

Ochil View Housing Association Annual Performance Report 2022-23



Welcome to Ochil View Housing Association's Annual Performance Report for 2022-23.

Earlier this year, we provided the Scottish Housing Regulator with our key performance indicators for 2022-23. This report sets out to show how well we are performing, how we compare to our peer group 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:



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 thoughts and ideas help us to shape the services that are right for tenants.

To do this, we have created a short survey that gives you this opportunity to feedback. Completing this also means you will automatically be entered into our prize draw to win a **£50 shopping voucher**. **The closing date for the surveys is 27th November 2023.**

If we have an email address or up-to-date mobile number, this survey will be sent directly to you, however you can also access it in a number of other ways. You can complete it via the dashboard on your My Home page, or by visiting our website at:

www.ochilviewha.co.uk

You can also scan the code below to take part.

SCAN THIS CODE



HAPPY TO TRANSLATE

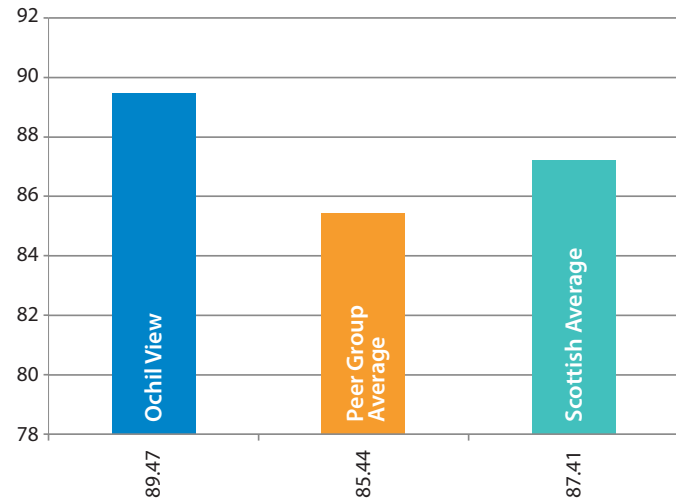
Copies of this report are available in other languages and non-printed media.

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.

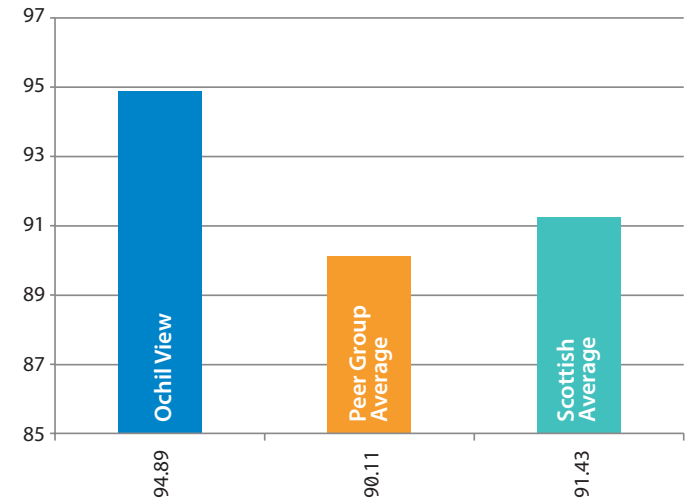



The first section sets out several indicators around the theme of communication. We strive to ensure that Ochil View Housing Association tenants and other customers find it easy to communicate with us and get the information they need in a way that suits them. We also look to clearly share the decisions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

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



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



 **Evaluation of performance 2022-23**
89.5%

 **Evaluation of performance 2022-23**
94.89%

What does this tell us?

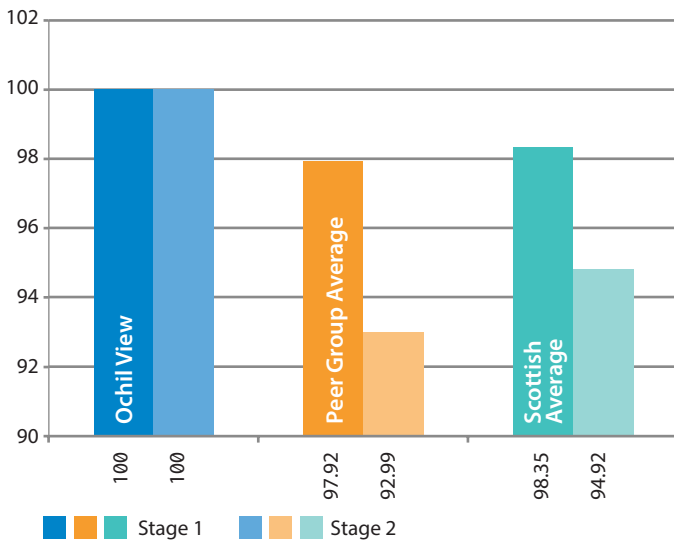
Although a very small decrease from the previous year, we continue to be higher than the Scottish and peer average. We carried out a Tenant Satisfaction Survey at the end of 2022 and are pleased to see that tenants are still generally very satisfied with the overall service we are providing.

What does this tell us?

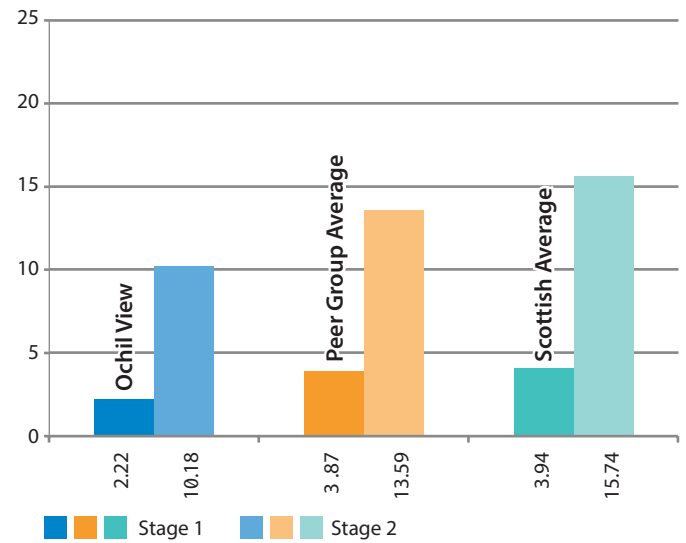
We are delighted to report that 95% of our tenants feel we are good at keeping them informed about services and decisions we make. We do this via a variety of methods, such as face-to-face discussions, our Newsletters, texts, letters etc. We are pleased to be comfortably ahead of both our peer and Scottish 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 2022-23**
100% for Stage 1 Complaints &
100% for Stage 2 Complaints

 **Evaluation of Performance 2022-23**
2.22 days for Stage 1 Complaints &
10.18 days for Stage 2 Complaints

What does this tell us?

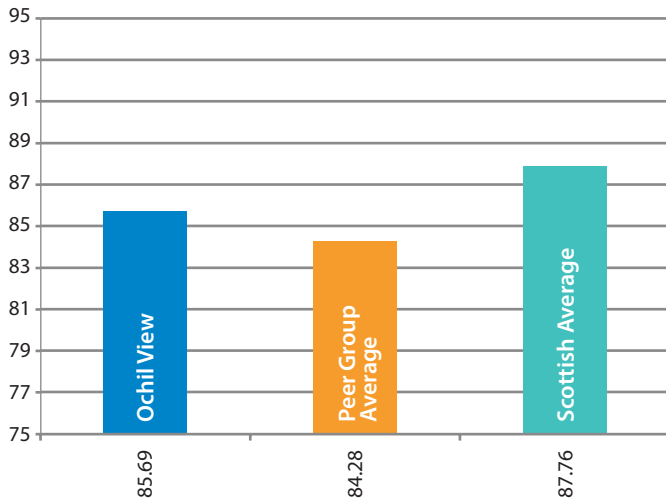
We are performing excellently when it comes to responding to complaints, both against our peers and the Scottish average. We value complaints as it helps us to identify service standards that could be improved, and we welcome tenants having every opportunity to provide comments, complaints and compliments.

What does this tell us?

We are pleased to see this drop from last year and we continue to perform highly when compared to the peer and Scottish average. Stage 2 complaints often take longer as there are often complexities in the investigation.



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



Evaluation of performance
2022-23
85.7%

What does this tell us?

We are disappointed to see a drop in satisfaction around opportunities to participate in landlord decision making, albeit we are still above the peer average. We continue to work on offering as many opportunities as possible for tenants to participate. This includes establishing our first ever tenant scrutiny group, increasing online engagement and providing targeted surveys for tenants to engage on issues in their local area.



OCHIL VIEW

— Housing Association Ltd. —

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

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 **07874 864 323**.

SOCIAL MEDIA

We are on Facebook and Twitter. You can find us at: [facebook.com/Ochilviewha](https://www.facebook.com/Ochilviewha) or at: twitter.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.

BOOK AN APPOINTMENT

Call into the office to speak directly to a member of staff, we are open Monday – Friday, 9am – 5pm. If you contact ahead we can give you an appointment with the appropriate member of staff depending on your enquiry. You can call us on **01259 722 899**.

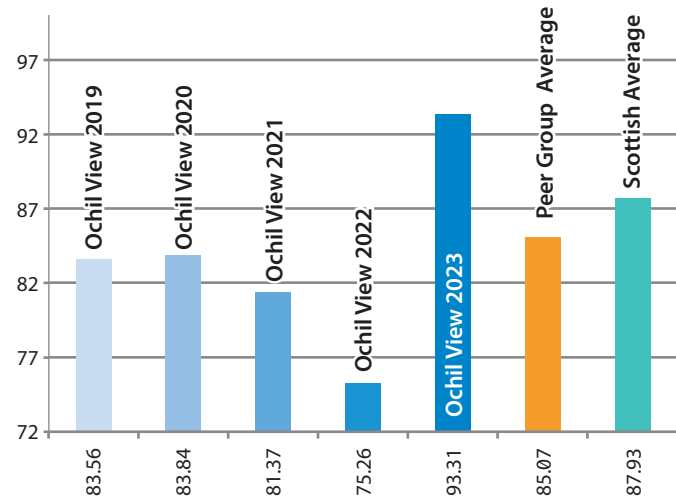
TENANT SCRUTINY GROUP

This is a tenant body who independently review how we are performing as a landlord and put forward recommendations for improvement. In 2023, they completed their first review on our repairs service and the report, and its recommendations are available for all to view.

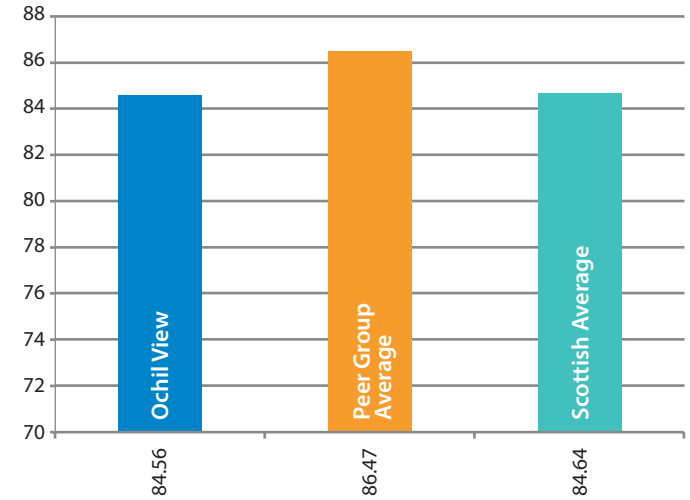



This section focuses on several indicators to do with tenants' homes. It is our responsibility to ensure that these homes meet the Scottish Housing Quality Standard when allocated and are always clean, tidy and in a good state of repair, as well as meeting the Energy Efficiency Standard for Social Housing.


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



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



 **Evaluation of performance 2022-23**
83.5%

 **Evaluation of performance 2022-23**
84.5%

What does this tell us?

In last year's report we highlighted a drop in this figure due to changes in guidance around electrical inspections and our failure to meet new requirements. The Association is now fully compliant in this area, and we are delighted that this compliance, along with the energy efficiency improvements we have made to homes in the Tullibody area, have resulted in our stock meeting the SHQS increasing by 20%.

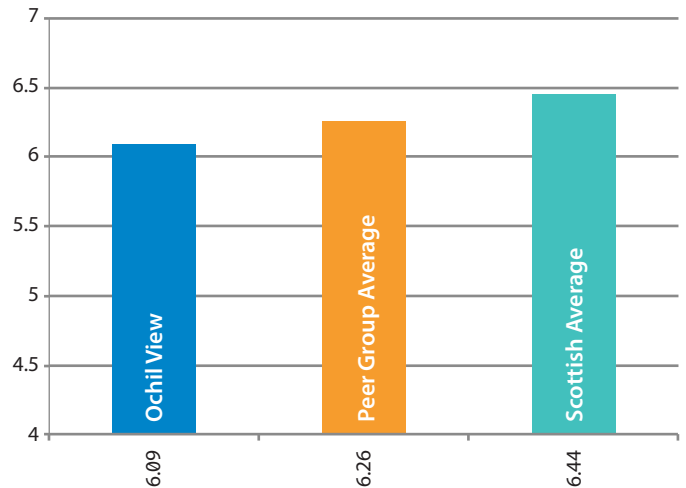
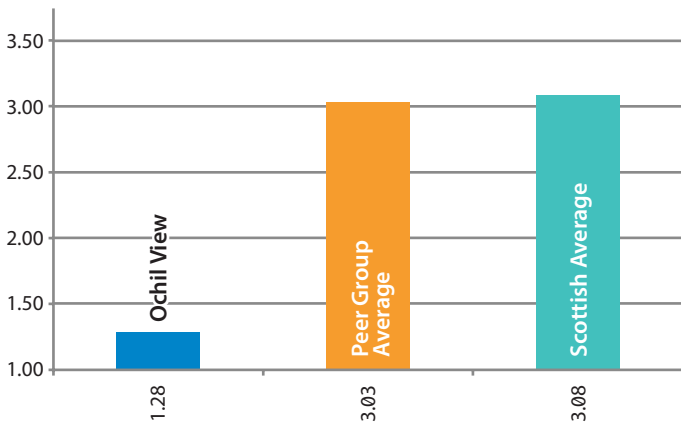
What does this tell us?

This percentage has again dropped a little from last year, however we remain in line with the peer and Scottish average.




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

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



 **Evaluation of performance 2022-23**
1.28 hours

 **Evaluation of performance 2021-22**
6.09 days

What does this tell us?

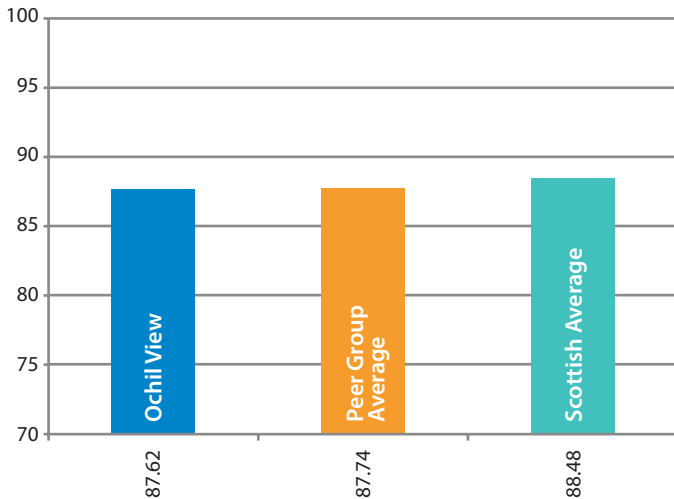
We are proud to see this figure improve from last year and one that is well above the peer and Scottish average. We will continue to work hard at ensuring homes are made safe as quickly as possible in an emergency.

What does this tell us?

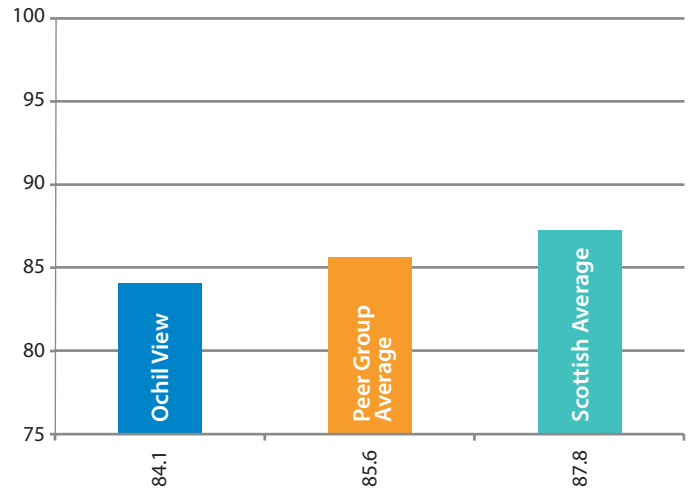
This figure represents a significant improvement from 8.64 days last year. Following increasing repair times seen across the sector as a result of the pandemic, we are now, once again, performing better in this area than our peer and Scottish average.




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



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



 **Evaluation of performance 2022-23**
87.62%

 **Evaluation of performance 2022-23**
84.1%

What does this tell us?

We have seen a decrease in this percentage, down from 92.15% in 2021-22, although this brings us just about in line with the peer and Scottish average. Having appointed a new repairs contractor in June 2023, we continue to work with them to maximise performance in this area.

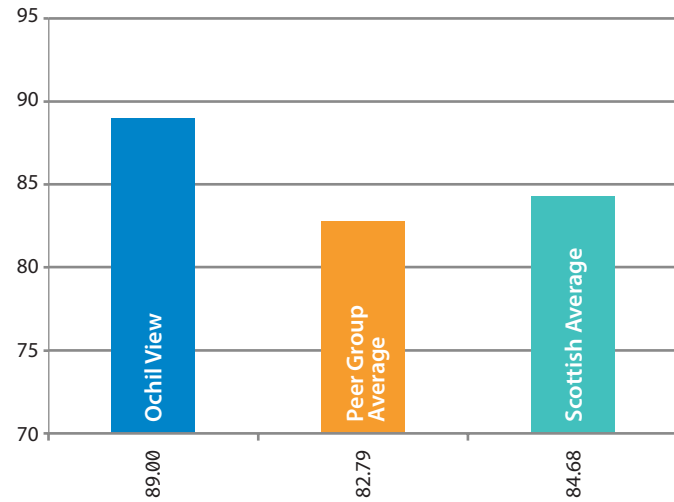
What does this tell us?


Disappointingly, we have seen this satisfaction around repairs drop from 97.8% last year. This takes us slightly below the peer and Scottish average. We believe this performance has been impacted by the introduction of our on-line satisfaction survey, where tenants tend to choose “neither satisfied or dissatisfied” as an option. We were also impacted by poor contractor performance in the later part of the year, and we are now working with a new contractor to improve in this area.



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

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

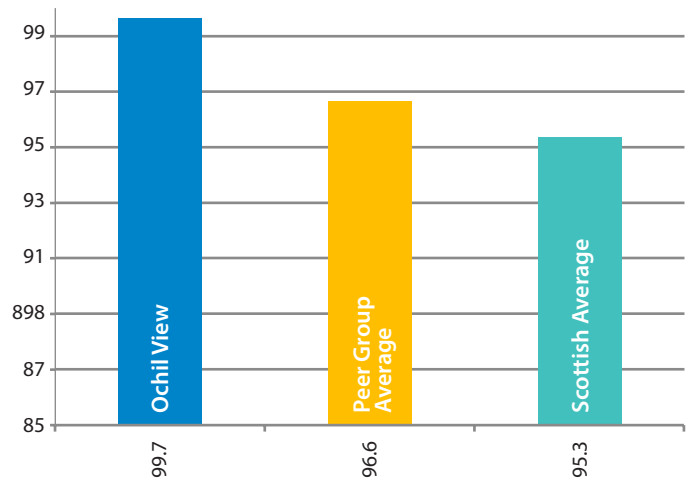



 **Evaluation of performance 2022-23**
89%

What does this tell us?

The 2022 Tenant Satisfaction Survey highlighted a strong percentage of tenants are happy with our contribution to the management of their neighbourhood. We have seen a 6% increase from last year and are now comfortably ahead of both the peer and Scottish average.

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



 **Evaluation of performance 2022-23**
99.7%

What does this tell us?

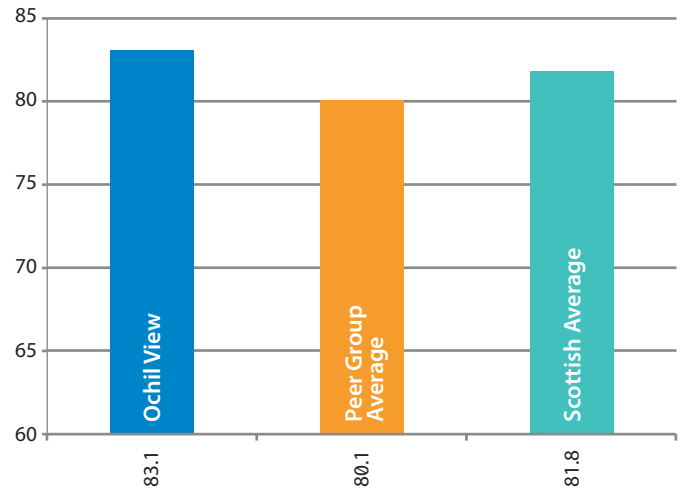
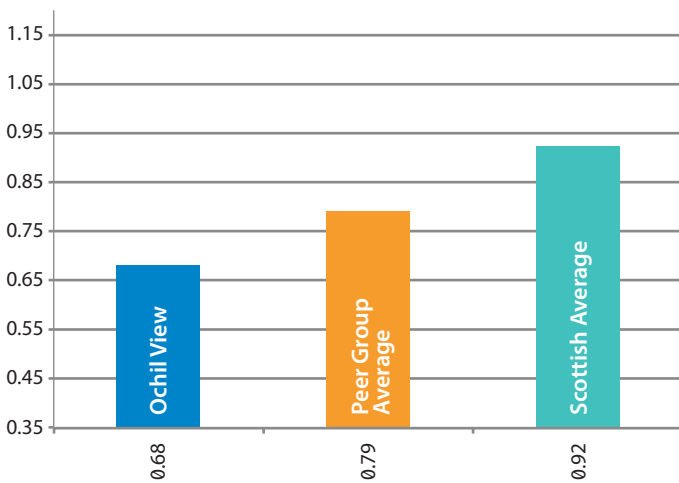
We have seen an improvement in ASB cases being resolved, close to 100%. With this, we are above the peer and Scottish average. Resolving anti-social behaviour continues to be an important priority for us as all tenants should feel safe in their home and neighbourhood.





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 2022-23**
0.68%

 **Evaluation of performance 2022-23**
83.1%

What does this tell us?

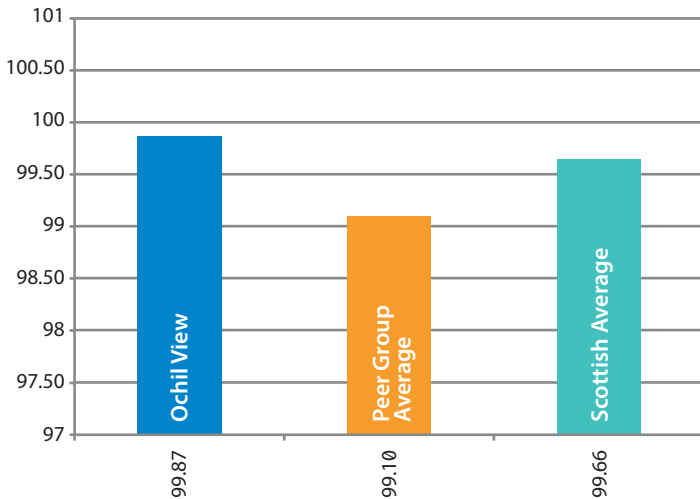
We are satisfied that this stays around the same as the previous year’s figure. We are above the peer and Scottish average for this.

What does this tell us?

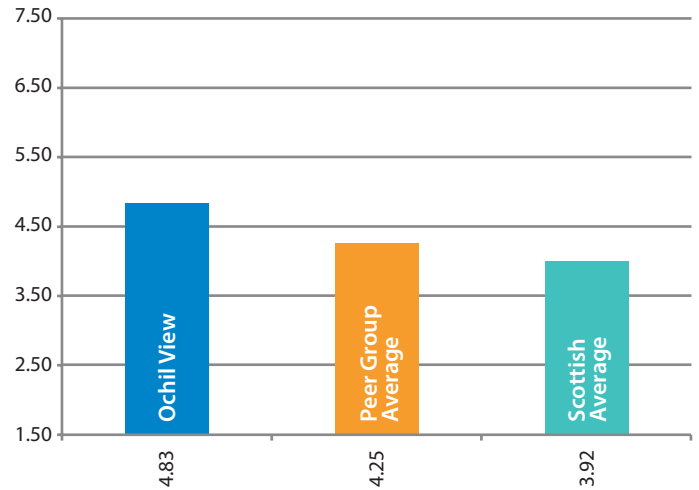
We asked tenants about this in the recent Tenant Satisfaction Survey and are delighted to see an increase from 76.6% last time. We are performing better than our peer and Scottish average. We continue to work to ensure tenants feel rent charges are reasonable and affordable.




Indicator 16: What is the rent collected as a percentage of the rent due in 2022-23?



Indicator 17: What is the percentage of gross rent arrears as a percentage of rent due in 2022-23?



 **Evaluation of performance 2022-23**
99.87%

 **Evaluation of performance 2022-23**
4.83%

What does this tell us?

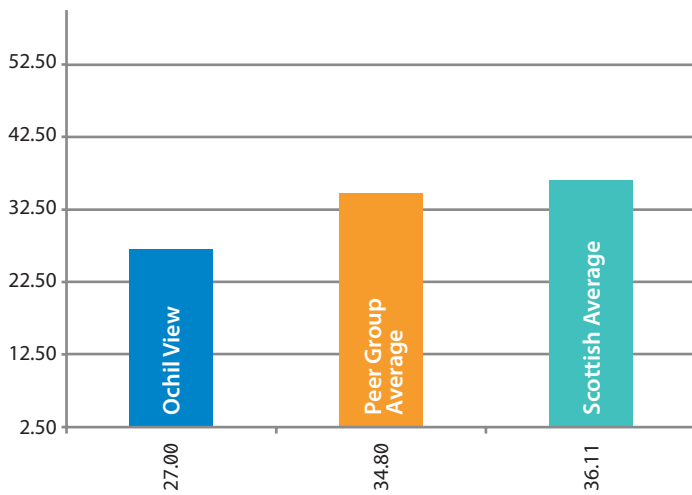
Although we have dropped a very little percentage from last year (99.95%), we are pleased to continue performing better than our peer and Scottish average. Working to maximise our rent collection ensures we can make further green investment in our properties going forward

What does this tell us?

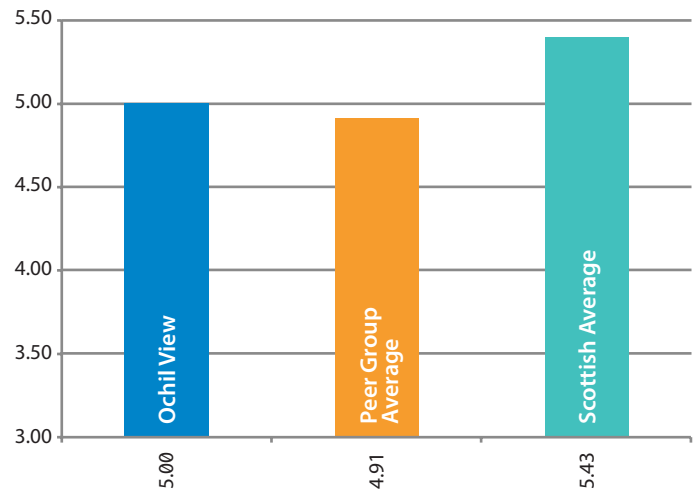
We are pleased to report that we continue to improve in this area, coming down slightly from 4.89% last year. We remain above the Scottish and peer average. We will continue to work hard at collecting as much rent as possible, so we can invest more in our homes and services.





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 2022-23: 27 days**

 **Evaluation of performance 2022-23: 5%**

What does this tell us?

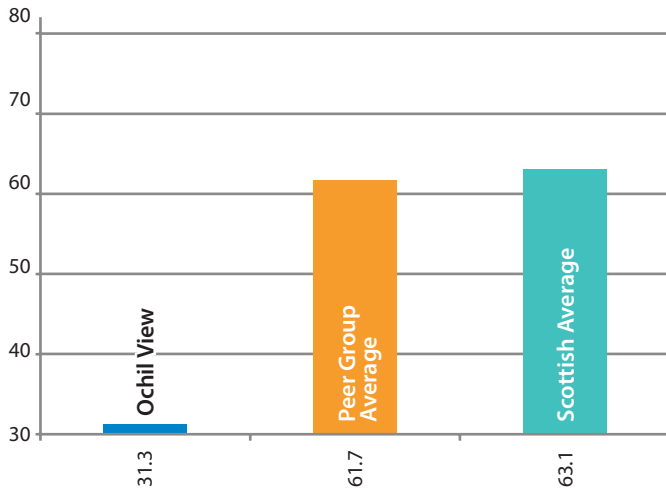
This positive figure, down from 38.57 days last year, puts us in a better position than both our peer and Scottish average. Staff have been working at letting our homes out as quickly as possible as it means we can maximise our income to invest in homes and services.

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. Although we were able to keep the rent increase lower than inflation, unfortunately this increase was still higher than that of our peer group but lower than the Scottish average. We are committed to keeping rents as low as possible and aim to keep any increase in line with the rest of the sector in 2024-25.

OWNERS SATISFACTION

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



**Evaluation of performance
2022-23
31.3%**

What does this tell us?

We are performing less well in this area than our peer or Scottish average, partly due to a very low level of response to the satisfaction survey in 2022. We have recently surveyed 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 2022-23 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 Twitter 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 the above, simply contact Chris McShane, your Tenant Engagement and Communication Officer on **07874 864 323** or at:
tenantengagement@ochilviewha.co.uk

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

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