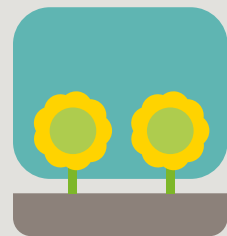
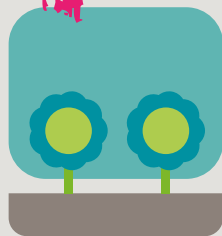
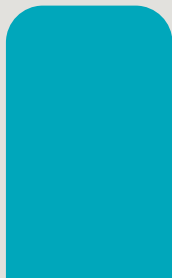


Welcome to our

Landlord Report

2017





Every April we are required to collect and provide The Scottish Housing Regulator (SHR) with key information on our performance in achieving the outcomes and standards in the Scottish Social Housing Charter.

The SHR use our Annual Return on the Charter (ARC) to report publicly on our progress in achieving the Charter outcomes and standards.

In August the SHR publish a report for every landlord with key information about its performance and allows us to compare ourselves against other landlords.

This is the third year of reporting our performance in this way. As such, we have shown our three year performance and compared ourselves to our partner landlords operating beside us in North Ayrshire, East Ayrshire and Dumfries & Galloway.

In North Ayrshire this is North Ayrshire Council, Cunninghame Housing Association and ANCHO.

In East Ayrshire our partners are East Ayrshire Council, Cunninghame Housing Association, Atrium Homes and Shire Housing Association.

In Dumfries & Galloway our partners are Dumfries & Galloway Housing Partnership, Loreburn Housing Association and Home in Scotland.

Charter Outcomes

There are 14 outcomes of the Scottish Social Housing Charter that the Association is measured against. These are:

1. Equalities

Social landlords perform all aspects of their housing services 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.

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.

3. Participation

Social landlords manage their business so that:

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

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.

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.

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.

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

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.

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.

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.

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.

Average Weekly Rent

At 31st March 2017 we owned 2209 homes. The total rent due to us for the year was £ 9,035,316.

	IHA 16/17	IHA 15/16	IHA 14/15	North Ayrshire Average 16/17	East Ayrshire Average 16/17	Dumfries & Galloway Average 16/17	Scottish Average 16/17
1 apartment	£66.92	£55.85	£64.01	£61.66	£64.38	£58.44	£66.55
2 apartment	£71.21	£70.08	£67.88	£67.63	£69.46	£67.72	£71.67
3 apartment	£79.77	£78.36	£75.77	£69.73	£71.56	£75.54	£73.13
4 apartment	£82.60	£80.94	£78.58	£70.51	£75.76	£80.88	£79.42
5 apartment	£83.92	£82.44	£80.07	£73.33	£77.88	£87.75	£88.02

Neighbourhoods

We work with our partners to keep neighbourhoods and communal areas greener, cleaner and safer. We take a robust stance on anti-social behaviour, investing in diversionary activities and working with other agencies.



The number of cases of antisocial behaviour per 100 homes reported in the last year has gone down to 5.7 from 6.3 the previous year.

	IHA 16/17	IHA 15/16	IHA 14/15	North Ayrshire Average 16/17	East Ayrshire Average 16/17	Dumfries & Galloway Average 16/17	Scottish Average 16/17
Cases of anti-social behaviour, per 100 homes, reported in the last year	5.7	6.3	5.4	8.2	3.6	4.3	8.4
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year	89.8%	92.1%	90.8%	93.2%	95.5%	75.9%	87.2%



Customer Satisfaction

We know its important to communicate with our customers and involve customers in decisions about our services. In April 2016 we launched a new ongoing telephone survey to replace the annual postal survey. The feedback from this allows us to shape our services and ensure that we are focusing on the things that matter most to our customers.



The percentage of tenants who felt that we were good at keeping them informed about our services and outcomes improved from last year. Last year it was 81.9% and this year it had increased to 83.7%

	IHA 16/17	IHA 15/16	IHA 14/15	North Ayrshire Average 16/17	East Ayrshire Average 16/17	Dumfries & Galloway Average 16/17	Scottish Average 16/17
Percentage of tenants satisfied with the overall service	83.9%	85.3%	85.9%	90.1%	89.1%	86.8%	89.7%
Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes	83.7% 	81.9%	81.8%	91.7%	90.0%	90.4%	91.1%
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making	77%	77.7%	77.9%	90.2%	83.5%	83.7%	83.8%

Customer Feedback

We try to give a great service but sometimes we get it wrong. We record everything you tell us that we could have done better, from a missed contractor visit to us not replying quickly enough to an enquiry. This helps us spot where things are going wrong.

	IHA 16/17	IHA 15/16	IHA 14/15
Stage 1 Complaints	329	299	257
Stage 1 Complaints Upheld	233	219	181
Stage 2 Complaints	9	4	11
Stage 2 Complaints Upheld	5	2	8
Compliments	37	38	24



The top three complaints received were:

1. 81% Responsive Repairs
2. 5% Customer Care
3. 3% Planned and Cyclical Repairs



The top three compliments received were:

1. 32% Customer Care
2. 24% Responsive Repairs
3. 22% Tenancy Management







Quality and Maintenance

Our customers expect to live in good quality homes that are well maintained and easy to run. Last year we spent £666,579 on improvements to our stock. In addition, we were successful in obtaining £90,000 of funding for external wall insulation works.



We have improved on our time-scales for the completion of both emergency and non-emergency repairs. In the last year. We have also improved on the percentage of reactive repairs completed right first time and the percentage of repairs kept.

	IHA 16/17	IHA 15/16	IHA 14/15	North Ayrshire Average 16/17	East Ayrshire Average 16/17	Dumfries & Galloway Average 16/17	Scottish Average 16/17
Percentage of homes meeting SHQS	99.7%	99.7%	99.5%	97.8%	97.2%	94.8%	93.6%
Average number of hours to complete emergency repairs	2.9 	3.5	7.9	2.6	2.3	3.7	4.7
Average number of days taken to complete non-emergency repairs	6.3 	8.8	7.7	7.2	6.8	7.7	7.1
Percentage of reactive repairs completed right first time	98.4% 	93.7%	93.8%	97.4%	86.8%	90.0%	92.4%
Percentage of repairs appointments kept	94.5% 	85.1%	80.4%	98.6%	96.9%	96.9%	95.7%
Percentage of tenants who have had repairs in the last 12 months who were satisfied with the repairs and maintenance service	76.2%	77.0%	81.5%	90.4%	92.5%	87.4%	90.6%




Value for Money

We always try to make sure that our services provide value for money. As a not-for-profit housing provider, the more we can save, the more we can plough back into new and improved homes and services. We are committed to improving our customers' experiences by modernising and delivering cost-effective services so that we can resource the additional things our customers need us to do.



We have improved on our time-scales for re-letting homes by two days in the last year.

	IHA 16/17	IHA 15/16	IHA 14/15	North Ayrshire Average 16/17	East Ayrshire Average 16/17	Dumfries & Galloway Average 16/17	Scottish Average 16/17
Percentage of rent due collected in the previous year	100.7%	100.9%	100.2%	99.9%	99.6%	98.9%	99.6%
Percentage of rent due not collected through homes being empty in the last year	0.1%	0.2%	0.3%	0.3%	2.3%	0.8%	0.9%
Average length of time in days taken to re-let homes in the last year	6.7 	8.7	13.8	13.3	64.3	33	31.5





LANDLORD REPORT 2017

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