



hebridean housing
partnership

Making our house your home

TENANT REPORT

2021/22

WELCOME

Welcome to our Tenant Report which provides a summary of how we have performed to the year ended March 2022.

We report our performance to the Scottish Housing Regulator in the Annual Return on the Charter.

As Registered Landlords we report our performance to the Scottish Housing Regulator annually. The report is providing a comparison with similar landlords and the 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.

To conform with our environmental strategy, next year our report will not be printed unless requested, we will make it available digitally. If you have any ideas on how we can improve in any area, or what you stats you would like us to included in furture reports please feel free to contact us using the following:

Email: info@hebrideanhousing.co.uk

Phone: 0300 123 0773

We have compared our performance with Argyll Community Housing Association, Hjatland Housing Association, Orkney Housing Assoication, Orkney Island Council and Shetland Island Council.

OUR YEAR AT A GLANCE

2287

Homes for Rent

264

Homes Allocated

151

Medical Adaptations

5673

Repairs Completed

188

Compliments
Received

£9,588,289

Total Rent Due

3.5%

(RPI Minus 2.5%)

Rent Increase

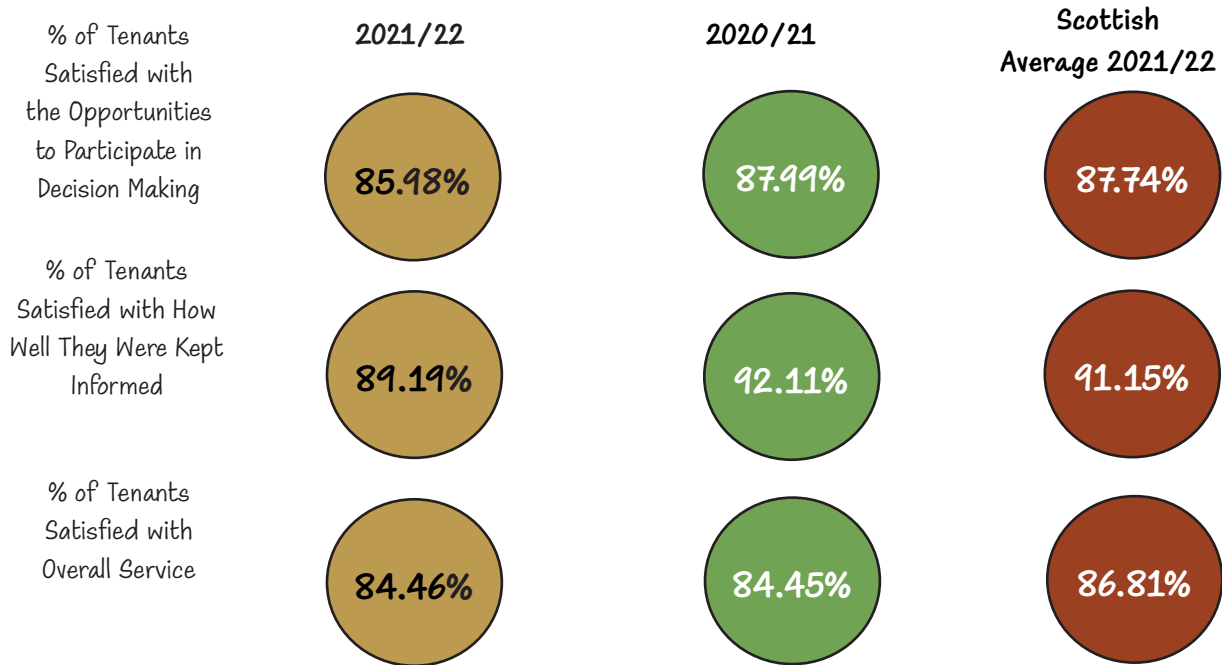
£84.87

Average Weekly Rent

78

New Homes Built

GENERAL SATISFACTION



We recognise our performance has dropped slightly and we have plans in place to address this. After a long time in not being able to meet we are holding in person Tenant Events throughout Autumn. Tenant group meetings are actively encouraged and supported. Our Board Meetings are available online and we encourage everyone to attend.

STOCK & LETTINGS

264 Lets	
Existing Tenants	44
Housing List Applicants	112
CNES Homeless	96

264 homes were allocated in 2021/22, including 64 new build homes. 96 homes (36%) were allocated to Homeless applicants and in line with their preference, 42 of them were in Stornoway.

12 Mutual Exchanges took place.

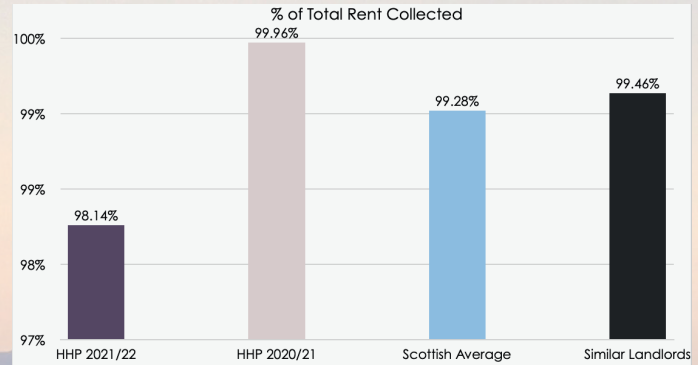
The table below shows our average weekly rent compared to the Scottish Average and the difference from the Scottish Average. The average rent in our 1 apt properties includes service charges (heating and grass cutting) therefore is higher than our 2 apt properties.

Stock Type	Number Owned	Our Average Rent	Similar Landlords Average Rent	Scottish Average Rent	Our Difference from Scottish Average
1 apt	13	£83.03	£65.65	£75.95	9.30%
2 apt	675	£76.94	£80.82	£81.32	-5.40%
3 apt	861	£85.42	£89.29	£84.18	1.50%
4 apt	667	£90.52	£96.97	£91.48	-1.00%
5 apt	71	£100.71	£111.54	£100.74	0.00%

VALUE FOR MONEY

We collected 98.90% of total rent due for 2021/22, the 1.10% of rent not collected was due to properties being empty for change of tenancy works. There were some delays due to material availability.

COVID-19 had a significant impact on the time taken to re-let properties, however we have reduced this time by over 5 days which remains below the Scottish Average.



Average days taken to re-let a property

HHP 2021/22	45.20
HHP 2020/21	50.19
Scottish Average	51.57
Similar Landlords	46.40

OUR STANDARDS

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

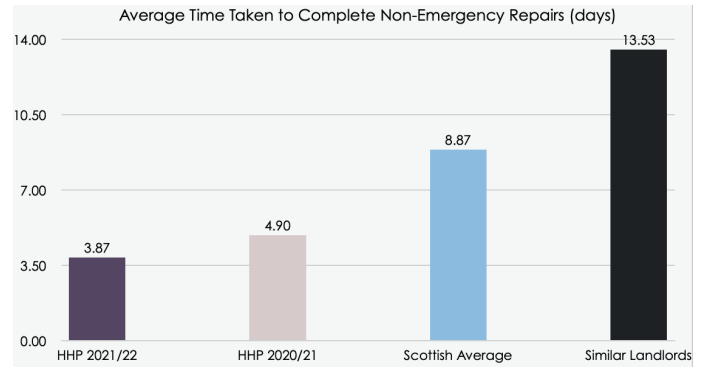
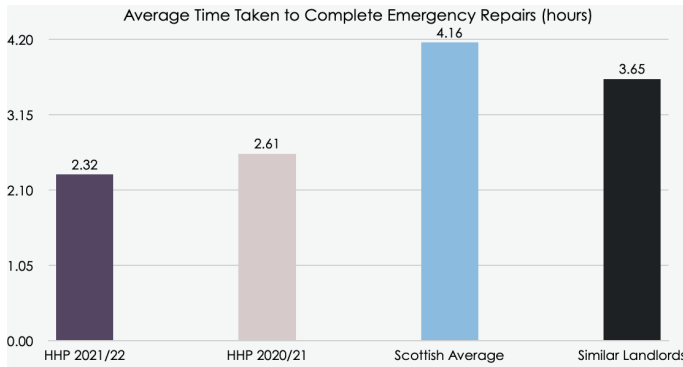
In a number of our homes we were unable to meet the standard due to various reasons, such as unable to gain access for electrical inspections. Some of our homes are categorised as exempt under the standard, for example, where tenants have refused new heating or insulation, have small kitchens that can't be altered or have heating systems that cannot be measured within the standard.

% of homes which met the SHQS	
HHP 2021/22	74.86%
HHP 2020/21	80.07%
Scottish Average	74.57%
Similar Landlords	71.32%

% of tenants satisfied with management of their neighbourhood	
HHP 2021/22	81.15%
HHP 2020/21	91.73%
Scottish Average	85.09%
Similar Landlords	81.77%

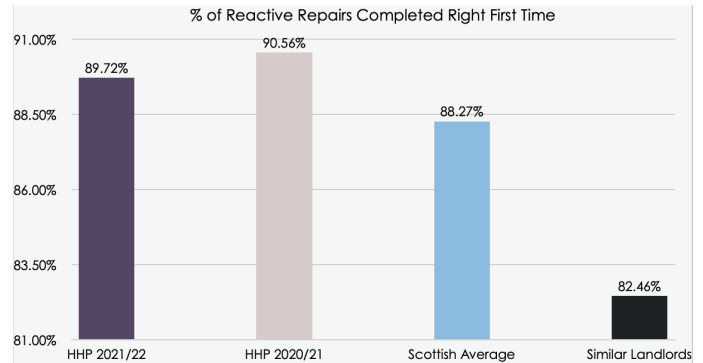
We believe that the drop in satisfaction with neighbourhood management may be linked to COVID-19 as we were not able to visit estates as often as we wished and works such as grass cutting were delayed. We are discussing this further with tenants.

REPAIRS & MAINTENANCE



Our average time to complete both emergency and non-emergency repairs improved.

Our performance on Right First Time (where the repair is fixed on the first visit) dropped slightly but remains better than the national average. We experienced delays in getting key parts delivered and this affected our performance.





The Housing Services team are here to assist with any queries you may have from the Housing applications to housing related issues such as rent or anti-social behaviour. Despite what you may have seen on social media, we care about you and want to assist if we can. We might not always have the answers but we can certainly try our very best to help.

email: info@hebrideanhousing.co.uk Tel: 0300 123 0773

OUR INFORMATION

TENANT PARTICIPATION SERVICES

Dolly Morrison

6 Inaclete Road, Stornoway, Isle of Lewis

07593550537 & 01851 700811

dolina.morrison@tpasscotland.org.uk

EXECUTIVE TEAM

Dena Macleod

Chief Executive

Donald Macleod

Director of Finance &
Corporate Services

John Maciver

Director of Operations

THE BOARD

Alex Gardner

Tenant

Iain Macmillan (Chair)

Community

Calum Mackay (Vice-Chair)

Community

Norman A Macdonald

Community

Roddy Nicolson

Community

Donald MacSween

Council

Iain M Macleod

Council

Finlay Stewart

Council

Helen Mackenzie

Board Appointed

Alison MacCorquodale

Board Appointed

Gordon Macleod

Co-opted

YOUR OPPORTUNITY TO GET INVOLVED

We hope you will consider getting involved with us. You can do this in a number of ways e.g. scrutiny panels, armchair panels, estate surveys, consultations and community groups. This helps us to improve our services and make a difference in your community. You can do this by contacting Dolly Morrison at TPAS – her contact details can be found on the previous page.

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

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

Tenant Report 2021/22

STORNOWAY OFFICE

Creed Court
Gleann Seileach Business Park
Willowglen Road, Stornoway
Isle of Lewis
HS1 2QP

BALIVANICH 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 a mobile phone or visit:

<https://www.hebrideanhousing.co.uk/downloads/annual-tenant-reports-shr-landlord-reports/>



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