



# Tenant Report

## 2015/16

*how we are doing...*





# Welcome

Welcome to HHP's Tenant Report 2015/16.

The Scottish Social Housing Charter sets out certain standards that you can expect from us in the services we deliver and the way we deliver them. This Report tells you how we have performed against the Charter and gives you some comparisons with other landlords\* and the Scottish average.

We are committed to delivering an excellent service to our tenants and customers throughout the islands. If you think we can improve in any area, or if you have any comments on this report, we would welcome feedback from you. You can do this in the following ways:

Email us at: [info@hebrideanhousing.co.uk](mailto:info@hebrideanhousing.co.uk)

Call us on: **0300 123 0773**

Or you can drop in to the nearest office and speak with a member of staff:

Stornoway—Creed Court

Balivanich—Winfield Way

\*The other landlords we have used for comparison in this report are: Argyll Community Housing Association, Berwickshire Housing Association, Dumfries and Galloway Housing Partnership, River Clyde Homes, and Scottish Borders Housing Association. These are landlords which also had stock transferred from local authorities.



## 2015/16 at a glance ...



HHP had 2,191 homes for rent



£71.68 was the average weekly rent



£7,794,820 was the total rent due



2.1% was the agreed rent increase



5,695 repairs were completed



103 medical adaptations were carried out



210 properties were allocated



100% of complaints were responded to in full

... read on for further details





# General Satisfaction

## Overall service

**83.03%**

of our tenants were satisfied with our overall service

Scottish Average	Other Landlords*	HHP 2014/15
89%	86.60%	75.50%

## How well we kept you informed

**80.62%**

of our tenants were satisfied with how well we kept you informed

Scottish Average	Other Landlords*	HHP 2014/15
90.60%	86.90%	75.20%

## Opportunities to have your say

**71.49%**

of our tenants were satisfied with the opportunities we gave you to participate in decision making

Scottish Average	Other Landlords*	HHP 2014/15
81.30%	77.80%	63.30%

There has been a big improvement in satisfaction levels over the past year, and although we are a little behind average, you can see from the previous year that things are moving in the right direction. We are working on tenant satisfaction and would welcome comments from you—whether positive or negative—so it will help us to understand the areas you want us to improve on.



## Stock & Letting

The table below shows the type of properties we have:

Stock	House	Tenement Flats	4 in a Block Flats	Other flat/ maisonette	Total
1 apt	4	1	0	0	5
2 apt	444	150	21	32	647
3 apt	642	125	11	20	798
4 apt	652	2	16	2	672
5 apt	67	0	0	2	69
<b>Total</b>	<b>1809</b>	<b>278</b>	<b>48</b>	<b>56</b>	<b>2191</b>

In 2015/16 there were 210 properties allocated and there were 12 mutual exchanges during the year.

<b>210</b>	
<b>lets</b>	
existing tenants	31
housing list applicants	117
other sources	1
CNES homeless service	61

On 31 March 2016 our housing list looked like this:

<b>578</b>	
<b>applicants on our housing list</b>	
new applicants added	412
suspended applications	24
cancelled applications	268

151 of these are transfer applications



## Housing Quality ...

	HHP	Scottish Average	Other Landlords*	HHP 2014/15
% of homes which met the Scottish Housing Quality Standard	72.5%	92.8%	84.8%	77.7%
% of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the service they received	83.6%	89.9%	90.2%	78.7%
% of repair appointments kept	98%	94.4%	94.2%	99.2%
average time it took to complete emergency repairs	9.4 hours	5.1 hours	5.1 hours	11 hours
average time it took to complete non-emergency repairs	5.7 days	7.5 days	8.9 days	4.9 days
reactive repairs completed right first time	88.3%	91.3%	90.1%	90.8%

The drop in homes meeting the Scottish Housing Quality Standard is because there is an increase in the number of HHP properties that are exempt from the Standard.

## ... & Maintenance



We spent over **£3 million** improving your homes in 2015/16. The table below shows the different kinds of works carried out, and how many houses were improved in each category.

heating systems	128
roofing	30
roughcasting	25
kitchens	80
bathrooms	105
windows	18

All homes with mains gas were serviced by a qualified engineer.



Following referral from Occupational Therapy 103 medical adaptations were carried out. A typical wet room is pictured above.



## Value for Money

The rent due for the year was £7,794,820 and we collected 101.9% of that which is better than both Scottish average and our landlord comparison group.

Rent loss from properties being empty (void) is unchanged from last year, but we managed to reduce the void time once they became vacant.

The average weekly rent is shown in the table below. HHP tenants generally pay less to rent their homes than other tenants around Scotland.

**101.9%**  
of the rent due was collected from tenants as a % of the total rent due

Scottish Average	Other Landlords*	HHP 2014/15
99.5%	99.5%	99.7%

**0.7%**  
of rent was lost last year through properties being empty

Scottish Average	Other Landlords*	HHP 2014/15
1.0%	2.1%	0.7%

**21.1 days**  
was the average length of time we took to relet properties in the last year

Scottish Average	Other Landlords*	HHP 2014/15
35.4 days	50.1 days	27.2 days

Stock	Number owned	HHP average weekly rent	Scottish average	Other landlords
1 apt	5	£71.59	£65.94	£65.86
2 apt	647	£65.41	£70.39	£67.94
3 apt	798	£71.60	£71.55	£73.27
4 apt	672	£76.63	£77.60	£79.23
5 apt	69	£83.32	£85.98	£86.80





# Neighbourhoods

We have fewer cases of anti-social behaviour in the islands than other landlords experience throughout Scotland. We have improved our performance in resolving those cases over the last year.

**1.5 cases**

of anti-social behaviour were reported for every 100 of HHP's homes

Scottish Average	Other Landlords*	HHP 2014/15
8.6 cases	4.5 cases	1.4 cases

**81.2%**

of these cases were resolved within targets we agreed with you

Scottish Average	Other Landlords*	HHP 2014/15
86.6%	79.8%	78.1%

This year you told us that you were much happier with the way we manage the neighbourhood you live in—there was almost a 13% increase in satisfaction.



**84.7%**

of our tenants were satisfied with the management of their neighbourhood

Scottish Average	Other Landlords*	HHP 2014/15
85.9%	82.3%	71.9%



# Tenant Participation

We listened to your feedback and incorporated the following changes into the tenant report this year. You asked for:

- ✓ less text
- ✓ a larger font
- ✓ less corporate looking
- ✓ a tenant friendly look and feel
- ✓ clearer information about what it is about
- ✓ more graphics to explain comparisons
- ✓ plain English

Please let us know what you think so we can:

- ↪ Include the information you want; and
- ↪ improve on the design and layout of this report



## Board Members

## Category of Membership

Iain MacMillan (Chair)	Community
Calum MacKay (Vice-Chair)	Community
Alasdair MacKenzie	Tenant
Daniel Coyle	Tenant
Kevin P Paterson	Tenant
Mairi Bremner	Community
Jane MacKinnon	Community
David Blaney	Council
Norman M MacLeod	Council
Donald J MacRae	Council
Gordon Murray	Council

## Tenant Participation Service

Jane Ballantyne,  
6 Inaclete Road, Stornoway, HS1 2RB  
phone: 01851 700811  
mobile: 07487 891 242  
email: [jane.ballantyne@tpasscotland.org.uk](mailto:jane.ballantyne@tpasscotland.org.uk)  
Hours of work: Monday - Thursday, 8am -12.30pm

## Executive Team

Dena MacLeod—Chief Executive  
John MacIver—Director of Operations

Tenants' and Residents' Groups functioning in the Western Isles are as follows:

### **Western Isles Housing Association Communities Forum**

Maree Hoy; phone: 07800 817 555

email: maree.hoy@hotmail.com

### **Cearns Community Association**

Calum MacKay; phone: 07884 315 471

email: cearnsbarney@gmail.com

### **Balivanich Tenants' and Residents' Association**

Roddy MacKay; phone: 07714 410 067

email: roddymackay@hotmail.com

Creed Court  
Gleann Seileach Business Park  
Willowglen  
Stornoway  
HS1 2QP

Winfield Way  
Balivanich  
Isle of Benbecula  
HS7 5LH

Phone number: 0300 123 0773  
Email address: info@hebrideanhousing.co.uk

Registered Charity No : SC035767

Registered Social Landlord Registration No: 359  
A Registered Society under the Co-operative and Community Benefit  
Societies Act 2014 : 2644R(S)  
Registered Property Factor:PF000183