

HEBRIDEAN HOUSING PARTNERSHIP

TENANT REPORT 2020/21



WELCOME

Welcome to our 2020/21 Tenant Report.

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

All Registered Landlords, like us, return the same information and we have used similar landlords returns for 2020/21 to compare our performance. We have also given you the 2020/21 Scottish Average so you can see how we are doing. We are committed to placing you, our tenants, at the centre of everything we do and aim 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, Hjatland Housing Association, Orkney Housing Association, Orkney Island Council and Shetland Island Council

OUR YEAR AT A GLANCE

2223

HOMES FOR RENT

186

PROPERTIES
ALLOCATED

5347

REPAIRS
COMPLETED

376

COMPLIMENTS

1.3%

RENT INCREASE

129

MEDICAL
ADAPTATIONS

£83.51

AVERAGE WEEKLY
RENT

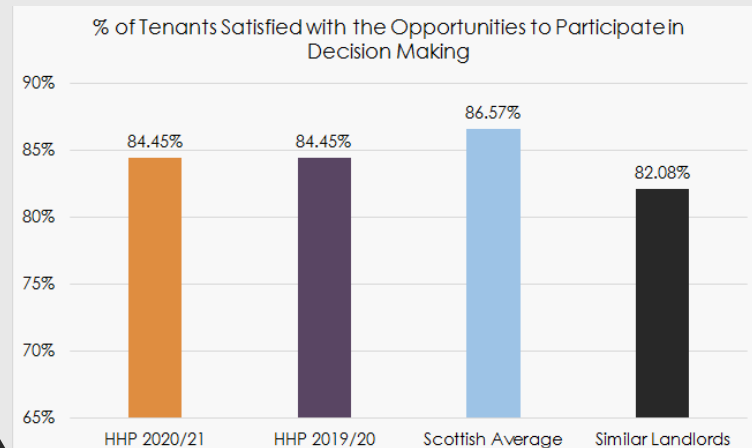
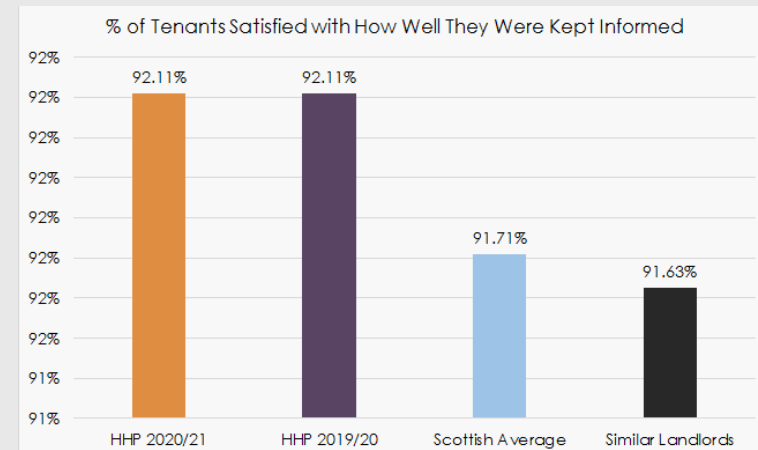
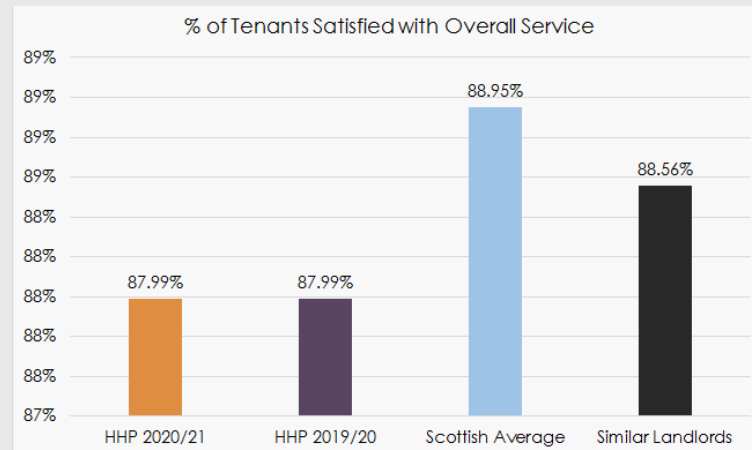
£9,469,604

TOTAL RENT DUE

The number of compliments reflects the appreciation expressed by many tenants for the support offered and provided during lockdown in 2020.

OUR YEAR AT A GLANCE

GENERAL SATISFACTION



Our data is taken from our 2018 Tenant Satisfaction Survey where a sample of 39% (824) of tenants were surveyed. The 2021 Tenant Satisfaction Survey was carried out during the Summer of 2021 and is reported at page 9 of this report.

STOCK & LETTINGS

186 Lets

Existing Tenants	29
Housing List Applicants	85
Other Sources	3
CNES Homeless	84

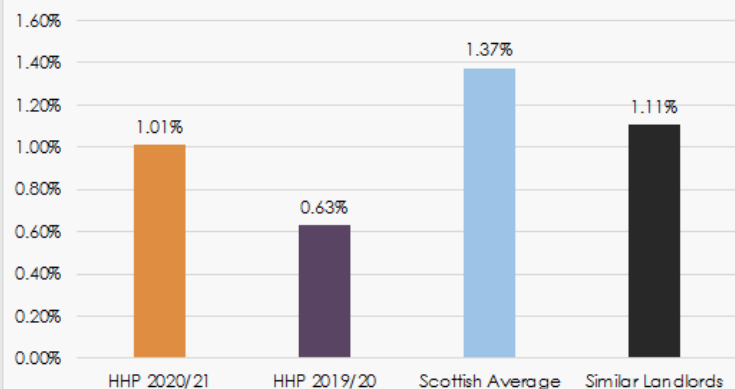
186 properties were allocated and 13 mutual exchanges took place in 2020/21.

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

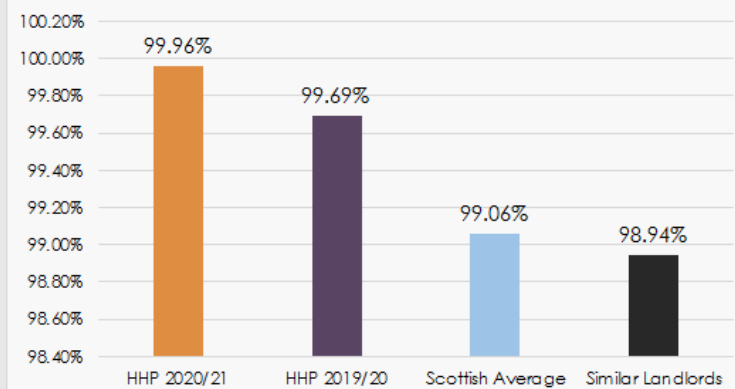
Stock Type	Number Owned	Our Average Rent	Similar Landlords Average Rent	Scottish Average Rent	Our Difference from Scottish Average
1 apt	13	£81.96	£64.49	£73.61	11.30%
2 apt	653	£75.84	£79.36	£79.48	-4.60%
3 apt	829	£83.81	£88.21	£82.60	1.50%
4 apt	660	£89.19	£95.24	£89.81	-0.70%
5 apt	68	£98.70	£108.99	£99.97	-1.30%

VALUE FOR MONEY

% of Rent Lost Through Properties Being Empty



% of Total Rent Collected



average days taken to re-let a property

HHP 2020/21	50.19
HHP 2019/20	24.66
Scottish Average	56.29
Similar Landlords	58.02

The total rent due for 2020/21 was £9,469,604 and we didn't collect 1.01% a result of properties being empty.

Despite the impact of COVID-19 our re-let times remain above the Scottish Average. Excluding properties that were hard to let would result in our average re-let time being much lower.

OUR STANDARDS

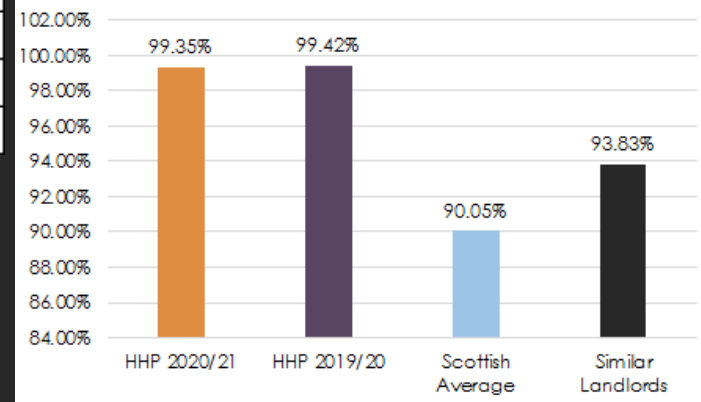


% of homes which met the SHQS

HHP 2020/21	80.07%
HHP 2019/20	82.78%
Scottish Average	90.96%
Similar Landlords	77.56%

The quality of our homes is measured against the Scottish Housing Quality Standard (SHQS).

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



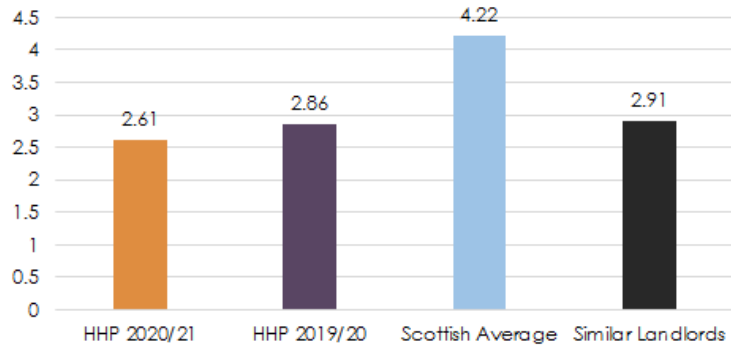
% of tenants satisfied with our contribution to the management of their neighbourhood

2018 Survey	91.73%
2015 Survey	84.70%
Scottish Average	87.40%
Similar Landlords	82.27%

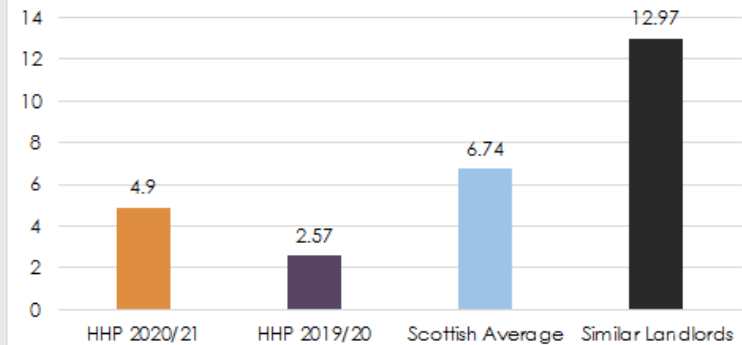
In 196 of our homes we were unable to carry out the work due to various reasons, such as unable to gain access, resulting in them being classed as in abeyance. 247 of our homes were categorised as exempt rather than pass/fail. For example, most of properties are not supplied by mains gas.

REPAIRS & MAINTENANCE

Average Time Taken to Complete
Emergency Repairs (hours)

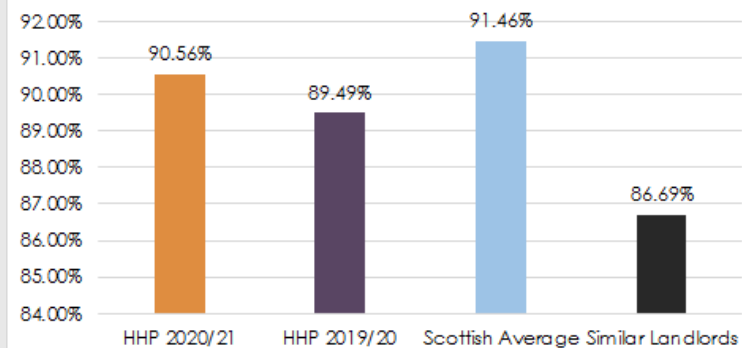


Average Time Taken to Complete
Non-Emergency Repairs (days)



Our average emergency repairs time has reduced by 0.25 hours this year and we remain below the Scottish Average. Our average non-emergency repairs time remains below Scottish Average and similar landlords.

% of Reactive Repairs Completed Right
First Time



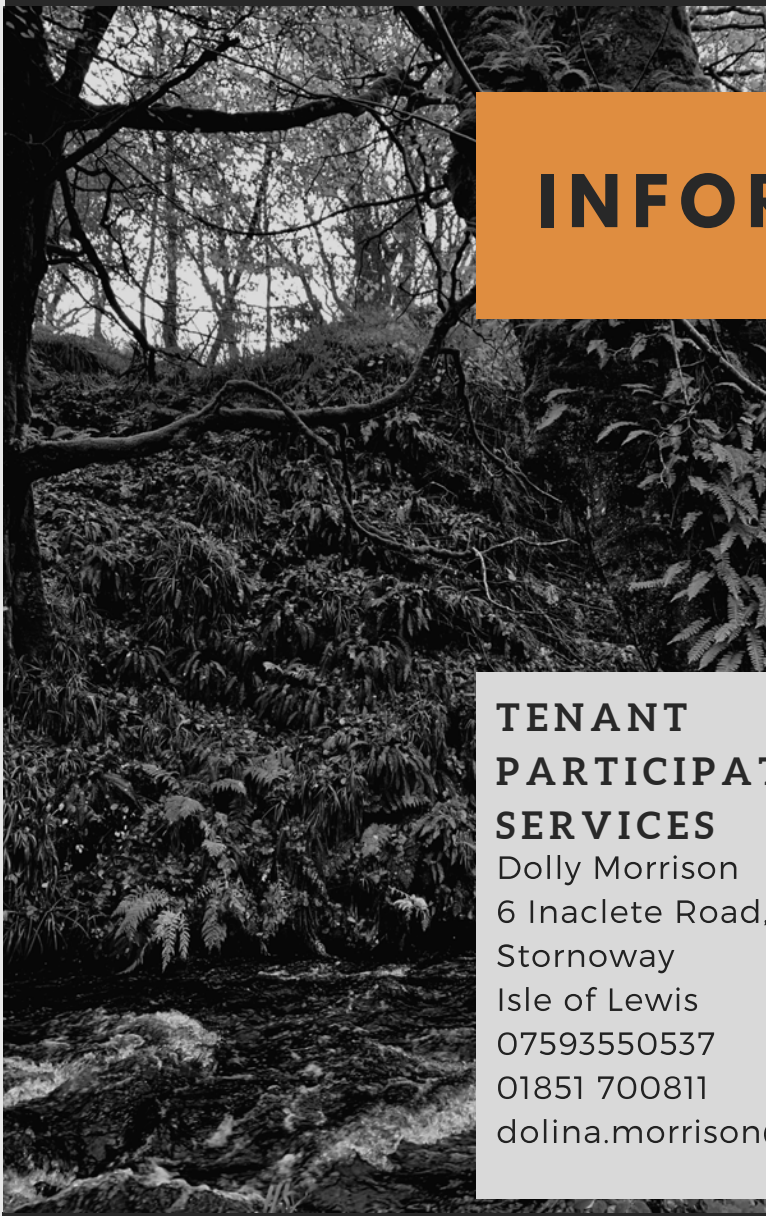
TENANT SATISFACTION SURVEY 2021



The way you responded to the Charter Indicator questions in the 2021 Tenant Satisfaction Survey is outlined here. We will continue to consider your feedback through point-of-service surveys. We work closely with our Tenant Participation Officer and the Forum to improve the services we offer to you.

The sample size used was 26% (592 tenants).

Question	2015	2018	2021
Percentage of tenants satisfied with the overall service provided by their landlord (% satisfied)	83%	88%	86%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions (% good)	81%	92%	89%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (% satisfied)	71%	95%	84%
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)	62%	82%	74%
Percentage of existing tenants satisfied with the quality of their home (% satisfied)	87%	91%	88%
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)	83%	88%	91%
Percentage of tenants satisfied with the management of the neighbourhood they live in (% satisfied)	85%	92%	81%
Percentage of tenants who feel that the rent for their property represents good value for money (% good)	66%	79%	79%



INFORMATION

EXECUTIVE TEAM

Dena Macleod - Chief Executive
Donald Macleod - Director of Finance
& Corporate Services
John Maciver - Director of Operations

TENANT PARTICIPATION SERVICES

Dolly Morrison
6 Inaclete Road,
Stornoway
Isle of Lewis
07593550537
01851 700811
dolina.morrison@tpasscotland.org.uk

THE BOARD

Alex Gardner - Tenant
Iain Macmillan (Chair) - Community
Calum Mackay (Vice-Chair) - Community
Fiona Macleod - Community
Roddy Nicolson - Community
Norman M Macdonald - Council
Roddy Mackay - Council
John N Macleod - Council
Gordon Macleod - Co-opted
Helen Mackenzie - Board Appointed

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 Board.

If you are interested in this we want to hear from you.

Call: 0300 123 0773

Email: governance@hebrideanhousing.co.uk

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

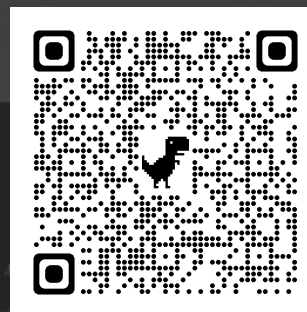
phone: 07884 215 471

email: cearnsbarney@gmail.com

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

To view our Landlord Report from the Scottish Housing Regulator please scan the QR code to the right using your mobile phone or visit <https://www.housingregulator.gov.scot/>
If you would like to receive a paper copy please call us on 0300 123 0773.



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@hebrideanhousing

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

