new EESH standards.



# Neighbourhood and Community

	2020/21	2021/22	2022/23	Peer Group Average	Scottish Average	Trend
Percentage of anti-social behaviour cases resolved	100%	100%	<b>100%</b>	94.1%	94.2%	↔
Tenant satisfaction with the landlord's contribution to the management of the neighbourhood they live in	82%	82%	<b>83.4%</b>	79.8%	84.3%	↑

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%).



# Getting Good Value from Rents and Service Charges

	2020/21	2021/22	2022/23	Peer Group Average	Scottish Average	Trend
Average days taken to re-let properties	103.9	96.7	<b>97.4</b>	94.1	55.6	↓
Percentage of rent not collected because homes were empty	5.9%	4.5%	<b>3.4%</b>	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	94.4%	94.7%	<b>98.4%</b>	99.6%	99.0%	↑
Gross rent arrears as a percentage of rent due	1.5%	1.0%	<b>2.5%</b>	2.6%	6.8%	↓

We remain committed to enhancing our operations for the benefit of our tenants and the organisation. We are constantly reviewing our metrics against our peers to drive continuous improvement and deliver unmatched value. We have several improvement plans underway to tackle areas such as re-let times and arrears levels.



# 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 tenants. 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 2023. However, some information is provided below:

Turnover for the year was **£45.0m**, an increase of £2m from the previous year. This income comes from rents, and other services we charge for, including care and BR24. (2021/22 turnover £43.0m)

Operating costs amounted to **£44.5m**, an increase of £5.1m from the previous year. (2021/22 operating costs £37.1m)

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

Staff costs for the year amounted to **£17.8m**.

(2021/22 staff costs £14.8m)

We spent **£5.1m** on day-to-day repairs to properties.

(2021/22 repairs costs £3.1m)

We spent **£8.8m** on planned maintenance, including major repairs.

(2021/22 planned maintenance £4.2m)

## 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](http://www.housingregulator.gov.scot)



Scottish Housing  
Regulator



Please contact [communications@bield.co.uk](mailto:communications@bield.co.uk) if you require this document in a different format or language.

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