

Ochil View Housing Association Social Housing Charter Report 2016/17



Introduction

This is Ochil View's fourth 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 2016/17 and aims to:

- Advise tenants and other service users of our performance in 2016/17
- 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.

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/Charterreport2017>



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TENANT SATISFACTION AND COMMUNICATION



Percentage of tenants satisfied with the overall service

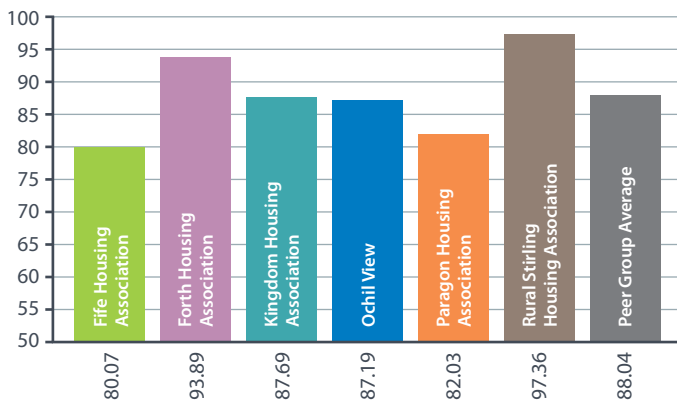
What does this mean?

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 2016.

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
2017 – 87.19%
Room for Further Improvement



How can we improve?

We believe that the three service elements that are most closely associated with overall satisfaction are “keeping tenant’s informed,” “repairs quality” and “housing quality”. We have set out below a programme of measures to address improvements in our information, repairs service and housing quality, and overall service.



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

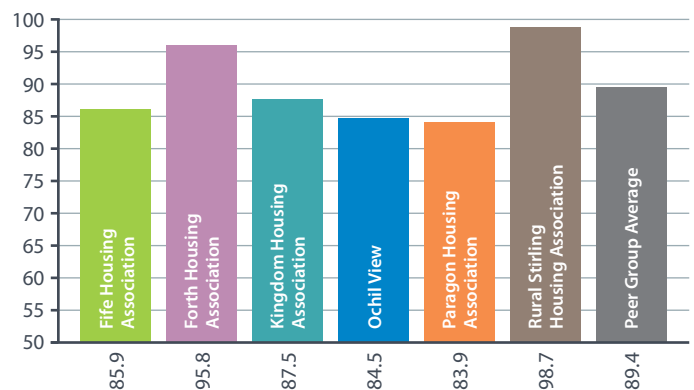
What does this mean?

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 2016.

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
2017 – 84.50%
Room for Further Improvement



How can we improve?

All staff who deal directly with customers have received training on improving the Customer’s experience.

We will publish a list of office closures in advance in our newsletters and send text messages to customers who have registered their mobile number with us at least 48 hours before each closing. Where we need to close for additional days we will only do this in exceptional circumstance.

We have published more frequent and more local newsletters with topical content about what’s happening in your local area.

We will update customers each year in the winter newsletter on the progress we’ve made with our Action Plan.

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

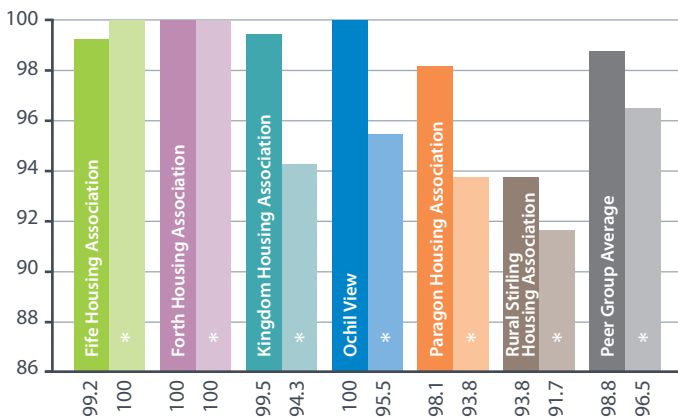
What does this mean?

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 straightforward complaints are matters that can be resolved within 5 days or less. Stage 2 more complicated 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.

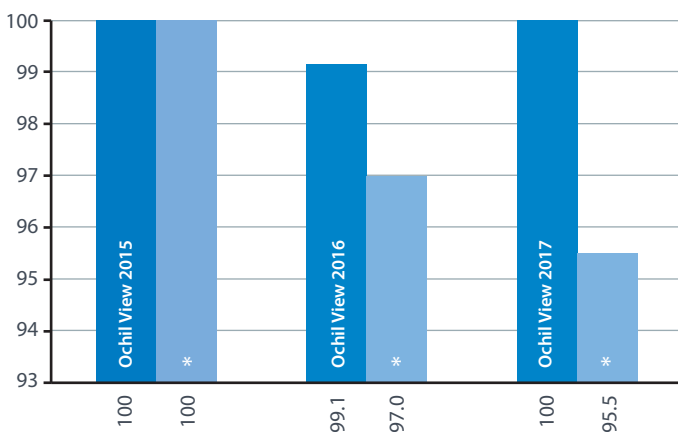
Why is this important?

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 in full



Percentage of 1st and 2nd* stage complaints resolved by Ochil View



Evaluation of Performance 2017 – 100% (Stage 1) and 95.5% (Stage 2) Performing Well



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

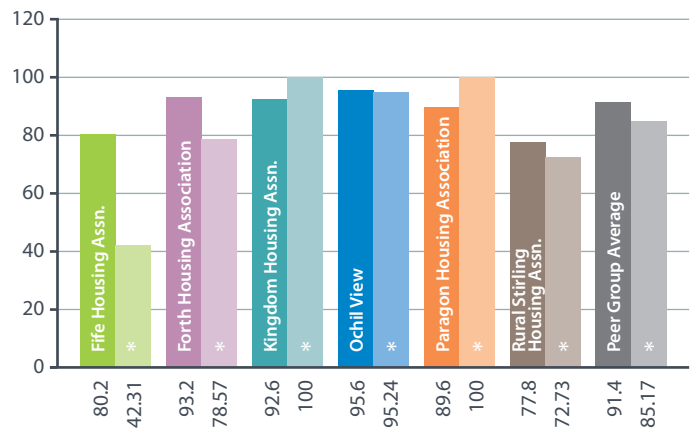
What does this mean?

The Scottish Public Services Ombudsman has set out maximum times for landlords to respond to complaints. These limits are 5 days for straightforward complaints and 20 days for more complicated complaints that need investigation.

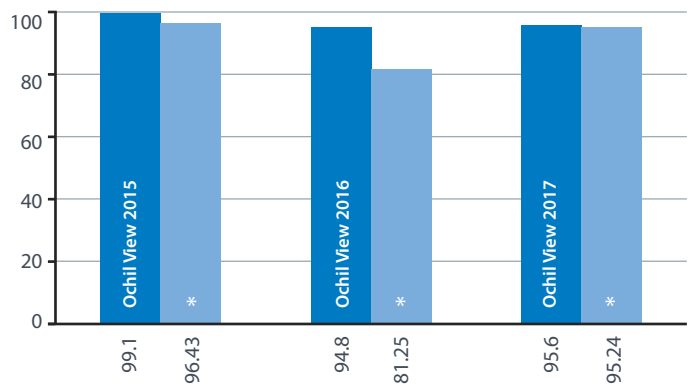
Why is this important?

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 SPSO timescales



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



Evaluation of Performance 2017 – 95.6% (Stage 1) and 95.24% (Stage 2) Performing Well





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

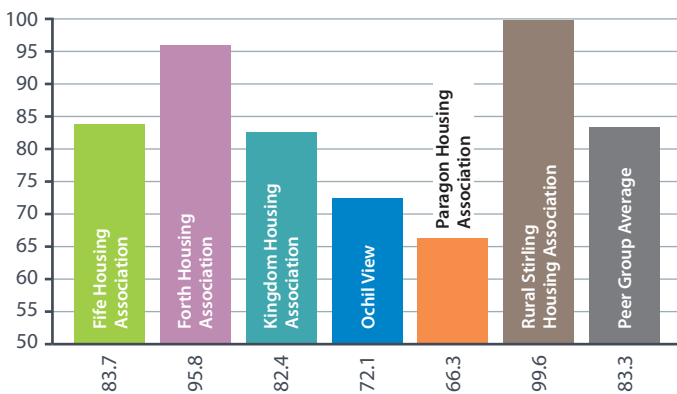
What does this mean?

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 2016.

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.

Percentage of tenants satisfied with opportunities to participate



Evaluation of Performance 2017 - 72.17%
Room for Further Improvement



How can we improve?

Each month, we will contact a sample of tenants who have used our reactive maintenance service, gather their views and act on the results.

HOUSING QUALITY AND MAINTENANCE OF YOUR HOME



Percentage of Homes meeting the Scottish Housing Quality Standard

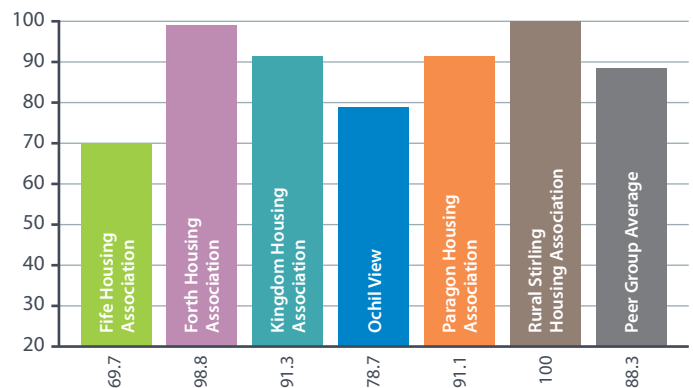
What does this mean?

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.

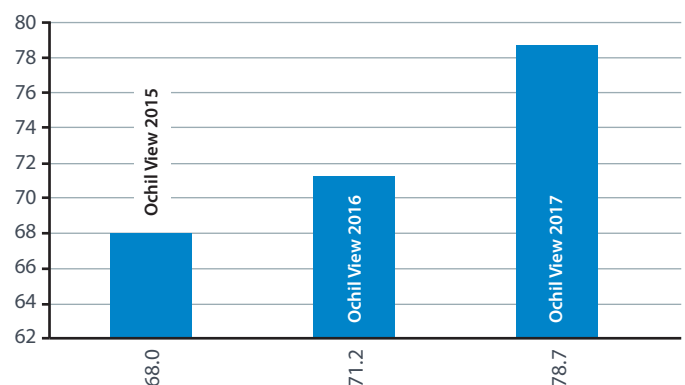
Why is this important?

All homes (except those exempt) must meet the standard by April 2015 and continue to meet it after that date.

Percentage of homes meeting the Scottish Housing Quality Standard



Percentage of homes meeting the Scottish Housing Quality Standard



Evaluation of Performance 2017 - 78.7%
Performing Well





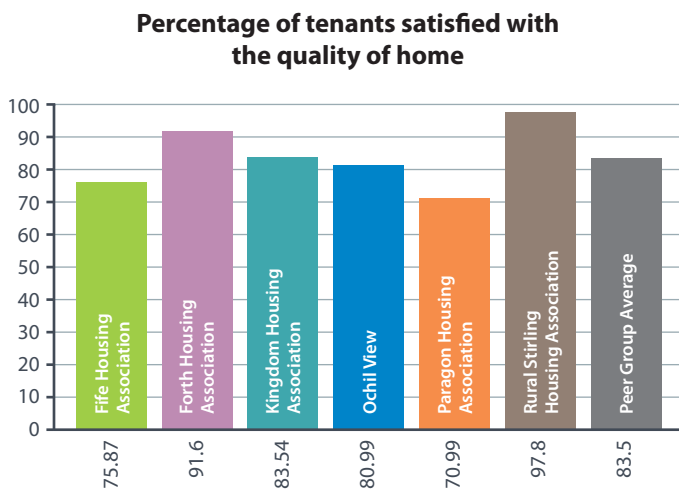
Percentage of tenants satisfied with the quality of their home

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 2016.

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 2017 – 80.99%
Room for Further Improvement



How can we improve?

Ochil View are investing around £720,000 to improve tenant's homes in 2017/18. This includes the installation of new kitchens in 106 homes and new central heating in 44 homes. Visit our website for full details of how we are improving our housing stock.



Average length of time to complete emergency repairs

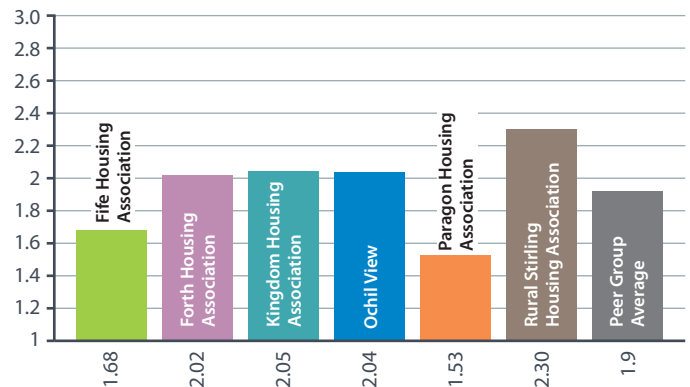
What does this mean?

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

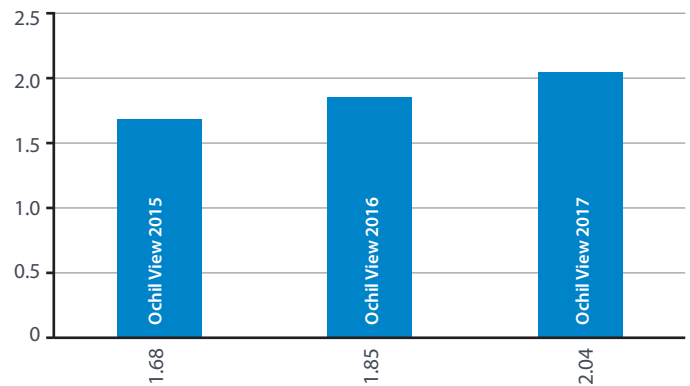
Why is it important?

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



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



Evaluation of Performance 2017 – 2.04 hours
Performing Well





Average length of time to complete non-emergency repairs

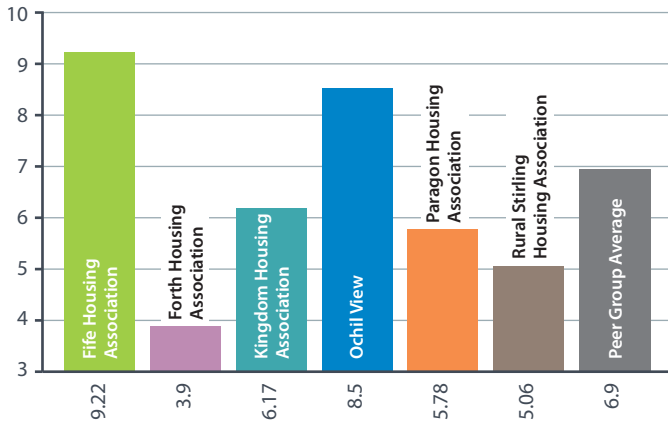
What does this mean?

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

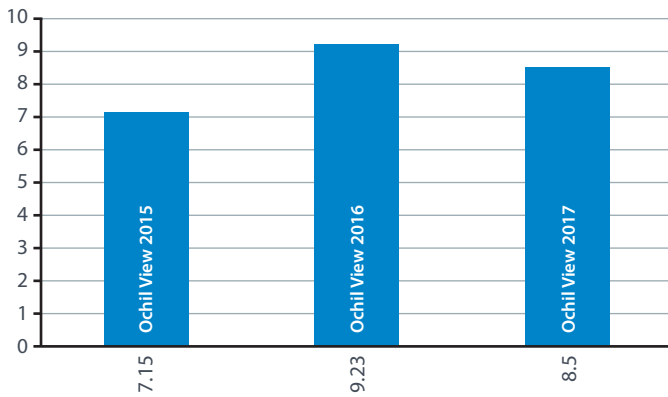
Why is it important?

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

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



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



Evaluation of Performance 2017 – 8.5 days
Room for Further Improvement



How can we improve?

We have appointed a new reactive repairs contractor, Mitie Property Services, to take over our reactive and void repair service from 26th June 2017. The new contract aims to reduce the average time to complete non-emergency repairs.



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

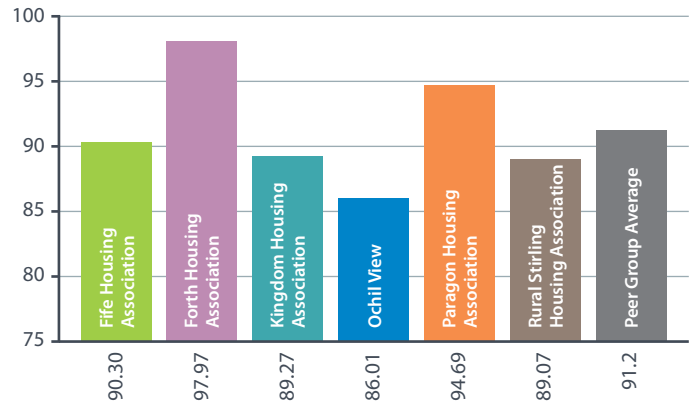
What does this mean?

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.

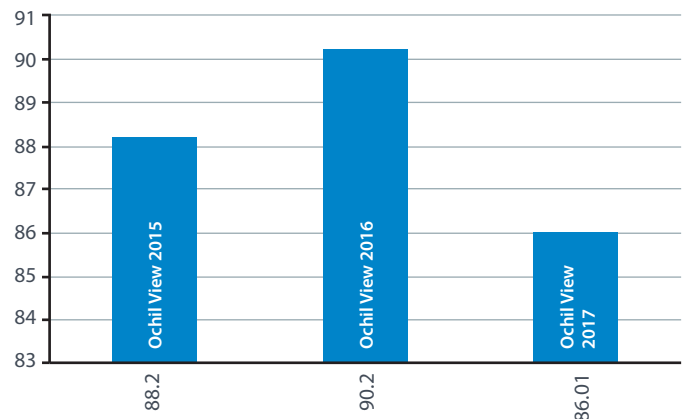
Why is it important?

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



Percentage of non-emergency repairs right first time



Evaluation of Performance 2017 – 86.01%
Room for Further Improvement



How can we improve?

We have appointed a new reactive repairs contractor, Mitie Property Services, to take over our reactive and void repair service from 26th June 2017. The new contract aims to increase the number of repairs that are completed Right First Time.



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

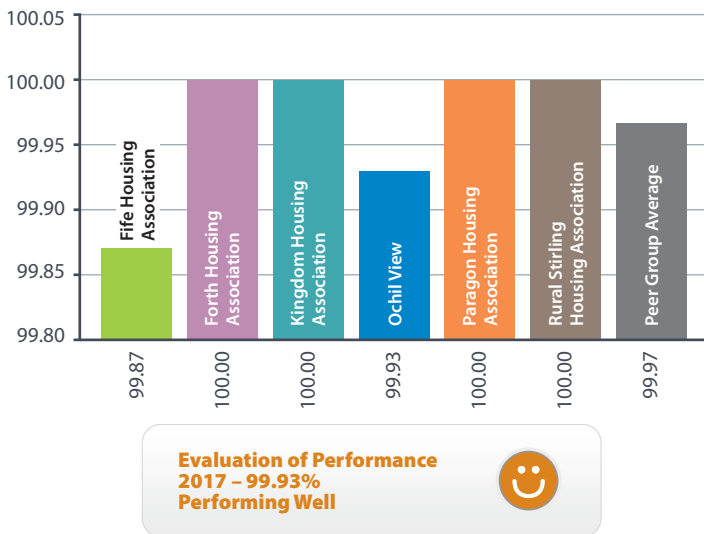
What does this mean?

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.

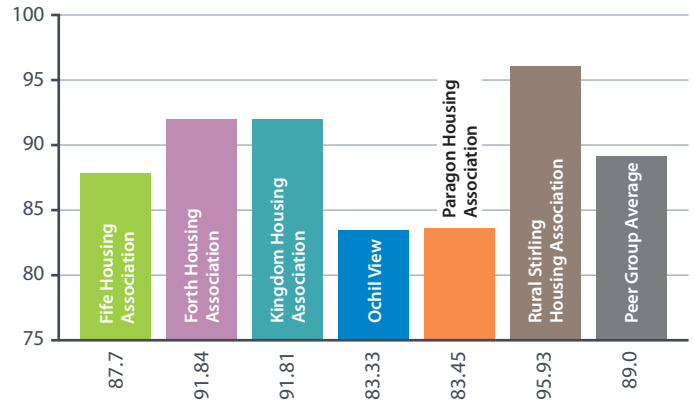
Percentage of properties with gas safety record renewed by anniversary date



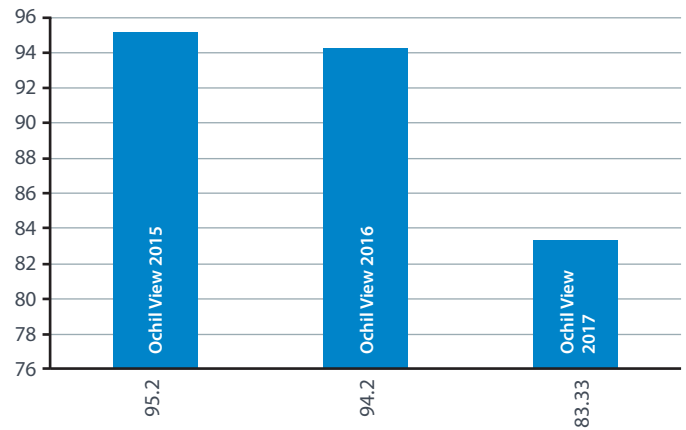
Why is this important?

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



Percentage of tenants satisfied with the repairs service



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 2016 figure is from our own survey by card and text message.

How can we improve?

We have appointed a new reactive repairs contractor, Mitie Property Services, to take over our reactive and void repair service from 26th June 2017. The new contract aims to improve the repairs service and long with our monthly survey of repairs satisfaction, give us accurate information about how we can improve the service.

NEIGHBOURHOOD AND COMMUNITY



Anti-social behaviour cases concluded within timescale

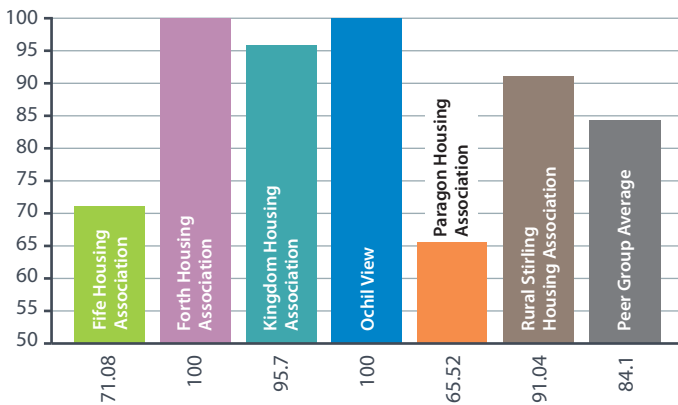
What does this mean?

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.

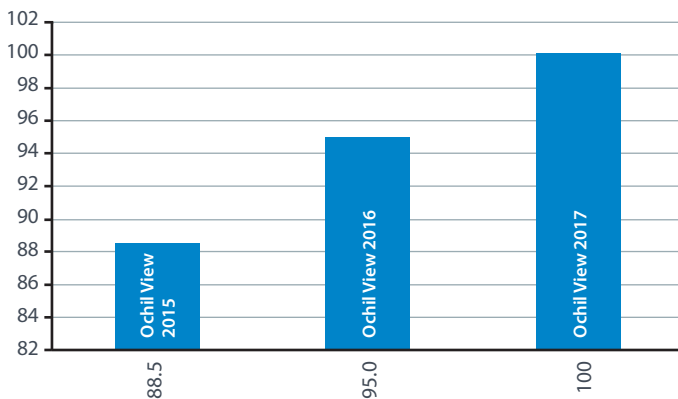
Why is this important?

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



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



Evaluation of Performance
2017 - 100%
Excellent



GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES



Rent collected as a % of rent due

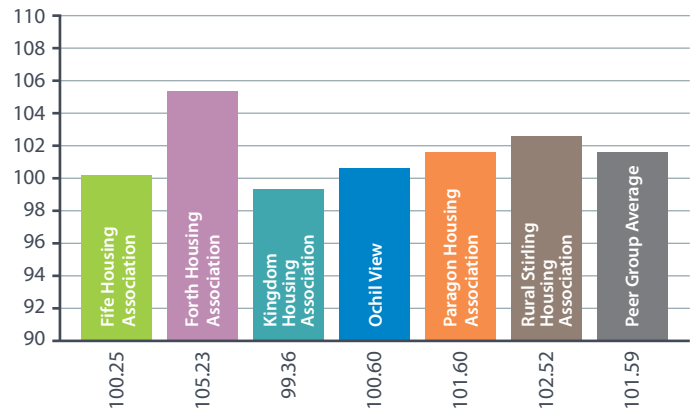
What does this mean?

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.

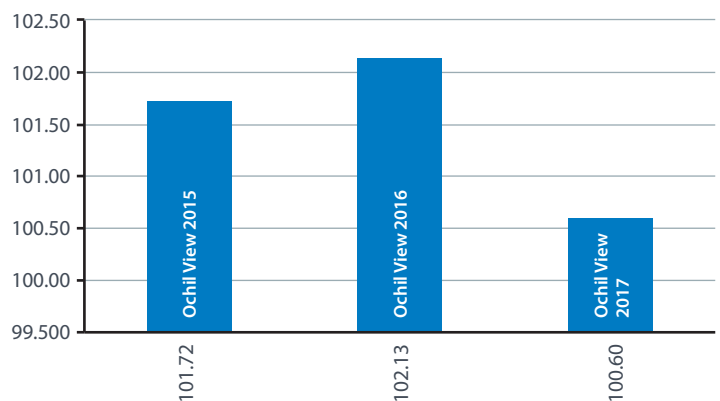
Why is it important?

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

Rent collected as percentage of rent due



Rent collected as percentage of rent due



Evaluation of Performance
2017 - 100.60%
Performing Well





Gross rent arrears

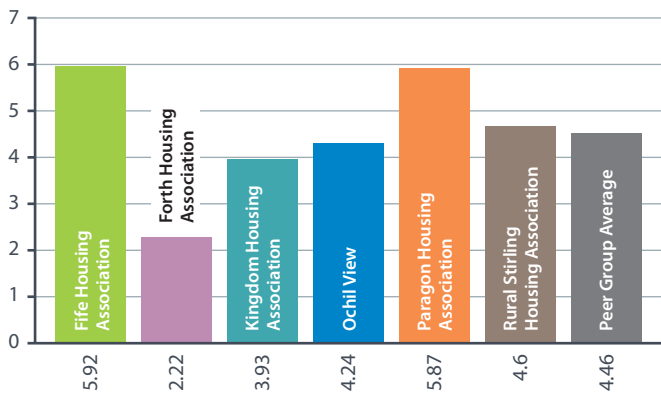
What does this mean?

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

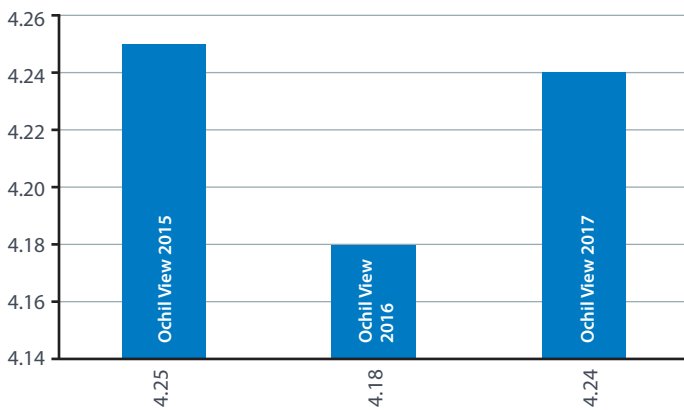
Why is it important?

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

Gross rent arrears as a percentage of rent due



Gross rent arrears percentage of rent due



Evaluation of Performance
2017 - 4.24%
Excellent



Void loss as a percentage of collectable rent

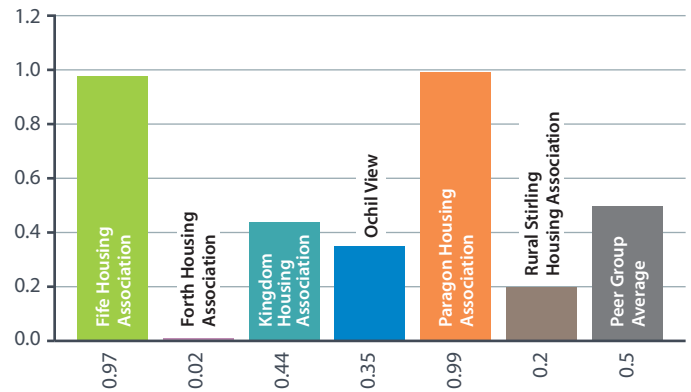
What does this mean?

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

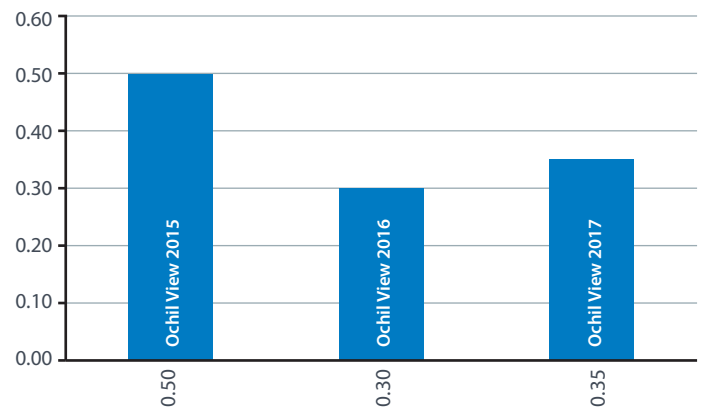
Why is it important?

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

Percentage of rent due lost through empty properties



Percentage of rent due lost through empty properties



Evaluation of Performance
2017 - 0.35%
Excellent





Average Calendar Days to relet properties

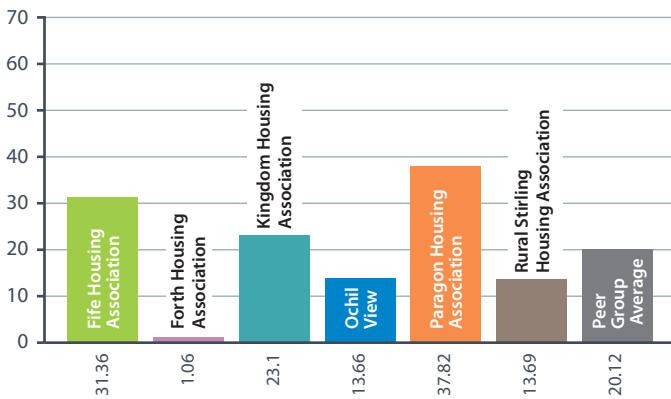
What does this mean?

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.

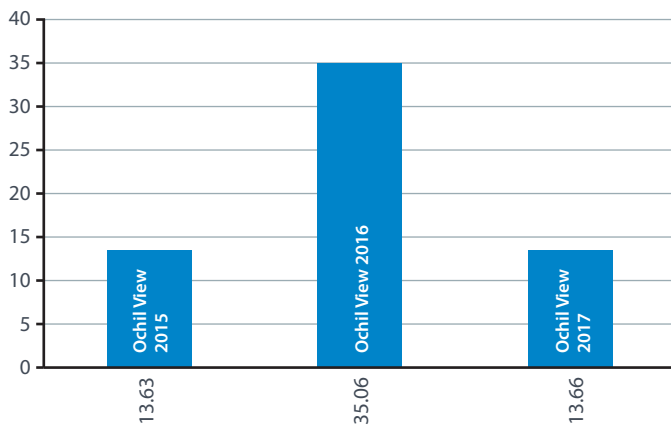
Why is it important?

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

Average time (days) to relet properties



Average time (days) to relet properties



Evaluation of Performance
2017 - 13.66 days
Excellent



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.

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 2016 - 17

Total Self – contained properties

Average weekly rent	2 Apt	3 Apt	4 Apt	All sizes
Fife Housing Association	£68.06	£80.31	£91.97	£86.23
Forth Housing Association	£67.67	£75.29	£82.49	£74.19
Kingdom Housing Association	£68.91	£75.17	£86.30	£76.21
Ochil View Housing Association	£70.41	£77.12	£83.03	£77.23
Paragon Housing Association	£63.01	£69.53	£79.87	£73.29
Rural Stirling Housing Association	£70.60	£76.63	£85.65	£76.74
Group Average	£68.11	£75.68	£84.89	£77.32

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 0786 002 0474



HAPPY TO TRANSLATE

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.



Full details of our performance can be found on the Regulator's website, 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:

- Gas Emergencies: 0800 975 1234
- Non Gas Emergencies: 0845 600 8624

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.

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 Monday 25th, Tuesday 26th and Wednesday 27th December 2017 and Monday 1st, Tuesday 2nd and Wednesday 3rd January 2018.

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

Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and is registered with the Scottish Housing Regulator No HAL 213. Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130.

Property Factor Registration No: PF000367