

# Performance Report for Tenants

2014/15



**VIEWPOINT**  
joy in later years

# Introduction

This report provides information on our performance during last year (2014/15) 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 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.



The tenant satisfaction information contained within the report is taken from our most recent Tenant Satisfaction Survey which was carried out earlier in 2015.



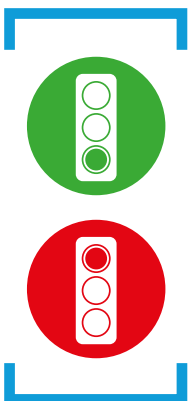
This is our second Performance Report. As we develop this work over the coming years, our intention is that our partnership with tenants will result in greater involvement by tenants in producing a Performance Report each year.



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## Our performance indicators:

The indicators in this report tell you how we are performing and where possible we have compared against the Scottish Average and our performance last year. *A green traffic light indicates that our performance is good and red means our performance requires improvement.*

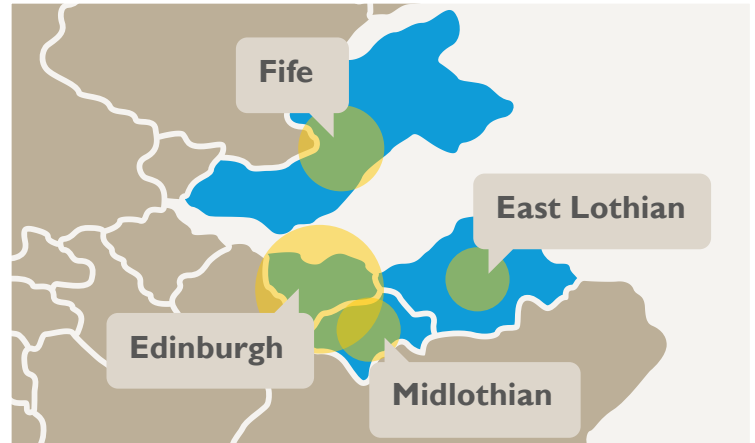


# Viewpoints Properties and our Rents/Service Charge



**Total number of houses/flats we own: 1318**

Local Authority Area	Number of properties
East Lothian	26
Edinburgh	1121
Fife	137
Midlothian	34
<b>Total</b>	<b>1318</b>



Total rent & service charges due in the year (your rent & service charge leaflet explains how we spend this money)

£7,226,115

In addition Viewpoint owns 26 garages, has a management agreement in place for 18 properties via Viewpoint Scotland and leases 12 properties to third parties.

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

Number of bedrooms	Number of properties	Average weekly rent (£)	Scottish average weekly rent (£)
Studio	75	88	64.03
1	981	108.67	68.54
2	245	106.88	69.60
3	17	112.67	75.69

Percentage average rent increase applied 2015/16:  
2.8% (Scottish average 2.7%, Viewpoint 13/14 2%)

# About our performance



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

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.

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.

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level with which they feel comfortable.

## 1. Tenant/Landlord Relationship

	14/15	13/14	Scottish Average	Status	Comments
Tenants are satisfied with the overall service	83%	89%	88%		High turnover of staff could have impacted on overall satisfaction
Tenants feel that Viewpoint keep them informed about services	82%	93%	89%		We are looking to improve communication over the next year
Tenants are satisfied with opportunities to participate in decision making processes	60%	41%	80%		We will continue to work with our established groups and forums to increase participation
1st Stage Complaints	85%	81%	82%		
2nd Stage Complaints	100%	69%	75%		

### Areas for improvement:

- Publish the outcomes/actions from our Tenant Participation Strategy.
- Review the annual local surveys used to monitor the standard of services to identify areas which highlight trends and may need to be improved.
- Use established tenant forums and networks to examine the way tenants view their opportunities to get involved in Viewpoint's decision making process, particularly in Fife and Midlothian which was highlighted as an area of improvement within the recent tenant satisfaction survey.
- In conjunction with the Viewpoint Tenants Representative Group set up a tenant consultation group to work with us on scrutiny activities and ways of improving our service and increase opportunities to participate.
- Undertake Complaints training for all staff, and use lessons learned from complaints to improve service.
- Improve reporting system to ensure it is easier for staff to use and record complaints.



## 2. Housing Quality and repairs service



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

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.

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

	14/15	13/14	Scottish Average	Status	Comments
Viewpoint properties now meeting Scottish Housing quality Standard (SHQS)	100%	99.8%	91%		
Average length of time taken to complete emergency repairs	3.86 hrs	3.8 hrs	5.9 hrs		
Average length of time taken to complete non-emergency repairs	5.5 days	6.2 days	7.9 days		
Reactive repairs carried out and competed right first time	75%	86.8%	90%		We have increased the frequency of our meetings with contractors
Reactive repairs appointments which were kept	98%	97%	92%		
Tenants who had repairs and maintenance carried out in the last 12 months and were satisfied with the service	86%	90%	89%		We will use the outcomes and recommendations of the Repairs Scrutiny Group to make improvements

### Areas for improvement:

- We have introduced an appointment system with our main contractor and will work towards establishing appointment system with all our contractors.
- Publish the work of the Repairs Service Improvement Group led by tenants who have scrutinised our repairs and voids services and complete the recommendations for improvement.
- In line with the recommendations of the Repairs scrutiny group we have increased the staffing in our Property Services department.



### 3. Neighbourhood and community

	14/15	13/14	Scottish Average	Status	Comments
<b>Number of Anti-social behaviour reported in last year</b>	12	38	N/A		
<b>Number of Anti-social behaviour cases resolved within agreed target of 20 days</b>	10 (83%)	27 (71%)	83%		
<b>Number of tenants satisfied with their development/ complex as a place to live</b>	95%	N/A	N/A		

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

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

#### Areas for improvement:

- 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 at sign up.
- We will publish articles in Newspoint on dealing with low level nuisance complaints.





## 4. Getting good value from rents and service charges

	14/15	13/14	Scottish Average	Status	Comments
Average days taken to relet properties	55.9	62.1	36.8		Weekly meetings between staff to monitor relet process
Amount of income lost for the year as a result of void properties	£113,345	£153,070	N/A		
% of rent loss through properties being empty in relation to overall rental income	1.54%	2.08%	1.1%		
% of rent collected from tenants as a percentage of total rent due in the last year	99.51%	100%	99.5%		
Tenant satisfaction with gardening from local surveys	91%	N/A	N/A		
% of tenants consulted about proposed rent increase for 15/16	100%	100%	N/A		

### Areas for improvement:

- Closer working with Property Services department on repair timescales and communication.
- Review the Allocations Policy and Procedure.
- We will include tenants in the procurement of landscaping contracts.
- Carry out a review of our Rent and Service charges in conjunction with tenants to ensure they provide Value for Money.



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

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay ; 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 affordability.
- 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.

# Tenants working with us to assess our services – can you help?

This report is for our tenants- if you have any comments on the content or layout then please get in touch.

## Scrutiny Groups Tenant Led

*Repairs*

*Finance*

*Role of the  
Coordinators and  
Housing*

## Other Groups Viewpoint Led

*Staff Recruitment*

*Service Charge  
Review*

*Conference Planning*

*Complaints*

*Publications*

*e.g. Newspoint,  
performance report,  
leaflets*

*Policies/Performance  
e.g. scooters, pets,  
ASB*

## Tenants Consultation Group



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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