



hebridean housing
partnership



Tenant Report

2016/17

how we are doing...





Welcome

Welcome to HHP's Tenant Report 2016/17.

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

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.



2016/17 at a glance...



HHP had 2,165 homes for rent



£74.46 was the average weekly rent



£7,999,520 was the total rent due



3.20% was the agreed rent increase



5,012 repairs were completed



128 medical adaptations were carried out



225 properties were allocated



100% of complaints were responded to in full

...read on for further details





General Satisfaction

Overall service

How well we kept you informed

83.03%

of our tenants were satisfied with our overall service

80.62%

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

Scottish Average	Other Landlords*	HHP 2015/16
89.7%	87.3%	83.03%

Scottish Average	Other Landlords*	HHP 2015/16
91.1%	86.5%	80.62%

Opportunities to have your say

71.49%

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

HHP's data is taken from the last Tenant Satisfaction Survey carried out in 2015. Our next survey will be carried out in 2018.

Scottish Average	Other Landlords*	HHP 2015/16
83.8%	77.4%	71.49%

Meanwhile, we have been gathering feedback from you during sign-ups and tenancy visits, and also when any investment works are carried out on your homes. We received fewer complaints this year (64) than last year (67) and will continue to act on any feedback you give us.



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	446	148	21	32	647
3 apt	642	125	11	20	798
4 apt	629	2	16	2	649
5 apt	64	0	0	2	66
Total	1785	276	48	56	2165

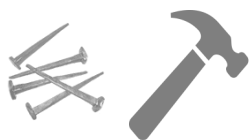
In 2016/17 there were 225 properties allocated and there were 12 mutual exchanges during the year.

225	
lets	
existing tenants	37
housing list applicants	135
other sources	1
CNES homeless	52

On 31 March 2017 our housing list looked like this:

586	
applicants on our housing list	
new applicants	453
suspended	25
cancelled	269

142 of these are transfer applications



Housing Quality...

	HHP	Scottish Average	Other Landlords*	HHP 2015/16
% of homes which met the Scottish Housing Quality Standard	82.1%	92.8%	84.8%	72.5%
% of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the service they received	83.6%**	90.6%	90.8%	83.6%
% of repair appointments kept	100%	95.7%	94.5%	98%
average time it took to complete emergency repairs	10.09 hours	4.7 hours	5.9 hours	9.4 hours
average time it took to complete non-emergency repairs	3.9 days	7.1 days	7.1 days	5.7 days
reactive repairs completed right first time	87.1%	90.6%	90.8%	88.3%

** refers to 2015 Tenant Satisfaction Survey data

Where performance has dropped or is worse than the Scottish average, actions have been put in place to address this, for example, we are currently consulting with tenants on our Repairs & Maintenance Policy and will look at repairs timescales as part of this process to see where we can improve.

...& Maintenance






We spent over £3.9 million improving your homes in 2016/17. The table below shows the different kinds of works carried out, and how many houses were improved in each category.

heating systems	133
roofing	18
roughcasting	27
kitchens	106
bathrooms	57
windows	55



Some of the other works we completed include:

-  annual servicing to homes with mains gas—100% of gas fires and boilers were serviced in 2016/17 by a qualified engineer
-  fire safety—all communal smoke alarms received an annual service
-  medical adaptations—following referral from Occupational Therapy 128 medical adaptations were carried out





Value for Money

The rent due to be collected from current and former tenants for the year was £7,999,520 (this also included rent arrears due), and rent loss from properties being empty (void) was 0.8% of the rent due—both are better than the Scottish average and landlord comparison group.

Re-letting was good—slightly down on last year but still a very strong performance.

The average weekly rent is shown in the table below. The amount HHP tenants pay is comparable with what other tenants around Scotland pay.

100% of the rent due was collected from tenants as a % of the total rent due		
Scottish Average	Other Landlords*	HHP 2015/16
99.6%	99.7%	101.9%

0.8% of rent was lost last year through properties being empty		
Scottish Average	Other Landlords*	HHP 2015/16
0.9%	1.7%	0.7%

22.4 days was the average length of time we took to relet properties in the last year		
Scottish Average	Other Landlords*	HHP 2015/16
31.5 days	41 days	21.1 days

	HHP			
Stock	Number owned	average weekly rent	Scottish average	Other landlords
1 apt	5	£75.78	£66.55	£69.10
2 apt	647	£67.63	£71.67	£70.04
3 apt	798	£75.75	£73.13	£75.56
4 apt	649	£78.53	£79.43	£81.27
5 apt	66	£86.71	£88.02	£88.35



Neighbourhoods

We have fewer cases of anti-social behaviour in the islands than other landlords experience throughout Scotland.

1.4 cases

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

Scottish Average	Other Landlords*	HHP 2015/16
8.4 cases	4.3 cases	1.5 cases

71%

of these cases were resolved within targets we agreed with you

Scottish Average	Other Landlords*	HHP 2015/16
87.2%	80.6%	81.2%

HHP's results below refer to the 2015 Tenant Satisfaction Survey. Following a large increase in satisfaction in the way we managed your neighbourhood we continued to do what we were doing, taking your feedback into consideration when we carried out estate management or Investment works. The next Tenant Satisfaction Survey will take place in 2018.

84.7%

of our tenants were satisfied with the management of their neighbourhood

Scottish Average	Other Landlords*	HHP 2015/16
87.1%	83.5%	84.7%



Tenant Participation

Tenant Participation has been active this year. Uist staff were out and about talking with tenants at various events and getting lots of feedback...



Barra Show



Uist Cattle Show

our pink
Suggestions box
went everywhere
with us



happy faces at
Eilean Dorcha
Festival



In Stornoway we had our usual Tenant Conference...



And Jane Ballantyne, our Tenant Participation Officer was working throughout the islands all year.



Board Members

Category of Membership

Daniel Coyle	Tenant
Alasdair MacKenzie	Tenant
Kevin P Paterson	Tenant
Vacancy	Tenant
Mairi Bremner	Community
Calum MacKay (Vice-Chair)	Community
Norman M MacLeod (Chair)	Community
Iain MacMillan	Community
Roddy MacKay	Council
John G Mitchell	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
Hours of work: Monday - Thursday, 8am -12.30pm

Executive Team

Dena MacLeod—Chief Executive
John MacIver—Director of Operations
Donald MacLeod—Director of Finance & Corporate Services

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

Western Isles Housing Association Communities Forum

c/o Jane Ballantyne; phone: 01851 700 811
jane.ballantyne@tpasscotland.org.uk

Cearns Community Association

c/o Calum MacKay; phone: 07884 315 471
email: cearnsbarney@gmail.com

Balivanich Tenants' Residents' Association

c/o Roddy MacKay; phone 07714 410 067
mailto:roddymackay@hotmail.com

Creed Court
Gleann Seileach Business Park
Willowglen
Stornoway
HS1 2QP

Winfield Way
Balivanich
Isle of Benbecula
HS7 5LH

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HHP is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 2644R (S). Registered Office: Creed Court, Gleann Seileach Business Park, Willowglen Road, STORNOWAY, Isle of Lewis HS1 2QP. It is a charity registered in Scotland, Charity Number: SC035767, registered as Registered Social Landlord with the Scottish Housing Regulator, Registration Number: 359 and registered as a Property Factor, Registration Number PF000183
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