

Welcome to our

Landlord

Report 2018





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.

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 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 and 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) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

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 2018 we owned 2,201 homes. The total rent due to us for the year was £ 9,528,636.

	North Ayrshire Average 17/18	East Ayrshire Average 17/18	Dumfries & Galloway Average 17/18	Scottish Average 17/18	IHA 17/18	IHA 16/17	IHA 15/16
1 apartment	£62.32	£66.09	£61.35	£67.44	£68.92	£66.92	£55.85
2 apartment	£69.24	£71.03	£70.06	£73.33	£73.35	£71.21	£70.08
3 apartment	£71.70	£73.71	£78.41	£74.94	£82.16	£79.77	£78.36
4 apartment	£72.36	£78.00	£84.12	£81.37	£84.97	£82.60	£80.94
5 apartment	£75.24	£80.49	£91.40	£90.39	£86.47	£83.92	£82.44

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 4 from 5.7 the previous year.

	North Ayrshire Average 17/18	East Ayrshire Average 17/18	Dumfries & Galloway Average 17/18	Scottish Average 17/18	IHA 17/18	IHA 16/17	IHA 15/16
Cases of anti-social behaviour, per 100 homes, reported in the last year	8.2	3.5	4.5	7.5	4 	5.7	6.3
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year	101.2%	96.7%	84.1%	87.9%	77	89.8	92.1%

Value for Money

	North Ayrshire Average 17/18	East Ayrshire Average 17/18	Dumfries & Galloway Average 17/18	Scottish Average 17/18	IHA 17/18	IHA 16/17	IHA 15/16
Percentage of rent due collected in the previous year	99.8 %	99.1 %	100.4 %	99.4 %	94.8 %	100.7 %	100.9 %
Percentage of rent due not collected through homes being empty in the last year	0.3 %	1.3 %	0.7 %	0.7 %	0.1 %	0.1 %	0.2 %
Average length of time in days taken to re-let homes in the last year	14.3	55.2	26	30.7	6.8	6.7	8.7

Customer Feedback

	IHA 17/18	IHA 16/17	IHA 15/16
Stage 1 Complaints	307	329	299
Stage 1 Complaints Upheld	225	233	219
Stage 2 Complaints	14	9	4
Stage 2 Complaints Upheld	5	5	2
Compliments	30	37	38



The top three complaints received were:

1. 76.4 % Responsive Repairs
2. 7.5 % Customer Care
3. 4.3 % Income Collection



The top three compliments received were:

1. 33.3 % Responsive Repairs
2. 26.7 % Customer Care
3. 3.7 % Tenancy Management

Customer Satisfaction

We know it's important to communicate with our customers and involve customers in decisions about our services. As well as an ongoing telephone survey, we launched our new Online Customer Panel. The feedback from this allows customers to help shape our services and ensure that we are focusing on the things that matter most to them.

Joining our online customer panel is easy. Visit our website and fill in the form under Your Neighbourhood/ Customer Involvement/ Customer Panel.

You will receive around 1 survey per month via email and we will publish the results on our website for you to view.



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 83.7% and this year it had increased to 85.4%.

	North Ayrshire Average 17/18	East Ayrshire Average 17/18	Dumfries & Galloway Average 17/18	Scottish Average 17/18	IHA 17/18	IHA 16/17	IHA 15/16
Percentage of tenants satisfied with the overall service	90.1%	89.1%	91.2%	90.5%	85.8	83.9	85.3%
Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes	91.7%	92.9%	95.1%	91.7%	85.4	83.7	81.9%
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making	90.2%	89.5%	91.0%	85.9%	82.5	77	77.7%

Quality and Maintenance

We invested over £1.4 million to ensure our properties continue to achieve the Scottish Housing Quality Standard as far as possible, and to progress towards achievement of the Energy Efficiency Standard.



Percentage of tenants who have had repairs in the last 12 months who were satisfied with the repairs & maintenance service has improved by 8%.

	North Ayrshire Average 17/18	East Ayrshire Average 17/18	Dumfries & Galloway Average 17/18	Scottish Average 17/18	IHA 17/18	IHA 16/17	IHA 15/16
Percentage of homes meeting SHQS	98.2%	97.4%	95.6%	94.2%	98.3%	99.7%	99.7%
Average number of hours to complete emergency repairs	2.4	2.5	2.4	4.0	2.8 	2.9	3.5
Average number of days taken to complete non-emergency repairs	5.3	5.3	6.7	6.4	6.0 	6.3	8.8
Percentage of reactive repairs completed right first time	96.9%	87.2%	91.3%	92.2%	95.4%	98.4%	93.7%
Percentage of repairs appointments kept	99.1%	96.4%	95.1%	95.5%	93.7%	94.5%	85.1%
Percentage of tenants who have had repairs in the last 12 months who were satisfied with the repairs and maintenance service	89.3%	91.4%	89.6%	92.1%	84.2% 	76.2%	77.0%



LANDLORD REPORT 2018

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