



KEY INFORMATION

Brief History & Performance

Williamsburgh Housing Association is registered under the Co-operative and Community Benefit Societies Act 2014, is a Scottish Registered Charity (SC035350) and registered with the Financial Conduct Authority (FCA) (1991RS) and a Registered Social Landlord (RSL) with the Scottish Housing Regulator (HAL207) in accordance with the Housing (Scotland) Act 2001. Our services are provided for the benefit of our tenants and other customers.

Williamsburgh was founded in 1979 to regenerate the sub-standard tenement housing that existed in the east end of Paisley at that time. This was achieved through a programme of comprehensive tenemental improvement (CTI) work and was so successful that it was then expanded to improve other areas of Paisley.

In addition to our historical CTI work, Williamsburgh has also delivered a number of new build development projects which grew our stock numbers to their current level of 1,639. We also extended our areas of operation out-with Paisley, to include communities in Johnstone, Renfrew and more recently, Kilbarchan.

Of the 1,639 rented properties, 1,592 are unencumbered, meaning that there is the ability to raise private finance on these properties in the future to either add to or improve our properties.

Mainly as a result of the CTI programme, we provide factoring services to another 569 properties within our tenements to ensure they are kept to a high standard of repair and to protect the historic public investment in the properties through both social housing and owner's improvement grants.

Factoring services are currently carried out through our subsidiary company Williamsburgh Property Services Ltd (SC290681).

We have a strong history of driving regeneration forward within our communities and plan to invest further in this area as the social and economic benefits to be gained will enhance and assist the provision of our housing and maintenance services.

We currently hold the "Investors In People" Gold award.

Performance

Williamsburgh compares favourably to the published Scottish average for RSL's as is evidenced by benchmarking our Annual Return on the Charter key performance indicators (see table below):

Charter Indicator No.	Williamsburgh HA: 31 March 2020	Scottish average for RSLs: 31 March 2020
1. Percentage of tenants satisfied with the overall service provided by their landlord	93.3%	90.1%
2. Percentage of tenants who felt their landlord is good at keeping them informed	98.1%	92.0%
3. Percentage of tenants satisfied with the opportunity to participate in the landlord's decision making	99.0%	87.2%
4. Percentage of homes meeting the Scottish Housing Quality Standard	100.0%	94.4%
5. Average number of hours to complete emergency repairs	1.6 hours	3.6 hours
6. Average number of days taken to complete non-emergency repairs	3.8 days	6.4 days
7. Percentage of tenants satisfied with the repairs	87.2%	91.4%
8. Percentage of Tenants satisfied with the landlord's management of the neighbourhood they live in	89.4%	87.4%

Our Management Committee

Williamsburgh is led by a Management Committee made up of local tenants & residents and other individuals with an interest in the aims of the Association. Each Management Committee member brings particular skills and experience to the governing body. The Management Committee are tasked with making the key decisions about the Association's direction and provide challenge and oversight of the staff team to ensure that all decisions and services are provided and delivered in the best interests of our tenants and customers.

The **Management Committee** is supported by four sub committees:

- **Finance & Audit**
- **Housing Management**
- **Maintenance**
- **Development**

Management Committee's skills and experience is reviewed on an annual basis and demonstrates that the Management Committee has key skills and experience in: governance, housing, finance, asset management and a commitment to the local community and social housing.

Our Staff

Our staff team of 41 is led by our Chief Executive Officer (CEO), who is responsible for supporting the Management Committee and inspiring and leading the staff team to deliver our services and improvement plans as we move into an exciting and challenging future. The CEO is supported by a Senior Management Team consisting of the Housing Manager, Maintenance Manager, Development Manager and the Finance & IT Manager.

Our Operating Areas

Our housing stock is spread out in the following areas within Renfrewshire:

- Paisley
- Johnstone
- Renfrew
- Kilbarchan

Our tenants and our customers

We carry out an independent survey of our tenants and factored owners every 3 years and our most recent surveys took place in October 2019.

Feedback from our surveys is not only used to gauge satisfaction with our services but is also used to inform service improvements and our strategic objectives to take account of tenants and owners views.

We also measure satisfaction at the point of maintenance service delivery and collect information on complaints so that we can respond quickly to dissatisfaction with our services and consider whether our policies and processes need to change.