

Performance Report Card 2020/21

This is Hanover's Performance Report Card for the period April 2020 to March 2021. This information is based on data we provide to the Scottish Housing Regulator annually.

After consulting with a group of residents, we have included peer group comparisons. Our peer group is made up of similar housing providers that we can directly compare ourselves with. They are specialist housing providers.

Our peer group is:

- Barony Housing Association
- Key Housing Association
- Trust Housing Association
- Bield Housing & Care
- Blackwood Homes and Care
- Loretto Housing Association
- Scottish Veterans Housing Association
- Ark Housing Association
- Viewpoint Housing Association

The ARC return for 2020-21 includes data relating to the former Arklet Housing Association stock.

Average Weekly Rents				
Size of home	Numbers owned	Hanover's Rent	Scottish Average*	Difference from Scottish Average
Bedsit/studio	24	£107.23	£73.61	47.5%
1 Bedroom	3462	£124.12	£79.48	56.2%
2 Bedroom	747	£127.82	£82.60	54.7%
3 Bedroom	156	£115.25	£89.81	28.3%
4+ Bedroom	15	£116.25	£99.97	16.3%

*Peer group average is not available for this indicator.

Getting Good Value

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Rent Arrears and Collection					
Rent collected from current and former tenants as a percentage of rent due	101.49%	100.04%	100.29%	99.25%	99.1%
Rent arrears of current and former tenants as a percentage of rent due (excluding voids)	0.67%	1.23%	1.05%	1.97%	6.14%
Rent arrears of current and former tenants written off as a percentage of former tenant arrears	39.6%	58.75%	38.34%	51.05%	N/A

During a challenging year, we have continued to manage rent well. Rent arrears are lower than our peer group average and significantly lower than the Scottish national average.

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Void Works and Lettings					
Average re-let times in days (standard re-lets)	35.99	41.18	95.59	91.80	56.29
Percentage of tenancy offers refused during the year	35.93%	29.48%	36.72%	21.89%	31.94%
Percentage of lettable self-contained houses that became vacant in the last year	15.7%	14.16%	12.88%	12.34%	6.95%
Rent loss (£000's) due to empty properties (voids)	£595,836	£696,874	£1,192,915	N/A	N/A
Rent loss due to empty properties (voids) as a percentage of rent due	2.12%	2.19%	3.62%	4.26%	1.37%

The impact of Covid-19 has had a significant impact on our ability to let houses during the year. This has resulted in longer times to re-let properties and therefore a higher rent loss due to properties being empty. The management of letting properties has been a focus for Hanover as we work to bring the number of void properties to pre-pandemic level.

Housing Quality and Maintenance

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Major Works and Cyclical Maintenance					
Hanover homes meeting the Scottish Housing Quality Standard	97.93%	98.93%	98.93%	97.45%	90.96%
The number of times Hanover did not meet its statutory duty to complete a gas safety check.	5	68	103	N/A	N/A
Average length of time taken to complete emergency repairs (hours)	3.61	3.72	3.97	4.17	4.22
Average number of working days taken to complete non-emergency repairs (urgent and routine)	5.16	5.88	6.45	5.30	6.74
Percentage of repairs completed right first time	96.40%	95.76%	97.36%	91.83%	91.46%
Average time to complete adaptations (days)	201	127	98.10	92.8	58

During the year the focus has been on completing emergency repairs. Our average time to complete an emergency repair has remained within our target time of 4 hours. Due to the periods of lockdown, we have a backlog of non-emergency repairs and therefore the average days to complete them has increased.

Lockdown and other issues related to Covid-19 affected our ability to carry out gas safety checks within the required timescale. These have now all been completed, albeit out with the statutory time.

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Managing Tenancies					
Percentage of anti-social behaviour cases reported in the last year which were resolved	87.88 %	93.48 %	95.95 %	97.12 %	94.4 %

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Staff Indicators					
Percentage of staff turnover in year	13.4 %	12.36 %	11.55 %	N/A	N/A
Percentage of working days lost through staff sickness	4.35 %	4.99 %	5.75 %	N/A	N/A

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Telecare and Factoring					
Telecare response within 60 seconds (percentage)	87.18 %	89.96 %	90.63 %	N/A	N/A
Average annual management fee per factored property	£317.79	£330.86	£342.89	£298.70	£103.12

Satisfaction

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Tenant and Resident Satisfaction					
Percentage of tenants satisfied with the overall service provided by Hanover	89.63%	85.12%	81.53%	85.29%	88.95%
Percentage of tenants satisfied Hanover is good at keeping them informed about services and decisions	88.76%	83.67%	81.72%	84.22%	91.71%
Percentage of tenants satisfied with the opportunities to participate in Hanover's decision making processes	75.09%	73.63%	64.87%	68.89%	86.57%
Percentage of tenants satisfied with the quality of their home	90.35%	88.45%	85.12%	89.09%	87.14%
Percentage of tenants satisfied with repairs and maintenance carried out in the last year	85.69%	86.23%	85.62%	90.83%	90.05%
Percentage of tenants satisfied with Hanover's management of the neighbourhood	86.12%	73.79%	75.05%	76.66%	86.08%
Percentage of tenants who think Hanover rent is represents good value for money	84.50%	82.85%	76.47%	77.97%	82.77%
Percentage of tenants satisfied with the landscape maintenance at your development (new in 2019-20)	N/A	68.22%	74.34%	N/A	N/A

Complaints

	2018-19	2019-20	2020-21	Peer Group Average	Scottish Average
Complaints					
Average time in working days for a full response for all stage 1 complaints (target 5 days) (new in 2019-20)	N/A	3.4	3.5	4.0	5.04
Average time in working days for a full response for all stage 2 complaints (target 20 days) (new in 2019-20)	N/A	17.5	16.4	17.2	19.01

