



HOW ARE WE DOING

2023/24

PERFORMANCE

REPORT

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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.

Communication & Participation

We are always looking for tenants to get involved in tenant participation groups and events. These help shape the services we provide with 96.56% of our tenants feeling that we are good at keeping them informed about our services and decisions and 100% of our tenants feeling satisfied with the opportunities we give them to participate in our decision making processes. We would like to see an increase in the number of tenants participating at each event or project that hold.

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

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Symbols We Will Use

The information in this report is for the financial period of 1st April 2023 to 31st March 2024, 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.



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).

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

Charter Outcomes and 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 & 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 Neighbours, Antisocial Behaviour & 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.



Repairs and Maintenance





	2022/ 23	2023/ 24	How We Did
Total Number of repairs Completed	3018	2623	
Average length of time to complete non-emergency repairs	9.94 days	6 days	
Total number of emergency repairs completed	728	739	
Average length of time to complete emergency repairs	1.75 hours	1.81 hours	
Percentage of gas services completed on time	100%	99.62%	
Average number of repairs completed per occupied home	2.86	3.61	
Percentage of repairs completed right first time	97.82%	94.27%	
Percentage of emergency repairs completed on time	100%	100%	
Percentage of non emergency repairs completed on time	97.00%	97.77%	

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 2024 we owned 735 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	2022/ 23	2023/ /24	How we did
No. of homes let	47	38	
No. of tenancy offers made	52	42	
No. of tenancy offers refused	5	4	
Average time to relet houses	32 days	26 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 a service charge 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	£81.07
3 Apt	£94.52
4 Apt	£103.95
5+ Apt	£113.27

We have increased our average weekly rent for the next reporting year by 6%

Our Housing Stock

As of March 2024 we owned 726 Social Housing Properties throughout Fife. On the right you can see a breakdown by home type and apartment size.

Our Housing Stock cont:

Size of Property	House - including Bungalows	4 in a block	Other flat types
2 Apt.	12	34	31
3 Apt.	296	66	73
4 Apt.	191	3	0
5+ Apt	19	1	0

Value For Money

	2022/23	2023/24	How We Did
Total value of rent we could have collected	£3,423,441	£3,613,703	—
Total value of rent payments we received	£3,402,323	£3,581,269	⬆️
Total amount of rent arrears at the end of the financial year	£135,497	£127,781	i
Total value of rent arrears of ex-tenants that we could not recover	£15,847	£7,906	⬆️
Total value of lost rent due to empty houses	£25,916	£19,671	⬆️



The Scottish Housing Quality Standard (SHQS)

The Scottish Government introduced the SHQS to establish a national minimum standard for all social housing landlords in Scotland. The standard consists of a set of targets which we use to monitor the quality of our homes.

In March 2017 we completed a comprehensive survey to give us a good understanding of the condition of our homes and the work required to ensure compliance with the standard. We have since continued to assess our compliance by undertaking an annual rolling programme of 10% sample surveys with any failures addressed through our planned investment programmes.

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 2024, 99.31% of our homes fully meet all of the elements of the SHQS. We have 1 property which is in abeyance due to individual circumstances outwith our control.

Energy Efficiency Standard for Social Housing (ESSH)

The Scottish Government introduced ESSH in March 2014 to improve energy efficiency and drive forward carbon reduction in social housing in Scotland.

A first milestone was set which required social rented homes to achieve a minimum Energy Performance Certificate (EPC) energy rating of C or D (depending on build and heating type) by December 2020. All our homes meet this target.

Plans are underway to introduce a new Social Housing Net Zero Standard which will replace ESSH2 and provide clarity on future targets for social landlords.

No. of properties brought up to the ESSH standards during 2023 - 2024

13

Our target was

13



Medical Adaptations

We are committed to meeting the needs of our tenants through providing adaptations to their homes where possible and where funding is available. Providing adaptations at the right time can be life changing for tenants, carers and families.

We completed 32 medical adaptations between April 2023 and March 2024. The average time tenants had to wait to have the works completed was 13.5 days.

Helping you keep your tenancy

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

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.

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

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

Source of let	2022/2023	2023/2024
Existing tenants	100% (24)	100% (5)
Homeless	88% (35)	96.30% (26)
Housing List	100% (30)	100% (15)
Other	100% (0)	100% (0)

Number of homes that were abandoned:	2022/2023	2023/2024
	3	0

*A new tenancy that started in 2023/24



Customer Satisfaction & Complaints

In our last tenant satisfaction survey, carried out in 2022, we asked our tenants how satisfied they were with the overall service we provide as a landlord. 90.72% were very or fairly satisfied.

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 2023/24, we received 15 complaints. 6 were handled as front line complaints (Stage 1), and were completed within an average 2.4 working days.

The remaining 9 of these complaints were escalated to investigation stage (Stage 2) and were completed within an average 27 working days.

All but one of these complaints were responded to within the target date.

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

82.9% felt that their rent was very or fairly good value for money.

10.9% felt that their rent was neither good nor poor value for money.

6.2% felt that their rent was very or fairly poor value for money

Tenant Satisfaction

Following our Tenant Satisfaction Survey 2022, 95.5% of tenants noted they were satisfied with the way we manage their neighbourhood.

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

Following any repair or maintenance work our tenants are sent a satisfaction survey. Of the tenants who completed the satisfaction survey in the last year, 96.64% were satisfied with the repairs and maintenance service.

Estate Management, Antisocial Behaviour, Neighbour Nuisance & Tenancy Disputes

	2022/23	2023/24
Number of antisocial behaviour cases reported	55	40
Number of cases resolved (some cases resolved may have been reported in the previous year)	54	40
Number of court actions taken due to antisocial behaviour that resulted in evictions	2	0

