

Performance Report for Tenants 2021 - 2022



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A Word from our Director of Housing

Welcome to our Tenant Performance Report 2022. This report provides information about our performance in delivering the Scottish Social Housing Charter during 2021/22.

The Charter sets out the standards and outcomes you can expect from Viewpoint, in terms of the quality and value for money of the services you receive, the standard of your homes, and opportunities for communication and participation in the decisions that affect you. The outcomes we present in the report fit into a number of broad themes:

- The Customer/Landlord Relationship
- Housing Quality and Maintenance
- Neighbourhood and Community
- Access to Housing and Support
- Getting Good Value from Rents and Service Charges

You can find more information about the Charter at—

<https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/about-the-scottish-social-housing-charter>

Viewpoint's performance and communication volunteers reviewed our performance and significantly refreshed the layout and content of our report this year and I would like to thank them for their valuable and continued input.

The report allows you to look at how we perform in relation to the Charter and compare our performance with that of previous years. It includes a comparison with other landlords who provide similar services – Bield, Trust and Hanover Housing Associations (peer group), as well as a national comparison with Scotland as a whole, where this is available. You can access all our performance information and compare it with other landlords on the Scottish Housing Regulator's website at **<https://www.housingregulator.gov.scot/landlord-performance>**

We carried out a Tenant Satisfaction Survey in early 2022 and you will see that we have used the feedback from the survey throughout the report to reflect our performance. We shared some of the main points of the survey with you in our Autumn Newspoint and if you would like to read the survey report, it is available on our website by following this link <https://www.viewpoint.org.uk/media/4608/viewpoint-tenant-satisfaction-report-21st-june-2022.pdf>

If you would like a copy, please contact us direct via the details on the back page.

A key area where we need to improve our performance is in our communication with you. We are concluding our Tenant Satisfaction Survey by holding a focus group to look at our communication more closely and we will use the output from this and the feedback from the survey as a whole, to inform our approach going forward. Alongside this, a tenant led review of our customer service standards is currently underway.

I hope that you find the information in this report useful and we welcome any comments that you have regarding the content or presentation of this report - our contact details are on the back page.

Esther Wilson
Director of Housing and Support



Bavelaw Gardens

Viewpoint—A bit about us

We are a registered housing association and operate in East Lothian, Edinburgh, Fife and Midlothian.



Our Properties

The total number of houses/flats we own broken down by local authority area is:

Local Authority Area	Number of Properties
East Lothian	26
Edinburgh	1115
Fife	137
Midlothian	34
TOTAL	1312



You can see where our properties are by visiting our website

www.viewpoint.org.uk



Our Staff

This includes care home staff and full time equivalent staff

	2019/20	2020/21	2021/22
Total number of staff	266	263	251.52
No of office based staff	42.9	46.4	44.99
Senior staff turnover	18.8%	0%	40%
Total staff turnover	19%	14.4%	26.26%

Outcome 1: Equalities

The Charter Says:

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



- We are members of Happy to Translate which is an award winning national scheme, and enables organisations to engage effectively with customers who speak little or not English.
- We use interpretation services where this is required, and will translate our legal documents such as the tenancy agreement where this is needed.
- We produce documents in large print, braille or audio where this is requested. We work in partnership with the RNIB for these services where required.
- We maintain a list of those tenants who require documents in a different format so that they do not need to ask for this every time we send them something.
- When reviewing, renewing or devising new policies we carry out an equality impact assessment to try to ensure that we are not discriminating against any of our tenants or customers with our practices.

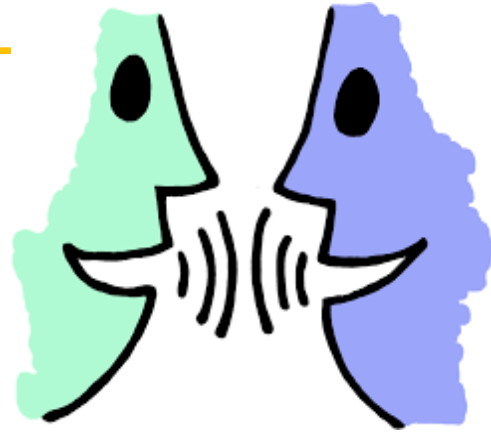
Actions for 2022 – 2023

- Ensure that staff are aware of and use Happy to Translate
- Ensure that staff provide information in large print, audio or braille where this is requested and do this on an ongoing basis so tenants do not need to ask again
- Review equality data collection
- Review equality and Diversity Policy

Outcome 2: Communications

The Charter Says:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why



We recognise that good communications is essential and our tenant satisfaction survey has indicated that we do not always get it right. We will continue to work on this and use information from the tenant satisfaction survey as a basis for this.

***80.2%** of our tenants said we were good at keeping them informed about our services and decisions.



This compares to 76.9% when the survey was last carried out in 2018/2019

Peer Group Average 84.8%

Scottish Average: 91.2%

***36%** of our tenants indicated having an interest in one or more online services, if we provided them.

This is higher than anticipated and indicates that online digital services are important to many of our tenants and needs to be part of future plans.



***54.2%** of tenants prefer to contact us by mobile telephone

***49.3%**

indicate that landline phones are the second preferred method of contact with email coming in third at ***27%.**

We will take this into account when we come to review our communication strategy.

* Tenant Satisfaction Survey 2022

Helping Tenants Get Online

Over the last two years we managed to secure funding from Connecting Scotland phase 1 and phase 2 to provide funding to provide 48 Ipads and mobile Wi-Fi for some of our tenants.

*We have provided **68 devices (Ipads or Chrome Books)** to tenants over the last two years with support to help them get on line.*

In addition we managed to secure funding through joint working with other housing associations in Edinburgh to secure funding for a further 20 Chrome Books and mobile Wi-Fi for tenants.

We ensured that tenants were supported to use these devices and get online.

Complaints 2021/2022

	19/20	20/21	21/22	21/22 target	Peer group Avg.
1st Stage Complaints responded to in time (average time in working days)	4.59	6.16	4.57	5	4
2nd Stage Complaints responded to in time (average time in working days)	20.67	18.0	18.22	20	17.84

Actions for 2022-2023

- Our tenant satisfaction survey (2022) indicated that 36% of our tenants do not know how to make a formal complaint. We included information in our Autumn Newsletter on how a formal complaint can be made.
- Review of Customer Service Standards

Outcome 3: Participation

The Charter Says:

Social Landlords manage their business so that:

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.



We aim to provide opportunities for our tenants to get involved and participate in a way that suits them. Our current

strategy is to try and consult at a local level where this is practical.

In addition we have a group of tenant volunteers who volunteer in one or more of the following areas of our business:

Communication; carry out activities such as reviewing leaflets and the tenants handbook, and in some letters that are sent to tenants on specific subjects such as the Housing Support Review

Performance: Looks at areas of performance including the annual tenant performance report and helps review services such as the lettable standard

Recruitment; involved in the recruitment of front line staff and play a full part in the interviewing and selection of these staff

Newspoint: involved in the production of Newspoint three times per year including making suggestions for future articles and editions of Newspoint and helping to proof read articles

***66.4%** of tenants were satisfied with opportunities to participate in decision making.

This compares to **69.1%** when the survey was last carried out in 2018/2019

Peer Group Average 66.46%

Scottish Average 86.81%

* Tenant Satisfaction Survey 2022

Actions for 2022-2023

- Review of Tenant Participation Strategy by March 2023
- Complete tenant satisfaction survey work with focus groups on repairs and communication by December 2022.
- Implement our Tenant Participation and Consultation plan.



Some tenants meeting with Jean Gray Chief Executive) and Tom Hainey (Interim director of Assets) to discuss the Strategic Plan

Outcome 4: Quality of Housing

The Charter Says:

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



***87%** of tenants were satisfied with the quality of their home

Peer Group Average 88.8%

Scottish Housing Quality Standard

70.5% of our home met the SHQS at the end of
March 2022

Peer Group Average 77.5%

Scottish Average 73.2%



The lower percentage of houses not meeting the SHQS was specifically linked to the delivery of new regulations requiring all homes to have interlinked heat, smoke and, where appropriate, carbon monoxide alarms. Like many landlords we were not able to complete all the work by the February deadline. This was due to a national shortage of wireless linked alarms and tenants who had not provided access to our contractor.

Actions 2022—2023

- Complete the installation of interlinked heat, smoke, and where appropriate carbon monoxide alarms
- Prepare and make available a three year investment programme

Outcome 5: Repairs, Maintenance and Improvements

The Charter Says:

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

77.4% of tenants who had repairs and maintenance carried out in the last 12 months were satisfied with the service.

This compared to 2020/2021 figure of 92.6% satisfaction*

Peer Group Average - 86.5%

Scottish Average 88.1%

* The figure for 2021/22 was collected in a different way from 2020/21, which has contributed to the significant difference in response

	19/20	20/21	21/22	2022 Target	Peer Group Avg	Scottish Avg
Average length of time taken to complete emergency repairs	1.97 hours	2.84 hours	1.81 hours	3.5 hours	4.2 hours	4.2 hour
Average length of time taken to complete non-emergency repairs	4.37 days	4.37 days	4.5 days	5 days	6.5 days	8.9 days
Reactive repairs carried out and completed right first time	91.6%	87.1%	93.3%	97%	86.5%	88.3%

Repair Appointments

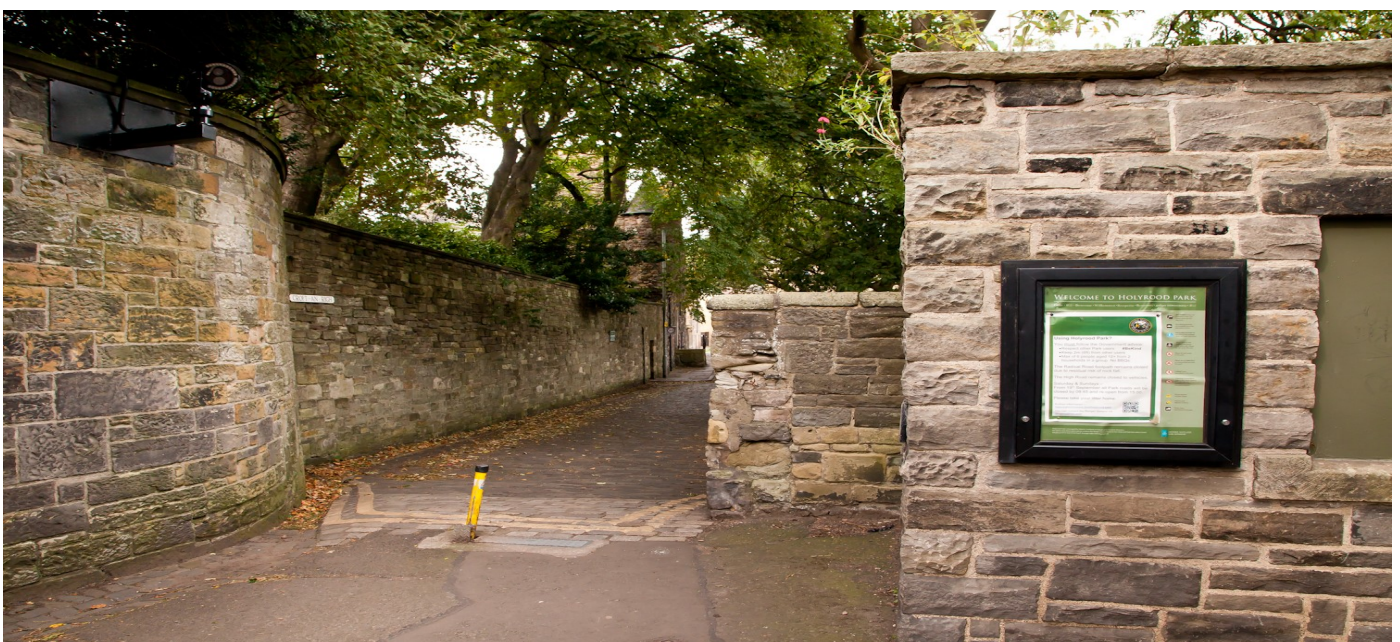
- When a non-emergency repair is reported the contractor will contact the tenant to arrange a suitable appointment to carry out the repair.
- Appointments are not made for emergency repairs, where the contractor will attend as quickly as possible, with a target to attend within 3.5 hours of the call.



Actions for 2022—2023

We know from our tenant satisfaction survey that higher levels of dissatisfaction related to repairs not being completed right first time, the time taken before work is started and being kept informed throughout the repairs process. We will therefore:

- Work with our main contractor, R3, to improve levels of satisfaction
- Introduce a new repairs satisfaction survey to help pinpoint the areas for improvement.



Outcome 6: Estate Management, Anti-Social Behaviour, & Neighbour Nuisance



The Charter Says:

Tenants and other customers live in well maintained neighbourhoods where they feel safe

75.2% of tenants were satisfied with the contribution that Viewpoint made to management of their neighbourhood.

This compared to 2019 figure of **76.7%** satisfaction

Peer Group Average - 79.4%

	19/20	20/21	21/22	21/22	Peer Group Avg.	Scot-tish Avg
Number of anti-social behaviour cases in last year	29	39	20	n/a	n/a	n/a
Percentage of anti-social behaviour cases resolved within agreed target of 20 days	96.6%	100%	90%	95%	95%	94.7%

Over the last few years the nature of anti-social behaviour complaints has changed. Whilst we still receive complaints about noise or disposal of rubbish, we have seen a significant increase in complaints related to mental health issues. There is a similar pattern across other organisations.

Resolving these complaints often involves a multi-agency approach and staff work closely with other services to ensure the best resolution for everyone.

In our Tenant Satisfaction survey 2022 tenants highlighted that the three top areas of concern in neighbourhood management were:

- Improving communal areas e.g. bins, fencing, storage etc.
- Improving noise insulation
- Dealing with litter

In addition we asked specifically about improving communal or shared areas and the responses indicated:

- More seating required in the garden areas
- More activities needed to be arranged in complexes
- More activities needed to be arranged between complexes

Activities at Old Farm Court



Actions for 2022-2023

- Through the quarterly meetings we will work with tenants to improve their environment
- Where possible we will encourage and support tenants to arrange on site and inter complex activities
- Through quarterly meetings issues of litter can be highlighted and solutions sought with those who live there

Outcome 7, 8 & 9: Housing Options

Outcome 10: Access to Social Housing

The Charter Says:

Social Landlords work together to ensure that:

- People looking for housing get the information that helps them make informed choices and decisions about the range of housing options available to them
- Tenants and people on housing lists can review their housing options

Social landlords ensure that:

- People at risk of losing their homes get advice on preventing homelessness

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed

Working across four Local Authorities means that we have different arrangements in place for the allocation of our empty properties e.g. in Edinburgh we are a partner of Edindex or Fife where the Council nominate applicants for 50% of our vacant properties.

- Details of how to apply for a house are on our website.
- Links to each Local authority are available on our website to allow applicants to look at housing options within their chosen area
- We try to ensure that applicants are given the best possible advice or are directed to a service that can meet their immediate needs.



155 new tenancies were started in 2021/2022.

Outcome 11: Tenancy Sustainment

The Charter Says:

Tenants get the information they need on how to obtain support to remain in their home; and the landlord ensures suitable support is available, including services provided directly by the landlord and by other organisations



86.67% of our new tenancies were sustained for more than one year.

We work with tenants to try to ensure that they have the information, advice and assistance to help them stay in their home.

This includes:

- Provision of Benefits Advice from our own Welfare Rights Officer
- Referrals to a debt advice service where tenants require this
- Employ services from Edinburgh City Council to ensure Housing Benefit issues can be sorted for our tenant as quickly as possible, and therefore helping prevent accrual of rent arrears
- Working with other statutory agencies such as social work and the police
- Signposting tenants to other agencies that may be able to assist
- Carrying out adaptations in tenants home, within guidelines and in conjunction with the Occupational Therapist, if this assists in preventing them having to move home
- Trying to deal with anti social behaviour to ensure a positive outcome for everyone.



***78.64%** of our tenants are satisfied with the overall services provided by Viewpoint

This compares to **79.96%** when the survey was last carried out in 2018/2019

Peer Group Average—84.16%

Scottish Average 87.8%

Actions for 2022-2023

- We will use the feedback you gave us in our Tenant Satisfaction Survey to inform areas for future improvement



***Breakfast Club at
Croft-an-Righ***

Outcome 13: Value for Money

The Charter Says:

Tenants, owners and other customers receive services that provide continually improving value for the rent and service charges they pay



In our tenant satisfaction survey we asked tenants whether they thought the accommodation and services they received were good value for money.

***76.08%** of tenants said that the accommodation and services they had represented good value for money.

This compares to **75.2%** in the last survey carried out in 2018

Peer Group Average: 77.7%

Scottish Average 82.5%

Repair Contracts Awarded in 2021/2022

It is, sometimes, not immediately apparent what we are spending your money on. The table overleaf shows you the main contracts that were awarded in 2021/2022.



You will see that there has been a significant investment in landlord health and safety areas, which are clearly of greatest importance. These are a legal obligation on Viewpoint as a landlord.

In the future, we are planning to bring you regular updates on a proposed three-year investment programme that we will keep updated on at least an annual basis.

* Tenant Satisfaction Survey 2022

Contract Name	Length of Contract	Value + VAT
Maintenance of warden call & door entry systems and automatic doors	3 years + 2 years possible extension	£386,400
Fire Detection Upgrade Work (LD1)	5 months + 4 month extension	£1,315,299
Asbestos Removal	3-4 Months	£20,000
Water Hygiene Remedial Work	29 months + 2 years possible extension	£357,925
Gutter Cleaning	4 Months	£39,030
Boundary Wall Repairs & Associated Work	12 Weeks	£231,000
Croft an Righ Corridor & Emergency Lighting Replacement (including Associated Works)	3 Months	£285,000
Grounds Maintenance (Fife)	3 years + 2 years possible extension	£79,172
Water Hygiene: Testing & Risk Assessment	3 years + 2 years possible extension	£339,000
Maintenance of Passenger Lifts	3 years + 2 years possible extension	£150,440
Aids & Adaptations (including bathrooms in care homes)	3 years + 2 years possible extension	£301,220
Roof & Associated Works - Lot 1 Melgund	20 weeks	£177,080
Roof & Associated Works - Lot 2 Cluny	20 weeks	£183,899

Contract Name	Length of Contract	Value + VAT
Planned Lift Renewal Projects (Lynedoch House and Northward House)	20 weeks	£257,066
47 Gillespie Crescent - Flat and Pitched Roof Recovering Works	20 weeks	£345,287
Water Risk Assessments (WRAs)	4 months	£36,829
Alteration to Common Room WC 47 Gillespie Crescent	4 weeks	£6,984
Replace Roof Coverings at Lodges 2&3 Oswald Rd	4 weeks	£39,105
Replace roof coverings at Lyndoch House	6 weeks	£15,310
Replace roof coverings at Cockburn Court	6 weeks	£38,515
Boiler Controls (Gas Communal Boilers)	18 months	£15,310
The provision of Fire Risk Assessments (FRAs)	3 years + 2 years possible extension	£76,572
Maintenance of CCTV Systems	3 years + 2 years possible extension	£43,200
Electrical Testing & Associated Works	3 years + 2 years possible extension	£235,200

TOTAL - £4,974,843

5.51% of our rent income was lost through vacant, unlet properties.

This compares to 3.74% in 2021/2022

Peer Group Average is **4.14%**

Scottish Average is **1.43%**



Action for 2022-2023

We have instigated a void performance improvement project to drive improvement in this area. This will be an area of priority in 2022/2023

Outcome 14 &15: Rents and Service Charges

The Charter Says:

Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlord and tenants



The table below shows the total number of properties by size and the average weekly rent and service charge.

Number of bedrooms	Number of Properties	Average weekly rent 21/22	Peer Group Average weekly rent	Scottish Average
Studio	81	£102.28	£122.04	£75.95
1	967	£119.76	£127.92	£81.32
2	245	£120.83	£122.01	£84.18
3	18	£142.80	£116.11	£91.48

Rent and Service Charge Changes

Each year we consult with all our tenants on the proposed rent and service charges for the coming year. The table overleaf shows the figures for the past three years.

	2019/2020	2020/2021	2021/2022
Viewpoint Rent Increase	2%	2%	2.9%
Peer Group Average Rent Increase	2.8%	2.8%	2%
Viewpoint Service Charge Increase	2%**	2%***	2%

** Heating charges were reformed and were decreased

*** Landscaping charges did not increase

Rent Arrears

At the end of March 2022 our gross rent arrears of the rent due was **2.49%**

This compared to 2020/20 figure of **2.69%**

Peer Group Average - 1.63%

Scottish Average 6.34%



Action for 2022/2023

We will continue to

- Review the rent accounts of tenants in arrears and will make personal contact as early as possible to ensure that issues are resolved and a suitable payment plan is put in place.
- Ensure tenants are aware of, and have access to, our Welfare Rights Officer to assist anyone who has issues with paying their rent and service charges.
- Regularly review and refund credits, where this is required.

This leaflet has been produced in consultation with a group of tenant volunteers.

The tenants have tried to identify the areas that are most important to you and to ensure that you have information about your landlord's performance for 2021/2022.

If you have any comments regarding the content or layout of this leaflet then please contact our Tenant Participation and Communications Coordinator, Heather Jeffrie by:

**Mail: 4 South Oswald Road,
Edinburgh, EH9 2HG**

Telephone: 0131 662 5142 or 07554 389 180

Text: 07554 389 180

Email: tp@viewpoint.org.uk



HAPPY TO TRANSLATE

Viewpoint will produce this information on request in Braille, Large Print, Audio CD and in community languages.

VIEWPOINT
joy in later years