



# VIEWPOINT

joy in later years

## Performance Report for Tenants 2022 - 2023



**Buchan Gardens**

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## A Word from our Director of Housing and Care

Welcome to our Tenant Performance Report 2023. This report provides information about our performance in delivering the Scottish Social Housing Charter (The Charter) during 2022/2023.

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

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 (our Peer Group) which is Bield, Trust, Hanover and Blackwood. There is also a national comparison with Scotland as a whole, where this is available.

A small group of tenants met with staff and discussed the performance statistics that Viewpoint submitted to the Scottish Housing Regulator (SHR) in 2023. The group then decided what information should be contained within this report.

If you would like to see all our performance information and compare it with other landlords then this is on the Scottish Housing Regulator's website at <https://www.housingregulator.gov.scot/landlord-performance>

Feedback from our Tenant Satisfaction Survey carried out in 2022 is still relevant and we have indicated where this information has been used within this report.



During 2022/2023, a group of tenants and staff were involved in reviewing our customer service standards. These were approved by the Board and are currently being implemented across the organisation. Some of these actions address the concerns that you expressed regarding communication in the Tenant Satisfaction Survey. An article in Newpoint in Autumn 2023 detailed the new service standards and you will receive an individual copy of these in the near future.

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 Care**

***Maidencraig Crescent***



## 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
<b>TOTAL</b>	<b>1312</b>



You can see where our properties are by visiting our website

**[www.viewpoint.org.uk](http://www.viewpoint.org.uk)**



### Our Staff

This includes care home staff and full time equivalent staff

	2020/21	2021/22	2022/23
<b>Total number of staff</b>	263	251.52	<b>216.70</b>
<b>No of office based staff</b>	46.4	44.99	<b>61.10</b>
<b>Senior staff turnover</b>	0%	40%	<b>22.20%</b>
<b>Total staff turnover</b>	14.4%	26.26%	<b>41.81%</b>

# 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.
- 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.

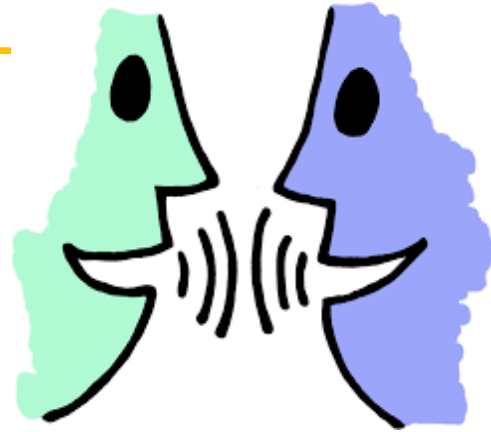
## **Actions for 2023 – 2024**

- Staff training with Happy to Translate
- Equality data will be collected as this is a requirement flowing from the Equality Act 2010, the Scottish Government's Scottish Social Housing Charter and the regulatory requirements issued by the Scottish Housing Regulator. The data collected will be anonymous but will allow us to look at statistical information within our housing stock, and relate that to the services that we provide.

## 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 81.1%**

**Scottish Average: 89.68%**



**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.

**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.

\* Tenant Satisfaction Survey 2022



## Helping Tenants Get Online

We continue to work in partnership with Tap Into IT, an Edinburgh based social enterprise who help people get online. They help our tenants resolve the wee niggly issues that we all face from time to time, with mobile phone, tablet, lap top or computer. They have also assisted tenants with setting up an online bank account or setting up so they can do an online shop each week rather than trekking to the supermarket.

We have a small lending library of devices for tenants who wish to have a go at getting online before committing any money to purchasing equipment.

## Complaints 2022/2023

	20/21	21/22	22/23	22/23 target	Peer group Avg.
<b>1<sup>st</sup> Stage Complaints responded to in time (average time in working days)</b>	6.16	4.57	<b>4.57</b>	<b>5</b>	5
<b>2<sup>nd</sup> Stage Complaints responded to in time (average time in working days)</b>	18.0	18.22	<b>21.11</b>	<b>20</b>	16.36

## Actions for 2023-2024

- The action plan from the tenant satisfaction survey and the customer service standards review will look at some of the communication issues and seek to address these in the coming year.



# 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.

We hold quarterly meetings in each of our developments to give tenants the opportunity to speak to us on issues such as common repairs, services etc.

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 69.3%**

**Scottish Average 85.86%**

\* Tenant Satisfaction Survey 2022

## Actions for 2023-2024

- Follow the action plan for year 1 for the implementation of our Tenant Participation strategy 2023—2026.
- Continue to work with our bank of volunteers to ensure that there are opportunities for participation.
- Continue with our quarterly meeting programme to allow tenants to participate at a local level.
- Feedback to all tenants on the implementation of the revised customer service standards, approved by the Board in May 2023.
- Feedback to all tenants on the actions highlighted from the tenant satisfaction survey, which was completed and signed off by the Board earlier this year.

### ***Fun Days at Haugh Park***



# 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 85.9%**

## Scottish Housing Quality Standard

**94.28%** of our homes met the SHQS at the end of March 2023

**Peer Group Average 91.4%**

**Scottish Average 79.02%**



Since last year we have had a drive to complete the required interlinked smoke alarms and also any necessary electrical tests. The increased percentage is a result of those efforts and whilst a very small number of properties remain hard to access, by taking advice from the SFHA and developing our no access policy, we are confident we will be able to gain access over the next few months to complete this essential work.

## Actions 2023—2024

- Complete the installation of interlinked smoke alarms and electrical testing.
- Continue to publish a rolling 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

**86.01%** 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 - 84.2%**

**Scottish Average 88.02%**

	20/21	21/22	22/23	2023 Target	Peer Group Avg	Scottish Avg
Average length of time taken to complete emergency repairs	2.84 hours	1.81 hours	<b>1.76 hours</b>	3.5 hours	4.29 hours	4.17 hour
Average length of time taken to complete non-emergency repairs	4.37 days	4.5 days	<b>3.03 days</b>	5 days	6.6 days	8.68 days
Reactive repairs carried out and completed right first time	87.1%	93.3%	<b>93.75%</b>	97%	84.9%	87.8%



## Repair Appointments

- Appointments are not made for emergency repairs, where the contractor will attend as quickly as possible, with a target to attend and make safe within 2 hours of the call.
- When a non-emergency repair is reported the contractor will contact the tenant to arrange a suitable appointment to carry out the repair. We are working with our main contractor, R3, to develop a repairs booking system so that staff at Viewpoint know R3's availability at the time of requesting the repair.



## Actions for 2023—2024

Whilst our tenant satisfaction survey results are higher than our peer group average, they are still lower than the level we would like to achieve.

We will therefore:

- Undertake a full review of the satisfaction survey process to ensure that we are asking the right questions, at the right time.
- Continue to work with our main contractor, R3, to improve levels of satisfaction for both repairs and void properties.



***John Hunter Court***

# 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 - 80.9%**

	20/21	21/22	22/23	22/23 Target	Peer Group Avg.	Scot-tish Avg
Number of anti-social behaviour cases in last year	39	20	<b>26</b>	n/a	n/a	n/a
Percentage of anti-social behaviour cases resolved within agreed target of 20 days	100%	90%	<b>92.3%</b>	95%	94.5%	94.2%

A significant number of complaints received in 2022/23 were regarding “noise”. We have also seen an increase in dog fouling and intimidating behaviour. In order to help resolve issues surrounding complaints of Noise, Viewpoint has acquired the *Noise.App*. This allows tenants to record every incidence of noise that impacts on them. The noise app can be found her <https://www.viewpoint.org.uk/housing/housing-services/the-noise-app/>

Resolving these complaints often involves a multi-agency approach and staff working 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 Croft-an-Righ***



### **Actions for 2023-2024**

- 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.



**167** new tenancies were started in 2022/2023.



# 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



**91.7%** 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:

- Carrying out medical adaptations in your home that have been recommended by the Occupational Therapist—this is subject to funding availability
- 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—80.56%**

**Scottish Average—86.7%**

## **Medical Adaptations**

The Association spent **£140.900** carrying out medical adaptations on our properties. **£126.673** was grant funding from the Scottish Government and the remaining **£14,227** was financed by the Association.

The average time taken to complete a medical adaptation was  
**73 days.**

**Peer Group Average—198.5 days**

**Scottish Average—46.8 days**

## **Actions for 2023-2024**

- We will use the feedback you gave us in our Tenant Satisfaction Survey to inform areas for future improvement.
- We will continue to work with our tenants and other agencies to help tenants remain in their home.
- We will produce a tenant information leaflet on medical adaptations that will provide information on how to request these. This may assist tenants to be able to stay in their homes.

# 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: 75.5%**

**Scottish Average 81.79%**

## Repair Contracts Awarded in 2022/2023

It is, sometimes, not immediately apparent what we are spending your money on. On the next page you can see the contracts that were awarded in 2022/2023. It should be noted that there are still contracts in operation that were awarded in the previous year, many of them addressing our health and safety obligations as a landlord.



\* Tenant Satisfaction Survey 2022

<b>Contract Name</b>	<b>Length of Contract</b>	<b>Value + VAT</b>
<b>Roof work (Northwood House)</b>	<b>Two Months</b>	<b>£39,240</b>
<b>Professional Building Consultancy Services</b>	<b>30 months + 2 years possible extension</b>	<b>£100,620</b>
<b>Craiglea Place external decoration</b>	<b>2 Months</b>	<b>£13,482</b>
<b>Gutter Cleaning</b>	<b>3 months</b>	<b>£29,256</b>
<b>Supply &amp; Installation of Fire Alarm System - Ingham Court</b>	<b>2 Months</b>	<b>£44,785</b>
<b>Chimney Repairs – 20 Chalmers Close</b>	<b>2 Months</b>	<b>£11,736</b>
<b>Works to Canopy – Marion House</b>	<b>2 Months</b>	<b>£23,040</b>
<b>Replacement Flat Roof – Cockburn Court,</b>	<b>2 Months</b>	<b>£14,832</b>
<b>Works to Garden Wall – Cameron Park</b>	<b>2 Months</b>	<b>£11,983</b>
<b>Total</b>		<b>£288,974</b>



**141.6 days** was the average time we took to relet a property.

This compares to 143.9 days in 2021/2022.

Peer Group Average is **82.31 days**

Scottish Average is **55.61 days**

**3.85%** of our rent income was lost through vacant, unlet properties.

This compares to 5.51% in 2021/2022

Peer Group Average is **3.8%**

Scottish Average is **1.4%**



**St Albans Road**



### **Action for 2023-2024**

- We will continue to make voids a priority in the coming year.
- We will publish our three year proposed investment programme in the Autumn edition of Newspoint.
- We will update the investment programme on at least an annual basis.

# 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 22/23	Peer Group Average weekly rent
Studio	81	<b>£102.28</b>	£128.17
1	967	<b>£119.76</b>	£127.91
2	245	<b>£120.83</b>	£123.42
3	18	<b>£142.80</b>	£121.58

## 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.

	2020/2021	2021/2022	2023/2024
<b>Viewpoint Rent Increase</b>	2%	2.9%	<b>7%</b>
<b>Peer Group Average Rent Increase</b>	2.8%	2%	<b>5.7%</b>
<b>Viewpoint Service Charge Increase</b>	2%**	2%	<b>Variable</b>

\*\* Landscaping charges did not increase

### Rent Arrears

At the end of March 2023 our gross rent arrears of the rent due was **2.98%**

This compared to 2021/22 figure of **2.49%**

**Peer Group Average - 2.6%**

**Scottish Average 6.86%**



### Action for 2023/2024

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.

We will also send out a rent statement to every tenant once per year. This is one of the service standards identified by the tenant and staff working group, who feel this will help tenants keep track of their rent account.

**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 2022/2023.**

**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](mailto: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