



HOW ARE WE DOING
2022/23
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.

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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 2022 to 31st March 2023, 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 Homes and Fife Council.

As of March 2023 we owned 723 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	2021/ 22	2022/ 23	How we did
No. of homes let	89	47	
No. of tenancy offers made	94	52	
No. of tenancy offers refused	5	5	
Average time to relet houses	48 Days	31.87 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

2 Apt	£77.04
3 Apt	£89.72
4 Apt	£98.78
5+ Apt	£106.96

We increased our weekly rent on average by 5.35% 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 2023, 9.73% 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 emissions reduction targets set by the Climate Change (Scotland) Act 2009.

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

The initial EESH target for housing associations saw a need to improve homes to an EPC C or D energy rating (depending on build type) and the next target was to get all homes up to EPC B. The current target is currently under review by the Scottish Government and we were not required to report on performance in the past year, however we have collated our statistics and these are outlined as follows. Currently 98.5% of our homes meet the initial EESH target with 1.5% requiring further measures.

No. of properties brought up to the EESH standards during 2022 - 2023	9
Our target was	9
The target for next year is	11



Our Housing Stock

As of March 2023 we owned 723 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	33	0
3 Apt.	298	68	72
4 Apt.	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.

	2021/22	2022/23	How We Did	Our Targets
Total Number of repairs Completed	2702	2290	↑	N/A
Average length of time to complete non-emergency repairs	15.2 days	9.94 days	↑	7 working Days
Total number of emergency repairs completed	520	728	↑	
Average length of time to complete emergency repairs	2.0 hours	1.75 hours	↑	4 Hours
Percentage of gas services completed on time	100%	100%	—	100%
Average number of repairs completed per occupied home	3.73	2.86	↑	
Percentage of repairs completed right first time	98.3%	97.82	—	
Percentage of emergency repairs completed on time	100%	100%	↑	
Percentage of non emergency repairs completed on time	96%	97%	↑	



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.

37 medical adaptations were completed between April 2023 and March 2023. 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	2021/2022	2022/2023
Existing tenants	100% (7)	100% (24)
Homeless	88% (8)	88% (35)
Housing List	100% (17)	100% (30)
Other	100% (3)	100% (0)

Number of homes that were abandoned: 2021/2022 2022/2023

2

3

*A new tenancy that started in 2022/23



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 2022/23, we received 38 complaints. 25 of these complaints were escalated to investigation stage and 13 were handled as front line complaints.

Front line complaints were handled within an average of 1.62 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 10.42 days.

Estate Management, Antisocial Behaviour, Neighbour Nuisance & Tenancy Disputes

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

	2021/22	2022/23
Number of antisocial behaviour cases reported	37	55
Number of cases resolved (some cases resolved in 2018/19 may have been reported in the previous year)	34	54
Number of court actions taken due to antisocial behaviour that resulted in evictions	2	2



Value For Money

	2021/22	2022/23	How We Did
Total value of rent we could have collected	£3,204,989	£3,423,441	—
Total value of rent payments we received	£3,199,342	£3,402,323	↑
Total amount of rent arrears at the end of the financial year	£128,613	£135,497	i
Total value of rent arrears of ex-tenants that we could not recover	£19,612	£15,847	↑
Total value of lost rent due to empty houses	£36,571	£25,916	↑

During our 2022 Tenant Satisfaction Survey we interviewed 291 tenants. In the survey we found that:

52% felt that their rent was very or fairly good value for money

11% felt that their rent was neither good nor poor value for money

7.6% felt that their rent was very or fairly poor value for money

Communication & Participation

96.56% of our tenants feel that we are good at keeping them informed about our services and decisions.

100% of our tenants feel satisfied with the opportunities we give them to participate in our decision making processes.

Contact us

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