



Woodthorpe, Redford Road, Edinburgh

Performance Report for Tenants

2020—2021

Contents

Page

3	Introduction
5	Contextual Information
6	Rent and Service Charges
7	Tenant and Landlord Relationship
9	Housing Quality and Repair Service
11	Neighbourhood and Community
12	Getting Good Value from Rent and Service Charges
13	Energy Efficiency Standards
16	Further Information
16	How to Contact Viewpoint



Edward French Court, Edinburgh

Introduction to Tenant Performance Report

This report provides information about our performance during 2020/21 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 Regulators website at

www.housingregulator.gov.scot/landlord-performance

Viewpoint's performance and communication volunteers developed the layout and content of our report for 2018/19, which we continue to use. This year we had hoped to carry out a full review with our tenant volunteers, however the pandemic has prevented this. We did send our tenant volunteers the information and asked for any suggestions to improve the information that we provide in this report. One change was suggested which was to include information on the Energy Efficiency Standards in Scottish Housing (EESH), which shows our position at the end of March 2021. We do hope that you find this information useful.

2020/2021 saw many challenges with the COVID pandemic confining some of you to shielding for several months, and changing all our lives in many ways. It also meant our on-site staff had to work without personal contact unless in the event of an emergency and our office staff working from their own homes.

After reaching our target to relet empty properties last year, this year saw a dramatic increase in the timescale, as properties could not be let during the first lockdown. This leaves us a big task to relet our properties in the coming year.

Despite the pandemic, we did reduce rent arrears and this was due to the hard work of our staff to support tenants whose income was adversely affected.

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.

Esther Wilson

Director of Housing and Support



Argyle Park Terrace, Edinburgh

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	1118
Fife	137
Midlothian	33
TOTAL	1314



Staff

This includes care home staff and full time equivalent staff numbers

	2018/19	2019/20	2020/21
Total number of staff	270	266	263
No of office based staff	47	42.9	46.4
Senior staff turnover	21%	18.8%	0%
Total staff turnover	16%	19%	14.4%

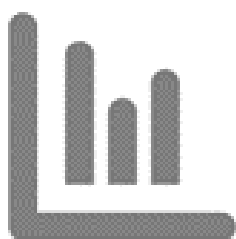
Rent and Service Charge Information



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 20/21 (£)	Peer Group Average weekly rent (£)	Scottish Average Weekly Rent (£)
Studio	76	99.81	115.88	73.61
1	974	116.65	125.64	79.48
2	246	117.82	128.09	82.60
3	18	133.98	116.33	89.81



Average Annual Rent and Service Charge Increase

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

* Heating charges were reformed and saw a decrease. Common areas charges were also reviewed and removed from general needs properties.

** Landscaping charges did not increase



About Our Performance

Tenant and Landlord Relationship

	18/19	19/20	20/21	20/21 target	Peer group Avg	Scottish Average
Tenants are satisfied with the overall service	80%	80%	80%	90%	82.8%	88.9%
Tenants feel that Viewpoint keeps them informed about services and decisions	77%	77%	77%	90%	82.7%	91.7%
Tenants are satisfied with opportunities to participate in landlords decision making process	71%	71%	71%	70%	60.8%	86.6%

Comments:

- We will undertake a full tenant satisfaction survey during 2021/2022
- We will continue to monitor the actions and outcomes of the Tenant Participation Strategy and work closely with our tenants, tenant groups and our pool of Viewpoint volunteers

**Avenue Road,
Dalkeith**



**Bavelaw Gardens,
Edinburgh**



Tenant and Landlord Relationship (cont.)

	18/19	19/20	20/21	20/21 target	Peer group Avg	Scottish Average
1st Stage Complaints responded to in time (average time in working days)	4.56	4.59	6.16	5	3.9	5
2nd Stage Complaints responded to in time (average time in working days)	93%	20.67	18.0	20	18	19

Comments:

- During this period the average time to respond to stage 1 complaints increased slightly, partly due to operational challenges, and also due to a technical issue within Viewpoint's complaints management system.
- Viewpoint's systems, and the support available in relation to complaints, have been strengthened to avoid any future technical issues, and training/ support has been provided to all teams in relation to meeting complaints response timescales
- We have concluded the review of our complaints process, and the policy and procedure which supports it, and rolled out a reviewed and simplified complaints management system, to assist staff to effectively address complaints



Housing Quality and Repair Services

	18/19	19/20	20/21	2021 Target	Peer Group Avg	Scottish Average
Viewpoint properties meeting Scottish Housing Quality Standard (SHQS)	97%	97%	98%	100%	97.7%	91%
Average length of time taken to complete emergency repairs	2.45 hours	1.97 hours	2.84 hours	3.5 hours	4.9 hours	4.2 hours
Average length of time taken to complete non-emergency repairs	4.73 days	4.37 days	4.37 days	5 days	6.2 days	6.7 days
Reactive repairs carried out and completed right first time	91.3%	91.6%	87.1%	97%	94.9%	91.5%
Reactive repairs appointments which were kept	86.8%	98.5%	96%	97%	98%	Not Available
Tenants who had repairs and maintenance carried out in the last 12 months and were satisfied with the service	92.6%	92.9%	92.6%	90%	85.5%	90.1%

Comments:

- Since April 2020, the Assets Team have recruited two Technical Officers, a Procurement and Compliance Team Leader, a Compliance Administrator, and Assets Admin Officer and are currently recruiting an Assets Admin Assistant. We will continue to review our structure in accordance with the reactive and planned workload for the team.
- We continue to work to our 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. Some of our compliance and servicing work is currently being managed through our new system with further works being introduced into the system over the coming months.
- We have undertaken a number of procurement exercises in Assets including grounds maintenance, electrical testing, CCTV and door entry maintenance works. Further procurement work continues to be undertaken to ensure we have a suitable number of contractors.



City Park, St Andrews



Neighbourhood and Community

	18/19	19/20	20/21	20/21 Target	Peer Group Avg	Scottish Average
Number of anti-social behaviour cases in last year	23	29	39	n/a	86	Not Available
Percentage of anti-social behaviour cases resolved within agreed target of 20 days	100%	96.6%	100%	95%	98%	94.4%

Comments:

- We reviewed our anti-social behaviour policy
- We purchased the Noise APP to assist tenants record excessive noise and anti-social behaviour
- We have extended our CCTV coverage within developments



Charterhall Road, Edinburgh



Haugh Park, Edinburgh



Getting Good Value from Rent and Service Charges

	18/19	19/20	20/21	20/21 Target	Peer Group Avg	Scottish Average
Average days taken to relet properties (days)	52.4 days	38.39 days	168 days	40 days	92 days	56.3 days
% of rent loss through properties being empty in relation to overall rental income	1.84%	1.35%	3.74%	1%	2.6%	1.4%
% of rent collected from tenants as a % of total rent due in the last year	98.1%	99.7%	100%	n/a	98.83%	99.1%
% of tenants consulted about proposed rent increase	100%	100%	100%	n/a	n/a	n/a
Gross rent arrears as a % of rent due	3.84%	3.1%	2.69%	2.5%	1.6%	6.1%

Comments:

- Due to the impacts of Covid pandemic, which resulted in a suspension of relets, we have amended and improved our allocation processes to meet evolving Government Guidance including offering Virtual viewing of properties through our Website
- We continue to promote direct debit payment and now offer two payment dates per month
- We have continued to invest resources to assist tenants with managing rent payments including offering Debt Advice Service through working in Partnership with other Housing Associations

ENERGY EFFICIENCY STANDARDS FOR SOCIAL HOUSING (EESH)

What is EESH?

All the UK governments including Scotland set minimum standards for energy efficiency within social rented housing. In Scotland these are referred to as EESH. The aims of EESH are:

To improve the energy efficiency of social housing in Scotland.

Reduce energy consumption, eradicate fuel poverty and reduce the emission of greenhouse gases.

In Scotland there are two key deadlines for social housing providers to meet. The first one, EESH1 was due by end of May 2021. This had been extended from the initial deadline of December 2020 due to Covid-19.

EESH is based on minimum Energy Performance Certificate (EPC) ratings. These are shown in the tables below and vary depending on the type of property and the fuel used to heat it.

Minimum SAP Rating to meet EESH1

Dwelling Type	EE Rating SAP 2012 - Gas	EE Rating SAP 2012 - Electric
Flats	69	63
4-in-Block	65	62
Houses— except detached	69	62
Detached Houses	60	57

How did Viewpoint perform for EESSH1?

Meeting the requirements of EESSH1 has been very challenging for most RSL's including Viewpoint although we achieved compliance in 95.25% of our houses. Unfortunately we have 64 properties that could not meet the standard as they are solid wall construction, have solid uninsulated floors or poor flat roof insulation. These are very difficult, costly and disruptive to resolve. However we will continually research new products that are developed and carry out improvements to these failing properties as conditions and technologies allow.

EESSH2

EESSH2 sets higher standards based on EPC ratings and these must be achieved in all socially rented homes by 31 December 2032. There is a formal review in 2025 to assess progress and confirm any additional requirements of the 2032 milestone. The new standards requires all social rented housing to meet EPC Band B or be as energy efficient as possible within the limits of cost, technology and necessary consent.

In reality this means the pass mark for EPC Band B is 81. This is very demanding for Viewpoint to meet due to the age and construction of much of our older stock. Further barriers are faced where we are in areas of conservation as we are very restricted or prevented from carrying out many forms of wall insulation, window upgrades and roof refurbishments.

Currently Viewpoint has 125 properties that meet EESSH2 (9.3%) out of our full housing portfolio. Air quality and environmental impact are also included as part of compliance with EESSH2 and we are assessing how this will affect our aims to achieve EESSH2 compliance. The regulations also state that no social housing, within the limits of cost, technology and necessary consent should be let from December 2025 that do not meet a minimum EPC rating of Band D. Viewpoint currently has 13 properties (1%) that are less than Band D.

How will Viewpoint address the challenges?

We continually assess our housing stock and search for new products and technologies that are most suitable and effective in addressing energy efficiency. As previously stated this is very difficult and extremely costly and disruptive in older properties particularly where these are in protected areas.

The use of fossil fuels such as gas is being challenged and phased out but alternative renewable energy sources are not always suitable for our older houses due to their current levels of thermal efficiency.

Although 2032 currently feels a long way off it is too close for comfort in terms of improving the energy efficiency of our houses when there is very limited external funding available to install very costly alternatives. Viewpoint will strive to meet the challenges within the tight timeframe and we will keep you updated through the normal channels when we have something positive to report.



Glenesk, Dalkeith

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

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/

Contact Us

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

Viewpoint Housing Association

4 South Oswald Road, Edinburgh, EH9 2HG

Telephone: 0131 668 4247

Email: admin@viewpoint.org.uk

Website: www.viewpoint.org.uk

VIEWPOINT
joy in later years