



How We Are Doing

2016/17 Performance Report

Welcome

Our annual performance report is designed to tell you in clear and simple terms how we are performing as a social landlord. We compare our performance to other social landlords as well as comparing performance to previous years. Our aim is to always improve, and to make our tenants the most satisfied they can be with our services.

Every year we submit our performance figures to the Scottish Housing Regulator on the Scottish Social Housing Charter, and they tell us what information we then need to share with our tenants. You then told us what you wanted from this submission. This report is the result.

Want To Help?

We are always looking for tenants to get involved in tenant participation groups and events. These help shape the services provided by us.

If you have any questions or you would like to discuss how you can get involved, please call Housing Management on 01592 721917 or email housing@orevalleyha.org.uk.

Contents

	Page
Scottish Social Housing Charter and Charter Outcomes	3
Housing Options	4
Access To Social Housing	4
Equalities	5
Rent and Service Charges	5
The Scottish Housing Quality Standard and EESSH	6
Our Housing Stock	7
Repairs and Maintenance	7
Helping You Keep Your Tenancy	8
Customer Satisfaction & Complaints	9
Estate Management, Antisocial Behaviour, Neighbour Nuisance and Tenancy Disputes	9
Value For Money	10

Charter Outcomes

The areas we need to report on

Rent and Service Charges

Our rent levels, how they are decided and how we consult with you on them.

Equalities

Recognising individual needs, and treating everyone fairly and with respect.

Communication

How well we communicate with you, and keep you informed about the things we do.

Participation

How easily you find it to participate with us and influence our decisions.

Housing Options

How well informed you are about your housing choices, and how successful we are in providing that information.

Quality of Housing

How we meet the quality standards set out by the Scottish Government.

Repairs, Maintenance and Improvements

How well we maintain and repair your home within the time frames that are set out.

Access To Social Housing

Making sure that it is easy to apply for the widest choice of housing available.

Helping You Keep Your Tenancy

How supportive we are when you have issues with your tenancy, ensuring you can stay in your home.

Managing Neighbourhoods, Antisocial Behaviour and Tenancy Disputes

How well we work with our communities to ensure everyone feels safe.

Value For Money

Making sure we provide good value homes and services.

Scottish Social Housing Charter

The Scottish Social Housing Charter (also known as The Charter) was introduced by the Housing (Scotland) Act 2010 and was developed through consultation between the Scottish Housing Regulator, tenants, homeless people, housing associations, local authorities and other organisations with an interest in housing.

The Charter introduces a way of monitoring how housing associations and local authorities are performing and meeting their customer expectations. The Charter is aimed at improving the quality and standards of housing services. This can be achieved by helping you have a clear idea of what you can expect from us as your landlord.

The Charter describes outcomes that housing associations and local authorities need to meet.

What Is Performance?

Performance is how well we carry out an activity against targets or predetermined standards.

We gather information that helps us understand how we deliver our services, review this information and then report it to the Scottish Housing Regulator (SHR).

Symbols We Will Use

The information in this report is for the financial period of 1st April 2016 to 31st March 2017, unless otherwise indicated.



This indicates that we are doing well or getting better.



This indicates that our results show little or no change.



This indicates that we are not doing well or that we are getting worse.



This indicates that we are providing you with information, rather than commenting on performance.

The full Charter return can be found on the Scottish Housing Regulator website:
www.scottishhousingregulator.gov.uk

Housing Options

We are part of the Fife Housing Register (FHR) with Kingdom Housing, Glen Housing, Fife Housing Group, Ochil View Housing Association, Hillcrest Housing Association and Fife Council.

In 2016/17 we provided **674** homes in the Fife area.

As of the end of March 2017 there were **12204** applicants on the FHR housing list.

People looking for housing options advice can make an appointment with Fife Council or one of our housing officers.

Access To Social Housing

	2015/16	2016/17	How We Did
No. of homes let	43	54	
No. of tenancy offers made	57	74	
No. of tenancy offers refused	14	20	
No. of homes empty for 6+ months	1	1	
Average time to relet houses	20 days	13 days	

Equalities

Up to the end of March 2017 we had **671** tenants living in our homes (**64** of whom are new tenants) and we employed **18** members of staff.

Ethnicity	Existing Tenants	New Tenants	FHR List	OVHA Staff
White	98.2%	100%	91.68%	94.4%
Mixed	0.15%	0	0.15%	0
Asian	0.3%	0	0.78%	5.6%
Black	0.15%	0	0.35%	0
Other	0	0	0.74%	0
Unknown	1.2%	0	6.3%	0

13.86% existing tenants and **12.5%** new tenants identify as having a disability.

We lost **6.77%** of the total number of working days due to staff sick leave.

We did not receive any complaints related to equalities issues during 2016/17.

Rent & Service Charges

The table below shows our average rents across all our properties compared to the Fife Housing Association Alliance (FHAA) members' average rents (Kingdom Housing, Fife Housing Group and Glen Housing) and also against the Scottish Average.

We do not apply service charges for any of our properties.

Apartment size means the number of bedrooms and living room. For example, a 2 apartment flat is a flat with one bedroom and one living room. All rents are shown as cost per week.

Size of Property	Ore Valley Average Rent	Fife Housing Alliance Partners Average Rent	Scottish Average Rent
2 Apt	£64.61	£67.89	£71.67
3 Apt	£76.96	£76.83	£73.13
4 Apt	£83.60	£89.16	£79.42
5+ Apt	£90.05	£98.50	£88.02

Note: Scottish Average includes all Scottish Housing Associations and Local Authorities.

The Scottish Housing Quality Standard (SHQS)

The SHQS consists of a set of targets introduced by the Scottish Government that all homes from housing associations and local authorities needed to meet.

These targets are made up of different elements related to the quality and condition of homes.

We completed a survey of all our homes in March 2017 which gave us a good understanding of the condition of our homes and the work that was required to bring these up to the SHQS. We are in the process of developing our Asset Management Strategy, which we expect to be completed by March 2018.

As of March 2017, 650 of our homes fully meet all the targets of the SHQS. Our target for this year was 649. Our target for next year is 672.




2 homes are exempt from meeting the SHQS, due to individual circumstances outwith our control.

One of the targets of the SHQS is that our houses should meet standard rating scales for home energy efficiency: one is the National Home Energy Rating (NHER) and the other is the Standard Assessment Procedure (SAP). All our homes meet the NHER and SAP ratings.

Energy Efficiency Standard for Social Housing

The Energy Efficiency Standard for Social Housing (EESH) was launched by the Scottish Government in March 2014. The EESH will contribute towards the carbon emissions reduction targets set by the Climate Change (Scotland) Act 2009.

Part 1 of the Act, states an interim agreed reduction in emissions of greenhouse gases by 42% by the year 2020. There is then a target of an 80% reduction by 2050.

No. of properties brought up to the EESH	139	
Our target was	178	
The target for next year is	96	

Repairs and Maintenance



91% of tenants, who have had repairs or maintenance carried out in the last 12 months, were satisfied with the repairs and maintenance service.

Our Housing Stock

Up to the end of March 2017 we had **674** homes. Below you can see a breakdown by home types and apartment size.

Size of Property	House	4 in a block	Tenement Flats
2 Apt.	11	35	29
3 Apt.	275	66	57
4 Apt.	180	3	1
5+ Apt.	16	1	0

	2015/16	2016/17	How We Did	Our Targets
Total number of repairs completed	2678	2524		N/A
Average length of time to complete non-emergency repairs	8.2 working days	7.3 working days		7 working days
Average length of time to complete emergency repairs	1.93 hours	1.81 hours		4 hours
Percentage of repairs appointments kept	95.8%	98.8%		95%
Percentage of gas services completed on time	99.7%	99.4%		100%
Average number of repairs completed per occupied home	4.1	3.8		N/A
Percentage of repairs completed right first time	87.9%	92.5%		95%
Percentage of emergency repairs completed on time	99.5%	99.4%		95%
Percentage of non-emergency repairs completed on time	91.2%	91.7%		95%

Helping You Keep Your Tenancy

We now have our Tenancy Support and Wellbeing Service, which aims to help those in need with a range of services; from support into employment to online skills support. This service is provided by our Tenancy Support Officer, Danielle Porteous.

Our aim for this service is to help our tenants retain their tenancy for as long as they wish to keep it.

If you'd like to speak with Danielle, please contact her on **01592 721 917**

Number of new tenancies which did not last more than 12 months: **3**
*(2015/16 figures: 0)

Number of homes that were abandoned: **2**
*(2015/16 figures: 2)

Medical Adaptations

Every year we receive funding to adapt homes of tenants whose medical needs and requirements have changed since moving into their home. These are called medical - or stage 3 - adaptations.

31 medical adaptations were completed in 2016/17. The average time tenants had to wait to have the works completed, counting from the date we received the assessment of need to completion, was **25** days. During 2015/16 the average wait was **43** days, meaning we have improved our service by more than **40%**.

Customer Satisfaction & Complaints

In our latest tenant satisfaction survey, carried out last year. We asked our tenants how satisfied they were with the overall service we provide as a landlord. **92%** were very or fairly satisfied.

Customer Complaints

In 2016/2017, we received 16 complaints, 9 were escalated to investigation stage and 7 were handled as front line complaints.

Of the total complaints received, 7 were in relation to contractors, 4 in relation to repairs, 3 in relation to service delivery and 2 in relation to policies.

We resolved all front line complaints in an average of 3.7 days meeting the 5 day target and resolved all complaints that were escalated to investigation stage within an average of 14.8 days, again meeting the target of 20 days.

Estate Management, Antisocial Behaviour, Neighbour Nuisance & Tenancy Disputes

90% of tenants are satisfied with the way we manage their neighbourhood.

	2015/16	2016/17
Number of antisocial behaviour cases reported	41	47
Number of cases resolved (some cases resolved in 2015/16 may have been reported in the previous year)	40	47
Number of court actions taken due to antisocial behaviour that resulted in evictions	0	0

During our 2016 Tenant Satisfaction Survey we interviewed 463 tenants. This response is a 40% increase on the previous survey carried out in 2013. In the survey we found that:

75% felt that their rent was very or fairly good value for money

14% felt that their rent was neither good nor poor value for money

11% felt that their rent was very or fairly poor value for money






For a breakdown of our average weekly rents, and how they compare locally and nationally, please see the table on page 5.

Communication & Participation

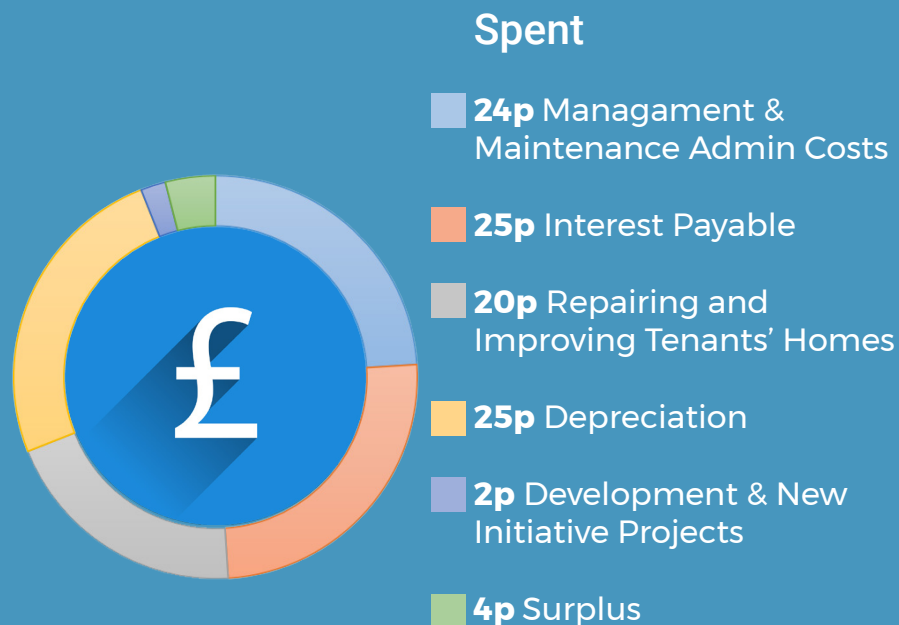
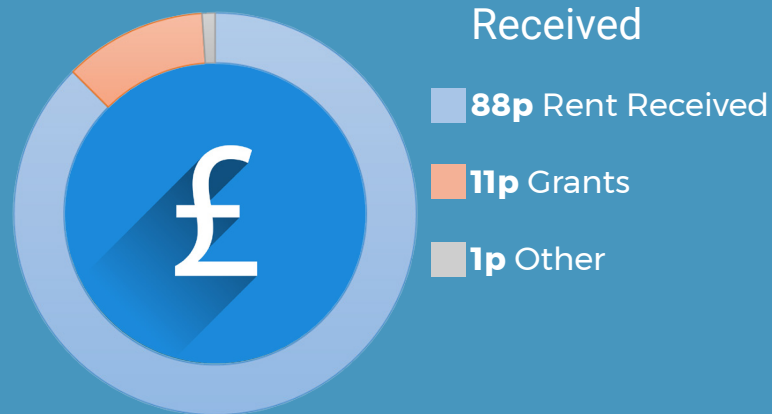
92% of our tenants feel that we are good at keeping them informed about our services and decisions.

93% of our tenants feel satisfied with the opportunities we give them to participate in our decision making processes.

Value For Money

	2015/16	2016/17	How We Did
Total value of rent we could have collected	£2,573,419	£2,665,848	
Total value of rent payments we received	£2,573,271	£2,647,675	
Total amount of rent arrears at the end of the financial year	£ 108,547	£134,432	
Total value of rent arrears of ex-tenants that we could not recover	£5281	£8903	
Total value of lost rent due to empty houses	£10,702	£ 9634	

How each pound was accounted for:



Your views are important to us!

We would like your feedback on the design and content of this report. Do you have any questions, comments or suggestions for us?

Return to:
Ore Valley Housing Association,
114-116 Station Road,
Cardenden,

or simply email us on:
ovha@orevalleyha.org.uk

Name:

Contact Number:

Address:

Comments:

Contact Us

Monday to Friday 9am to 5pm
Closed on Bank Holidays

Ore Valley Housing Association
114-116 Station Road
Cardenden
Fife
KY5 0BW

Telephone: 01592 721 917

Email: ovha@orevalleyha.org.uk

Website: www.orevalleyha.org.uk

 /orevalleyha

 @orevalleyha