

# Performance Report 2019/20



# Introduction

Our annual performance report is designed to tell you in clear and simple terms how we are performing as a social landlord. We compare our performance to other social landlords as well as comparing performance to previous years. Our aim is to always improve, and to make our tenants the most satisfied they can be with our services.

Every year we submit our performance figures to the Scottish Housing Regulator on the Scottish Social Housing Charter, and they tell us what information we then need to share with our tenants. The report details our performance over 12 months from April 2019 to March 2020 and how we compared to the average of all Scottish social landlords during that same period in 2019/20.

## Want to help?

We are always looking for tenants to get involved in tenant participation groups and events. These help shape the services provided by us.

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

## Customer Satisfaction

In the table below you can see the satisfaction levels from our 2019/20 survey. As always, we are continually working to improve the level of service we provide and we encourage all of our tenants to engage in completing surveys and providing feedback.

Customer Satisfaction Survey Results	2018/19	2019/20	Scottish Average 2019/20
Percentage of tenants surveyed satisfied with the overall service provided	91.58%	87.77%	89.2%
Percentage of tenants surveyed who feel we are good at keeping them informed about their services	91.58%	97.21%	92.0%
Percentage of tenants surveyed satisfied with the opportunities given to them to participate in our decision making processes	92.66%	95.06%	87.2%
Percentage of tenants surveyed satisfied with the quality of their home	85.71%	89.7%	87.2%
Percentage of tenants surveyed satisfied with our contribution to the management of the neighbourhood they live in	89.63%	83.05%	87.4%

## Complaints

In 2019/20, we received **4** complaints and all of these were handled as front line complaints. The complaints were handled within an average of **4 days** with all complaints responded to within the SPSO model complaints handling procedure target of 5 days.

# Repairs and Maintenance

Following any repair or maintenance work, our tenants are sent a satisfaction survey. Of the tenants who completed the satisfaction survey in the last year, **98.68%** were satisfied with the repairs and maintenance service.

We maintained our target of completing 95% of reactive repairs right first time, with a figure of **96.6%** for repairs carried out in the last year. We also met our statutory duty to carry out gas safety checks with **100%** of gas services completed on time.

## Average time taken to complete repairs

Repair Category	2018/19	2019/20	Scottish Average 2019/20
Emergency Repairs	1.50 hours	1.55 hours	3.6 hours
Non-emergency Repairs	5.61 days	5.91 days	6.4 days

## The Scottish Housing Quality Standard (SHQS)

The SHQS consists of a set of targets introduced by the Scottish Government that all homes owned by housing associations and local authorities need to meet. We surveyed **95.3%** of all our properties in our last survey in 2017 and it is our intention to carry out targeted surveys of the stock in future years to ensure that all stock continues to meet SHQS. We plan to survey **10%** of our properties in 2020/21.

As of the end of the reporting year for 2019/20, **98.37%** of our properties meet SHQS standards and we project that by the end of 2020/21 this figure will rise to **99.86%**.

## Energy Efficiency Standard for Social Housing (ESSH)

The Energy Efficiency Standard for Social Housing was launched by the Scottish Government in March 2014. The ESSH will contribute towards the carbon emission reduction targets set by the Climate Change (Scotland) Act 2009. As of the end of the 2019/20 reporting year **87.4%** of our properties meet ESSH and **67.7%** have valid Energy Performance Certificates (EPCs).

# Neighbourhood and Community

Anti-social Behaviour	2018/19	2019/20	Scottish Average 2019/20
The number of cases of anti-social behaviour reported in the last year	36	33	N/A
Of those reported in the last year, the number of cases resolved	36	33	N/A
Percentage of anti-social behaviour cases reported in the last year which were resolved	100%	100%	94.1%

# Helping You Keep Your Tenancy

The number of new tenancies that lasted for more than a year has increased from last year's figure and is higher than the Scottish Average. During 2019/20 we let **37** properties, **2** to existing tenants, **20** to housing list tenants and **15** applicants who were assessed as statutorily homeless by the local authority, there were also **8** mutual exchanges.

Tenancy Sustainment	2018/19	2019/20	Scottish Average 2019/20
Percentage of new tenancies sustained for more than a year	84%	98.41%	89.1%
Percentage of lettable houses that became vacant in the last year	8.17%	5.5%	8.4%
The number of properties abandoned during the reporting year	1	1	N/A
Percentage of tenancy offers refused during the reporting year	18.84%	15.91%	34.2%

Of the referrals under section 5, and other referrals for homeless households made by a local authority, **16%** resulted in an offer and **93.75%** of those offers resulted in a let.

Medical Adaptations	2018/19	2019/20	Scottish Average 2019/20
The number of approved applications completed between the start and end of the reporting year	36	19	N/A
The number of households waiting for applications to be completed at the end of the reporting year.	0	3	N/A
The average time to complete adaptations	33.17 days	16.32 days	41.5 days

In total we spent **£47,566** on medical adaptations during the reporting year of 2019/20 with the cost covered 100% by grant funding.

## Tenancy Support and Wellbeing

To assist our tenants in keeping their tenancy we have our Tenancy Support and Wellbeing Service, which aims to help those in need with a range of services; from support into employment to online skills support. This service is provided by our Tenancy Support Officer, Danielle Porteous.

Our aim for this service is to help our tenants retain their tenancy for as long as they wish to keep it.

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

# Value For Money

We work hard to ensure we can provide homes with affordable rent for our tenants and aim to provide value for money for the rent that you pay. As part of this we regularly consult with our tenants on ways we can improve our service and any future rent increase proposals.

We will always do our best to support our tenants if they may be having any difficulties with their rent and we can offer assistance with benefit applications, budgeting and advice to help with employment from our dedicated Tenancy Support & Wellbeing Officer.

In 2019/20, we received housing costs directly for **380** households with the value of direct housing cost payments being **£1,164,394**.

For 2019/20 we had gross rent arrears of **6.03%** of rent due for the reporting year and despite our efforts to support those in rent difficulty we were forced to take court action to evict **2** tenants due to non payment of rent.

The total value of rent arrears for former tenants that we were unable to recover in 2019/20 was **£57,710** with **£11,790** being written off at the year end.

Rent	2018/19	2019/20	Scottish Average 2019/20
Percentage of tenants who feel that the rent for their property represents good value for money	74.73%	77.68%	83.6%
Rent collected as percentage of total rent due in the reporting year	99.19%	99.73%	99.3%
Percentage of rent due lost through properties being empty during the last year	0.40%	0.44%	0.9%
Average length of time to re-let properties in the last year	15.51 days	20.35 days	31.8 days
The percentage average weekly rent increase to be applied in the next reporting year	3.45%	2.4%	2.5%

Your views are important to us, if you have any feedback on the design and content of this report or any of our services please contact us:

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