



# HOW ARE WE DOING 2021/22 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 we provide.

**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).**

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# 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.

## Communication

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

## Participation

How easy 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

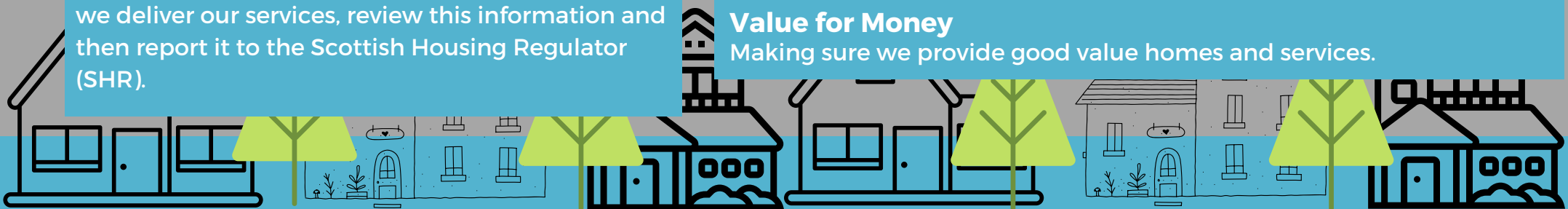
Making sure that it is easy to apply for the widest choice of housing available.

## 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 2021 to 31st March 2022, 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 Homes and Fife Council.

As of March 2022 we owned 724 Social Housing Properties throughout Fife.

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

Access to Social Housing	2020 /21	2021 /22	How we did
No. of homes let	34	89	
No. of tenancy offers made	47	94	
No. of tenancy offers refused	4	5	
Average time to relet houses	44 Days	48 Days	



# Rent & Service Charges

The table enclosed 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 don't apply service charges to 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 Alliance Partners Average rent	Scottish Average Rent
<b>2 Apt</b>	<b>£80.56</b>	<b>£74.00</b>	<b>£81.32</b>
<b>3 Apt</b>	<b>£89.62</b>	<b>£85.38</b>	<b>£84.18</b>
<b>4 Apt</b>	<b>£98.42</b>	<b>£95.85</b>	<b>£91.48</b>
<b>5+ Apt</b>	<b>£105.66</b>	<b>£104.28</b>	<b>£100.74</b>

**Note:** Scottish Average Rent includes all Scottish Housing Associations and Local Authorities. Local authorities are the largest provider of affordable housing with traditionally lower rents, as a result of how local authority housing has been funded historically. This has the effect of lowering the Scottish Average Rent.

Landlords across Scotland increased their weekly rent on average by 4% from the previous year.



# The Scottish Housing Quality Standard (SHQS)

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

These targets are made up of different elements relating 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.

Our Asset Management Strategy 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 2022, 97.3% of our homes fully meet all of the elements of the SHQS.

None of our 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). **97.3%** of our homes meet the required 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 emission 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 of 42% by the year 2020. There is then a target of an 80% reduction by 2050.

We are making good progress towards achieving the EESH targets with 97.3% of our properties achieving or exceeding the required score. The remaining 2.7% will require a number of improvement measures to meet the target but others only require new low energy lighting to pass.

No. of properties brought up to the EESH	4
Our target was	4
The target for next year is	6



# Our Housing Stock

As of March 2022 we owned 724 Social Housing Properties throughout Fife. Below you can see a breakdown by home type and apartment size.

Size of Property	House	4 in a block	flat
2 Apt.	11	34	28
3 Apt.	298	68	72
4 Aptt.	190	3	0
5+ Apt	19	1	0

## Repairs and Maintenance



Following any repair or maintenance work our tenants are sent a satisfaction survey. Of the 78 tenants who completed the satisfaction survey in the last year, 97% were satisfied with the repairs and maintenance service.

	2020/21	2021/22	How We Did	Our Targets
<b>Total Number of repairs Completed</b>	1981	2702	⬆️	N/A
<b>Average length of time to complete non-emergency repairs</b>	10.76 Working days	15.2 days	⬇️	7 working Days
<b>Average length of time to complete emergency repairs</b>	1.5 Hours	2.0 hours	📄	4 Hours
<b>Percentage of gas services completed on time</b>	99.30%	100%	⬆️	100%
<b>Average number of repairs completed per occupied home</b>	4	3.73	⬆️	
<b>Percentage of repairs completed right first time</b>	99.009%	98.3%	⬇️	
<b>Percentage of emergency repairs completed on time</b>	99.8%	100%	⬆️	
<b>Percentage of non emergency repairs completed on time</b>	99.8%	96%	⬇️	



# Helping you keep your tenancy

Our Tenancy Support and Wellbeing Service continues to be provided by our Tenancy Support Officer Danielle Porteous who works with our tenants on a range of services, from support into employment to online skills support

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

## 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.

63 medical adaptations were completed between April 2021 and March 2022. 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 10.98 days.

Percentage of new tenancies\* sustained for more than 12 months by source of let

Source of let	20/21	21/22
Existing tenants	100% (2)	100% (7)
Homeless	100% (15)	88% (8)
Housing List	95% (19)	100% (17)
Other	87.5 (7)	100% (3)

Number of homes that were abandoned:	20/21	21/22
	3	2

\*A new tenancy that started in 2020/21





# Customer Satisfaction & Complaints

In our last 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.

Please see page 10 for the results of the tenant satisfaction survey completed in 2019.

We follow the SPSO model complaints handling procedures and are targeted to respond to front line complaints within 5 working days and complaints that require more thorough investigation within 20 working days.

In 2021/22, we received 42 complaints. 8 of these complaints were escalated to investigation stage and 34 were handled as front line complaints.

Front line complaints were handled within an average of 4.09 days with all of the complaints responded to within time.

All complaints that were escalated to investigation stage were handled on time and were resolved within an average of 16 days.

# Estate Management, Antisocial Behaviour, Neighbour Nuisance & Tenancy Disputes

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

	2020/21	2021/22
Number of antisocial behaviour cases reported	36	37
Number of cases resolved (some cases resolved in 2018/19 may have been reported in the previous year)	37	34
Number of court actions taken due to antisocial behaviour that resulted in evictions	0	2



# Value For Money

	2020/21	2021/22	How We Did
<b>Total value of rent we could have collected</b>	<b>£2,891,904</b>	<b>£3,204,989</b>	—
<b>Total value of rent payments we received</b>	<b>£2,856,836</b>	<b>£3,199,342</b>	⬆️
<b>Total amount of rent arrears at the end of the financial year</b>	<b>£189,545</b>	<b>£128,613</b>	i
<b>Total value of rent arrears of ex-tenants that we could not recover</b>	<b>£22,863</b>	<b>£19,612</b>	⬆️
<b>Total value of lost rent due to empty houses</b>	<b>£11,707</b>	<b>£36,571</b>	⬇️

During our 2019 Tenant Satisfaction Survey we interviewed 466 tenants. This response is a 37% decrease on the previous survey carried out in 2016. In the survey we found that:

77.68% felt that their rent was very or fairly good value for money

12.02% felt that their rent was neither good nor poor value for money

10.30% 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.

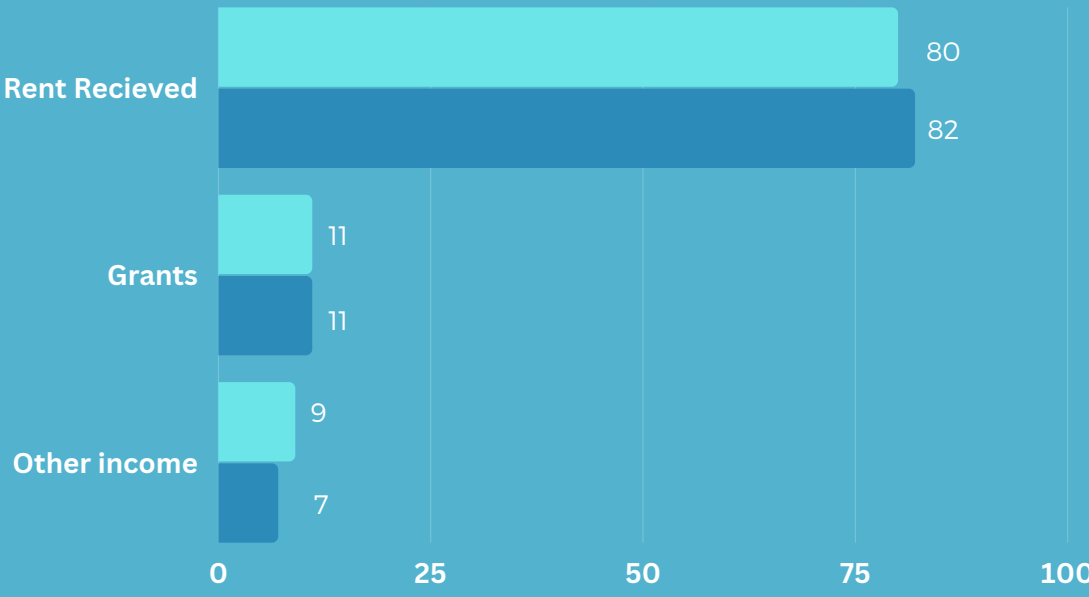
# Communication & Participation

97.2% of our tenants feel that we are good at keeping them informed about our services and decisions. compared to the Scottish average of 91.2%

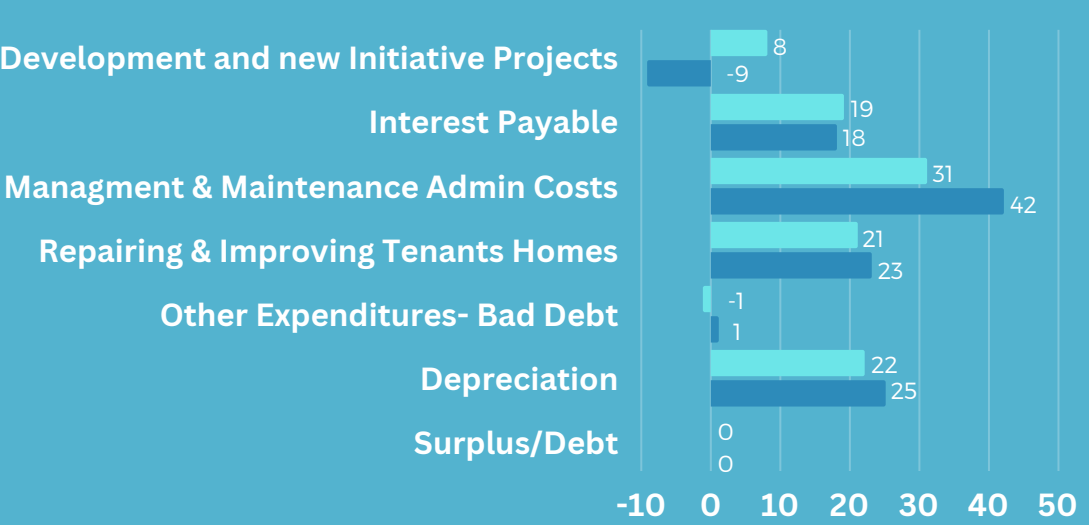
95.1% of our tenants feel satisfied with the opportunities we give them to participate in our decision making processes. This compares well with the Scottish average of 86.8%



Breakdown of every £1 received



Breakdown of Income and Expenditure Account



# 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:  
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 114-116 Station Road,  
 Cardenden,  
 KY5 0BW  
 or simply email us on:  
[ovha@orevalleyha.org.uk](mailto:ovha@orevalleyha.org.uk)

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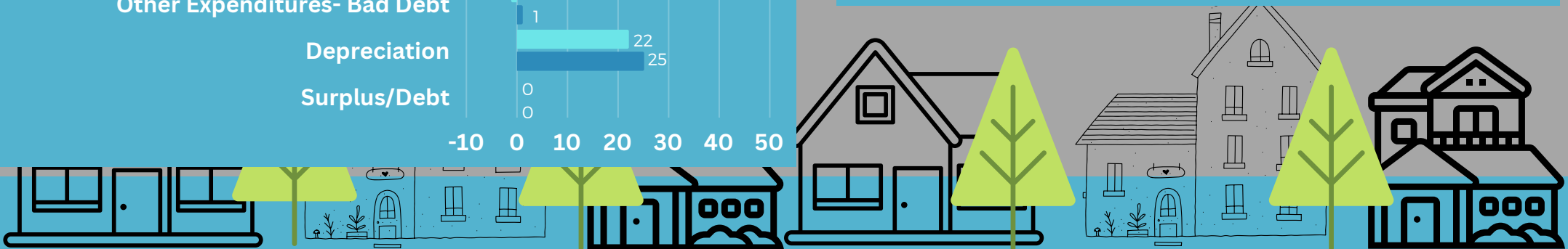
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## Contact us

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