

Clydebank Housing Association Ltd

To: Management Committee

From: Sinéad Boyle, Communications Officer

Subject: Customer Consultation/Communication Update – October 2019

Meeting: 29 October 2019

Date: 25 October 2019

1. Current/Future Consultation & Feedback

Concluded/current consultation/focus groups

Current – Self Assurance – A focus group to seek views of our Tenant Panel and our Registered Tenants Organisation on our self-assurance statement has been arranged for Friday 25 October at 10.00am. A successful meeting was also held on Tuesday 22 October with 6 panel members.

Concluded – Website Improvements – due to space and priorities, suggested improvements to our website in will be requested in our December newsletter not September as previously indicated.

Future focus groups and timescales:

Development Activity – Autumn - This focus group is currently planned to be held at the Tenant Conference on 06 Nov.

Focus groups/consultation register

			Business Plan targets 2019-2024	2018/2019
Current number on consultation register:	978	763 applicants (+6) 215 tenants/owners (-5)	750	987 (Mar 19)
Customer consultations 2019/2020:	-		5	3
Focus Groups 2019/2020:	3	Customer Care (11/04), Repairs & Maintenance Policy (11/07) Self Assurance (22/10 & 25/10)		3
Tenant Panel scrutiny processes	1	<i>In progress – H&S beginning Jan 2020</i>	1	1
Customer consultation responses	-	<i>In progress – Charter Report Feedback</i>	150	463

Tenant Panel

The latest meeting of the Tenant Panel was held on 22 October (moved from 15/10) where they had a had a full discussion on the outcome of their scrutiny meetings on the Association's recording and reporting on the Energy Efficiency Standard for Social (12/03, 14/05, 18/06) and prepared a draft report which will be reviewed and presented to the December Management Committee meeting.

tenant panel
clydebank housing association's critical friend

They reviewed a great number of areas of Association activity and decided that the next scrutiny topic will be Landlord Health & Safety Responsibilities inc. asbestos, legionella, gas servicing, electrical safety etc.

They agreed a schedule of meetings as follows – meeting on the third Wednesday afternoon of each month, January – December 2020. This is an excellent good practice improvement. After suitably concluding this topic they decided they will move straight on to Information Technology – Website/CHA Systems/Future Options.

Feedback

Complaints Handling Surveys

Surveys for the quarter July - September have been issued and returns are starting to be received. Results will be reported in November.

2. Radnor Park Multis Tenants & Residents Association (RPMTRA)

Our staff continue to attend the group's meetings, most recently the Head of Housing Services, Housing Services Manager and Communications Officer attended an open meeting on 17 October in Radnor Park Church Hall. A significant update was provided on both issues identified through recent walkabouts and the joint Radnor Park action plan. Attendance at our Tenant Conference was also promoted.

The group had previously suggested an increased level of annual funding this year and this has been proposed in the agenda item - Tenant Participation Strategy Review.

The group members have been invited to our self-assurance statement draft review focus group on 25 October.

Changes to their committee have been notified to us and have been updated in the RTO section of the Intranet.

3. Potential New Residents Association

We have been in contact with the 2 lead members of the potential new residents group and invited them to our self-assurance statement draft review meeting on 25 October. We will know thereafter if they wish to pursue a formal residents association set up.

4. Large Scale Satisfaction Surveys

Owner Satisfaction Surveys

As previous - will be scheduled in by April 2020 at the latest.

5. Events

Radnor Park Clear Out Day

It has been agreed that the above will be funded by the Association this year given the residents group funded the last event. It will be managed by the Maintenance department who will issue details to Radnor Park residents as soon as the event is organised with West Dunbartonshire Council, hoped to be late October/early November. We are attempting to secure funding from contractors towards the cost.

Tenant Conference

We continue to promote and progress plans for our tenant conference on Wednesday 6 November 2019 at Clydebank Town Hall, 3.00pm – 8.00pm. To recap, the theme will be 'ChitChat Live'. All sections of ChitChat brought to you live – Development, News & Information, Major Repairs Update etc. Childminding and children's activities will be provided to encourage attendance from tenants who are parents/guardians. Tenant committee members – please join us! As agreed, the office will be closed all day and this has already been noted in September ChitChat.

TPAS

Judging for TPAS for their National Good Practice Awards 2019 took place on 24 October. Preliminary presentation information on our workshop, being hosted at their annual conference in December, has also been provided to allow TPAS to issue their programme.

6. Publications/Design

ChitChat Newsletter

The September ChitChat was issued as scheduled and was again an informative publication.

Performance Report to Customers / Annual Report

As noted in the August report, a new approach to issuing the above publications was agreed - to merge the two publications into one whilst still keeping the Performance Report to Customers (Tenants Report on the Charter) in the same agreed style with tenants last year and also to provide it by email only to the tenants we have email addresses on file for (49%).

This was with the intention of providing us with cost, paper, time and postage savings, all of which will impact positively on rent levels. We are therefore delighted that, just in printing alone, a saving of £1,200 has been achieved. Postage savings will be reported when available.

We hope that you will agree that, particularly the Performance Report section (pages 17-23), provides tenants with an informative and accurate position of our performance and our plans for improvement where required. A feedback form will be issued to all tenants to ensure the report is providing information tenants want, in a format they find user friendly.

The report is available here: <http://clydebank-ha.org.uk/get-involved/sshc/>

Landlord Report

The Regulator has issued our landlord report, issued for all RSLs, based on what their National Panel of Tenants felt mattered most when it comes to their landlord's performance. How we performed in 2018/2019 is shown at the end of this report.

The report is also available here: <http://clydebank-ha.org.uk/get-involved/sshc/>

It can be noted the whilst we have performed well in so many areas and exceed the Scottish Average, we have performed below the Scottish average in the following areas reported:

- **Average rent 5 apt (23 owned) £101.24 - Scottish Average £93.49**
A majority of our 5 apartments are either terraced or other types of house and are not flatbed like most landlords we are aware of.
- **91.5% of homes met the SHQS - Scottish Average 94.1%**
We continue to make progress on this by carrying our major repair/energy efficiency work ie. External Wall Insulation and hope to be at 92.6% at March 2020. Due to abeyances and exemptions, we will not be able to achieve 100%.
- **90.5% tenants satisfied repairs & maintenance - Scottish Average 91.7%**
We are pleased our figure has increased by 3.2% this year. We will continue to look at ways of improving going forward and providing an excellent repairs and maintenance service.
- **86.8% ASB cases resolved within target - Scottish Average 87.9%**
This dip in performance was relating to procedural issues to complete the admin side of concluding complaints. These issues have now been resolved and we hope to improve significantly on our performance next year.
- **98.5% rent due in year collected - Scottish Average 99.1%**
As arrears increase, rent collected decreases. We will be striving to improve our performance in rent arrears recovery which, if successful, will result in more rent being collected.

5-Year Major Repair Plans

Pleased to report the common work 5-year plans were issued as planned.

Electric Vehicles

Publicity on the electric car charge points and our vehicles has still to follow for the media and a meeting has now been agreed to issue this but cars will be promoted initially at the Tenant Conference.

Information in Different Formats

This procedure review has been delayed but is hoped to advance with the help of a new work placement who will be assisting in the download of Happy to Translate materials, essential for the review, week beginning 28 October.

7. Freedom of Information

We continue our Freedom of Information working group of which I am part, along with 2 other staff members, in advance of legislation coming into force on 11 November.

8. Customer Service Improvement Group

The next meeting of the customer service improvement group is scheduled for 31 October. This is a group of voluntary staff who get together to share ideas on customer service improvement ideas.

Notes from the meetings can be accessed here when available:

<http://intranet:800/CustomerServiceImprovement/default.aspx>

9. Website

The website has had significant work recently to meet the newly revised Open All Hours Model Framework and in advance of Freedom of Information requirements.

10. Communication Strategy

Our Communications Strategy is a work in progress and the draft to date is available through the self-assurance evidence spreadsheet. When complete, it will detail all the methods of communication the Association uses and to encourage staff and Management Committee, where appropriate, to use these tools effectively and consistently for the benefit of the Association.

Landlord report

How your landlord told us it performed in 2018/2019

Clydebank Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2018/2019.

Homes and rents

At 31 March 2019 your landlord owned 1,122 homes. The total rent due to your landlord for the year was £4,067,068. Your landlord increased its weekly rent on average by 3.00% from the previous year.

Size of home	Number owned	Average weekly rents		
		Your landlord	Scottish average	Difference
1 apartment	0	-	£70.22	-%
2 apartment	387	£65.25	£76.10	14.3%
3 apartment	569	£68.77	£77.70	11.5%
4 apartment	143	£83.97	£84.44	0.6%
5 apartment	23	£101.24	£93.49	8.3%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **93.3%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.1%.
- » **98.0%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.6%.
- » **89.8%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 86.5%.

Quality and maintenance of homes

- » **91.5%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.1%.
- » The average time your landlord took to complete **emergency repairs** was **2.4 hours**, compared to the Scottish average of 3.6 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **3.4 days**, compared to the Scottish average of 6.6 days.
- » Your landlord completed **95.6%** of **reactive repairs 'right first time'** compared to the Scottish average of 92.5%.
- » Your landlord does not operate a **repairs appointment system**.
- » **90.5%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 91.7%

Neighbourhoods

- » For every 100 of your landlord's homes, **4.7 cases** of **anti-social behaviour** were reported in the last year.
- » **86.8%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **98.5%** of the **total rent** it was due in the year, compared to the Scottish average of 99.1%.
- » It did not collect **0.4%** of rent due because **homes were empty**, compared to the Scottish average of 0.9%.
- » It took an average of **15.1 days** to **re-let homes**, compared to the Scottish average of 31.9 days.

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk