

# Ochil View Housing Association Annual Performance Report 2020-21



Welcome to your latest Annual Performance Report from Ochil View Housing Association.

This report informs you how well we are doing as a landlord based on performance indicators we provided to the Scottish Housing Regulator earlier this year. As well as highlighting how we have performed in 2020-21, this report also shows how well we compare to other housing associations, and against the Scottish Average.

The key performance indicators have been split into 4 areas:



Our performance across these areas show how we continue to deliver on our core values of being:

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

We have designed this report to inform you in clear and simple terms how well we are performing.

It is important that you tell us what you think of this report. This feedback could be anything, from the level of information provided, the layout or the details itself. Any thoughts and comments will help shape services that are right for tenants.

To enter this prize survey, you can visit:

SCAN THIS CODE



Or you can complete it via your dashboard on My Home or on our website.  
<http://www.ochilviewha.co.uk/>

There is a £50 voucher for a supermarket of your choice as a prize. We will announce the winner after the closing date which is Friday 26th November.



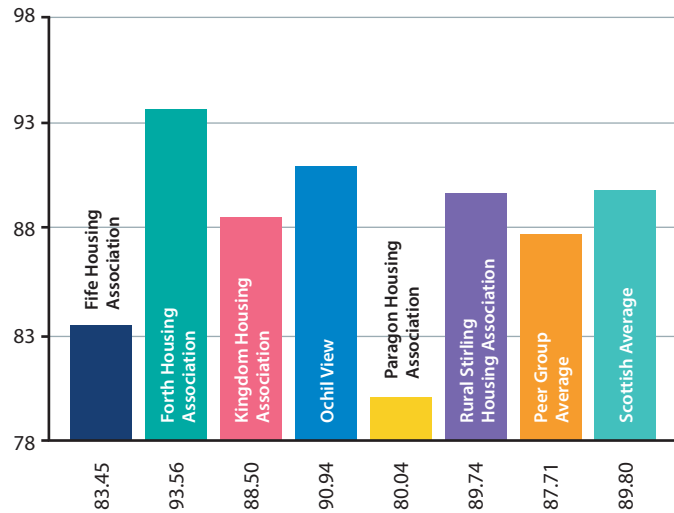
HAPPY TO TRANSLATE

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.

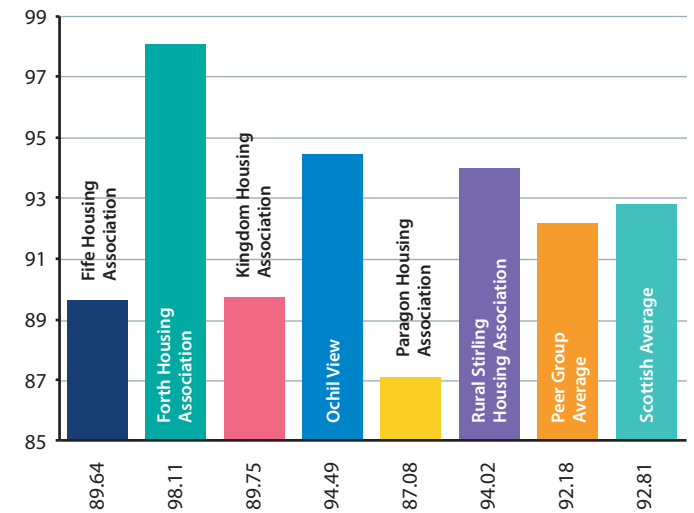



This section sets out several indicators around communication. Ochil View Housing Association tenants and other customers should find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.


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



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



 **Evaluation of performance 2020-21: 91%**

 **Evaluation of performance 2020-21: 94.5%**

**What does this tell us?**

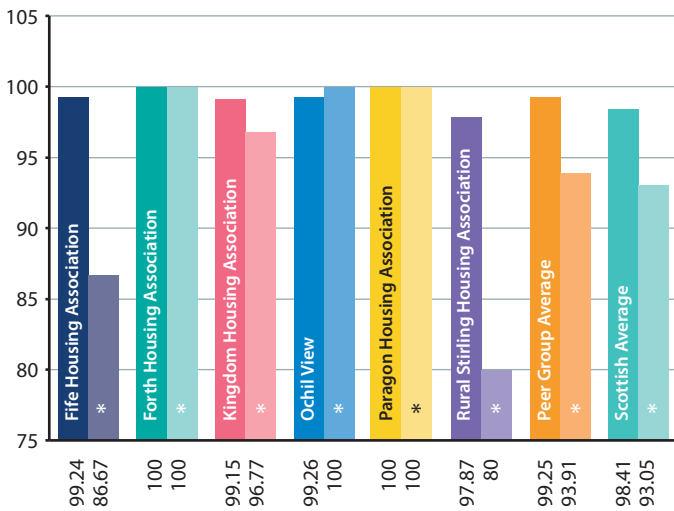
This 90.1% figure is the same as 2019-20. It highlights a high level of satisfaction among tenants of the overall services we are providing. This is higher than our peer and Scottish average, which is very encouraging. It is important we continue to deliver the best possible services for our tenants.

**What does this tell us?**

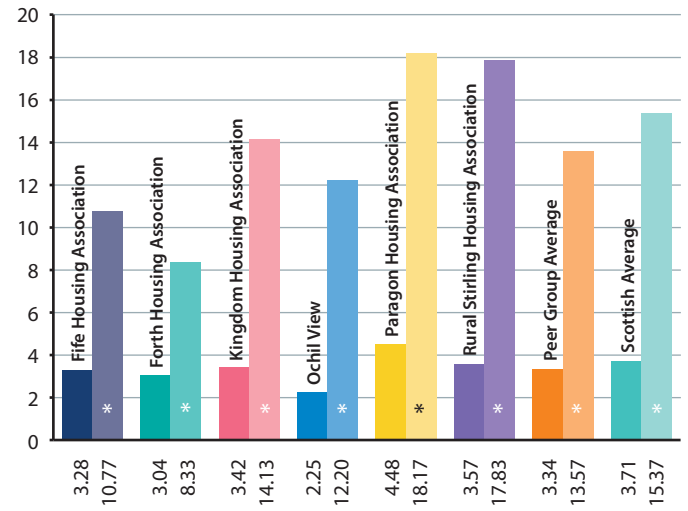
This 94.5% figure, the same as last year's, highlights that a substantial number of our tenants feel we are good or very good at keeping them informed about what's happening. This is done in several ways, including our Newsletter, our website, social media and through letters, phone calls and texts. We strive to continue providing information in a way that suits each tenant.





**Indicator 3: Percentage of all complaints responded to in full for Stage 1/Stage 2\* complaints.**



**Indicator 4: Average time in working days for full responses to Stage 1/Stage 2\* complaints.**



 Evaluation of Performance 2020-21: **99.2%** for Stage 1 Complaints & **100%** for Stage 2 Complaints

 Evaluation of Performance 2020-21: **2.25 days** for Stage 1 Complaints & **12.2 days** for Stage 2 Complaints

**What does this tell us?**

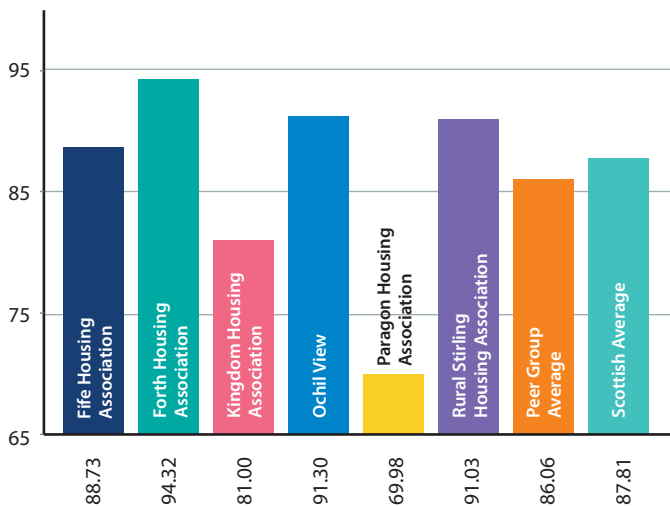
We continue to perform extremely well in this area, both in comparison with our peers and the Scottish average. We value complaints and learn from them, it helps improve the standard of service we deliver. We welcome all comments, complaints and compliments.

**What does this tell us?**

Although a slight increase from last year, we continue to perform very highly compared to our peers and the Scottish average. It is vital we respond to complaints as quickly as we can. Stage 2 complaints often take longer as they usually require more complex investigation.



**Indicator 5: Percentage of tenants satisfied with the opportunities given to participate in landlord decision making.**



**Evaluation of performance 2020-21:**  
**91.3%**

**What does this tell us?**

Satisfaction with this indicator remains at 91.3%. This is higher than the Scottish average and we are continuing to work hard at expanding opportunities for tenants to have their say in a way that suits them. We have appointed our first Tenant Engagement & Communications Officer to deliver on this, with an action plan in place for the next 5 years. Just get in touch if you ever want to get involved. Every voice counts.



**At Ochil View Housing Association, we want all our tenants to be able to talk and engage with us in a way that suits them. Every voice counts.**

**WEBSITE**

Our website has lots of useful information about your tenancy. And if you sign up to the 'My Home' service, you can pay bills, report repairs and raise any query or issue.

**PHONE**

Simply call us on 01259 722 899 to speak to a staff member. For tenant engagement queries, you can call or text our Tenant Engagement Officer directly on 07874 864 323.

**FACEBOOK**

You can find our Facebook page at: [facebook.com/Ochilviewha](https://facebook.com/Ochilviewha)  
We are also on Twitter at: [twitter.com/ViewOchil](https://twitter.com/ViewOchil)

**SURVEYS**

There are a range of surveys available to tenants. These include satisfaction around repairs, our annual rent review and one for new tenants. These are a great way for you to tell us how well the services are working for you.

**EMAIL**

We have an email address for general enquiries. It is: [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk) We also have an address for tenant engagement enquiries: [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)

**BOOK AN APPOINTMENT**

Our office is only open for appointment visits at the moment. If you have an urgent matter to discuss and prefer to do it in person, call us on our main number and we'll do our best to help you.

**MONTHLY TENANT SESSIONS**

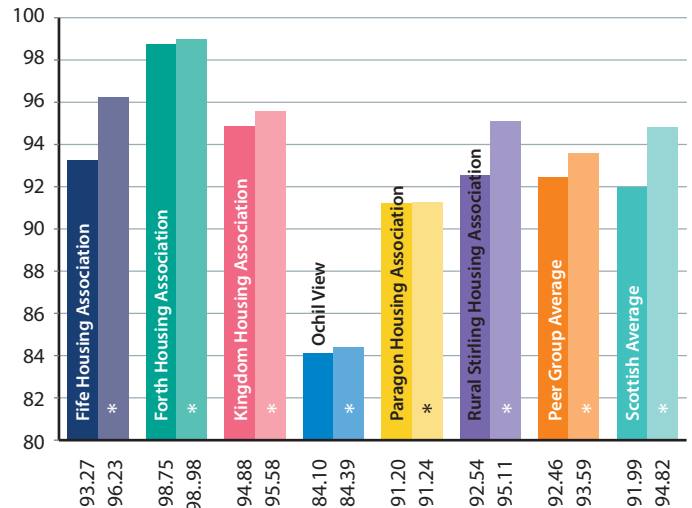
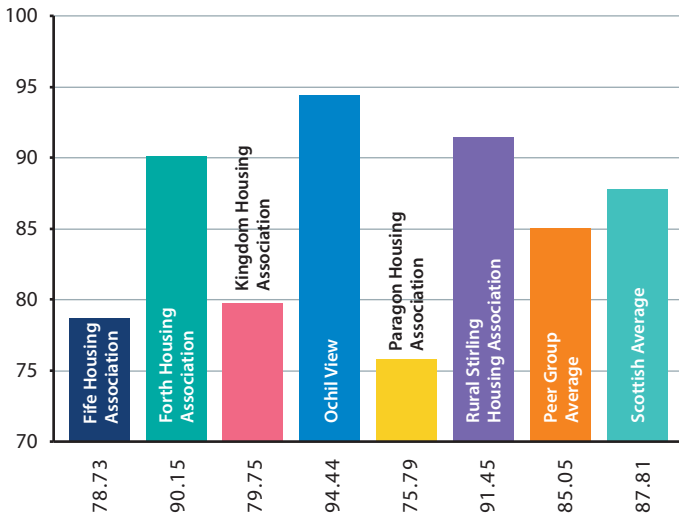
We hold monthly online sessions with our tenants via Zoom. This is a great platform to meet other tenants and share your experiences of being part of Ochil View Housing Association. Contact our Tenant Engagement number/email above for more info.



This section sets out several indicators around tenants' homes. These homes should, as a minimum, meet the Scottish Housing Quality Standard when they are allocated; are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing.

**Indicator 6: Percentage of tenants who are satisfied with the quality of their home.**

**Indicator 7: Percentage of our stock meeting the Scottish Housing Quality Standards for this year and next\*.**



**Evaluation of performance 2020-21: 94.4%**

**Evaluation of performance 2020-21: 84%**

**What does this tell us?**

Satisfaction has improved from 87% last year to 94.4% which means we are now performing above the average for our local comparison group and comfortably above the Scottish Average. This success has been helped with nearly £2m of investment in our energy efficiency programme, fire safety improvements and work replacing kitchens and boilers. We recognise the importance of keeping our homes in a good state of repair and will continue to invest substantially in the year ahead.

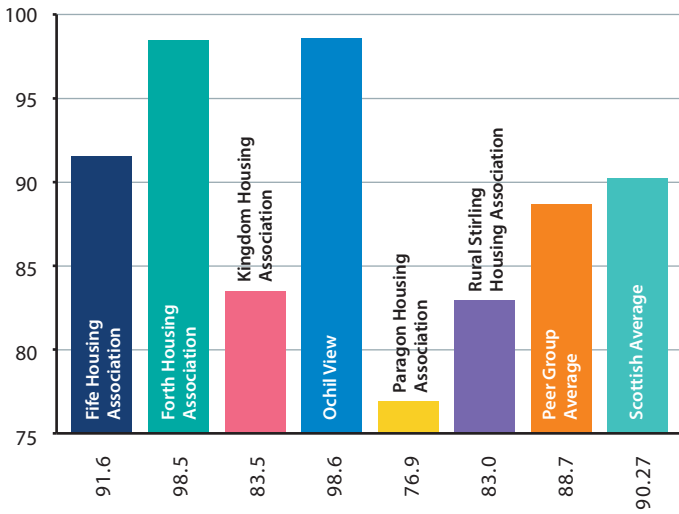
**What does this tell us?**

Although this figure may seem a little low, 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.**



**Indicator 8: Percentage of tenants who are satisfied with our repairs service.**

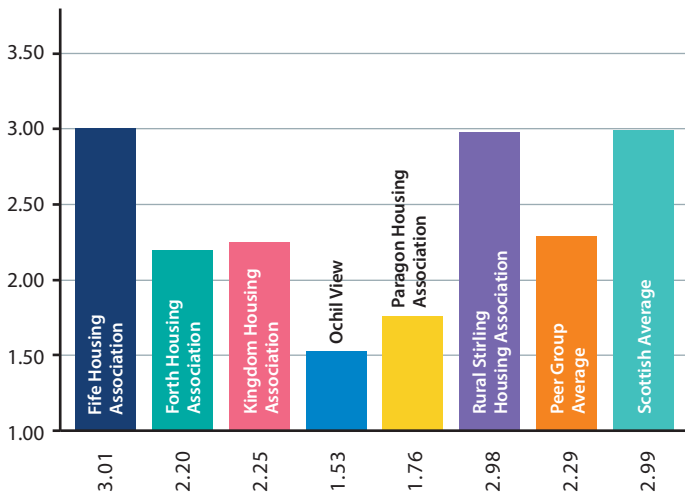


**Evaluation of performance 2020-21:**  
**98.6%**

**What does this tell us?**

We are delighted to report that our performance of 98.6% is a significant increase from 83% in 2019-20. We believe this was because of us appointing a new contractor, which has resulted in positive feedback on the service delivery. Carrying out repairs is one of the important services to our tenants and our aim now is to maintain this excellent satisfaction level going forward.

**Indicator 9: Average length of time in hours taken to complete an emergency repair.**

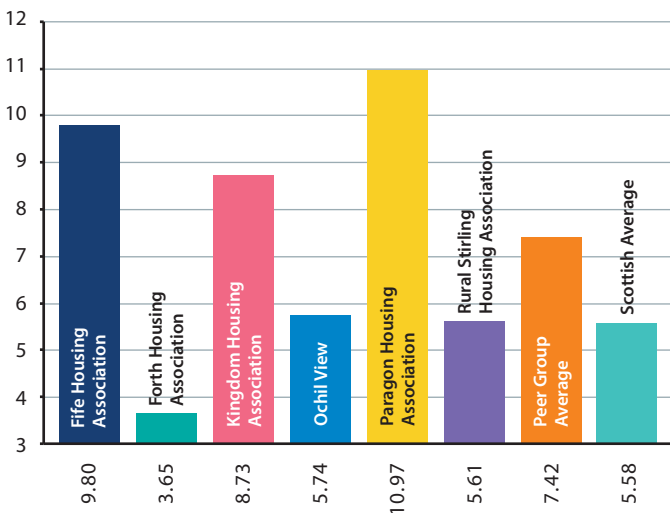


**Evaluation of performance 2020-21:**  
**1.53 hours**

**What does this tell us?**

Although very slightly up from 1.4 hours last year, we continue to perform excellently in this area, better than our peer and Scottish average. We will continue to quickly make homes as safe as possible in an emergency.

**Indicator 10: Average length of time in days taken to complete non-emergency repairs.**



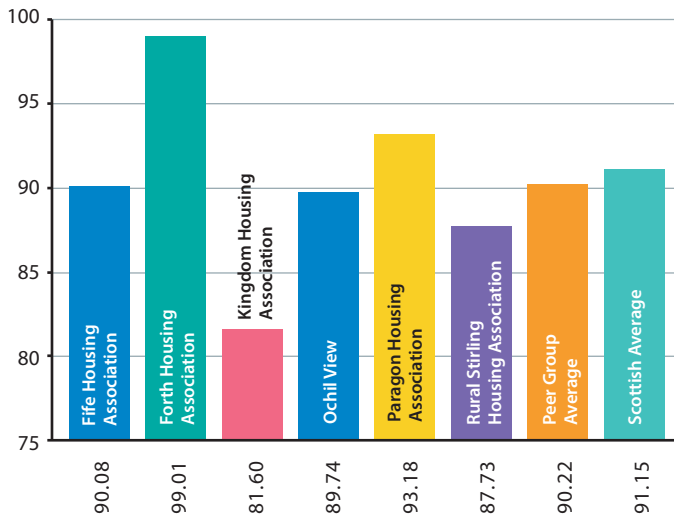
**Evaluation of performance 2020-21:**  
**5.74 days**

**What does this tell us?**

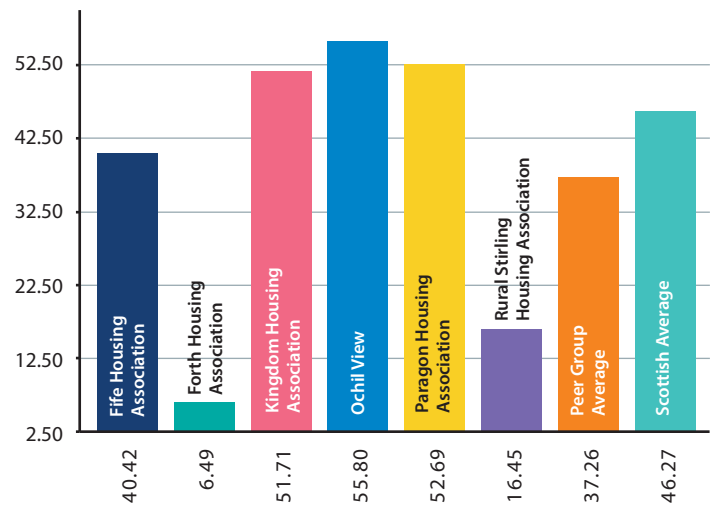
Disappointingly, this has increased slightly from 5.24 days last year. Primarily, the restrictions during the pandemic, including the periods of lockdown, meant that repairs were completed out with our timescales. However, we are still better than our peer average and will continue to get repairs done as quickly as possible.



**Indicator 11: Percentage of reactive repairs carried out in the last year that we completed right first time.**



**Indicator 12: Average time in calendar days to re-let properties.**



 **Evaluation of performance 2020-21: 89.74%**

 **Evaluation of performance 2020-21: 55.8 days**

**What does this tell us?**

We have dropped very slightly, from 90.77% last year but we remain around the same as our peer average and just slightly below the Scottish average. This figure highlights those repairs that have been completed without the need for further visits. We continue to work hard at improving this in order to minimise the inconvenience for tenants.

**What does this tell us?**

This figure is important as letting homes as quickly as we can means we can maximise our income to invest in homes and services. Sadly, we have seen a substantial increase in the average number of days it is taking us to re-let a property, from 16.5 days last year to 55.8 this year. This is down to the restrictions and challenges we've faced during the Covid pandemic.

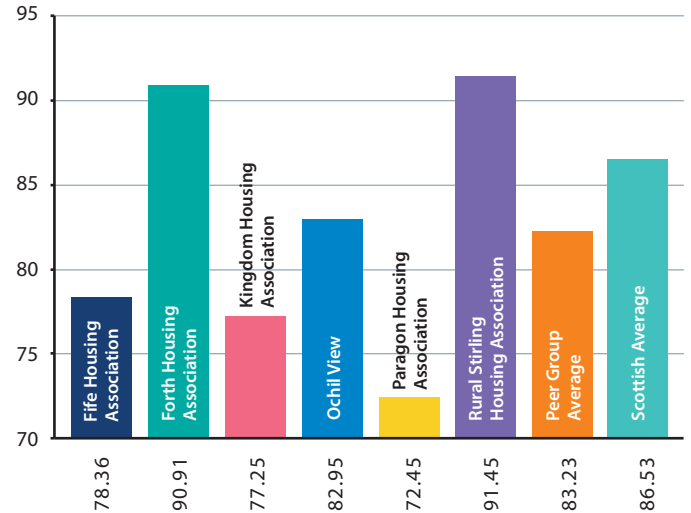
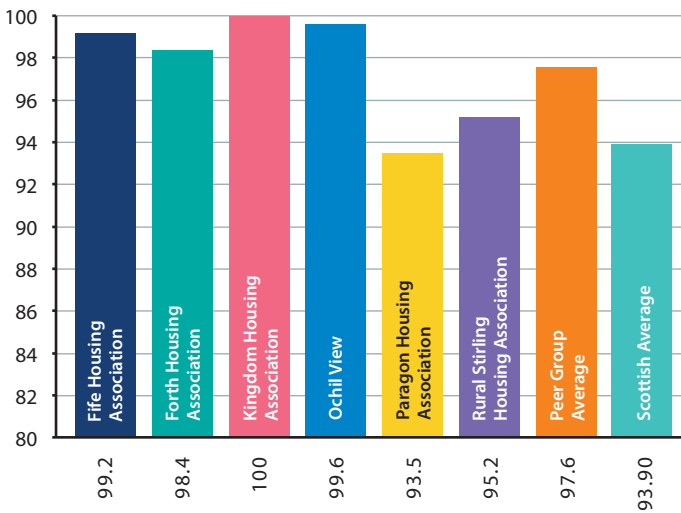
There was a period during 2020 when we weren't letting any properties. In addition, we were only allowed one tradesperson into a void property at a time, further delaying any opportunity to re-let quickly. With restrictions easing, we look forward to reporting a significant improvement in this area next year.





This section sets out that tenants and other customers should live in well-maintained neighbourhoods where they feel safe.

### Indicator 13: Percentage of anti-social behaviour cases resolved within locally agreed targets.

### Indicator 14: Percentage of tenants who are satisfied with our contribution to management of the neighbourhood.



 **Evaluation of performance 2020-21: 99.6%**

 **Evaluation of performance 2020-21: 83%**

#### What does this tell us?

There is a very slight decrease in this figure, from 99.8% last year. Resolving anti-social behaviour remains an important priority for us as tenants should feel safe in their home and neighbourhood.

#### What does this tell us?

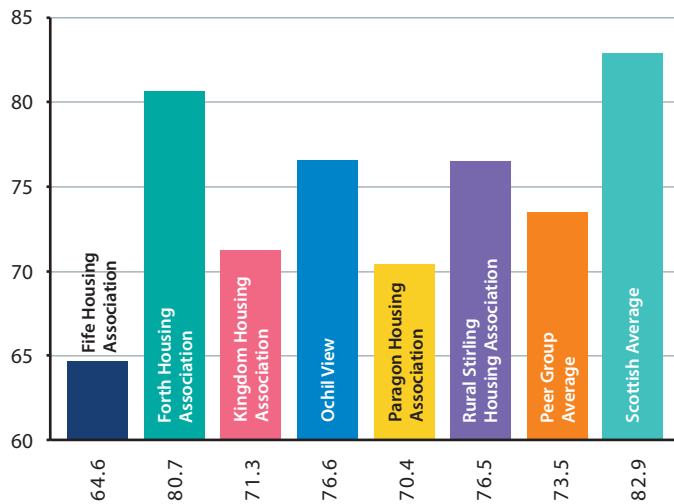
There figure is the same as last year and we remain below the Scottish average. We have found this to be a difficult indicator to be clear and definitive on as there are several agencies involved in neighbourhood management. We will continue to work hard identifying any areas we can improve.



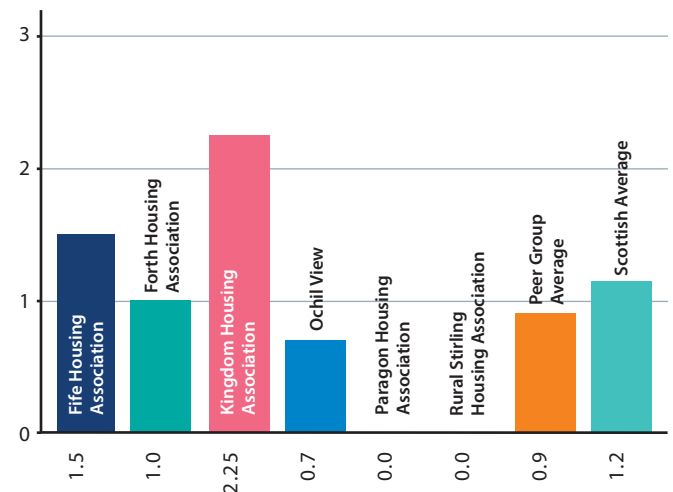


This section sets out that tenants, owners and other customers receive services that provide continually improving value for the rent, and other charges they pay. There should also be a balance between the level of services provided and the cost of services, as well as providing tenants with clear information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

**Indicator 15: Percentage of tenants satisfied that their rent represents value for money.**



**Indicator 16: Average % rent increase.**



**Evaluation of performance 2020-21:**  
**76.6%**

**What does this tell us?**

There is no change to this figure from 2019-20. Although we are above our peer average, we remain below the Scottish average. We will continue to work at ensuring tenants feel the rents charged are reasonable and affordable.

**Evaluation of performance 2020-21:**  
**0.7%**

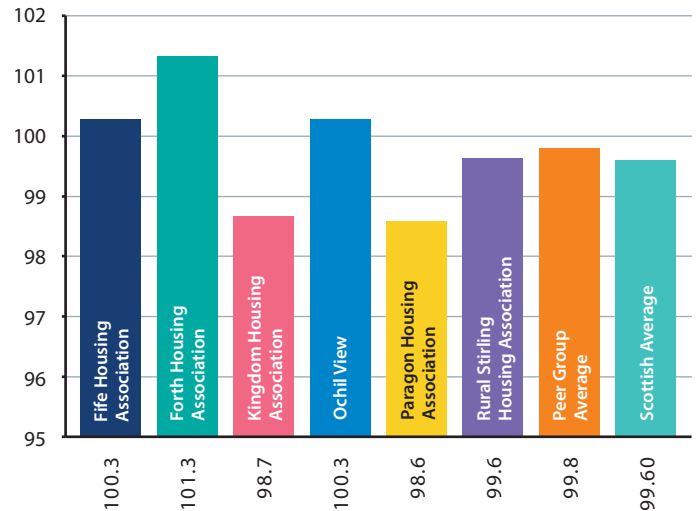
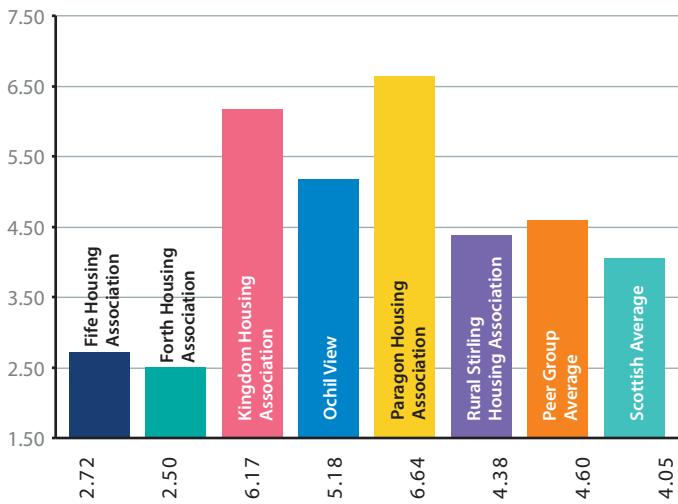
**What does this tell us?**

Our average rent increase is lower than the peer and Scottish average. We will continue to try keep rents as low as possible so homes are more affordable and tenants get value for money.




**Indicator 17: Percentage of gross rent arrears as a percentage of rent due.**

**Indicator 18: Rent collected as a percentage of rent due.**



 **Evaluation of performance 2020-21: 5.18%**

 **Evaluation of performance 2020-21: 100.3%**

**What does this tell us?**

Whilst this figure is an improvement on last year's 6.7%, our arrears are still above the peer average and the Scottish comparison. The change in Universal Credit payment dates and the introduction of our 'My Home' service have helped but we will continue to work on this. Collecting as much rent as we can means more can be invested in homes and services.

**What does this tell us?**

We have improved on this figure from last year (98.8%) and now perform better than the peer and Scottish average. This has been helped by the change to Universal Credit, which brought payments in-line with when tenants receive their money. Continuing to maximise our rent collection insures we can make further green investment in our properties.

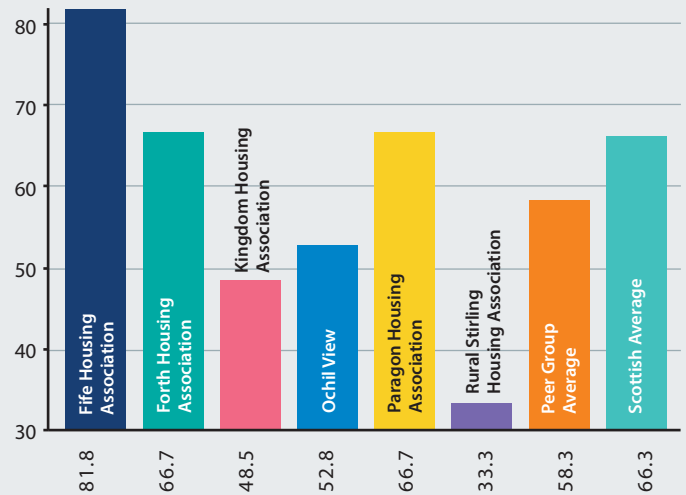
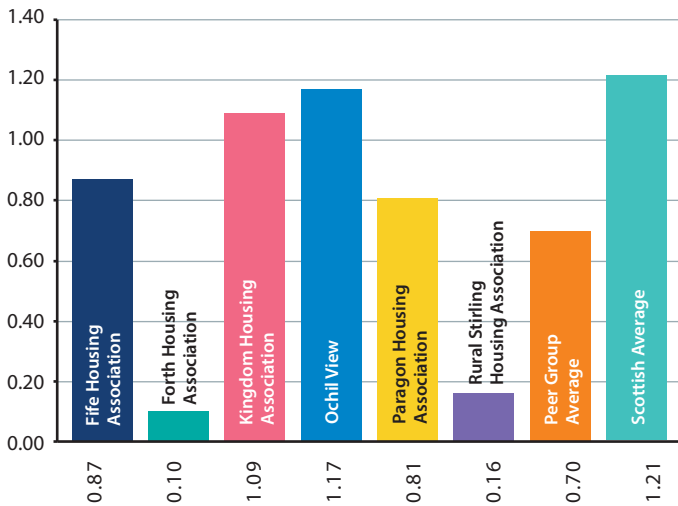


## SATISFACTION WITH FACTORING SERVICES

We also have a number of factored owners at Ochil View Housing Association and it is important that they also tell us how satisfied they are with the services they receive:

### Indicator 19: Percentage of rent lost while a property is empty.

### Percentage of factored owners satisfied with the service



**Evaluation of performance 2020-21:**  
**1.17%**



**Evaluation of performance 2020-21:**  
**52.8%**

#### What does this tell us?

This figure is an increase from 0.44% last year but we are not entirely surprised by this, given the issues that Covid have presented when getting a property ready to be re-let. We expect this will improve in the year ahead.

#### What does this tell us?

We are performing less well in this area than our peer or Scottish average. We are continuing to work hard at introducing new actions that we feel will help improve this area.

# Summary

We hope this Annual Performance Report for 2020-21 shows how we are performing as a landlord. Whilst we are proud that this demonstrates we are getting a lot of things right, we are all working hard to ensure this is maintained, and improved upon where necessary.



Full details of our report, and how we compare with other housing providers in the area and across Scotland, can be found on the Scottish Housing Regulator website at:

**[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)**

As we mentioned, it is really important we hear your feedback as a tenant on the services you are receiving from your landlord. In addition to the short, online survey at **<https://www.surveymonkey.co.uk/r/WK5LFDT>** here, there are numerous other ways to share your views:

- You can visit our social media pages on Facebook and Twitter and leave comments or messages
- You can join the Register of Interested Tenants who are contacted periodically for their views on the work we do
- You can become a member of Ochil View Housing Association. This allows you the opportunity to be elected onto the Board of Management and attend the AGM.
- Look out for the numerous surveys we issue out 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 the above, simply contact our Tenant Engagement and Communications Officer on **07874 864 323** or at: **[tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)**

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

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Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130

Property Factor Registration No:PF000367