



# How We Are Doing

2017/18  
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](mailto: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



# 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).

# 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.



## Symbols We Will Use

The information in this report is for the financial period of 1st April 2017 to 31st March 2018, 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](http://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 2017/18 we provided **674** homes in the Fife area.

As of the end of March 2018 there were **13201** 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

	2016/17	2017/18	How We Did
No. of homes let	54	44	
No. of tenancy offers made	74	54	
No. of tenancy offers refused	20	11	
No. of homes empty for 6+ months	1	1	
Average time to relet houses	13 days	16 days	



# Equalities

Up to the end of March 2018 we had **668** tenants living in our homes (**50** of whom are new tenants) and we employed **19** members of staff.

Ethnicity	Existing Tenants	New Tenants	FHR List	OVHA Staff
White	98.2%	100%	92.52%	94.74%
Mixed	0.15%	0	0.18%	0
Asian	0.3%	0	0.6%	5.26%
Black	0.15%	0	0.32%	0
Other	0	0	0.72%	0
Unknown	1.2%	0	5.66%	0

**13.92%** existing tenants and **0.6%** new tenants identify as having a disability.

We lost **1.15%** of the total number of working days due to staff sick leave.

We did not receive any complaints related to equalities issues during 2017/18.

# 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	£66.74	£69.55	£73.33
3 Apt	£78.58	£79.11	£74.94
4 Apt	£85.88	£92.08	£81.37
5+ Apt	£92.58	£100.99	£90.39

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.

Early in 2018 we completed our Asset Management Strategy which sets out how we will manage and maintain our property assets focusing on:

- where we will invest
- how we will manage and monitor asset performance
- how we will involve tenants in the process.

As of March 2018, 656 of our homes fully meet all the targets of the SHQS. Our target for this year was 672. Our target for next year is 662.

1 home is 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 ratings scales for home energy efficiency: one is the National Home Energy Rating (NHER) and the other is the Standard Assessment Procedure (SAP). 99.55% of our homes meet the NHER and SAP ratings.

## Energy Efficiency Standard for Social Housing

The Energy Efficiency Standard for Social Housing (EESSH) was launched by the Scottish Government in March 2014. The EESSH 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.

During the course of the year we have carried out a robust analysis of our stock condition and energy survey databases to identify any anomalies and to ensure that when we do commence improvement works, that we are expending our resources on the most appropriate and worthwhile improvement measures.

**No. of properties brought up to the EESSH**

**6**



**Our target was**

**96**



**The target for next year is**

**102**





# Repairs and Maintenance



**100%** of tenants, who have had repairs or maintenance carried out in the last 12 months, were satisfied with the repairs and maintenance service.

	2016/17	2017/18	How We Did	Our Targets
Total number of repairs completed	2524	2106		N/A
Average length of time to complete non-emergency repairs	7.3 working days	5.03 working days		7 working days
Average length of time to complete emergency repairs	1.81 hours	1.4 hours		4 hours
Percentage of repairs appointments kept	98.8%	99.95%		95%
Percentage of gas services completed on time	99.4%	100%		100%
Average number of repairs completed per occupied home	3.8	4		N/A
Percentage of repairs completed right first time	92.5%	98.73%		95%
Percentage of emergency repairs completed on time	99.4%	99.5%		95%
Percentage of non-emergency repairs completed on time	91.7%	99.6%		95%

## 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.	274	66	57
4 Apt.	181	3	1
5+ Apt.	16	1	0



# 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**

\*(2016/17 figures: 3)

Number of homes that were abandoned: **0**

\*(2016/17 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.

**23** medical adaptations were completed in 2017/18. 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 **34** days. During 2016/17 the average wait was **25** days.



# Customer Satisfaction & Complaints

In our latest tenant satisfaction survey, carried out in 2016, 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 2017/2018, we received 13 complaints, 5 were escalated to investigation stage and 8 were handled as front line complaints.

Of the total complaints received, 3 were in relation to contractors, 6 in relation to repairs and 5 in relation to service delivery.

We resolved all front line complaints in an average of 3.8 days meeting the 5 day target and resolved all complaints that were escalated to investigation stage within an average of 17 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.

	2016/17	2017/18
Number of antisocial behaviour cases reported	47	42
Number of cases resolved (some cases resolved in 2016/17 may have been reported in the previous year)	47	42
Number of court actions taken due to antisocial behaviour that resulted in evictions	0	0



# Value For Money

	2016/17	2017/18	How We Did
Total value of rent we could have collected	£2,665,848	£2,745,949	
Total value of rent payments we received	£2,647,675	£2,780,516	
Total amount of rent arrears at the end of the financial year	£134,432	£155,810	
Total value of rent arrears of ex-tenants that we could not recover	£8,903	£12,133	
Total value of lost rent due to empty houses	£9,634	£10,598	

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.

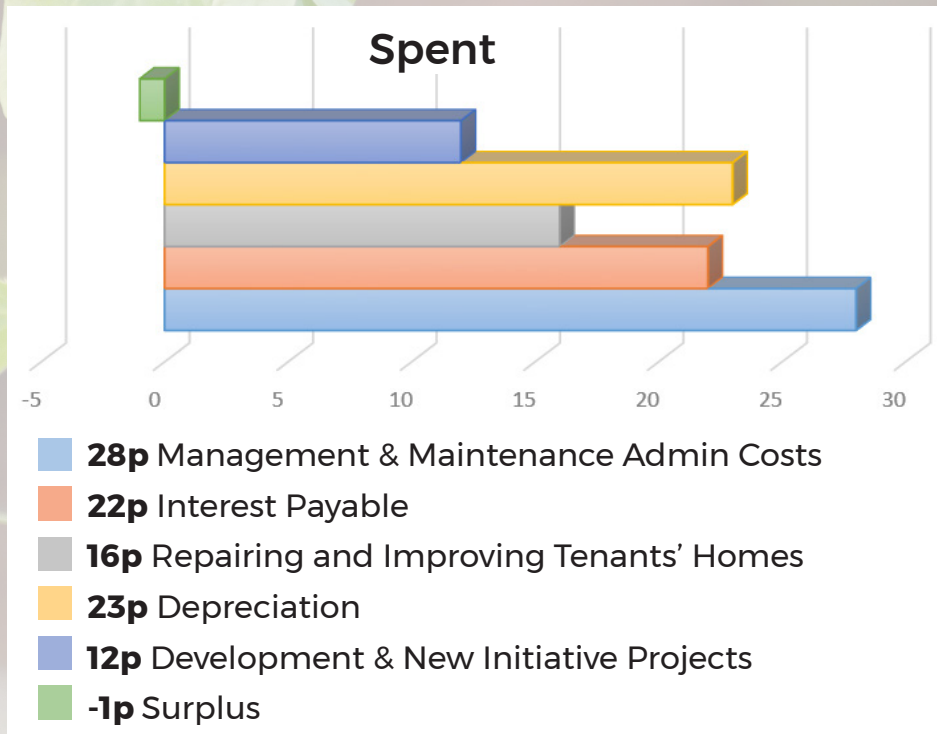
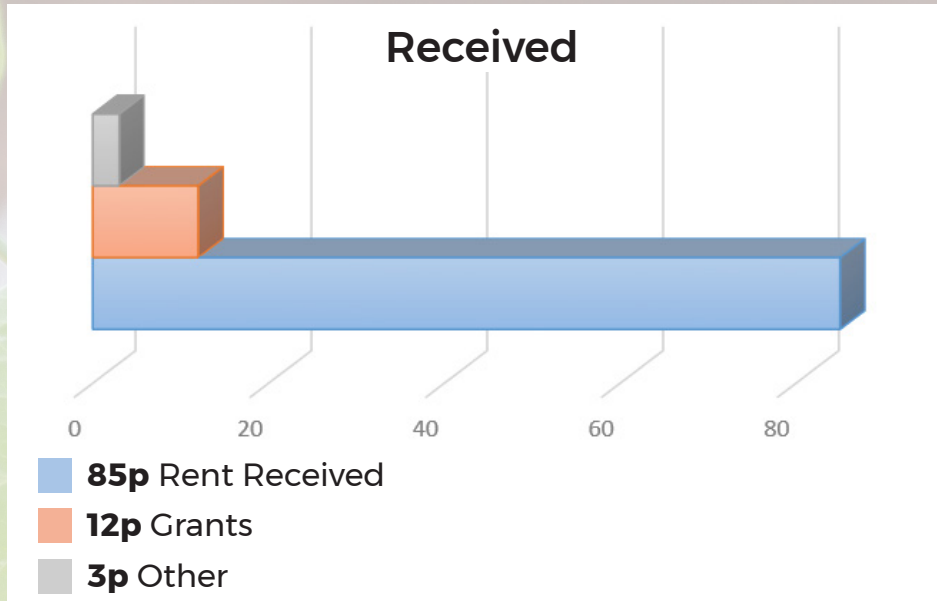
## Communication & Participation

**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.



## 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](mailto: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](mailto:ovha@orevalleyha.org.uk)

Website: [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk)

 /orevalleyha

 @orevalleyha

