



How We Are Doing

2014/2015 Performance Report

Welcome

This performance report is a summary of the information submitted on our compliance with the Scottish Social Housing Charter, and is full of information that they want us to share with our tenants. How we do that was decided by our tenants early last year through a series of tenant participation events.

The aim for this report is for it to be clear and simple, telling you what you need to know about what we do, how we do it and how successful we are at doing it. These are called the Scottish Social Charter Outcomes. We'll explain more on this as we work through the report.

Want to help?

We are always on the look-out for tenants to help us by getting involved in tenant participation events, giving us their views and opinions and really helping shape the services provided by Ore Valley Housing Association.

If you have any questions or you would like to discuss how you can help please call Housing Management on 01592 721917 or email housing@orevalleyha.org.uk

Contents

Scottish Social Housing Charter and Charter Outcomes	3
Rent and Service Charges	4
Equalities	5
Communication and Participation	5
Housing Options	5
Quality of Housing	6
Repairs, Maintenance and Improvements	7
Access To Social Housing	7
Helping You Keep Your Tenancy	8
Managing Neighbourhoods, Antisocial Behaviour and Tenancy Disputes	9
Value For Money	10

Charter Outcomes

The areas we need to report on

Rent and Service Charges

Our rent levels, how they are decided and how we consult with you on them.

Equalities

Recognising individual needs, and treating everyone fairly and with respect.

Communication

How well we communicate with you, and keep you informed about the things we do.

Participation

How easily you find it to participate with us and influence our decisions.

Housing Options

How well informed you are about your housing choices, and how successful we are providing that information.

Quality of Housing

How we meet the quality standards set out by the Scottish Government.

Repairs, Maintenance and Improvements

How well we maintain and repair your home within the time frames that are set out.

Access To Social Housing

Making sure that it is easy to apply for the widest choice of housing available.

Helping You Keep Your Tenancy

How supportive we are when you have issues with your tenancy, ensuring you can stay in your home.

Managing Neighbourhoods, Antisocial Behaviour and Tenancy Disputes

How well we work with our communities to ensure everyone feels safe.

Value For Money

Making sure we provide good value homes and services.

Scottish Social Housing Charter

The Scottish Social Housing Charter (also known as The Charter) was introduced by the Housing (Scotland) Act 2010 and was developed through consultation between the Scottish Housing Regulator, tenants, homeless people, housing associations, local authorities and other organisations with an interest in housing.

The Charter introduces a way of monitoring how housing associations and local authorities are performing and meeting their customer expectations. The Charter is aimed at improving the quality and standards of housing services. This can be achieved by helping you have a clear idea of what you can expect from us as your landlord.

The Charter describes outcomes that housing associations and local authorities need to meet.

What Do We Mean By "Performance"?

When we talk about performance we mean how well we carry out an activity against targets or pre-determined standards.

We gather information that helps us understand how we deliver our services.

We review this information throughout the year and we report it to the Scottish Housing Regulator (SHR).

For more information on Performance please see our website: www.orevalleyha.org.uk

Symbols that explain how we are doing

The information in this report is for the period from 1 April 2014 to 31 March 2015, unless we indicate otherwise.



This indicates that we are doing well or getting better.



This indicates that our results are stable (little or no change).



This indicates that we are not doing well, or that we are getting worse.



This means that the results simply contain information, rather than being performance based.

Rent and Service Charges

Below shows are average rents across all our properties, and the comparisons to the Fife Housing Association Alliance (FHAA) members' average rents (Kingdom Housing, Fife Housing Group and Glen Housing) and also against the Scottish Average.

We do not apply service charges for any of our properties.

Apartment size means the number of bedrooms and living room, excluding kitchen and bathrooms. All rents are shown as cost per week.

Size of Property	Ore Valley Average Rent	Fife Housing Alliance Partners Average Rent	Scottish Average Rent
2 Apt	£60.47	£66.14	£68.54
3 Apt	£72.93	£74.31	£69.60
4 Apt	£78.55	£84.15	£75.69
5+ Apt	£84.15	£95.74	£84.04

* Note: Scottish average includes all Scottish housing associations and local authorities.

Equalities

Our Customers

Up to the end of March 2015 there were **11836** people on the Fife Housing Register (FHR), waiting to be housed by us and the other FHR partners (Glen, Kingdom, Fife Housing Group, Ochil View and Fife Council). We had **659** houses and **655** tenants living in our homes.

Background	Existing Tenants	New tenants	Housing List
White	640	51	10794
Mixed	1	0	22
Asian	4	0	83
Black	1	0	25
Other	0	0	166
Unknown	9	0	746
TOTAL	655	51	11836
Disability*	69	5	No Info

* Note: Disability is a subcategory, included in the ethnic categories above.

Our Staff

During 2014/15 we employed **15 people**, 14 white and 1 Asian.

We lost **6.19%** of the total number of working days due to staff sick leave.

We did not receive any complaints related to Equalities issues during 2014/15

Communication and Participation

During our 2013 Tenant Satisfaction Survey, (a survey we carry out every 3 years) we managed to interview 284 tenants. The survey results show that:

96.83 % of our tenants feel that we are good at keeping them informed about our services and decisions.

90.49 % of tenants are satisfied with the opportunities we give them to participate in our decision making processes.

Housing Options

We are part of the Fife Housing Register (FHR) with Kingdom Housing, Glen Housing, Fife Housing Group, Ochil View Housing Association and Fife Council.

This means that people looking for social housing within Fife only need to complete one application form. At the end of March 2015 there were **11836** applicants on the FHR housing list.

People looking for housing options advice can make an appointment with Fife Council, who share our office with us in Cardenden. Our own housing officers can also help customers seeking housing information.

Quality of Housing

Up to the end of March 2015 we had 659 homes with 18 new homes completed during the past year. Two houses were not available to let due to flood and fire damage.

Below you can see a breakdown by home types and apartment size. Apartment size means the number of bedrooms and living room. For example, a 2 apartment flat is a flat with one bedroom and one living-room (so the kitchen and bathroom are excluded).

Size per apartment	 House	 4 in a block	 Tenement flats
2 Apt	11	35	20
3 Apt	281	70	47
4 Apt	174	3	1
5 Apt or more	16	1	0

The Scottish Housing Quality Standard (SHQS)

The SHQS consists of a set of targets introduced by the Scottish Government that all homes from housing associations and local authorities needed to meet by April 2015.

These targets are made up of different elements related to the quality and condition of the homes.

We carried out a survey of all our homes in March 2011 which gave us a good understanding of the condition of all our homes and the work that was required to bring these up to the SHQS.

As of March 2015, **647** of our homes fully meet all the targets of the SHQS. Our target for this year was **646**. Our target for next year is **648**.

12 homes are exempt from meeting the SHQS, due to individual circumstances out of our control. For example, there may be features shared with private home owners, such as common roofs or stairs, and we may be unable to improve these if we don't have the consent of the other shared owners.

One of the targets of the SHQS is that our houses should meet standard rating scales for home energy efficiency: one is the National Home Energy Rating (NHER) and the other is the Standard Assessment Procedure (SAP). All our homes meet the NHER and SAP ratings.

Energy Efficiency Standard for Social Housing

The Energy Efficiency Standard for Social Housing (ESSH) was launched by the Scottish Government in March 2014. The ESSH will contribute towards the carbon emissions reduction targets set by the Climate Change (Scotland) Act 2009.

Part 1 of the Act, states an interim agreed reduction in emissions of greenhouse gas emissions by 42 per cent by the year 2020. There is then a target of an 80 per cent reduction by 2050.

To show how we are contributing to this, from 2015/16, we will be expected to submit data to the Scottish Housing Regulator on our compliance with the EESSH on an annual basis, which means that the first data returns from us will be for the year ending March 2016

Access To Social Housing

	2013/14	2014/15	How we did
Number of homes let (including new build homes)	63	51	
Number of tenancy offers made	71	64	
Number of tenancy offers refused	8	16	
Number of homes that were empty for more than six months	0	1	
Average time to re-let houses	23 days	19 days	

Repairs and Maintenance

92.9% of our tenants who have had repairs or maintenance carried out within 2014/15 were satisfied with the service they had received.

50 days was the longest time a tenant had to wait for a non-emergency repair. The shortest time was **1 day**.

About repairs to your home	2013/14	2014/15	How we did	Our targets
Total number of repairs completed in the year	2583	2362		N/a
Average length of time to complete non-emergency repairs	5 working days	6.4 working days		7 working days
Average length of time to complete emergency repairs	2 hours	1.7 hours		4 hours
Percentage of repair appointments kept	95 %	98.7%		95%
Percentage of gas services completed on time	100 %	99.7% (2 out of time)		100%
Average number of repairs completed per occupied home	4	3.5		0.5
Percentage of repairs that were completed correctly the first time (excluding complex repairs)	90 %	92.5%		95%
Percentage of emergency repairs that were completed on time	92 %	97.5%		95%
Percentage of non-emergency repairs that were completed on time	98 %	92.5%		95%

Helping You Keep Your Tenancy

We want you to be happy in your home and for you to make many happy memories there. We understand that unfortunately life can throw things at you which may make staying in your home difficult, such as the loss of a job, loss of benefits, or other financial factors.

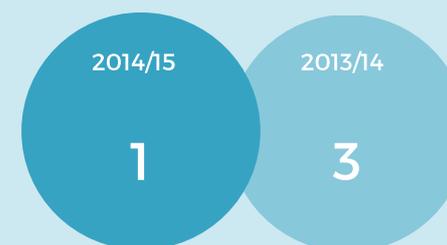
During 2014/15 housing officers worked with tenants on issues associated with welfare reform, and other financial and social issues. From April 1st 2015, we took on a Tenancy Project Worker called Danielle to specifically help tenants stay in their homes and assist with budgeting, give careers advice and even help tenants with digital skills.

If you'd like to speak with **Danielle**, please contact her on **01592 721 917**.

Number of new tenancies which did not last more than 12 months



Number of homes that were abandoned



Medical Adaptations

Every year we receive funding to adapt homes of tenants whose medical needs and requirements have changed since moving into their home. These are called medical adaptations.

30 medical adaptations were completed in 2014/15. The average time tenants had to wait to have the works completed, counting from the date we received the assessment of need to completion, was **63** days. During 2013/14 the average wait was **86** days, meaning we have improved our service by more than **30%**.

Estate Management, Antisocial Behaviour, Neighbour Nuisance and Tenancy Disputes

Customer Complaints

In 2014/2015, we received **18** complaints, **5** were escalated to investigation stage. **13** were categorised as being in relation to service delivery, **2** combined service delivery and contractor concerns and **2** that related solely to OVHA contractors. **1** complaint was handled confidentially.

It took an average of **2.6 days** to resolve non-investigatory complaints. This is 2.4 days quicker than our target of 5 days.

Complaints that were escalated to investigation stage were also handled within target, taking an average of **19.4 days** to resolve, 0.6 days ahead of the 20 day deadline.

Area of Complaint	No. of Cases	%
Dissatisfaction with repairs	6	33%
Garden Maintenance (including grass cutting)	3	17%
Appointments	3	17%
Estate management	2	11%
Handling of Housing Applications	2	11%
Member(s) of Staff	1	6%
Confidential	1	6%

90% of tenants are satisfied with the way we manage their neighbourhood.

	2013/14	2014/15
Number of antisocial behaviour cases reported	51	54
Number of cases resolved (<i>some cases resolved in 2013/14 may have been reported the previous year</i>)	52	51
Number of court actions taken due to antisocial behaviour that resulted in evictions	0	0

Overall Customer Satisfaction

In our tenant satisfaction survey conducted in **2013**, we asked our tenants how satisfied they were overall with the service we provide as a landlord. These were their responses:

93% responded that they were either very or fairly satisfied.
6% say that they were neither satisfied, nor dissatisfied.
1% indicated that they were dissatisfied.

Value For Money

	2013/14	2014/15	How we did
Total value of rent we could have collected	£2,355,998	£2,494,380	
Total value of rent payments we received	£2,330,222	£2,493,092	
Total amount of rent arrears at the end of the financial year from current and former tenants	£102,543	£109,917	
The total value of rent arrears of ex-tenants that we could not recover	£2,350	£6,491	
The total value of rent that we lost during the periods that some houses were empty	£12,914	£12,500	
Percentage of rent increase applied for the year from 1st April	4% + £1 per month	3%	

Our 2014 Value For Money Survey showed that:

82% of our tenants feel that the rent they pay is good value for money.

14% think that the rent they pay is neither good nor bad value for money.

4% feel that the rent they pay represents poor value for money.

For a breakdown of our average weekly rents, and how they compare locally and nationally, please see the table on page 4.

How Each Pound Was Accounted For



80p Rents Received

19p Grants

1p Other Income

27p Management and
Maintenance Admin Costs

24p Interest Payable

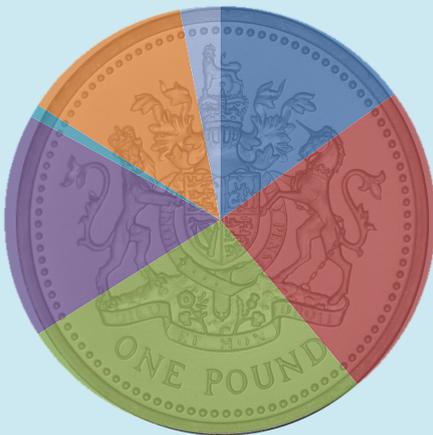
17p Repairing and Improving
Tenants Homes

15p Development and New
Initiative Projects

13p Depreciation

3p Surplus / Deficit

1p Other



Your Views Are Important To Us

We would like your feedback on the design or the content of this report. Do you have any questions, comments or suggestions for us?

Return to: Ore Valley Housing Association, 114-116
Station Road, Cardenden, or simply email us on
ovha@orevalleyha.org.uk

Name

.....

Contact Number

.....

Address

.....
.....
.....
.....

Comments

.....
.....
.....
.....
.....



Contact Us

Monday to Friday 9am to 5pm
Closed on Bank Holidays

Ore Valley Housing Association
114-116 Station Road
Cardenden
KY5 0BW

Telephone: 01592 721 917

Email: ovha@orevalleyha.org.uk

Website: www.orevalleyha.org.uk

Facebook: www.facebook.com/orevalleyha

Twitter: www.twitter.com/orevalleyha