



# Performance Report for Tenants

2015/16

**VIEWPOINT**  
joy in later years

# Foreword by VTRG Chair

The Viewpoint Tenants Representative Group (VTRG) has been busy monitoring Viewpoint's service delivery and working with staff to highlight areas for improvement over the last 12 months. In addition to this the VTRG has started to analyse performance data on a regular basis and will continue to develop the outcomes of this with Viewpoint over the next year.

It has been a year of change for the VTRG and I would like to thank both current and former members of the VTRG for their input. Also to say thank you to those tenants who have helped to scrutinise Viewpoint's performance and service delivery and have taken part in consultations over the last reporting year.

John Geddes

## Exec Summary

This report provides information on our performance during last year (2015/16) and also our progress in achieving the Scottish Housing Charter Outcomes. The Tenant satisfaction information contained within the report is taken from our most recent Tenant Satisfaction Survey which was carried out in May 2015. Our benchmarking comparisons have been done against housing associations who have a similar tenant /stock profile.

Of the 18 indicators contained within the report in which we benchmark our performance, 13 (72%) have improved or remained steady over 2015/16 in comparison to our 2014/15 results. In particular the time it takes us to respond to first stage complaints has improved by 8% and the time it takes to relet our properties has also improved by 10 days. We will strive to improve our service delivery and the indicators contained in this report, particularly in areas where we are not meeting targets (this is detailed in the body of the report).



## Our performance indicators:

The indicators in this report tell you how we are performing and where possible we have compared against housing associations who have a similar service/tenant profile and our performance last year. *A green traffic light indicates that our performance is good, and red means our performance requires improvement.*



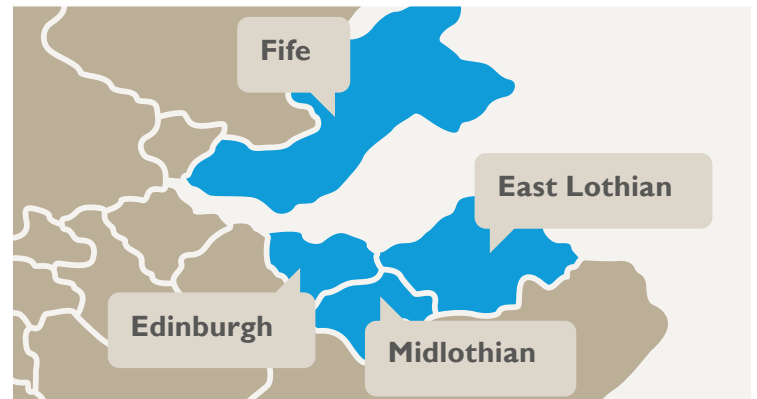


# Viewpoint's Properties and our Rents/Service Charge

## Properties

Total number of houses/flats we own breakdown by area:

Local Authority Area	Number of properties
East Lothian	26
Edinburgh	1115
Fife	137
Midlothian	34
Total	1312



In addition Viewpoint owns 30 garages, and has management agreements in place for 17 properties via Viewpoint Scotland and lease 7 properties to third parties.

## Staff

Total number of staff = 243.60

Number of office based staff (including housing and property) = 30.8

Number of direct labour staff = 6.8

Senior staff turnover = 0%

Total staff turnover = 16.3%

## Rent and service charge

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

Number of bedrooms	Number of properties	Average weekly rent(£)	Benchmarking average weekly rent (£)
Studio	74	90.05	101.02
1	977	111.26	102.03
2	244	110.29	100.43
3	17	115.2	98.32

Viewpoint's percentage average rent increase for 2016/17 is 1%. This is lower than the 2.8% in 2015/16 and lower in comparison to the 2015/16 benchmarking average of 2.2%.





# About our performance

## 1. Tenant/Landlord Relationship

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.

	15/16	14/15	Benchmark Average	Status	Comments
Tenants are satisfied with the overall service (results taken from 2015 tenant satisfaction survey)	83%	83%	86.9%		High turnover of staff at the time could have impacted on overall satisfaction
Tenants feel that Viewpoint keep them informed about services (results taken from 2015 tenant satisfaction survey)	82%	82%	88.2%		We will carry on working to improve communication over the next year
Tenants are satisfied with opportunities to participate in decision making processes (results taken from 2015 tenant satisfaction survey)	60%	60%	74.7%		We will continue to work with our established groups and forums to increase participation
1st Stage Complaints responded too in time	93%	85%	80%		
2nd Stage Complaints responded too in time	100%	100%	66%		

### Areas for improvement:

- Begin to review the Tenant Participation Strategy in 2017.
- Use our staff visits to identify areas which need to be improved locally: We are changing the way we undertake quarterly visits and will monitor the actions from these within our management structure.
- 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.
- Work with the Viewpoint Tenants Representative Group and the Tenants Consultation Group to improve our services and increase opportunities to participate and take part in scrutiny activities.
- Improve reporting system to ensure it is easier for staff to use and record complaints.
- Re-implement our housing management system which will facilitate a review of our internal processes.





## 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.

	15/16	14/15	Benchmark Average	Status	Comments
Viewpoint properties now meeting Scottish Housing quality Standard (SHQS)	100%	100%	95%		
Average length of time taken to complete emergency repairs	3.97 hrs	3.86 hrs	4.7 hrs		
Average length of time taken to complete non-emergency repairs	6.47 days	5.5 days	5.7 days		We will reduce the Routine repairs response timescale in our next Reactive Repairs Contract
Reactive repairs carried out and competed right first time	81%	75%	89.4%		
Reactive repairs appointments which were kept	95%	98%	95.4%		
Tenants who had repairs and maintenance carried out in the last 12 months and were satisfied with the service	85%	86%	87.1%		We will work towards ensuring that all queries or complaints are investigated and dealt with

### Areas for improvement:

- Work closely with our contractors to improve the time it takes to complete repairs.
- Continue to work to improve the number of appointments we offer with all our contractors.
- Look at the reporting within our Property Services department to enable us to better respond to changes in satisfaction levels with the repairs service.
- Involve tenants during the procurement of our main repairs contractor.



### 3. Neighbourhood and community

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.**

	15/16	14/15	Benchmark Average	Status	Comments
Number of Anti-social behaviour reported in last year	16	12	N/A		
Number of Anti-social behaviour cases resolved within agreed target of 20 days	15 (94%)	10 (83%)	94%		
Number of tenants satisfied with their development/complex as a place to live	94%	95%	N/A		

#### Areas for improvement:

- 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

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

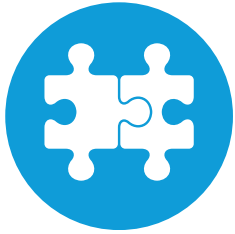
Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay ; set rents and service charges in consultation with their tenants and other customers so that:

- 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.

	15/16	14/15	Benchmark Average	Status	Comments
Average days taken to relet properties	45.8	55.9	51.7		Our aim is to reduce this figure further over the coming year to meet new internal targets
Amount of income lost for the year as a result of void properties	£102,224	£113,345	N/A		
% of rent loss through properties being empty in relation to overall rental income	1.36%	1.54%	2.1%		
% of rent collected from tenants as a percentage of total rent due in the last year	99.15%	99.51%	98.8%		
Tenant satisfaction with gardening from local surveys	94%	91%	N/A		
% of tenants consulted about proposed rent increase for 15/16	100%	100%	N/A		

### Areas for improvement:

- Our staff will continue working closely together and with external partners to keep improving the time it takes to get a new tenant into an empty property.
- Look at how we can improve our reporting on Value for Money to improve both services and efficiencies.
- Continue to work with tenants on our scrutiny projects and implement agreed actions.
- Use the re implementation of our housing management system to review our internal processes, eliminate waste and increase value for money were possible.



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

We are grateful to all tenants who have helped us produce this report and everyone who has been involved in participation activities during the course of the year. Your help has been invaluable.

We need tenants to help us assess our services and work with us to identify improvements and help in our consultation activities. If you are interested in joining the Tenants Consultation Group please get in touch with Ian McNally on 0131 662 5131.

We would like to build upon our scrutiny activities completed to date, for example looking at our repairs service by offering tenants training in scrutiny.



We will continue to consult with tenants and get your valuable input as we did this year, for example during the rent and service charge review and during the tenant conference planning.

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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