



# Welcome



We are Irvine Housing Association's tenant scrutiny panel. We operate on behalf of all IHA tenants to review, assess and challenge the services provided and help ensure that IHA provides customer-centred landlord services of the highest standard. We give our time voluntarily, and are involved in monitoring the performance of the Association, as well as helping to review policies, procedures and services. We aim to represent the views of the Association's customers as best we can. Over the last year we, along with the Quality Groups (see page 4), have received intensive training to equip us with the knowledge and skills to enable us to carry out our role effectively and now have a good understanding of the services on offer from IHA.

As scrutiny panel members, our role is to take an independent and objective view of Irvine Housing Association and consider (by scrutinising) service performance against local and national housing standards. Our mission is to improve things for all tenants, understand current performance, what's working and what needs improving. We have reviewed the performance outlined in this report and are now doing scrutiny on the satisfaction levels held by tenants with their new IHA home, which will include an inspection of the Association's void process and discussions with new tenants. The next scrutiny exercise will see us exploring the services in each of our three local authority areas (North & East Ayrshire and Dumfries & Galloway). To do this we will be reviewing access to, and, ease of understanding the information provided from a customers perspective. This will allow us to analyse the differences across each of the local authorities and achieve enhanced customer satisfaction, streamline access to services and learn from best practice. These scrutiny exercises will be complete by March 2015.

## *Scrutiny panel members*

Irvine Housing Association

## Foreword

This is Irvine Housing Association's first report to tenants about performance against the outcomes within the Scottish Social Housing Charter. The Scrutiny Panel are working with us under a new structure. Their main purpose is to provide a means of communication between our tenants and residents and Board. They will help us see areas of our business in a new way and help create a stronger partnership with our communities.

***Paul Hillard***

Managing Director, Irvine Housing Association





# Equalities

**To ensure we provide a fair service that meets the needs of all customers, we need to understand their needs.**

Irvine Housing Association is a fully inclusive organisation, both for its customers and staff. All of our publications are available in various formats (other languages, Braille, audio tape etc). We assess the needs of our customers and aim to offer them services in a way that meets those needs.

Last year,  
we carried out  
**151**  
**medical**  
**adaptations**

A 'medical adaptation' is a collective term for a broad range of products and changes to the fabric of a building that enable people of all ages to carry out ordinary, daily activities that have been affected by impairment, ill health, traumatic injury or ageing, for example - installing easy access shower or stairlift.

## **Charter Outcome 1** **Equalities**

**Social landlords manage their business so that:**

**Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services**



# Communication

## Charter Outcome 2 Communication

Social landlords manage their business so that:  
Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides



## Complaints handling

We have a two-stage complaints procedure.

### Stage 1 - Frontline Resolution

We will always try to deal with the customers complaint quickly, within 5 working days if we can.

### Stage 2 - Investigation

We will look at the customers complaint at this stage if they are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

### The Scottish Public Services Ombudsman

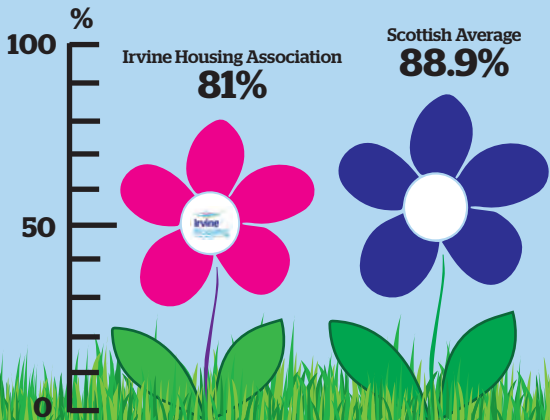
If, after receiving our final decision on their complaint, customers remain dissatisfied with our decision or the way we have handled their complaint, they can ask the SPSO to consider it. We will tell customers how to do this when we send them our final decision.

During the year, 85 complaints were received - none of these complaints related to equalities issues and all 85 complaints were responded to, in full, within the timescales set out in the Scottish Public Services Ombudsman Model Complaints Handling Procedure.

No. of complaints received	85
No. of complaints responded to within timescales	85 (100%)
No. of complaints related to equality issues	0

## Keeping our tenants informed

81% of tenants told us that we are good at keeping them informed about our services and decisions. This is almost 9% below the Scottish average. Over the next few months, our Communications Quality Group will be looking at how we provide information to our customers to ensure we are communicating with people in the right way. This includes how we respond to, and learn from, complaints.



**81%** of tenants feel that **Irvine Housing Association** is good at keeping them informed about its services and decisions compared to the Scottish average of 88.9%

# Join a Quality Group

We are always keen to encourage new members to join our Quality Groups. Any tenant or household member of a tenant Irvine Housing Association can ask to join a quality group and we would particularly welcome single parents and young people as these groups are under-represented at the moment. No skills or experience is required as all training and support will be provided and we reimburse your expenses too!



## Participation



### Estate Services

Well maintained neighbourhoods where residents feel safe, Enforcement of tenancy conditions, Estate management, Neighbour disputes and Anti-social Behaviour, Tenancy support, Partnership working with other agencies



### Housing Options

Ability to make informed choices about housing options, Range of advice to access affordable housing, Prevention of homelessness, Mutual exchanges - local and national, Best use of housing stock - are our policies meeting need?



### Repairs and Maintenance

Houses meeting the Scottish Housing Quality Standard, Houses allocated are in a good state of repair and clean, Higher energy efficiency, Repairs carried out when required and to a high standard, Aids and adaptations, Getting it "right first time"



### Communications

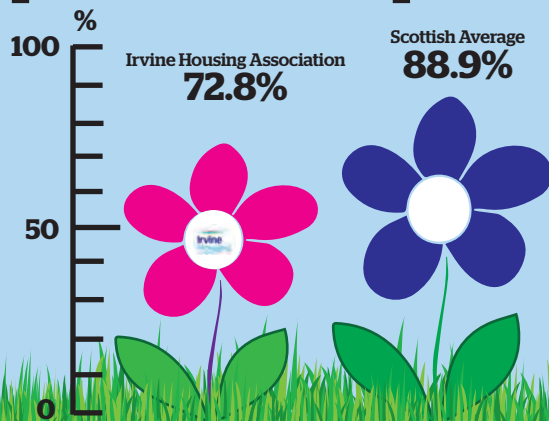
Ease of communication with IHA, The right information, at the right time, Why do we make the decisions that we do, Ease of making a complaint, Ability to participate and influence our decisions, Hard to reach groups

## Charter Outcome 3 Participation

Social landlords manage their business so that:

**Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with**

## Opportunities to participate



**72.8%** of tenants were **Satisfied with the opportunities to participate in Irvine Housing Association's decision making processes** compared to the Scottish average of 88.9%

# Quality of Housing

## Charter Outcome 4 Quality of Housing

Social landlords manage their business so that:

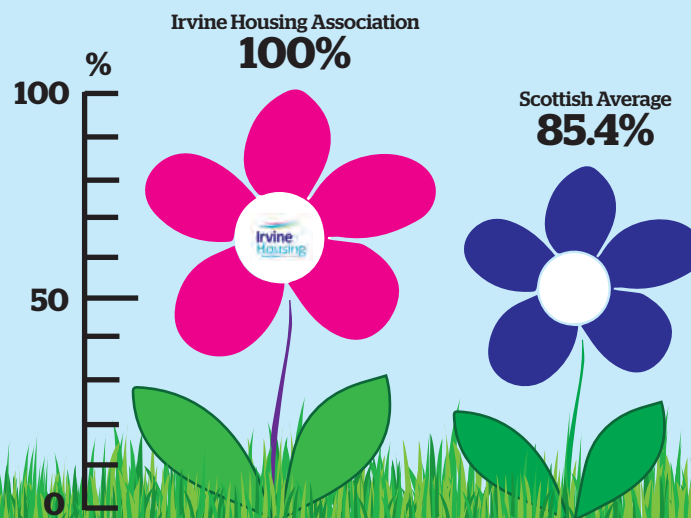
Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair



## What is the Scottish Housing Quality Standard (SHQS)?

The Scottish Housing Quality Standard (SHQS) is the minimum standard that all homes rented from social landlords are required to meet by April 2015. All of our properties met this requirement as at April 2014, a year ahead of the target date set by the Scottish Government.

## Percentage of homes that met the Scottish Housing Quality Standard



**100%** of  
Irvine Housing Association  
homes met the Scottish  
Housing Quality Standard  
compared to the  
Scottish average of 85.4%

## Repairs appointments

**85.76%** of repairs appointments were kept, compared to the **Scottish average of 92.9%**

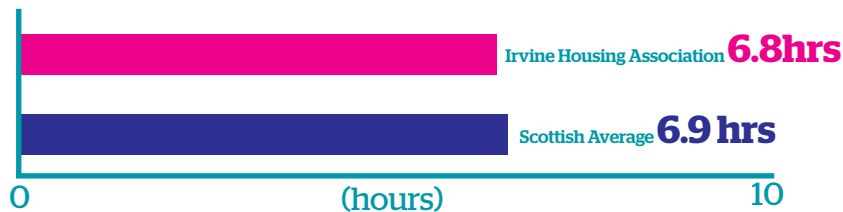
## Non-emergency repairs

Non-emergency repairs were completed in an average of **7.3 days**, compared to the **Scottish average of 8.2 days**

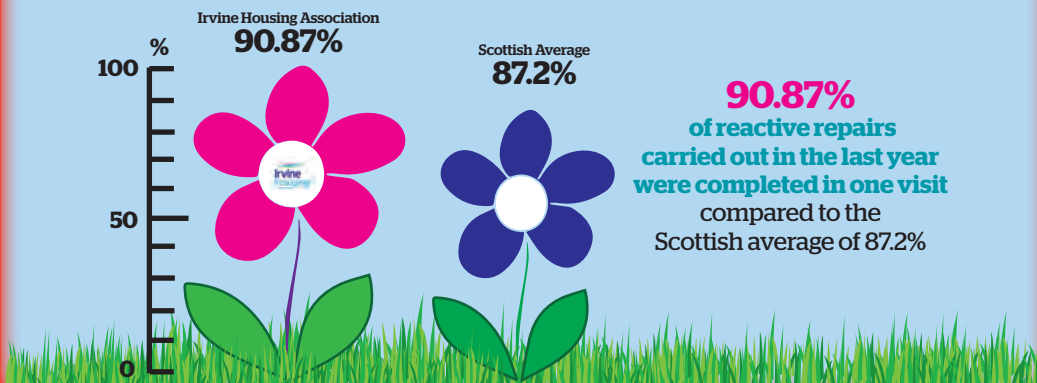


# Repairs, Maintenance and improvement

### Average number of hours to complete emergency repairs



### Reactive repairs right first time



## Charter Outcome 5 Repairs, Maintenance and improvement

Social landlords manage their business so that:

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

**75.07%**

of tenants who had  
repairs or maintenance  
carried out in the last 12 months

**were satisfied with the  
repairs and  
maintenance service,**

compared to the Scottish average  
of 87.6%.

**100%**

of properties that require a gas  
safety record had their

**gas safety check  
and record  
completed**

within 12 months

**80.94%**

of tenants

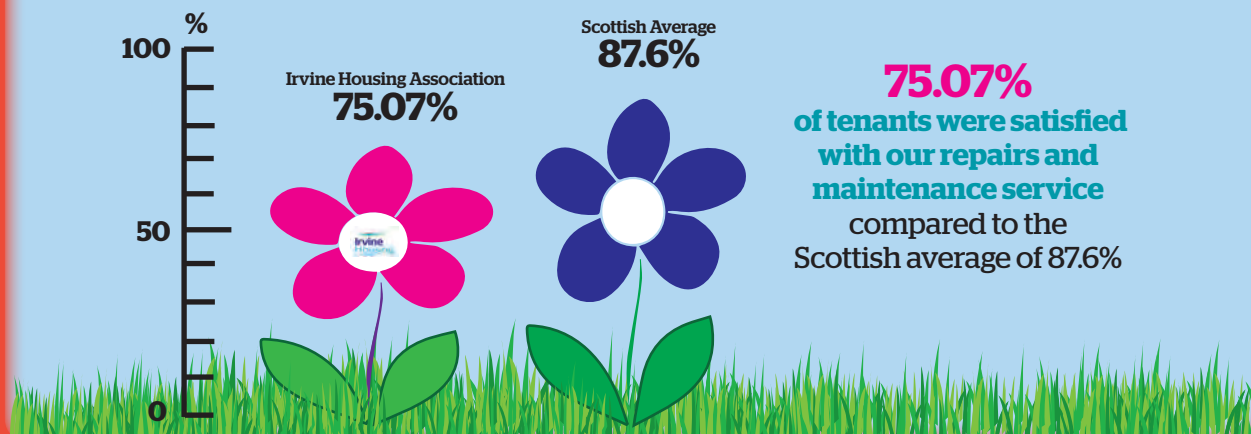
**are satisfied with  
the quality of  
their home**

## Charter Outcome 5 continued Repairs, Maintenance and improvement

Social landlords manage their  
business so that:

Tenants' homes are well  
maintained, with repairs and  
improvements carried out  
when required, and tenants  
are given reasonable choices  
about when work is done

### Satisfaction levels of repairs and maintenance service





# Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes



## Estates Services Quality Group

Our Estates Services Quality Group will ensure that we have well maintained neighbourhoods where residents feel safe and will be working with us to look at antisocial behaviour and management of estates to increase satisfaction with our neighbourhoods.

### Charter Outcome 6 Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

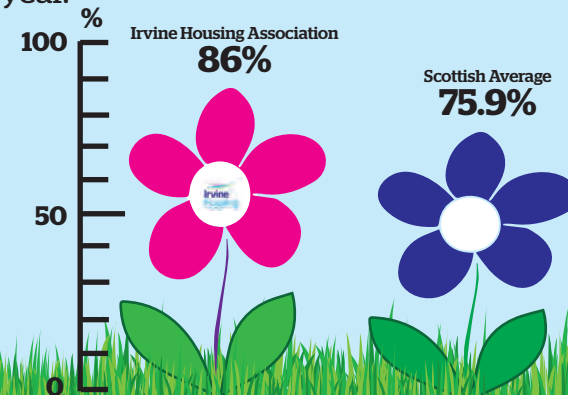
Social landlords, working in partnership with other agencies, help to ensure that: **Tenants and other customers live in well-maintained neighbourhoods where they feel safe**

Percentage of tenants satisfied with the management of the neighbourhood they live in



## Antisocial Behaviour Cases

For every 100 of our homes, 4.6 cases of anti-social behaviour were reported last year.



**86%** of these cases were **resolved within targets agreed locally** compared to the Scottish figure of 75.9%

# Housing Options

Of the  
217 tenancy offers  
we made during the year,

**24%**

were refused,

which **is lower** than the  
**Scottish average**  
**of 39%**

We want to encourage people to make informed choices including both local and national mutual exchanges and will work with the Housing Options Quality Group to drive this forward.

## Charter Outcome 7,8 & 9 Housing Options

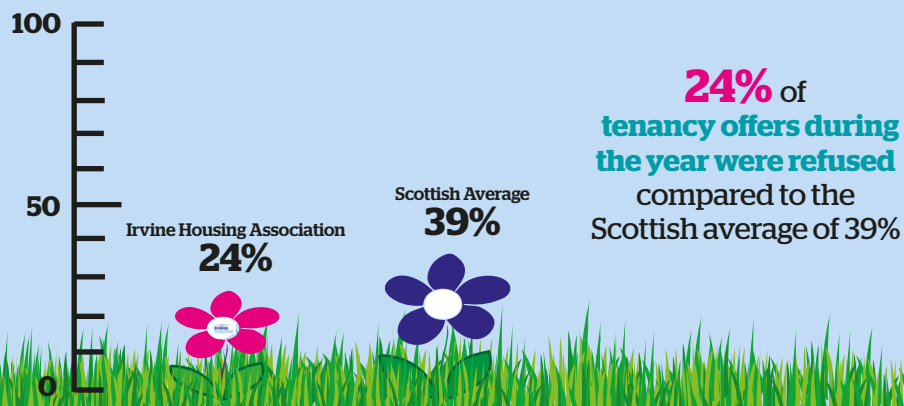
Social landlords work together to ensure that:

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them; tenants and people on housing lists can review their housing options.

Social landlords ensure that:

People at risk of losing their homes get advice on preventing homelessness

### Percentage of tenancy offers refused



# Access to social housing



% of vacant properties

**7.25%**

of our houses became vacant in the last year, compared to the

**Scottish average of 9.67%.**

## Charter Outcome 10 Access to social housing

Social landlords ensure that:  
People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

## Relet figures

Of our **2,157 lettable homes**, **7.25% became vacant** in the last year and it took us an **average of 12.4 days to relet homes** which greatly **exceeds the Scottish average of 35.7 days.**

## Common Housing Registers

In each of our three areas - North Ayrshire, East Ayrshire and Dumfries & Galloway - we allocate our homes through the following common housing registers: North Ayrshire Housing Register (NAHR), Single East Ayrshire Register for Community Housing (SEARCH) and Homes4D&G.



## What is tenancy sustainment?

Tenancy sustainment is about making sure that, where needed, we can help and support our tenants to stay in their homes. This may mean getting medical adaptations carried out to ensuring that employment support and benefit advice is there when you need it.



# Tenancy Sustainment

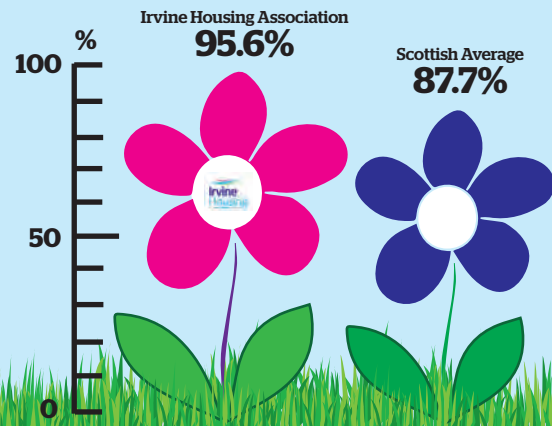
## Court actions

**27 court actions** were initiated during the reporting year - **18.52% of these resulted in eviction.**

## Charter Outcome 11 Tenancy sustainment

Social landlords ensure that:  
Tenants get the information they need on how to obtain support to remain in their home, and ensure suitable support is available, including services provided directly by the landlord and by other organisations

95.6% of tenants who were offered a tenancy in 2012/13 remained in their homes 12 months later which is almost 8% higher than the Scottish average.



**95.6%** of people remained in their tenancy after 12 months or more compared to the Scottish average of 87.7%



# Value for money



## Why do we ensure value for money?

Ensuring we achieve value for money underpins everything that we do and we are always looking at new or improved ways to provide better services for lower cost.

**As a not-for-profit organisation, any surplus generated is reinvested for the benefit of our customers and communities.**

## Charter Outcome 13 Value for money

Social landlords manage all aspects of their businesses so that: **Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay**

**We factor 1,019 properties**  
and our  
**average annual management fee**  
per factored property is  
**£5.86**

**66.67%** of  
**factored owners**  
are  
**satisfied with the factoring service**  
they receive

**62.87%**  
of tenants feel that the  
**rent for their property**  
represents good  
**value for money**

That's almost 2 out of 3 tenants

## Loss of rent due to empty properties

We lost **0.3%** of rent due through properties being empty during the last year, compared to the Scottish average of **1.2%**

## Average no. of days to re-let homes



# Rents and service charges

## Gross rent arrears

(all tenants)  
as at 31 March each year

## as a percentage

of rent due for  
the reporting year -

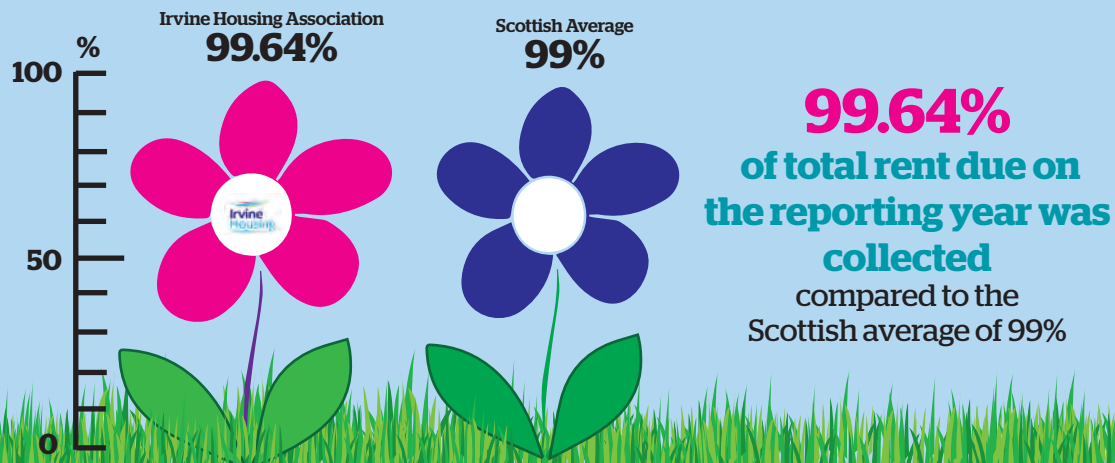
**3.04%**

## Charter Outcome 14 & 15 Rents and service charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

A balance is struck between the level of services provided, the cost of services, and how far current and prospective tenants and others can afford them, tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above the thresholds agreed between landlords and tenants

## Rent collected as percentage of total rent due in the reporting year



# How to join a quality group

If you have the enthusiasm to improve services for customers and can work as part of a team why not join one of our quality groups?

We want to ensure that our services are the best they can be. As a Quality Group member we would consult with you regularly on a range of issues where you can have your say on the services we provide to our customers.

We have provided an overview of each Quality Group below. And although they are dedicated to covering particular service areas, these groups are all underpinned by equalities, value for money and rents affordability.

Once you have decided what group you would like to join please contact **Phyllis Rodgers** or **Joan McTurk**

on **0345 112 6600**

to register your interest or to find out more information.

Alternatively you can email **info@irvineha.co.uk**

## Housing Options

What the group cover:

- **Ability to make informed choices about housing options**
- **Range of advice to access affordable housing**
- **Prevention of homelessness**
- **Mutual exchanges - local and national**
- **Best use of housing stock - are our policies meeting need?**

## Repairs & Maintenance

What the group cover:

- **Houses meeting the Scottish Housing Quality Standard**
- **Houses allocated are in a good state of repair and clean**
- **Higher energy efficiency**
- **Repairs carried out when required and to a high standard**
- **Aids and adaptations**
- **Getting it “right first time”**

## Communications

What the group cover:

- **Ease of communication with IHA**
- **The right information, at the right time**
- **Why do we make the decisions that we do**
- **Ease of making a complaint**
- **Ability to participate and influence our decisions**
- **Hard to reach groups**

## Estate Services

What the group cover:

- **Well maintained neighbourhoods where residents feel safe**
- **Enforcement of tenancy conditions**
- **Estate management**
- **Neighbour disputes and anti-social behaviour**
- **Tenancy support**
- **Partnership working with other agencies**

**Head Office**

44-46 Bank Street,  
Irvine, Ayrshire, KA12 0LP

**Dumfries Office**

Community Centre, Steel Avenue,  
Dumfries, DG2 0AB

**Drongan Office**

9 Glencraig Street,  
Drongan, Ayrshire, KA6 7AS

**Customer Services**

**From BT landlines, it may be cheaper to call: 0845 112 6600**

**With inclusive call packages or mobiles, it may be cheaper to call: 0345 112 6600**

**Email**

[info@irvineha.co.uk](mailto:info@irvineha.co.uk)

**Web**

[www.irvineha.co.uk](http://www.irvineha.co.uk)

**Twitter**

[twitter.com/irvineha](https://twitter.com/irvineha)

**Facebook**

[facebook.com/irvinehousingassociation](https://facebook.com/irvinehousingassociation)

**Availability in other formats**

If your circumstances require a copy of this publication in another language or another form (such as Braille or audio tape) please tell us and we will seek to provide you with a copy as soon as we are able.

**Equal opportunities**

The Association will endeavour to ensure that no person or organisation receives any less favourable treatment than another unless it can be reasonably shown to be justifiable in the circumstances.

The Association is opposed to any improper discrimination and will take appropriate steps within its powers as an employer, service provider and receiver of services to counteract any such improper discrimination.

**Registration No. 2459 R(S) and Registered with The Scottish Housing Regulator No. HAL 280.**

**Registered Scottish Charity No. SC042251**

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