

West Dun- t- ns- i-e C- uncil -

2013/14 Annu- l C- te- Pe-f- m- nce Rep- tf- Ten- nts - nd - t- e- Cust- me-s -



# F- ew- d -

It gives me great pleasure to introduce our "2013/14 Charter Performance Report" for tenants and other customers.

This report has been produced in partnership with tenants and outlines how we have performed against the outcomes set out in the Scottish Social Housing Charter.

During the past year we have responded positively to challenges such as Welfare Reform and witnessed the service continue to improve.

Highlights during the past year include the delivery of the first new build Council homes in over 26 years, our £35m investment programme of housing improvements providing decent homes and delivering value for money and a positive Scottish Housing Regulator Inquiry report which acknowledged the work the housing service is doing to provide quality homes and services

As you can see it's been a busy and eventful year. With so many major projects being delivered it can be difficult to ensure core services continue to be to the standard our customers expect. Therefore it's pleasing to see that tenant satisfaction levels are significantly increasing, further evidencing that the housing service in West Dunbartonshire continues to improve.

In those areas where we have not performed so well, it is our intention to continue to improve throughout 2014/15 and respond positively to the on-going challenges which will come our way to ensure our tenants are provided with good quality homes and services.

**Helen Turley**  
**Head of Housing and Community Safety**



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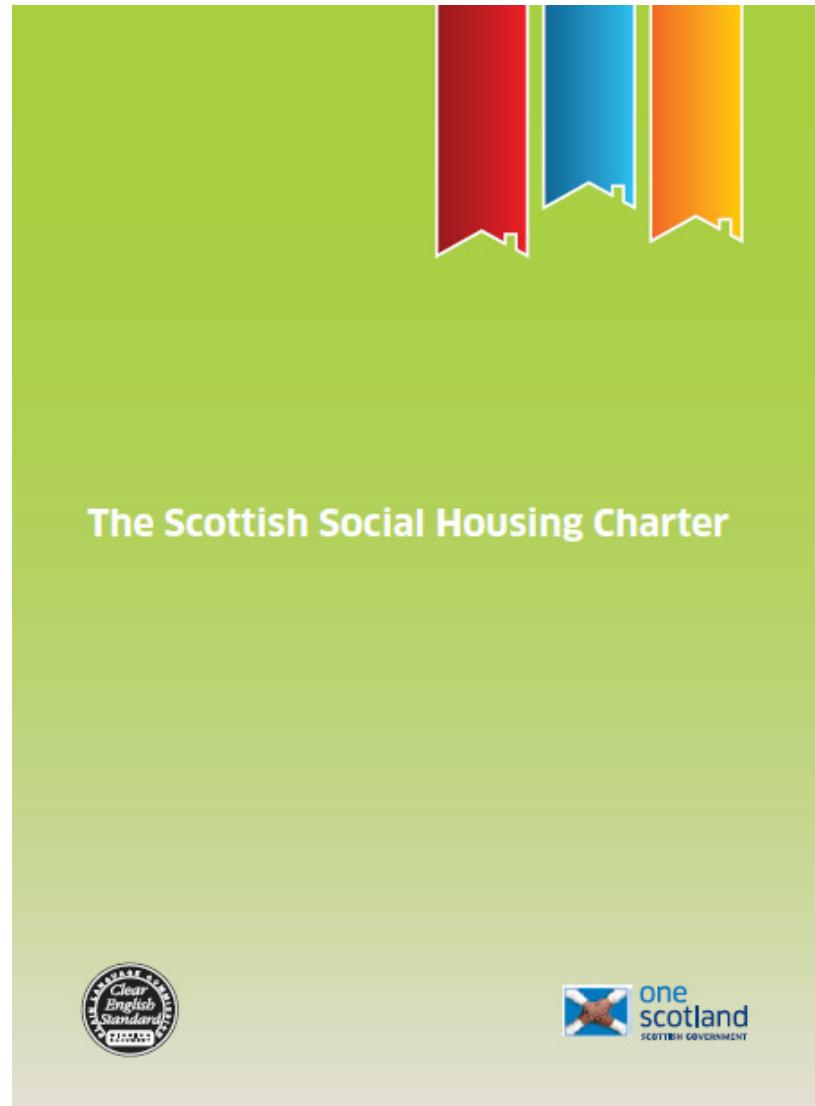
# Introduction

In April 2012 the Scottish Government introduced the new Scottish Social Housing Charter (SSHc). The Charter sets out 16 outcomes and standards that the Scottish Government expects landlords should be delivering to their tenants and other service users.

From 2012 onwards, landlords are expected to annually self-assess their performance against each of the Charter outcomes and report this to the Scottish Housing Regulator in May. This is called the Annual Return on the Charter or the 'ARC'.

In addition to reporting to the Regulator, the Council must also report its performance to its tenants and other service users by 31<sup>st</sup> October each year. This is our report, and it tells you how Housing and Community Safety Services performed from March 2013 until April 2014.

It doesn't cover all 16 outcomes and standards, it focuses on those areas tenants have told us most interests them. The purpose of our report is to provide you with clear, accurate information about areas of our performance which you want to know about. We hope that it will encourage you to ask more detailed questions and use it to hold us to account.



# We need you

Our self-assessment is an open and honest picture about how housing services is performing. To make it more robust we have included information about how we compare against other landlords and importantly what our tenants and other customers have told us about services we provide.

**Did you know that you can take an active role in scrutinising housing services and making recommendations about where we should improve?**



West Dunbartonshire Scrutiny Panel

New arrangements through the Charter and Scottish Housing Regulator give tenants and our other customers a central role in assessing our performance. We are looking for people who have a bit of spare time and who are interested in developing some new skills.

**A Scrutiny Panel**(with owners and tenants on board) has recently been set up to investigate different aspects of our housing service and recommend ways we can improve. The panel is independent from the Council. Members of the panel need to be able to read reports and information, are able to communicate and provide some constructive challenge to the Council. Full training and support is provided and all expenses are paid. The panel decides how often it wants to meet and what areas of housing service it will investigate. The panel is in the early stages of development and needs more people to get involved.

**Mystery shoppers** pose as normal customers to test our services. For example, requesting a service or information, asking questions or registering complaints. The mystery shops can be carried out by making telephone calls, sending emails or letters and/or visiting our offices. The identities of the shoppers are kept confidential. Those who want to take part must be able to use a telephone, be able to complete a questionnaire and have the time to carry out mystery shops.

If you want to comment about this report or get involved in scrutiny please use the contact details at the end of this report.

# Symbols used



We have used a range of symbols in our report to tell you how we are performing. The symbols above show how we are performing over time.

These symbols tell you about our rank; this is how we compare to other landlords in Scotland.

	
Top Quarter	Second Quarter
	
Third Quarter	Bottom Quarter

Ranking is shown in quarters ranging from the top (best) to the bottom (poor).


target met

target not met

In some areas of the report we have included information about local (West Dunbartonshire) targets.

# About housing services

Some key information about our total number of houses, our income from rent, the number of people on our waiting list and the number of properties we let.

2013/14
11,067
£33.8 million
£60.84
7.6%
4,476
1,012

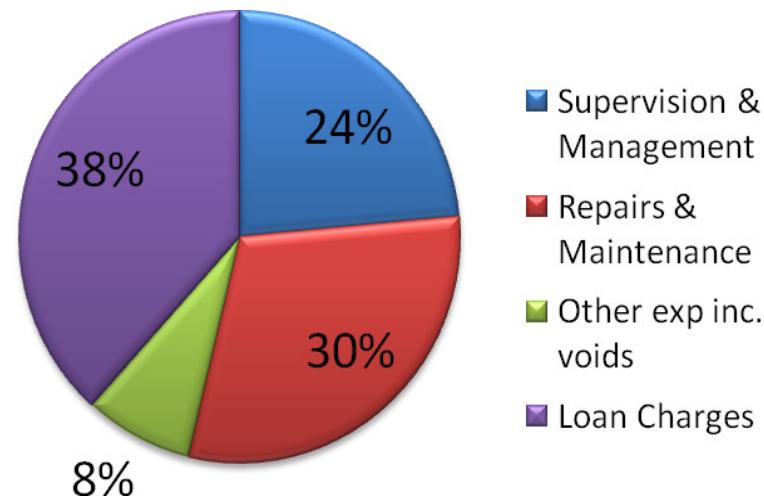
# Value for money

*What we aim for: Tenants and owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

Our average rent in 2013/14 remained well below the national average:



Where your £1 went in 2013-14



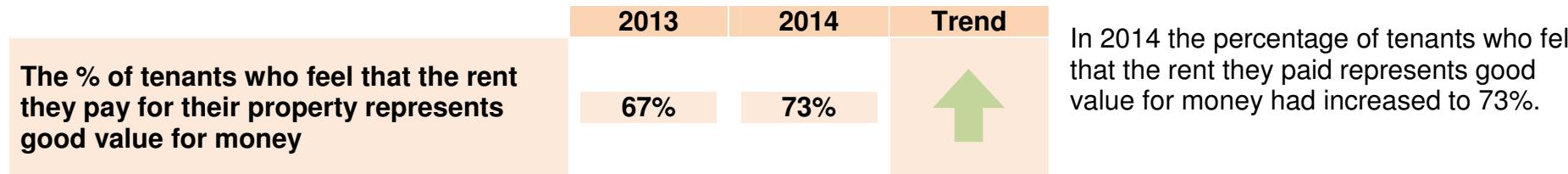
**Supervision and Management:** employee costs, administration costs (this also includes payments to other departments for example financial services, computer systems, human resources, corporate communications, architectural services) and property costs.

**Repairs and maintenance:** the costs for day to day jobbing repairs carried out across all properties and costs associated with adaptations.

**Other expenditure inc. voids:** costs associated with arrears and the collection of rents, bad debt provision (funds required to account for rents and debt accounts which are not paid to the Council) and Council Tax on empty homes.

**Loan Charges:** the interest and principal repayments on money we have borrowed to carryout major works and improvements (e.g. cladding, kitchens, bathrooms, roofs).

In 2012, the Council agreed a 5 year rent strategy of RPI + 4.5% (from 2012/13 until 2016/17). The purpose of the rent strategy was to ensure the Council continued to meet its landlord responsibilities, to support the investment required to meet the Scottish Housing Quality Standard (SHQS), to meet demolition and small new build costs and remain affordable to our tenants.



Historically our approach and performance around the management of our empty homes has been poor and has resulted in significant amount of rent lost.

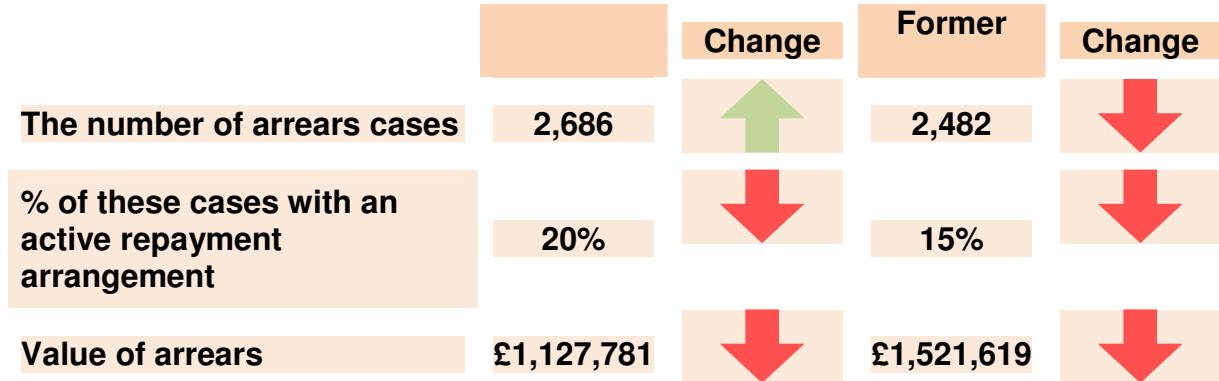
We are already working hard to reduce the amount of rent lost when homes are sitting empty.

	2013	Trend	Rank
<b>Rent lost because homes were empty shown as a % of the total rent due</b>	1.4%		
<b>The average length of time it takes us to re-let our properties</b>	64 days		
<b>Gross rent arrears as a % of rent due</b>	8.6%	New	
<b>Rent collected as a % of total rent due</b>	99.5%	New	

Although we can show some improvement over the last few years our performance still compares poorly against other landlords and we recognise that further improvements must be made. We have put in place an action plan aimed at reducing both the number of empty properties and the length of time we take to let our properties. The action plan and other current initiatives are having a positive effect.

Welfare reform continues to provide a challenge to many families and households across West Dunbartonshire; this impacts negatively on our rent collection service.

Levels of rent arrears are high when compared with other landlords although the actual number of tenants in arrears reduced in 2013/14.



We are currently in the process of reviewing and updating our Rent Collection Policy in conjunction with tenants and it is hoped that our approach of early intervention and support will lead to reduced levels of arrears.



# Communication

*What we aim for: Tenants and other customers 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.*

We work hard to make sure that we communicate clearly and effectively with you and can demonstrate good practice and positive feedback. For example, in our 2014 Housing News magazine survey showed that 94.9% of tenants agreed that the magazine kept them informed about important developments.



We are also aware that some parts of our housing services are better at providing you with information than others.

In 2013 our Tenant Satisfaction Survey showed that 73% of tenants felt that we were good at keeping them informed about our services and decisions. To address this we will review the provision of information across the whole of housing services, including information provided to owners who receive a factoring service from us. We will also invite tenants and other customers to take part in two new initiatives. A 'Tenant Tick' Scheme where our customers review the information we provide before we publish it and a Mystery Shopping exercise to check information provided across our services.

We use a range of surveys to gather your views and we make it easy for you to make complaints to us when you need to. We have put in place an annual improvement plan which addresses all sources of your feedback ensuring that the feedback you have given us is used to improve our services and performance. Our repairs and maintenance service hold regular 'Repairs Forums' which reviews customer complaints/feedback and links this to making service improvements. Not all parts of our housing service are able to demonstrate the link between customer feedback and service improvement. Our annual customer feedback improvement plan will address this.

# M- n- ging - u- est- tes, - nti-s- ci- l - e- vi- u-, - neig- u- nui- nce - nd ten- ncy disputes -

*What we aim for: Tenants and other customers live in well maintained neighbourhood where they feel safe.*

Ensuring that tenants and other customers live in well maintained neighbourhoods where they feel safe is a key objective of the Housing Service. As part of their Everyday activities, Housing Officers and Caretakers report incidents of graffiti and vandalism and it is encouraging that the number of tenants satisfied with the management of the neighbourhood they live in has increased from 71% in 2010 to 76% in 2013/14.

	2013/14	Change	Rank
<b>The % of tenants satisfied with the management of the neighbourhood they live in</b>	76%		
<b>% of anti-social behaviour cases resolved within locally agreed targets</b>	36%	new	

Ensuring estates and neighbourhoods are well maintained involves other services such as cleansing and land services working together.

We are working to improve co-operation and communication between departments so that we can improve the service provided to tenants and other customers.

As well as dealing with neighbour disputes, vandalism and loitering, we continue to work in partnership with other agencies to effectively tackle instances of more serious anti social behaviour. Our aim is to ensure that all residents feel safe and in conjunction with tenants, we have recently agreed target timescales for agencies to take appropriate actions and resolve cases of anti social behaviour.

During 2013/14 only 36% of cases were resolved within these timescales and we are determined to ensure that this figure increases. We have improved the way we record and monitor anti social behaviour cases and plan to carry out a wider review of our working practices, in conjunction with the recently formed scrutiny panel formed by tenants and other customers.

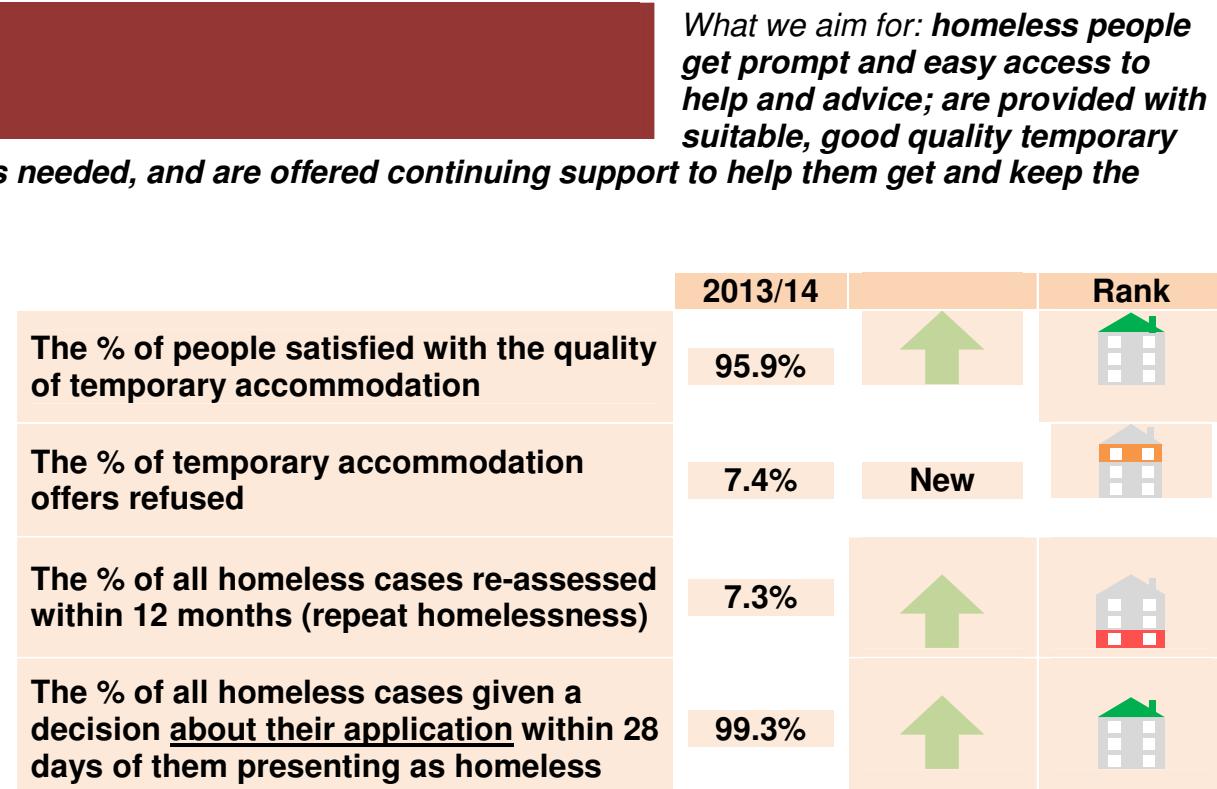
We are committed to engaging with our customers and encourage them to become involved in the decision making process that leads to safer and stronger communities.

## H- meless pe- ple -

***or emergency accommodation when this is needed, and are offered continuing support to help them get and keep the home they are entitled to.***

We provide a Homeless Service which provides homeless people with prompt and easy access to help and advice. During 2013/14 decisions about applications were made within 28 days for 99.3% of all homeless cases. All of those using the Homeless Service are provided with confidential assessment interviews, where their housing and support needs are identified and the best way forward agreed.

*(28 days is the timescale within which the Council must tell a homeless applicant about our decision whether or not to accept their application)*



We have a temporary accommodation strategy in place which aims to provide good quality accommodation which meets the needs of homeless households. Levels of satisfaction are consistently high with 95.9% of households stating they were satisfied with the quality of accommodation provided and only 7.4% of offers of accommodation being refused.

During 2013/14 we opened two Supported Accommodation Projects to further support homeless households, we converted homeless accommodation into permanent tenancies for 10 residents, reduced the number of properties being used as temporary accommodation for more than 3 years from 190 to 129 and also reduced the use of Bed and Breakfast accommodation.

A further planned improvement is our commitment to develop a Temporary Accommodation Quality Standard which will set out a minimum standard for all temporary and emergency accommodation across West Dunbartonshire. We will involve our service users in developing this new quality standard.

	2013/14
<b>The annual cost of B&amp;B accommodation</b>	£65,604
<b>The number of households placed in bed and breakfast</b>	66
<b>The number of homeless units converted to secure tenancies</b>	10
<b>The number properties been used as a homeless unit for more than 3 years</b>	185

Whilst the level of repeat homelessness across West Dunbartonshire reduced last year, it remains high when compared with other local authorities. Several initiatives have been developed and implemented aimed at reducing this figure, including the introduction of a new risk management plans which aim to reduce the numbers of people losing contact with the service.

Another area where we aim to make improvements is to reduce the level of youth homelessness. Again, this fell in 2013/14 but still accounted for 32% of all applications for assistance. We have introduced a Young Person and Family Mediation Service and plan to carry out a housing education programme within secondary schools to reduce the figure further.

We aim to focus more on early intervention and develop further initiatives aimed at preventing homelessness. A review of the service to see how this can best be delivered has been carried out and changes should be fully implemented by April 2015.

	2013/14	Change	Target	Target met
<b>The % of young people presenting as homeless in West Dunbartonshire (as a % of all cases)</b>	32%		30%	

## P- ticip- ti- n - nd inv- lvement -

*What we aim for: **Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.***

We provide good information about how we will consult and use the views of tenants and other customers and how we can work together so that you can influence what we do and hold us to account. As part of our review about involving tenants we worked hard to obtain your views about the best way of involving you and where we could make improvements. Information about how to get involved with us can be found in our key strategy document called 'Involving You', on our website or leaflets, by talking to any of our housing staff or through our quarterly Housing News magazine.

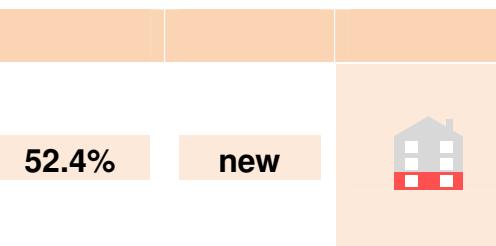
We have a good working relationship with our tenant organisations; there are currently 17 tenants and residents associations and a Sheltered Housing Forum representing tenants across West Dunbartonshire. These organisations are funded and supported by a dedicated tenant participation team and have regular access to senior decision makers (including the Head of Housing and Convenor of Housing).



During 2013-14 our tenants and tenant organisations were invited to get involved in a total of seven consultations. We shared the outcomes of these consultations as widely as possible and published updates in our Housing News magazine.

In our recent tenant satisfaction survey only 52% of tenants reported that they were satisfied with opportunities to participate. This is disappointing, as we provide a wide range of ways for tenants to get involved with us and promote these as much as possible. The figure also compares badly with our peers.

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



A range of improvement actions have been identified by tenants and tenant organisations as part of our review. We hope that these improvement actions will raise awareness amongst tenants and other customers about how to get involved, increase the number of people actually taking part and ensure a positive experience of participation with us. These include:

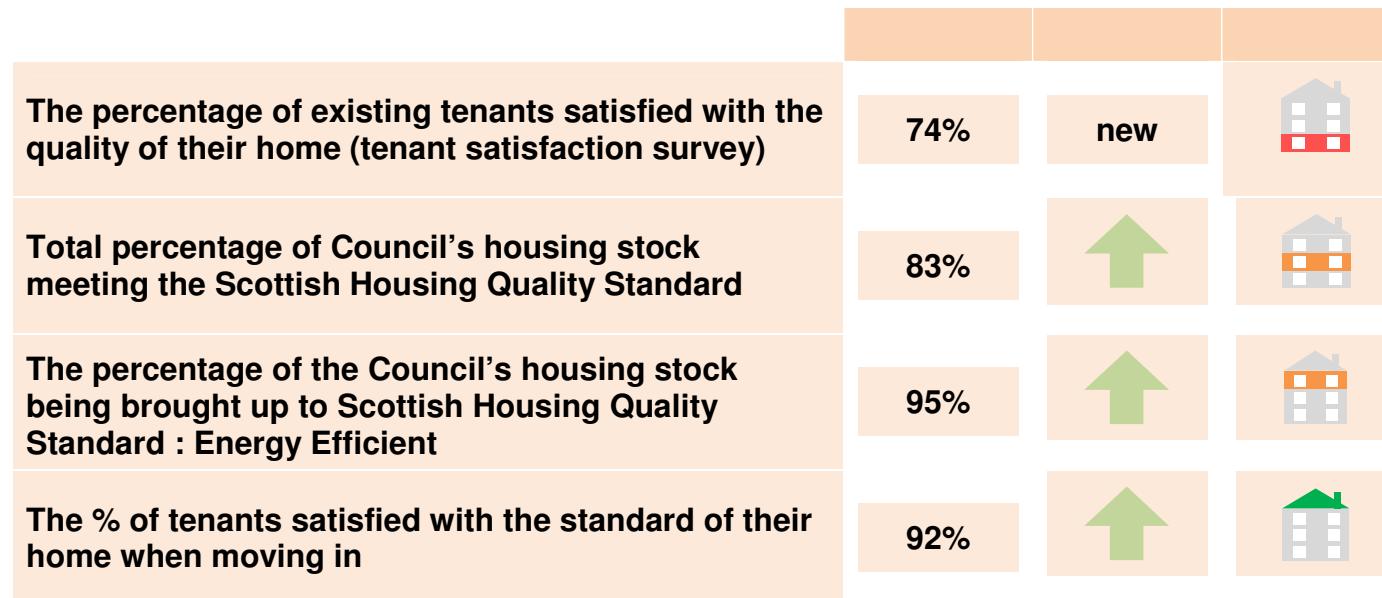
- Exploring opportunities to encourage young people to get involved;
- Demonstrate the outcome of tenant participation including their involvement in assessment and scrutiny of our services;
- Support tenant organisations to demonstrate their achievements locally and to a wider audience of tenants and service users;
- Link with equalities groups to ensure that all tenants and other customers are aware of the support and opportunities to get involved with us; and
- Training and toolkits to support good participation across the whole of the housing service.

Our tenants and other customers should know that there are new opportunities open to them to challenge us about our performance and take part in scrutiny activities, such as inspections, looking at what goes on behind the scenes and mystery shopping. The outcome of these independent scrutiny activities will be built into our formal structures to report our performance both internally and to the Scottish Housing Regulator.

This year the Council will take part in the Tenant Participation Advisory Service (TPAS) accreditation programme. TPAS is an independent, nationwide organisation working with tenants and landlords to improve the way tenants are involved indecisions about housing services. The accreditation programme will assess West Dunbartonshire housing services performance against 10 standards of tenant involvement and scrutiny.

# T- e qu- lity - f - using -

*What we aim to achieve: **tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015, and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair***



The housing capital investment programme has allocated specific budgets to focus on programmes of work that address the SHQS failure items by March 2015.

Future capital investment programmes are currently being drafted for the period 2015-2020 that incorporate the Council's key priorities including maintaining the SHQS standard and investment required to meet Energy Efficiency Standard for Social Housing (EESSH).

The necessary items have been identified by stock condition surveys and subsequent verification surveys then programmed to be completed during the year 2014-15. These programmes are being carried out by a combination of competitively procured contracts using external and internal contractors.

Year-end progress has shown an overall increase from 62% full stock compliance in March 2013, to 83% full stock compliance in March 2014 exceeding the year-end target of 75%. Continued insulation/energy efficient programmes have seen an improvement in the percentage of stock meeting the SHQS energy efficiency standard. This will increase as more improvements are carried out.

The positive percentage indicating tenants' satisfaction levels with the quality and standard of their homes demonstrate the positive outcomes of the improvements being carried out. The re-let standard applied to every empty home ensures they are clean, tidy and in a good state of repair when allocated.

We have a consistent approach to tackling dampness problems and involve specialists, as required, to identify the extent and nature of the problem. The most common form of dampness found in houses is condensation and we offer practical advice on how to reduce this. We have also improved the insulation on a large number of our houses, carrying out items such as loft and cavity insulation, external cladding and double glazing to make houses warmer, drier and more efficient to heat. This in turn has resulted in a reduction of internal dampness problems. We have also upgraded central heating systems or switched fuel from electric to gas heating, resulting home heating cost efficiencies. As these programmes continue we will see more homes benefiting from these improvements.



## Repairs, maintenance and improvements -

*Tenants' homes are well maintained; with repairs and improvements carried out when required, and tenants are given reasonable choices when work is done*

In 2013/2014 the average length of time taken to complete emergency repairs was 3.38 hours with 100% completed in the council's target time. The average length of time taken to complete non-emergency repairs was 8.67 days with over 95% of all repairs completed within the Council target times. Over 88% of these were completed right first time which compares favourably with peer groups and the LA average.

During 2013/2014 we maintained the average time to complete emergency repairs and significantly reduced the time taken to complete non-emergency repairs.

We compare well with other similar organisations and are in the top quartile for cost of repairs, cost of management/administration, customer satisfaction and repairs completed within target.

In 2013/2014 we improved performance on the % of appointments kept to 86.68% in comparison with the 2012/2013 figure of 81%. This shows that WDC are one of the poorer performers of Scottish Local Authorities. For 2014/2015 we plan to capture data on all appointed repairs and review how information is input and extrapolated from systems as due to system limitations actual performance is considered to be under reported.

We increased performance on the number of days taken to repair empty homes to 14.34 days on average in 2013/2014 in comparison with 18.17 days on average in 2012/2013. We expect performance to improve further in 2014/2015.

The % of properties that had a gas safety check and record completed by anniversary date was 99.54% for 2013/2014. This is a significant improvement from 2012/2013 where 98.94% figure was achieved.



We plan to introduce new technology to drive forward improvements in the coming years. This will make scheduling repairs and appointments easier and allow customer feedback at the point of service delivery through the use of hand held tablets.

We plan to increase the number of appointments made in 2014/2015, where we will offer appointments for most internal repairs. When new technology is introduced we plan to roll out appointments across the complete range of repairs that suit customer's requirements. We will continue to reduce the number of complaints received on the Maintenance and Repairs Service.

When we are contacted, service users are provided with information on the category of repair; if this falls with the right to repair scheme tenants are advised of this and when they can expect the repair to be carried out. Notification slips are posted to tenants at their homes; this includes information on the job number of the repair, repair category (including right to repair), the target date for the repair to be completed and details of how to engage an alternative contractor if the council fails to meet the target for a right to repair.

We invested over £11.5 million on repairs in financial year 2013/2014; with an approximate split of 60% response repairs and 40% planned repairs.



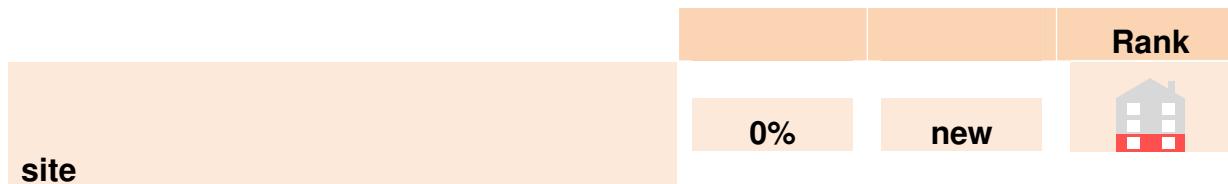
# Se-vices f- Gypsies / T- velle-s -

*We aim to ensure that: **sites are well maintained and managed***

We have one permanent gypsy traveller site with 20 pitches which is managed by our Homeless Services. With full occupancy and low turnover of pitches, the site has developed in to a stable residential site with a permanent settled community.

We have recently completed improvements to kitchens and bathrooms in each of the site's amenity units and are working hard to engage with residents to support their involvement in influencing services and in reviewing their occupancy agreement.

However at present residents' satisfaction with the maintenance and management of the site is extremely low and this has impacted on engagement. This low level of satisfaction is attributable mainly to the lack of funding to carry out site improvements which residents would like to see (for example hard standing, fencing and new sheds) but also includes access to liaison officers.



Whilst the Council has an Equality Outcome to better meet the accommodation needs of the Gypsy Travellers in West Dunbartonshire, there is no strategic direction for managing and maintaining the site.

Ownership and income/costs for the site are held by the Council's general services account; this means that the site is held separately from mainstream housing budgets. Officers are currently preparing a report for Council to consider transferring the site from general services to the housing revenue account (subject to Scottish Ministers consent). If approved, this will allow improvement works to be agreed and phased through the Housing Capital Programme, nominated liaison officers and develop and agree a new site standard with residents.

# Helping people stay in times

*Our aim is to ensure: **tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisation.***

Helping tenants who face difficulties remaining in their homes is a key focus for our Estate Management Service. Pre-tenancy advice is available for all those applying for housing and this is followed up with new tenancy visits where any initial difficulties or issues can be identified. Support is provided where this is identified. This visit also promotes a positive relationship between tenant and Housing Officer and this is now being further developed with the introduction of annual visits so that face to face contact with our tenants is maintained and support can be provided where needed.

During 2013/14 we developed a monitoring framework for all tenancies that are ending; this means checking to see if support can be provided to help tenants remain in their homes. This framework helps identify those tenants who are failing and for what reasons and allows us to plan appropriate responses.

We also carried out a review of our abandoned house policy to ensure that we do everything possible to contact tenants before taking enforcement action to recover a property.

This has contributed to the number of tenants remaining in their homes for at least 12 months increase for the second successive year, however when compared with other landlords it is clear that there is more we can do in this area.



Improvements planned during 2014/15 include a review of our new tenant visits aimed at ensuring that all new tenants move in and settle in their new home successfully. We have also introduced new processes which improve communication between all sections of the council and prospective new tenants aimed at identifying the most sustainable housing option for each individual household. It is hoped specifically that this will lead to an improvement in the number of homeless households that successfully remain in their homes.

	2013/14	Change	Rank
<b>Number of tenants housed in 2012/13 who were still in their tenancy 12 months later</b>	84%		
<b>% of lettable properties that became vacant during the year – tenancy turnover</b>	11%		

	2013/14	Change	Target met
<b>Number of tenancies terminated – notice given</b>	812		No target set
<b>Number of tenancies abandoned</b>	100		

# S- me key - c- ievements 2013-14 -

- Multi storey flat upgrade programmes in North Drumry
- Low rise insulated render programme in Rosshead
- Regeneration/demolition programme
- 48 new houses built
- Housing stock condition survey
- Kitchen renewals
- Bathroom renewals
- Lift renewals
- Heating renewals
- Electrical upgrades
- Environmental upgrades
- Special needs adaptations
- Energy efficiency projects



# Tenant involvement in this report

In June 2013, the Council invited tenants to get involved in a working group to help develop our new performance report. From the autumn we met regularly and discussed each area of housing performance, focusing on specific areas that tenants might like to see in the report. Working group members also helped us to decide on the colour, the symbols and the way the report is set out. The hard work of the working group members meant that the Council was able to publish a pilot performance report which was published earlier this year.

Tenants involved in the working group also took part in the Scottish Housing Best Value Network (SHBVN) Charter 'Customer Reporting Project' and our report was commended as a good example of a clear and an easy to understand report. Feedback from our tenants about the report was also positive.

West Dunbartonshire Council  
Annual Charter Performance Report 2012/13  
Early Report to Tenants and Service Users



## What's important to you? Tell us by text!

We want our future performance reports to answer the questions tenants most want to hear.

Text the word **TENANT** with your choices from the list below (eg 5 and 11) to **66777**  
Alternatively, call **01389 737743** or email [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)

Equalities	1
Communication	2
Participation	3
Quality of Housing	4
Repairs, maintenance and improvements	5
Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes	6
Information and support about housing options and preventing homelessness	7
Allocating our housing	8
Supporting tenants in their tenancy (tenancy sustainment)	9
Homelessness services	10
Value for money	11
Rents and service charges	12
Services for Gypsies/Travellers	13



Our summer 2014 edition of our Housing News asked you about which areas of our housing service you would like to see in our performance report.

Key areas included how we allocate our houses, management of our estates and anti social behaviour, the quality of housing and repairs and improvements. These areas are all included in this report.

# G| - ss- y -

Housing and Community Safety Services	Housing and Community Safety Services is made up of repairs and maintenance, homelessness and allocating housing, managing our estates and dealing with antisocial behaviour, and strategy services (housing strategy and planning, empty homes, tenant participation, new build housing, performance and improvement)
Scottish Government	This is a collective term for the Scottish Government, that includes Ministers and civil servants
Scottish Housing Regulator	Regulates all social landlords and the landlord and homelessness services of local authorities, protects the interests of current and future tenants and other service users
Sheltered Housing Forum	Tenants from across our sheltered housing complexes who have formed a group to represent the interests of tenants living in sheltered housing accommodation owned and managed by WDC
West Dunbartonshire Council	The statutory provider of housing in West Dunbartonshire
Consultation	Tenant consultation means having a chance to comment on proposals prepared by the landlord before a decision is taken
Tenant Communication Strategy	A document developed by West Dunbartonshire Council and tenant representatives that sets out how the Council will communicate and inform tenants, tenants and residents groups

The Energy Efficiency Standard for Social Housing (EESSH)	The Energy Efficiency Standard for Social Housing is a mandatory standard for social landlords to meet by 2020. It will succeed the energy targets and guidance in the Scottish Housing Quality Standard (SHQS). The Standard aims to improve the energy efficiency of social housing and reduce energy consumption, fuel poverty and the emission of greenhouse gases.
Equal opportunities	Not discriminating against a person on the basis of things like their age, race, disability, sexual orientation, faith, religion or beliefs. All landlords and tenants organisations are required to have a commitment to equal opportunities under the Housing (Scotland) Act 2001
Housing policies	Documents that explain how landlords will deliver its services such as allocations, repairs etc.
Housing Revenue Account (HRA)	The HRA deals with the day to day costs of providing a housing service to Council house tenants. It does not include the HRA reserve or the HRA capital programme, see below.
Housing (Scotland) Act 2010	A piece of housing legislation introduced by the Scottish Government in 2010.
Interested Tenants Register	A list of tenants who want to be contacted about events and consultations but don't want to be part of a group.
Local Housing Strategy	A statutory document produced by all local authorities that assesses the housing need and resources required to meet that need in their areas.
Mystery Shopping	Tenants volunteer to act as 'mystery shoppers' to test the housing service and record their experience and impressions. This helps the Council to ensure that standards of customer service are maintained and improved where necessary.
Participation	This is when the Council, tenants, tenants and residents groups and the Federations come together and work as equal partners in making improvements to Council housing services
Registered Social Landlord	A non-profit landlord that is registered and monitored by the Housing Regulator

Scottish Housing Quality Standard	The Scottish Housing Quality Standard (SHQS) is the main measure of housing quality that is used to establish if properties reach the required minimum set out by the Scottish Government. The SHQS was introduced in February 2004 and social landlords have until April 2015 to bring their houses up to the Standard.
Scottish Social Housing Charter	Created under the Housing (Scot) Act 2010 the Charter sets out 16 standards and outcomes which all social landlords must achieve.
Service standards	A set of indicators that outlines acceptable services of standards
Social landlords	Organisations such as housing associations and local authorities who provide social rented housing.
Stock condition survey	A survey of the physical condition of housing which is used to predict future investment and maintenance requirements.
Tenant-led inspection	Tenants volunteer to get involved in reviewing and inspecting the Council's services and make recommendations on how services can be improved. Tenants decide which services they want to inspect and the process should lead to better services and therefore better outcomes for tenants.
Tenants and residents groups	Local groups that are set up to represent the views of tenants and residents and to influence services in the area. They are made up of local people who are democratically elected at the group's Annual General Meeting
Tenant scrutiny and scrutiny activities	Tenant scrutiny provide tenants with an opportunity to get involved in housing services where they are able to influence and hold their landlord to account by focusing specifically on how housing services performs. Examples of scrutiny activity include the Quality Circle project, Tenant-led inspections and mystery shopping.
Tenant Scrutiny Panel	A formal body made up of tenants which serves as the hub for the range of tenant scrutiny activity and focal point for assessing performance and cost and holding Council to account.

# W- t d- y u t- ink? -

*The purpose of this report is to provide you with clear, accurate information about how housing services is performing. It is important that the information within the report is accessible and meaningful to you.*

We would like to find out what you think of the report. If you want to give us your feedback or are interested in finding out how you can get involved in the scrutiny panel or becoming a mystery shopper you can do so by:

- Calling us on 01389 737 545
- Send your thoughts by email to [housingstrategy@west-dunbarton.gov.uk](mailto:housingstrategy@west-dunbarton.gov.uk)
- Tear out and return the form overleaf and return it to us (postage is paid)

# Ot- e- f- m- ts -

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

Please contact:  
Corporate Communications  
Council Offices, Garshake Road  
Dumbarton G82 3PU  
Tel: 01389 737 000

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

هذه الوثيقة متحلة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Does the report contain the right information? (circle) Yes 5...4...3...2...1 No

Do you like the way it is set out? (circle) Yes 5...4...3...2...1 No

Is there other information you would like to see in the report? .....

Any other comments you would like to make .....

If you would like to get involved in developing the report next year, please provide your contact details.

Name ..... Contact Telephone Number .....

Address.....

..... Email.....

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**West Dunbartonshire Council  
Housing Strategy Section  
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