



clydebank housing association

Charter Customer Report How did we do in 2015/2016?

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

The report contains some of the performance information we reported to the Scottish Housing Regulator (SHR) for 2015/2016.

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 a report to you about how we got on, by the end of October.

Each year the report's design and content has been shaped by tenants and this year was no exception with tenants removing 3 topics and choosing 4 to replace them which they felt were more important. We thank those tenants for getting involved.

We also took on board comments from the 68 tenants who returned the publications feedback form we enclosed last year. Thank you for taking the time to respond.

We have included our previous 2 years' performance too to help you see how we are getting on. You may notice some of our tenant satisfaction remained the same for the 2 years before this one. This is because we had carried out a 3-yearly survey in 2013.



One of our tenant focus group meetings in 2015

We have also included for reference, the Scottish average (from 192 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 and welcome any feedback.

Tenant satisfaction and communication

Percentage of tenants satisfied with the overall service provided by the landlord

What does this mean?

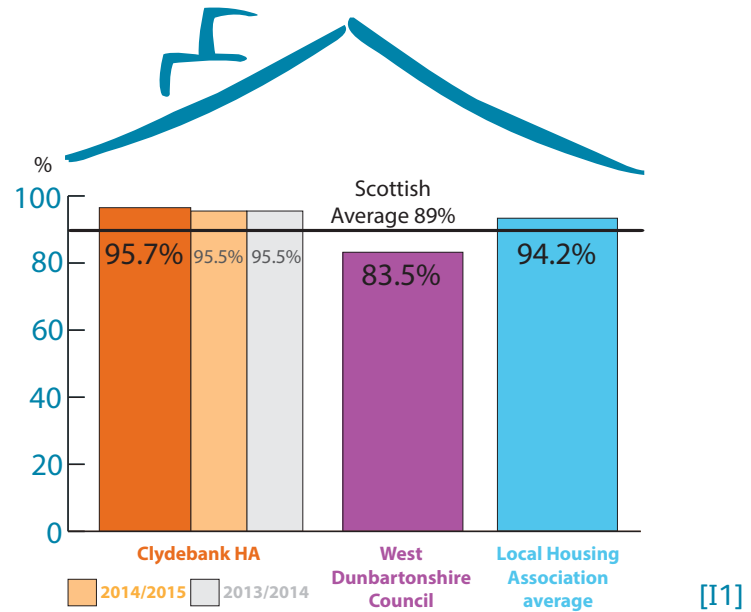
A Tenants Satisfaction Survey was conducted by an independent company. 25 % (280) of our tenants were surveyed and 95.7 % were satisfied with our overall service.

Why is it important?

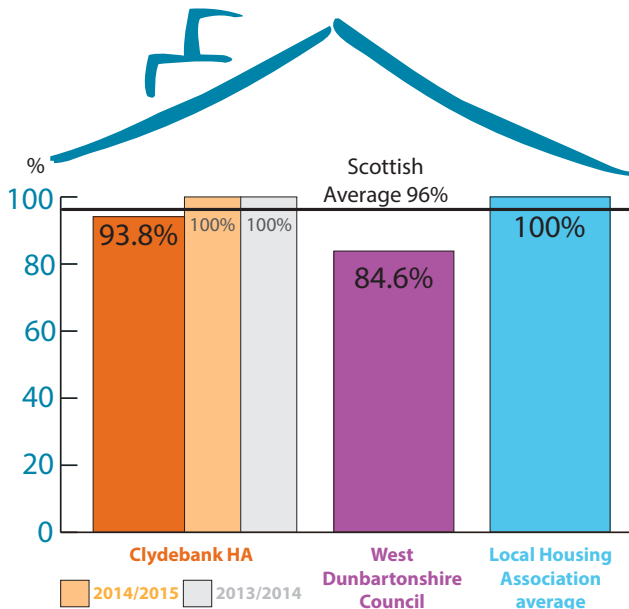
This is important as it shows us that, on the whole, we are providing services that you are satisfied with.

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 1st and 2nd stage complaints responded to in full

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 eg. staff training, monitoring contractor performance.

[I4]

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

What does this mean?

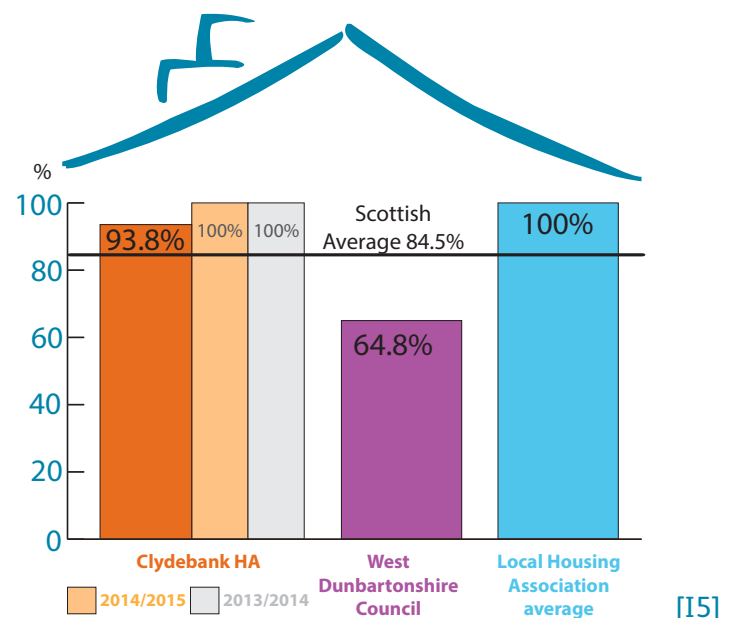
This shows the percentage of these complaints we have resolved within the timescales laid down in our complaints handling procedure.

Why is it important?

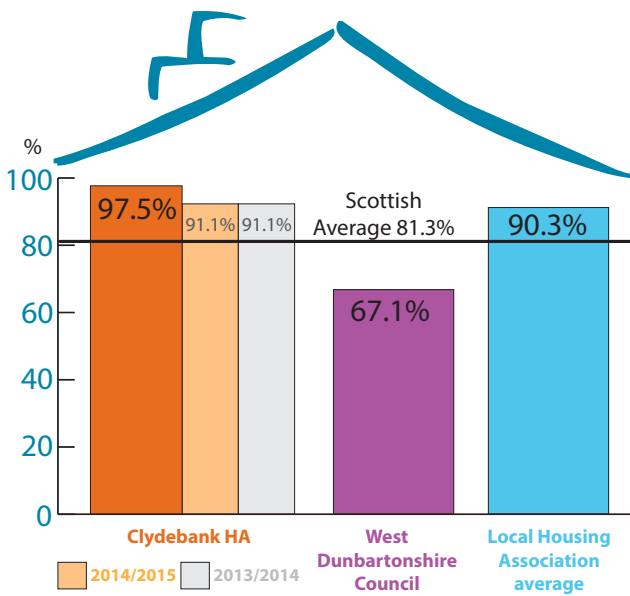
It is important to us that you know what to expect when you complain and we respond within the timescales as detailed in our complaints handling procedure.

How can we improve?

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



[I5]



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

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.

[I6]

Housing quality and maintenance of your home

Percentage of homes meeting the SHQS

What does this mean?

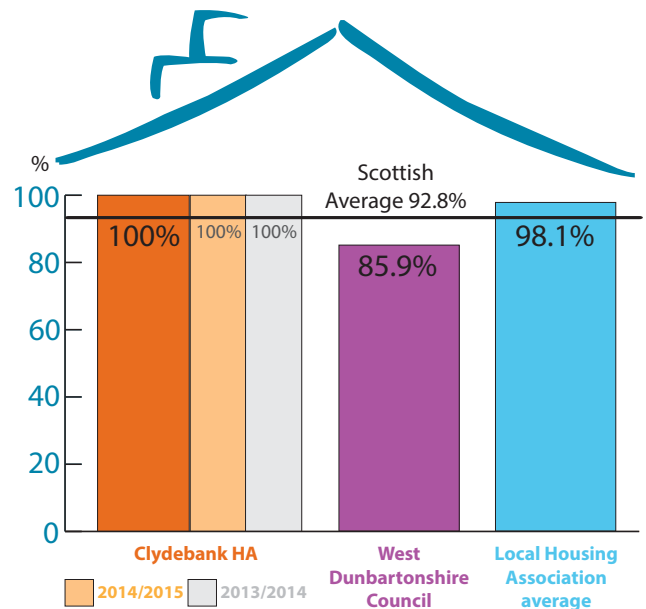
The Scottish Housing Quality Standard (SHQS) is defined by 55 elements relating to the interior and exterior of social rented properties to ensure they reach a tolerable standard.

Why is it important?

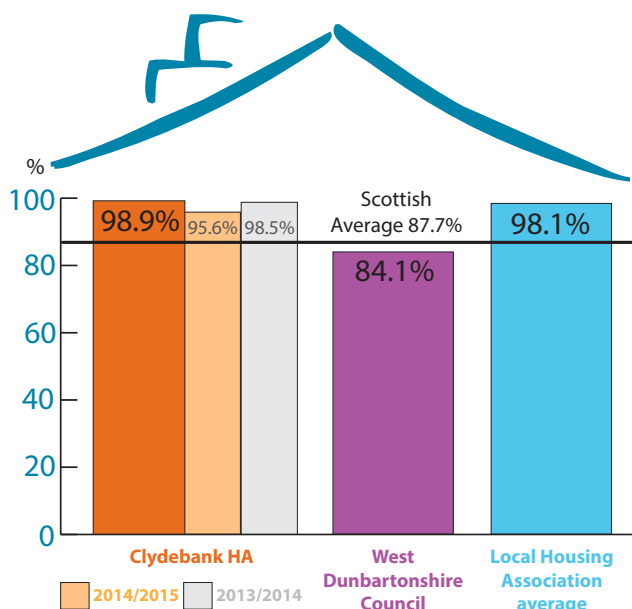
All homes must meet the requirements of the Scottish Government's Scottish Housing Quality Standard by 2015.

How can we improve?

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



[I7]



Percentage of tenants satisfied with the standard of their home when moving in

What does this mean?

We aim to provide all our new tenants with a home that is suitable for their needs and meets our lettable standard.

Why is it important?

It is important that our properties are of a high standard so that they remain desirable.

How can we improve?

We will continue to maintain standards and ensure value for money from our contractors.

[I9]

Housing quality and maintenance of your home (continued)

Percentage of tenants satisfied with the quality of their home

What does this mean?

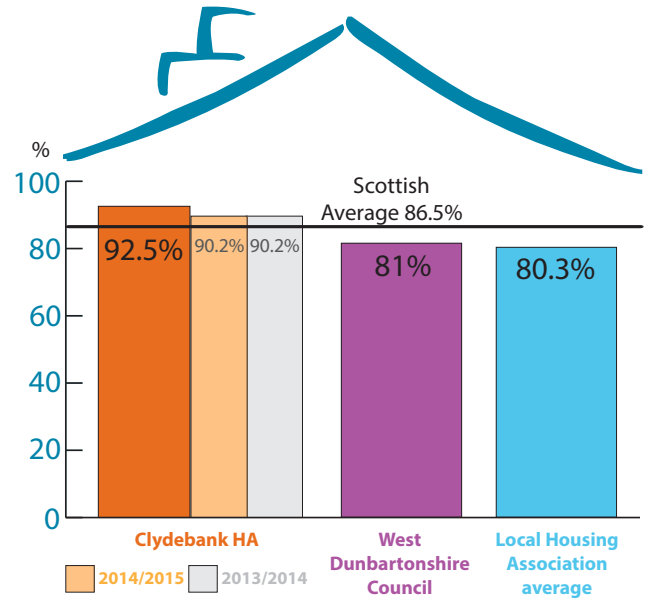
This shows how satisfied tenants are with the general state of repair of their home and the standard of kitchen units and bathroom suites.

Why is it important?

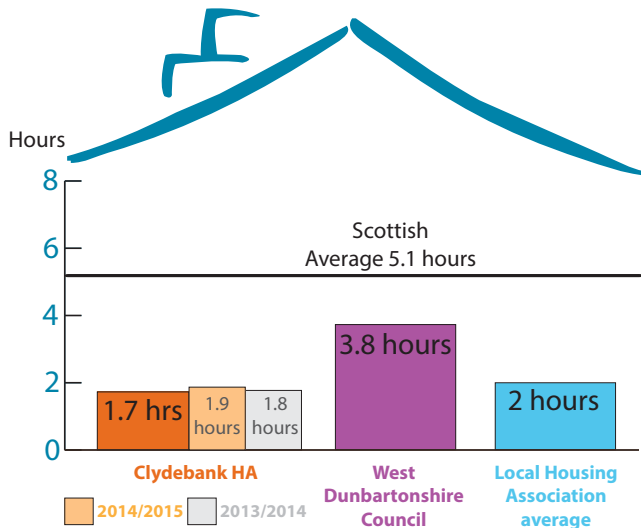
It is important to us that our properties are maintained to a high standard to ensure the comfort and safety of our tenants.

How can we improve?

By involving you in all aspects of our maintenance service delivery and ensuring our major repairs programme is up to date.



[I10]



Average hours 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 1.7 hours.

Why is it important?

We want to ensure your safety and protect your homes/our properties.

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 working days to complete non-emergency repairs

What does this mean?

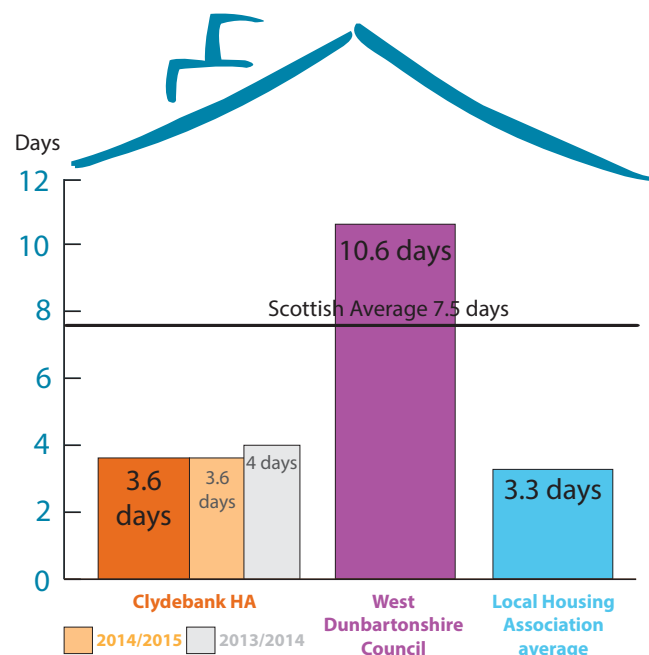
Non-emergency repairs are known as reactive repairs and have target response times of either 3 days or 10 days dependent on the fault. On average, we complete these in 3.6 days.

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?

By providing 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?

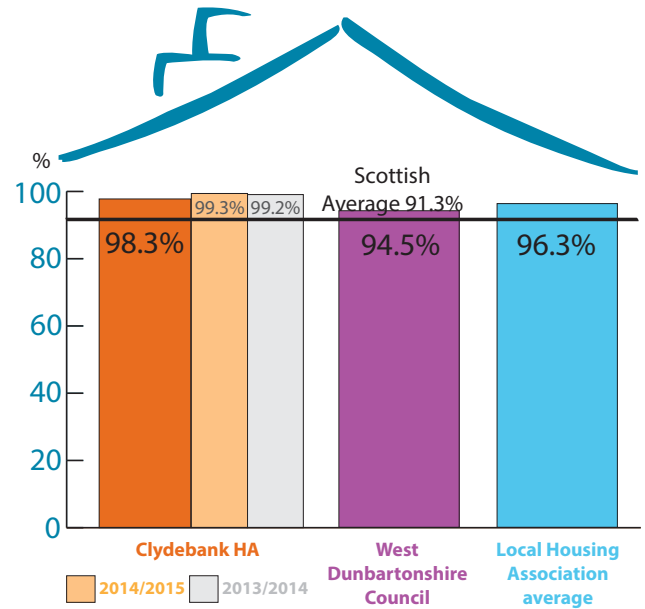
This is the percentage of reactive repairs completed without the need to return a further time because the repair was inaccurately diagnosed and/or the contractor did not fix the problem.

Why is it important?

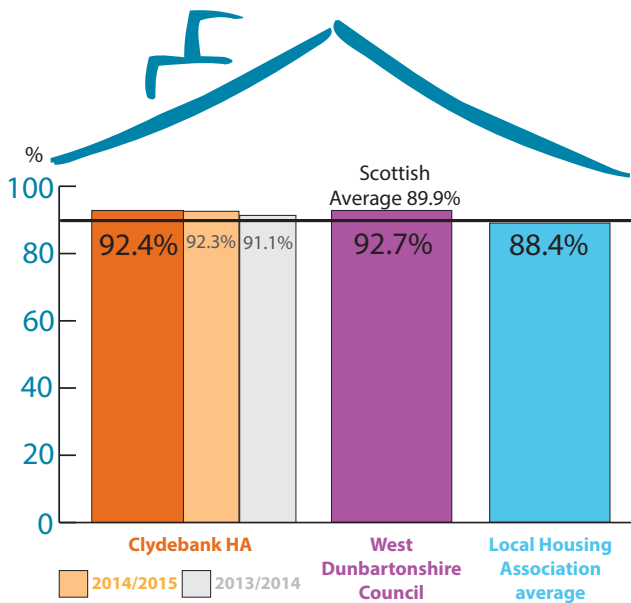
We want to do what it says on the “tin” – complete the repair “right first time”.

How can we improve?

We can improve by ensuring we get the right information from you and by carrying out more inspections to accurately diagnose the problem before sending out a contractor.



[I13]



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?

Keeping your home well maintained is important to you and to us 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.

[I16]

Neighbourhood and community

Percentage of tenants satisfied with the management of the neighbourhood they live in

What does this mean?

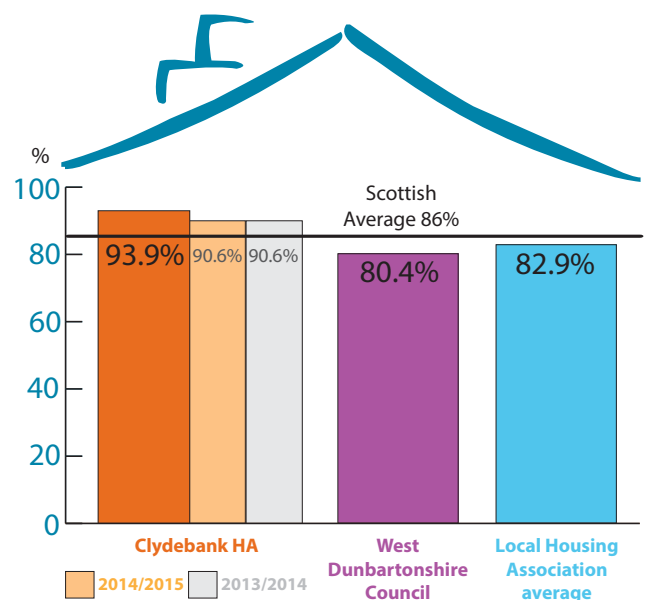
Tenants should be happy that the area in which they live is well maintained and managed.

Why is it important?

It can increase or maintain the desirability of an estate and in turn may lower void levels and lead to greater tenant satisfaction.

How can we improve?

We will continue and increase partnership arrangements with Police, Council etc.



[I17]

Neighbourhood and community (continued)

Percentage of anti-social behaviour cases resolved within local target

What does this mean?

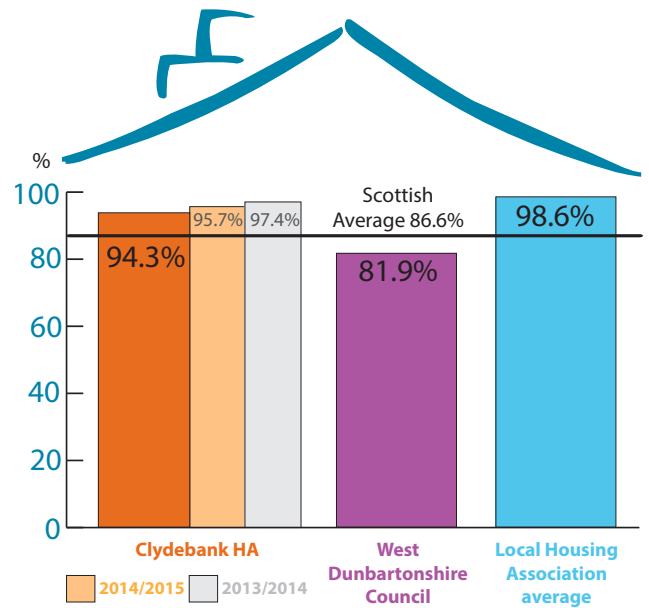
This measures how efficiently we investigate and deal with reports of anti-social behaviour.

Why is it important?

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

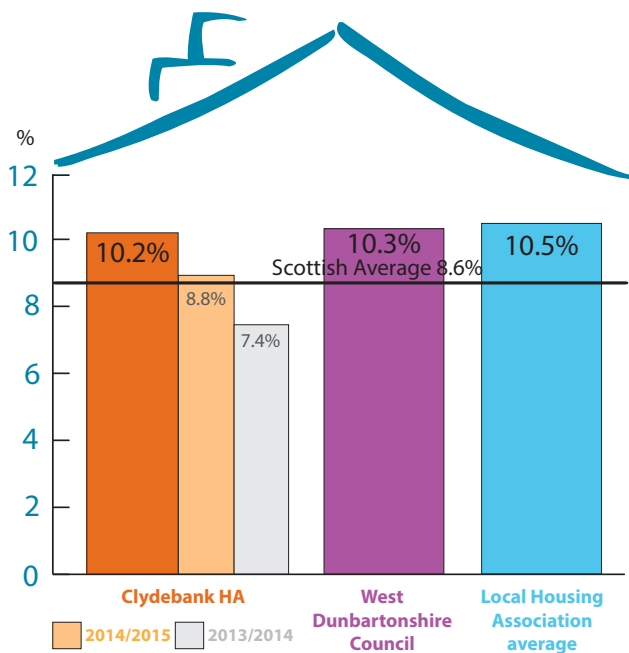
How can we improve?

By ensuring our tenants continue to have access to associated services such as the Police, noise and mediation teams, and that we liaise effectively with them.



[I19]

Housing options and access to social housing



Percentage of lettable houses that became vacant in the last year

What does this mean?

Tenants give up their homes for a variety of reasons during the year.

Why is it important?

Higher numbers of vacant properties cost more in terms of lost rent and maintenance costs. Low turnover can also increase the desirability of an estate and improve tenant satisfaction.

How can we improve?

We now offer a range of measures to assist tenants in sustaining their tenancy.

[I21]

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	£60.09	£69.01	£67.23	£70.39
3 apartment	£62.78	£71.08	£71.34	£71.55
4 apartment	£78.92	£75.40	£78.09	£77.60
5 apartment	£93.84	£80.42	£90.19	£85.98

[C17]

Percentage of tenants who feel that the rent for their property represents good value for money

What does this mean?

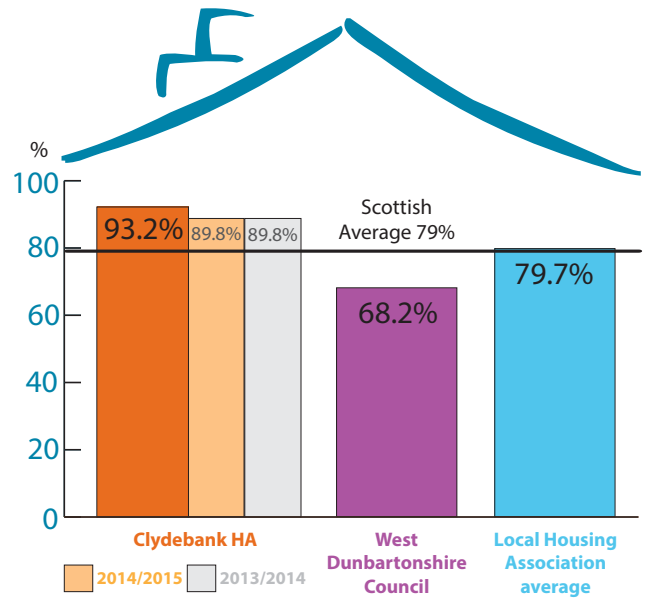
The rent we charge should be fair and affordable for tenants. Rent should compare favourably against similar landlords and be no more than is required to manage and maintain our houses.

Why is it important?

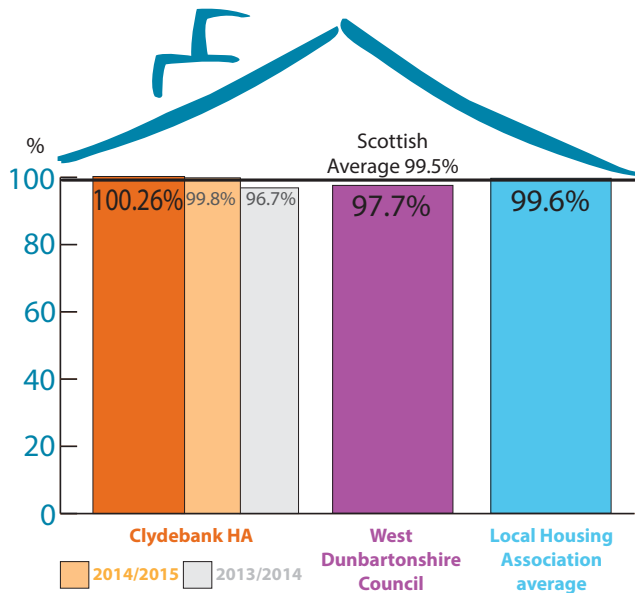
Tenants who can afford to pay their rent are more likely to maintain their tenancy.

How can we improve?

By continuing to ensure our costs to deliver our service remain as low as possible so our rents are affordable for our tenants.



[I29]



Percentage collected 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?

Ensuring we have sufficient resources to collect rent and by offering support/advice to our tenants who are experiencing difficulty.

[I30]

Percentage gross rent arrears of rent due

What does this mean?

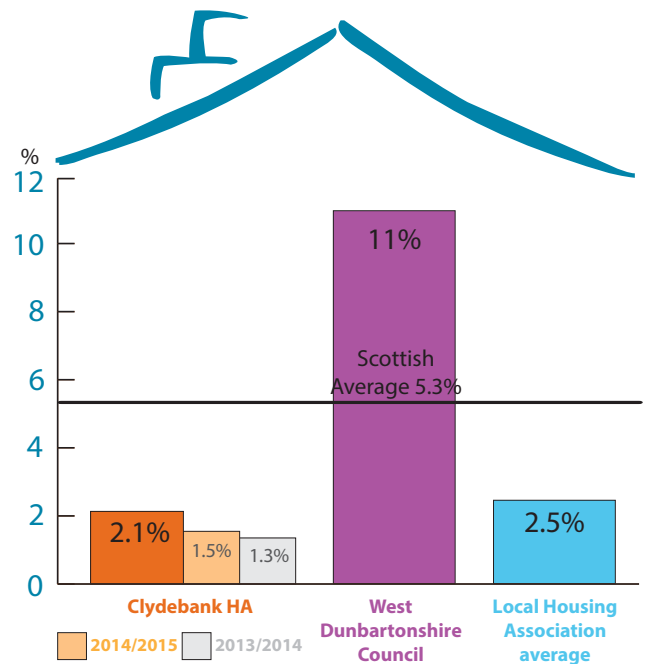
This is the total rent owed to the Association by current and former tenants.

Why is it important?

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

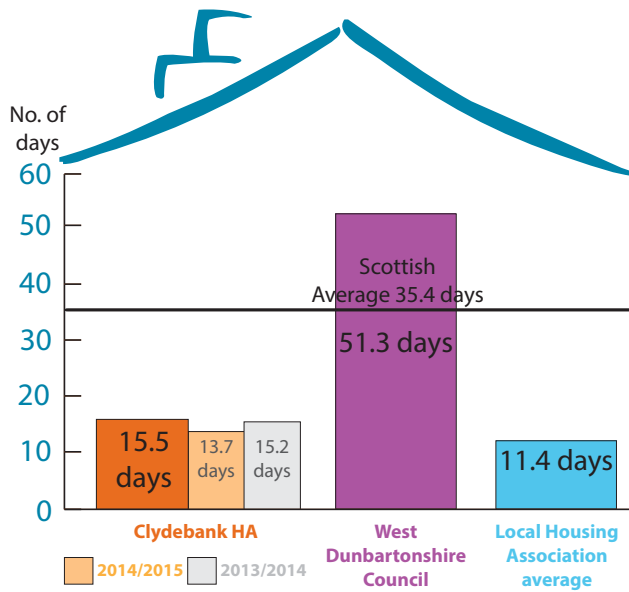
How can we improve?

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]

Continued over the page



Average calendar days to re-let properties

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 the new tenancy agreement being signed.

Why is it important?

Quickly letting houses ensures we can minimise rent loss when properties are empty.

How can we improve?

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

[135]

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, repairs to Quantum heating systems), should be reported to our out-of-hours contractors, West Dunbartonshire Council:

 **0800 197 1004**

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

OFFICE HOURS

Monday to Thursday 9.00am to 5.00pm
Friday 9.00am to 4.00pm

We close on the first Wednesday of each month until 2pm for staff training.



The Regulator has recently published our Charter Report for 2015/16. 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>

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