



Tenant Report

2017/18

how we are doing...





Welcome

Welcome to HHP's Tenant Report 2017/18.

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](tel:03001230773)

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.



2017/18 at a glance...



HHP had 2149 homes for rent



£75.74 was the average weekly rent



£8,104,710 was the total rent due



3.9% was the agreed rent increase



5533 repairs were completed



138 medical adaptations were carried out



220 properties were allocated



98% 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 2016/17
90.48%	87.43%	83.03%

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 2016/17
91.71%	86.84%	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

Scottish Average	Other Landlords*	HHP 2016/17
85.92%	79.77%	71.49%

2018 Tenant Satisfaction Survey

The results of the 2018 Survey were not available at the point we submitted Charter data to the Regulator. The majority of our satisfaction indicators are, therefore, taken from the 2015 Survey. The 2018 Survey shows that 88% of tenants are satisfied with the overall service provided. On page 10 there is further information on the 2018 Survey. This shows continued improvement in tenant satisfaction with our services.



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	9	0	0	13
2 apt	448	139	21	32	640
3 apt	638	123	11	21	793
4 apt	619	2	16	2	639
5 apt	62	0	0	2	64
Total	1771	273	48	57	2149

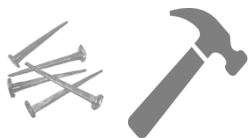
In 2017/18 there were 220 properties allocated and there were 9 mutual exchanges during the year.

220	
lets	
existing tenants	43
housing list applicants	120
other sources	0
CNES homeless	57

On 31 March 2018 our housing list looked like this:

583	
applicants on our housing list	
new applicants	442
suspended	18
cancelled	222

148 of these are transfer applications



Housing Quality...

	HHP	Scottish Average	Other Landlords*	HHP 2016/17
% of homes which met the Scottish Housing Quality Standard	81.6%	94.2%	89.3%	82.1%
% of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the service they received	97.45%**	92.1%	91.5%	83.6%
% of repair appointments kept	98.4%	95.5%	94.2%	100%
average time it took to complete emergency repairs	8.96 hours	3.96 hours	4.35 hours	10.09 hours
average time it took to complete non-emergency repairs	3.61 days	6.38 days	5.96 days	3.9 days
% reactive repairs completed right first time	90.3%	92.2%	91.4%	87.1%

** refers to 2018 point-of service survey data

The percentage of houses meeting the Scottish Housing Quality Standard (SHQS) has fallen for two main reasons:

- A number of houses which met the SHQS were sold during the year; and
- Houses where infra-red heating has been installed have been categorised by us as exemptions under SHQS rather than pass/fail.

...& Maintenance



We spent £3m improving your homes in 2017/18. The table below shows the different kinds of works carried out, and how many houses were improved in each category.

heating systems	172
roofing	15
roughcasting	6
kitchens	116
bathrooms	34
windows	91
insulation	103
environmental/fencing	60



Some of the other works we completed include:



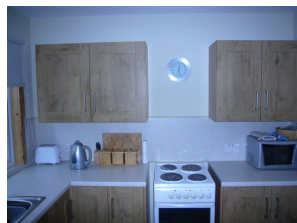
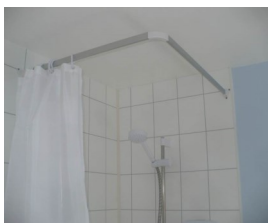
annual servicing to all homes with mains gas



fire safety—all communal smoke alarms received an annual service



medical adaptations—following referral from Occupational Therapy, 138 medical adaptations were carried out





Value for Money

The rent due to be collected from current and former tenants for the year was £8,104,710 (this included rent arrears due), and rent loss from properties being empty (void) was 1.17% of the rent due—this was impacted by the difficult-to-let properties we have.

Re-letting was also impacted by difficult-to-let. If we removed these properties from the calculation, the average length of time to re-let would be 18 days.

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

100.35%

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

Scottish Average	Other Landlords*	HHP 2016/17
99.38%	99.17%	100%

1.17%

of rent was lost last year through properties being empty

Scottish Average	Other Landlords*	HHP 2016/17
0.74%	1.45%	0.8%

31.71 days

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

Scottish Average	Other Landlords*	HHP 2016/17
30.72 days	47.4 days	22.4 days

Stock	Number owned	HHP		
		average weekly rent	Scottish average	Other landlords
1 apt	13	£74.83	£67.44	£67.78
2 apt	640	£68.95	£73.33	£71.46
3 apt	793	£75.96	£74.94	£76.98
4 apt	639	£80.95	£81.37	£83.32
5 apt	64	£88.96	£90.39	£90.33



Neighbourhoods

Once again we have had fewer cases of anti-social behaviour in the islands than other landlords experience throughout Scotland.

1.7 cases

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

Scottish Average	Other Landlords*	HHP 2016/17
7.53 cases	3.45 cases	1.4 cases

69.4%

of these cases were resolved within targets we agreed with you

Scottish Average	Other Landlords*	HHP 2016/17
87.9%	83.5%	71%

HHP's results below refer to the 2015 Tenant Satisfaction Survey, which is what we had to report to the Regulator in May when Charter reporting took place. However, the 2018 Survey—results on page 10—show a marked improvement in satisfaction with 92% of you telling us you were satisfied with the management of your neighbourhood.

84.7%

of our tenants were satisfied with the management of their neighbourhood

Scottish Average	Other Landlords*	HHP 2016/17
88%	85.6%	84.7%



Tenant Satisfaction Survey Results 2018

The way you responded to the Charter Indicator questions in the 2018 Tenant Satisfaction Survey is outlined below. We listened to the feedback you gave us in previous surveys and at point-of-service, and we worked with our Tenant Participation Officer and the Forum to make improvements to the service we offer you. We are really pleased to see that satisfaction levels have improved considerably. The sample used was 39% (824 tenants).

INDICATOR & QUESTION	2013	2014	2015	2018
1 - Percentage of tenants satisfied with the overall service provided by their landlord (% satisfied)	73%	75%	83%	88%
3 - Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions (% good)	75%	75%	81%	92%
6 - Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (% satisfied)	63%	61%	71%	84%
9 - Percentage of tenants who moved into their property in the past 12 months satisfied with the standard of the home when they moved in (% satisfied, for those who moved into their property in the past 12 months)	69%	67%	62%	82%
10 - Percentage of existing tenants satisfied with the quality of their home (% satisfied)	75%	76%	87%	91%
16 - Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the R & M service (% satisfied, for those who say they had a repair carried out in last 12 months)	74%	77%	83%	88%
17 - Percentage of tenants satisfied with the management of the neighbourhood they live in (% satisfied)	72%	87%	85%	92%
29 - Percentage of tenants who feel that the rent for their property represents good value for money (% good)	71%	71%	66%	79%



Board Members

Category of Membership

Alex Gardner	Tenant
Alasdair MacKenzie	Tenant
Dolene Smith	Tenant
Vacancy	<i>Tenant</i>
Mairi Bremner	Community
Calum MacKay (Vice-Chair)	Community
Norman M MacLeod (Chair)	Community
Iain MacMillan	Community
David Blaney	Community
John MacKay	Council
Roddy MacKay	Council
John G Mitchell	Council
Fiona MacLeod	Board Appointed Member

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 Alasdair MacKenzie; phone: 07717 222 841

mackenzie86@gmail.com

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
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Winfield Way
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HHP is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 2644R (\$). 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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