



hebridean housing
partnership
Making our house your home

Tenant Report 2019/20



Welcome

Welcome to our 2019/20 Tenant Report.

This is a summary of how we performed over the last year. We report our performance to the Scottish Housing Regulator in the Annual Return on the Charter.

All Registered Social Landlords, like HHP, return the same information and we have used similar landlords* returns for 2019/20 to compare our performance. We have also given you the 2019/20 Scottish Average so you can see how we are doing. We are committed to placing tenants at the centre of everything we do and to provide an excellent service.

If you think we can improve in any area, or have any comments on this report, we would welcome feedback from you. You can do this in the following ways:

Email: info@hebrideanhousing.co.uk

Call: 0300 123 0773

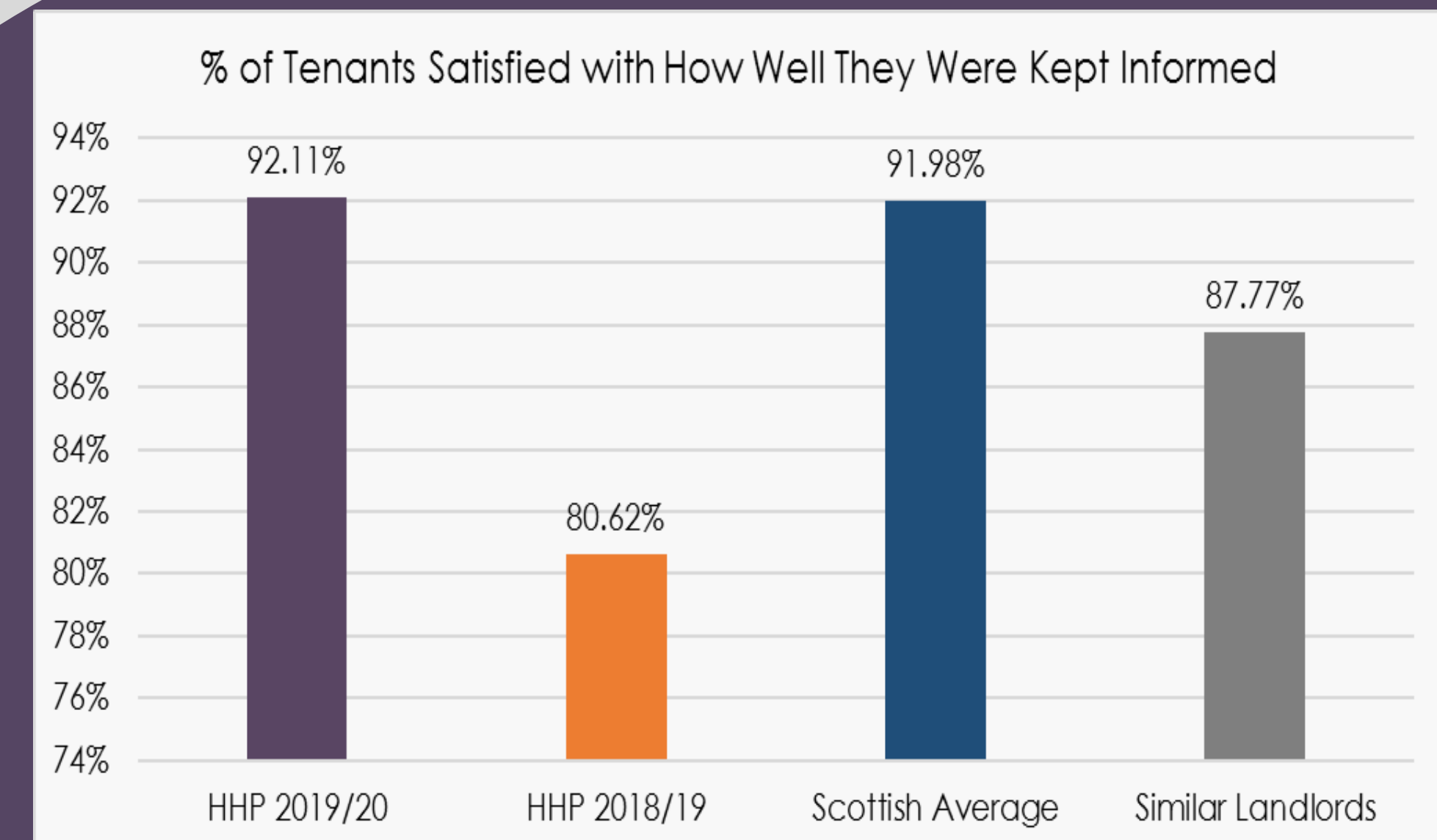
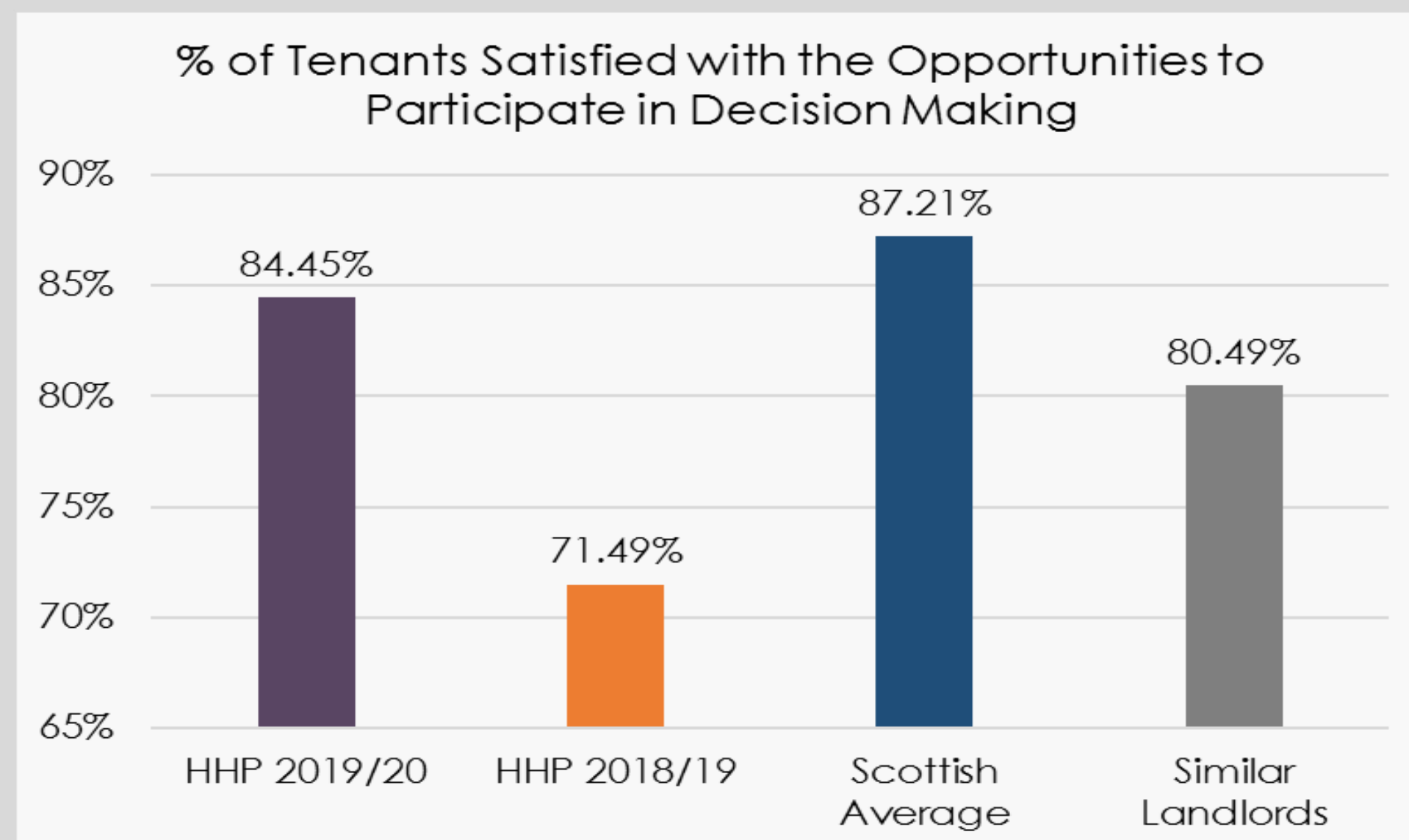
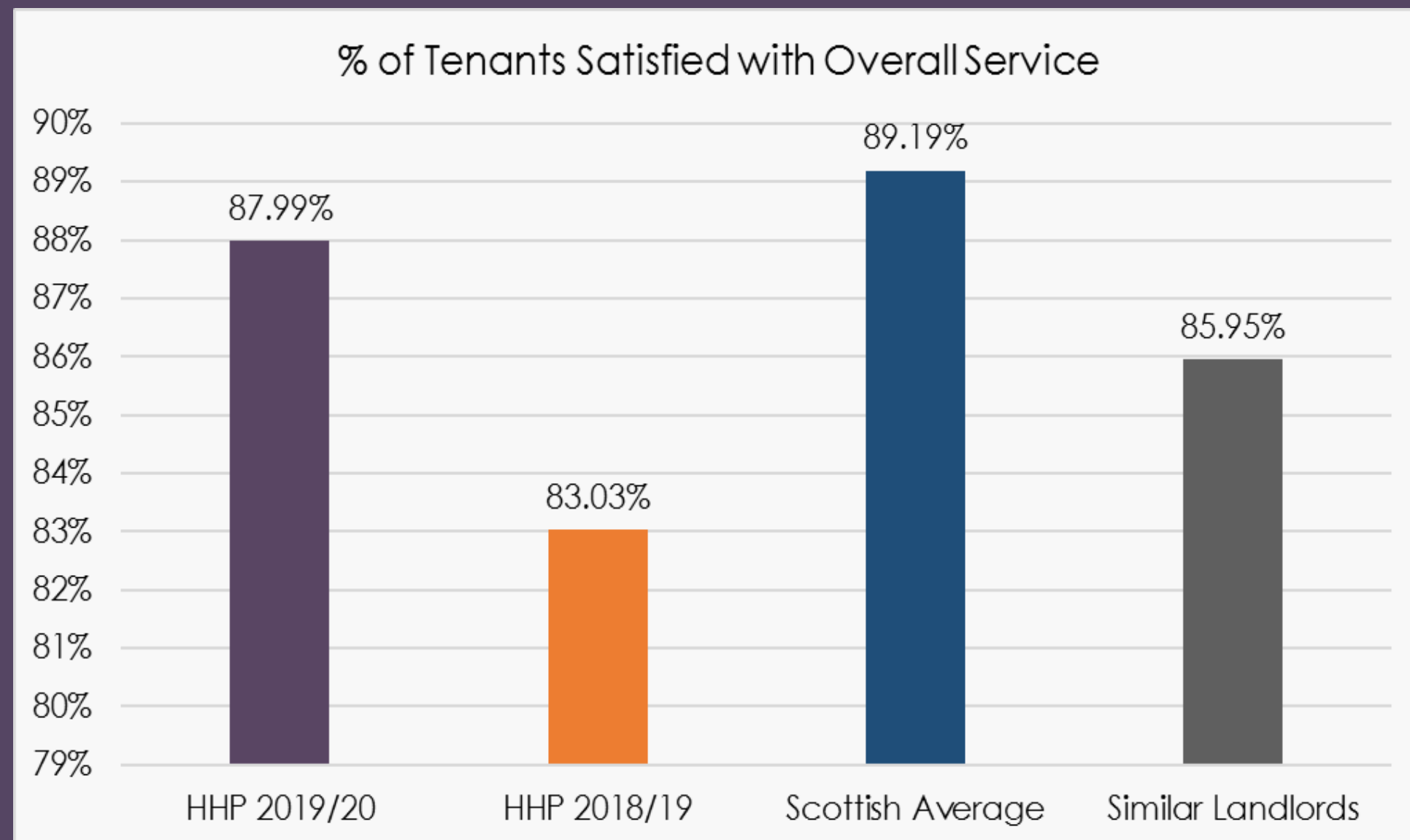
* We have compared our Performance with Argyll Community Housing Association, Berwickshire Housing Association, Dumfries and Galloway Housing Partnership, River Clyde Homes and Scottish Borders Housing Association



General Satisfaction

Our data is taken from our 2018 Tenant Satisfaction Survey where a sample of 39% (824) of tenants were surveyed. The next Tenant Satisfaction Survey will take place in 2021.

We encourage you to give us feedback on how we are doing by completing satisfaction forms, emailing us, or by speaking to a member of our staff.



The table below shows our average weekly rent compared with the Scottish Average and the difference from the Scottish Average.

Stock Type	Number Owned	Our Average Rent	Similar Landlords Average Rent	Scottish Average Rent	Our Difference from Scottish Average
1 apt	13	£80.21	£72.04	£73.47	9.20%
2 apt	648	£74.18	£78.26	£78.02	-4.90%
3 apt	824	£81.95	£83.58	£80.10	2.30%
4 apt	649	£87.06	£90.81	£87.08	0.00%
5 apt	67	£96.42	£100.52	£96.18	0.20%

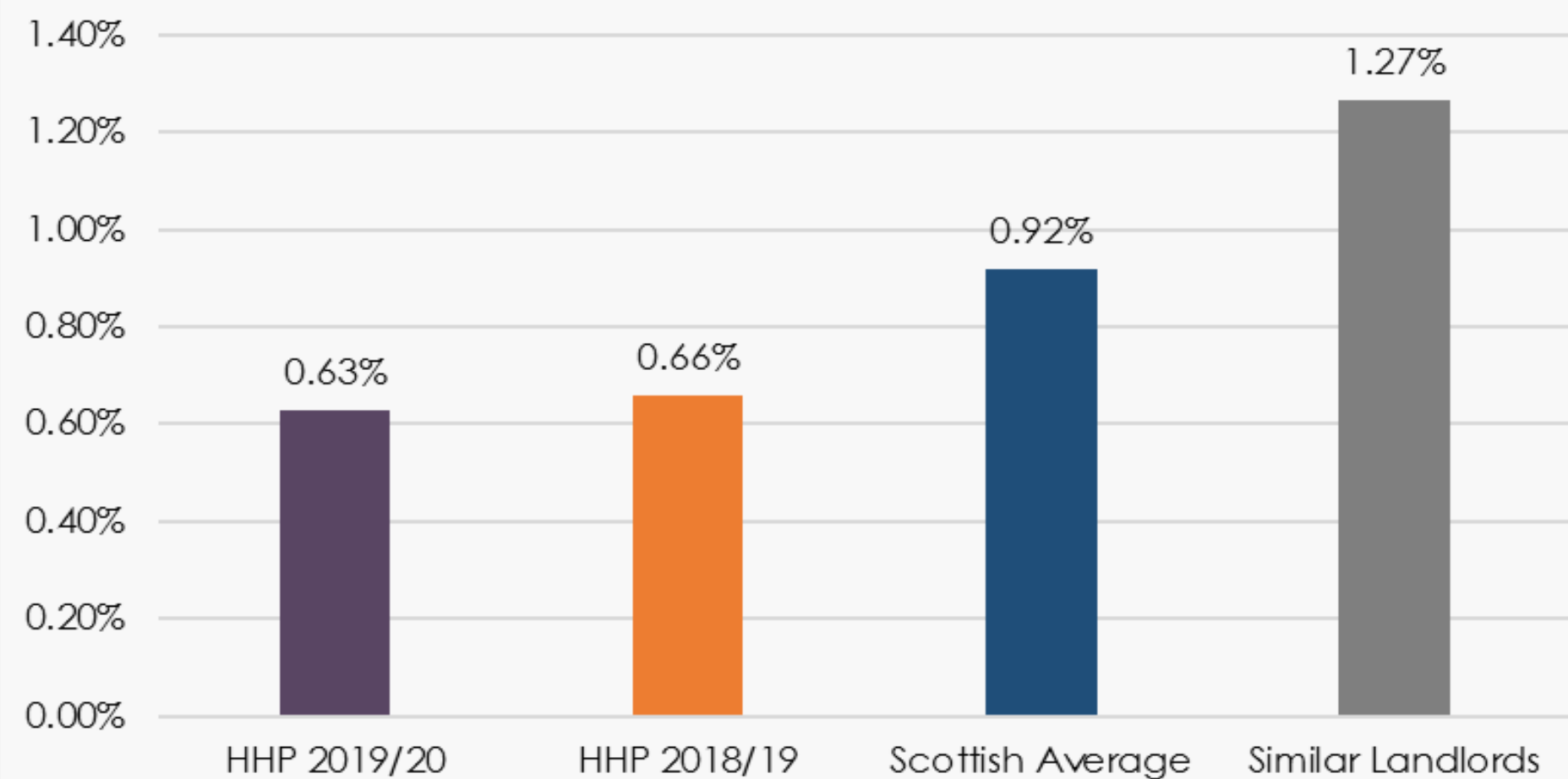
230 properties were allocated and 19 mutual exchanges took place in 2019/20.

230 Lets	
Existing Tenants	23
Housing List Applicants	120
Other Sources	3
CNES Homeless	84



Value for Money

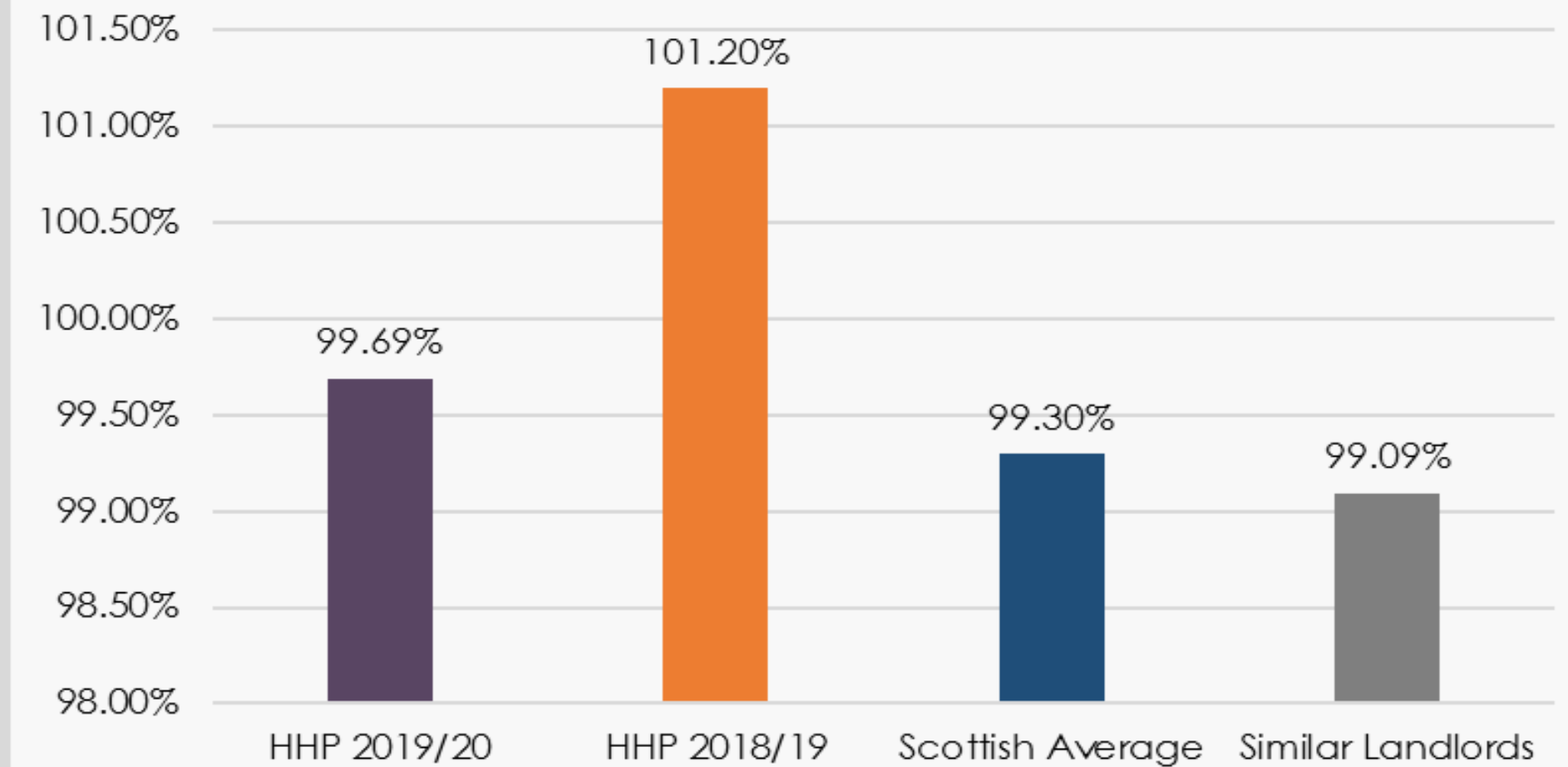
% of Rent Lost Through Properties Being Empty



average days taken to re-let a property

HHP 2019/20	24.66
HHP 2018/19	27.73
Scottish Average	31.80
Similar Landlords	38.24

% of Total Rent that was Collected



The Total rent payable for 2019/20 was £9,067,023.

0.63% of rent was lost due to properties being empty.

Our re-let times have improved again and we perform above Scottish Average.

Our performance continues to be impacted by 'Difficult to Let' properties. Without them our average re-let time would be much lower.

Once again, we had fewer anti-social behaviour cases in our communities compared to the Scottish Average, other landlords and our performance in 2018/19.

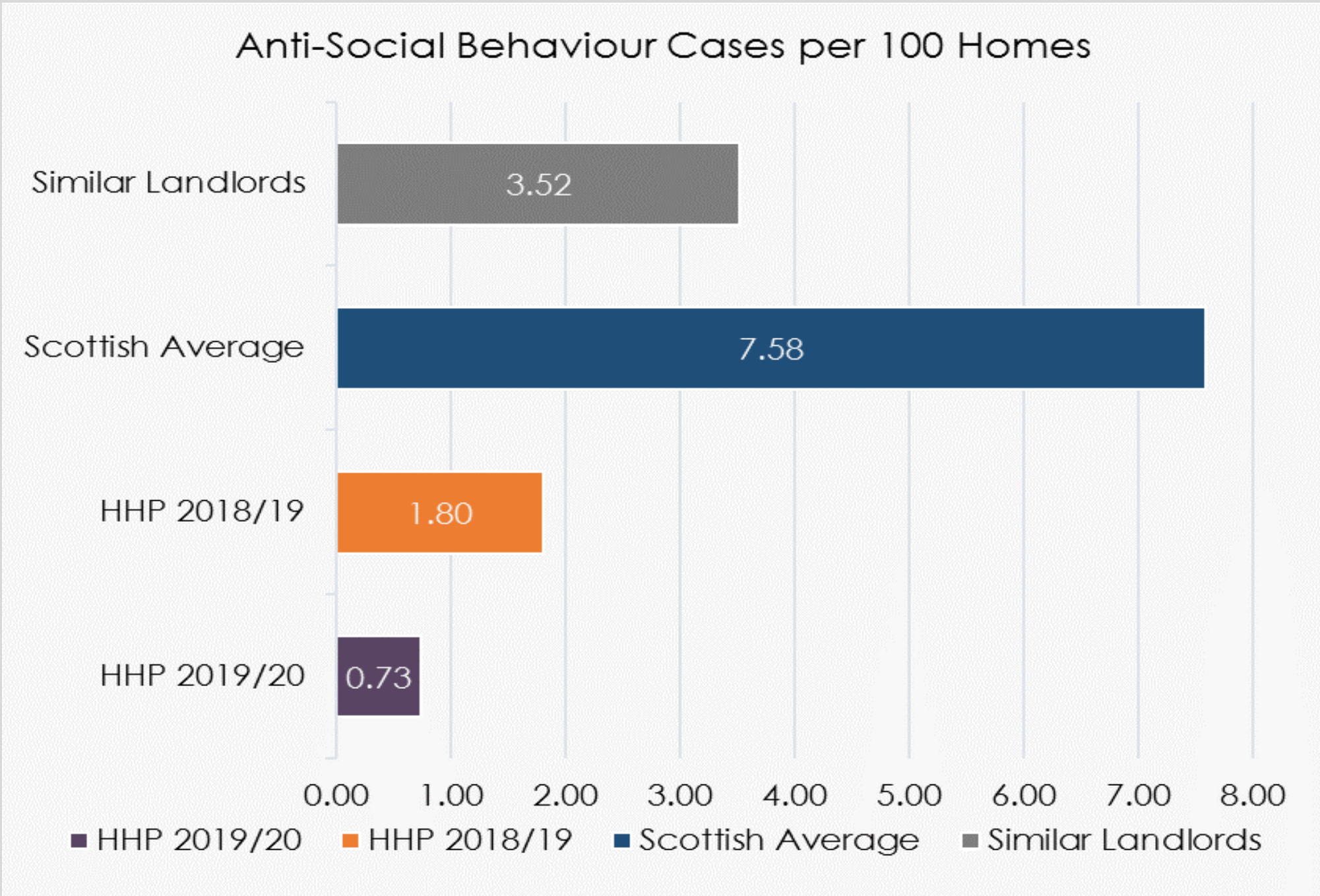
The results of our neighbourhood management are taken from the 2018 Tenant Satisfaction Survey.

% of tenants satisfied with our contribution to the management of their neighbourhood	
2018 Survey	91.73%
2015 Survey	84.70%
Scottish Average	87.40%
Similar Landlords	82.27%

% of ASB cases resolved within targets agreed with tenants	
HHP 2019/20	100.00%
HHP 2018/19	82.50%
Scottish Average	94.11%
Similar Landlords	87.73%

Our Communities

We are willing to listen to your views on how we are doing so we can improve our service.



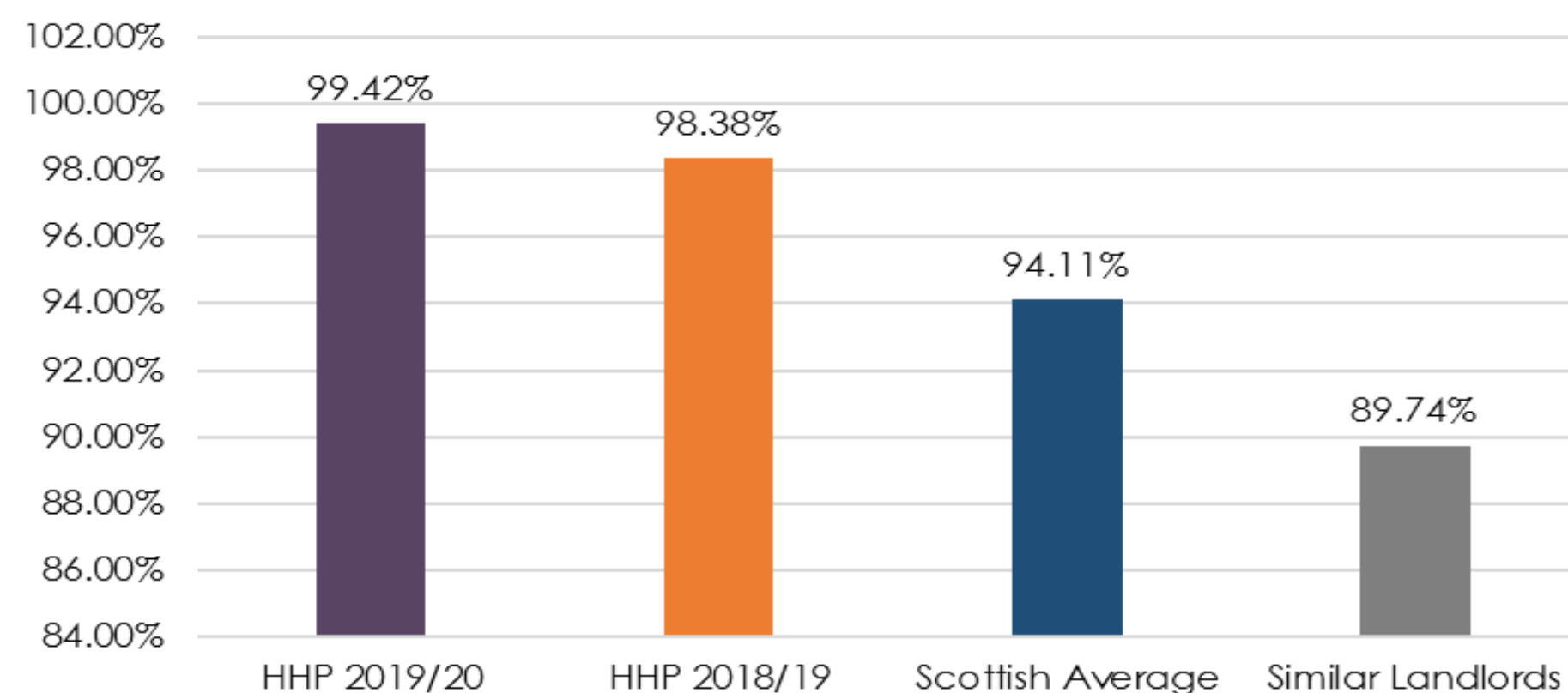
The percentage of properties meeting the Scottish Housing Quality Standards (SHQS) is lower than the Scottish average partly due to housing some properties being categorised as exempt rather than pass/fail. Some exemptions are due to energy efficiency. Another key factor is we are an 'off gas' area.

Housing Quality

% of homes which met the SHQS

HHP 2019/20	82.78%
HHP 2018/19	81.08%
Scottish Average	93.98%
Similar Landlords	80.94%

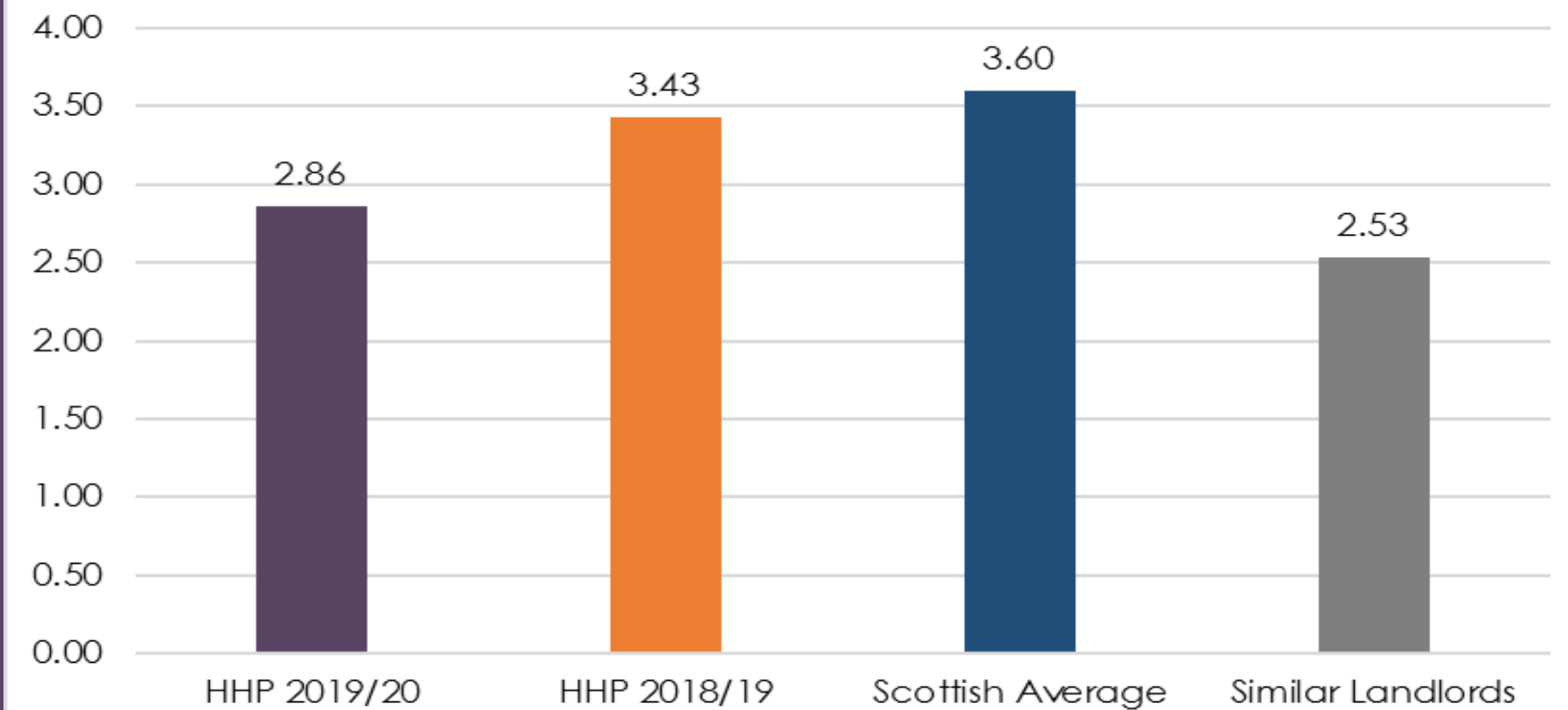
% of Tenants who had Repairs or Maintenance Carried Out in the Last 12 Months that were Satisfied



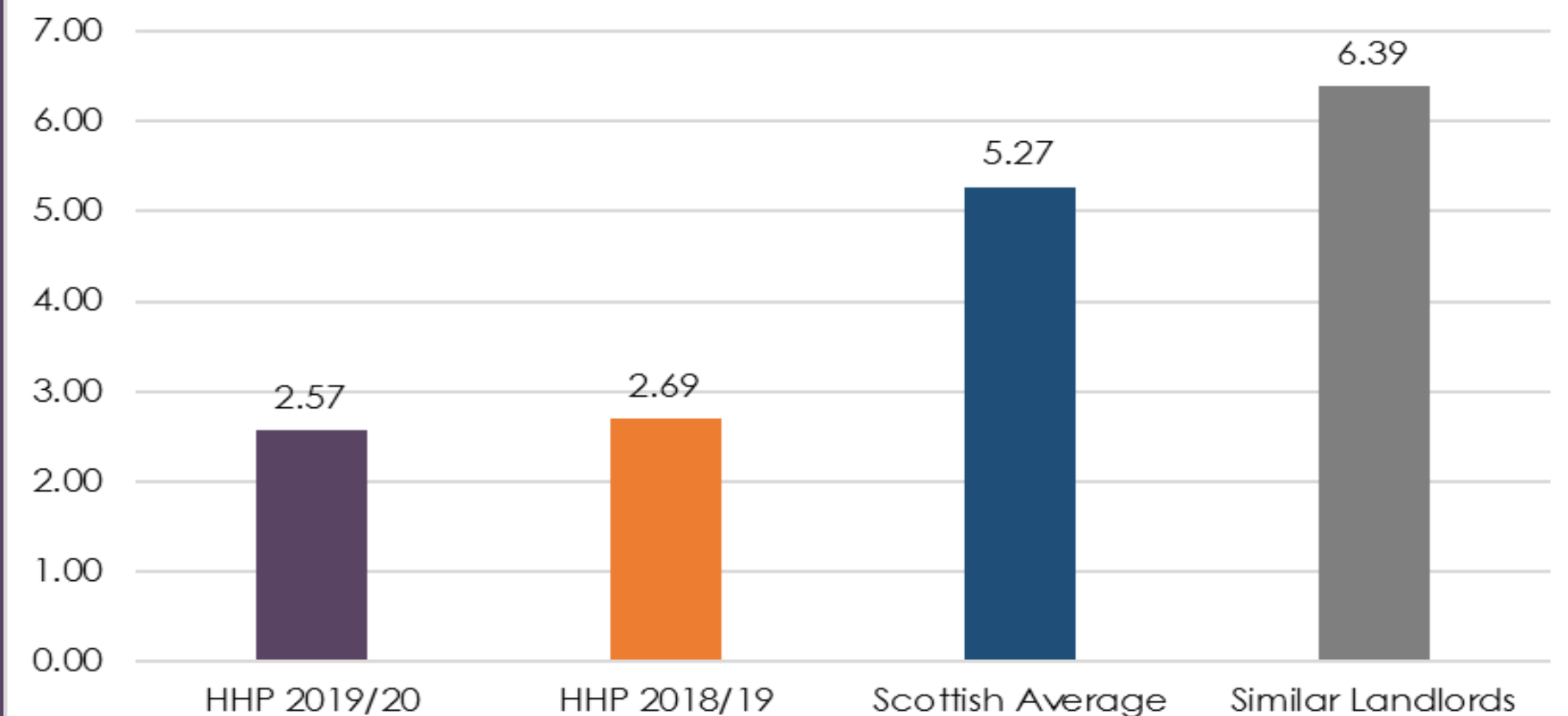
Our average emergency repairs time has reduced by 0.57 hours this year and we remain below the Scottish Average.

Our average non-emergency repairs time remains well below Scottish Average and similar landlords.

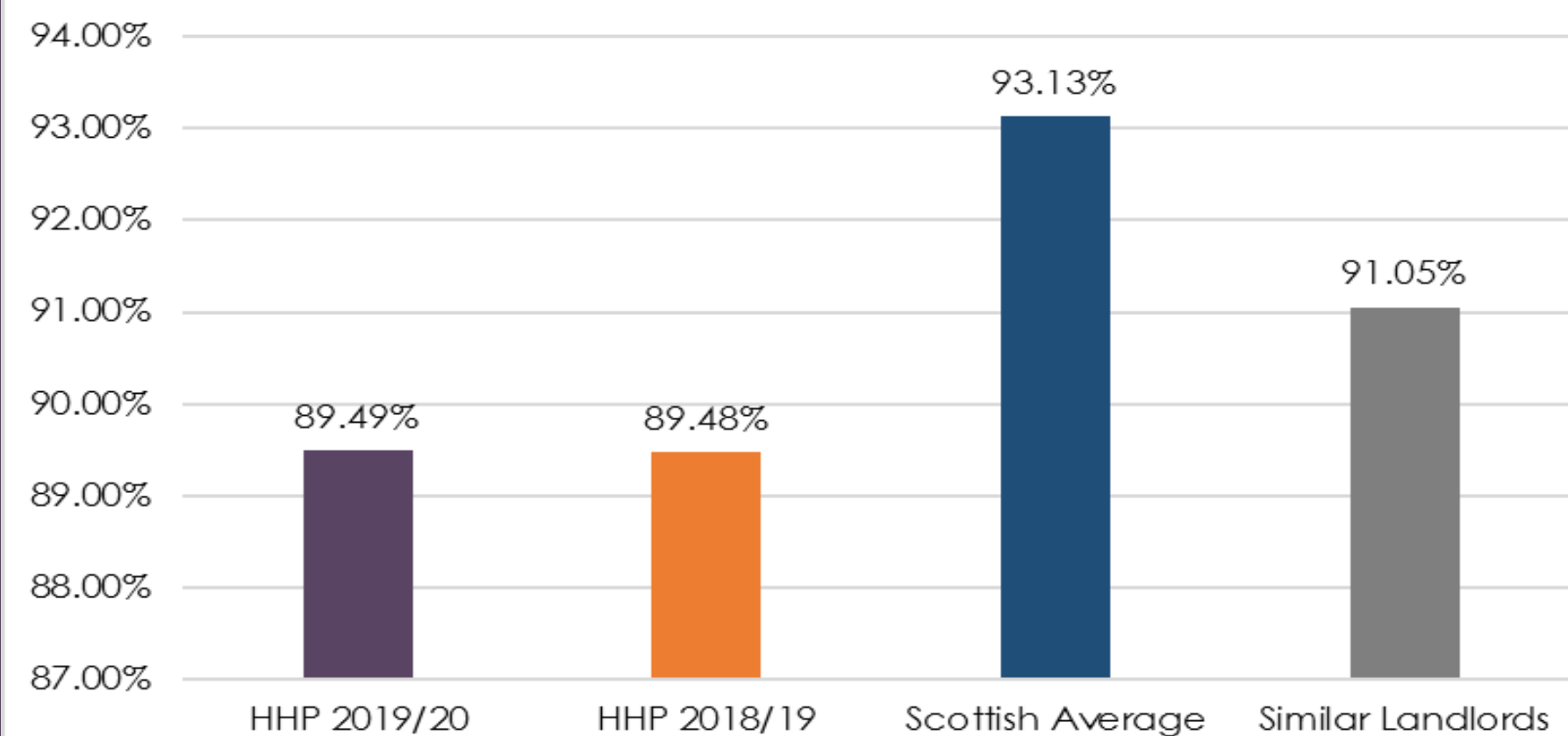
Average Time Taken to Complete Emergency Repairs (hour)



Average Time Taken to Complete Non-Emergency Repairs (days)



% of Reactive Repairs Completed Right First Time



• Repairs & Maintenance •

Board Members

Alex Gardner

Alasdair Mackenzie

Iain Macmillan (Chair)

Calum Mackay (Vice-Chair)

Fiona Macleod

Roddy Nicolson

Norman A Macdonald

Roddy Mackay

Paul Finnegan

Gordon Macleod

Category of Membership

Tenant

Tenant

Community

Community

Community

Community

Council

Council

Council

Co-opted

Information

Tenant Participation Service

Dolly Morrison

6 Inaclete Road, Stornoway

Isle of Lewis

01851 700811

dolina.morrison@tpasscotland.org.uk

We currently have two Tenant vacancies and one Community vacancy on our Board.

Executive Team

Dena Macleod

Chief Executive

Donald Macleod

Director of Finance & Corporate Services

John Maciver

Director of Operations

Anna Coyle

Head of Executive Office

Get Involved

We hope you will consider getting involved with us. You can do this in a number of ways e.g. tenant participation, estates surveys, consultations and community groups. This helps us to improve our services and make a difference in your community.

We are also looking for volunteers with relevant skills and experience to join our Governing Body:

Do you want to help shape the future of housing in the Outer Hebrides?

Do you want to represent the needs of our tenants and service users?

If so, we want to hear from you!

For more information please get in touch:

Call: 0300 123 0773

Email: governance@hebrideanhousing.co.uk

Stornoway Office

Creed Court

Gleann Seileach Business Park

Willowglen Road

Stornoway

Isle of Lewis

HS1 2QP

Uist Office

Winfield Way

Balivanich

Isle of Benbecula

HS7 5LH

Tenants' and Residents' Groups functioning in the Outer Hebrides are as follows:

Western Isles Housing Association Communities Forum

c/o Alasdair Mackenzie

phone: 07717 222 841

email: chairwesternislesforum@gmail.com

Cearns Community Association

c/o Calum Mackay

phone: 07884 215 471

email: cearnsbarney@gmail.com

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: SCO35767, registered as Registered Social Landlord with the Scottish Housing Regulator,

Registration Number:359 and registered as a Property Factor, Registration Number PF000183

Email: info@hebrideanhousing.co.uk Web: www.hebrideanhousing.co.uk Phone: 0300 123 0773

