



Barrhead Housing Association
Limited

Performance Report 2020

Demonstrating our commitment to customers through the
Social Housing Charter



Aiming to 'Build Back Better'



Barrhead Housing Association
Limited



A message from our Chair

I am delighted to present the 6th edition of our Performance Report for the year 2019/20. This report provides you with information on how we meet the Scottish Social Housing Charter, and also shows trends in performance across some Charter indicators. The report is slightly different from previous years, as we have decided to make this year's report more

focused and to concentrate on some of our key areas of performance, along with information on how we are performing against the Scottish average.

On the whole, our performance is good across the indicators compared to the Scottish average, but our performance against our own previous year's performance has declined in some areas – so these will be areas for us to focus on over the coming year.

In relation to overall Governance, our Board continues to be strong and, at the time this report is written, our Board is standing with full membership and no vacancies. In the last 12 months, we saw the retirement from the board of Claire Boyd and Chris Baird, and I would like to take this opportunity to thank them for their service and I wish them well for the future. We will provide details of our new Board members in our separate December newsletter.

Despite challenging times, our staff continue to work hard to deliver quality services to our customers. I am proud to be Chair of the only community based housing association in East Renfrewshire. Through the hard work of our staff and Board, we remain committed to improving the quality of lives of the customers and communities of East Renfrewshire.

Thank you,
David McCready, Chairperson



A message from our new Chief Executive

My role as Chief Executive with Barrhead Housing Association only commenced in November 2020, so this is the 1st newsletter which I have been involved in. You will hear more from me, and about me, in the separate Winter newsletter, so my words here will be brief.

I am pleased to introduce this report, which will give our customers an overview of our performance in the year to 31 March 2020 against the Scottish Social Housing Charter indicators. Within this report, you will see highlighted our performance against the Scottish Average, and we have highlighted in green where performance is good, and red where performance against the Scottish Average could be improved. Where improvement is required, we have provided detail of the actions we propose to take to address this.

Although my time with the Association has not been long, I have already seen enough to know that the team are enthusiastic, and fully committed to delivering quality services to our customers. Through my leadership, I will ensure that this continues, and that we take all necessary steps to ensure that we can be proud of the high quality of service we continue to offer to all the communities within East Renfrewshire.

Thank you,
Lorna Wilson, Chief Executive

Our performance results – summary



Barrhead Housing Association
Limited



Our customers and communities



Barrhead Housing Association
Limited



Charter Performance	BHA 2019/20	BHA 2018/19	East Ren Council	Scottish Average
Tenants who feel that their landlord is good at keeping them informed	93.62%	99.14%	88.2%	92%
Stage 1 Complaints responded to within timescale	100	100	97	98
Stage 2 Complaints responded to within timescale	69*	100	89	92
Total membership of the Association	50	50	N/A	N/A

* Note that some of these complaints were carried into the new reporting year so could not be reported as having been responded to within timescale.

Proposed actions this year to improve performance:

- Carry out further survey activity through our new CX Platform to allow us to identify areas for improvement.
- Undertake a review of our complaints processes.



Our properties – your homes



Barrhead Housing Association
Limited



Charter Performance	BHA 2019/20	BHA 2018/19	East Ren Council	Scottish Average
Stock meeting the Scottish Housing Quality Standard	98.5%	98.39%	97.9%	94.4%
Average time taken to complete emergency repairs	2.23 hours	1.91 hours	2.5 hours	3.6 hours
Satisfaction with repairs service during last 12 months	84.31%	87.34%	87.6%	91%
Average number of days to relet empty houses	12.26 days	15.6 days	58.3 days	31.8 days

Proposed actions this year to improve performance:

- Work with our new repairs contractor to ensure continued high levels of performance.
- Complete the investment programmes in order to improve our housing stock.
- Continue to review our repair processes.
- Complete a tender exercise to appoint a new gas contractor.



The quality of services we deliver



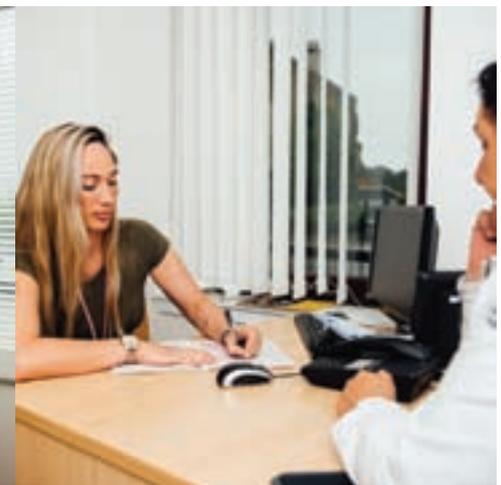
Barrhead Housing Association
Limited



Charter Performance	BHA 2019/20	BHA 2018/19	East Ren Council	Scottish Average
Tenancies offered which were refused	31.4%	15.94%	38.3%	34%
Anti social behaviour cases which were resolved within timescales	99.24%	94.29%	96.8%	94.1%
Tenants satisfied with the overall services provided by the Association	86.97%	93.7%	84.8%	89%

Proposed actions this year to improve performance:

- Carry out further survey activity with our customers to allow us to identify areas for improvement.
- Implement our new CX platform and carry our expanded customer survey activity.
- Tender for a new gas maintenance contractor.



Your rent and value for money



Barrhead Housing Association
Limited



Charter Performance	BHA 2019/20	BHA 2018/19	East Ren Council	Scottish Average
Rent lost due to empty homes	0.26%	0.25%	1.8%	0.92%
Tenants who think that the rent charged is value for money	78.99%	94.27%	87.04%	83.6%
Gross rent arrears	2.88%	2.98%	6.47%	5.81%
Total amount of former tenant arrears	£39,473	35,778	TBC	N/A

Proposed actions this year to improve performance:

- Implement new debt recovery policies and procedures.
- Carry out work to allow us to review the affordability of our rents.
- Take into account rent affordability when we set next year's rent increase.





Barrhead Housing Association
Limited



Our team

Proposed actions this year to improve performance:

- Continue to manage staff absences through our existing policies.

58-70 Main Street, Barrhead,
East Renfrewshire G78 1SB
Tel: 0141 881 0638
Email: enquiries@barrheadha.org
Web: www.barrheadha.org



Scottish Charity No SC 036265
Barrhead Housing Association is a member of: SFHA, TPAS, EVH,
FLAIR, GWSF.

Staff Performance	BHA 2019/20	BHA 2018/19	East Ren Council	Scottish Average
Total number of staff employed	22.5	21.8	N/A	N/A
Levels of staff turnover	7%	15%	N/A	13.9%
Staff absence levels	5%	1.12%	N/A	4.43%

Senior Team

Chief Executive:

Lorna Wilson

Director of Customer Services:

Lorraine Dallas

Director of Corporate Services:

Helen Sutherland

Director of Asset Management:

James Ward

Customer Services Team

Customer Services Manager:

Jen McCann

Customer Services Officers:

Jackie McColl, Sandra Nelson and
Julie Stewart

IT Business Support Officer:

Greta McPhail (p/t)

Welfare Rights Officer:

Vivien Betteridge

Customer Services Assistant:

Hilary Smith (temp)

Customer Services Assistant (repairs):

Siobhan Kelly

Customer Services Admin Assistants:

Jade Byers and Nicola Roy

Housing Support Assistant (sheltered):

Marie Donaghy* (p/t)

Digital Engagement Officer:

Claire Ballantyne (p/t)

Property Services Team

Property Manager:

Janice Peters

Technical Officer:

James McDougall

Community Regeneration Officer:

Bryan Dando

Project Co-ordinator:

Laurie Duffy

Property Factoring Assistant:

Lisa Crossan* (p/t)

Repairs Operative:

Richard Anderson*

Corporate Services Team

Corporate Services Manager:

Iain Maclean (p/t)

Corporate Finance Officer:

Martin Devenny

Corporate Finance Assistant:

Karen Devon

*employed by our subsidiary LPS