



Performance Report for Tenants 2018/19

VIEWPOINT
joy in later years

September 2019

Performance Report

This report provides information about our performance during 2018/19 in delivering key Scottish Social Housing Charter indicators. The report allows you to compare our performance with that of previous years and includes a comparison with other landlords who provide similar services – Bield, Trust and Hanover Housing Associations (Peer Group). You can access all our performance information and compare it with other landlords on the Scottish Housing Regulator’s website at www.scottishhousingregulator.gov.uk

The content and format of this year’s Performance Report for Tenants has been informed by a number of Viewpoint Performance and Communication volunteers who came together in June to review and discuss our performance and how this should be presented to tenants. Generally, our volunteer tenants were happy with the current style of the report and chose to retain the format we already have for another year. This approach was adopted following a review of a number of similar reports from other housing organisations. One change which the group did want to make was the inclusion of more detail around costs in relation to performance and we have therefore included this in the section looking at Getting Good Value from Rent and Service Charges.

Overall, our performance during 2018/19 remains consistent with previous years, meaning that there continues to be room for improvement in a number of areas which you can see further on in the report.

We welcomed our new Chief Executive, Jean Gray, this year and she has shared her initial observations of the organisation with you through our autumn 2019 edition of Newspoint.

Our key messages to you are that we need to go ‘back to basics’, put you, our tenants, at the heart of what we do and, moving forward, work to build trust in Viewpoint through improving communication and delivery of services.

Esther Wilson, Director of People & Place



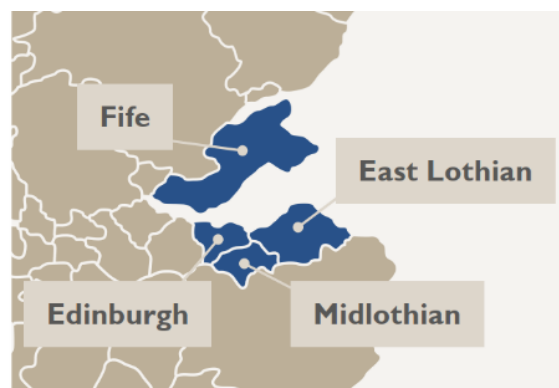
Contextual Information



Properties

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

Local Authority Area	Number of properties
East Lothian	26
Edinburgh	1116
Fife	136*
Midlothian	34
Total	1312



* We sold our property at Kilrymond in Buckhaven Fife in October 2018 to The Richmond Fellowship



Staff

This includes care home staff and full time equivalent staff members

	2016/17	2017/18	2018/19
Total number of staff	253	260	270
Number of office based staff	47	44	47
Senior staff turnover	18%	13%	21%
Total staff turnover	24%	20%	16%

Rents & Service Charges



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 18/19(£)	Peer Group average weekly rent(£)
Bedsit	75	89.56	116.34
1	974	109.63*	127.74
2	245	109.41*	119.50
3	18	113.82	107.49

*The figure for a 2 bedroom property is lower than that for a one bedroom property because the Association has a higher number of one bedroom properties in enhanced and sheltered housing which attract additional components within our rent structure.



Annual rent and service charge increase

	2017/18	2018/19	2019/20
Viewpoint rent increase	2%	2.8%	2.3%
Peer Group Average rent increase	2.3%	3.2%	3%
Viewpoint Service Charge increase*	No increase	2.8%	No increase

*Peer Group service charge comparison not available

We undertook a different approach to our annual rent and service charge increase consultation during 2018/19 by working in partnership with Tenant volunteers to help shape the consultation process. We will build further on this approach in 2019/20.

About our performance



1. Tenant/Landlord Relationship

	16/17	17/18	18/19	18/19 Target	Peer group average 18/19
Tenants are satisfied with the overall service	81%	80%	80%	90%	89%
Tenants feel that Viewpoint keeps them informed about services and decisions	74%	77%	77%	90%	86%
Tenants are satisfied with the opportunities to participate in landlords decision making process	66%	69%	71%	70%	71%
1 st Stage Complaints responded to in time	96%	68%	79%	95%	88%
2 nd stage complaints responded to in time	100%	100%	93%	95%	78%

Action Taken during 2018/19

- ✓ Tenant satisfaction survey undertaken in-house
- ✓ We published a new Tenant Participation Strategy in November 2018 and started implementation
- ✓ Training provided for staff on complaints handling

Actions for improvement in 2019/20:

- We will continue to implement our Tenant Participation Strategy
- We will start to monitor the outcomes delivered by our Tenant Participation Strategy.
- We will review our approach to handling complaints and make any necessary changes by November 2019.

2. Housing Quality and repairs service

	16/17	17/18	18/19	18/19 Target	Benchmark average
Viewpoint properties meeting Scottish Housing Quality Standard (SHQS)	100%	100%	97%	100%	97%
Average length of time taken to complete emergency repairs	4.47hrs	2.59hrs	2.45hrs	3.5hrs	4.2hrs
Average length of time taken to complete non-emergency repairs	6.34 days	5.51 days	4.73 days	5 days	5.9 days
Reactive repairs carried out and completed right first time	72.4%	88.3%	91.3%	90%	93%
Reactive repairs appointments which were kept	94.7%	91.3%	86.8%	97%	98%
Tenants who had repairs and maintenance carried out in the last 12 months and were satisfied with the service	76.6%	88.9%	93%	90%	88%

Action Taken During 2018/19

- ✓ We stopped using Mears as our Reactive Repairs contractor, by mutual consent, and engaged T B Mackay on a temporary basis to ensure continuity of service.
- ✓ We undertook a procurement exercise to increase the number of contractors we can use to deliver improvement works

Actions for improvement in 2019/20:

- We will ensure outstanding works are carried out by 31 March 2020 so that our properties meet the SHQS
- We will procure a Reactive Repairs contractor and involve tenants in the process.
- We will put in place a programme for planned maintenance in 2020/21 and share this with tenants in March 2020

3. Neighborhood and community

	16/17	17/18	18/19	18/19 Target	Benchmark average
Number of anti-social behavior cases in last year	22	15	23	n/a	46
Number of anti-social behavior cases resolved within agreed 20 days	20 (91%)	14 (93%)	17 (73.9%)	95%	83%
Number of tenants satisfied with their development/complex as a place to live	79%	79%	77%	85%	85%

Action Taken During 2018/19

- ✓ We changed the process for recording and monitoring ASB cases.
- ✓ We invested £176,000, within our common areas, including replacing floor coverings, blinds, garden furniture, kitchen items and installing CCTV

Actions for improvement 2019/20:

- ✓ We will closely monitor the performance of our window cleaning and landscaping/grounds maintenance contractors following feedback from tenants

4. Getting good value from Rent and Service Charges

	16/17	17/18	18/19	18/19 Target	Benchmark average
Average days taken to relet properties	45 days	47.5 days	52.4 days	40	49
% of rent loss through properties being empty in relation to overall rental income	1.34%	1.43%	1.84%	1.0%	1.78%
	16/17	17/18	18/19	18/19 Target	Benchmark average
% of rent collected from tenants as a percentage of total rent due in the last year	99.75%	99.2%	98.12%	n/a	100.6%
% of tenants consulted about proposed rent increase for 2018/19	100%	100%	100%	n/a	n/a
Gross rent arrears as a percentage of rent due	2.84%	3.43%	3.84%	2.5%	1.78%

During 2018/19, we let 161 properties. The rent income lost due to properties being empty was £133,477. Gross rent arrears as a percentage of rent due was 3.84% or £277,712

Actions Taken During 2018/19

- ✓ We redeployed a member of staff to focus exclusively on rent arrears
- ✓ We implemented Direct Debit as a way to pay your rent
- ✓ We reviewed our processes to identify tenants on Universal Credit
- ✓ We restructured our People and Place Directorate and clarified roles and responsibilities in respect of re-letting properties and addressing rent arrears

Actions for improvement 2019/20:

- ✓ We will undertake a full review of our allocation and relet process
- ✓ We will identify a single maintenance officer to manage void repairs
- ✓ Tenants will undertake a scrutiny exercise of our re-let/void performance
- ✓ We will complete a review of our Rent Arrears Policy
- ✓ We will review our rent arrears procedures and align with our refreshed policy.

Investment and Improvements – Asset Management



During 2018/19 we spent over £3 million investing and repairing our properties. This included spending £974,000 on routine maintenance. We also changed our repairs contractor from Mears to TB MacKay in an effort to improve the service to our tenants. Feedback from tenants on this change has been positive. We will be undertaking a full procurement exercise to secure a new 3 year contract during 2019/20 with the assistance of our Tenant Consultation Volunteers.

We also replaced flat roofs at Gillespie and Woodthorpe, and replaced windows at Lade Court, Ogilvie Terrace and Lauder Road. Our contractors also installed 37 new kitchens and upgraded 92 bathrooms, as well as replacing lifts and heating systems.

We are currently analysing the stock condition survey data which was collected during 2018/19. This data will inform how and where we continue to invest in our properties as well as listening to the feedback from our tenants.



If you have any feedback regarding the content of this report, including how information in the report is presented, please contact us via one of the following methods:

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