

Ochil View Housing Association Social Housing Charter Report 2019/20



Introduction

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

All the information in this report has been extracted from the Association's Annual Report on the Charter which was submitted to the Scottish Housing Regulator in June 2020.

The report contains Ochil View Housing Association's performance for 2019/20 and aims to:

- Advise tenants and other service users of our performance in 2019/20
- Show how this performance compares with other Housing Association's
- 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

We consulted tenants in 2018 about the format of this report. 50 tenants responded and 96% felt that the format was easy to read and understand.

Also, tenants have chosen the Housing Association's to compare with as these are the main housing association's operating in Clackmannanshire and Fife, our area of operation, and Rural Stirling and Forth Housing Association's. This is referred to throughout as "our local comparison group".

Tell us what you think

We want 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 or 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 service users (tenants, owner occupiers, applicants, etc.)

SCAN THIS CODE



You can give feedback online at
<https://www.surveymonkey.co.uk/r/962KM6P>

or (and preferably) by logging into your
tenant dashboard, MyHome

You may wish to simply contact us at

Ochil House, Marshall, Alloa,
Clackmannanshire FK10 1AB

☎ Temporary Telephone Numbers for
General Enquiries:

07857 650 038

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HAPPY TO TRANSLATE

TENANT SATISFACTION AND COMMUNICATION



Indicator 1: Percentage of tenants satisfied with the overall service

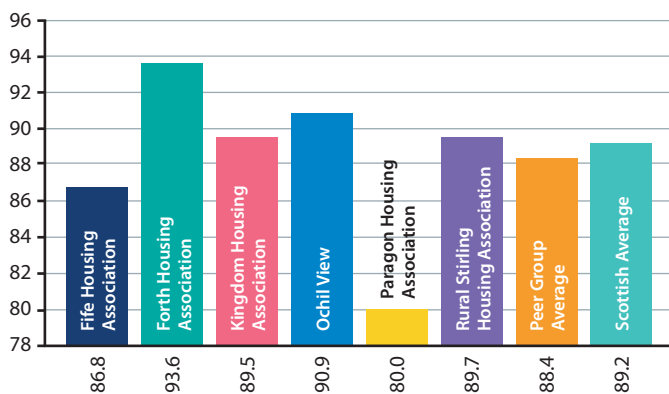
What does this mean?

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.

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 of tenants satisfied with overall service



Evaluation of Performance
2019/20 - 90.9%
Performing Well



In 2018 we achieved 87.1% satisfaction and in 2019 this improved to 88.5%. We aimed to improve further in 2019/20 and we have done just that with improvement to 90.9%.

We are now performing above the average for our local comparison group and above the Scottish Average. Key reasons for this include improvements in:

- Keeping tenants informed: Improved from 88.6% to 94.5%
- Opportunities to participate: Improved from 83.9% to 91.3%
- Satisfaction with housing quality: Improved from 85.1% to 88.3%

We aim to continue these improvements in 2020/21.



Indicator 2: Percentage of tenants who feel their landlord is good at keeping them informed about their services

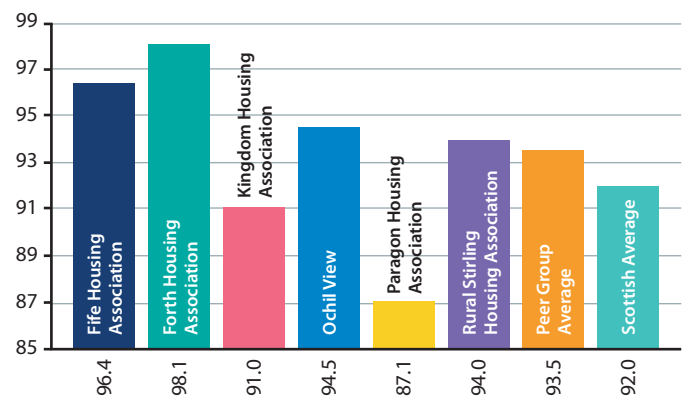
What does this mean?

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.

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 satisfied with landlord keeping them informed



Evaluation of Performance
2019/20 - 94.5%
Performing Well



Satisfaction with this indicator has improved from 84.5% in 2016 to 94.5% in 2019/20 and we are now performing better than the average for our local comparison group and the Scottish Average.



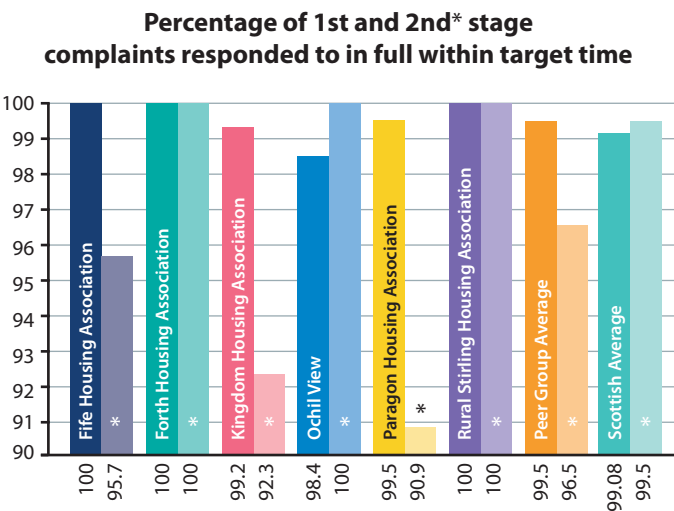
Indicator 3: Percentage of Stage 1 and Stage 2 complaints resolved within target times

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 are 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.



Evaluation of Performance 2019/20 - 98.4% (Stage 1) and 100% (Stage 2) Performing Well

We have continued to perform to a very high standard with this indicator and we compare favourably with both our local comparison group and the Scottish Average. We aim to continue to maintain this going forward.



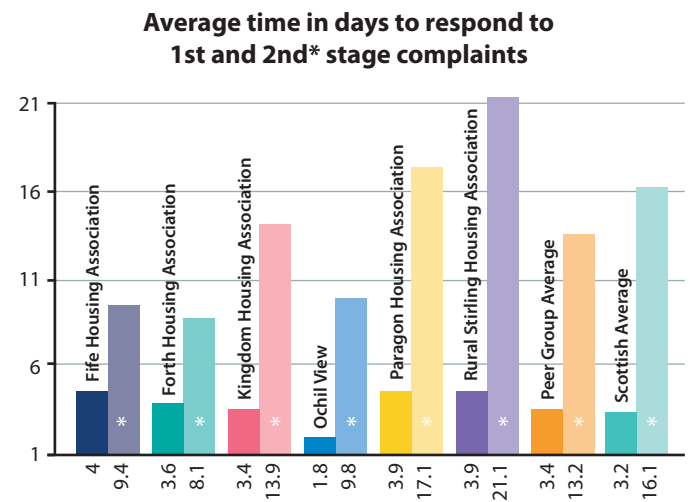
Indicator 4: The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2.

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 are more complicated complaints require investigation and should be resolved in less than 20 days. This shows the average time taken to resolve Stage 1 and Stage 2 complaints.

Why is this important?

It is important that we respond to any complaints raised as quickly as possible and where appropriate put right any failings in our service.



Evaluation of Performance 2019/20 - 1.8 days (Stage 1) and 9.8 days (Stage 2) Excellent Performance

We have continued to perform to a very high standard with this indicator and we perform better than both our local comparison group and the Scottish Average.

We aim to continue to maintain this going forward.



Indicator 5: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making process

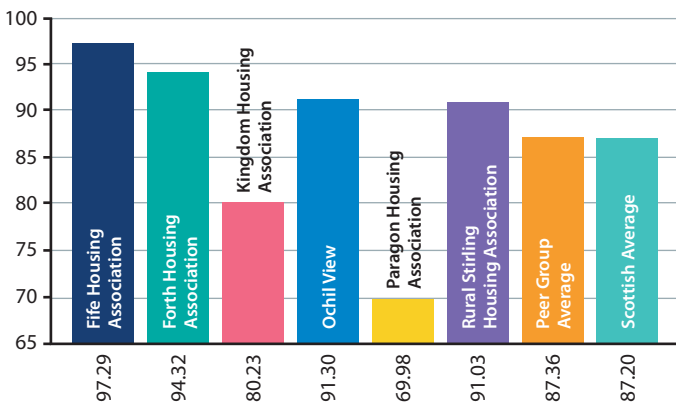
What does this mean?

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.

Why is this 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
2019/20 - 91.3%
Performing Well



Satisfaction with this indicator has improved from 72.1% in 2016 to 91.3% in 2019/20 and we are now performing above the average for our local comparison group and the Scottish Average. We aim to continue to improve this indicator going forward.

During 2020/21 we plan to:

- Revise our Tenant Participation Strategy
- Create a register of interested tenants who will be consulted with whenever we review a policy or a service
- Recruit a Tenant Engagement & Communication Officer
- Promote our new tenant portal My Home

Let us know if you'd like to get involved in improving our tenant participation and consultation activities



Indicator 6: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)

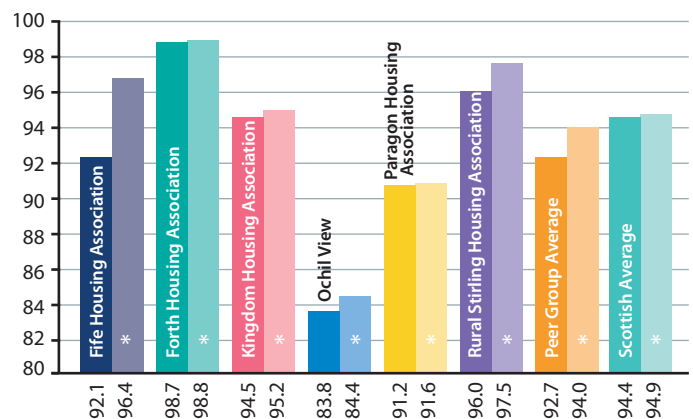
What does this mean?

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 it important?

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

Percentage of properties meeting SHQS - this year and next year*



Evaluation of Performance
2019 - 83.6%
Excellent Performance



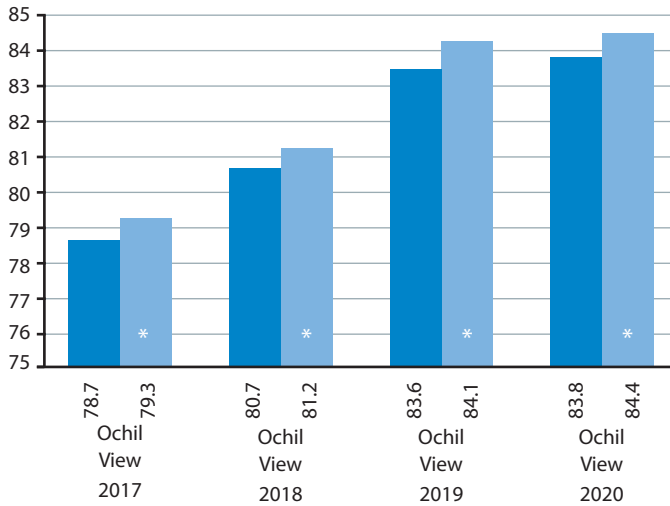
How can we improve?

Every property that can meet the SHQS is compliant with it as 16% of our stock – the “non-traditional” steel framed houses in Tullibody – is exempt from the energy efficiency requirements of the standard. **NB: The figures reported in the SHR Landlords report as shown above do not take the exemptions into account.**

We're continuing to invest in our homes to be sure we always meet the standard and wherever we can improve we will.

For example, we have installed gas central heating in homes in Mercat Wynd, Alloa and Henry Street, Alva to replace old electric storage heaters.

Percentage of properties meeting SHQS - this year and next year*



Indicator 7: Percentage of tenants satisfied with the quality of their home

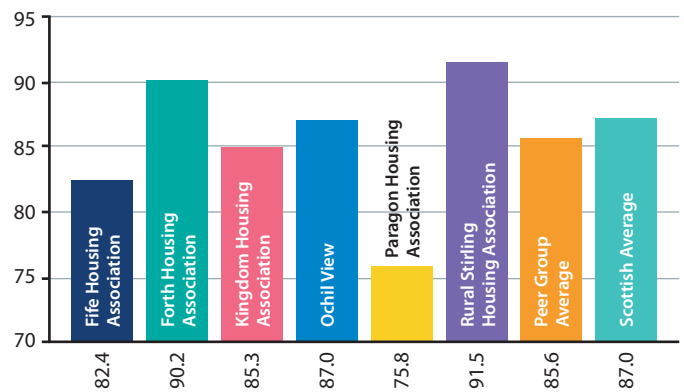
What does this mean?

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 monthly Tracker Surveys that we carry out.

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.

Percentage of tenants satisfied with the quality of home



Evaluation of Performance
2019/20 - 87%
Performing Well



How can we improve?

Satisfaction with this indicator has improved from 80.9% to 88.3% with the result that we are now performing above the average for our local comparison group as well as comparing favourably with the Scottish Average.

In 2020/21 we plan to invest around **£1.8m** to improve tenants' homes.

This includes major energy efficiency improvement works, fire safety improvements, kitchen and boiler replacements, roof works, external decoration and a number of other more minor projects.



Indicator 8: Average length of time to complete emergency repairs

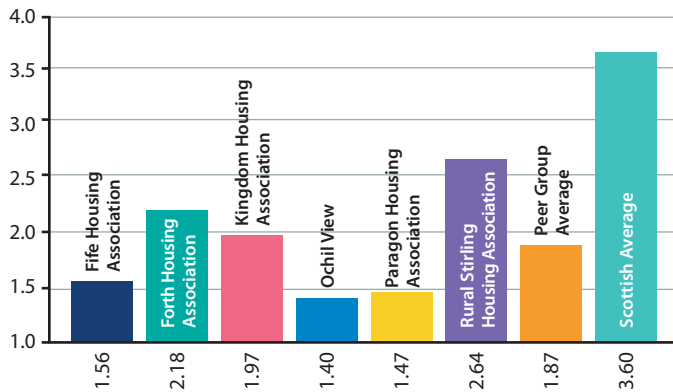
What does this mean?

This is a measure of the time taken to complete a repair that we classify as an emergency. We aim to carry out all emergency repairs within 3 hours of the repair being reported to us.

Why is it important?

An emergency repair 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
2019/20 - 1.4 hours
Excellent Performance

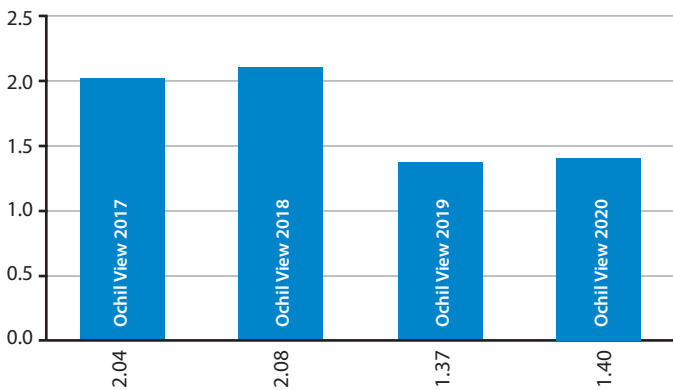


How can we improve?

We continue to be the best performer in our local comparison group and have reduced the average time to complete an emergency repair from 2 hours in 2017 to 1.4 hours now. We also perform significantly better than the Scottish Average.

We aim to maintain this excellent performance.

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



Indicator 9: Average length of time to complete non-emergency repairs

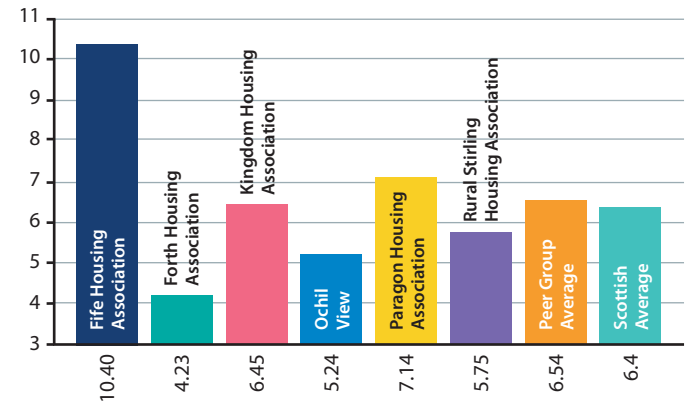
What does this mean?

This is a measure of the length of time taken to complete a repair that is not an emergency. This includes Urgent and Routine repairs. We aim to carry out non-emergency repairs within 5 days.

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
2019/20 - 5.24 days
Excellent Performance



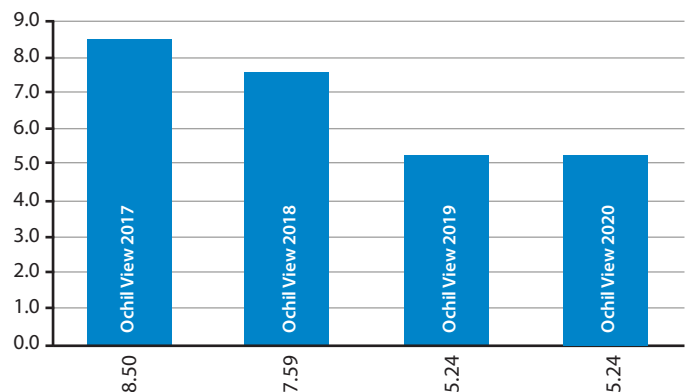
How can we improve?

We reduced the average time to complete a non-emergency repair from 8.2 days to 5.24 days from 2017 to 2019 and this has been maintained for 2019/20.

We are performing better than the average of our local comparison group and we also perform better than the Scottish Average.

We aim to maintain this excellent performance going forward.

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





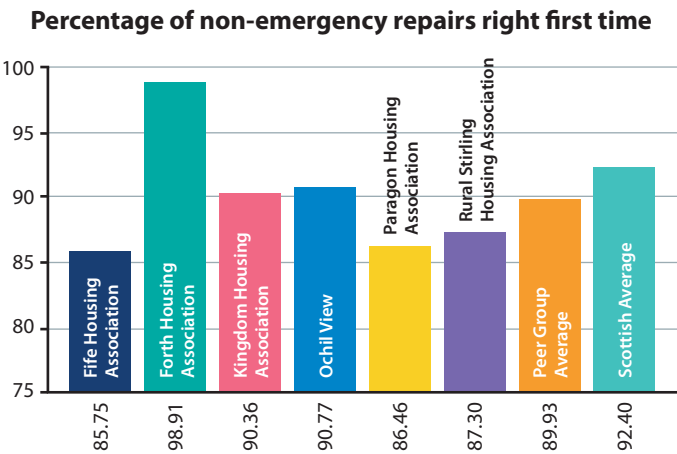
Indicator 10: Percentage of reactive repairs carried out in the last year that were completed Right First Time

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.

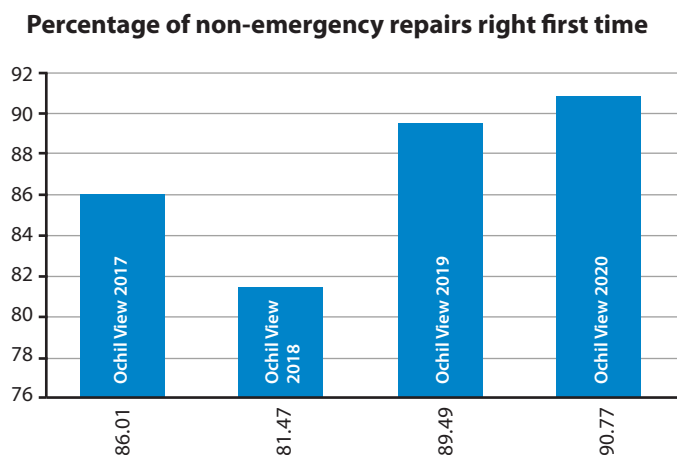


Evaluation of Performance 2019/20 - 90.77%
Room for Further Improvement

How can we improve?

Since 2018 we have improved from 81.5% to 90.77% and we are now performing above the average for our local comparison group although we remain slightly below the Scottish Average.

We will work to continue this improvement going forward.



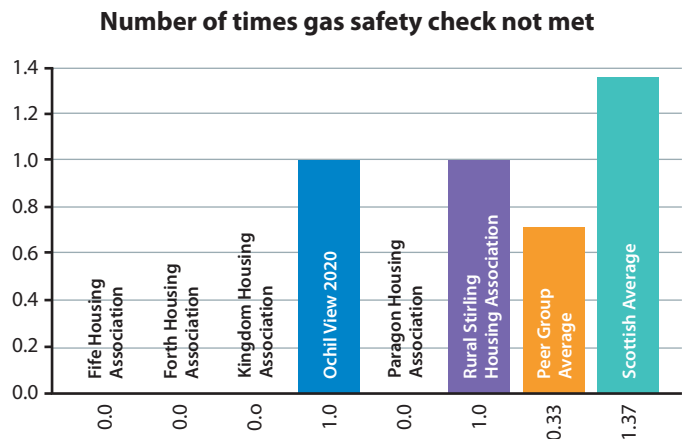
Indicator 11: Percentage of properties requiring a gas safety record that had a gas safety check and record completed by the anniversary date

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.



Evaluation of Performance 2019/20 - 1 gas service not met
Room for Improvement

How can we improve?

We missed one gas service anniversary by 3 days due to an administrative error. The property was not unsafe at any time but improvements have been implemented to ensure that this is not repeated.

Notwithstanding this we did perform better than the Scottish Average.

We continue to aim to achieve 100% gas safety at all times.



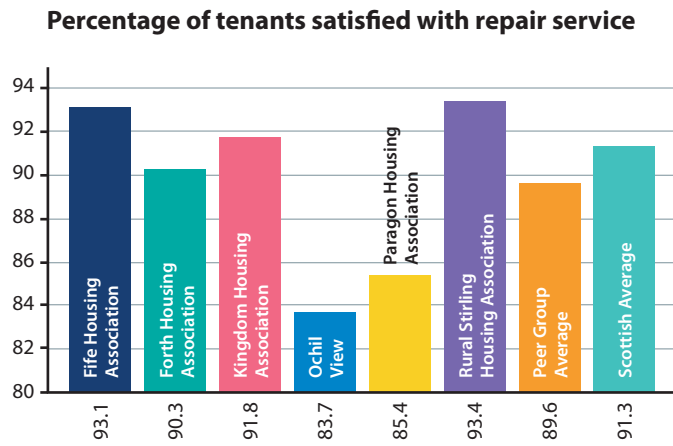
Indicator 12: Percentage of tenants who had repairs and maintenance carried out in the last 12 months satisfied with the repairs and maintenance service

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.

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.



Evaluation of Performance
2019/20 - 83.7%
Room for Improvement

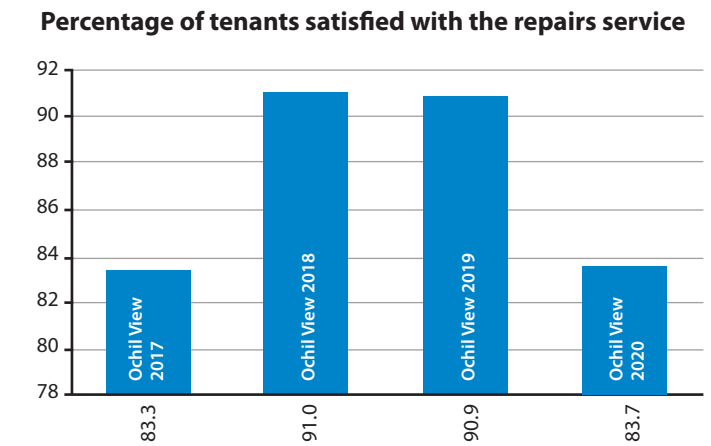
How can we improve?

We performed less well than both our local comparison group and the Scottish Average.

Following an improvement from 83.3% in 2017 to 90.9% in 2019 performance reduced considerably during 2019/2020 and this culminated in a further re-tender of the service.

A new contractor has been appointed and we are now performing considerably better despite the unprecedented circumstances caused by the global pandemic.

We aim to report a significantly improved position for 2020/21.





Indicator 13: Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in

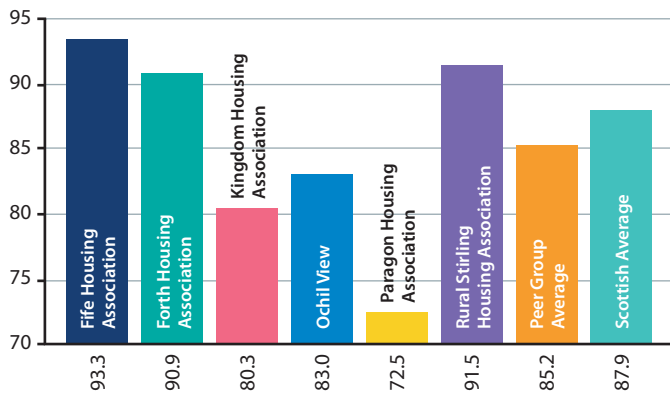
What does this mean?

This shows the percentage of tenants who were satisfied with our management of the neighbourhood they live in.

Why is this important?

It is important to understand if tenants are satisfied with the management of their neighbourhoods and to identify areas where we can improve.

Percentage of tenants satisfied with landlord's contribution to management of the neighbourhood



Evaluation of Performance 2019/20 - 83%
Room for Improvement



How can we improve?

We have shown improvement in this area with satisfaction increasing from 75% in 2017 to 83% in 2020.

Whilst we performed below the average of our local comparison group (and the Scottish Average), we are looking to continue to improve in what is a difficult indicator to be definitive about in terms of performance due to the number of agencies involved in neighbourhood management.



Indicator 15: Anti – social cases reported in the last year which were resolved

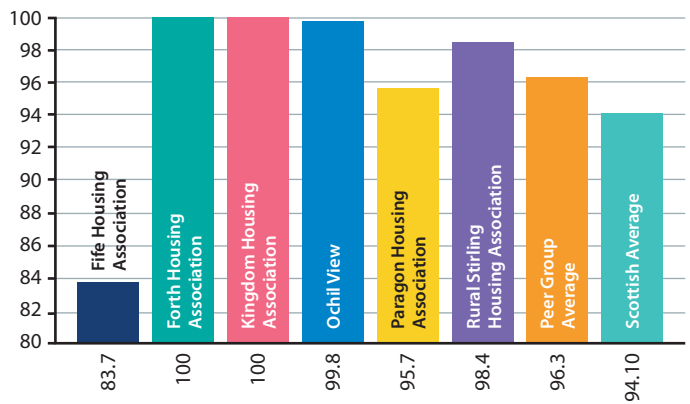
What does this mean?

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



Evaluation of Performance 2019/20 - 99.8%
Excellent Performance



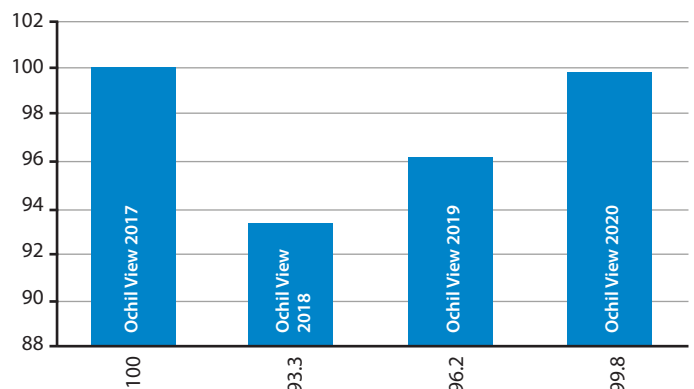
How can we improve?

Performance with this indicator has improved from 96.2% in 2019 to 99.8% in 2020.

We continue to perform better than the average for our local comparison group and considerably better than the Scottish Average.

We aim to maintain this excellent performance.

Percentage of anti-social behaviour cases resolved 2019/20





Indicator 16: Percentage of new tenancies sustained for more than a year

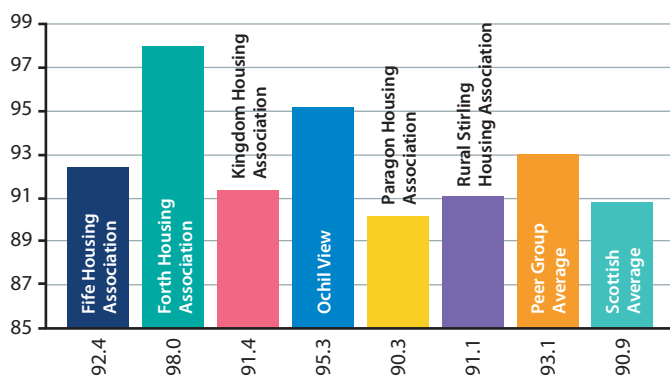
What does this mean?

This measures the number of tenants who moved into our properties in the previous year who are still in the property.

Why is it important?

It is important to minimise the turnover of properties both from a tenants perspective in terms of the disruption this can cause and also from the Association's perspective as increased turnover reduces our rental income.

Percentage of tenancies sustained for more than one year



Evaluation of Performance
2019/20 - 95.3%
Excellent Performance



How can we improve?

Performance with this indicator has improved from 89.3% in 2019 to 95.3% in 2020.

We continue to perform better than the average for our local comparison group and much better than the Scottish Average.

We aim to maintain this excellent performance.



Indicator 17: Percentage of lettable houses that became vacant in the last year

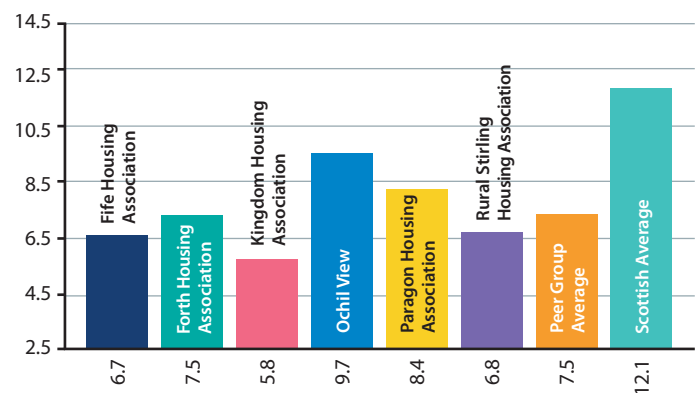
What does this mean?

This measures how many properties became empty during the previous year.

Why is it important?

It is important for several reasons including being a measure of tenant satisfaction with their home, incurring unnecessary costs associated with vacant properties and the loss of rental income.

Percentage of lettable self-contained houses that became vacant during year



Evaluation of Performance
2019/20 - 9.7%
Room for Further Improvement



The percentage of properties becoming empty has increased from 8.8% in 2019 to 9.7% in 2020. We perform less well than our local comparison group although we do perform better than the Scottish Average.

How can we improve?

We can only continue to provide a high quality home and deliver high quality housing and maintenance services. On many occasions the reasons for tenants deciding to move are personal.

GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Indicator 18: Void loss as a percentage of collectable rent

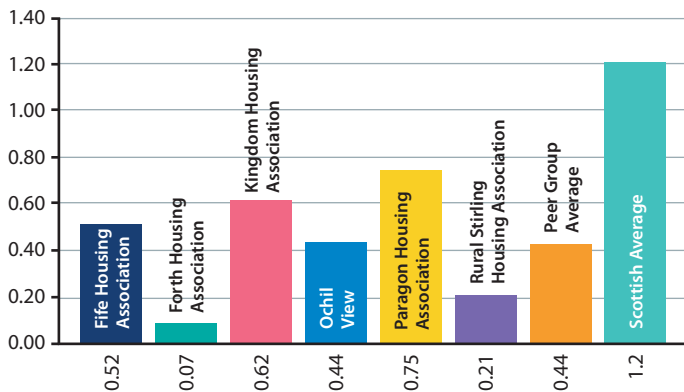
What does this mean?

This measures the amount of rent lost from having properties lying empty. The quicker we can re-let a property the less rental income we lose.

Why is it important?

Rents represent the single most important aspect of income and maximising this ensures that we can continue to invest in our properties.

Percentage of rent lost while property is empty



Evaluation of Performance 2019/20 - We lost 0.44% of rent Performing Well

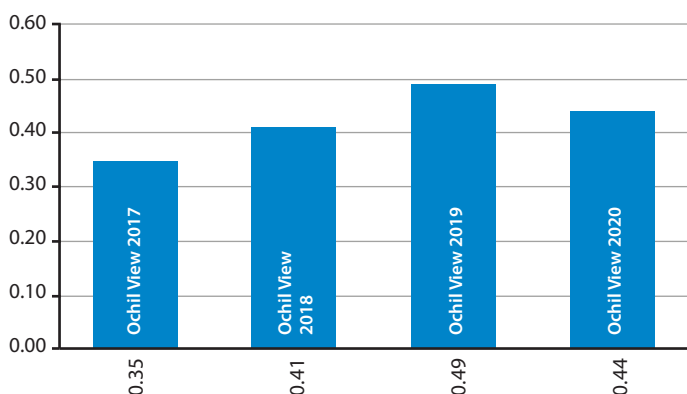


How can we improve?

We have improved our performance from 2019 and now perform in line with our local comparison group average. We also perform considerably better than the Scottish Average.

We aim to maintain that good performance in 2020/21.

Percentage of rent due lost through empty properties



Indicator 19: Number of households currently waiting for adaptations to their home

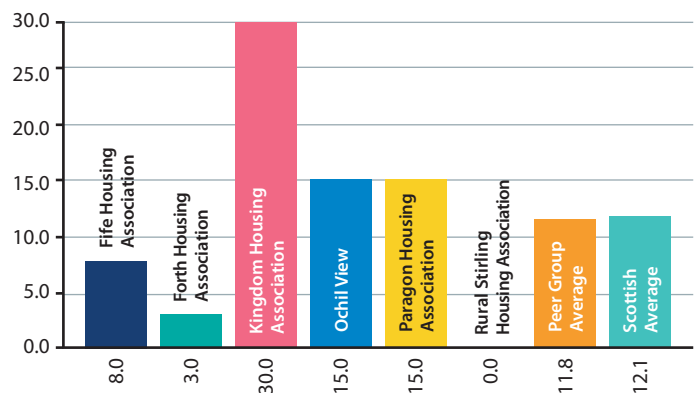
What does this mean?

This measures the number of households waiting for medical adaptations to be made to their homes.

Why is it important?

This tells us how many tenants are waiting to have the work they need done to be completed and this in turn provides useful information on how many tenants are living in unsuitable accommodation.

Number of households waiting for medical adaptations



Evaluation of Performance 2019/20 - 15 households waiting Room for Further Improvement



We had 15 households waiting for medical adaptation works to be completed. This is higher than our local comparison group and the Scottish Average although any real comparison can only be made if information on the scale and nature of adaptations is available.

How can we improve?

We will aim to maximise the resources available for medical adaptations and have these carried out as quickly as possible.



Indicator 25: Rent representing value for money

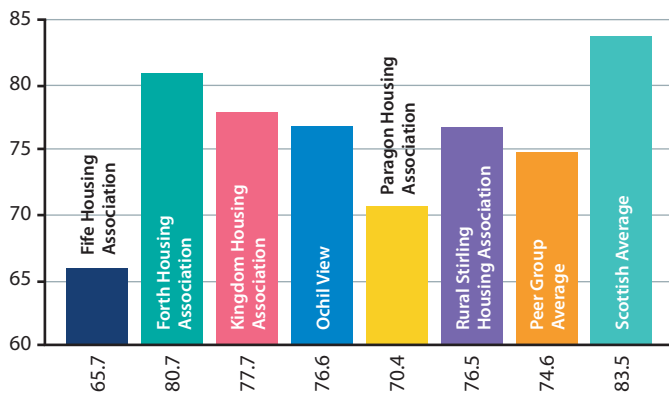
What does this mean?

This measures how satisfied tenants are that their rent represents value for money.

Why is it important?

It is an important measure of our performance as a landlord that tenants view the rents charged are reasonable and affordable.

Percentage of tenants satisfied rent represents value for money



Evaluation of Performance 2019/20 - 76.6%
Room for Further Improvement



76.6% of tenants feel their rent represents value for money and although this is comparable with our local comparison group it is below the Scottish Average.

How can we improve?

We are working on a Value for Money Statement which will identify our performance in this area – we will continue to strive to achieve value for money for tenants and keep rents affordable.



Indicator 26: Rent Collection

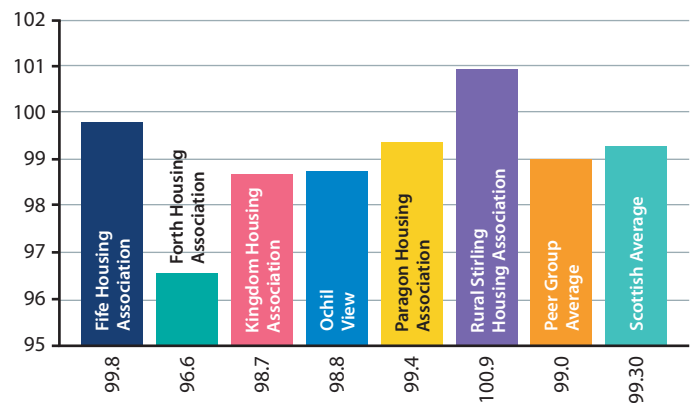
What does this mean?

This measures the amount of rental income we receive as a proportion of the total amount we could have achieved.

Why is it important?

As with void rent loss and re-letting properties maximising rent collection ensures that we can continue to invest in our properties.

Rent collected as percentage of rent due



Evaluation of Performance 2019/20 - We collected 98.8% of collectable rent
Room for Further Improvement



How can we improve?

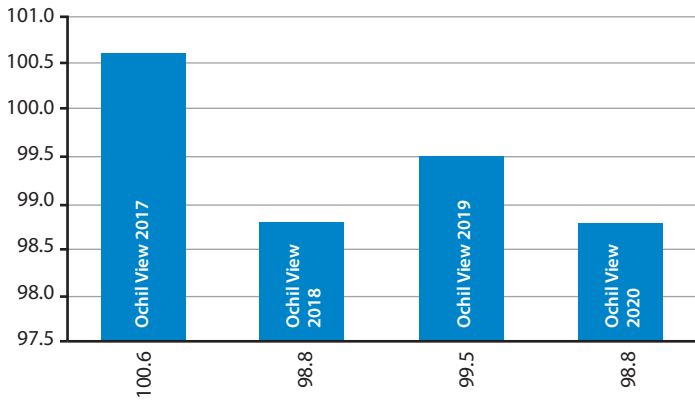
We performed less well than our local comparison group and the Scottish Average.

We currently have approximately 33% of our tenants claiming Universal Credit, which makes rent collection more difficult due to receiving payments four weekly in arrears.

From October 2020 Ochil View will now receive Universal Credit managed rent payments on the actual payment date which, brings payments in-line to when tenants receive their money.

We aim to see an improvement in our rent received during 2020/2021.

Rent collected as percentage of rent due



Indicator 27: Rent Arrears

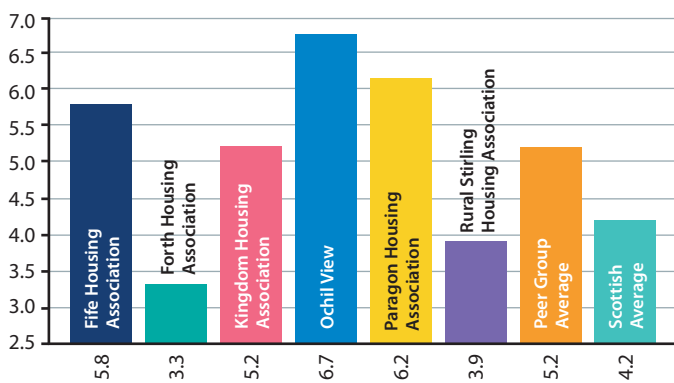
What does this mean?

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.

Gross rent arrears as a percentage of rent due



How can we improve?

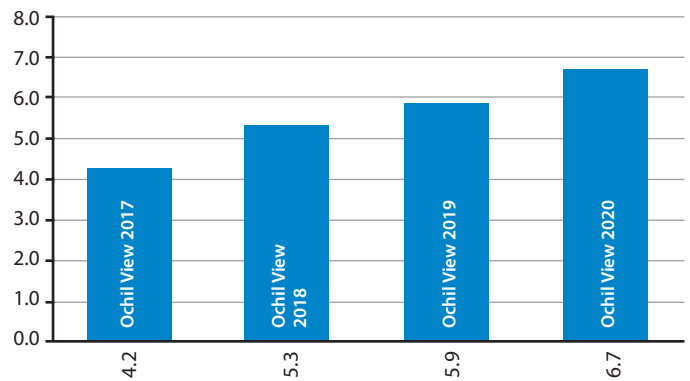
We performed less well than our local comparison group and the Scottish Average and, in what has been a difficult start to the year due to the pandemic and many of our tenants faced with financial hardship, we still hope that we can improve on our rental income and reduction in rent arrears during 2020/2021.

Universal Credit managed payments are being received on tenants actual payment dates from October 2020 instead of 4 weeks in arrears. This will mean that there is less technical arrears.

The launch of My Home tenant portal in July 2020 enables tenants to see their rent transactions, view all correspondence and pay their rent online via their tenant dashboard.

We hope that this will see a significant improvement on our rental income during the course of the year.

Gross rent arrears percentage of rent due



Evaluation of Performance 2019/20 - Gross arrears were 6.7% of collectable rent Room for Improvement



SATISFACTION WITH FACTORING SERVICE



Indicator 29: Percentage of factored owners satisfied with the factoring service they receive

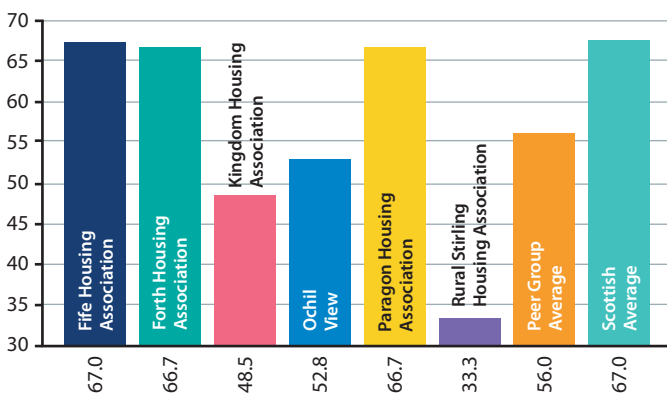
What does this mean?

This measures the percentage of factored owners that are satisfied with the service they receive

Why is it important?

This is an important area of our service and analysing performance will allow us to improve our service to owners.

Percentage of factored owners satisfied with the service



Evaluation of Performance 2019/20 - 52.8% Room for Improvement



52.8% of factored owners were satisfied with the service provided by the Association.

We performed less well than our local comparison group and the Scottish Average.

How can we improve?

Although we have reviewed all Factoring Agreements many of our improvement plans were delayed as a result of the pandemic. However, the following actions are now being progressed

- Introduction of a "Welcome Pack" for new owners / sharing owners
- Introduce a "One Stop Shop" for all factoring enquiries
- Re-introduction of annual meetings
- Owner / Sharing Owner participation prior to procurement of services they receive
- Encouragement for tenants / owners / sharing owners to go "paper free".

RELETTING EMPTY HOMES



Indicator 30: Average days to re-let properties

What does this mean?

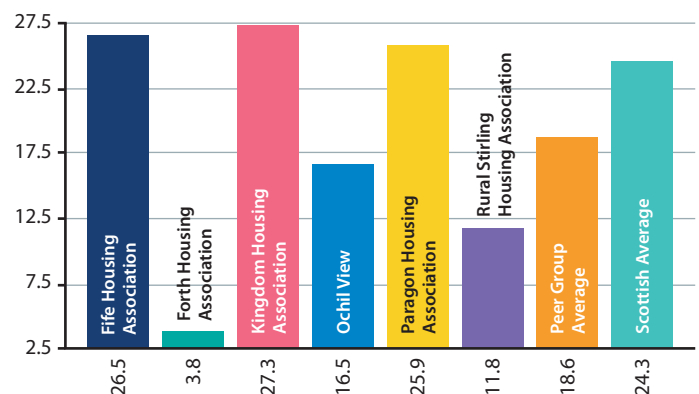
This is a measure of how quickly we re-let empty homes and counts the total number of days (including weekends and holidays) that it takes to re-let a house from the date the outgoing tenant left until the date the new tenant signed the tenancy agreement, and the rent we don't collect on those days.

Why is it important?

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

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

Average time (days) to re-let properties



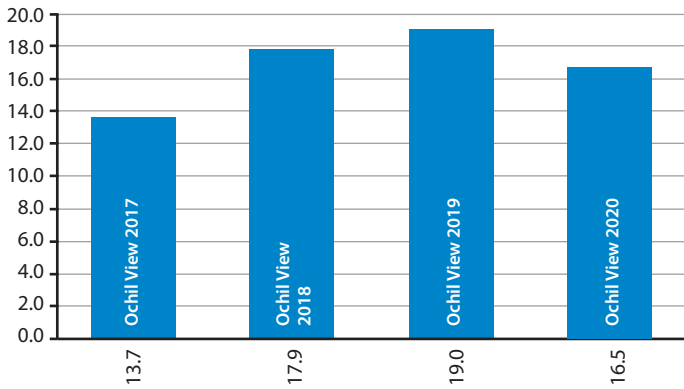
Evaluation of Performance 2019/20 - We re-let a vacant house, on average in 16.5 days Performing Well



Performance with this indicator has improved from 19 days in 2019 to 16.5 days and we performed better than most of our local comparison group. We also performed better than the Scottish Average.

We aim to continue to improve the number of days it takes to re-let our properties.

Average time (days) to re-let properties



VALUE FOR MONEY

Average Percentage Rent Increase for 2020/21

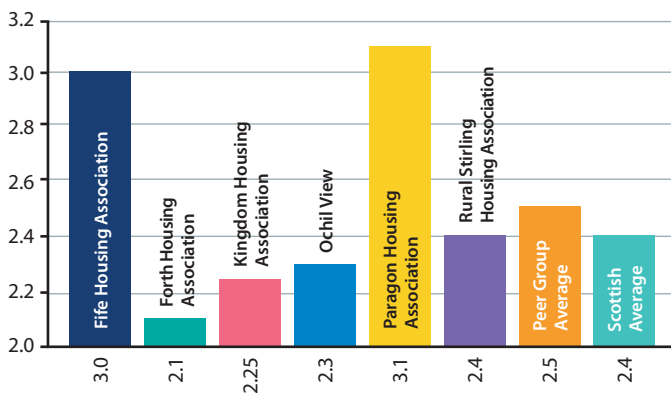
What does this mean?

This is the average rent charge applied for the year from 1st April 2020.

Why is it important?

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

Percentage rent increase for 2020/21



Evaluation of Performance
2019/20 - 2.3%
Performing Well



Our average percentage rent increase for 2020/21 was lower than most of our local comparison group and lower than the Scottish Average.

How can we improve?

Continue to assess rent increases in relation to affordability and value for money.

Information note:

Please note that the following ARC Indicators have not been included in this publication for reasons that they add little, if anything to the assessment of the Association as a landlord.

Indicator 14: Percentage of tenancy offers refused during the year

Indicator 20: Total cost of adaptations completed in the year by source of funding (£)

Indicator 21: The average time to complete medical adaptations

Indicator 22: Percentage of the court actions initiated which resulted in eviction and the reasons for eviction

Indicator 23: Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let

Indicator 24: Homelessness - this is a local authority indicator only

Indicator 28: Average annual management fee per factored property

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 Register of Interested Tenants that we are setting up in 2020/21 .
- 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.
- Complete online surveys or surveys by post. Register on My Home and you will receive all our surveys direct on your dashboard.
- 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 your view by text to 0786 002 0474.

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 where you can 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: 0333 2020 708
- Non-Gas Emergencies: 0330 022 4402

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

- Scottish Power (24-hour Emergency Helpline) - 105
- Scottish Water: 0800 0778 778
- Scottish Gas Network: 0800 111 999

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

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