

## **Clydebank Housing Association Ltd**

**To:** Management Committee

**From:** Sinéad Farrell, Communications Officer

**Subject:** Customer Consultation/Communication Update – January 2020

**Meeting:** 28 January 2020

**Date:** 24 January 2020

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### **Purpose of Report**

The purpose of the report is to provide an update to the Management Committee on much of the Association's communication and tenant participation activities towards meeting:

- the Customer/Landlord Relationship outcomes of the Scottish Social Housing Charter
- our customer expectations in regards to Tenant Satisfaction

### **Potential impact on tenants and service users/Tenant Consultation requirements**

There is no adverse impact on tenants and other service users as a result of information (and decisions when required) in this report. Tenant Consultation is required on some elements of these reports.

### **Value for Money**

**CHA considers Value for Money in all aspect of its business including: -**

- Managing our resources to provide quality services and homes to meet the needs of customers and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on customer priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

### **Risk**

There are no identified risks in relation to the information contained in this report.

### **Legal/constitutional Implications (Reference to Model Rules)**

Tenant participation obligations of the Housing (Scotland) Act 2001, Part 2, Sections 23, 53, 54 and 106 (the Housing (Scotland) Act 2010 (refocussed but did not supersede the Tenant Participation obligations of the Housing (Scotland) Act 2001)).

### **Relevant CHA Objectives:**

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.

- To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

#### **Relevant Scottish Social Housing Charter outcomes:**

- Equalities - Social landlords perform all aspects of their housing services so that 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.
- Communication - Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.
- Participation - Social landlords manage their businesses 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.

#### **Relevant SHR Regulatory Standards of Governance and Financial Management:**

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.

#### **Equalities**

No protected group is adversely affected by the proposals, recommendations or updates within this report. Our commitment to equal opportunities and fairness applies irrespective of factors such as race, sex, disability, age, gender reassignment, marriage & civil partnership, pregnancy & maternity, religion or belief and sexual orientation.

## 1. Current/Future Consultation & Feedback

### **Concluded/current consultation/focus groups**

**Concluded – Cage Areas/Dogs in Multis** – A survey on the future of these matters was prepared and issued in December. 126 returns were received by the closing date of 17 January and the results have been collated and will be taken forward by the Housing Services department.

**Concluded – Rent Setting** – Our informative rent setting consultation booklet and feedback slip was issued mid-December to all tenants and sharing owners (emailed where address available) providing 3 options for them to consider for 2020/21. 161 returns were received by the closing date of 23 January and the results have been collated and will be taken forward through the Rent Policy draft presented to the meeting.

### **Future focus groups and timescales:**

**Development Activity** – Spring – after much consideration on the timing, this has been moved to the Business Planning period, around February.

### **Focus groups/consultation register**

			Business Plan targets 2019-2024	2018/2019
Current number on consultation register:	1,011	795 applicants (-10) 216 tenants/owners (-1)	750	987 (Mar 19)
Customer consultations 2019/2020:	4	Charter Report Rent Setting Cage Areas/Dogs in Multis Business Plan Feedback Survey	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	Landlord Health and Safety Responsibilities 2020	1	1
Customer consultation responses	366	Charter Report Feedback (64) Tenant Conference feedback (15) Cages/Dogs in multis (126) Rent setting (161)	150	463

### **Tenant Panel**

The Tenant Panel met on 12 December to finalise their report to the Management Committee. This was presented at the meeting on 17 December. As part of our self-assurance action plan the



response from the Committee to the Panel was discussed at their meeting on 15 January and will be formally published on our website after the minute is ratified. The Panel was pleased with the level of feedback.

As promised, an action plan has been created in response to the Panel's observations/recommendations on 'What can be done better?' on our recording/reporting of Energy Efficiency Standard for Social Housing (ESSH) and it is contained in Appendix 1.

The Panel is currently reviewing the Tenant Panel Pack in advance of a recruitment drive and I will bring back any proposed changes to the remits agreed by the Committee in February 2015.

Their current topic is Landlord's Health and Safety Responsibilities and the next meeting will take place on 19 February. The current Tenant Panel workplan for 2020 is contained at the end of this report for your information.

### **Feedback**

#### *Complaints Handling Surveys*

Surveys for the quarter October-December have been issued and results will be reported when received.

#### *Customer Feedback on the Charter Report*

Delighted to report that an additional 11 feedback forms were received in addition to the 57 forms received and reported on in November's report. Updated evaluation results are available at the end of the report. It remains that 100% (68) said the information was useful to them and 100% (68) said it was presented clearly.

#### *Business Planning*

A business planning feedback form has been added to the website to gather views on our priorities, objectives, activities and more. <https://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/> The survey has been promoted on both our social media accounts.

### **Budget**

In partnership with the Head of Finance & Corporate Services the budget requirements for tenant participation in the coming financial year have been reviewed and are adequate to give effect to our Tenant Participation Strategy (required under the Housing (Scotland) Act 2001) and include our increased resources agreed in the recent strategy review.

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

Members of staff were invited to join the group for their community Christmas lunch on 17 December. 4 members of staff attended and assisted the group to serve a lovely home cooked lunch to c. 35 community members.

In December the group was emailed an updated Action Plan for the area which will be updated monthly going forward.

There have been no further open meetings of the group. Information updated as received on the RTO section of the Intranet.

### 3. La Scala Tenants Association (LSTA)

Further to the approval at the December meeting to register the above association with ourselves as a Registered Tenants Organisation, a welcome pack was issued and the following updates are provided on the actions required further to a new residents group being approved:

Action	Progress/Completion
Our RTO register at reception, required to be publically available, will be updated	Complete - 23/01/20
Our RTO section on the intranet and the RTO section of website will be updated	Website –23/01/20 Intranet – advice will be sought on adding new elements to the RTO page
The requirement to consult with this group per the Act will be promoted to all staff	Complete - Email sent to all staff 23/12/19
Start Up Grant will be issued in due course once a bank account has been set up	Offer of Start Up Grant Issued, acceptance received and notification of bank account details awaited
The Tenant Participation team of the Scottish Government will be informed we now have 2 active RTOs	Complete - Notified by email 18/12/19
The Business Plan can be updated to reflect increased coverage of tenants/residents groups throughout our stock (44 no. additional tenants covered)	Note taken for next Business Plan update

In addition, I have arranged for the Chairperson of the group to be provided with an informal information session on chairing skills with the Chairperson of RPMTRA. No meeting schedule or notification has been received as yet. An action plan will be developed at the first meeting.

### 4. Large Scale Satisfaction Surveys

#### *Owner Satisfaction Surveys*

As previous - will be scheduled in by April 2020 at the latest. A meeting has been moved to late February to discuss and agree the approach.

### 5. Events

#### *Radnor Park Clear Out Day*

The Maintenance Officer continues to have difficulties in getting contact with the relevant team at the Council. The Housing Services Manager has contacted local councillors to see if this matter can be expedited.

#### *TPAS*

The presentation for our workshop at the TPAS Annual Conference in December 2019 in St Andrew's is enclosed as item a) to this report for your information.

### 6. Publications/Design

#### *ChitChat Newsletter*

The December ChitChat was issued on schedule. It was the first newsletter to be sent by email only where we have an email address on file (c. 50% tenants).

### *Electric Vehicles*

In December 2019, we had a great deal of promotion of our electric car through our social media, SFHA daily newsletters, SFHA online and LinkedIn. This was through the donation we delivered for West Dunbartonshire Foodshare that was received through a community benefit from Clear Business. Further publicity opportunities will be taken advantage of as they arise.

### *Information in Different Formats Procedure*

The above procedure will be completed by the end of January 2020 per the updated self-assurance action plan.

The information packs in different languages currently available at reception will be reviewed by the Housing Service team after the end of the financial year and as such, the budget for this has been carried over to 2020/21.

### *Social Media*

We continue to share information and snippets of good news on our social media accounts.

## **8. Customer Care Reporting including Customer Service Improvement Group**

Update on Customer Care due in April.

### **Customer Service Improvement Group**

The Customer Service Improvement Group continues to meet bi-monthly. This is a group of voluntary staff who get together to share ideas on customer service improvements. The last 2 meetings have focussed on and brought great benefits to our customer care during the office relocation.

Notes from the meetings can be accessed here when available:

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

## **9. Website**

We have reviewed the Scottish Housing Regulator Tenant Advisor report on Landlords' Emergency Contact information available on websites and a summary of our position against the findings and recommendations can be seen below:

<b>Action</b>	<b>Progress/Completion</b>
Make emergency contact information easy to find and understand	Complete - improvements have been made to what out of hours means and clear examples of emergency repairs have been added
Put a prominent link to emergency contact information on the front page of their website	Complete – 24/01/20
Test with tenants how easy it is to find emergency contact information and how useful it is	To be reviewed by the Tenant Panel at their April meeting (15/04)

In addition, and, given that 7 of the 36 websites tested provided a Freephone number for emergency repairs, this will be suggested when the contract for one of our two out of hours services, which has a chargeable number, is renegotiated shortly.

## **10. Communication Strategy**

The Communications Strategy is being presented to the January meeting.

## **Customer Feedback Form – CHA’s Annual Performance Report for Customers – UPDATE – January 2020**

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**68 responses received were as follows.** All feedback will be taken on board for future editions.

**Was the information useful to you?** Yes – 68 (100%) No - 0

If not, how can it be improved?

- Helps owners know how CHA performs

**Was it presented clearly?** Yes – 68 (100%) No - 0

If not, how can it be improved?

- The report from cover to cover was fantastic
- Very easy to read and understand
- Clearly but still room for improvement

**Did you like the graphs and narrative which supported the statistics?**

Yes – 64 (94%) No - 1 (1.5%) No response – 3 (4.5%)

If not, how can it be improved?

- Very good
- Very easy to follow
- Too much of a financial burden to think about
- Unnecessary but not a problem

**Was there too much information?**

Yes – 5 (7.5%) No – 61 (89.7%) No response – 2 (3%)

**Could there have been more information?**

Yes – 10 (14.7%) No – 50 (73.5%) No response – 8 (11.8%)

**Do you have any comments regarding our performance?**

- I find CHA to be pro-active in their approach to all aspects of their undertaking. Polite and friendly with a very likeable staff throughout.
- Always handled professionally and efficiently
- The magazine was well put together and was presented good. Lots of info and updates. Well done to all involved.
- The performance of CHA is very good.
- Very good (4)
- Usually very good
- I believe CHA is continuing to provide an excellent service in all aspects and is great value for money
- We are very pleased with the service you provide
- Carry on good work
- Keep up your great work in the community
- Very happy with things as they are
- As an owner this gives one reassurance of CHA commitment to its tenants
- Any service I have used this past year have been carried out competently
- I like that I get kept up to date with what's happening
- A good performance – well done. WDC poor as expected



- I am very satisfied with all the up to date information from Clydebank Housing Association's annual reports
- It's good to see how we compare to other housing association and how well we are doing
- Good
- I find it satisfactory
- For elderly people too much information to take on at one time
- More effort should be given to homeowners
- More communication throughout the year would be appreciated
- Good reading

**Would you like to examine areas of our performance in more detail or are there any areas we did not report on and which you would like to have seen?**

Yes - 1 (1.5%)                      No – 62 (91%)                      No response – 5 (7.5%)

If yes, please detail:

- Greenspace areas and not enough time to given to homeowners

**Do you agree with who we compared our performance against?**

Yes – 61 (89.7%)                      No – 1 (1.5%)                      No response – 6 (8.8%)

**Would you like to be involved in the preparation of your next report?**

Yes - 1 (1.5%)                      No – 64 (94%)                      No response – 3 (4.5%)

**What is your preferred method of communication?**

Post – 49 (72%)      Email – 4 (6%)      Phone - 6 (8.8%)      No response – 4 (6%)  
(Email and Phone circled – 1 – 1.5%) (Post & Phone circled – 4 – 5.8%)

## Tenant Panel Workplan 2020

<b>January – Wed 15/01/20 at 2.30pm</b>	✓	<b>February – Wed 19/02/20 at 2.30pm</b>	✓
<ul style="list-style-type: none"> <li>Tenant Panel pack review – 2020 version</li> <li>Response to Panel from report to Management Committee – December 2019</li> <li>Rent Setting 2020/21</li> </ul>		<ul style="list-style-type: none"> <li>Landlord's Health and Safety Responsibilities – introduction and overview</li> <li>Review of previous decisions – Void/Allocations Action Plan January 2019</li> <li>Business Plan review:                             <ul style="list-style-type: none"> <li>Mission</li> <li>Objectives</li> <li>Values</li> <li>Performance/Targets</li> <li>Priorities</li> </ul> </li> </ul>	
<b>March – Wed 18/03/20 at 2.30pm</b>	✓	<b>April – Wed 15/04/20 at 2.30pm</b>	✓
<ul style="list-style-type: none"> <li>Landlord's Health and Safety Responsibilities – next stage</li> <li>Appraisal session – reflect on any additional training or support the Association could provide</li> </ul>		<ul style="list-style-type: none"> <li>Review of complaints per Association's self-assurance action plan</li> <li>Potential to review any ARC reporting required</li> <li>Review emergency contact information per the SHR Tenant Advisers review</li> </ul>	
<b>May – Wed 20/05/20 at 2.30pm</b>	✓	<b>June – Wed 17/06/20 at 2.30pm</b>	✓
<ul style="list-style-type: none"> <li>Landlord's Health and Safety Responsibilities – next stage</li> <li>National volunteer week celebration (1-7 June)</li> </ul>		<ul style="list-style-type: none"> <li>Landlord's Health and Safety Responsibilities – next stage</li> </ul>	
<b>July - Wed 15/07/20 at 2.30pm</b>	✓	<b>August – Wed 19/08/20 at 2.30pm</b>	✓
<ul style="list-style-type: none"> <li>Possible site visits/meet up with other Tenant Panel/Scrutiny Group</li> </ul>		<ul style="list-style-type: none"> <li>Landlord's Health and Safety Responsibilities – potentially concluding/concluded at this stage and report prepared for MC</li> </ul>	
<b>September - Wed 16/09/20 at 2.30pm</b>	✓	<b>October - Wed 21/10/20 at 2.30pm</b>	✓
<ul style="list-style-type: none"> <li>Self-assessment process review for self-assurance statement (annual)</li> </ul>		<ul style="list-style-type: none"> <li>Agree meeting timetable for 2021</li> <li>Possible commencement of Information Technology – Website/CHA Systems/Future Option – introduction and overview</li> </ul>	
<b>November - Wed 18/11/20 at 2.30pm</b>	✓	<b>December - Wed 16/12/20 at 2.30pm</b>	✓
<ul style="list-style-type: none"> <li>Issue of annual timetable</li> <li>If commenced Information Technology – Website/CHA Systems/Future Option – next stage</li> </ul>		<ul style="list-style-type: none"> <li>Christmas Lunch!</li> </ul>	

## Appendix 1 Energy Efficiency Standard for Social Housing (ESSH) – Action Plan (January 2020)

(Further to the Tenant Panel Report provided to the MC 17.12.19 – What can be done better?)

Topic	Tenant Panel Comment	Proposed Action	Target Date/Staff Member	Current Status
<b>Extracting data</b>	<ul style="list-style-type: none"> <li>It was clear that in the process of extracting data from the housing system for performance monitoring/auditing purposes was complex, requiring sub-sheets and sub-sheets and that running reports was extremely time consuming. If a more convenient system for recording and reporting was available it could provide value for money</li> </ul>	<ul style="list-style-type: none"> <li>Any review of the housing management system will bear this in mind.</li> </ul>	<p>At the time of any housing management system review.</p> <p>Staff member: Head of Housing Services</p>	Ongoing
<b>Access to properties</b>	<ul style="list-style-type: none"> <li>The lack of access to a number of properties was noted but it is appreciated that the issue can only be forced if it is for essential work, not necessarily EPCs. Also breach of tenancy could not be issued but that improved link up working could be carried out so that EPCs are carried out during major repairs, statutory checks etc. and that this could be flagged on the housing system</li> </ul>	<ul style="list-style-type: none"> <li>The Tenant Sustainment Policy review will include a plan for gaining access to properties on a periodic basis.</li> </ul>	<p>Mar-20</p> <p>Staff member: Head of Housing Services</p>	On schedule
<b>EPC/Rent Arrears</b>	<ul style="list-style-type: none"> <li>It was of interest whether there was any correlation between those in rent arrears and those who have lower EPCs and thought this could be explored</li> </ul>	<ul style="list-style-type: none"> <li>A one-off exercise in relation to this suggestion will be conducted in the first quarter of the new financial year.</li> </ul>	<p>By Jul-20</p> <p>Staff member(s): Housing Services team</p>	On schedule

Date – 23 January 2020