

October 2021: Updates highlighted in yellow

### Key

	Compliant
	Complaint (with non-material areas for improvement)
	Working towards compliance
	Not compliant

## Scottish Social Housing Charter



### The Customer/Landlord Relationship (Equalities, Communication and Participation)

- Equality and diversity strategy in place and action delivered
- Customer satisfaction with being kept informed and opportunities to participate reduced and lower than peers
- Improving performance on responding to complaints within timeframes
- New Customer Charter to be developed and to be rolled out by ~~March 2020~~ ~~December 2020~~ (covid-dependent)
- Complaints training and improved processes on learning from complaints introduced in January 2020.



### Housing Quality and Maintenance

- Repairs response times low and better than benchmark
- Repair satisfaction static but lower than benchmarks
- Customer satisfaction with the quality of the home reduced and lower than benchmark
- Not compliant with SHQS and unlikely to be with EESSH due to large numbers of electrically heated properties although good progress being made towards compliance
- Corporate Plan allocates resources to replacing all electric storage heaters over a four year period.
- Corporate Plan allocates resources to common area and foyer improvements over four year Investment Plan.



### Neighbourhood and Community (Estate management and Anti-social behaviour)

- Performance on resolution of ASB in line with benchmarks
- Customer satisfaction with the management of the neighbourhood reducing and low compared to peers.
- ASB strategy delivered October 2019 and processes being updated.
- Customer satisfaction with ASB introduced from September 2019 and performance improved in 2021.
- Potential for expansion of in-house services considered in November 2019 and working group being established.



### Access to Housing and Support (Housing options and Tenancy sustainment)

- Allocations Policy reviewed in 2018 in response to 2014 Housing Act
- New Development Policy clearly linked to housing need
- Over 25% of lets made to homeless households



### Getting Good Value from Rents and Service Charges

- Rents lower than peers.
- Strong voids performance and better than benchmarks
- Savings targets of £500k over four years to move to CPI linked rent increases by 2025.
- Rents restructured from 2016 – 2018.
- Customer satisfaction that rents provide value for money reduced.
- Rent collection performance better at the end of 2020/21 despite the impact of the pandemic.

## Regulatory Standards



### Standard 1 – Leadership and direction

6 statements are compliant

1 statement compliant (with non-material areas of improvement)

#### Agreed actions:

- Recruit new tenant Board Members, otherwise change Board Membership or change rules.



### Standard 2 – Openness and accountability to customers

4 statements are compliant

1 statements compliant (with non-material areas of improvement)

#### Agreed actions (more info pages 19 - 23):

- Capture customer preferences for communication



### Standard 3 – Managing resources for affordable rents

5 statements are compliant

2 statements compliant (with non-material areas of improvement)

#### Agreed actions (more info pages 24 – 30):

- Consider group structure in next Corporate Plan
- Consider EVH membership



### Standard 4 – Making decisions and managing risk

4 statements are compliant

2 statements compliant (with non-material areas of improvement)

#### Agreed actions (more info pages 33- 34):

- Detailed governance arrangements for the subsidiary to be developed
- Tenant Board members to be recruited representative of the Maryhill community.



### Standard 5 – Honesty and integrity

5 statements are compliant

1 statement compliant (with non-material areas of improvement)

#### Agreed actions (more info pages 37 - 42):

- Ensuring new values promoted in the Association's offices



### Standard 6 – Skills and knowledge

5 statements are compliant

2 statements compliant (with non-material areas of improvement)

#### Agreed actions:

- Recruitment of more tenant Board Members



### Standard 7 – Organisational changes

9 statements are compliant

#### Agreed actions:

- None

## Regulatory Requirements & Legislation



### Health and Safety

- Non-material improvements required all areas of landlord safety following 2021 audit programme. Approved action plan in place for all areas.



### Environmental Protection

- No current Sustainability Strategy in Place due to be completed by ~~September 2020~~ November 2021.



### Data Protection and Published Information

- Reasonable assurance given in recent GDPR internal audit.
- FOI policies and procedures in place in line with Information Commissioner and SFHA best practice.
- Website publication schedule up to date
- 'Strong' rating in FOI internal audit



### Performance Reporting, Tenant Scrutiny, Complaints

- Tenants involved in scrutinising performance through the Service Improvement Panel and feedback sought on new video Annual Review
- Customer Engagement Strategy updated in Feb 2020
- Complaints timeframes reviewed and learning improved in Jan 2020.



### Scottish Public Services Ombudsman Complaints

- Work to improve our complaints handling complete - changes to the SDM complaints module, establishment of a learning from complaints group and additional training for staff.



### Whistleblowing

- Whistleblowing Policy in place and training recently provided for all staff.
- Whistleblowing Policy refreshed in October 2019.
- Virtual refresher training delivered Dec 2020



### Equality and Human Rights

- Equalities Impact Assessment training completed and EQIAs introduced for future policies.
- Work required to set up SDM housing management system to record all protected characteristics. Due to be complete by ~~March 2020~~ ~~March 2021~~ August 2022.



### Housing Law

- Allocations Policy, ASB Policy and tenancy agreement reviewed in light of 2014 Housing Act. Key housing management policies in place.



### Accounting and Taxation

- External and internal auditors in place.
- VAT review carried out by external auditors in 2019.
- Financial controls internal audit completed in 2020.



### Employment Law

- HR employment advice from Employers in Voluntary Housing (EVH) and external legal advisers.
- Model policies provided by EVH