

# COVID-19 Impact Monitoring

## July 2020

This summary highlights the effect of the COVID-19 pandemic on the social housing sector in Scotland up to the end of June 2020.

Based on four months of data collection, our analysis focuses on submissions made by Scottish members. With Scotland experiencing different phases of lockdown to other UK nations, this analysis highlights the similarities and differences experienced in Scotland compared to the rest of the UK.

To find out more about the detailed impact reports, HouseMark's new forecasting solutions and the wider ways we're supporting the sector through COVID-19, please contact [scotland@housemark.co.uk](mailto:scotland@housemark.co.uk).

As the UK's leading data-driven solutions provider for the sector, HouseMark remains the only UK-wide organisation monitoring and forecasting the impact of these unprecedented times on the social housing sector.

Only with HouseMark can you access this essential level of analysis.

## Reintroducing services

Four in five landlords are planning service reviews following the pandemic

COVID-19 is changing the strategic direction of the sector with only 7% of landlords planning to continue business as usual.

Two thirds of landlords plan to make substantial service improvements with lessons learned through the lockdown.



## Repairs

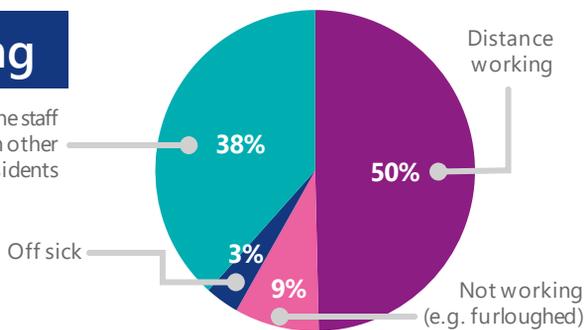


18% rise in repairs reported

Non-emergency repairs reporting increased by 18% from the May low-point. Despite the increase, restrictions on work inside the home mean that non-emergency repairs reporting was 85% down on pre-pandemic levels.

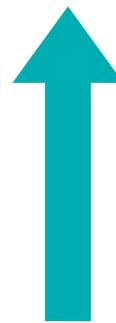
## Staffing

Essential front-line staff in contact with other staff and/or residents



Increasing numbers of Scottish social housing workers are returning to front-line roles. The proportion of staff not working is higher than England, coinciding with the later easing of lockdown.

## Anti-social behaviour



17% increase in ASB

Reports of anti-social behaviour rose by 17% between May and June bringing the rate of new cases per 1,000 properties managed to 96.6 in June.

Compared to historic HouseMark data, this figure is around 30% higher than we would expect in the middle of summer.

## Satisfaction surveys

Satisfaction remains strong in Scotland

Satisfaction levels across Scotland have remained steady or improved since March 2020.

Even with lockdown in place, 50% of landlords were conducting post-repair satisfaction surveys. With restrictions set to ease, almost 80% of landlords plan to carry out a perception satisfaction survey in 2020.



## Gas safety

96% Gas safety visits completed in June

Gas safety compliance improved in June with 96% of planned services completed in target. The proportion of landlords reporting all servicing completed as planned rose from 6% in May to 26% in June.

This is a clear sign of recovery as more residents are happy for gas engineers to work in their home.