

APRIL 2013 - MARCH 2014

# SCOTTISH SOCIAL HOUSING CHARTER

ANNUAL PERFORMANCE REPORT SUMMARY

*for tenants and other customers*

Copies of the full Charter report can be obtained from your local library or from the Council's website. We will send you a copy if you contact us on 01389 737281 or email: [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)

The performance indicators included in this summary report were chosen by tenants



The new Scottish Social Housing Charter (SSHC) sets out the outcomes and standards that the Government expects landlords like West Dunbartonshire Council to deliver to its tenants and other customers.

Each year we will report how we performed against each of the Charter outcomes to the Scottish Housing Regulator and will also report our performances to tenants and other customers. This is a summary of your first report about how housing services performed from April 2013 until March 2014.



## Value for money

You receive services that provide continually improving value for the rent and other charges you pay.

WDC average rent	average rent
£60.84	£71.11

Our average rent in 2013/14 remained well below the national average. In 2013-14 for every £1 rent we received, 38p went on loan charges and interest; 30p went on repairs and maintenance; 24p went on supervision and management (employee and administration costs, property costs, financial services etc) and 8p went on other expenditure including rent lost due to empty properties.

	2013/14	Change	Rank
The % of tenants who feel that the rent they pay for their property represents good value for money	67%	new	
The average length of time it takes us to re-let our properties	64 days		
Rent lost because homes were empty shown as a % of the total rent due	1.4%		
Gross rent arrears as a % of rent due	8.6%	new	
Rent collected as a % of total rent due	99.5%	new	

We are working hard to reduce the amount of rent lost when homes are sitting empty. We have put in place an action plan aimed at reducing the number of empty properties and the length of time we take to let our properties.

## Communication

You find it easy to communicate with us, get the information you need about us, how and why we make decisions and the services we provide.

	2013/14	Change	Rank
The % of tenants who feel that we are good at keeping them informed about services and decisions	73%		
% of tenants satisfied with the overall service provided by their landlord	72.4%		

We want to make sure that we communicate clearly and effectively with you and that we use your feedback to improve our services. We are aware that some parts of our housing service are better at providing you with information than others and we hope that our review, a mystery shopping exercise and a new tenant tick scheme will help us make the improvements we need.

## Participation and involvement

You find it easy to participate in and influence our decisions at a level you feel comfortable with.

	2013/14	Change	Rank
The % of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	52.4%	new	

We provide good opportunities for tenants to get involved with us and recently carried out a review about how best to involve you and where improvements could be made. We have a good working relationship with our tenant organisations and in 2013-14 involved our tenants in seven consultations. We shared the outcomes of the consultations widely and published up dates in our housing news magazine.

## Managing our estates, anti-social behaviour, neighbour nuisance and tenancy disputes

You live in well maintained neighbourhoods where you feel safe.

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

As part of their everyday activities Housing Offices and Caretakers report graffiti and vandalism and it is encouraging that the percentage of tenants who are satisfied with the management of their neighbourhood has increased. We are improving our communication with other services which are also involved in ensuring estates and neighbourhoods are well maintained.

## Service for gypsies/travellers

Sites are well maintained and managed.

	2013/14	Change	Rank
The % of Gypsies/Travellers satisfied with the landlord's management of the site	0%	new	

Residents' low level of satisfaction is attributable mainly to the lack of funding to carry out site improvements which residents would like to see. We 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.

## Homeless people

Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed, and are offered continuing support to help them get and keep the home they are entitled to.

	2013/14	Change	Rank
The % of people satisfied with the quality of temporary or emergency accommodation	95.9%	new	
% of temporary accommodation offers refused	7.4%	new	
The % of all homeless cases re-assessed within 12 months (repeat homelessness)	7.3%		
The % of all homeless cases given a decision about their application within 28 days of them presenting as homeless	99.3%		

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. 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 and also reduced the use of bed and breakfast accommodation.

## The quality of housing

Tenants' homes as a minimum, meet the Scottish Housing Quality Standard 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.

	2013/14	Change	Rank
The % of existing tenants satisfied with the quality of their home	74%	new	
Total % of Council's housing stock meeting the Scottish Housing Quality Standard	83%		
The % of the Council's housing stock being brought up to Scottish Housing Quality Standard: Energy Efficient	95%		
The % of tenants satisfied with the standard of their home when moving in	92%		

Our capital investment programme has allocated funds to focus on programmes of work that address any Scottish Housing Quality Standard failure by March 2015.

## Repairs, maintenance & improvements

Your homes are well maintained; with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

	2013/14	Change	Rank
Average length of time it takes us to complete emergency repairs	3.64 hours		
Average length of time it takes us to complete non-emergency repairs	8.67 days		
% of repairs carried out completed right first time	88%	new	
% of tenants satisfied with the repairs and maintenance service	96.3%	new	
% of repairs appointments kept	86.7%		

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 appointment 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.

## Helping people stay in their homes

You get the information you need on how to obtain support to remain in your home; and suitable support is available, including services provided directly by us and by other organisations.

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

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 will improve communication between all sections of the Council and prospective new tenants so that we can identify the most sustainable housing option for each household. It is hoped specifically that this will lead to an improvement in the number of homeless households that successfully remain in their homes.