



## clydebank housing association

# Charter Customer Report How did we do in 2014/2015?

Welcome to Clydebank Housing Association's second annual Charter Customer Report.

The report contains some of the performance information we reported to the Scottish Housing Regulator (SHR) for 2014/2015.

The role of the SHR is to protect the interests of tenants and other people who use our services. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we are required to report our performance against the Charter. We are then required to issue this report to you by the end of October.

The style of this report is similar to last year which was planned, designed and produced alongside some of our tenants. These tenants chose the areas of performance that we should report to you on.

We also took on board comments from the 40 tenants who returned their feedback forms last year and the tenants who looked over our draft this year. We are delighted they took the time to respond.

We have included our previous years' performance too. You may notice some of our tenant satisfaction remains the same. This is because we had carried out a 3-yearly survey in 2013.



*One of our tenant focus group meetings in 2014*

We have since moved to quarterly surveys so results will be more up to date in future years.

We have also included for reference, the Scottish average (from 194 housing associations/co-operatives and Councils), the performance of West Dunbartonshire Council and the average of the other 4 community based housing associations also operating in Clydebank.

The report will be sent to all tenants and be made available to other customers via our website and at reception.

We hope you find the content informative.

# Tenant satisfaction and communication

## Percentage of tenants satisfied with the overall service

### What does this mean?

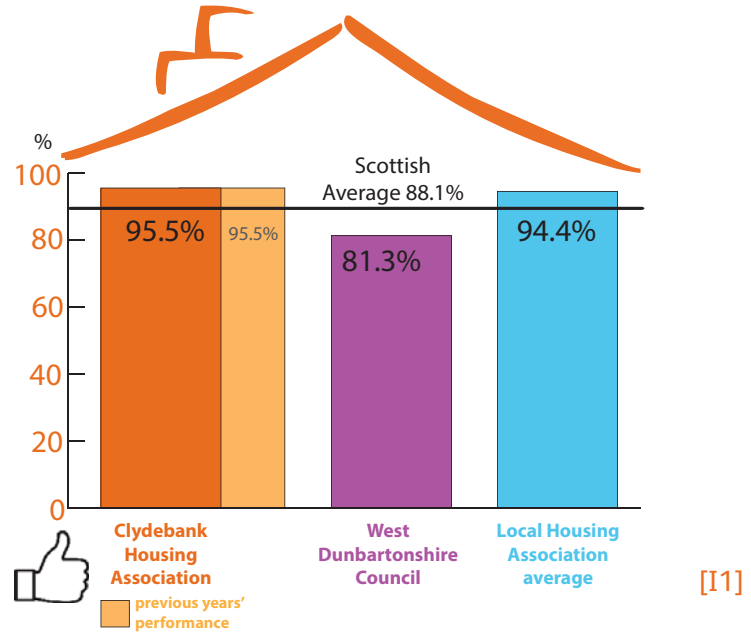
A Tenants Satisfaction Survey was conducted by an independent company. 50 % (531) of our tenants were surveyed and 95.5 % were satisfied with our overall service.

### Why is it important?

This is important as it shows us that, on the whole, we are providing services that you are satisfied with.

### How can we improve?

There are many ways we can improve this statistic including continuing to listen and involve you in the way we do things, providing an efficient maintenance service which represents value for money, acting quickly on reports of anti-social behaviour, etc.



[I1]

## Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes

### What does this mean?

This means that a significant number of those surveyed thought that the Association keeps them informed, this could be via our ChitChat newsletter, Annual Report, website, etc.

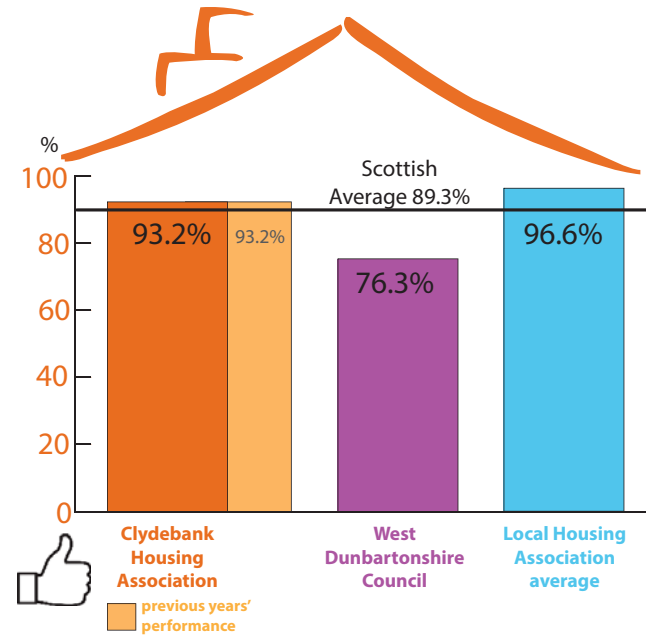
### Why is it important?

It is important to us that we are providing as much information to you about our services and in the format you prefer.

### How can we improve?

We can improve this by always taking on board your comments and views on our publications and especially where improvements can be made.

[I3]



## Percentage of 1st and 2nd stage complaints resolved by the landlord

### What does this mean?

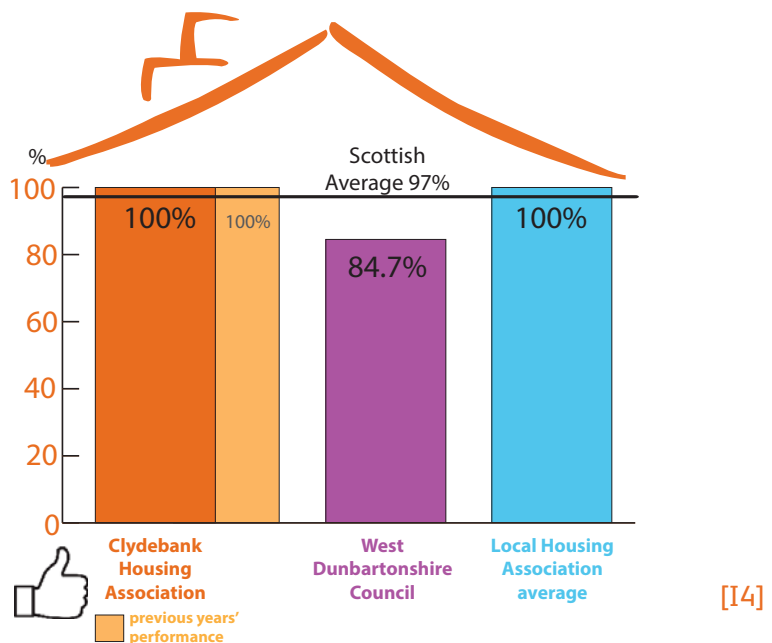
This shows the percentage of complaints we have responded to in full in the year.

### Why is it important?

It is important to us that we quickly put right service failures, to your satisfaction. We value your complaints and learn from them to ensure you receive the standard of service you expect.

### How can we improve?

We aim to continue to address your complaints in line with our complaints and other operational procedures and improve our performance through staff training, monitoring contractor performance, etc.



[I4]

## Percentage of all complaints responded to within Scottish Public Services Ombudsman timescales

### What does this mean?

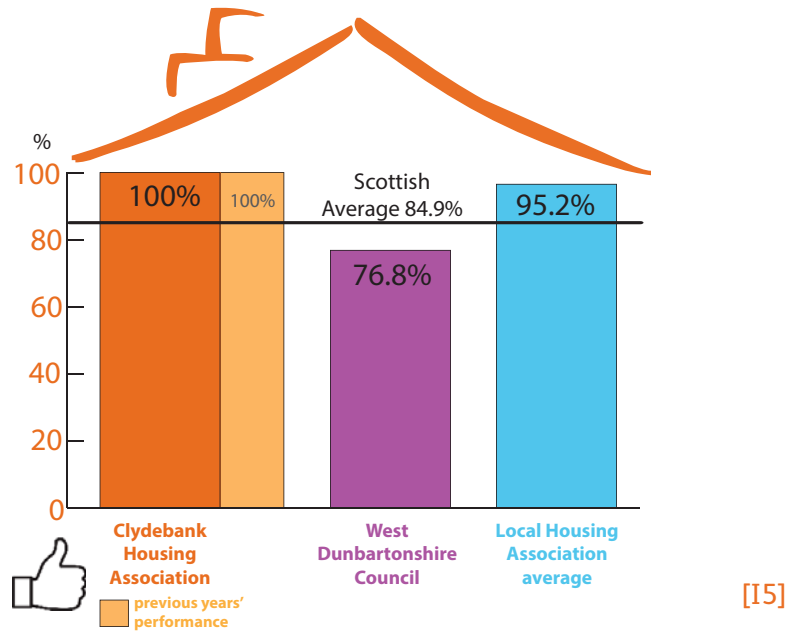
This shows the percentage of these complaints we have resolved within the timescales laid down in our complaints handling procedure.

### Why is it important?

It is important to us that you know what to expect when you complain and we respond within the timescales as detailed in our complaints handling procedure.

### How can we improve?

We can improve through continuous monitoring of our complaints handling performance and by receiving feedback from complainants via our surveys.



[15]

## Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

### What does this mean?

Over 90% of those surveyed were satisfied with the different ways you can currently participate in our decisions. E.g. from choosing kitchen units and wall tiles to proposed changes in policy.

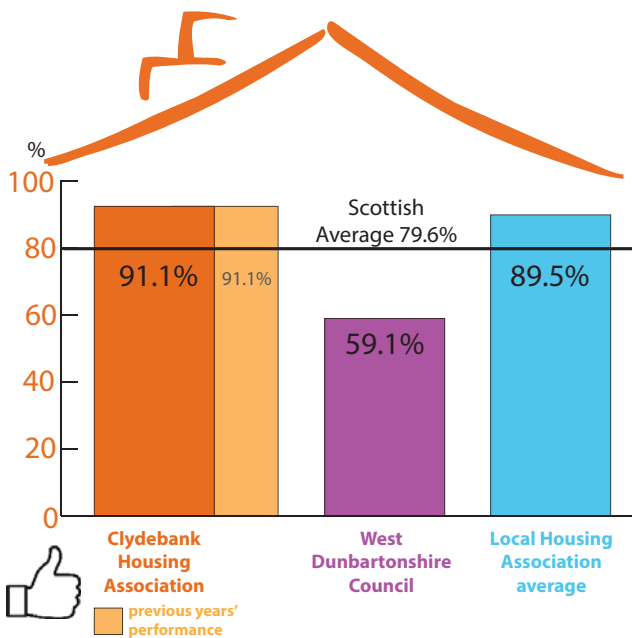
### Why is it important?

It is important to us as we want to be delivering the services you want rather than what we think you want.

### How can we improve?

By offering more opportunities for you to participate, removing barriers to participation such as the provision of childcare and organising meetings at a time which suits people who work, etc.

[16]



## Housing quality and maintenance of your home

### Percentage of homes meeting the SHQS

#### What does this mean?

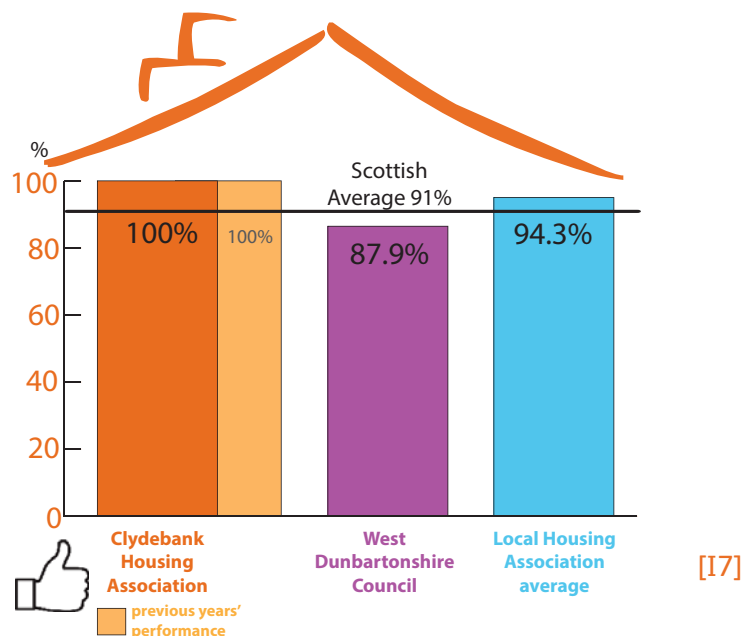
The Scottish Housing Quality Standard (SHQS) is defined by 55 elements relating to the interior and exterior of social rented properties to ensure they reach a tolerable standard.

#### Why is it important?

All homes must meet the requirements of the Scottish Housing Quality Standard by 2015.

#### How can we improve?

We are delighted that all our properties achieved the Standard in 2011.



[17]

## Housing quality and maintenance of your home (continued)

### Percentage of tenants satisfied with the quality of their home

#### What does this mean?

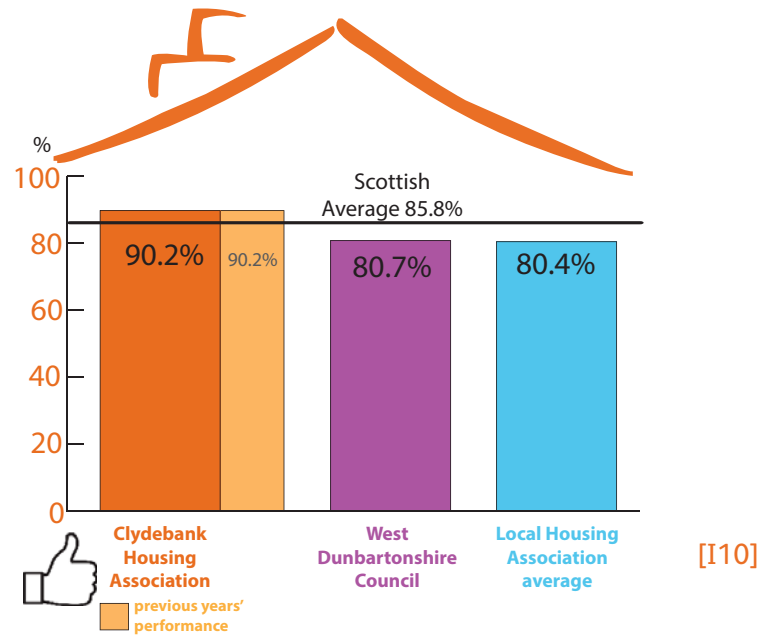
This shows how satisfied tenants are with the general state of repair of their home and the standard of kitchen units and bathroom suites.

#### Why is it important?

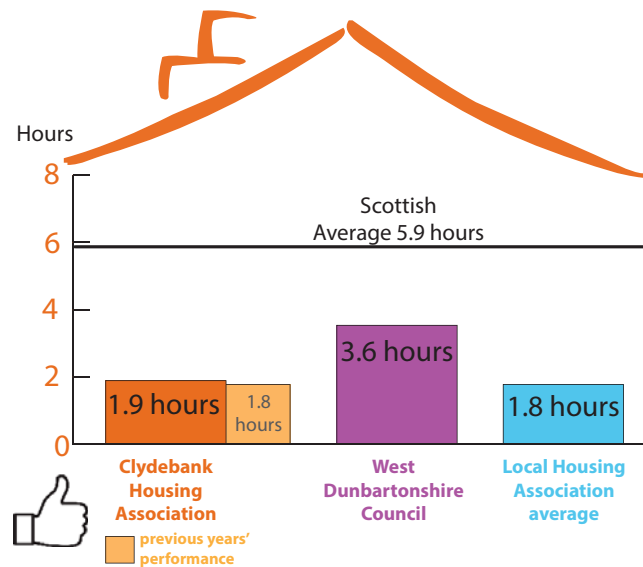
It is important to us that our properties are maintained to a high standard to ensure the comfort and safety of our tenants.

#### How can we improve?

By involving you in all aspects of our maintenance service delivery so we can take on board your views and preferences. We will also carry out regular surveys of our properties to ensure our major repairs programme is up to date.



[I10]



### Average length of time to complete emergency repairs

#### What does this mean?

We aim to carry out/attend to emergency repairs within 4 hours. On average, we do this in 1.9 hours. Although this is slightly longer than last year, we are still performing well below the Scottish average and West Dunbartonshire Council.

#### Why is it important?

We want to ensure your safety and protect our building.

#### How can we improve?

By ensuring our contractors continue to respond within our timescales and ensuring you know what is classed as an emergency.

[I11]

### Average length of time to complete non-emergency repairs

#### What does this mean?

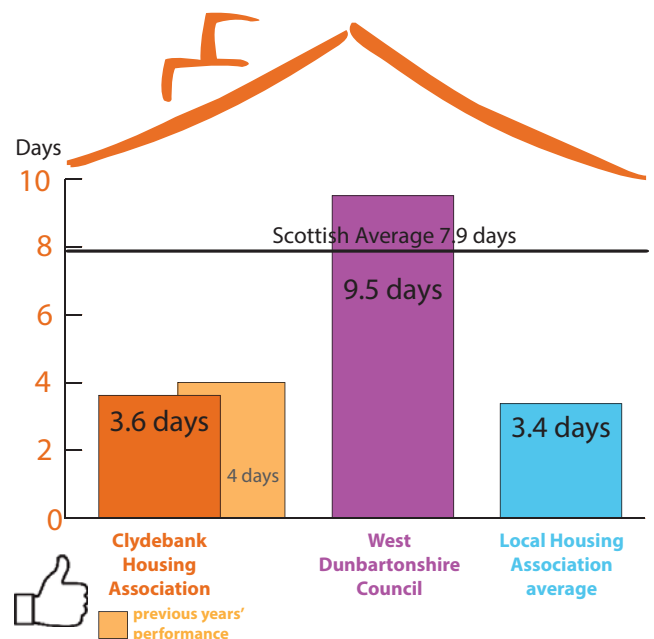
Non-emergency repairs are known as reactive repairs and have target response times of either 3 days or 10 days dependent on the fault. On average, we complete these in 4 days.

#### Why is it important?

Carrying out non-emergency repairs within these timescales means that we can obtain value for money, protect our property and most importantly ensure your comfort.

#### How can we improve?

We will provide an efficient, cost effective service by continuing to offer a "repairs by appointment" service alongside our published response service and also rigorously monitor the performance of our contractors.



[I12]

## Percentage of reactive repairs carried out in last year completed right first time

### What does this mean?

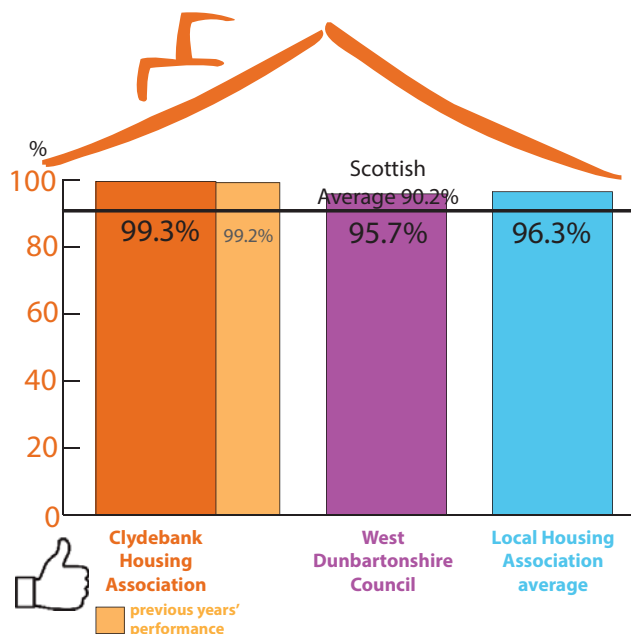
This is the percentage of reactive repairs completed without the need to return a further time because the repair was inaccurately diagnosed and/or the contractor did not fix the problem.

### Why is it important?

We want to do what it says on the “tin” – complete the repair “right first time”.

### How can we improve?

We can improve by carrying out inspections to accurately diagnose the problem before sending out a contractor. As always, tenants’ experiences are important to us and that is why we ask you to help us by completing surveys on the service you receive.



[I13]

## Percentage of properties requiring a gas safety record which had a gas safety check and record completed by the anniversary date

### What does this mean?

The Gas Safety (Installation and Use) Regulations 1998 state that landlords have a legal obligation to maintain gas appliances in all its properties and carry out a safety check every 12 months.

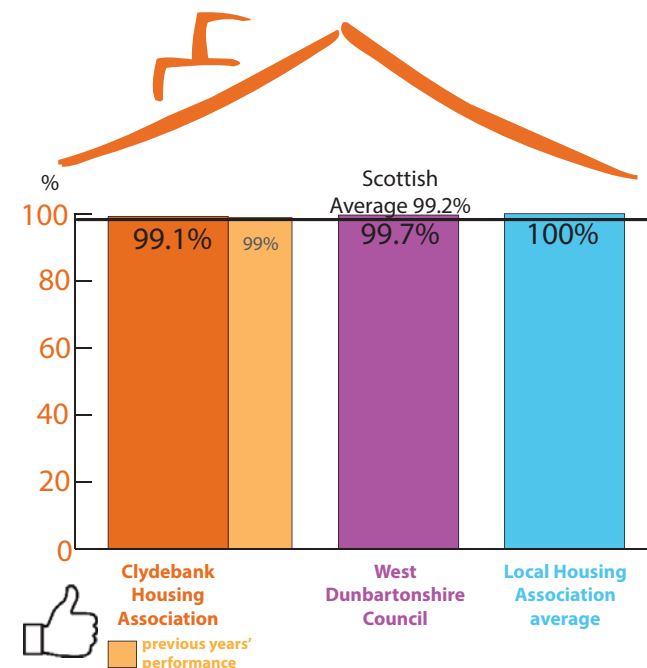
### Why is it important?

It is a legal requirement and ensures the health & safety of our tenants.

### How can we improve?

We have systems in place to ensure checks are carried out within legal timescales and ensure tenants are fully aware of the importance of giving access through a variety of communication methods including Chit Chat and text messaging.

[I15]



## Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service

### What does this mean?

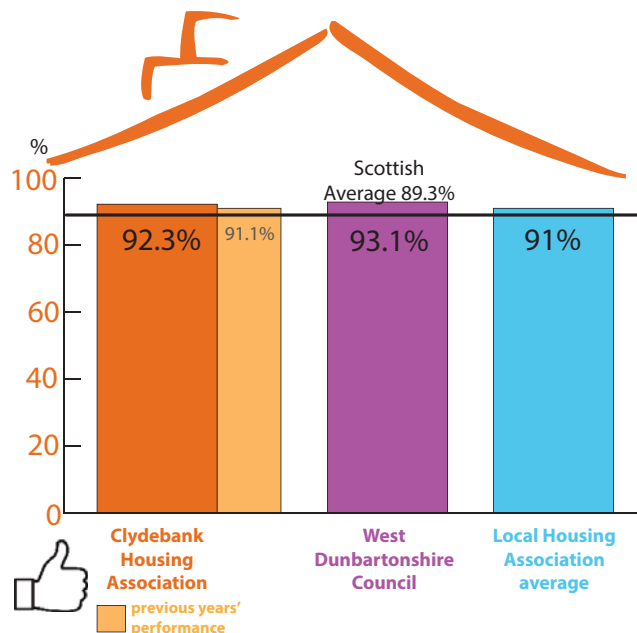
This shows the high levels of satisfaction from CHA tenants surveyed and who used the maintenance service.

### Why is it important?

We know repairs are important to you so we strive to provide an excellent repairs and maintenance service.

### How can we improve?

As well as acting when you tell us things go wrong, we regularly ask you through surveys, what we can do to improve our service. We constantly monitor our own performance to identify where improvements can be made.



[I16]

# Neighbourhood and community

## Anti-social behaviour cases concluded within timescale

### What does this mean?

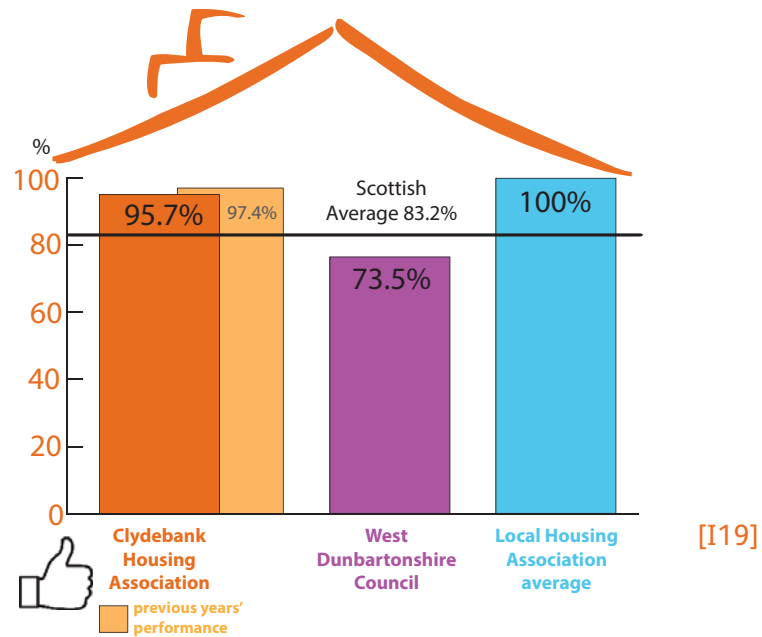
This measures how efficiently we investigate and deal with reports of anti-social behaviour.

### Why is it important?

Resolving anti-social behaviour quickly ensures our tenants feel safe in their homes and improves the neighbourhood.

### How can we improve?

Despite being slightly lower than last year, we are still achieving a high level of performance by ensuring our tenants have access to associated services such as the Police, noise and mediation teams.



[I19]

# Getting good value from rents and service charges

## Average weekly rent charge per apartment size

### What does this mean?

This is how much we charge for each size of property we provide for let.

### Why is it important?

Keeping rents low means our housing is affordable to the tenants who need them.

### How can we improve?

By continually monitoring our costs and ensuring we receive value for money in the delivery of our services.

	Clydebank Housing Association	West Dunbartonshire Council	Local Housing Association Average	Scottish Average
2 apartment	£58.66	£64.16	£67.59	£68.54
3 apartment	£61.27	£63.95	£69.16	£69.60
4 apartment	£77.64	£69.76	£75.74	£75.69
5 apartment	£91.13	£74.32	£85.56	£84.04

[C17]

## Rent collected as % of rent due

### What does this mean?

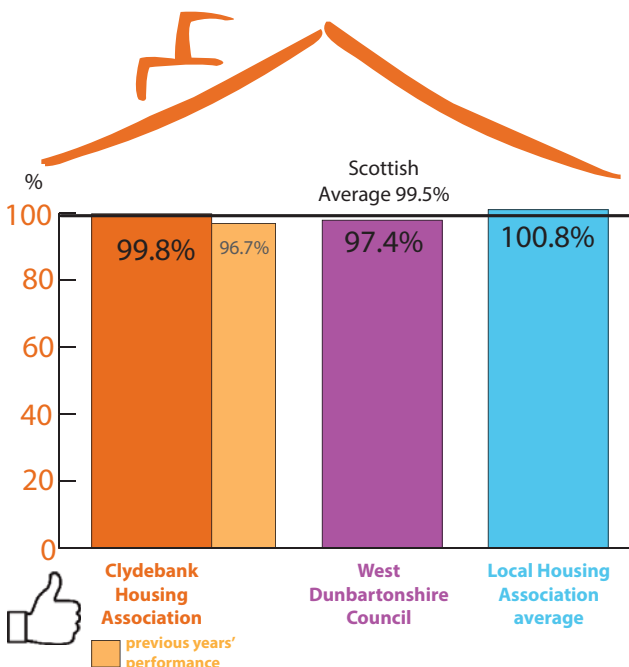
This measures how much rent we have collected in the year from the maximum possible.

### Why is it important?

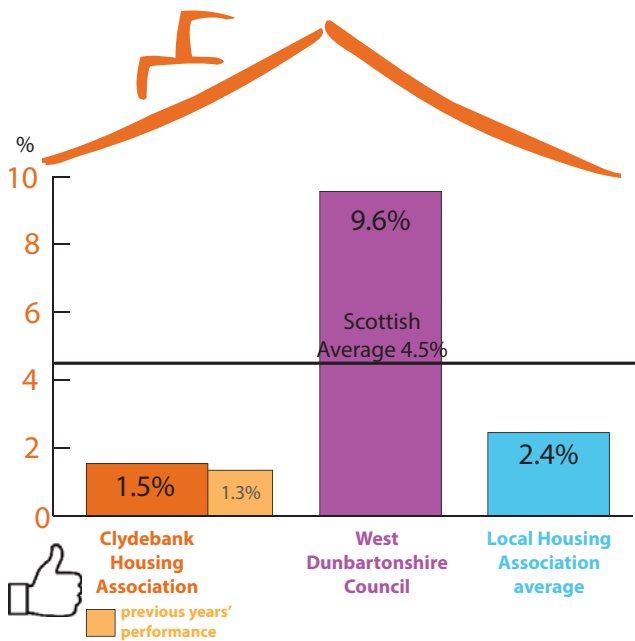
Collecting as much rent as possible ensures we can provide the high quality services required to manage and maintain your homes.

### How can we improve?

We aim to collect as close to 100% of the rent we are due each year through good voids and arrears management.



[I30]



### Gross Rent Arrears

#### What does this mean?

This is the total rent owed to the Association by current and former tenants.

#### Why is it important?

Keeping arrears low means we can continue to provide good quality services without raising rents more than we need to.

#### How can we improve?

Although our gross arrears are up on last year, they are low in comparison to others. We are always looking at ways to improve and we will do this by maximising the number of ways you can pay your rent and by offering support through our twice weekly benefits/income maximisation surgeries provided by Clydebank Independent Resource Centre.

[I31]

### Void loss as % of annual rent receivable

#### What does this mean?

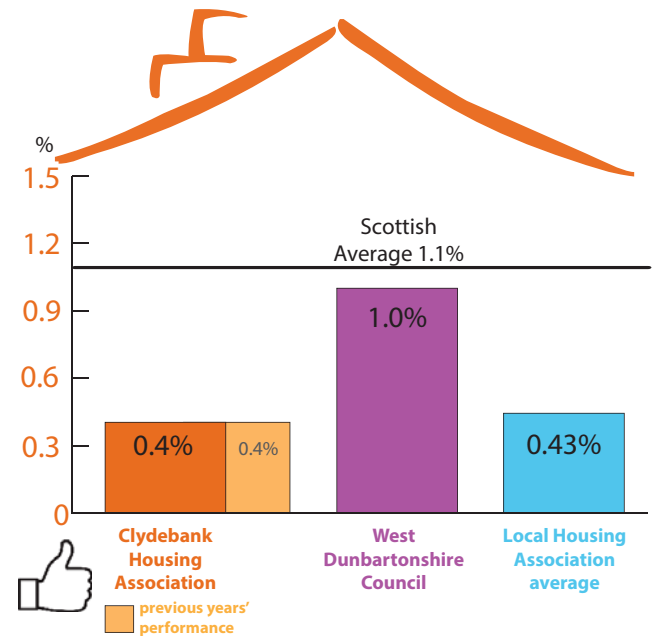
This is the amount of rent we cannot collect while our houses are empty.

#### Why is it important?

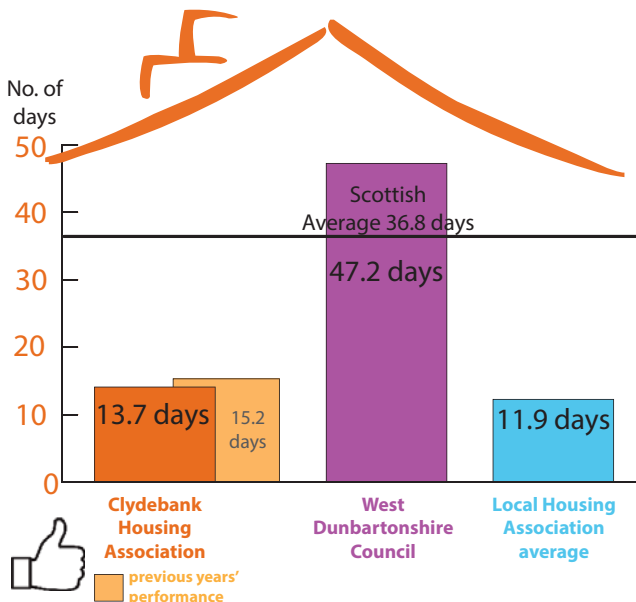
Keeping voids as low as possible means that we can maximise our rental income.

#### How can we improve?

Again, we can improve by ensuring tenants leave their homes in good order and by ensuring our contractors carry out repairs as quickly as possible.



[I34]



### Average calendar days to re-let

#### What does this mean?

This is the number of days (including weekends) it takes to re-let a house, from carrying out any necessary repairs to signing the tenancy agreement.

#### Why is it important?

Quickly letting houses ensures we can collect as much rent as possible to enable us to deliver the services you expect.

#### How can we improve?

We can improve by ensuring tenants leave their homes in good order and ensuring our contractors carry out repairs as quickly as possible.

[I35]



**Scottish Housing  
Regulator**

The Scottish Housing Regulator has recently published our Charter Report for 2014/15. A copy of this report and full details of our performance can be found on the Regulator's website:

<https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/clydebank-housing-association-ltd>

You can also compare our performance with other housing providers in our area and across Scotland.

**If you or someone you know would like this report in any other format, please contact us.**

## EMERGENCY NUMBERS

The number to telephone City Technical for out of hours gas central heating emergencies, including CHP breakdowns in Radnor Park, is:

 **0844 579 6493**

All other out of hours emergency repairs (fire, flood, break-in), should be reported to our contractors, West Dunbartonshire Council:

 **0800 197 1004**

These numbers are also available on our website and office answering machine.

## OFFICE HOURS

Our new opening hours:  
Monday to Thursday 9.00am to 5.00pm  
Friday 9.00am to 4.00pm

**We close on the first Wednesday morning of each month for staff training.**



**Please recycle this report**

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