

Hebridean Housing Partnership

Tenant Report 2018/19

How we are doing



Making our house
Your Home

Welcome



hebridean housing
partnership

Making our house your home

Welcome to our 2018/19 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 Social Landlords, like HHP, return the same information and we have used similar landlords* returns to compare our performance. We have also given you a 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

or you can drop into your nearest office to speak with a member of staff:

Stornoway - Creed Court

Balivanich - Winfield Way

*The similar landlords we have used for comparison 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

Overview of 2018/19



We had 2172 homes for rent



The average weekly rent was £78.74



The total rent due to us was £8,485,089



The rent increase was 3.2%



5484 repairs were completed



150 medical adaptations were carried out



233 properties were allocated



100% of complaints were responded to in full

Performance

Key:

HHP 2018/19		
Scottish Average 2018/19	Other landlords 2018/19	HHP 2017/18

General Satisfaction



Cearn Community Association at our AGM in the Town Hall, Stornoway

Overall Satisfaction

87.99% of our tenants were satisfied with our overall service		
Scottish Average 90.12%	Other landlords 87.81%	HHP 2017/18 83.03%

Our data is taken from our 2018 Tenant Satisfaction Survey where a sample of 39% (824) of tenants were surveyed.

However we would like to 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.

You can also make a difference in your community by becoming a member of HHP. More information can be found on page 10.

How well we kept you informed

92.11% of tenants were satisfied with how well they were kept informed		
Scottish Average 91.60%	Other landlords 89.99%	HHP 2017/18 80.62%

Opportunities to have your say

84.45% of our tenants were satisfied with the opportunities we gave you to participate in decision making		
Scottish Average 86.48%	Other landlords 83.86%	HHP 2017/18 71.49%



Corran Ciosmul, Isle of Barra



Langley Apartments, Isle of Lewis

Stock & Lettings

The table below shows the types 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	457	139	21	31	648
3 apt	651	123	11	21	806
4 apt	621	2	16	2	641
5+ apt	62	0	0	2	64
Total	1795	273	48	56	2172

In 2018/19 we allocated 233 properties and there were 25 mutual exchanges during the year.

233 Lets	
existing tenants	47
housing list applicants	122
other sources	0
CNES homeless	64

On 31 March 2019 our housing list looked like this:

561 applicants on our housing list	
new applicants	424
suspended	24

126 of new applicants were transfer applicants.

Value for Money

101.20% of the total rent due was collected from tenants			The rent due to us from current and former tenants for 2018/19 was £8,541,319 (including rent arrears). We lost 0.66% of rent due to properties being empty.		
Scottish Average 99.10%	Other landlords 99.91%	HHP 2017/18 100.35%			
			0.66% of rent was lost last year through properties being empty		
Scottish Average 0.88%	Other landlords 1.24%	HHP 2017/18 1.17%			
27.73 days was the average length of time we took to re-let properties in the last year			Our re-let times have improved and we now perform above average. Our performance continues to be impacted by 'Difficult to Let' properties. Without them our average time to re-let would be 18 days.		
Scottish Average 31.89 days	Other landlords 40.91 days	HHP 2017/18 31.71 days			

Below is our average weekly rent compared with the Scottish average and the average of similar landlords.

Stock	Number owned	HHP average weekly rent	Scottish average	Other landlords
1 apt	13	£77.73	£70.22	£69.53
2 apt	648	£71.70	£76.10	£74.61
3 apt	806	£79.01	£77.70	£80.25
4 apt	641	£84.18	£84.44	£86.94
5+ apt	64	£92.42	£93.49	£94.30



Langley Apartments, Isle of Lewis Official Opening

Our Communities

Once again we had fewer cases of anti-social behaviour in our communities compared to both the Scottish average and other landlords.

1.80 cases of anti-social behaviour were reported for every 100 of HHP's homes		
Scottish Average	Other landlords	HHP 2017/18
7.54 cases	3.60 cases	1.70 cases

82.50% of these cases were resolved within targets we agreed with you		
Scottish Average	Other landlords	HHP 2017/18
87.86%	82.63%	69.40%

91.73% of our tenants were satisfied with the management of their neighbourhood		
Scottish Average	Other landlords	HHP 2017/18
87.77%	85.22%	84.7%

The results on our neighbourhood management are taken from the 2018 Tenant Satisfaction Survey. However, we are always willing to listen to feedback you would like to give us on how we are doing.



Tree Planting at Calabhaigh, Isle of South Uist

Housing Quality

	HHP 2018/19	Scottish Average	Other landlords	HHP 2017/18
% of homes which met the Scottish Housing Quality Standard	81.08%	94.09%	84.89%	81.60%
% of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the service they received	98.38%	91.66%	90.63%	97.45%**
% of repairs appointments kept	99.35%	95.57%	94.86%	98.40%
average time it took to complete emergency repairs	3.43 hours	3.65 hours	3.29 hours	8.96 hours
average time it took to complete non-emergency repairs	2.69 days	6.56 days	6.11 days	3.61 days
% reactive repairs completed right first time	89.48%	92.52%	92.14%	90.30%

** refers to 2018 point-of-service survey data

The percentage of houses meeting the Scottish Housing Quality Standard (SHQS) is lower than the Scottish average partly due to houses where intra-red heating has been installed being categorised as exemptions under SHQS rather than pass/fail. The fact that we are an 'off gas' area is another key factor.

Our average emergency repairs time has reduced by 5.53 hours following a policy review in November 2017. In January 2018 our emergency priorities changed from 4 and 24 hours to 4 hours only.



& Maintenance

We spent over £4.2m improving your homes over the past year. In the table below you can see the different types of work we have carried out and how many homes were improved.



heating systems	224
roofing	4
roughcasting	30
kitchens	64
bathrooms	49
windows	98
insulation	15
environmental/ fencing	59

90.90% of tenants were satisfied with the quality of their home		
Scottish Average 88.12%	Other landlords 87.07%	HHP 2017/18 86.72%



Some of the other works we completed include:

- Annual Gas servicing to all homes with mains gas;
- Medical adaptations - following referral from Occupational Therapy, 150 medical adaptations were carried out in the past year; and
- Fire safety - all communal smoke alarms received an annual service.



Information

Board Members

Category of Membership

Alex Gardner	Tenant
Alasdair Mackenzie	Tenant
Norman Macleod (Chair)	Community
Calum Mackay (Vice-Chair)	Community
Iain Macmillan	Community
David Blaney	Community
Norman A Macdonald	Council
Roddy Mackay	Council
Paul Finnegan	Council
Fiona Macleod	Board Appointed
Roddy Nicolson	Co-opted

We have two vacancies on the Board for tenants.

Executive Team

Dena Macleod	Chief Executive
Donald Macleod	Director of Finance & Corporate Services
John Maciver	Director of Operations
Anna Coyle	Head of Executive Office

Tenant Participation Service

Jane Ballantyne,
6 Inaclate Road, Stornoway, HS1 2RB
Phone: 01851 700811 Mobile: 07487891242
Email: jane.ballantyne@tpasscotland.org.uk
Usual work hours: Monday - Thursday
8am-12.30pm



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.

If you would like to get involved please fill out this form and return it to our offices in Stornoway or Balivanich. A member of staff will get in touch to discuss ways you can get involved.



I am a HHP tenant and would like to get involved with HHP's decision making.

My contact details are below:

NAME:

ADDRESS:

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PHONE:

EMAIL:

PREFERRED METHOD OF CONTACT:

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

Balivanich Tenants' & Residents' Associations
c/o Roddy Mackay; phone: 07714 410 067
email: roddymackay@hotmail.com

Stornoway Office
Creed Court
Gleann Seileach Business Park
Willowglen Road
Stornoway
HS1 2QP

Uist Office
Winfield Way
Balivanich
Isle of Benbecula
HS7 5LH



@hebhousing



@hebrideanhousing



HHP is a registered society under the Co-operative and Community Benefits Societies Act 2014, Register 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 Number: SC035767, registered as a Registered Social Landlord with the Scottish Housing Regulator, Registration Number: 359 and registered Property Factor, Registration Number PF000183
Email: info@hebrideanhousing.co.uk Web: www.hebrideanhousing.co.uk Phone: 0300 123 0773