

# Annual Performance Report 2019/20

## Welcome to our Annual Performance Report.

This report illustrates our performance from April 2019 to March 2020, as well as showing:

- How we compare to the Scottish average;
- How we compare to similar landlords such as – Hanover (Scotland), Trust, Viewpoint and Blackwood Homes and Care.

You can find supplementary information on our website within the following publications:

### Annual Report



### Financial Statements



## Bield's Profile

The information in this section shows the details of our properties, rental charges and income during the year.

Total number of each apartment size and average weekly rent for each:

Size	Number	Average weekly rent and service charge	Similar landlords
1 apartment	493	£137.23	£113.47
2 apartment	3,563	£142.55	£116.74
3 apartment	215	£135.27	£112.73
4 apartment	104	£118.95	£112.73
<b>Total</b>	<b>4,375</b>		

Percentage average weekly rent increase to be applied:

<b>Bield 2019/20</b>	<b>2.5%</b>
Scottish Average	2.5%
Similar Landlords	2.54%
Bield 2018/19	2.5%

Amount of rental income collected:

<b>2019/20</b>	<b>£31.2m</b>
2018/19	£30.5m

Bield manages nearly 5,400 properties, of which almost 4,600 are owned or in shared ownership by Bield, making it one of the largest registered social landlords in Scotland.

Bield's average weekly rent (shown above) includes service, meals, heating and energy charges which apply at developments depending on the services available. It is difficult to compare our charges with other landlords as they may not provide the same level of service.

For the same reason, the average for our 2 and 3 bedroom properties are lower than smaller properties. In general, tenants who live in these larger properties do not receive the same level of services therefore do not pay a meals or service charge.

## Tenant Satisfaction

Our customers' views are important to us and we value feedback. We keep track of what our customers think of us and look for new ways to involve them.

Satisfaction with the overall service:

<b>Bield 2019/20</b>	<b>84.1%</b>
Scottish Average	89.2%
Similar Landlords	83.7%
Bield 2018/19	84.7%

Tenants who feel landlord is good at keeping them informed about services and decisions:

<b>Bield 2019/20</b>	<b>83.6%</b>
Scottish Average	92.0%
Similar Landlords	83.0%
Bield 2018/19	81.4%

Satisfaction with opportunities given to participate in the landlord's decision-making process:

<b>Bield 2019/20</b>	<b>56.7%</b>
Scottish Average	87.2%
Similar Landlords	69.5%
Bield 2018/19	61.3%

Whilst tenants are relatively happy with being kept up to date about what is happening in Bield, there is still marked room for improvement in promoting and developing opportunities for tenants to play an active role in how Bield operates.

There are a range of methods in place for tenants to engage with Bield. Tenants can have a one-to-one meeting with a relevant member of staff should a query or issue arise. We also have 'Let's Meet' sessions, where tenants can come together at a development to talk about local or national Bield matters.

We also have 2 national tenant bodies – the Partnership Forum and the Bield Improvement Group. The Bield Improvement Group have done a great deal of work reviewing how Bield handle complaints. This includes a questionnaire that was sent to three groups: everyone who had made a complaint over the past 12 months, a focus group with Bield staff, and a review of the information Bield shares with residents when they make a complaint. We will take all their recommendations on board.

## Quality and Maintenance

We work hard to ensure our tenants homes are well maintained and repairs are carried out timeously. During the year we carried out 2,325 emergency repairs and 10,072 non-emergency repairs. Our performance in this area is noted below.

96% of our properties now meet the Scottish Housing Quality Standard compared to the Scottish Average of 94% and 96.8% meet the Energy Efficiency Standard for Social Housing compared to the Scottish Average of 87%.

Percentage of stock meeting the Scottish Housing Quality Standard:

<b>Bield 2019/20</b>	<b>96.0%</b>
Scottish Average	94.4%
Similar Landlords	97.5%
Bield 2018/19	96.0%

Percentage of reactive repairs carried out in the last year right first time:

<b>Bield 2019/20</b>	<b>92.74%</b>
Scottish Average	92.40%
Similar Landlords	91.80%
Bield 2018/19	91.60%

Average length of time taken to complete emergency repairs:

<b>Bield 2019/20</b>	<b>4.3 hours</b>
Scottish Average	3.6 hours
Similar Landlords	3.4 hours
Bield 2018/19	4.3 hours

Percentage of homes meeting the Energy Efficiency Standard for Social Housing:

<b>Bield 2019/20</b>	<b>96.8%</b>
Scottish Average	87.0%
Similar Landlords	96.2%
Bield 2018/19	96.8%

Average length of time to complete non-emergency repairs:

<b>Bield 2019/20</b>	<b>4.79 days</b>
Scottish Average	6.40 days
Similar Landlords	5.2 days
Bield 2018/19	5.2 days

Percentage of tenants who had repairs and maintenance carried out in the last 12 months satisfied with the service:

<b>Bield 2019/20</b>	<b>88.4%</b>
Scottish Average	91.3%
Similar Landlords	88.4%
Bield 2018/19	88.4%

## Quality and Maintenance

As well as emergency and non-emergency repairs we also undertake planned maintenance, for instance replacement of kitchens and bathrooms. £12.8m was spent during 2019/20 on maintaining and improving the quality of our housing stock.

During the year we installed:

- New kitchens to 2 developments
- New accessible shower rooms to replace bathrooms in 10 developments
- New windows and doors in 1 development
- New fire alarm systems/smoke detection systems in 55 developments
- New heating systems in 6 developments
- 23 internal and external decoration projects were carried out
- 3 replacement of communal floor coverings
- Replacement lifts in 2 developments
- Replacement warden call to 3 developments
- New communal lighting to 2 developments

Earlier this year, the Scottish Government issued new information on 'Practical Fire Safety Guidance for Existing Specialised Housing' – which applies directly to Bield. This year we carried out Fire Risk Assessments across all developments adhering to this new safety guidance. This new survey programme will improve the work already carried out to guarantee our developments are as safe as possible for our residents.

We carried out 133 stage three funded adaptations in tenant's flats. These adaptations are carried out to make everyday tasks easier for people with reduced mobility and include handrails, automatic door entry systems and level access showers.

## Neighbourhood and Community

Making sure the people who live in our housing feel safe and secure is important. Equally so is making sure tenants can enjoy their home and the communal facilities. 90% of our tenants believe that feeling safe and secure is highly important.

Percentage of anti-social behaviour cases resolved:

<b>Bield 2019/20</b>	<b>100%</b>
Scottish Average	94.1%
Similar Landlords	96.4%

Tenant satisfaction with the landlord's contribution to the management of the neighbourhood they live in:

<b>Bield 2019/20</b>	<b>82.0%</b>
Scottish Average	87.4%
Similar Landlords	74.5%
Bield 2018/19	85.0%

Volunteers also play a key role supporting hundreds of tenants to engage in a wide range of social activities to help reduce isolation, maintain independence and offer choice. Group activities like gentle exercise, lunch clubs, coffee mornings and arts and crafts take place in communal lounges while one-to-one Befriending Volunteers help individuals get out and about and Silver Surfer Tutor Volunteers support tenants to access the internet and digital technology.

We had 156 registered Volunteers on 31st March 2020.

## Getting Good Value from Rents and Service Charges

One of our top priorities is to ensure that our empty Bield properties are made into homes and allocated to new tenants more quickly. The number of days to let properties is lower than the previous year at 54.7 days but remains higher than similar peer landlords and the Scottish Average. We are changing our processes for viewing and offers and have piloted some of this work using WhatsApp and Skype for carrying out assessments by Housing Officers and viewings for tenants remotely. As we move forward, we will continue to consider how new technologies can be used to help us market our properties.

Average length of time taken to re-let properties in the last year:

<b>Bield 2019/20</b>	<b>54.7 days</b>
Scottish Average	31.8 days
Similar Landlords	41.5 days
Bield 2018/19	55.6 days

Rent loss from empty properties has increased from the previous year. The losses are partly due to a high number of long-term voids at properties in difficult to let areas. Bield's Asset Management Strategy will seek to ensure that properties remain fit for purpose, thereby reducing the level of future voids.

Percentage of rent lost through properties being empty in the last year:

<b>Bield 2019/20</b>	<b>2.70%</b>
Scottish Average	1.20%
Similar Landlords	1.68%
Bield 2018/19	2.30%

Rent collected from tenants as a percentage of total rent due in the reporting year:

<b>Bield 2019/20</b>	<b>99.9%</b>
Scottish Average	99.3%
Similar Landlords	100%
Bield 2018/19	99.6%

76.5% of tenants said that taking into account the accommodation and services Bield provide, their rent and service charge represented very good or fairly good value for money.





## Money Matters

An organisation is no different to every household. We spend a lot of time planning our budgets and monitoring our income and expenditure.

Rents are set to cover operating costs and enable us to manage and maintain our properties. The money helps to cover routine repairs and maintenance, major repairs and alterations to our buildings and buildings insurance.

Staffing costs are set based on the service provided at a development.

Full details of our income and expenditure is available in our Financial Statements for the year ended 31st March 2020, a snapshot is outlined below:

- Turnover for the year was £42.9m an increase of £1.1m from the previous year.
- Operating costs amounted to £38.1m a decrease from £39.7m in the previous year.

### It seems a great deal of money, but did you know?

- Staff costs for the year amounted to just over £14.7m.
- We spent £4.1m on day-to-day repairs to properties.
- We spent £2.7m on planned maintenance, including major repairs.

### Would you like to find out more?

Contact the Performance Improvement Team if you would like further information.

The Scottish Housing Regulator's website provides lots of information about Bield and you can compare our performance with other landlords - [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## BIELD HOUSING & CARE

Registered Office:

79 Hopetoun Street, Edinburgh EH7 4QF

Tel: 0131 273 4000

[info@bield.co.uk](mailto:info@bield.co.uk)

[www.bield.co.uk](http://www.bield.co.uk)

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