

# VIEWPOINT

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**Performance Report for Tenants**

**2019—2020**

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# Introduction to Tenant Performance Report

This report provides information about our performance during 2019/20 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 Association (peer group). You can access all our performance information and compare it with other landlords on the Scottish Housing Regulators website at

[www.housingregulator.gov.scot/landlord-performance](http://www.housingregulator.gov.scot/landlord-performance)

Viewpoint performance and communication volunteers developed the layout and content of our report for 2018/19. This year we had planned to carry out a similar exercise, however the pandemic has prevented this. We, therefore, made the decision to use last year's format and update it with the new data and information about the year ahead.

During 2019/2020, we saw improvement in some areas of our services, however we do recognise that there continues to be room for improvement in a number of areas e.g. we have improved our void process and reached our target to relet a property within 40 days. We also saw a decrease in rent arrears and although we did not meet our target there has been significant progress made towards this.

We welcome any comments that you have regarding the content or presentation of this report and our contact details are at the back of this report. Our tenant volunteers and the committees of our tenants groups will be invited to discuss this document and feedback to us on this.

**Esther Wilson**  
**Director of Housing and Support**

# Contextual Information



## Properties

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

Local Authority Area	Number of Properties
East Lothian	26
Edinburgh	1120
Fife	137
Midlothian	34
<b>TOTAL</b>	<b>1317</b>



## Staff

This includes care home staff and full time equivalent staff numbers

	2017/18	2018/19	2019/20
<b>Total number of staff</b>	260	270	266
<b>No of office based staff</b>	44	47	42.9
<b>Senior staff turnover</b>	13%	21%	18.8%
<b>Total staff turnover</b>	20%	16%	19%

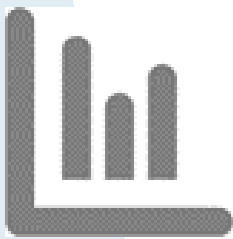
# Rent and Service Charge Information



## Rent and Service Charges

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

Number of bedrooms	Number of Properties	Average weekly rent 19/20 (£)	Benchmarking average weekly rent (£)
<b>Bedsit</b>	76	<b>92.98</b>	116.34
<b>1</b>	977	<b>108.57</b>	127.75
<b>2</b>	246	<b>112.19</b>	119.50
<b>3</b>	18	<b>120.72</b>	107.49



## Average Annual Rent and Service Charge Increase

	2018/2019	2019/2020	2020/2021
Viewpoint Rent Increase	2.8%	2.3%	<b>2%</b>
Peer Group Average Increase	2.3%	3.2%	<b>3%</b>
Viewpoint Service Charge Increase *	2.8%	No increase	<b>2% **</b>

\* Peer group service charge comparisons not available

\*\* Although most service charges increased by 2% tenants who have communal heating or communal heating and hot water, saw a decrease in these charges for 2020/2021

# About Our Performance



## Tenant and Landlord Relationship

	17/18	18/19	19/20	19/20 target	Peer group Average 19/20
Tenants are satisfied with the overall service	80%	80%	<b>80%</b>	90%	89%
Tenants feel that Viewpoint keeps them informed about services and decisions	77%	77%	<b>77%</b>	90%	86%
Tenants are satisfied with opportunities to participate in landlords decision making process	71%	71%	<b>71%</b>	70%	71%
1 <sup>st</sup> Stage Complaints responded to in time (average number of days)	6.82	4.56	<b>4.59</b>	5	
2 <sup>nd</sup> Stage Complaints responded to in time (average number of days)	100%	93%	<b>20.67</b>	20	

### Actions for improvement:

- We will undertake a full tenant satisfaction survey during 2021
- We will continue to monitor the actions and outcomes of the Tenant Participation Strategy and work closely with our tenants groups and our pool of Viewpoint volunteers
- We have reviewed the categories we use to record complaints and compliments to help us monitor themes and trends and identify areas for improvement.
- We are reviewing our complaints process to ensure that we capture all complaints and use the learning to improve our services



## Housing Quality and Repair Services

	17/18	18/19	19/20	Viewpoint Target	Benchmark average
<b>Viewpoint properties meeting Scottish Housing Quality Standard (SHQS)</b>	100%	97%	<b>97%</b>	100%	97%
<b>Average length of time taken to complete emergency repairs</b>	2.59 hours	2.45 hours	<b>1.97 hours</b>	3.5 hours	4.2
<b>Average length of time taken to complete non-emergency repairs</b>	5.51 days	4.73 days	<b>4.37 days</b>	5 days	5.9
<b>Reactive repairs carried out and completed right first time</b>	88.3%	91.3%	<b>91.6%</b>	90%	93%
<b>Reactive repairs appointments which were kept</b>	91.3%	86.8%	<b>98.5%</b>	97%	98%
<b>Tenants who had repairs and maintenance carried out in the last 12 months and were satisfied with the service</b>	88.9%	93%	<b>92.9%</b>	90%	88%



## Actions for improvement:

- We have undertaken a review of the Assets Team roles and are recruiting for additional staff to improve service delivery
- We have developed a new Void Policy and Lettable Standard with the objective of ensuring that new tenants are satisfied with their new home
- We have purchased new computer software which will allow us to model and use the stock condition survey data effectively
- We have engaged a new reactive maintenance contractor (r3)
- We will undertake a procurement exercise to increase the number of contractors we can use for our upgrades and improvements







## Neighbourhood and Community

	17/18	18/19	19/20	19/20 Target	Bench-mark average
<b>Number of anti-social behaviour cases in last year</b>	15	23	<b>29</b>	n/a	46
<b>Number of anti-social behaviour cases resolved within agreed target of 20 days</b>	93%	73.9%	<b>83%</b>	95%	83%
<b>Number of Tenants satisfied with their development/ complex as a place to live</b>	79%	77%	<b>77%</b>	85%	85%

### Actions for Improvement:

- Housing staff have undergone specialist training on managing anti-social behaviour
- Additional Assets staff will allow us to have a dedicated Housing Officer and Technical Officer for each area (approximately 330 properties)





## Getting Good Value from Rent and Service Charges

	17/18	18/19	19/20	19/20 Target	Benchmark average
<b>Average days taken to relet properties (days)</b>	47.5	52.4	<b>38.39</b>	40	49
<b>% of rent loss through properties being empty in relation to overall rental income</b>	1.43%	1.84%	<b>1.35%</b>	1%	2.2%
<b>% of rent collected from tenants as a percentage of total rent due in the last year</b>	99.2%	98.12%	<b>99.73%</b>	n/a	100.6%
<b>% of tenants consulted about proposed rent increase</b>	100%	100%	<b>100%</b>	n/a	n/a
<b>Gross rent arrears as a percentage of rent due</b>	3.43%	3.84%	<b>3.12%</b>	2.5%	1.78%

### Action for Improvement:

- We continue to promote Direct Debits as our recommended method of payment and now offer the option of two payment dates within a month
- We are introducing a new payment option which will allow tenants to make a payment using their debit card via our website
- Our housing team staff attend regular liaison meetings with other organisations which also us to gather up to date information on welfare benefits which our tenants may be entitled to

# Further Information on Viewpoint Housing Association

## **The Scottish Housing Regulator**

The Scottish Housing Regulator regulate Registered Social Landlords (RSLs), such as Viewpoint, Council landlord and homeless services. Its purpose is to protect tenants' interests and those of other service users and ensure that good quality housing continues to be provided. Their website contains information on each RSL/Council including all the performance data. You can browse this information for any RSL/ Council at



[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)



## **Viewpoint Website**

Viewpoint's website holds information about reporting repairs, applying for a house and paying your rent. However we also have a section called 'publications' where you can access our policies and strategies, performance reports, annual reports, Board minutes and agendas, consultations reports and financial accounts.

[www.viewpoint.org.uk/about-us/  
publications/](http://www.viewpoint.org.uk/about-us/publications/)





If you wish to discuss the contents of this report, including presentation, or if you wish further information please do not hesitate to contact us.

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