



Performance Report for Tenants

2017/18

VIEWPOINT
joy in later years

Message from Viewpoint Chair - Jackie Macdonald

I am pleased to present this report which gives you information on our performance during 2017/18 against a number of key Scottish Social Housing Charter Indicators. We hope that it will help you to review our current performance and our performance over the 2 years prior to that. We also show how we compare with other landlords who provide similar services to us. The associations we have used are Bield, Hanover and Trust (Peer Group). To make this comparison we used the Scottish Housing Regulator comparison tool which can be accessed through their website www.scottishhousingregulator.gov.uk

The tenant satisfaction information contained in this report is taken from quarterly tenant satisfaction surveys which were carried out during 2017.

I am pleased that our performance has improved across a number of areas this year and we will continue to build on the improvements in performance made and address the areas where performance has dipped. The Scottish Housing Regulator published its updated Regulation Plan at the end of March 2018 and their plan focuses on specific aspects of our service performance around the following key areas:

- Tenant satisfaction with our services
- The extent to which tenants feel informed about services and decisions
- The extent to which tenants feel they have opportunities to participate in decision-making
- Average days to re-let properties

We will continue to work closely with you in the coming year to build on and sustain the improvements in performance made in the past year.

Foreword by Esther Wilson Director of People & Place

Since I joined Viewpoint in January of this year, I have had the opportunity to attend meetings with the Viewpoint Tenants Representative Group (VTRG) and the Fife Forum, attend informal and formal meetings at complexes and meet some of you individually, to hear what you think about our performance and the services which we provide, either directly or through contractors. The work which is being undertaken as part of the refresh of our approach to informing and involving tenants in our decision-making has confirmed what I have heard myself and provided further information which will help us prioritise action on the things which matter to you. The feedback which I hear most is about how and when we communicate with you, along with feedback about our repairs and maintenance services.

I am clear that we have work to do and the areas where you have identified the need for improvement will inform how we prioritise our resources going forward.

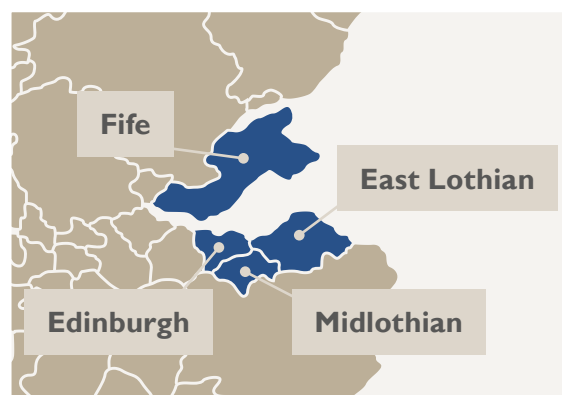
Contextual Information



Properties

Total number of houses/flats we own broken down by area:

Local Authority Area	Number of properties
East Lothian	26
Edinburgh	1116
Fife	137
Midlothian	34
Total	1313



Staff

	2016/17	2017/18
Total number of staff (includes care home staff) (Full Time Equivalent)	253	260
Number of office based staff	47	44
Senior staff turnover	18%	13%
Total staff turnover	24%	20%



Rent and service charge

Total number of properties by size and average weekly rent and service charge.

Number of bedrooms	Number of Properties	Average weekly rent 17/18 (£)	Peer group average weekly rent 17/18 (£)
Bedsit	72	86.74	113.91
1	978	108.01	124.11
2	245	109.25	116.19
3	18	112.71	103.93

During 2017/18, a full rent and service charge review was undertaken, which, in consultation with tenants, put in place a new model for Viewpoint's rent and service charges. Viewpoint increased its rents and service charges by 2.8% in 2017/18. This is lower than the 3.2% sector average.

About our performance



1. Tenant/Landlord Relationship

	15/16	16/17	17/18	17/18 target	Peer group average 17/18	Status
Tenants are satisfied with the overall service	83%	81%	80%	90%	89%	
Tenants feel that Viewpoint keeps them informed about services and decisions	82%	74%	77%	90%	86%	
Tenants are satisfied with opportunities to participate in landlords decision making process	60%	66%	69%	70%	71%	
1st Stage Complaints responded to in time	93%	96%	68%	95%	90%	
2nd Stage Complaints responded to in time	100%	100%	100%	95%	78%	

Areas for improvement:

- We will continue to undertake tenant satisfaction surveys to help us understand if satisfaction in our services is improving. We will do this annually from now on rather than quarterly;
- We engaged The Tenant Participation Advisory Service (TPAS) to help us to review and revise our Tenant Participation Strategy. This work is continuing during 2018/19. A key area of work in implementing this strategy will be around our approach to Communication. We receive consistent feedback that our communication could be better;
- We have reviewed our Complaints procedure and put in place additional staff training. We will continue to monitor performance in this area closely; and
- We have updated our Website to make it easier for tenants to give us their feedback online.



2. Housing Quality and repairs service

	15/16	16/17	17/18	17/18 target	Peer group average 17/18	Status
Viewpoint properties meeting Scottish Housing Quality Standard (SHQS)	100%	100%	100%	100%	96%	
Average length of time taken to complete emergency repairs	3.97hrs	4.47hrs	2.59hrs	3.5hrs	4.07 hrs	
Average length of time taken to complete non-emergency repairs	6.47 days	6.34 days	5.51days	6 days	5.11days	
Reactive repairs carried out and completed right first time	81%	72.4%	88.3%	86%	94.3%	
Reactive repairs appointments which were kept	95%	94.7%%	91.3%	97%	98.0%	
Tenants who had repairs and maintenance carried out in the last 12 months and were satisfied with the service	85%	76.6%	88.89%	87%	88.11%	

Areas for improvement:

- We have completed a stock condition survey which will enable us to develop upgrade plans for all complexes over the long term;
- We continue to hold regular meetings with our repairs contractor, Mears, to ensure they are meeting the terms of their contract.



3. Neighbourhood and community

	15/16	16/17	17/18	17/18 target	Peer group average 17/18	Status
Number of anti-social behaviour cases in last year	16	22	15		51	
Number of anti-social behaviour cases resolved within agreed target of 20 days	15 (94%)	20 (91%)	14 (93%)	95%	48 (93%)	
Number of Tenants satisfied with their development/ complex as a place to live	94%	79%	79%		86%	

Areas for improvement:

- We reviewed our Anti-Social behaviour policy;
- We will continue to record actions for complex improvements and monitor progress with you through regular meetings at your complex;
- We will continue to hold regular meetings with the contractors who deliver our window cleaning and landscaping/grounds maintenance to ensure they are meeting the terms of their contract;
- We will continue to invest in improvements to decoration and furnishings in communal areas and guest rooms.



4. Getting good value from rents and service charges

	15/16	16/17	17/18	17/18 target	Peer group average 17/18	Status
Average days taken to relet properties	46 days	45 days	47.5 days	35	42.5	
% of rent loss through properties being empty in relation to overall rental income	1.36%	1.34%	1.43%	1%	2.25%	
% of rent collected from tenants as a percentage of total rent due in the last year	99.15%	99.75%	99.2%	n/a	100%	
% of tenants consulted about proposed rent increase for 2017/18	100%	100%	100%	n/a	n/a	
Gross rent arrears as a percentage of rent due	2.46%	2.84%	3.43%	2.5%	1.91%	

Areas for improvement:

- We have temporarily increased our staffing resources to provide a dedicated resource to deal with rent arrears;
- We are reviewing our Rent Arrears Policy and procedures;
- We work closely with our contractor, Mears, to ensure their role in getting our empty properties ready to let, is as effective as it can be. This has led to a change in their approach which has delivered improvement;
- We continue to review our approach to re-letting our empty properties to ensure this process is as streamlined and efficient as possible.



Planning investment in our stock

Earlier this year, Michael Dyson Associates Limited carried out surveys of our properties to provide us with detailed, up to date information regarding the condition of our stock. Thank you to all of you who accommodated a visit from surveyors into your home.

The surveys comprised a visual assessment of the internal and external components of the home, including; windows, doors, kitchens, bathrooms, heating appliances etc.

The survey did identify that 10% of our properties do not meet the Scottish Housing Quality Standard, which is the standard the Scottish Government expects our homes to meet. We have put in place a programme to ensure that this is rectified before the end of this financial year.

At the same time, we also carried out a Mechanical and Electrical Survey which looked at items such as our communal heating systems and boilers.

We are currently using the data gathered from these surveys to help us to plan for repairs and future stock investment programmes over the medium to long term. We look forward to discussing what this means for you and your property over the next 12 months and getting your feedback to help us implement our programmes.

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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