

# Ochil View Housing Association Social Housing Charter Report 2014/15



## Introduction

This is Ochil View's second Social Housing Charter Report – a publication written as a requirement of the Scottish Social Housing Charter.

The report contains Ochil View Housing Association's performance for 2014/2015 and aims to:

- Advise tenants and other service users of our performance in 2014/2015
- Show how this performance compares with other Housing Associations
- Show how this performance compares with our own performance in the past
- Tell you how we intend to improve our performance
- Tell you how you can get involved with Ochil View
- Tell you how you can make comments or ask for more information

The format of this report and the style, layout and content of this report was agreed with members of our Involved Resident's Group. In some cases, our performance has not changed. These figures have been based on the results of the Tenant Satisfaction Survey we carried out in 2013 and we have not carried out another survey. We plan to carry out another survey in 2016.

We have chosen the Housing Associations to compare with as these are the main housing associations operating in Clackmannanshire and Fife, our area of operation, and Rural Stirling and Forth Housing Associations, our partners in Strathfor Housing Alliance.

We hope the contents of this report are informative.

## Tell us what you think

Enclosed with this publication is a Feedback form and prepaid envelope, and the Association and the Involved Resident's Group would be delighted to hear what you think of this report and how it can be improved in future years. You may think that the information would be better presented in a different way, that there may be too much/not enough information or indeed that you want to examine aspects of our performance in more detail. Remember we would be delighted to hear from all our customers (tenants, owner occupiers, applicants, etc.)



If you prefer, you can give feedback online at <https://www.surveymonkey.com/r/Charterreport2015>



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## TENANT SATISFACTION AND COMMUNICATION

### Percentage of tenants satisfied with the overall service

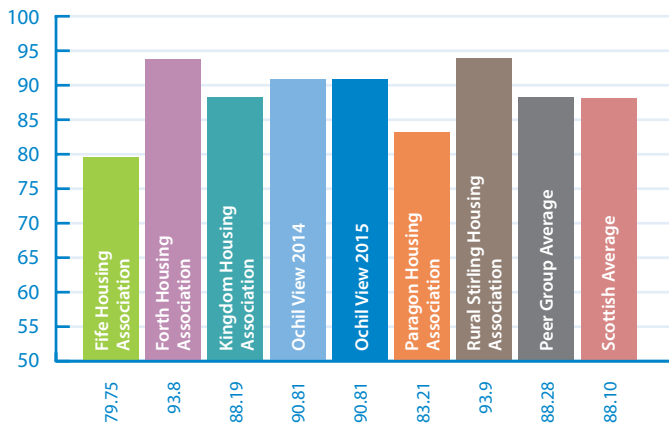
#### What does this mean?

This is the percentage of tenants who feel that, taking the whole service we provide into account, that they are satisfied, or very satisfied, with the service that we provide. This figure has been taken from the results of the Tenant Satisfaction Survey that we carried out in 2013.

#### Why is it important?

This is important as it shows us that, on the whole, we are providing services that tenants are satisfied with.

Percentage satisfied with overall service



**Evaluation of Performance**  
2015 – 90.81%  
Performing Well



#### How can we improve?

After the Tenant Satisfaction Survey we published an Action Plan and are working through it, with a view to completing all objectives. The main points were:

- Improving housing quality, investment and repairs
- Improving information and communication
- Managing anti-social behaviour and improving neighbourhoods
- Improving services to owners

The details of the Action Plan are discussed and reviewed at each meeting of the Involved Residents Group and it is published in the Tenant Zone of our website

### Percentage of tenants who feel their landlord is good at keeping them informed about their services

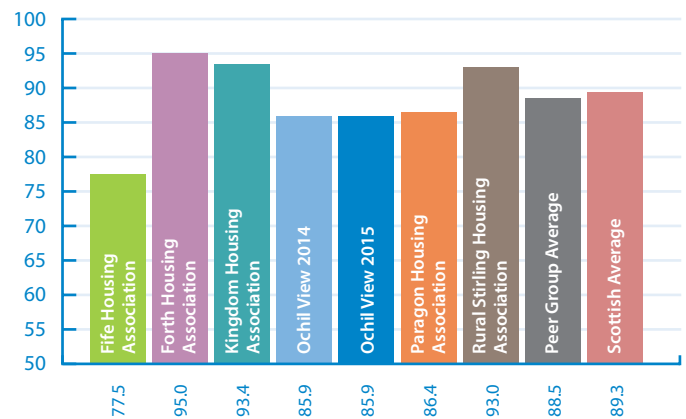
#### What does this mean?

This is the percentage of tenants who feel that we are good, or very good, at keeping them informed. We have a number of ways to keep tenants informed including our newsletter, Annual Report, website and Facebook pages and individual contact through letter, phone calls and texts. This figure has been taken from the results of the Tenant Satisfaction Survey that we carried out in 2013.

#### Why is it important?

It is important that we provide information to you about our services in a way and at a time that suits you.

Percentage of tenants who feel their landlord is good at keeping them informed about their services



**Evaluation of Performance**  
2015 – 85.9%  
Room for Further Improvement



#### How can we improve / further improve?

To put into practice the Action Plan to improve Communication and Information after the 2013 Tenants Survey we have:

- Opened the office from 5-7 pm each Thursday from February 2015
- Started an Association Facebook page that now has over 500 “likes”
- Revised our Website to include a “Tenant Zone”
- Promoted text messages as a means of contact

- Sent texts to our tenants in West Fife before a staff member visits so they can request a home visit
- Publicised all our Estate Walkabouts on Facebook
- Highlighted the role of our Management Committee
- Highlighted our service in West Fife

## Percentage of 1st and 2nd stage complaints resolved by the landlord

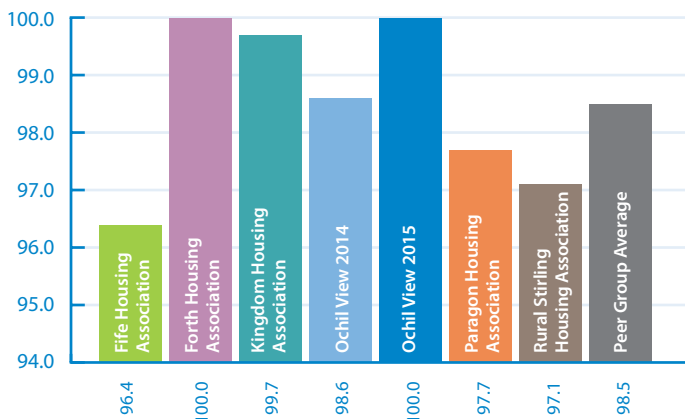
### What does this mean?

When a tenant or other service user is dissatisfied with the service we have given, we record this as a Complaint. Our Complaints Resolution procedure aims to resolve complaints quickly. Stage 1 complaints are matters that can be resolved within 5 days or less. Stage 2 Complaints require investigation and should be resolved in less than 20 days. Resolving the complaint means reaching a conclusion – it does not mean that the complaint was upheld.

### Why is this important?

It is important that we put right any failings in our service. We value complaints and learn from them to improve the standard of service you receive. We should resolve all complaints within the timescales we have set and only take longer if it is necessary.

Percentage of 1st and 2nd stage complaints responded to



**Evaluation of Performance**  
2015 – 100%  
Excellent



## How can we improve / further improve?

We have resolved, in 2014/15, all the complaints that we received in that period. We have improved our performance over the previous 12 months.

## Percentage of all Complaints Responded to within the Scottish Public Services Ombudsman's timescales

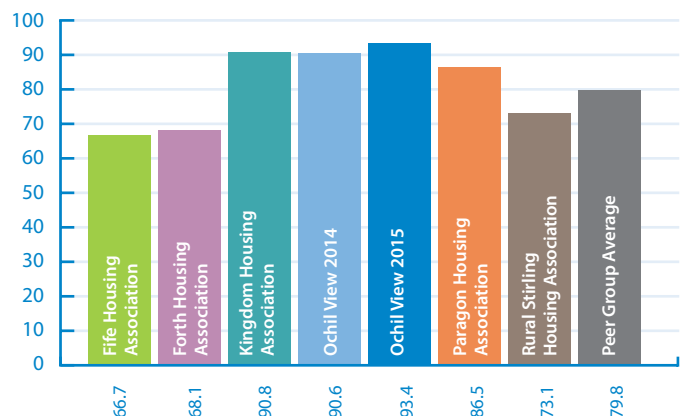
### What does this mean?

The Scottish Public Services Ombudsman has set out maximum times for landlords to respond to complaints. These limits are 5 days for Frontline Complaints and 20 days for complaints that need Investigation.

### Why is this important?

When a service user makes a complaint, it is important that this is dealt with quickly.

Percentage of all 1st and 2nd stage complaints responded to within timescales



**Evaluation of Performance**  
2015 – 93.4%  
Excellent



## How can we improve / further improve?

We have improved our performance over the last 12 months. We can improve further by only seeking an extension of time to resolve complaints when it is absolutely necessary and due to circumstances outside our control.

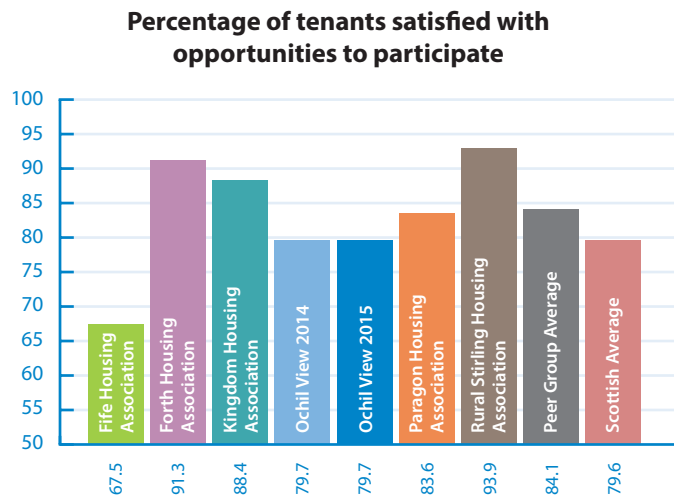
## Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process

### What does this mean?

We aim to offer all tenants a range of ways to get involved in decision making so that you can get involved in a way that is suitable for you. This figure has been taken from the results of the Tenant Satisfaction Survey that we carried out in 2013.

### Why is it important?

We recognise that people will want to be involved in a number of ways. Many tenants may not want to be involved at all, some will be able and willing to come to meetings and make their views known in other ways. We try to accommodate all options.



**Evaluation of Performance 2015 – 79.7%**  
Room for Further Improvement



### How can we improve / further improve?

Following the Tenant Survey, we asked Tenant Participation Advisory Service to look in detail at our tenant participation practices. Following their recommendations, we have:

- Established a Register of Interested Tenants – who we can consult by survey
- Invited Tenants to a Focus Group meeting to review our website
- Held a Committee Visit in West Fife

- We have held committee walkabouts through our stock
- Published information about “how to get involved” in every edition of our newsletter and website
- Tried new ways of consulting people, and offered the opportunity to complete every questionnaire online

## HOUSING QUALITY AND MAINTENANCE OF YOUR HOME

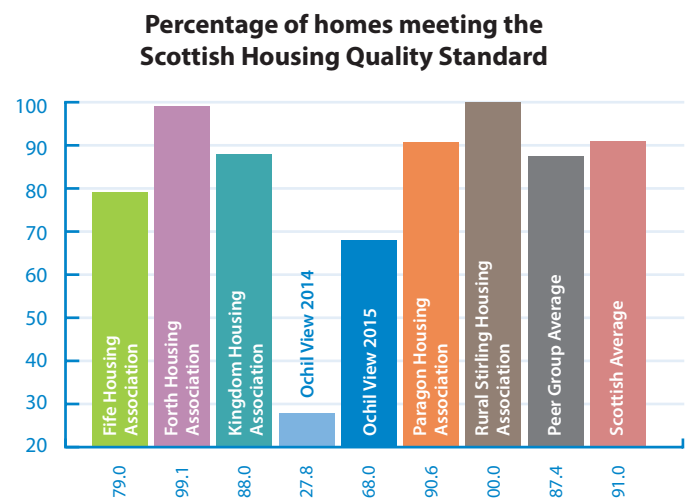
### Percentage of Homes meeting the Scottish Housing Quality Standard

#### What does this mean?

The Scottish Housing Quality Standard is the minimum physical standard that housing let by Ochil View should meet. It is set out by the Scottish Government in terms of 55 elements of a property (inside and out). Some homes cannot meet the standard, because of their original design, construction type or size. Sometimes, tenants will refuse to allow us to do work that is needed to meet the standard. In these cases the standard does not apply.

#### Why is this important?

All homes (except those exempt) must meet the standard by April 2015



**Evaluation of Performance 2015 – 68%**  
Room for Further Improvement



## How can we improve / further improve?

383 of our homes are exempt from the Standard because they are of non-traditional construction (they have steel frames) and therefore cannot have cavity insulation. We could not gain access to 42 homes to carry out work that would bring them into compliance with the Standard. 8 properties had kitchens that did not have enough storage space to meet the standard.

- We are looking at what alternative types of insulation we can use for the steel framed homes
- We will continue to try to gain access to the 42 properties where tenants did not allow access
- We will either complete improvements to the kitchen in the 8 properties, or ask for an abeyance ( so that the standard does not apply) to those units

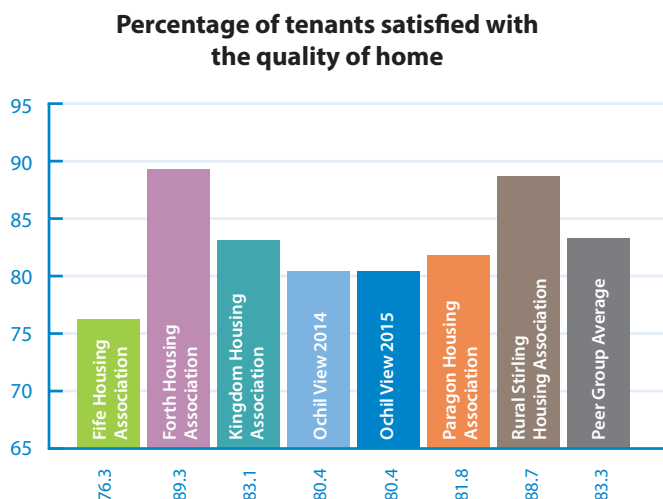
## Percentage of tenants satisfied with the quality of their home

### What does this mean?

This shows how satisfied tenants are with the general state of repair of their home and the standard of fittings like kitchen and bathroom suites. This figure has been taken from the results of the Tenant Satisfaction Survey that we carried out in 2013.

### Why is it important?

We recognise that a home that is in good condition and is kept in a good state of repair is one of the most important services a landlord can provide to tenants.



**Evaluation of Performance**  
2015 – 80.4%  
Room for Improvement

## How can we improve?

Each year we budget to make investments in our Housing Stock. In 2015/16 this is over £2.7 million and this includes a sum of £650,000 to maintain compliance with the Scottish Housing Quality Standard.

Included in the above investment is £326,000 earmarked for kitchen replacements; £338,000 for new shower installations; £133,000 for new windows and doors £128,000 for roof repairs and almost £120,000 for new fencing and £250,000 has been earmarked for improvements such as photovoltaic panels.

## Average length of time to complete emergency repairs

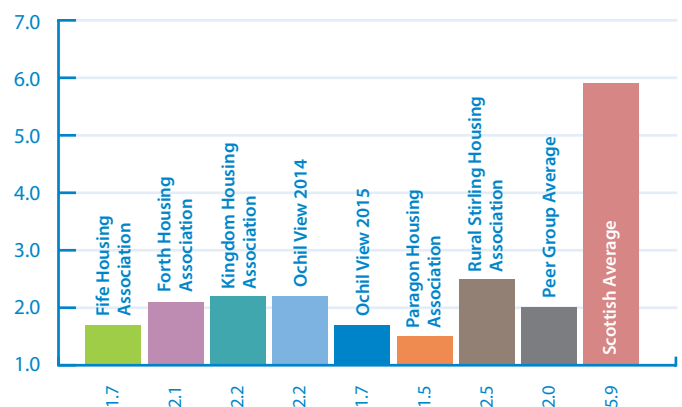
### What does this mean?

We aim to carry out all emergency repairs within 4 hours of the repair being reported to us.

### Why is it important?

An emergency repairs means that life, health or property is at risk. It is important that it is made safe as soon as possible.

**Average length of time (hours) taken to complete emergency repairs**



**Evaluation of Performance**  
2015 – 1.7%  
Excellent

## How can we improve?

We have decreased the length of time taken to complete emergency repairs over the last 12 months. Our service has improved.

## Average length of time to complete non-emergency repairs

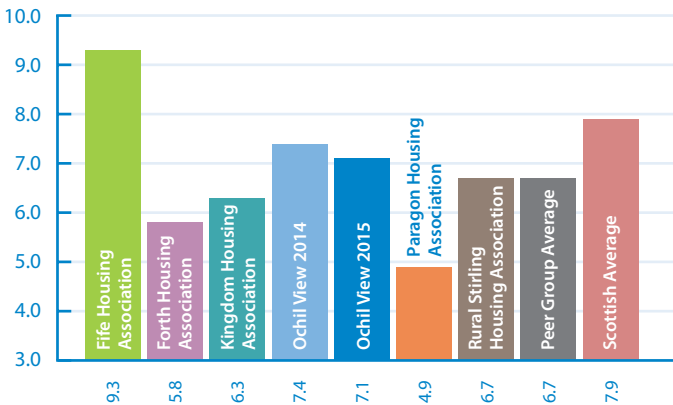
### What does this mean?

We aim to carry out all non-emergency repairs within 1 day (urgent) or 10 days (routine).

### Why is it important?

We recognise that having repairs done quickly is an important service to tenants

**Average length of time (days) taken to complete non-emergency repairs**



**Evaluation of Performance 2015 – 7.1 days**  
Room for Further Improvement



### How can we improve / further improve?

We have decreased the length of time taken to complete emergency repairs over the last 12 months. Our service has improved.

## Percentage of reactive repairs carried out in the last year that were completed Right First Time

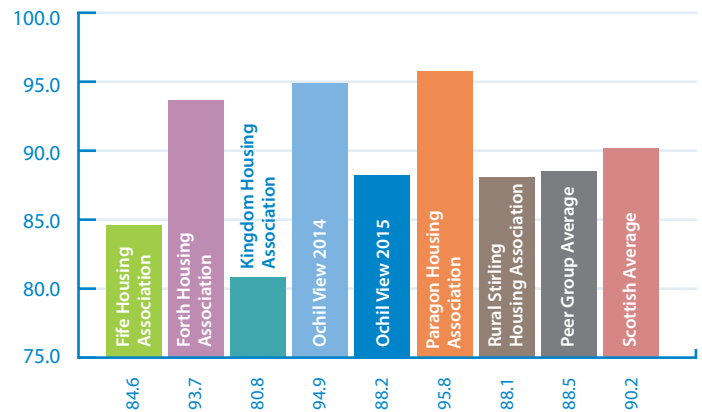
### What does this mean?

This is the percentage of repairs that were completed without a need to come back and do some work again either because the repair was not diagnosed correctly or because it was not done properly. If several trades are required to complete a repair, all must be done Right First Time to count.

### Why is it important?

We recognise that having repairs completed can be inconvenient and may need you to take time off work. We aim to minimise this.

**Percentage of non-emergency repairs right first time**



**Evaluation of Performance 2015 – 88.2%**  
Room for Further Improvement



### How can we improve?

We are looking to develop and introduce repairs by appointment in 2016 and combined with reviewing the repairs service during 2015-16 this should allow us to improve our right first time performance.

## Percentage of properties requiring a gas safety record that had a gas safety check and record completed by the anniversary date

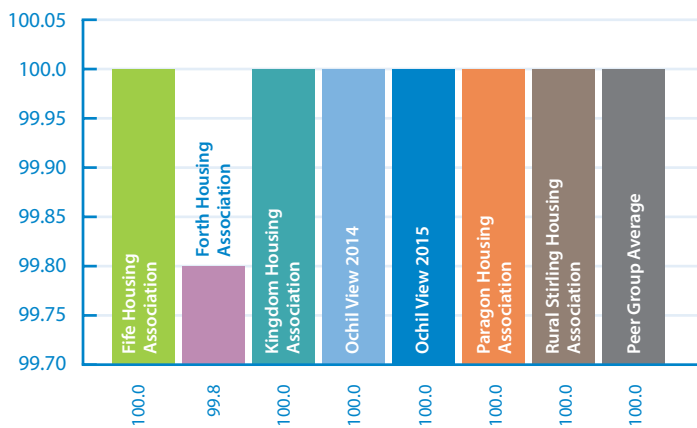
### What does this mean?

The Gas Safety (Installation and Use Regulations) 1998 require landlords to maintain all gas appliances and carry out a safety check at least every 12 months.

### Why is this important?

If gas appliances are not properly maintained, this is dangerous for people who live in the house.

Gas safety record renewed by anniversary date



**Evaluation of Performance**  
2015 - 100%  
Excellent



### How can we improve?

We have maintained full compliance with gas servicing regulations over the last 12 months.

## Percentage of tenants who had repairs and maintenance carried out in the last 12 months satisfied with the repairs and maintenance service

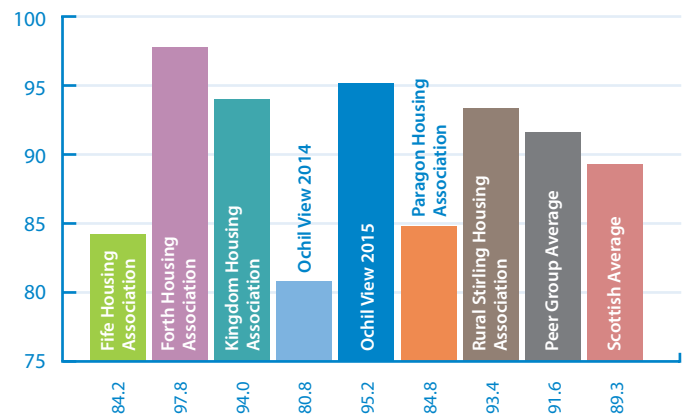
### What does this mean?

This shows the percentage of tenants who have used the maintenance service recently who were satisfied with the service they received. The 2014 figure was taken from the Customer Satisfaction Survey carried out in 2013. The 2015 figure is from our own survey by card and text message.

### Why is this important?

Carrying out repairs is one of the most important services to tenants, so it is important that we give a good service in this area

Percentage of tenants satisfied with repair service



**Evaluation of Performance**  
2015 - 95.2%  
Performing Well



### How can we improve / further improve?

We plan to improve our repairs service further in 2015/16 by;

- Increasing staff knowledge and training. Frontline staff have completed a Level 2 qualification in Housing Maintenance accredited by the Chartered Institute of Housing
- Reviewing the Repairs service in 2015-16

## NEIGHBOURHOOD AND COMMUNITY

### Anti-social behaviour cases concluded within timescale

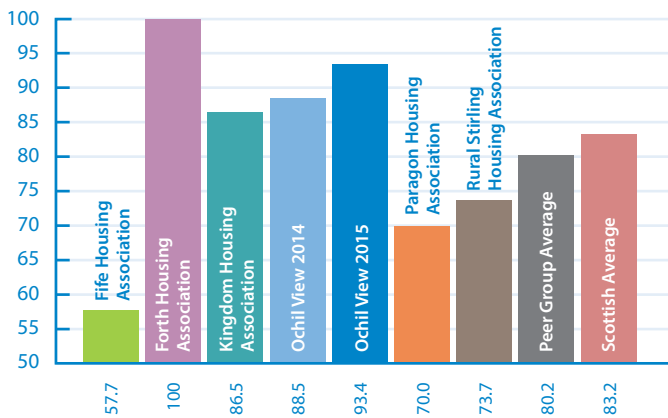
#### What does this mean?

This measures how quickly we resolve reports of anti-social behaviour. Resolving a reported case means that we have decided to take action. The behaviour may continue as sometimes it takes a while for action to become effective.

#### Why is this important?

Resolving anti-social behaviour quickly helps tenants to feel safe in their homes and neighbourhood

Percentage of anti-social behaviour cases resolved within locally agreed targets



**Evaluation of Performance**  
2015 – 93.4%  
Performing Well



#### How can we further improve?

We have improved the number of cases resolved within our timescales and will continue to work with partner organisations such as Police Scotland, Clackmannanshire Council and Fife Council to maximise the resources available to address anti-social behaviour and tackle the causes and consequences of anti-social behaviour.

We will continue to provide quality information about our anti-social behaviour service and aim to respond within the target times to reports in an effective, sensitive and consistent manner, undertaking thorough investigations, keeping accurate records and informing complainants of progress and decision that have been made.

## GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

### Rent collected as a % of rent due

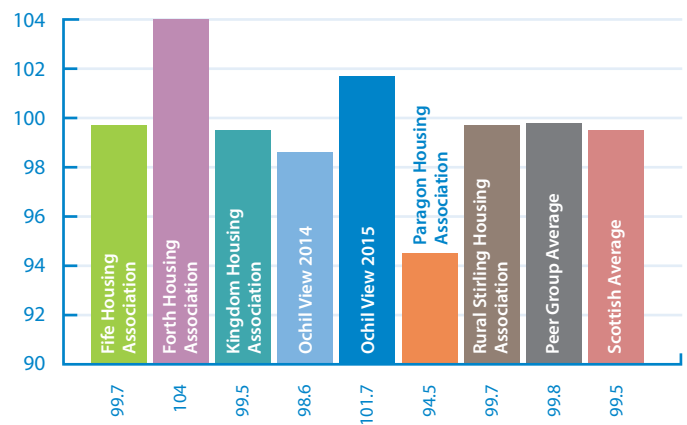
#### What does this mean?

This measures how much rent we have collected in the year as a percentage of the rent we charged to tenants. It is possible to collect more than 100% if we collect rent from a previous financial year in this financial year.

#### Why is it important?

Collecting rent means that we have as much money as possible to invest in our homes and services. Not taking effective action when tenants to have rent arrears can help to cause financial problems for tenants and the Association.

Rent collected as percentage of rent due



**Evaluation of Performance**  
2015 – 101.7%  
Excellent



#### How can we improve / further improve?

We collected all the rent (and more) that was charged in 2014/15. This means we collected some rent that had been charged in previous years and rent arrears reduced.



## Gross rent arrears

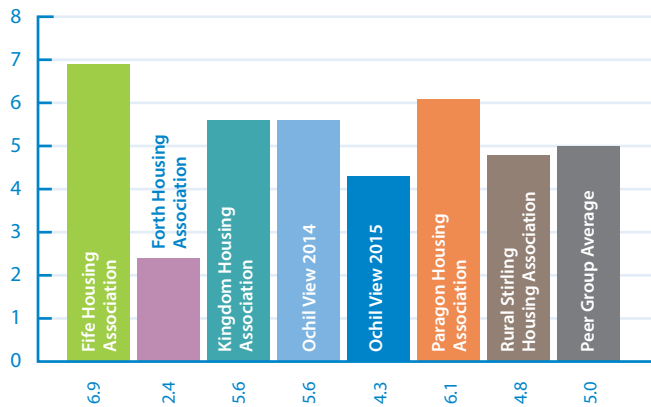
### What does this mean?

This is the total rent owed to the Associations by current and former tenants.

### Why is it important?

Keeping arrears low means that we maximise income to invest in homes and services

Gross rent arrears as a percentage of rent due



Evaluation of Performance  
2015 – 4.3%  
Excellent



### How can we improve / further improve?

Our rent arrears reduced in 2014/15. This is an excellent outcome

## Void loss as a percentage of collectable rent

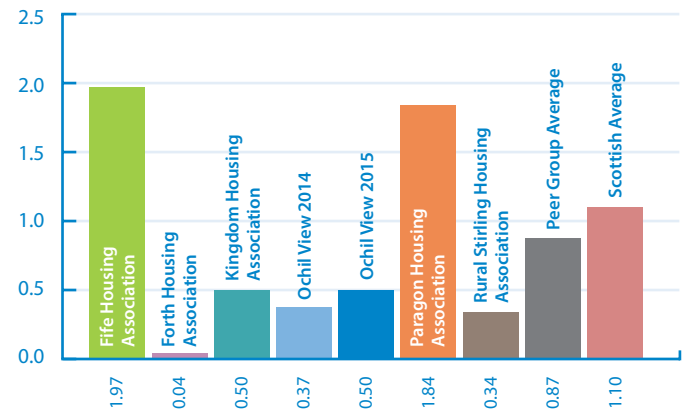
### What does this mean?

This is the amount of rent that we lose when homes are empty between tenancies.

### Why is it important?

Keeping voids loss low means that we maximise income to invest in homes and services.

Percentage of rent due lost through empty properties



Evaluation of Performance  
2015 – 0.50%  
Performing Well



### How can we improve?

In the early part of the year, we were affected by a high level of refusals that meant that our average time to relet properties was badly affected. We identified the problem and improved throughout the year from that point onwards. However we could not recover the position by the end of the year. We believe that our average relet time will return to more typical levels in 2015-16.

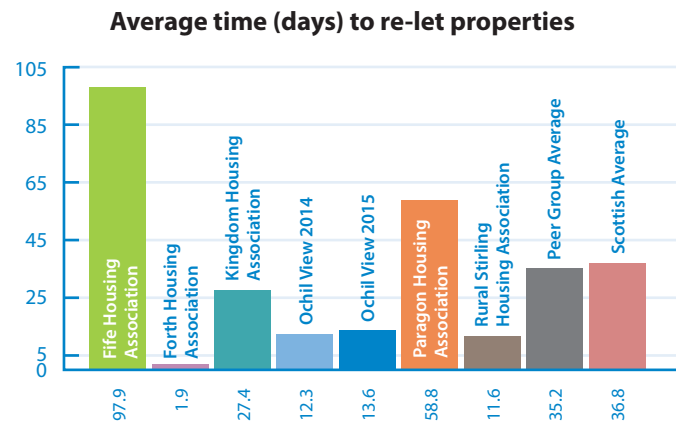
## Average Calendar Days to relet properties

### What does this mean?

This is the total numbers of days (including weekends and holidays) that it takes to relet a house from the date the outgoing tenant left until the date the new tenant signed the tenancy agreement.

### Why is it important?

Letting homes quickly means that we meet housing need and maintain our rental income.



**Evaluation of Performance**  
2015 – 13.6 days  
Performing Well



### How can we improve?

We lost more rent than usual because we had a number of empty properties which we could not let because of the ending of a supported accommodation project. Some of these were empty through the year. However they have now been let and we expect to see our performance return to normal in 2015/16

## VALUE FOR MONEY

### Average weekly charge per apartment size

#### What does this mean?

This is the average charge for each size of property we rent

#### Why is it important?

Keeping rents as low as possible means we provide homes which are more affordable and better value for money

#### How can we improve?

We keep rent increases as low as possible. Ochil View's rent increase of 2.6 % on 1st April 2015 was below the trend of increases for the fourth year in a row.

Year	Ochil View % Increase	Average % rent increase
2015	2.6%	2.65%
2014	3.0%	3.5%
2013	3.5%	3.7%
2012	4.5%	4.8%

Each year we meet with our Involved Resident's Group and show that our administration costs compare very well with other landlords.

## Stock by type, apartment size and rent

### Total Self – contained properties

Average weekly rent	2 Apt	3 Apt	4 Apt	All sizes
Fife Housing Association	£62.71	£76.33	£87.59	£82.09
Forth Housing Association	£66.29	£72.47	£81.04	£72.29
Kingdom Housing Association	£65.73	£73.67	£81.24	£73.47
Ochil View Housing Association	£67.93	£74.20	£79.37	£74.84
Paragon Housing Association	£59.93	£66.39	£ 76.26	£69.97
Rural Stirling Housing Association	£ 65.78	£73.92	£80.05	£ 72.74
(Average)	£64.73	£72.83	£80.93	£74.23

### Getting Involved

There are a number of different ways you can become involved with Ochil View:

- Give feedback on the service we provide to you. We record all feedback we receive and use this to help to improve service, wherever possible
- Visit our Facebook page and leave a comment there. If you're a Facebook user, search for Ochil View. You'll see our logo and Ochil House on our page.
- Join the Involved Residents Group – the group meets about 4 times a year and is the main focus of consultation between Ochil View and tenants and residents
- Become a member of Ochil View – any tenant can become a member and stand to be elected to the Management Committee at the AGM or if any vacancies arise during the year
- Register to complete online surveys or surveys by post. Leave your details at <https://www.surveymonkey.com/r/involvedresident>
- If you live in The Charrier, Menstrie, you can join the Resident's Association
- Tell us your email address and we will let you know when there are new surveys online to be completed
- Come on an estate walkabout with us – we'll tell you on Facebook and by text when one is happening in your area.
- Send you views by text to 07854340469



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**Copies of this newsletter in other languages and non-printed media**

This Social Housing Charter Report, like all our publications, is available on request in braille, large print, on tape and in translation to other languages for tenants whose first language is not English. Please let us know if you need this service. We will supply these at no cost to you.



**Scottish Housing Regulator**

The Scottish Housing Regulator has recently published

our Charter Report for 2014/15. Full details of our performance can be found on the Regulator's website, [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk). You can also compare our performance with other housing providers in our area and across Scotland.

### Emergency Numbers

Please note the following numbers for our Emergency Repairs Service:

- All emergencies: The McDougall Group 0800 975 1234, 01324 471797 or 0333 123 1011

If you have problems with electricity, water or gas, call the following:

- Scottish Power: 0845 27 27 999
- Scottish Water: 0845 600 8855
- Scottish Gas Network: 0800 111 999

## Office Opening Hours and Holidays

We are open from 9 am to 5 pm each day, Monday to Friday. *We are currently also open from 5pm until 7pm on Thursdays.*

Sometimes, we are closed on a Tuesday afternoon for staff training. A list of planned closure dates is on our website. The Emergency Repairs Service is in operation when the office is closed.

We will be closed on Thursday 24th, Friday 25th and Monday 28th December 2015 and Thursday 31st December 2015, Friday 1st and Monday 4th January 2016.

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## This Social Housing Charter Report is published by Ochil View Housing Association Ltd

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