



**Irvine  
Housing**  
in Association with you

 Part of  
**Riverside**



# *landlord report*

2016



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.

*introducing our*

# **landlord report**

We are committed to developing meaningful scrutiny of our services and embedding it within our culture and are fortunate to have a hard-working group of customers willing to commit their time and actively contribute to improve service delivery and performance.



The Group has helped us to review and improve various service areas to ensure we achieve the outcomes and standards set out in the Charter.

*developing meaningful*  
**Scrutiny**  
*is about more than simply ticking boxes.*

In September 2016 we were awarded The Tenant Information Service Scrutiny Approved GOLD Standard Accreditation.

This prestigious accreditation covers a three year period and provides an assessment of how well tenant scrutiny is embedded in our strategic planning and performance management. This is a fabulous achievement and recognition for our team of volunteers.



# average weekly rent

At 31 March 2016 we owned 2,211 homes. The total rent due to us for the year was £8,873,078. We increased our weekly rent on average by 1.80% from the previous year.

	IHA 15/16	IHA 14/15	IHA 13/14	North Ayrshire Average 15/16	East Ayrshire Average 15/16	Dumfries & Galloway Average 15/16	Scottish Average 15/16
1 apartment	£ 65.85	£ 64.01	£ 61.68	£ 60.90	£ 62.43	£ 57.05	£ 65.94
2 apartment	£ 70.08	£ 67.88	£ 65.66	£ 66.93	£ 67.74	£ 65.70	£ 70.39
3 apartment	£ 78.36	£ 75.77	£ 73.09	£ 68.89	£ 69.38	£ 74.06	£ 71.55
4 apartment	£ 80.94	£ 78.58	£ 75.70	£ 69.62	£ 73.49	£ 79.74	£ 77.60
5 apartment	£ 82.44	£ 80.07	£ 77.34	£ 72.60	£ 75.63	£ 86.11	£ 85.98

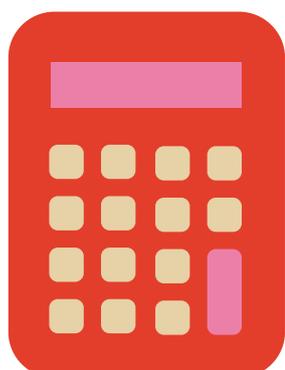
## Rent Consultation

We ask for the views of our customers on rent increases and take account of all comments. We had a fantastic response to our rent consultation questionnaire this year, with over 150 questionnaires returned. The Board of the Association decided that the rent increase for 2016/17 would be an average of 1.80%. This allows us continue to deliver a high quality service to our customers.



"I always fill out surveys. It's your chance to have your say and get your views across."

Mrs Roberts, from Irvine won our rent consultation prize-draw voucher.



# customer satisfaction

We survey our customers on a rolling basis throughout the year using the Housemark Survey of Tenants and Residents (STAR) which obtains satisfaction results suitable for submission to the Scottish Housing Regulator. There are core questions in relation to the charter which all landlords must ask.

We introduced a new system in April where we can access the STAR at anytime to monitor our performance. We run reports for discussion at our managers meetings. It is also a useful tool to obtain up-to-date information on our repairs performance and allows us to share information and flag up any performance issues with our repairs and maintenance contractors at monthly meetings.

Our scrutiny panel are able to request information from the STAR on service areas for their meetings. Whilst figures and data are useful, its often customer comments that provide a true reflection of how our customers feel and what they think of our services. This is an area that scrutiny is currently looking into.



## Service Improvements

Customer satisfaction is a priority for us this year. We are not performing as well as we would like. We will be focusing on improving our performance across the business and will be working closely with our scrutiny panel. We will also be looking to our peers who have made service improvements that are reflected in satisfaction levels.

We always welcome feedback and suggestions to improve the quality of our service.

Please contact Phyllis Rodgers, Senior Community Involvement Officer on 01294 316760 or email [phyllis.rodgers@irvineha.co.uk](mailto:phyllis.rodgers@irvineha.co.uk)



	IHA 15/16	IHA 14/15	IHA 13/14	North Ayrshire Average 15/16	East Ayrshire Average 15/16	Dumfries & Galloway Average 15/16	Scottish Average 15/16
Percentage of Tenants Satisfied with Overall Service	85.3%	85.9%	82.4%	90.7%	89.8%	85.2%	89.0%
Percentage of Tenants who felt their landlord is good at keeping them informed about their services and outcomes	81.9%	81.8%	81.0%	91.0%	90.6%	89.4%	90.6%
Percentage of Tenants Satisfied with the Opportunities to Participate in the Landlord's Decision Making	77.7%	77.9%	72.8%	89.9%	81.0%	83.5%	81.3%

# quality & maintenance

Our customers expect to live in good quality homes that are well maintained and easy to run. Last year we spent £567.5k on improvements to our stock.

We have launched a new way of managing repairs following recommendations from our scrutiny panel. We are carrying out a Property MOT to all properties every four years. MOTs will identify repairs and reduce the number of calls from customers and the number of times we need to visit properties to get the repairs done, saving our customers inconvenience.

Thereafter, homes should be repair-free and only need emergency repairs in the next 12-36 months. This should impact positively on customer satisfaction levels.

Our scrutiny panel told us that sometimes, when our houses are handed over to new tenants, there is an unacceptable number of repairs. We are now piloting a new “safe, clean and clear” standard at handover. We will then visit two weeks later to log any non-urgent repairs the tenant has noted since moving in and then co-ordinate our contractors to attend at a time that is suitable. This should allow multiple repairs to be carried out on the same day and therefore minimise the level of disruption to our tenants.

## Service Improvements

We are currently introducing new processes to enhance our performance. SMS text surveys have recently been introduced to assess customer satisfaction of the Repairs & Maintenance Service.

There is a now consistent approach to reporting customer feedback, which is shared with contractors at 8 weekly contractor progress meetings. This is an opportunity to discuss performance, service failures, and customer feedback.

Representatives from our scrutiny panel are invited to attend these meetings and are also involved in interviewing contractors for planned and cyclical work.

	IHA 15/16	IHA 14/15	IHA 13/14	North Ayrshire Average 15/16	East Ayrshire Average 15/16	Dumfries & Galloway Average 15/16	Scottish Average 15/16
Percentage of Homes Meeting SHQS	99.7%	99.5%	100.0%	98.0%	97.1%	94.8%	92.8%
Average number of hours to complete emergency repairs	3.5	7.9	6.8	3.4	2.8	4.1	5.1
Average number of days taken to complete non-emergency repairs	8.8	7.7	7.3	8.4	8.3	8.5	7.5
Percentage of reactive repairs completed right first time	93.7%	93.8%	90.9%	96.2%	78.6%	86.5%	91.3%
Percentage of repairs appointments kept	85.1%	80.4%	85.8%	97.3%	94.8%	93.6%	94.4%
Percentage of tenants who have had repairs in the last 12 months who were satisfied with the repairs & maintenance service	77.0%	81.5%	75.1%	91.2%	89.7%	85.2%	89.9%

# neighbourhoods

Our vision is 'Transforming lives, Revitalising neighbourhoods'.

All of our involved tenants maintain strong links to tenant organisations in their own neighbourhoods. This includes both Registered Tenant Organisations and local community associations. This helps to ensure that as many people as possible are given as many opportunities as possible to voice their opinions.

Every new tenant is given information about Resident Involvement and we visit all new tenants for a 'Post Let Courtesy Visit' 4 weeks after they move in. At this stage, we ask if they are interested in becoming involved either directly with us or through their local community group.

Customers have been a driving force in many of the changes we've implemented this year. Earlier this year, we held our annual rent consultation and sent out short survey to all tenants. In the comments box, one person wrote: *"It's time money was spent renewing high chairs in sun lounge. 5 to 6 people sit there in the afternoons. We are all aged 80 & 90 years and unable to sit on the low chairs"*. The chairs were replaced later that week - all it took was this one person to point this out for immediate action to be taken.

## Neighbourhood Projects

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.

This summer we sponsored the KA Leisure Irvine Doorstop Sports Project in partnership with Police Scotland. The eight week scheme brought sport direct to our communities and encouraged families to be active and try new activities for free.

The project was also successful in engaging young people and introducing them to new activities, sports and hobbies.

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	IHA 15/16	IHA 14/15	IHA 13/14	North Ayrshire Average 15/16	East Ayrshire Average 15/16	Dumfries & Galloway Average 15/16	Scottish Average 15/16
Cases of anti-social behaviour, per 100 homes, reported in the last year	6.3	5.4	4.6	7.6	3.3	4	7.7
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year	92.1%	90.8%	86.0%	94.8%	93.7%	83.4%	86.6%



We aim to ensure that all customers enjoy the peace and quiet of their home free from serious disturbance and intimidation. We recognise that anti-social behaviour can have a devastating impact on people's lives and we are fully committed to dealing firmly and fairly with acts of nuisance, serious anti-social behaviour and crime in the neighbourhoods we manage.

# 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've spent much of the last year reviewing our services and are committed to improving our customers' experiences whilst making efficiency savings and ensuring we are fit for the future. One of the main changes is the introduction of mobile working for some staff. This will enable our staff to spend more time with customers, and be active in our communities tending to customers needs. We have recently closed our Dumfries local office to move to mobile working.

Carol Wadsworth, Senior Housing Officer for Dumfries enthuses, *"Being able to work on the move is an opportunity to boost service levels and increase customer engagement as we no longer have to return to the office to input information, collect files and catch up on paperwork. In fact we have more of a visible presence within the area since closing the office."*

We are piloting self serve where customers can complete transactions online.

We hold monthly meetings with all budget holders to ensure comprehensive financial monitoring and reporting.

We focus on a fair but firm rent collection. This is one of our highest performing areas.

We have introduced a more streamlined approach to letting our empty homes which is now one of our best performing areas.



	IHA 15/16	IHA 14/15	IHA 13/14	North Ayrshire Average 15/16	East Ayrshire Average 15/16	Dumfries & Galloway Average 15/16	Scottish Average 15/16
Percentage of rent due collected in the previous year	100.9%	100.2%	99.6%	100.3%	99.1%	99.4%	99.5%
Percentage of rent due not collected through homes being empty in the last year	0.2%	0.3%	0.3%	0.3%	2.3%	0.9%	1.0%
Average length of time in days taken to re-let homes in the last year	8.7	13.8	12.4	13.9	58.3	34.6	35.4

# customer feedback

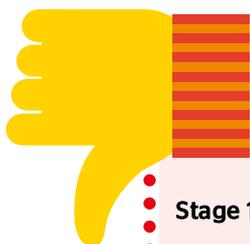
Our scrutiny panel has requested that we publish customer feedback annually and it was agreed this would be included in the landlord report.

Customers can comment on our services in person, by phone, by e-mail, in writing, on our website or by completing a form. We have a two-stage complaints procedure.

We always try to deal with any matter raised at frontline level within 5 working days (Stage 1). However, if it is clear that the matter will need a detailed investigation (Stage 2), we will tell the customer and keep them updated on our progress, making a decision after no more than 20 working days.

## New System

We introduced a new customer relation management system in 2014. Pre 2014 only formal complaints were logged as a complaint. The new system records any service failure as a complaint even if the customer hasn't complained e.g. any time our customer service centre has to contact a contractor to query a job, or change an appointment time, this is logged as a complaint, which explains the noticeable increase from 13/14 to present. This enables us to continuously improve our customer satisfaction.



	IHA 15/16	IHA 14/15	IHA13/14
<b>Stage 1 Complaints</b>	299	257	85
<b>Stage 1 Complaints Upheld</b>	219	181	51
<b>% Stage 1 Complaints Upheld</b>	73%	70%	60%
<b>Stage 2 Complaints</b>	4	11	8
<b>Stage 2 Complaints Upheld</b>	2	8	8

The majority of complaints we receive are in relation to repairs. We now meet monthly with contractors and scrutiny reps to discuss feedback and service improvements that can be made.

We began recording compliments in August 2014 when we introduced our new customer relation management system.

	IHA 15/16	IHA 14/15
<b>Compliments</b>	38	24

Compliments are recorded when a customer goes out of their way to formally commend our service.



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

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**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.

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