

Performance Report Card

Performance Management

This is Hanover's Performance Report Card for the period April 2022 to March 2023. This information is based on data we provide to the Scottish Housing Regulator (SHR) 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:

- Abbeyfield Scotland
- Ark Housing Association
- Bield Housing & Care
- Blackwood
- Blue Triangle (Glasgow) Housing Association
- Key Housing Association
- Loretto Housing Association
- Scottish Veterans Housing Association
- Trust Housing Association
- Viewpoint Housing Association

Housing stock and average weekly rents

Average Weekly Rents				
Size of home	Numbers owned	Hanover's Rent	Scottish Average	Difference from Scottish Average
Bedsit / Studio	25	£113.02	£78.26	44.4%
1 Bedroom	3457	£127.67	£83.46	53%
2 Bedroom	790	£134.39	£86.28	55.8%
3 Bedroom	189	£120.36	£93.96	28.1%
4 Bedroom	33	£125.86	£103.72	21.3%

The SHR calculation for average rent includes service charges. As Hanover provides a lot of services to customers that incur a higher level of service charge, our average rent charge is a bit higher than that of others and is not directly comparable with the Scottish Average.

Getting Good Value

	2020-21	2021-22	2022-23	Peer Group Av.	Scottish Av.
Rent Arrears and Collection					
Rent collected from current and former tenants as a percentage of rent due	100.29%	100.37%	99.45%	99.38%	99.03%
Rent arrears of current and former tenants as a percentage of rent due	1.05%	1.35%	1.46%	2.54%	6.86%
Rent arrears of current and former tenants written off as a percentage of former tenant arrears	38.34%	53.52%	39.05%	40.47%	27.08%

Our rent arrears are lower than peer group average and significantly lower than Scottish average. Housing Teams and the Welfare Rights Officer work closely with our customers to help them pay their rent.

Getting Good Value

	2020-21	2021-22	2022-23	Peer Group Av.	Scottish Av.
Void Works and Lettings					
Average re-let times in days (standard re-lets)	95.59	67.01	86.97	84.19	55.61
Percentage of tenancy offers refused during the year	36.72%	37.92%	34.27%	20.42%	30.87%
Percentage of lettable self-contained houses that became vacant in the last year	12.88%	14.51%	13.46%	12.13%	7.42%
Rent loss (£000's) due to empty properties (voids)	£1,192,915	£1,147,243	£1,054,712	n/a	n/a
Rent loss due to empty properties (voids) as a percentage of rent due	3.62%	3.42%	3%	3.36%	1.4%

Relet times continue to be very high across the sector and particularly within our own peer group. We will continue to focus on what we can do to reduce relet times, which will also reduce rent loss due to properties being empty.

Housing Quality and Maintenance

	2020-21	2021-22	2022-23	Peer Group Av.	Scottish Av.
Void Works and Lettings					
Hanover homes meeting the Scottish Housing Quality Standard	98.93%	82.96%	89.90%	91.72%	79.02%
The number of times Hanover did not meet its statutory duty to complete a gas safety check	103	46	31	55	1032
Average length of time taken to complete emergency repairs (hours)	3.97	3.42	4.13	4.51	4.17
Average number of working days taken to complete non-emergency repairs (urgent and routine)	6.45	5.7	6.25	6.58	8.68
Percentage of Repairs right first time	97.36%	92.59%	89.96%	88.36%	87.80%
Average time to complete adaptations (days)	98.10	116.75	39.28	60.59	46.83

Average times to complete repairs have increased due to higher volumes of repairs as well as ongoing logistical challenges and contractor availability. Improvements to our adaptations procedure have helped us to significantly reduce the time taken to complete medical adaptations and bring this significantly below peer group and Scottish average.

Housing Quality and Maintenance

	2020-21	2021-22	2022-23	Peer Group Av.	Scottish Av.
Managing Tenancies					
Percentage of anti-social behaviour cases reported in the last year which were resolved	95.95%	88.68%	100%	98.37%	94.21%
Staff Indicators					
Percentage of staff turnover in year	11.55%	12.74%	14.95%	19.9%	n/a
Percentage of working days lost through staff sickness	5.75%	6.08%	5.90%	6.2%	n/a
Telecare and Factoring					
Telecare response within 60 seconds (percentage)	90.63%	88.5%	87.2%	N/A	N/A
Average annual management fee per factored property	£342.89	£344.34	£352.84	£301.71	£107.59

Telecare performance is currently being considered as part of the Telecare Service Improvement Plan.

Satisfaction

	2020-21	2021-22	2022-23	Peer Group Av.	Scottish Av.
Tenant and Resident Satisfaction					
Percentage of tenants satisfied with the overall service provided by Hanover	81.53%	81.53%	81.53%	84.52%	86.70%
Percentage of tenants satisfied that Hanover is good at keeping them informed about services and decisions	81.72%	81.72%	81.72%	82.40%	89.68%
Percentage of tenants satisfied with opportunities to participate in Hanover's decision making process	64.76%	64.76%	64.76%	69.58%	85.86%
Percentage of tenants satisfied with the quality of their home	85.12%	85.12%	85.12%	87.56%	84.16%
Percentage of tenants satisfied with repairs and maintenance carried out in the last year	85.62%	85.62%	85.62%	87.16%	88.02%
Percentage of tenants satisfied with Hanover's management of the neighbourhood	75.05%	75.05%	75.05%	79.11%	84.30%
Percentage of tenants who think Hanover rent represents good value for money	76.47%	76.47%	76.47%	77.49%	81.79%

The satisfaction results are based on the survey carried out in 2021. A new survey will be completed in 2023. Repairs Satisfaction data is taken from those who responded to transactional surveys following repairs being carried out to their property.

Complaints

	2020-21	2021-22	2022-23	Peer Group Av.	Scottish Av.
Average time in working days for a full response for all N/A stage 1 complaints (target 5 days)	3.5	4.1	4	4.2	5.8
Average time in working days for a full response for all N/A stage 2 complaints (target 20 days)	16.4	17.7	19.7	17.6	19.3
Percentage of all complaints responded to in full - Stage 1	99.26%	98.05%	98.98%	97.96%	95.34%
Percentage of all complaints responded to in full - Stage 2	94.06%	95.65%	98.65%	96.95%	92.53%

In 2022/23, we received 554 complaints - 489 Stage 1 complaints and 65 Stage 2 complaints. Also in 2022/23, we responded to 560 complaints – 487 Stage 1 complaints and 73 Stage 2 complaints. Complaints responded to in full can include complaints carried over from the previous reporting year and exclude complaints still open at the end of the reporting year.