

November 2020: 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 but performance declined during lockdown.
- 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
- Lead organisation in Glasgow Housing Register pilot.
- Backlog of over 200 households seeking housing options appointments to join the Association's waiting list.
- Backlog of forty empty properties for over 17 days as a result of the covid pandemic.



### 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 declined in 2019/20 and in the first half of 2020/21 and is worse than peers.

# Regulatory Standards




**Standard 1 – Leadership and direction**

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

Agreed actions (more info page 13)

- Conclude discussions the role of Company Secretary




**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):

- Launch a Maryhill Instagram account
- 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**

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

Agreed actions (more info page 33):

- Updating risk map with controls from across the business




**Standard 5 – Honesty and integrity**

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

Agreed actions (more info pages 37 - 42):

- Ensuring new values promoted in the Association’s offices
- Deliver Board training on local community groups
- Deliver Board equality and diversity training




**Standard 6 – Skills and knowledge**

4 statements are compliant
3 statement working towards compliance, not material

Agreed actions (more info page 43):

- Succession planning for the role of the Chair.
- Complete Board review process for 2020
- Recruit new tenant Board members



**Standard 7 – Organisational changes**

9 statements are compliant
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Agreed actions:

- None

## Regulatory Requirements & Legislation



### Health and Safety

- New single staff H and S Forum in Place with roles and responsibilities clarified.
- Common area asbestos register now compliant – to be externally verified during 2020/21
- 1 gas service expired
- Non-material Improvements also needed in water management and legionella, lone working, electrical inspections, fire safety,



### Environmental Protection

- No current Environmental Strategy in Place due to be completed by September 2020.



### 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 Board fraud/whistleblowing training to be delivered



### 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.



### 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 scheduled for 2020/21.



### Employment Law

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