



**BIELD**  
FREE TO BE



**TENANT  
PERFORMANCE  
REPORT  
2023/24**



# Introduction




This is Bield Housing & Care's Tenant Performance Report for the period April 2023 to March 2024. This information is based on data which we must provide to the Scottish Housing Regulator each year.

In this report we have compared our performance in three different ways.

1. We have compared our 2023/24 performance to that of the last three years. The columns with our 2023/24 performance details are highlighted in yellow.
2. We have compared our 2023/24 performance to the Scottish average. This is the average for all Housing Associations and Local Authorities in Scotland and is calculated by the Scottish Housing Regulator.

3. We have compared our 2023/24 performance to similar landlords who provide specialist housing services. This is known as a peer group comparison. Our peer group includes Blackwood Homes, Hanover, Trust and Viewpoint.

To help you understand how our performance has changed in the past year, we have used the following **Red**, **Amber** or **Green** indicators.

Description	Symbol
Performance has improved	
Performance has stayed the same	
Performance has gone down	

## Contents

Bield's Profile	3
Tenant Satisfaction	4
Quality and Maintenance	4
Neighbourhood and Community	6
Getting Good Value from Rents and Service Charges	7
Money Matters	8
The Scottish Housing Regulator	8




# Bield's Profile

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

## Total number of properties by size and average weekly rent (including service charge)

Number of bedrooms	Number of Properties	Bield Housing & Care Average Weekly Rent 2023/24	Peer Group Average Weekly Rent	Scottish Average Weekly Rent
Studio	484	£146.66	£146.68	£82.24
1	3583	£159.25	£138.51	£87.87
2	216	£161.41	£125.58	£90.29
3	108	£161.38	£120.02	£98.30
4	2	£140.65	£132.56	£108.29
Total number of homes owned	4,393			

## Percentage average rent increase applied

	2021/22	2022/23	2023/24	Trend
Bield Housing & Care Rent Increase	2.0%	7.0%	<b>6.7%</b>	
Peer Group Average Rent Increase	2.9%	5.5%	<b>6.9%</b>	
Scottish Average Rent Increase	2.9%	2.6%	<b>6.1%</b>	

## Amount of rental income collected

	2021/22	2022/23	2023/24	Trend
Bield Housing & Care	£29.4M	£32.8M	<b>£36.9M</b>	

This year, we updated our Rent Income Management Policy to help address issues as early as possible. For example, new tenants are now contacted within the first month of their tenancy to ensure they know how to make payments and where to get help with housing costs. The policy also promotes repayment plans and other support options for tenants who may be struggling to pay their rent or other charges.

Our Income Advice Officers have been a vital source of support for our tenants, providing tailored financial advice and assistance. In 2023/24, they helped tenants access an amazing £1.6 million in financial support. Thanks to the dedication of our team, more tenants are feeling confident in managing their money, easing their financial concerns and improving their overall wellbeing.



# Tenant Satisfaction

Over the past 12 months, we have been delighted to support the growth and development of tenant engagement and participation, aligning with our strategic ambition to ensure tenants are at the heart of our decisions and services. We visited nearly half of our developments to listen to tenants about their needs and expectations. This feedback has informed our new Tenant Engagement and Participation Strategy: "Connect". As part of this strategy, we plan to introduce 14 regional forums over the next three to five years to meet the demand for local tenant involvement. The new strategy will also refresh our approach to scrutiny.

	2021/22	2022/23*	2023/24*	Peer Group Average	Scottish Average	Trend
Satisfaction with overall service	84.1%	80.3%	<b>80.32%</b>	79.21%	86.49%	↔
Satisfaction with the opportunities given to participate in the landlord's decision making process	56.7%	57.4%	<b>57.44%</b>	66.14%	87.67%	↔
Tenants who feel their landlord is good at keeping them informed about services and outcomes	83.6%	77.9%	<b>77.93%</b>	80.11%	90.46%	↔

\*Bield last conducted a full Customer Satisfaction Survey in January 2023.

# Quality and Maintenance

We work hard to ensure our tenants' homes are well-maintained and repairs are carried out within target.

	2021/22	2022/23	2023/24	Peer Group Average	Scottish Average	Trend
Percentage of homes meeting the Scottish Housing Quality Standard	89.4%	95.3%	<b>94.99%</b>	92.03%	84.36%	↓
Average length of time taken to complete emergency repairs (hours)	6.0	6.05	<b>6.69</b>	3.79	3.96	↓
Average length of time taken to complete non-emergency repairs (days)	9.7	7.3	<b>7.17</b>	5.75	8.95	↑
Percentage of reactive repairs completed 'right first time'	85.5%	79.4%	<b>81.89%</b>	88.26%	88.41%	↑
Tenants who had repairs or maintenance carried out and were satisfied with the service	85.3%	81.5%	<b>81.5%</b>	78.11%	87.31%	↔
Percentage of properties meeting the Energy Efficiency Standard in Social Housing (ESSH)	98.3%		98.1%		This information is no longer collected by the Scottish Regulator.	
Anticipated exemptions from the Energy Efficiency Standard in Social Housing (ESSH)	32		32			

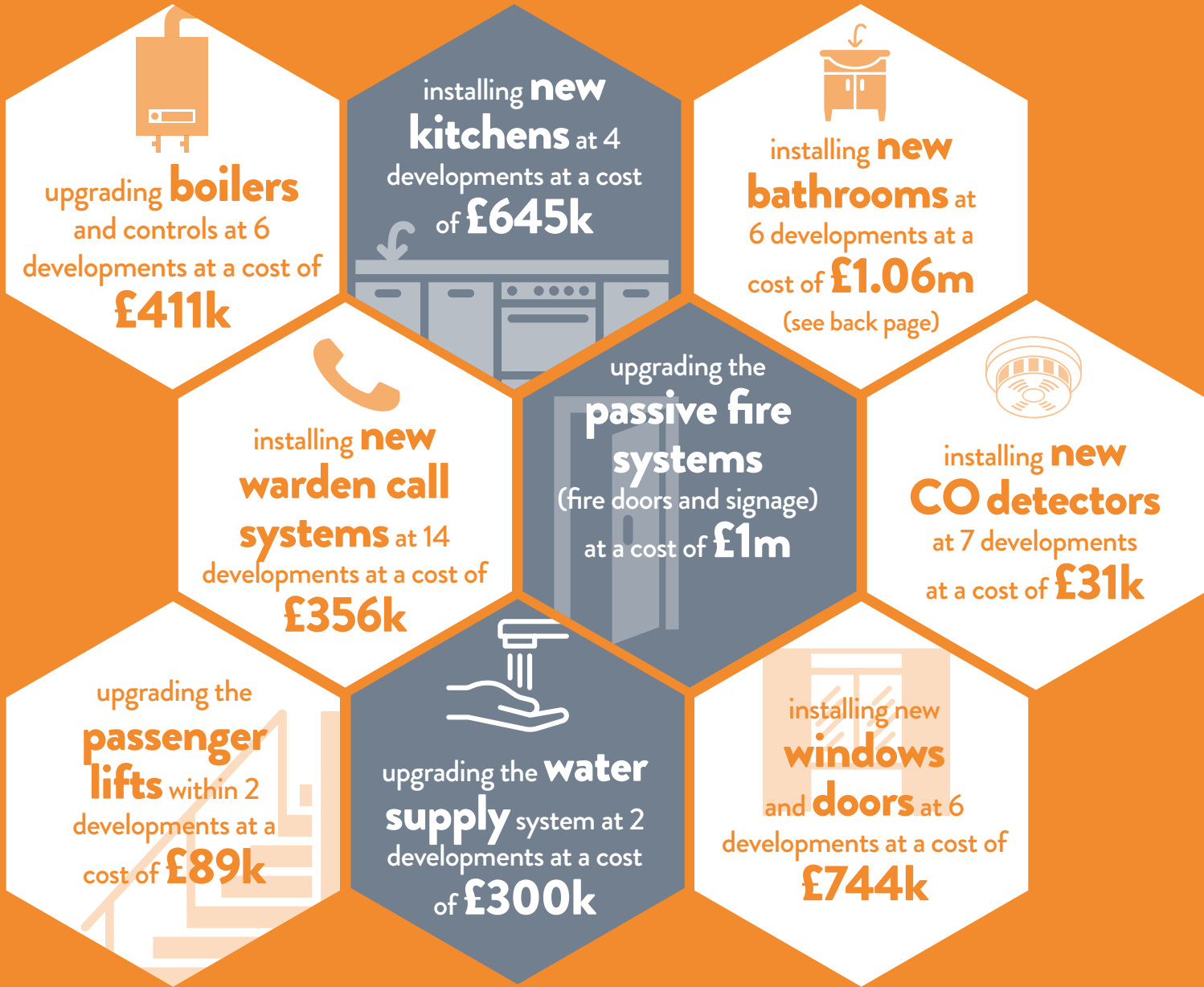
In the past year, we've faced some big challenges including rising costs for construction, limited funding, increasing demand for affordable housing and new energy efficiency requirements. On top of that, the cost-of-living crisis has stretched our resources even further.

However, with these challenges come opportunities for us to learn and improve. In the coming year, we'll focus on modernising our repairs service to make it faster and more efficient for you. We're also planning to take a more proactive approach to maintenance, which means fewer emergency repairs and less disruption to your day-to-day life. These upgrades will improve the quality of our service, reduce waiting times and keep your homes in great condition for the long term.

# Quality and Maintenance

This year, we invested £4.6 million in improvements to your homes through our Programme of Works

We did this by:



Keeping our tenants safe and healthy is always our number one priority.

This year:



# Neighbourhood and Community

We are committed to supporting initiatives that promote social inclusion, wellbeing and community cohesion. Our mission goes beyond providing housing; it's about fostering thriving communities. To achieve this, it's essential that we listen to your voices. Over the next year, we will enhance our tenant engagement programmes to ensure your feedback shapes our services and guides our decisions. We have already started using a new incremental approach to Tenant Satisfaction Surveys, which will help us gather actionable comments and feedback from you. Together, we can create a community that meets your needs and enhances your living experience.

	2021/22	2022/23	2023/24	Peer Group Average	Scottish Average	Trend
Percentage of anti-social behaviour cases resolved	100%	100%	<b>51.67%</b>	89.58%	94.29%	↓
Tenant satisfaction with the landlord's contribution to the management of the neighbourhood they live in	82%	83%	<b>83.43%</b>	77.41%	84.68%	↔





# Getting Good Value from Rents and Service Charges

Looking back on the last year, we are proud of the progress we have made in advancing our housing and care services. Despite the challenges, we have continued to provide safe, affordable and high quality homes, whilst expanding our services to better meet the needs of our tenants and customers. Looking ahead, we are committed to building on these foundations; driving growth and improvement and enhancing the quality of life for our tenants and customers.

	2021/22	2022/23	2023/24	Peer Group Average	Scottish Average	Trend
Average days taken to re-let properties	96.7	97.4	<b>90.83</b>	87.31	56.73	↑
Percentage of rent not collected because homes were empty	4.5%	3.4%	<b>3.37%</b>	2.97	1.39%	↑
Amount of money collected for current and past rent as a percentage of the total rent due in the last year	94.7%	98.4%	<b>97.67%</b>	97.86%	99.43%	↓
Gross rent arrears as a percentage of rent due	1.0%	2.5%	<b>2.75%</b>	2.78%	6.74%	↓



# Money Matters

We spend a lot of time planning our budgets and monitoring our income and expenditure. Rents are set to cover the costs of managing and maintaining your homes. This funding helps us handle routine repairs, major renovations and buildings insurance.

Staffing costs are determined by the level of service provided at each development. You can find full details of our income and expenditure in our Financial Statements for the year ended 31st March 2024. Below, we've included some key information:

Turnover for the year was **£41.1m**, an increase of £3.5m from the previous year. This income comes from rents and other services we charge for, including care and BR24.

Operating costs amounted to **£41.4m**, an increase of £3.6m from the previous year.

It seems a great deal of money but did you know:

Staff costs for the year amounted to **£17.1m**.

We spent **£5.9m** on day-to-day repairs to properties.

We spent **£3.6m** on planned maintenance, including major repairs.

## The Scottish Housing Regulator

You can access more performance information on the Scottish Housing Regulator's website. You can:

- compare Bield Housing & Care's performance with other landlords
- view all of the information we reported on the Scottish Social Housing Charter
- find out more about the Scottish Housing Regulator's role and how they work

[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)








Each year, we install new bathrooms as part of our Programme of Works. Check out the before and after photos of some recent upgrades.



Please contact [communications@bield.co.uk](mailto:communications@bield.co.uk) if you require this document in a different format or language.

-  [bieldhousingandcare](https://www.facebook.com/bieldhousingandcare)
-  [bield-housing-&-care](https://www.linkedin.com/company/bield-housing-&-care)
-  [BieldScotland](https://twitter.com/BieldScotland)

## Bield Housing & Care

Registered Office  
79 Hopetoun Street  
Edinburgh EH7 4QF  
Tel: 0131 273 4000

Craighall Business Park  
7 Eagle Street  
Glasgow G4 9XA  
Tel: 0141 270 7200

1 Bonnethill Gardens  
1 Caldrum Terrace  
Dundee DD3 7HB  
Tel: 01382 228911

Email: [info@bield.co.uk](mailto:info@bield.co.uk)  
Website: [www.bield.co.uk](http://www.bield.co.uk)  
Scottish Charity SC006878  
Property Factor  
Registration  
PF000146