

Performance Report for Tenants

2013/14



VIEWPOINT
joy in later years

Introduction

This report provides information on our performance during last year (2013/14) and also our progress in achieving the Scottish Housing Charter Outcomes.

This report would not have been possible without the help of our tenants. We have been working together for almost a year, exploring the different areas they want us to report on. Also included is information required by the Scottish Housing Regulator.

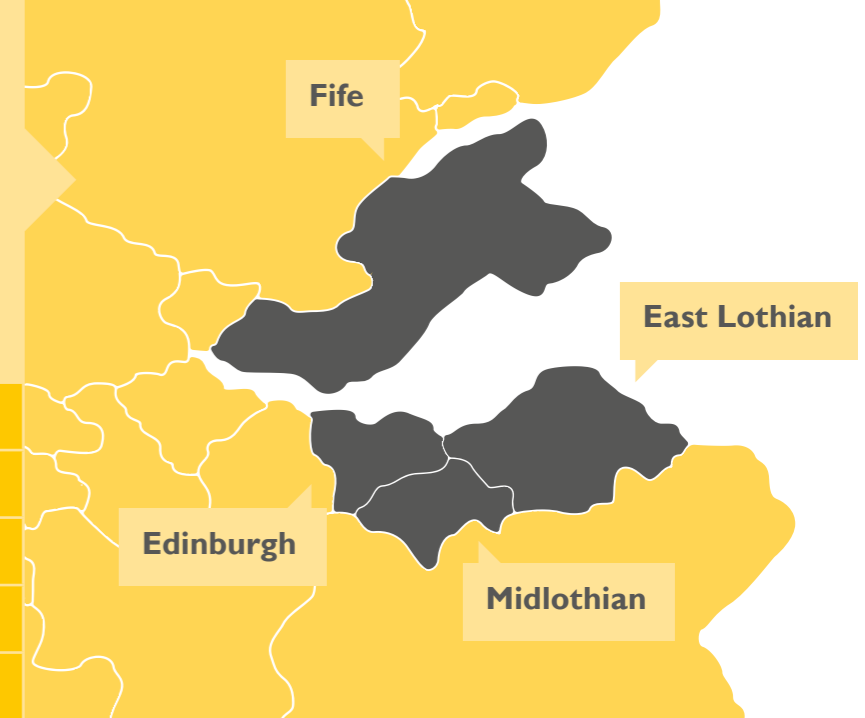
Work with tenants on scrutinising and helping us to improve our services and performance is developing well at Viewpoint. You will find details of how to get involved in our Tenant Participation Strategy, website and our tenant newsletter, Newspoint.

This is our first Performance Report. As we develop this work over the coming years, our intention is that our partnership with tenants will result in greater involvement by tenants in producing a Performance Report each year.

Our communities: Total number of housing properties we own: 1329

Breakdown by area:

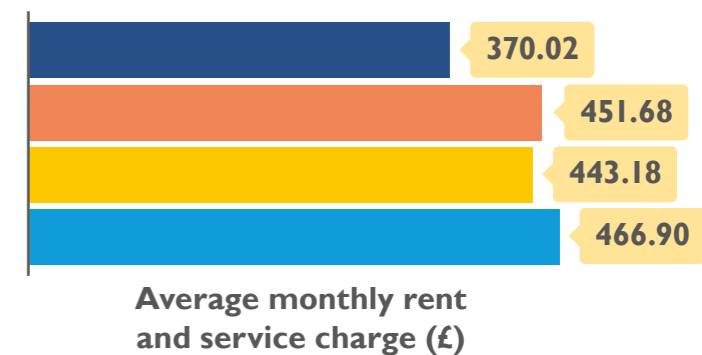
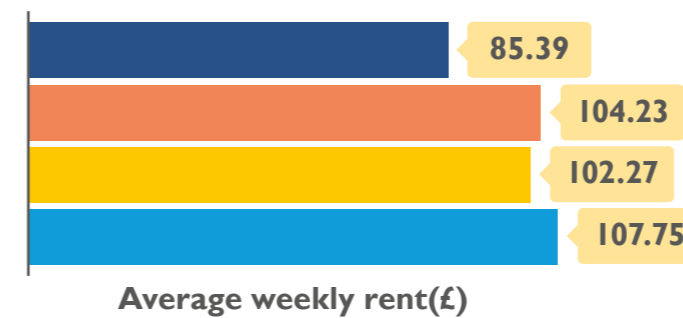
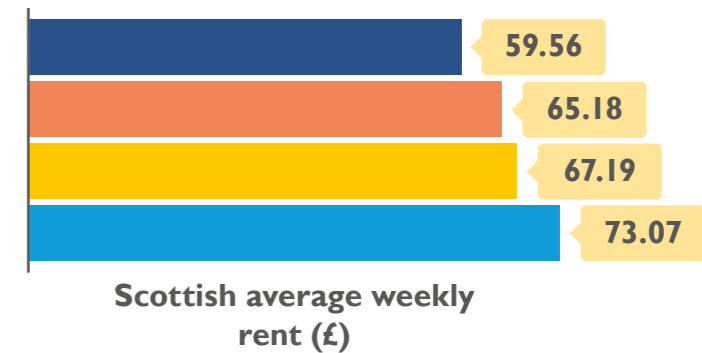
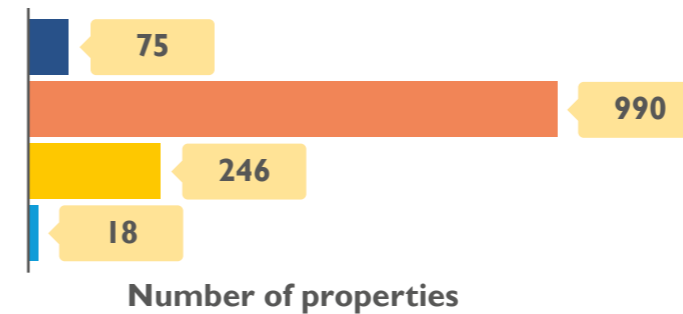
East Lothian	26
Edinburgh	1131
Fife	138
Midlothian	34
Total	1329



Total rent & service charges due in the year* £7,196,718

Total number of each flat size and average weekly rent and service charge for each:

Studio Flat	
1 Bedroom	
2 Bedroom	
3 Bedroom	



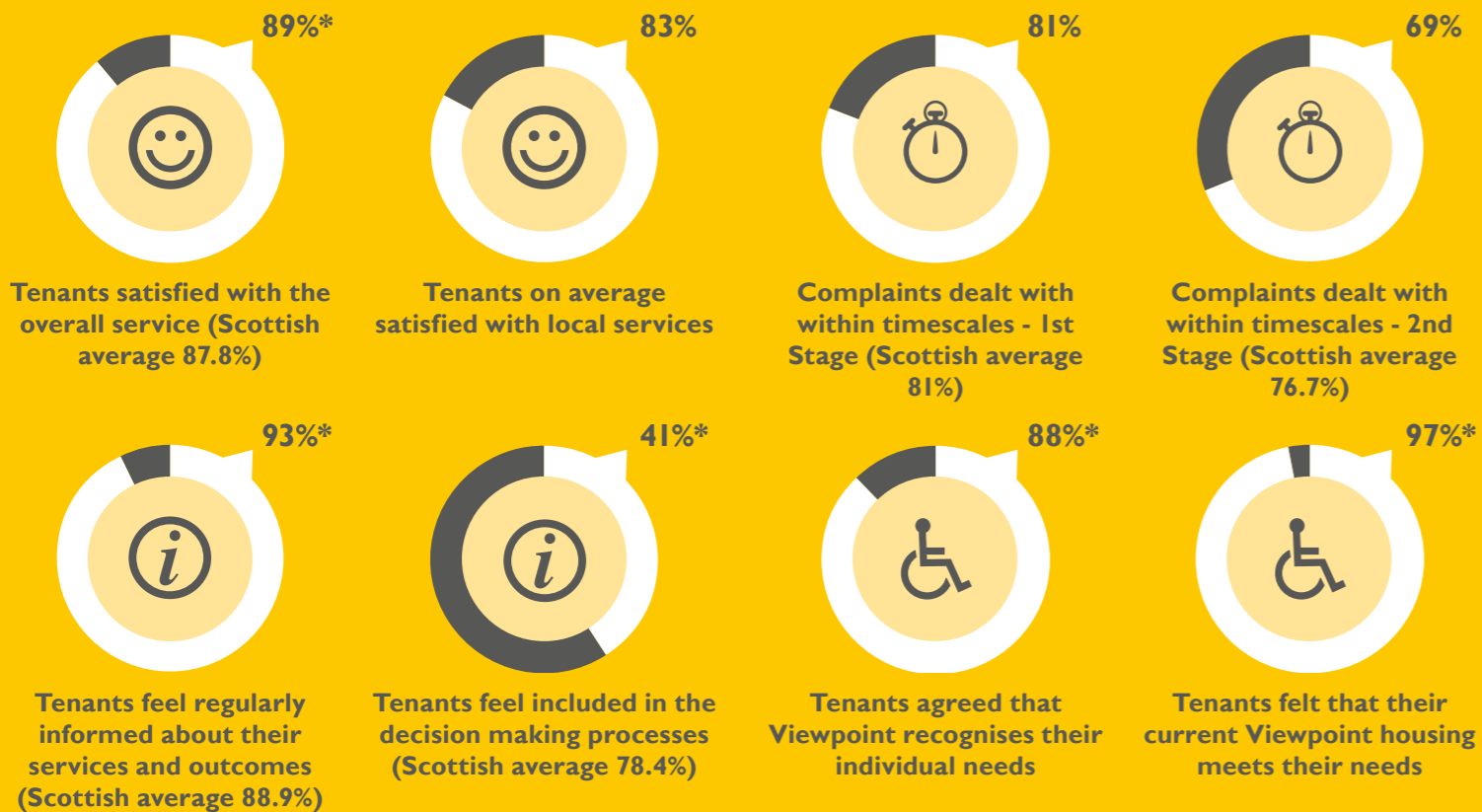
*your rent & service charge leaflet explains how we spend this money

We are working towards achieving the Scottish Housing Charter Outcomes to ensure that:

1. Tenant/Landlord Relationship

- Tenants and other customers find it easy to communicate with their landlord and to get the information they need about their landlord, how and why it makes decisions and the services it provides
- Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level with which they feel comfortable
- Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Here is how we are doing so far:



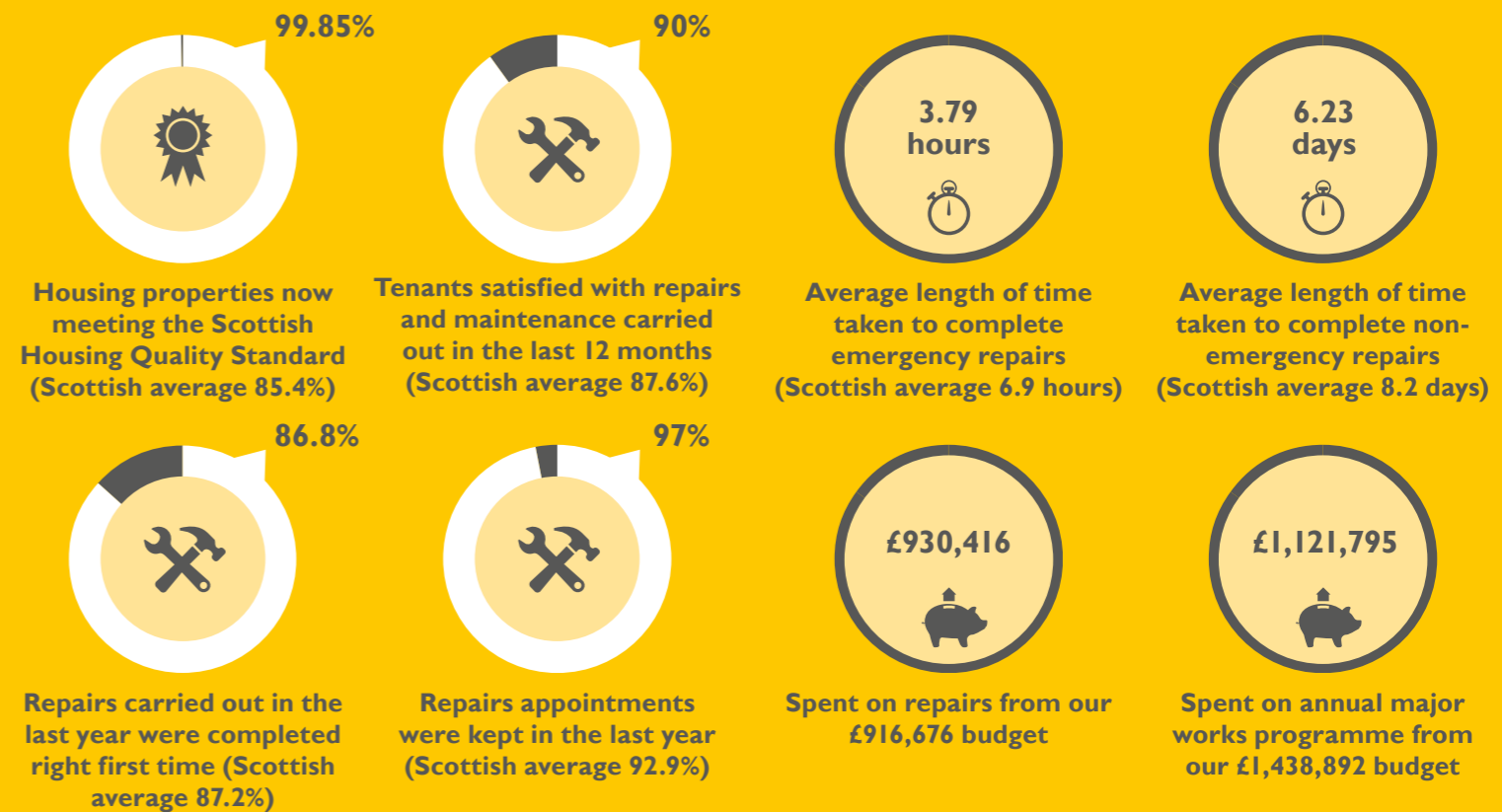
Areas for improvement:

Since 2012 we have:

- Worked with tenants to revise our Tenant Participation Strategy, developed and published a Policy on Tenant Involvement in the Recruitment of Staff, developed and published our own Customer Charter based on tenants priorities
 - Established the Fife Tenants Forum to improve communication and manage local issues better
 - Introduced annual local surveys to monitor the standard of services locally
 - Introduced new ways to get involved in scrutinising our services
 - We are setting up a Complaints Handling Monitoring Group with tenants to help us to identify where we can improve our complaints handling and learn from complaints
- (*figures from 2012 Tenant Satisfaction Survey, next main survey is due to be carried out in 2015)

2. Housing Quality and repairs service

- Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair
- Repairs, maintenance and improvements Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done



- We have introduced a partial appointment system and will work towards appointments with all contractors
- We have negotiated a reduction in repairs response timescales for routine repairs with our main contractor down from 15 working days to 10 working days
- We have now established a Repairs Service Improvement Group led by tenants who will be scrutinising our repairs
- and voids services and making recommendations for improvement by the end of 2014
- We will be monitoring all contractors by appointments kept and tenant satisfaction
- We want to introduce only 2 response timescales for all repairs – emergency and tenant led appointments

3. Getting good value from rents and service charges

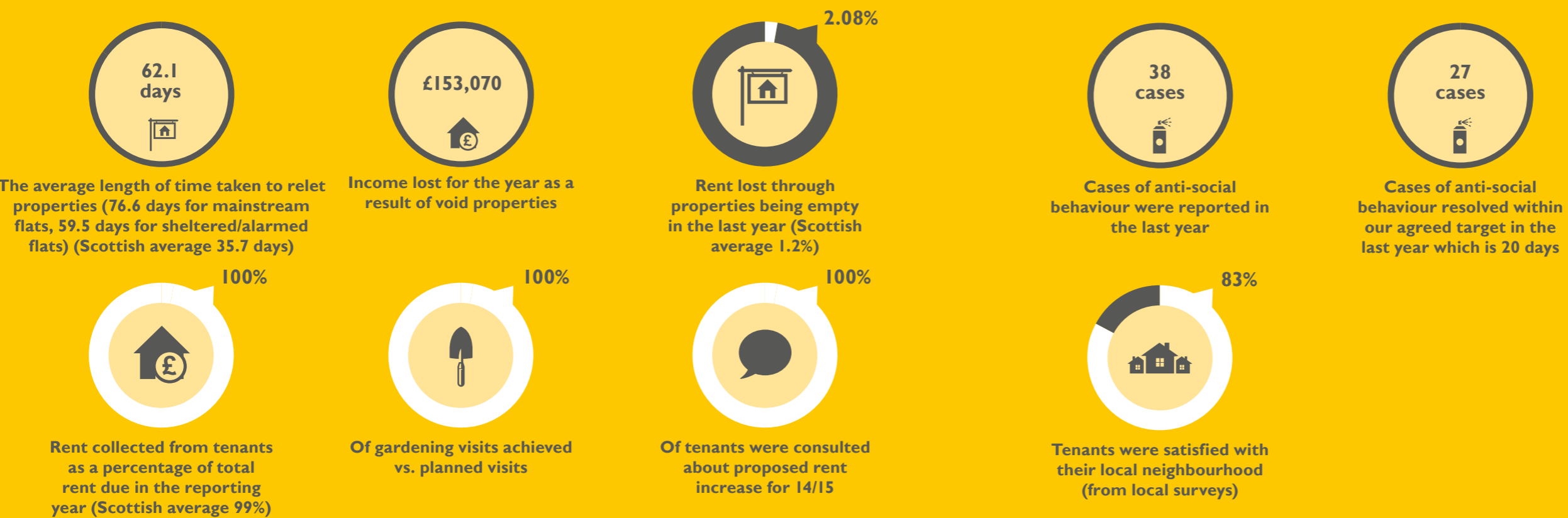
Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay landlords; set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them
- tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants

4. Neighbourhood and community

- Tenants and other customers live in well-maintained neighbourhoods where they feel safe

Here is how we are doing so far:



Areas for improvement:

- Additional information was provided in our tenants' newsletter in December 2013 about rent and service charge expenditure
- We worked with tenants to revise our rent and service charge leaflet which was published and issued with the rent increase letter
- Procurement of gardening and repairs services involved tenants and achieved improved value for money so we are planning more tenant involvement in procurement and we will be developing a Tenant Procurement Group
- Agree expenditure levels to report on during 2014/15 with the VTRG
- Develop meaningful benchmarking information with tenants to help tenants understand our performance compared to other similar landlords
- We will improve the number of cases resolved within the target timescale (20 days) to 85%
- We will provide all tenants with a copy of the Good Neighbour Agreement
- We will publish articles in Newspoint on dealing with low level nuisance complaints

This report is for our tenants. We aim to provide you with information to measure our compliance with the Scottish Social Housing Charter and are very keen to hear your views on the report.

- Do you like the layout?
- Does it contain the right information?
- Is there any information you would like to see in the report?

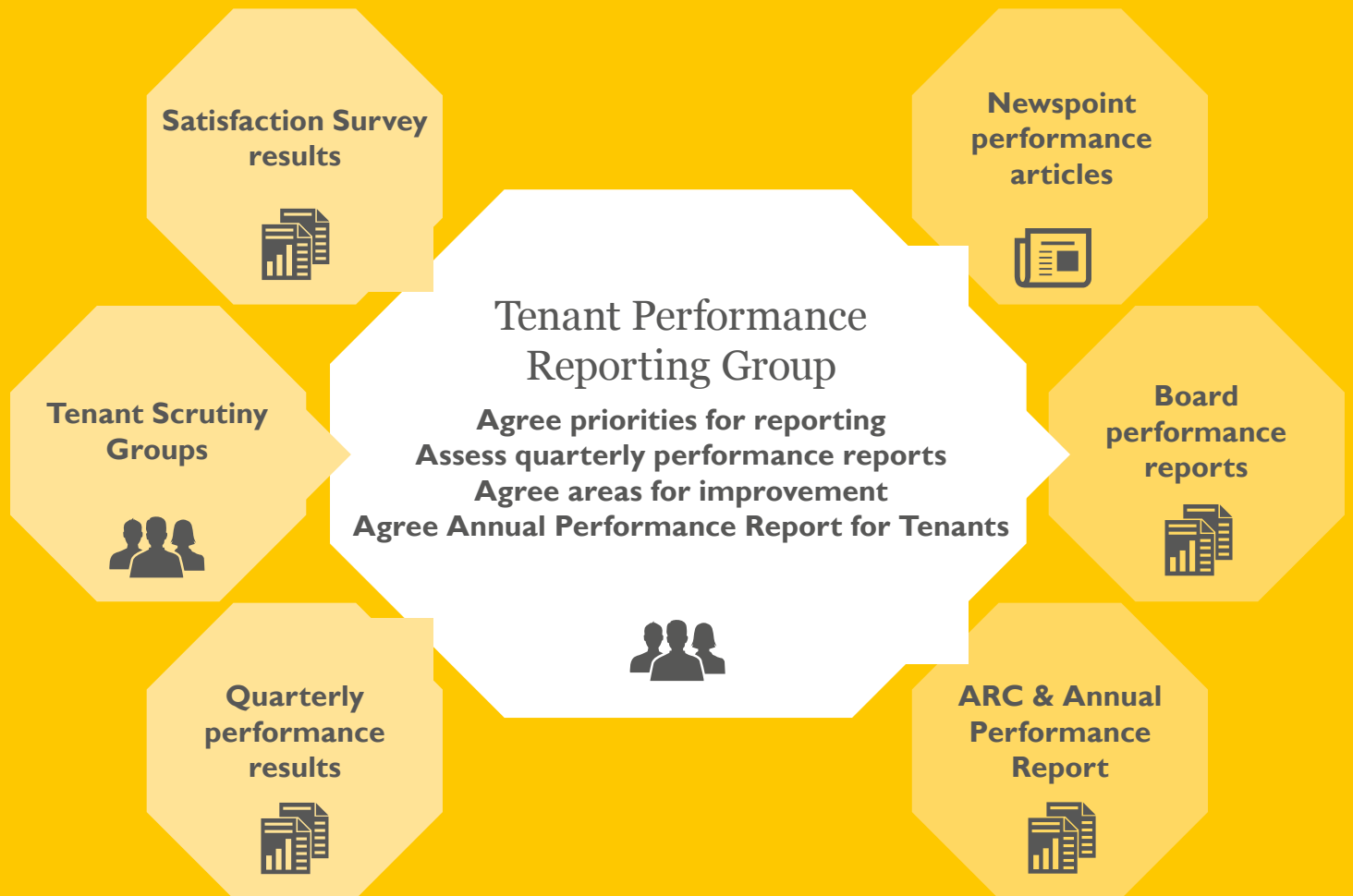
You can work with us to help us assess and improve our performance!

Tenants working with us to assess our performance - can you help?

We really want to work in partnership with our tenants. We need you to help us assess our performance and work with us to identify how we can improve our services. To do this, we would like to develop a Performance Report Group.

This Group might meet every few months to look at performance information with us and to challenge our staff to deliver better services. If you are interested, please let us know.

How a Tenant Performance Reporting Group at Viewpoint might work



HAPPY TO TRANSLATE

Viewpoint Housing Association
A Scottish Charitable Housing Association
Scottish Charity No. SCO05619
Scottish Property Factor No. PF000364
Register of Cooperative and Community Benefit Societies No. 1228RS
Register of Scottish Housing Association No. HEP 199