

Ochil View Housing Association Annual Performance Report 2023 -24



Welcome to Ochil View Housing Association's Annual Performance Report for 2023-24.

Earlier this year, we provided the Scottish Housing Regulator with our key performance indicators for 2023-24. This report sets out to show how well we are performing, how we compare to our peer average and also against the Scottish average. The Peer Group chosen to measure ourselves against includes all housing associations operating locally to Ochil View, and other housing associations of a similar size to us.

The key performance indicators have been split into 4 areas:



YOUR VOICE



YOUR HOME



YOUR NEIGHBOURHOOD



YOUR MONEY

This report will demonstrate how we continue to meet our core values of being:

Open **Transparent**
Responsive **Trustworthy**

As always, it is important that you tell us what you think of the report and our performance in general over the past year. Your feedback can be on any aspect of this report and all your thoughts and ideas help us to shape the services that are right for tenants.

To share your thoughts, you can:
Email: tenantengagement@ochilviewha.co.uk
Call us: 01259 722 899
Or simply chat to any member of staff.



HAPPY TO TRANSLATE

Copies of this report are available in other languages and non-printed media.

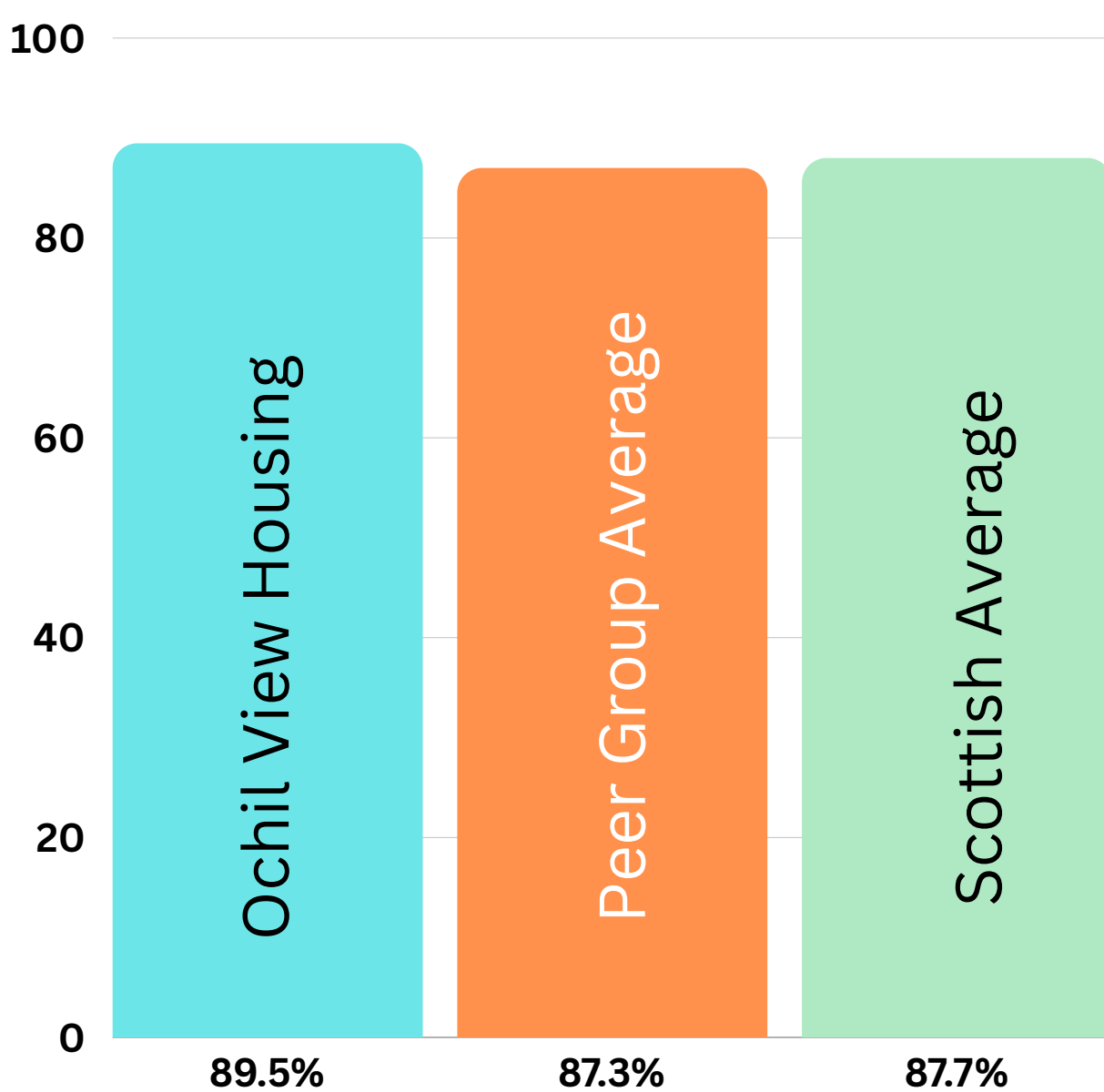
Like all our publications, this report is available, on request, in braille, large print, on tape and in translation to other languages for tenants whose first language is not English.


Please let us know if you require this service. This will be a free service delivered by Ochil View Housing Association.



The first section sets out several indicators around the theme of communication. We strive to ensure that Ochil View Housing Association tenants and other customers find it easy to communicate with us and get the information they need in a way that suits them. We also look to clearly share the decisions we make as a landlord.

Indicator 1: What percentage of tenants are satisfied with the overall service?

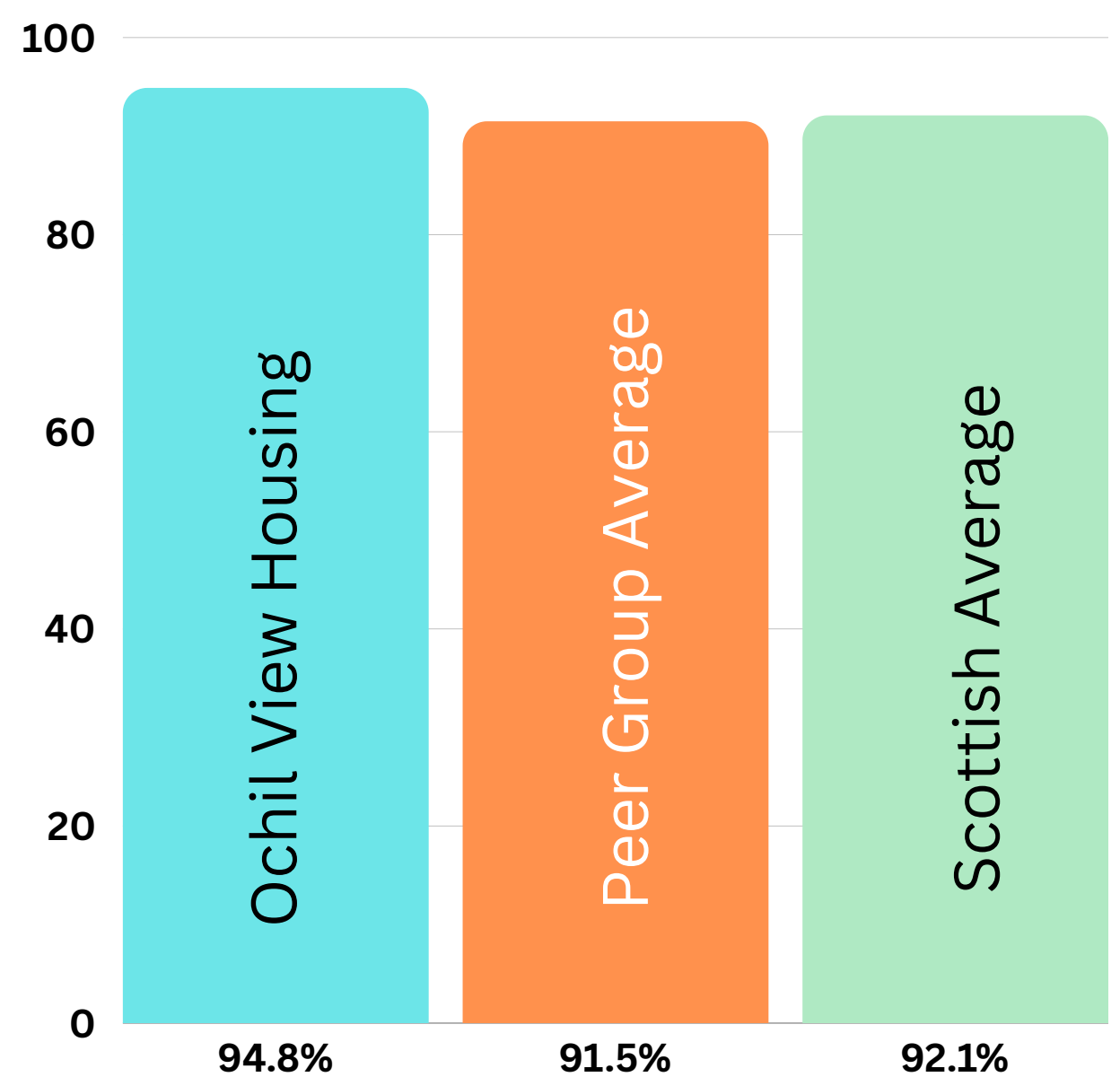



 Evaluation of performance
2023-24
89.5%

What does this tell us?

We continue to be higher than the Scottish and peer average. Our most recent Tenant Satisfaction Survey highlighted that tenants are still generally very satisfied with the overall service we are providing.

Indicator 2: What percentage of tenants feel their landlord is good at keeping them informed about services and decisions?



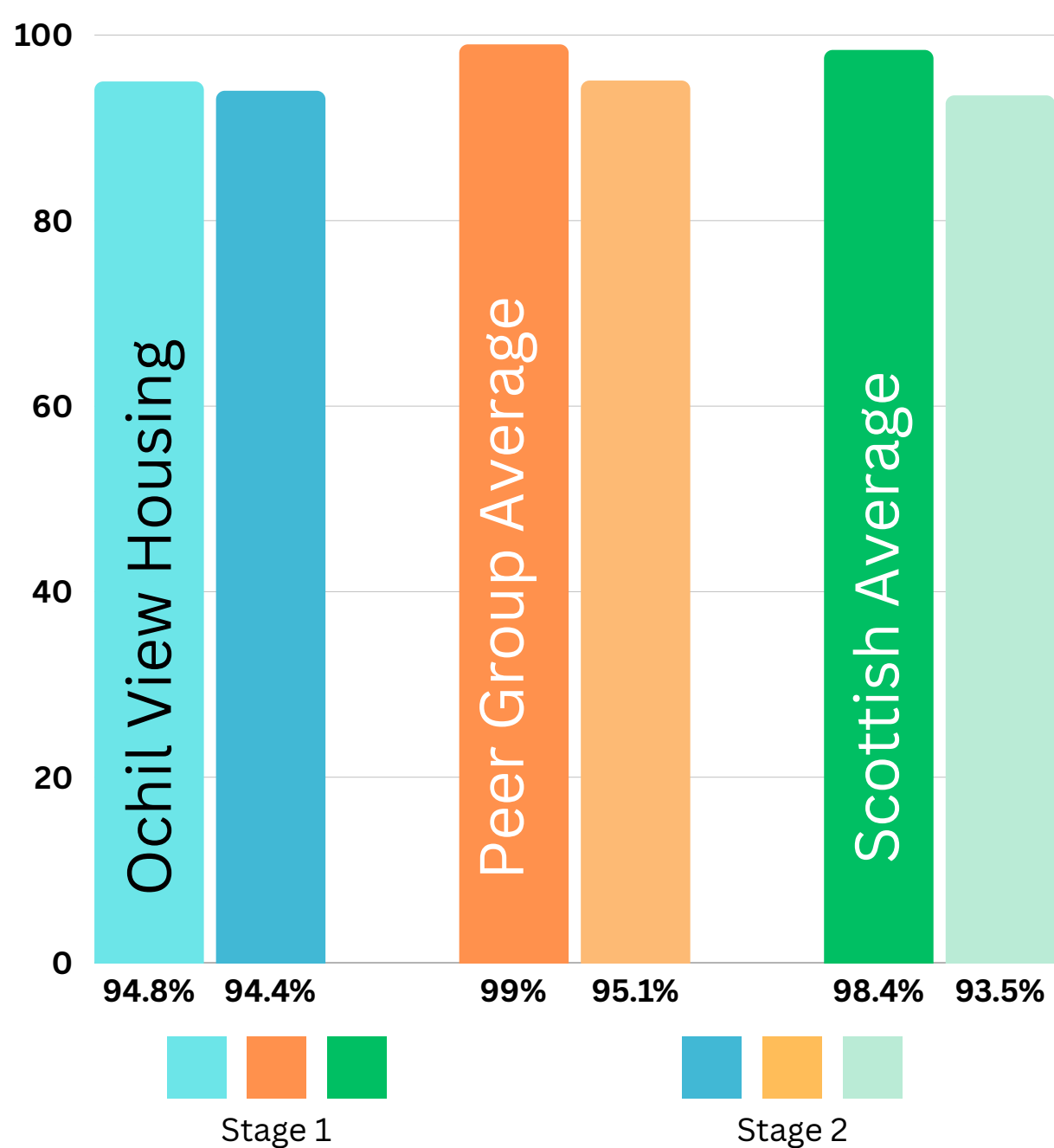
 Evaluation of performance
2023-24
94.8%

What does this tell us?

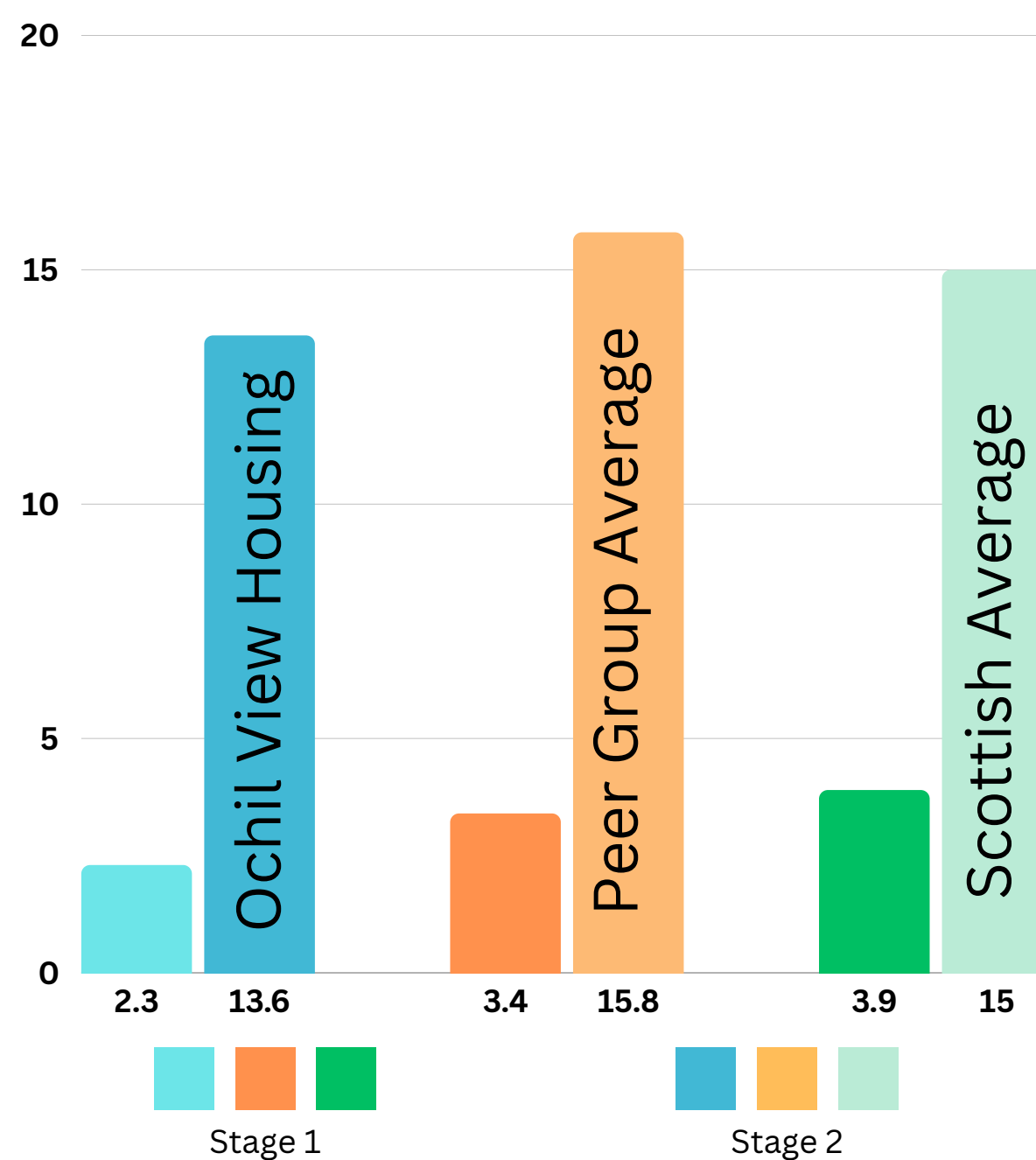
We are delighted to report that 95% of our tenants feel we are good at keeping them informed about services and decisions we make. We do this via a variety of methods, such as face-to-face discussions, our newsletters, texts, letters etc. We are pleased to be comfortably ahead of both our peer and Scottish average with this indicator.





Indicator 3: What percentage of complaints were responded to in full for Stage 1 and Stage 2 complaints?



Indicator 4: What is the average time in working days for full responses to Stage 1 and Stage 2 complaints?



Evaluation of performance 2023-24

94.8% for Stage 1 Complaints & 94.4% for Stage 2 Complaints

Evaluation of performance 2023-24

2.3 days for Stage 1 Complaints & 13.6 days for Stage 2 Complaints

What does this tell us?

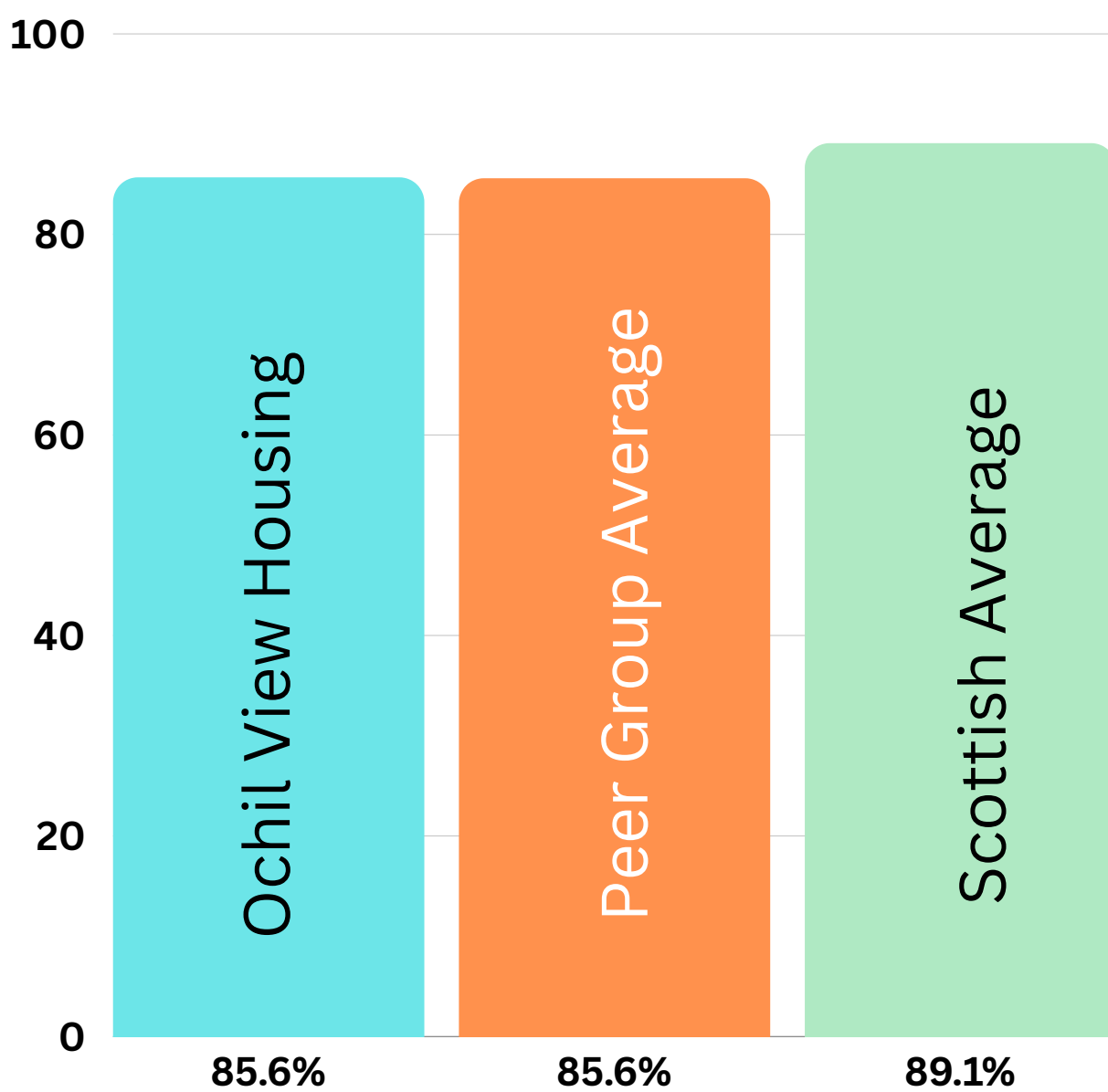
Performance dropped in both areas due to delays in obtaining external information to allow us to fully respond and close these off with a satisfactory outcome. We value complaints and it remains important that they are fully investigated and on some occasions, this has taken longer than target. We will continue to monitor this area and make improvements.


What does this tell us?

Although we have seen a slight increase in the number of days we have fully responded to Stage 2 complaints, we are still performing highly when compared to our peers and the Scottish average. Stage 2 complaints often take longer due to complexities within the investigation.



Indicator 5: What percentage of tenants are satisfied with the opportunities given to participate in the landlord decision making?



 **Evaluation of performance 2023-24**
85.6%

What does this tell us?

Our satisfaction levels around opportunities to participate in landlord decision making is the same as our peer average, but slightly less than the Scottish average. We continue to work on offering tenants as many opportunities as possible to participate. This includes the tenant scrutiny group, targeted surveys on key topics, as well as online and in-person engagement.

At Ochil View Housing Association, we want all our tenants to be able to engage with us in a way that suits them. Below are just some of the options available and we will continue to develop these. Every voice counts.

WEBSITE & MY HOME

Our website contains lots of useful information about your tenancy and our latest news. By signing up to your 'My Home' service on the site, you can access all your tenancy information in one place and easily report repairs, pay rent etc.

PHONE

Simply call us on **01259 722 899** to speak to a staff member. For tenant engagement queries, you can contact your Tenant Engagement Officer directly on 01259 727 473.

SOCIAL MEDIA

We are on Facebook and X. Find us at: facebook.com/Ochilviewha or at: x.com/ViewOchil

SURVEYS

Surveys are a great way to feedback to us your thoughts on a particular service. We have a range of these throughout the year, including satisfaction around repairs and rent charges.

TENANT SCRUTINY GROUP

This is an Ochil View tenant body who independently reviews how we are performing as a landlord and puts forward recommendations for improvement.

REGISTER OF INTERESTED TENANTS

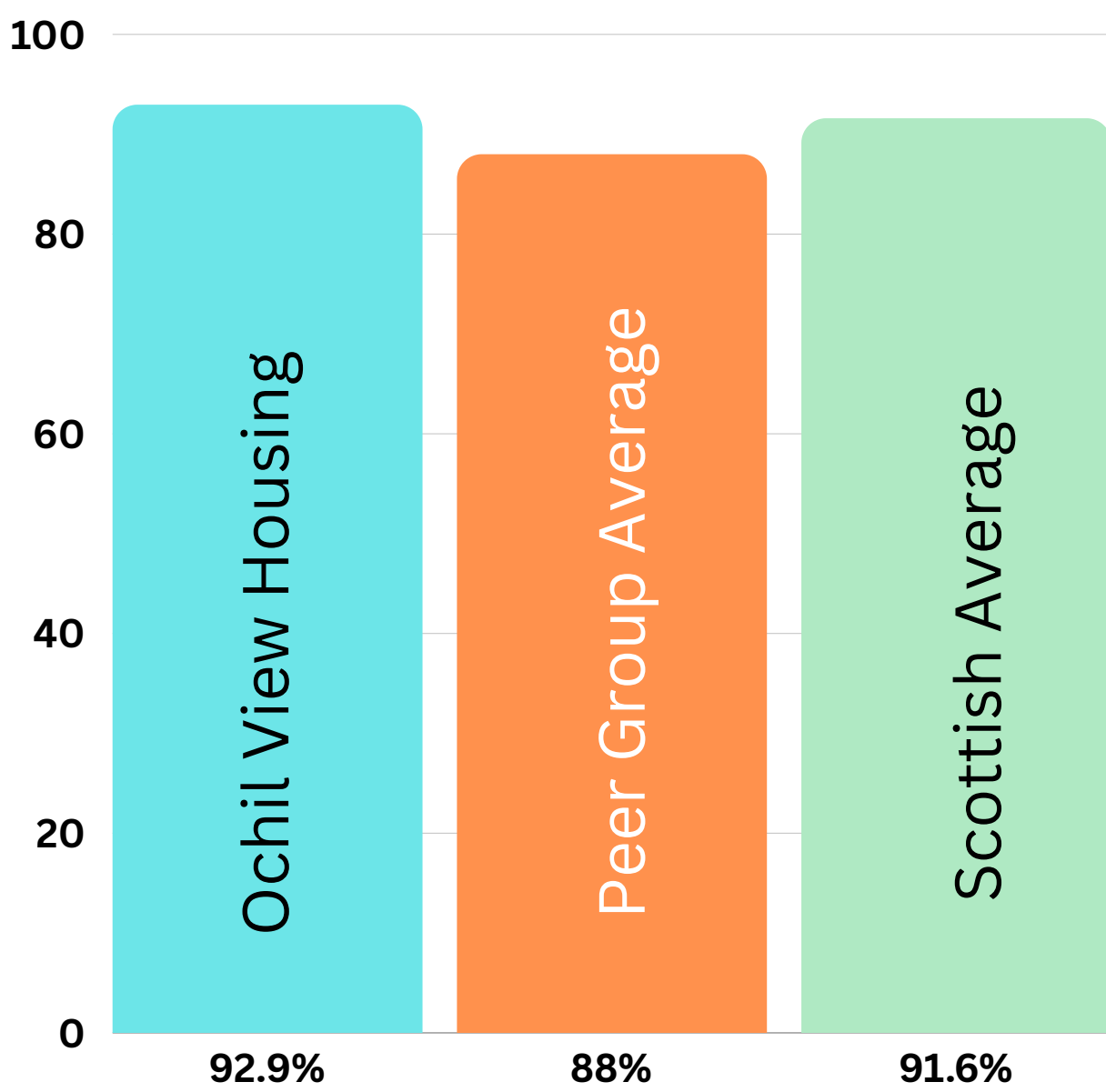
Tenants can sign up to this list to be contacted for their thoughts on key changes within the Association.


YOUR HOME



This section focuses on several indicators to do with tenants' homes. It is our responsibility to ensure that these homes meet the Scottish Housing Quality Standard when allocated and are always clean, tidy and in a good state of repair, as well as meeting the Energy Efficiency Standard for Social Housing.

Indicator 6: What percentage of our stock meets the Scottish Housing Quality Standards for this year?

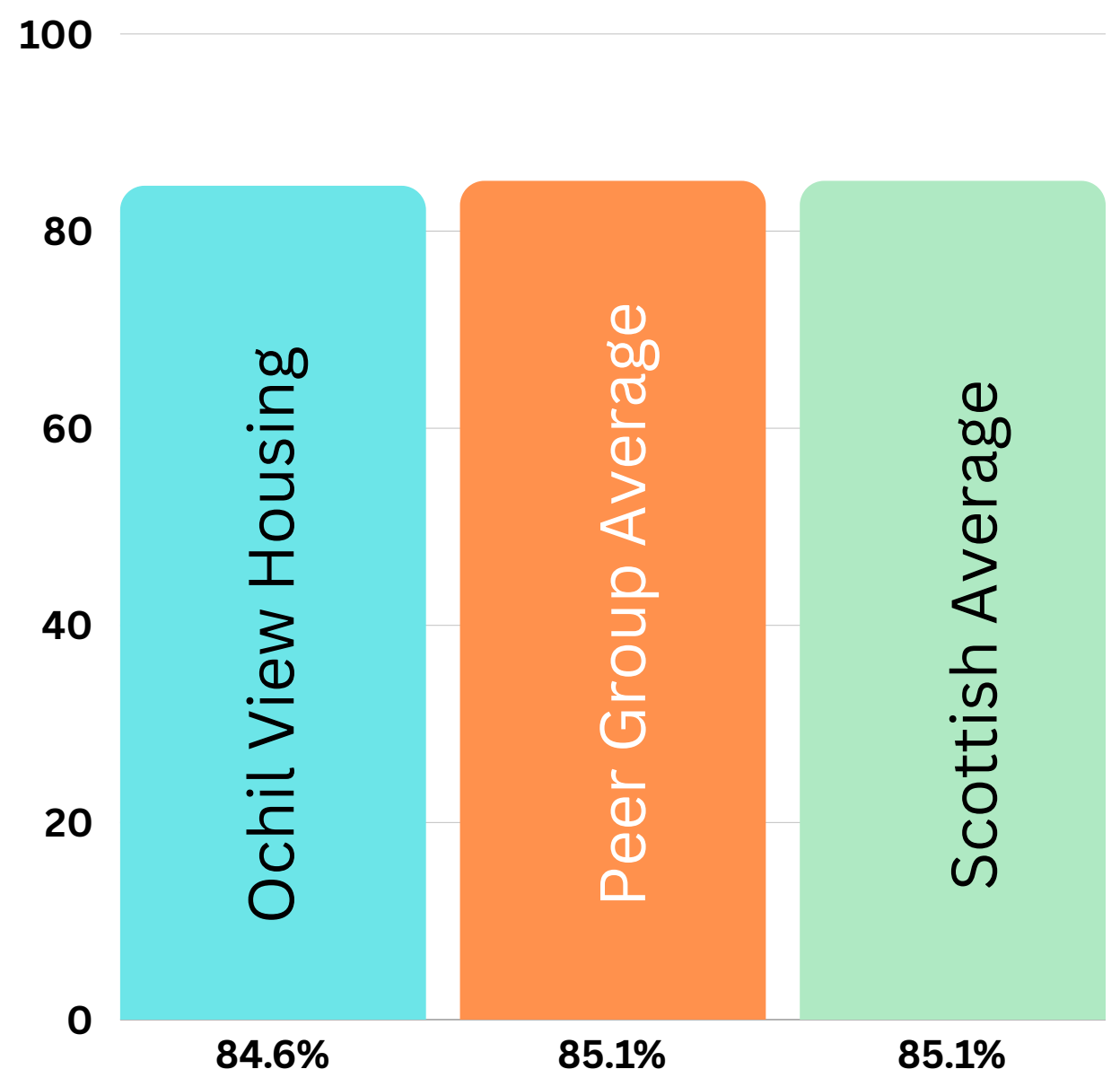



 Evaluation of performance
2023-24
92.9%

What does this tell us?

We are delighted to see that we continue to perform higher than our peer group and Scottish average when it comes to the Scottish Housing Quality Standards. This has been helped by our work around energy efficiency.

Indicator 7: What percentage of tenants are satisfied with the quality of their home?



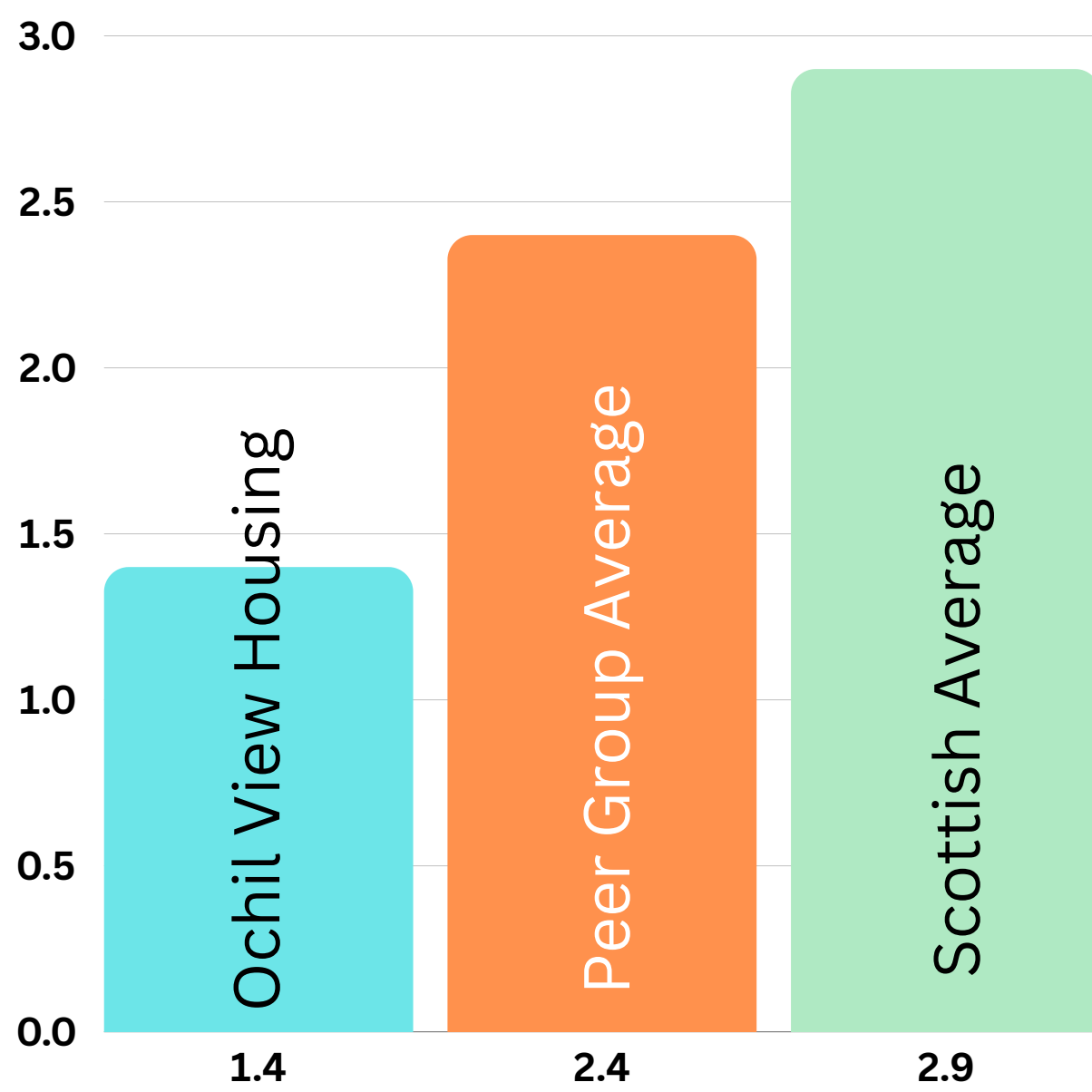
 Evaluation of performance
2023-24
84.6%


What does this tell us?

We remain at the same satisfaction percentage as last year. This means we continue to be in line with the peer group and Scottish average.



Indicator 8: What is the average time in hours to complete an emergency repair?

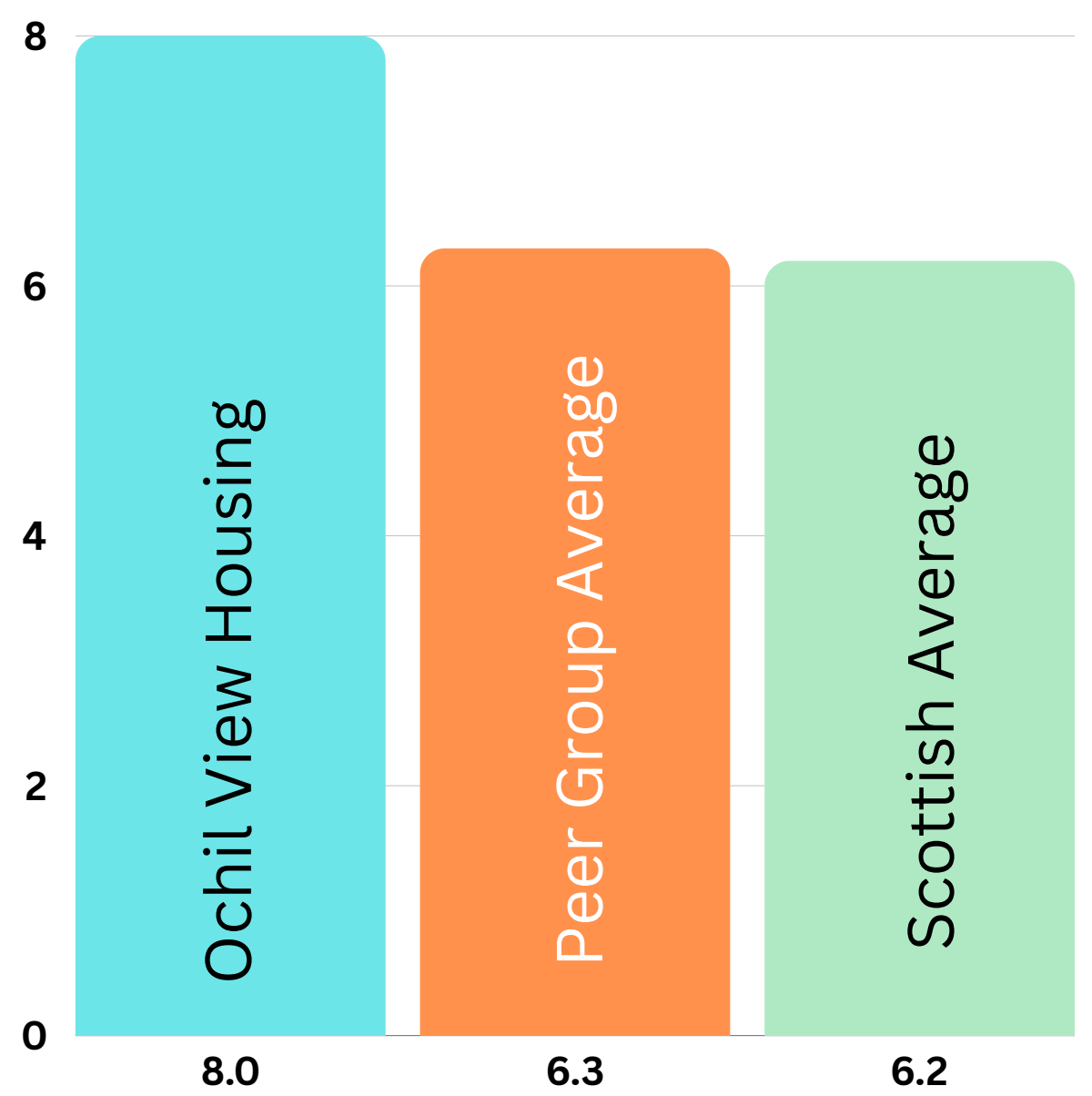



 **Evaluation of performance 2023-24**
1.4 Hours

What does this tell us?

Although a very small increase from last year’s figure of 1.28 hours, this continues to be well above both the peer group and Scottish average. We will continue to work hard at ensuring homes are made safe as quickly as possible in an emergency.

Indicator 9: What is the average length of time to complete a non-emergency repair?



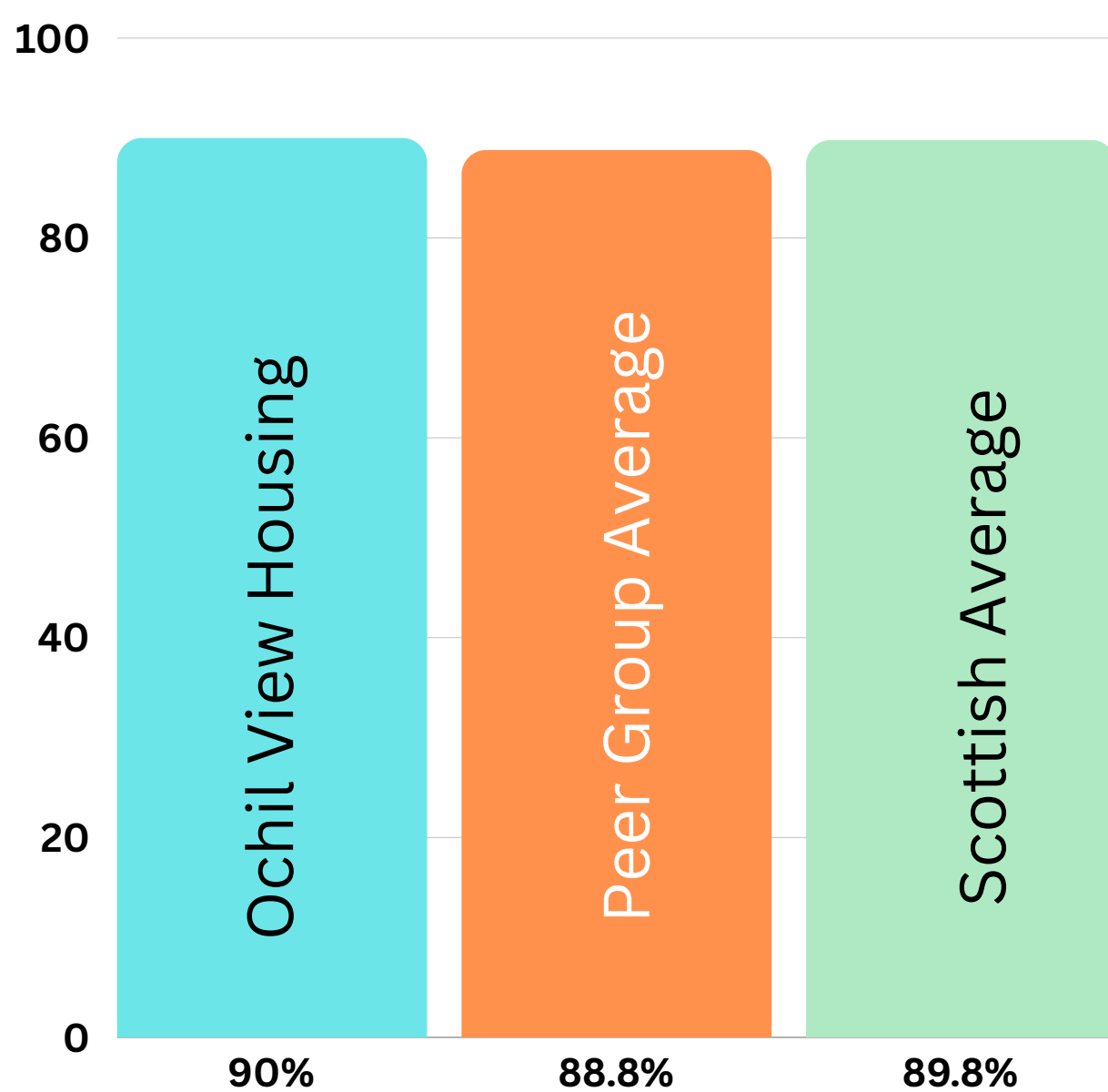
 **Evaluation of performance 2023-24**
8 Days

What does this tell us?

During the year, we changed our main repairs contractor which impacted on our performance as many jobs were outstanding from our previous contractor. We have made progress through the year and continue to work hard on improving this key area.



Indicator 10: What is the percentage of reactive repairs carried out in the last year that we got right first time?

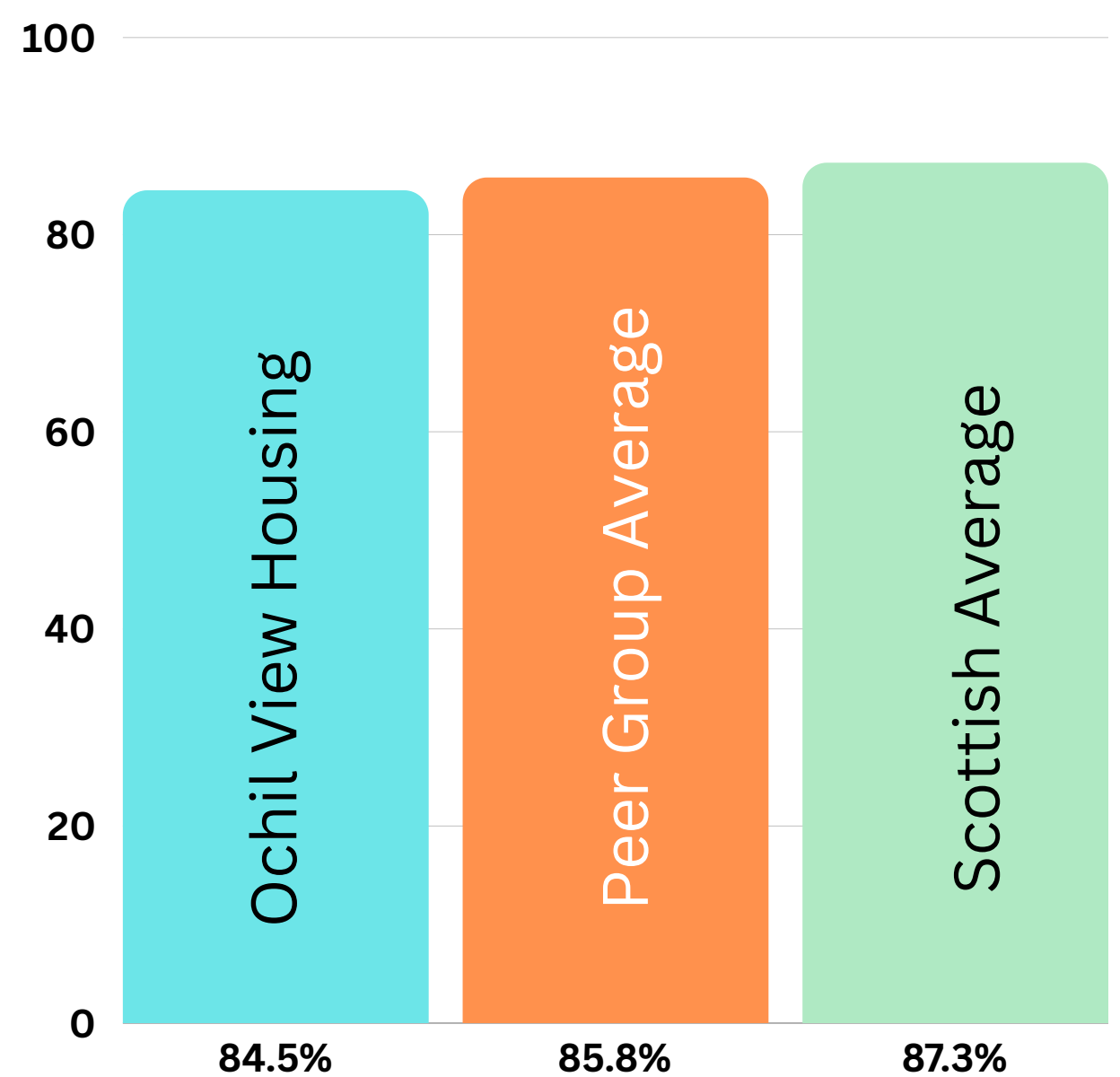


**Evaluation of performance
2023-24
90%**

What does this tell us?

We are delighted to see this percentage increase from 87.6% last year, bringing us slightly above the peer group and Scottish average.

Indicator 11: What percentage of tenants are satisfied with the repairs service?

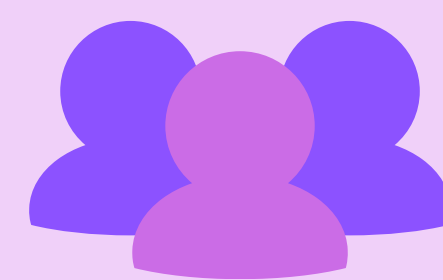


**Evaluation of performance
2023-24
84.5%**

What does this tell us?

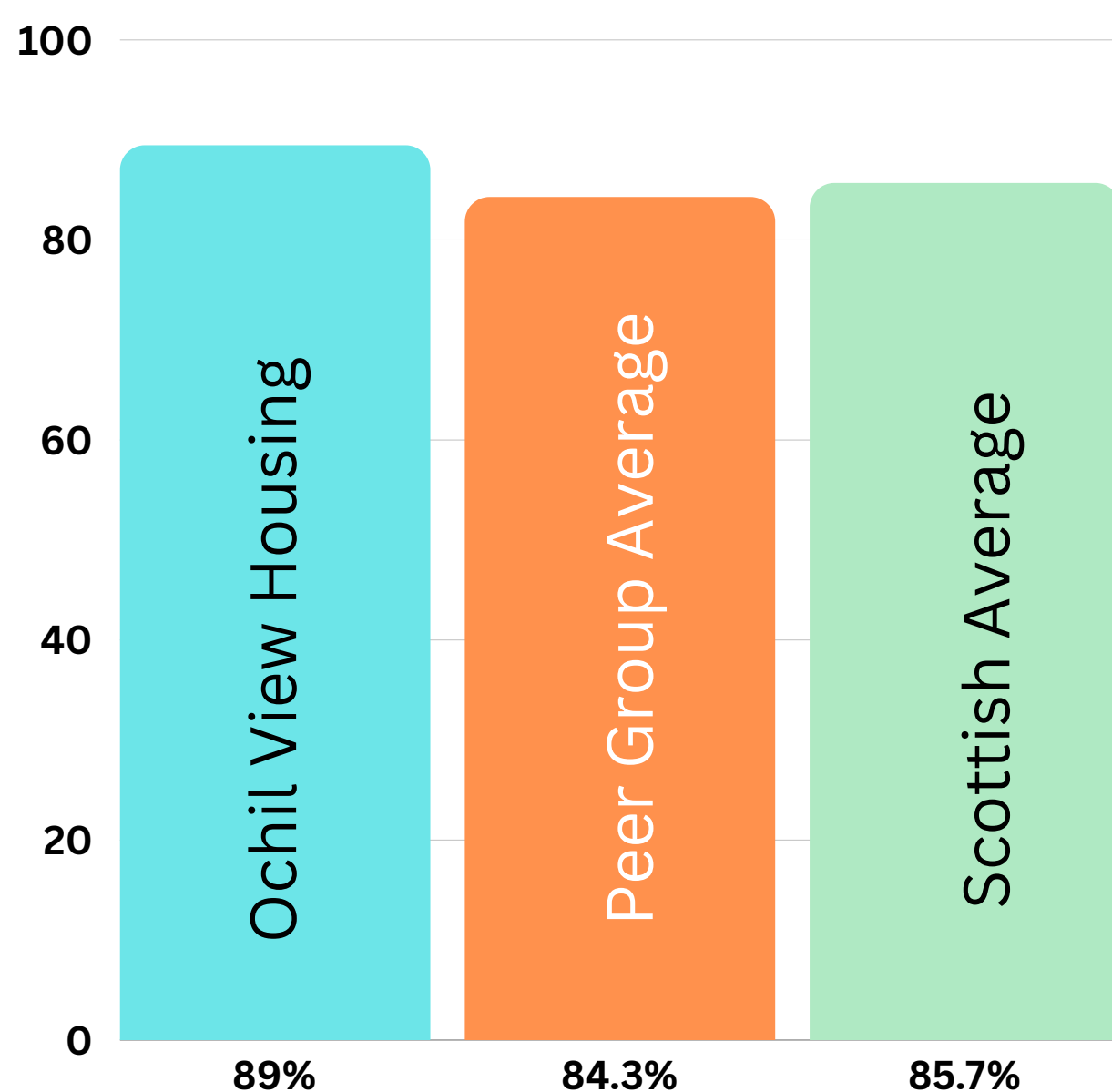
Disappointingly, we have seen a slight drop again in this area for 2023-24, bringing us just below the peer group and Scottish average.

YOUR NEIGHBOURHOOD

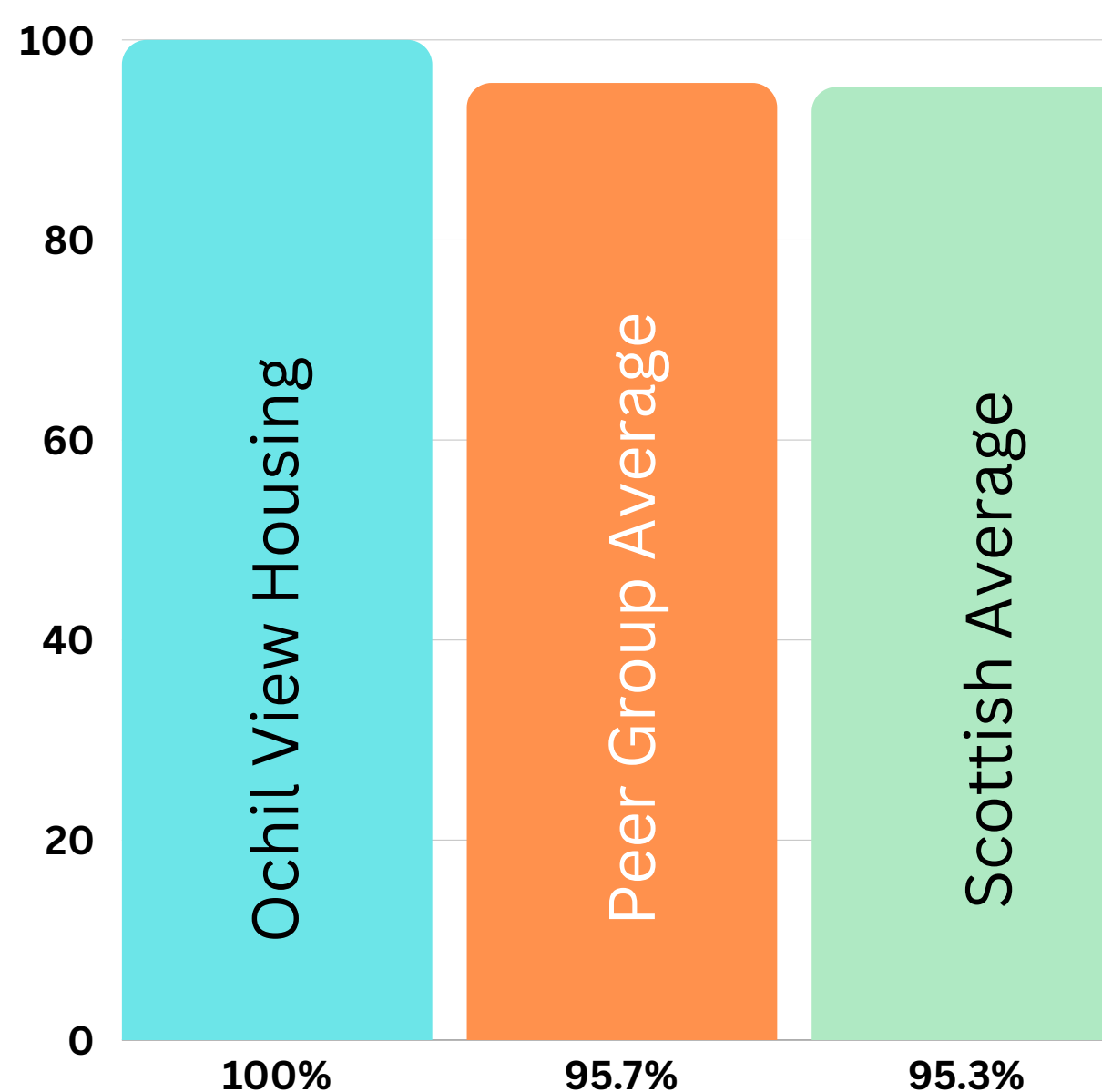


This section details how well we are doing with ensuring that tenants and other customers are living in well-maintained and safe neighbourhoods.

Indicator 12: What percentage of tenants are satisfied with our contribution to management of our neighbourhood?



Indicator 13: What percentage of anti-social behaviour cases have been resolved within locally agreed targets?



**Evaluation of performance
2023-24
89%**



**Evaluation of performance
2023-24
100%**

What does this tell us?

The most recent Tenant Satisfaction Survey highlighted a strong percentage of tenants are happy with our contribution to the management of their neighbourhood. We are comfortably ahead of both our peer group and the Scottish average.

What does this tell us?

We are delighted to be at 100% for ASB cases being resolved within agreed targets. We continue to be above the peer group and Scottish average. Resolving anti-social behaviour continues to be an important priority for us as all tenants should feel safe in their home and neighbourhood.

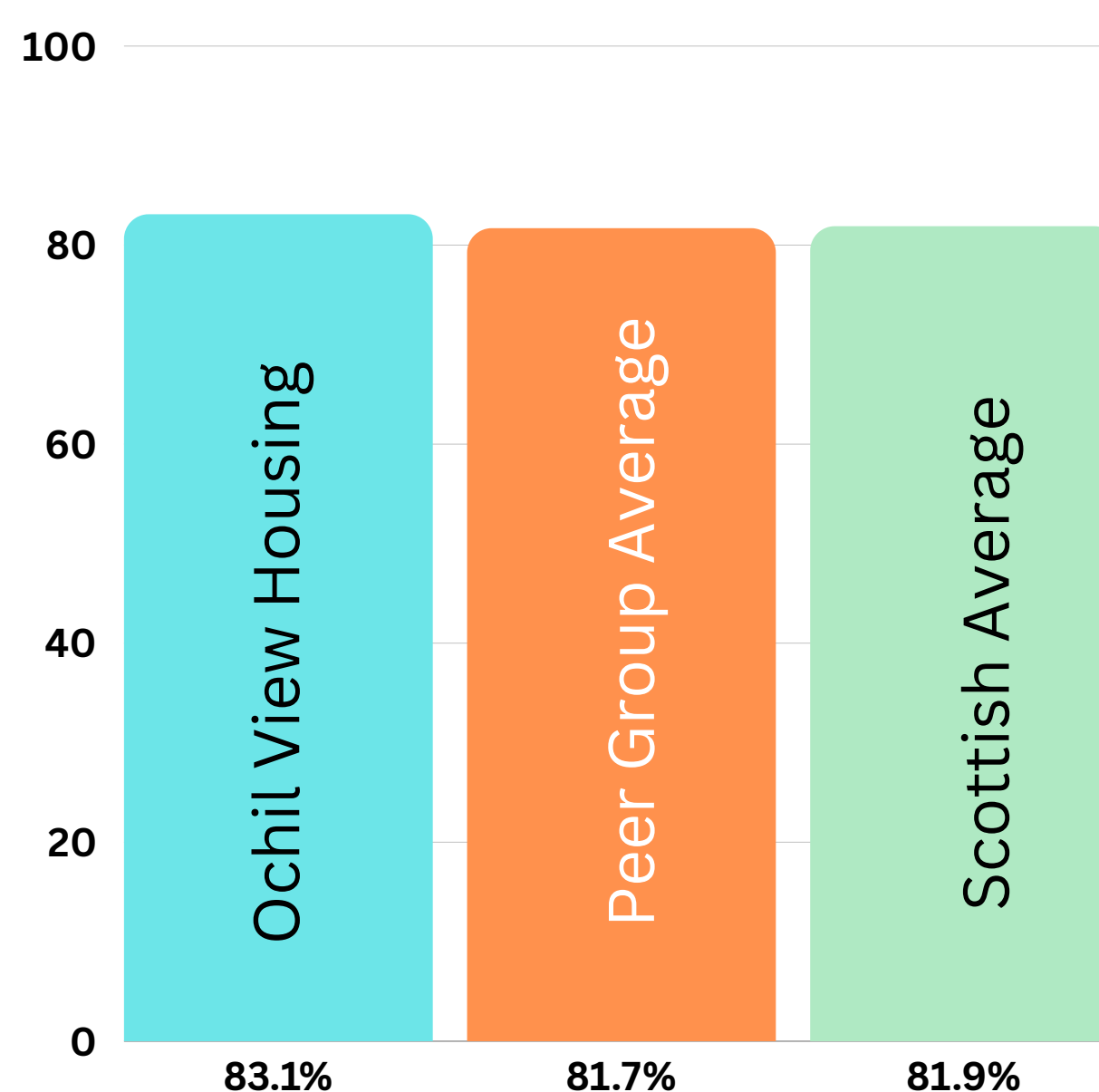
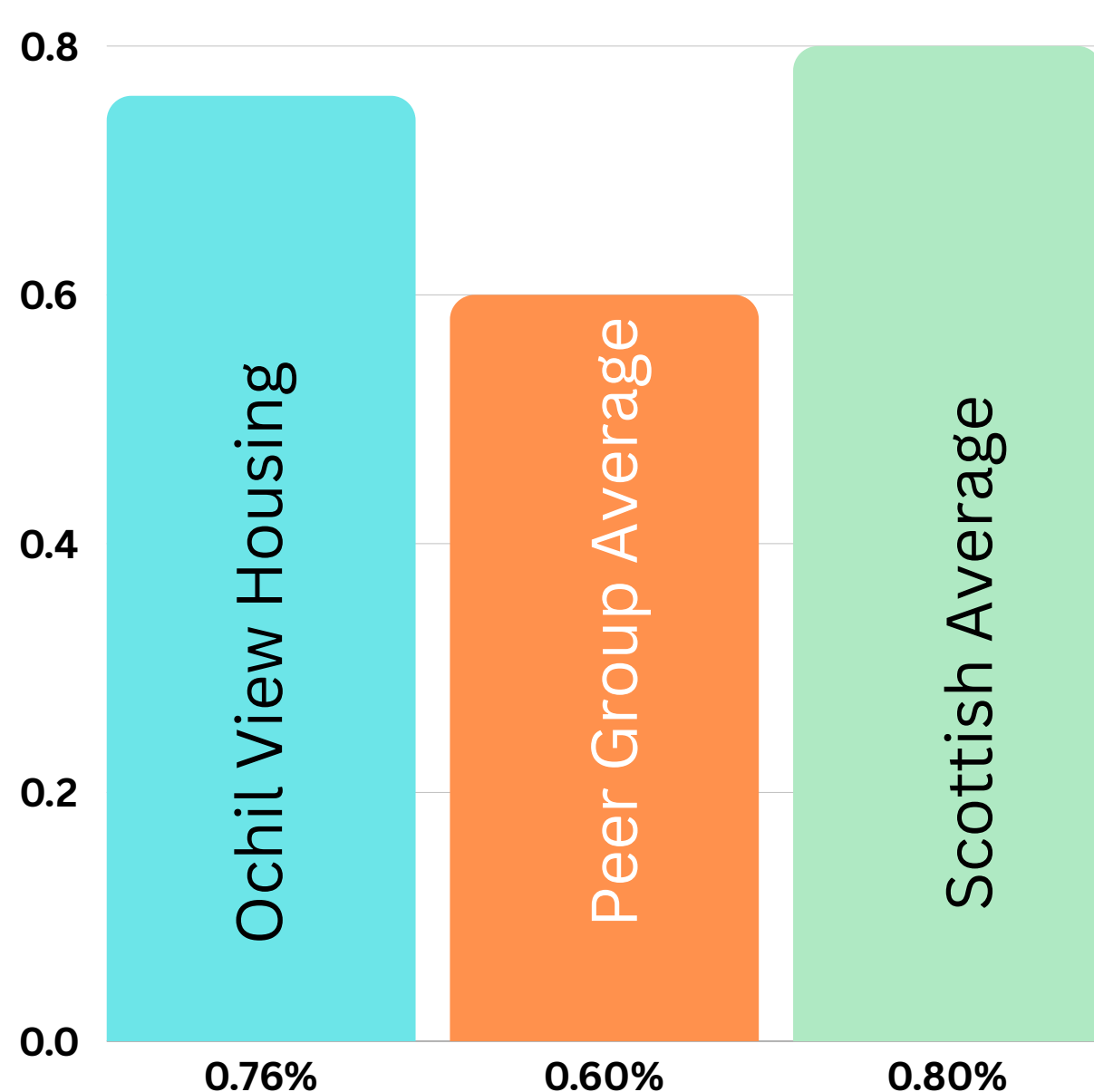
YOUR MONEY





This section sets out that tenants, owners and other customers receive services that provide continually improving value for rent, and other charges they pay. There should also be a balance between the level of services provided and the cost of services, as well as providing tenants with clear information on how rent and other money is spent.

Indicator 14: What is the percentage of rent lost while a property is empty?

Indicator 15: What percentage of tenants are satisfied that their rent represents value for money?



 Evaluation of performance
2023-24
0.76%

 Evaluation of performance
2023-24
83.1%

What does this tell us?

We are satisfied that this stays around the same as the previous year's figure. We are below the peer group but above the Scottish average for this.

What does this tell us?

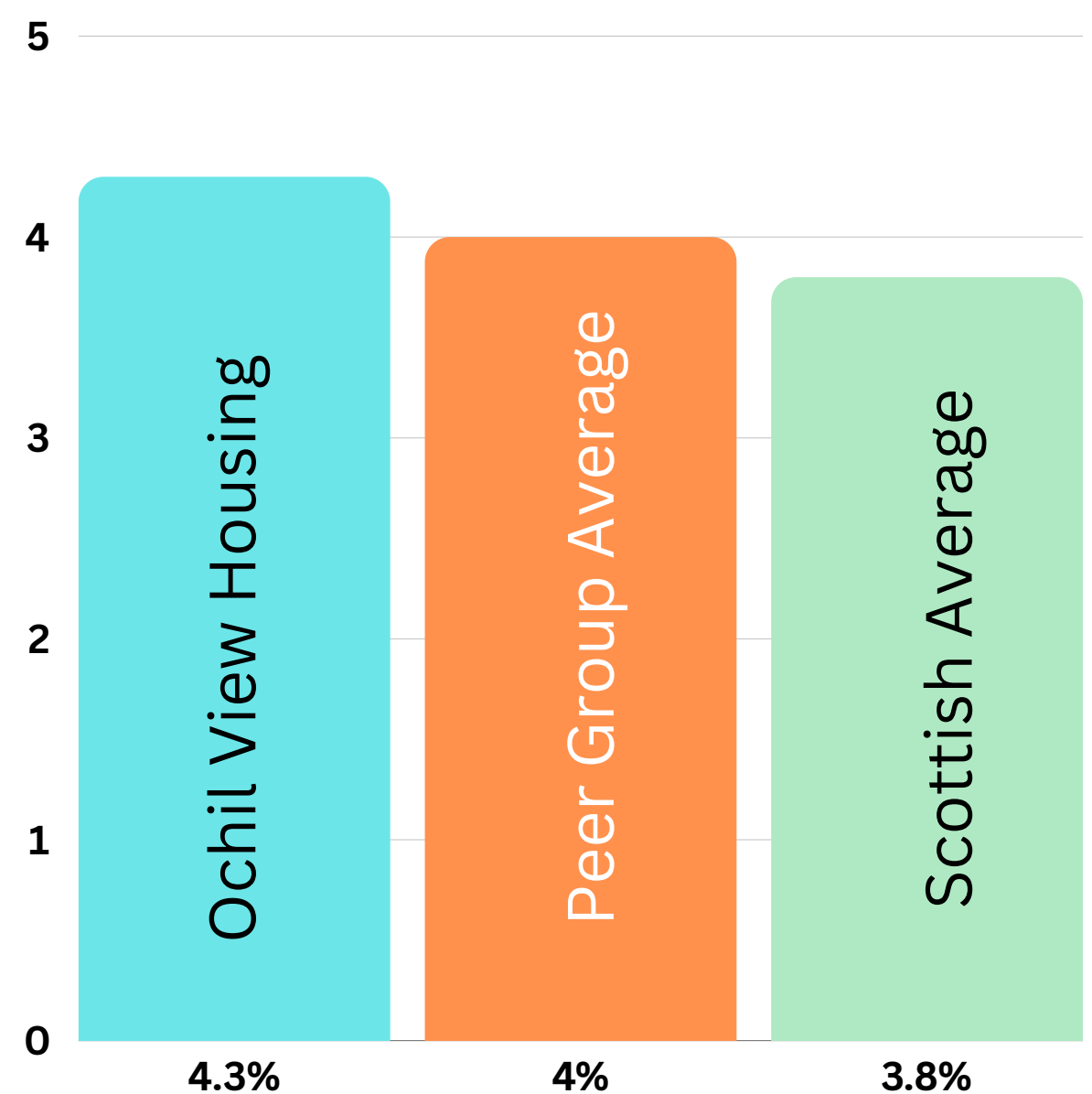
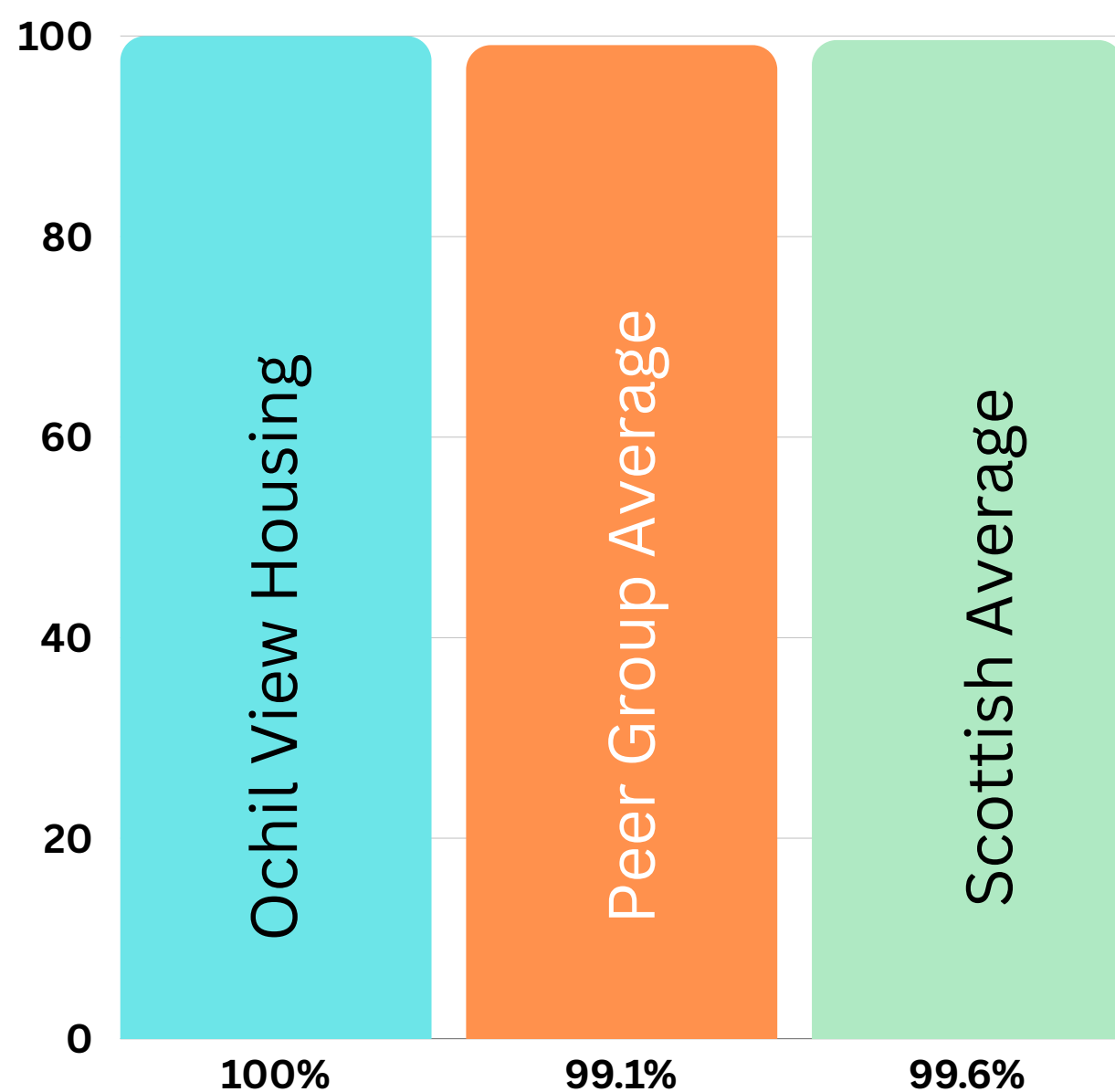
Our most recent Tenant Satisfaction Survey highlighted a strong satisfaction when it comes to value for money. We are performing better than our peer group and Scottish average for this indicator. We continue to work to ensure tenants feel rent charges are reasonable and affordable.

YOUR MONEY (cont)



Indicator 16: What is the rent collected as a percentage of the rent due in 2023-24?

Indicator 17: What is the percentage of gross rent arrears as a percentage of rent due in 2023-24?



**Evaluation of performance
2023-24
100%**



**Evaluation of performance
2023-24
4.3%**

What does this tell us?

We are delighted to be at 100% for rent collected in 2023-24, higher than both our peer group and Scottish average. Working to maximise our rent collection ensures we can make further green investment in our properties going forward.

What does this tell us?

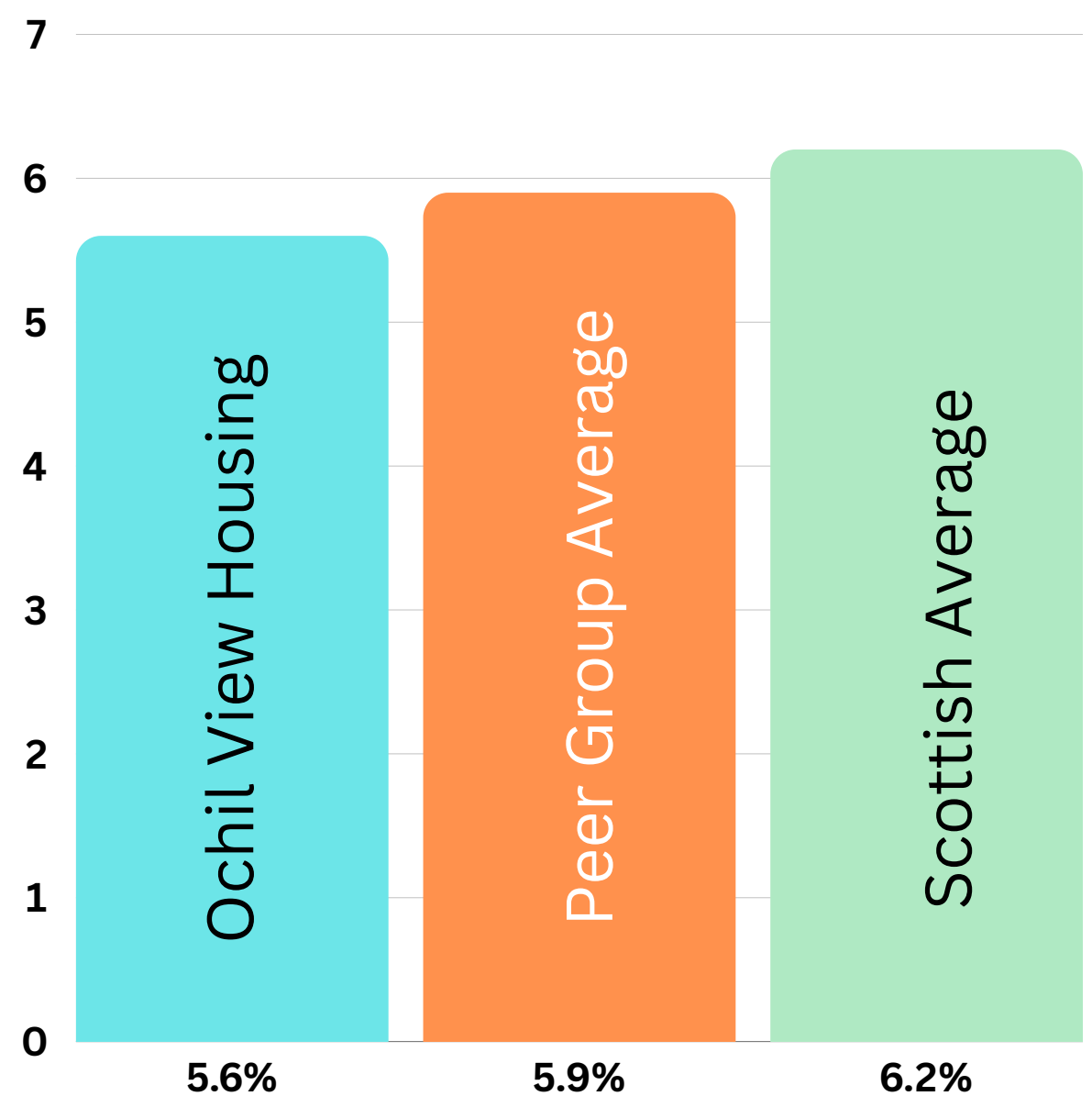
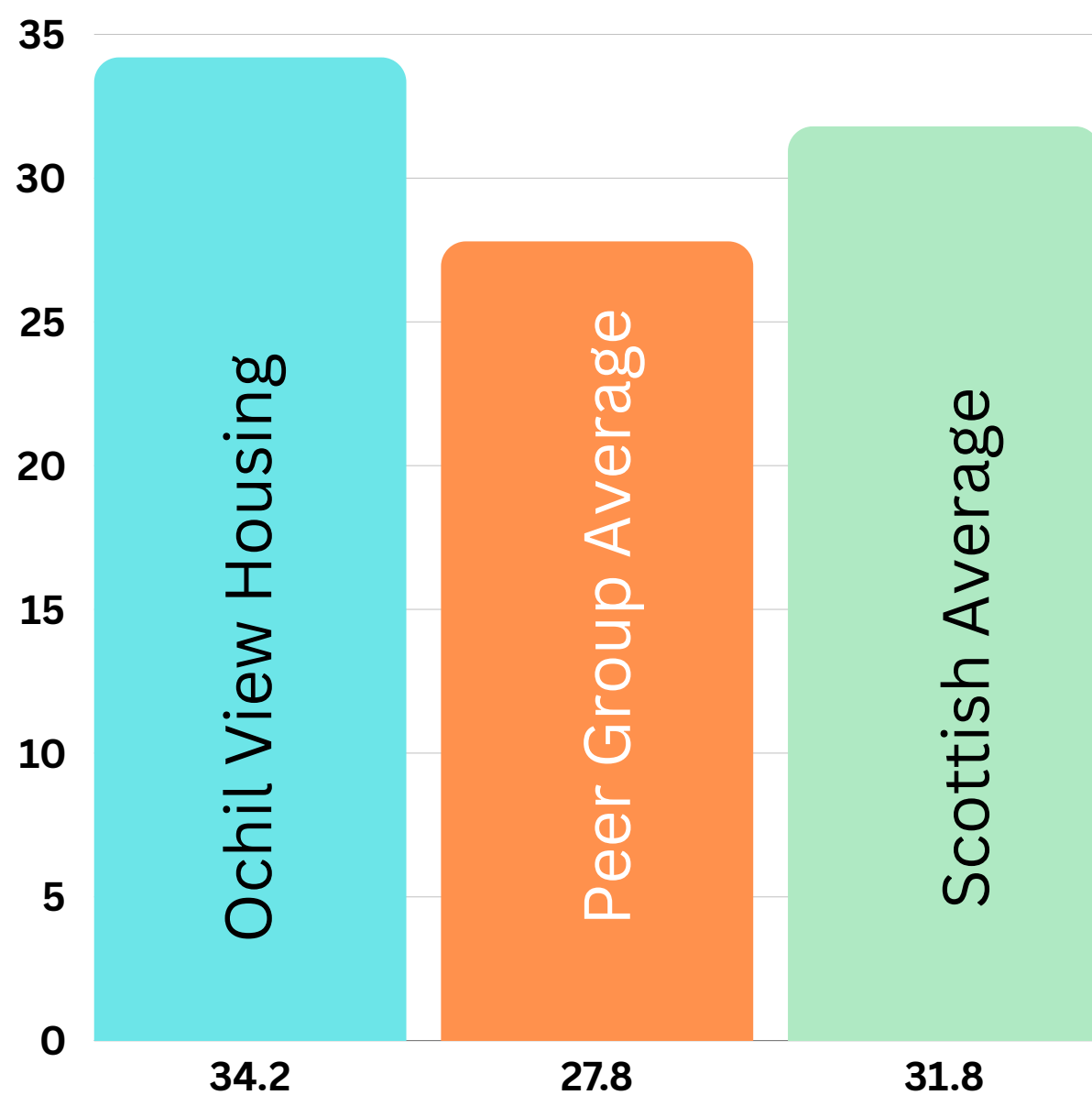
We are pleased to report that we continue to improve in this area, coming down slightly from 4.83% last year. We remain above the peer group and Scottish average. We will continue to work hard at collecting as much rent as possible, so we can invest more in our homes and services.

YOUR MONEY (cont)



Indicator 18: What is the average time in calendar days to re-let properties?

Indicator 19: What is the average percentage rent increase for next year?



**Evaluation of performance
2023-24
34.2 Days**



**Evaluation of performance
2023-24
5.6%**

What does this tell us?

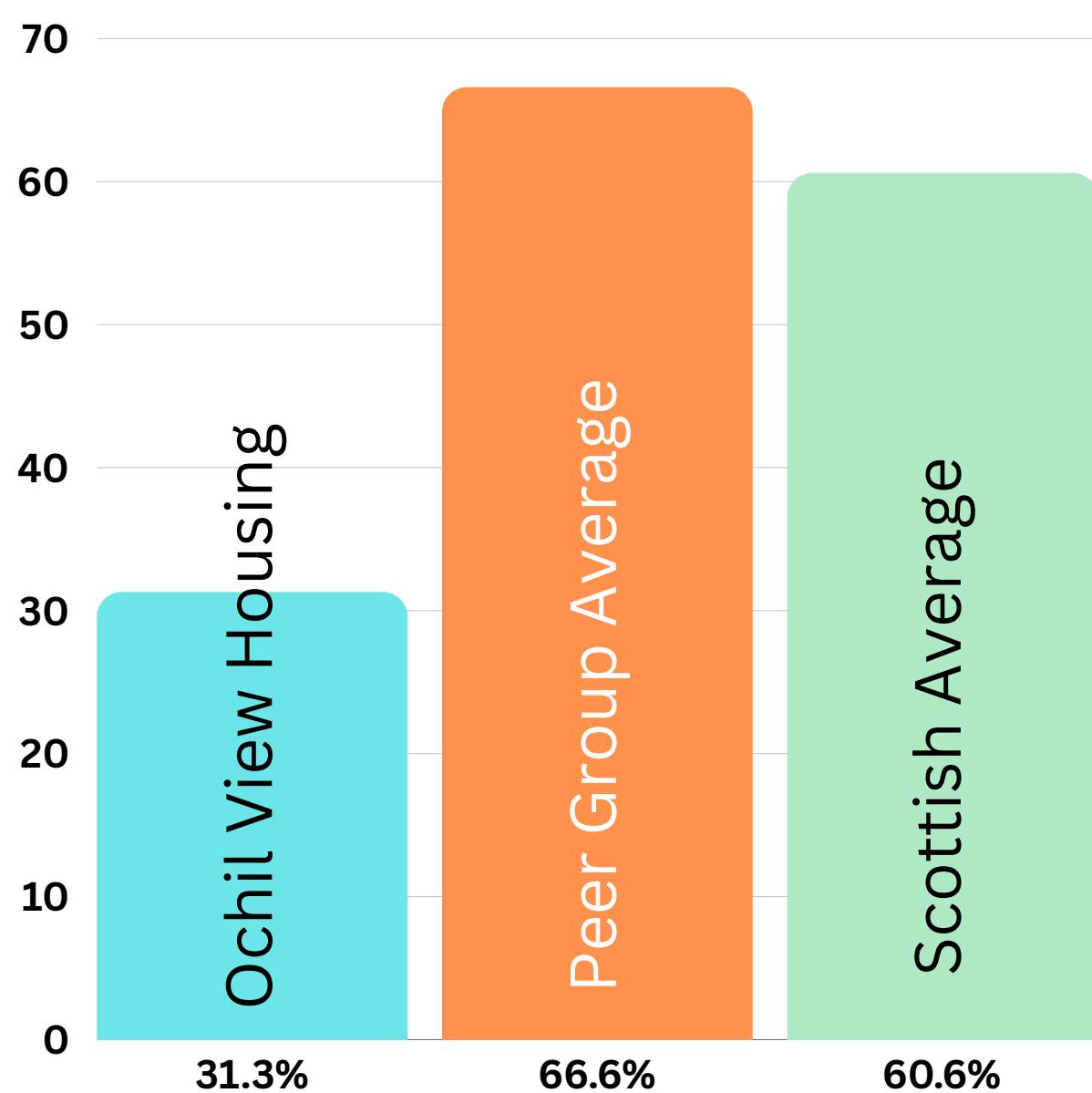
During the year, we changed our main repairs contractor which impacted on our performance on void repairs as many reactive repair jobs were outstanding from our previous contractor. We also had a number of properties in poor condition, requiring more time to bring up to our standard. We have made progress through the year and continue to work hard on improving this key area.

What does this tell us?

Every year, when looking at rent increases, we take into account the October inflation figure, alongside other factors, such as affordability for tenants and our maintenance programme requirements. Our proposed increase is lower than our peer group and Scottish average. We remain committed to keeping rents as low as possible.

OWNERS SATISFACTION

Indicator 20: What is the percentage of Factored Owners satisfied with the service?



Evaluation of performance
2023-24
31.3%

What does this tell us?

We are performing less well in this area than our peer group or Scottish average. We will continue to work with our Factored Owners to help identify areas in which we can improve.

Summary

We hope you found this Annual Scottish Social Housing Charter Report for 2023-24 useful. It helps us to highlight how well we are performing as a landlord. We believe it shows we are getting a lot of things right and we will continue to work hard to ensure standards are maintained and improved upon where necessary.

For a more detailed report, as well as how we compare with other housing providers in the area and across Scotland, please go to the Scottish Housing Regulator website at:

www.scottishhousingregulator.gov.uk



We really do value your input and opinions as it helps us shape the services we deliver. In addition to the survey mentioned at the start, there are numerous other ways to share your views:

- You can visit our social media pages on Facebook and X and leave comments or messages.
- You can join the Tenant Scrutiny Group. This is an opportunity for tenants to review how we are performing and put forward recommendations for improvement.
- You can become a member of Ochil View Housing Association. This allows you the opportunity to apply for a position on our Board and attend the AGM.

- Look out for the numerous surveys we issue each year. Signing up to 'My Home' on our website means you will get information on this directly to your mailbox.
- Come with us on an estate walkabout and share your thoughts on your neighbourhood and community.

For further information or advice on any of these, simply contact Chris McShane, your Tenant Engagement & Communications Officer on 01259 727 473 or at:

tenantengagement@ochilviewha.co.uk

This 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 Benefits 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.