



## clydebank housing association

# Charter Customer Report How did we do in 2016/2017?

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

The report contains some of the performance information we reported to the Scottish Housing Regulator (SHR) for 2016/2017 (as restated to the SHR in October 2017).

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.

This report's design has been shaped by tenants and the content chosen by tenants. From all of the information we report to the Regulator those involved felt the performance reported herein was the most important for tenants. Let us know though if you'd like to see more. All our performance is available from the Regulator's website (see back page) and you can compare it with other social housing performance.

We have included our previous 2 years' performance too to help you see how we are getting on. In 2016/2017 the results are based on 430 tenants, 2015/2016 on 280 tenants and 2014/2015 on 531 tenants. All figures have been rounded to the nearest 0.1 %. Whilst some of this years' figures are great, others could do with improvement and we are working hard to provide our services at the high level you would expect. Our customers are our priority now and in the future.



*One of our tenant focus group meetings in 2016*

We have also included for reference, the Scottish average (from 190 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 beneficial and we always welcome any feedback.

# Tenant satisfaction and communication

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

### What does this mean?

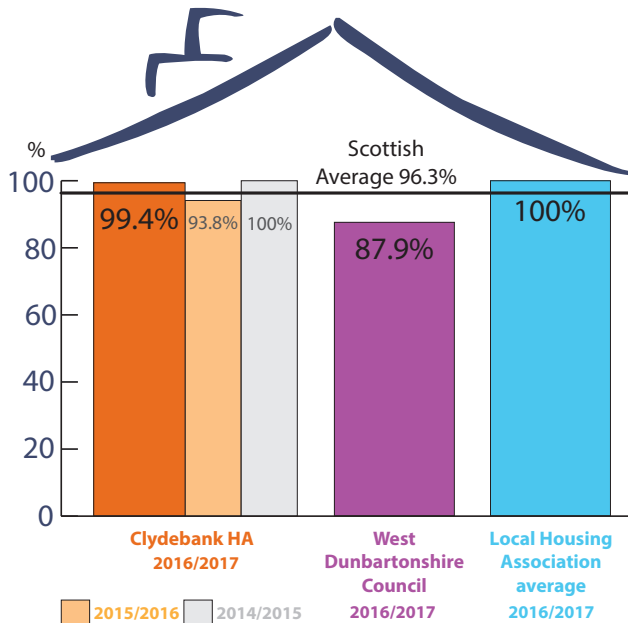
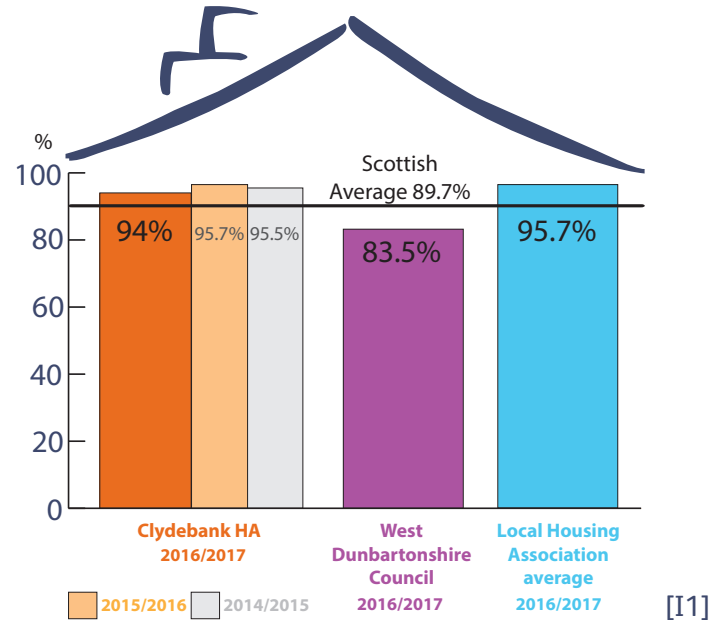
A Tenants Satisfaction Survey was conducted by an independent company. 40 % (430) of our tenants were surveyed and 94 % (404) were satisfied with our overall service.

### 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.



## 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. We responded to 90 of the 91 complaints received in full by 31 March as one was received on the 31 March itself.

### 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.

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

### What does this mean?

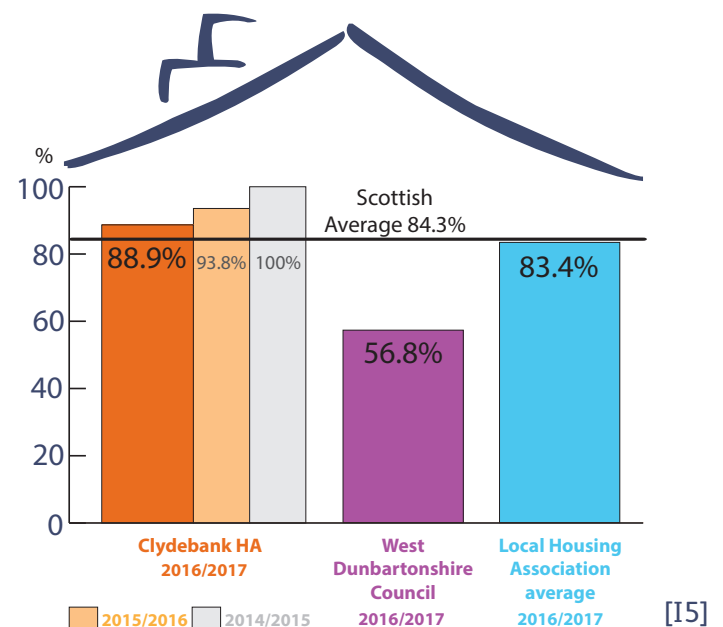
This shows the percentage of these complaints we have resolved within the timescales laid down in our complaints handling procedure. We responded to 88 complaints within these timescales.

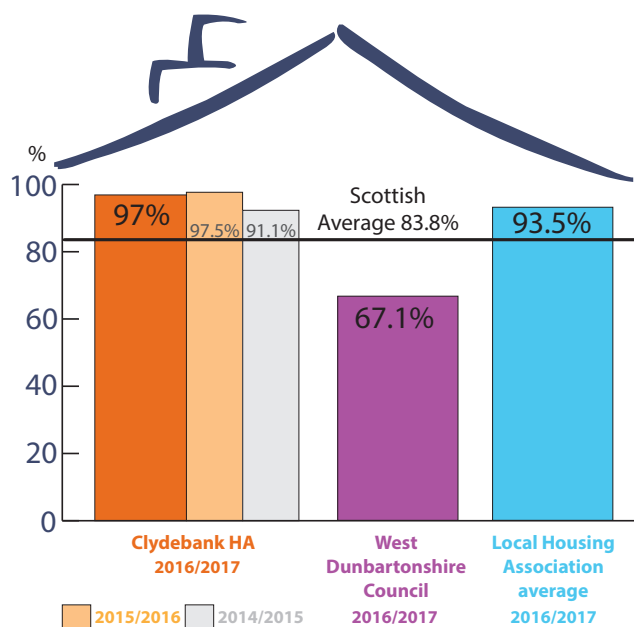
### Why is it important?

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. We can also provide staff training and ensure awareness of the response timescales.





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

### What does this mean?

97 % (417) of those surveyed (430) 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?

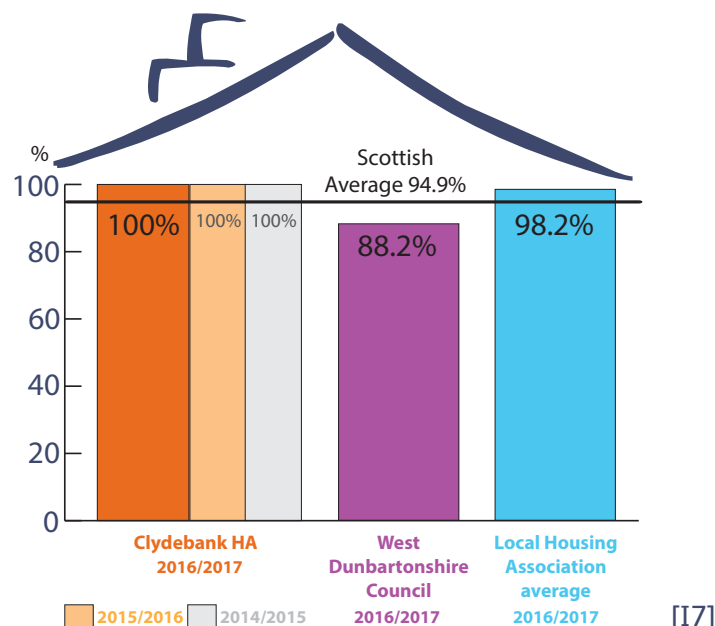
The Scottish Housing Quality Standard (SHQS) is defined by 55 elements relating to the interior and exterior of social rented properties to ensure they reach a tolerable standard.

#### Why is it important?

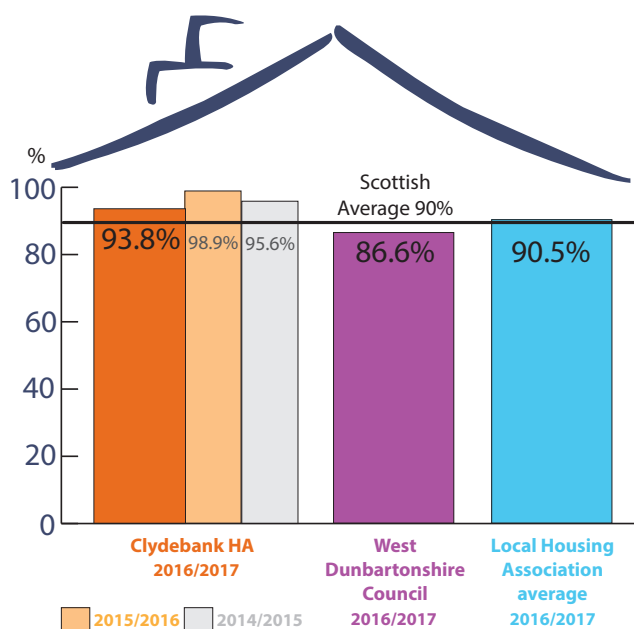
All homes must have met the requirements of the Scottish Government's Scottish Housing Quality Standard by 2015.

#### How can we improve?

We are delighted that all our properties achieved the Standard in 2011 and we continue to closely monitor our stock to ensure ongoing compliance.



[17]



## 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, reviewed with a focus group of tenants in 2015.

### 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 take on board feedback from tenants on how we can improve our standards.

[19]

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

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

#### What does this mean?

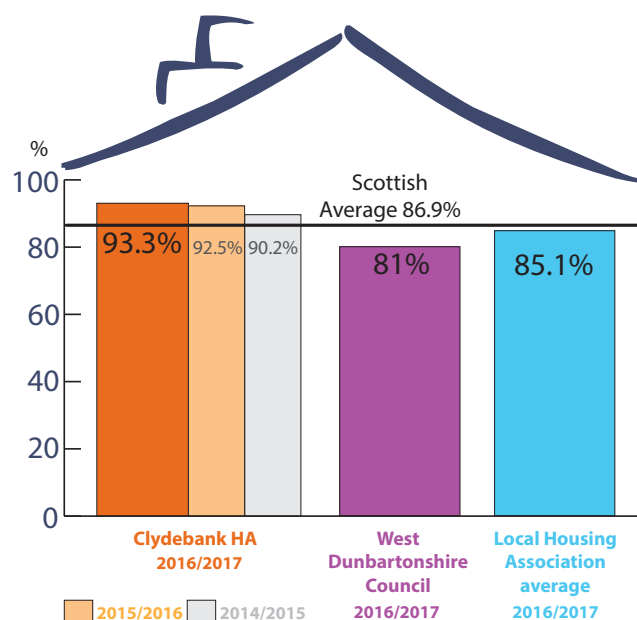
This shows how satisfied tenants are with the general state of repair of their home and the standard of kitchen units and bathroom suites.

#### Why is it important?

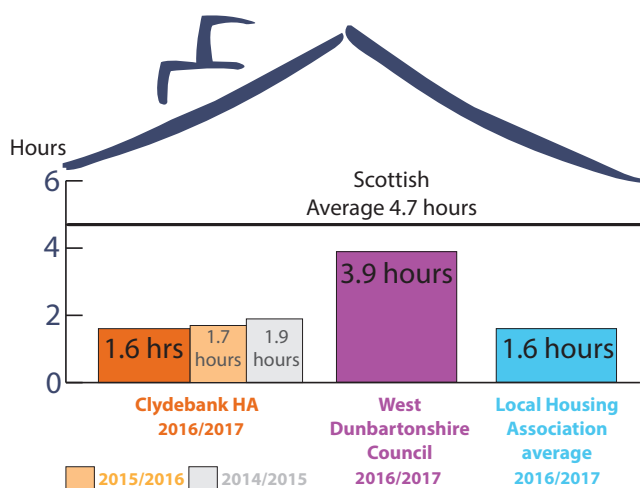
It is important to us that our properties are maintained to a high standard to ensure the comfort and safety of our tenants.

#### How can we improve?

By involving you in all aspects of our maintenance service delivery, keeping our major repairs programme up to date and ensuring we have contractors who are aware of our standards.



[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 1.6 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 agreed timescales and ensuring you know what types of repairs are classed as an 'emergency'.

[I11]

### Average working days to complete non-emergency repairs

#### What does this mean?

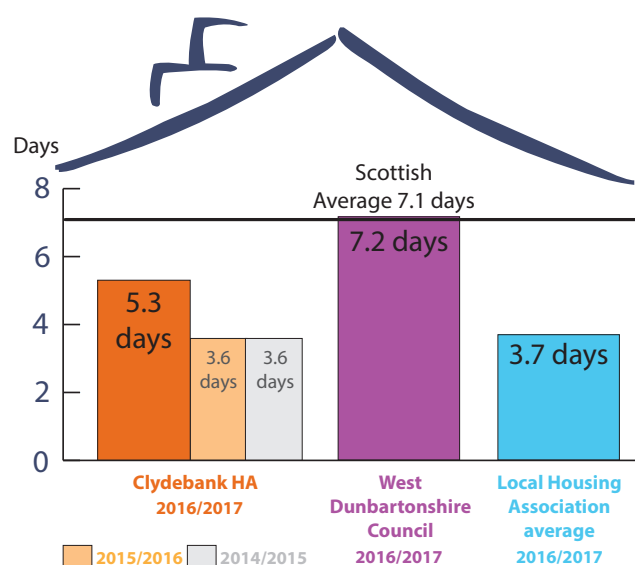
Non-emergency repairs are known as reactive repairs and have target response times of either 3 days or 10 days dependent on the fault. On average, we complete these in 5.3 days.

#### 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 and by encouraging tenants to use our 'repairs by appointment' service as well as rigorously monitor the performance of our contractors to ensure we can drive down the number of days it takes to complete a repair.



[I12]

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

What does this mean?

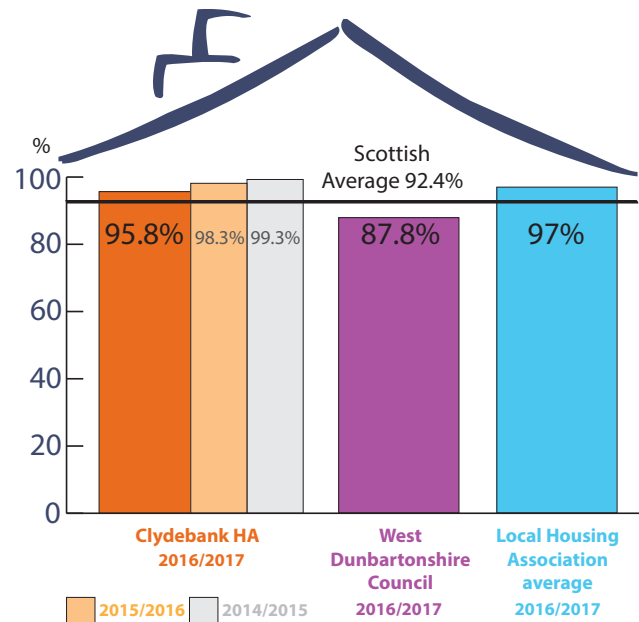
This is the percentage of reactive repairs completed without the need to return a further time because the repair was inaccurately diagnosed and/or the contractor did not fix the problem.

Why is it important?

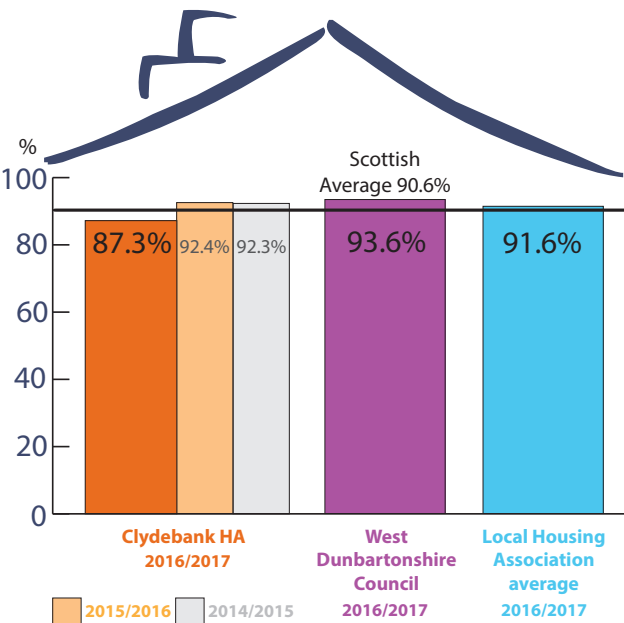
We want to do what it says on the “tin” – complete the repair “right first time”.

How can we improve?

We can improve by ensuring we get the right information from you and that we use skilled contractors who have a proven track record of high performance and take action where our high standards are not met.



[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 level 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. We liaise with tenants who have expressed dissatisfaction to enable us to make improvements to our service. We can also ensure contractors perform at a high standard.

[I16]

Neighbourhood and community

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

What does this mean?

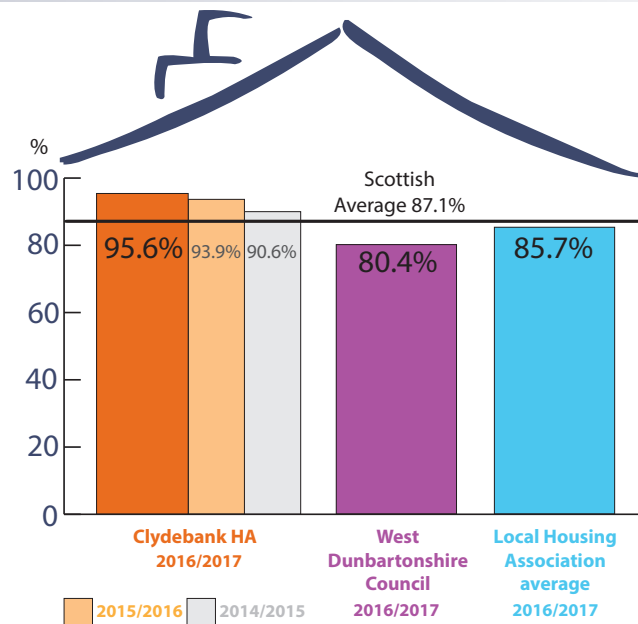
Tenants should be happy that the area in which they live is well maintained and managed.

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 to maintain our effective partnership arrangements with Police, relevant Council departments etc. We will ensure that we participate and promote beneficial initiatives in our areas.



[I17]



## Neighbourhood and community (continued)

### Percentage of anti-social behaviour cases resolved within local target

**What does this mean?**

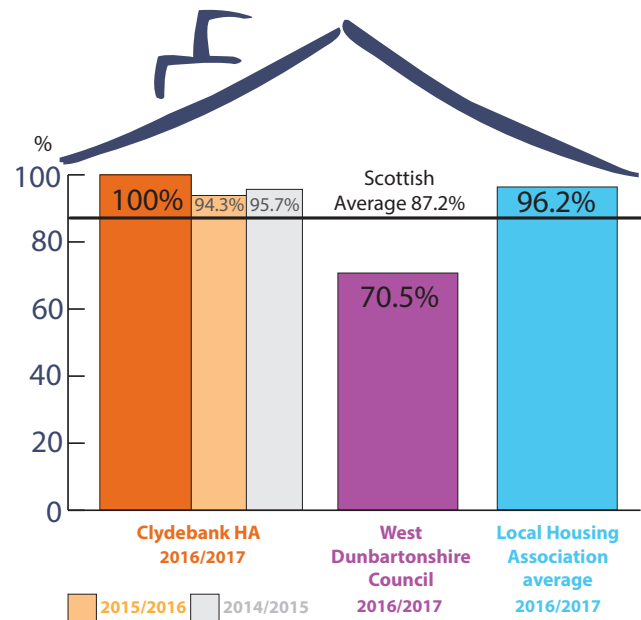
This measures how efficiently we investigate and deal with reports of anti-social behaviour.

**Why is it important?**

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

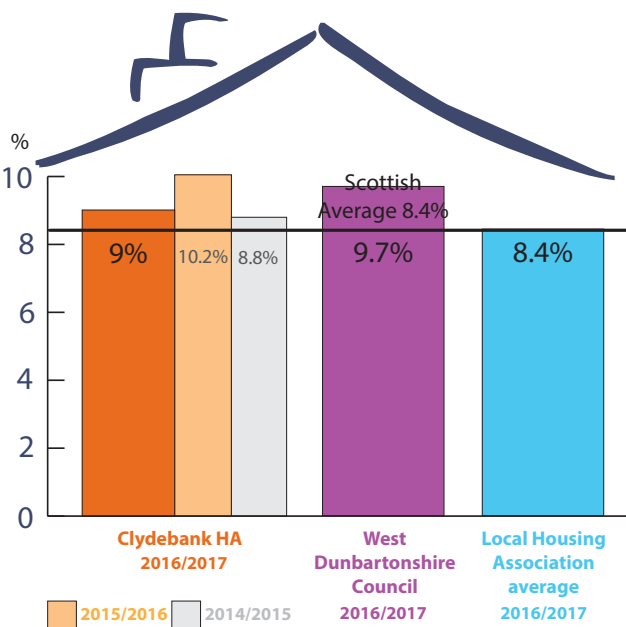
**How can we improve?**

We are delighted to achieve 100 %. We will ensure 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 our 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 will continue to offer a range of tenancy support measures to assist tenants in sustaining their tenancy, from the application stage and throughout their tenancy and we are always reviewing this.

[I21]

## Getting good value from rents and service charges

### Average weekly rent charge per apartment/bedroom size

**What does this mean?**

This is how much we charge for each size of property we let in 2016/2017.

**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 apt/1 bedroom	£61.45	£71.79	£68.03	£71.67
3 apt/2 bedroom	£64.06	£73.92	£72.22	£73.13
4 apt/3 bedroom	£80.11	£78.52	£79.03	£79.42
5+ apt/4+ bed	£96.24	£83.89	£91.19	£88.02

[C17]

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

### What does this mean?

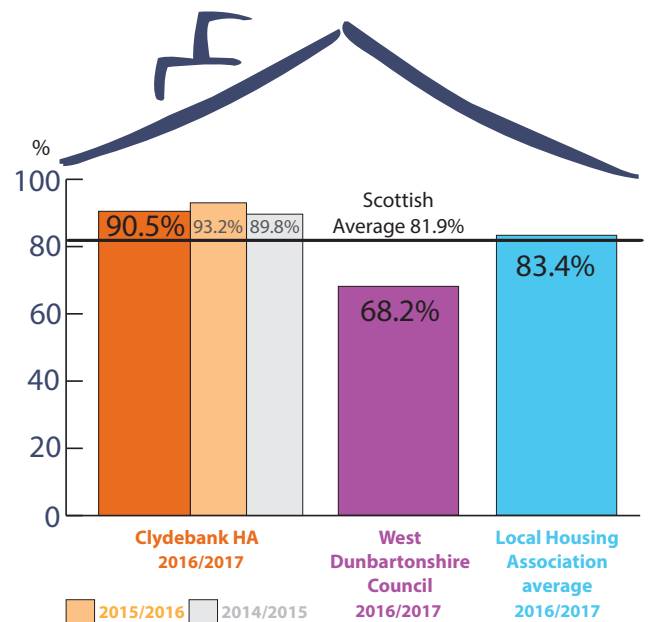
The rent we charge should be fair and affordable for tenants. Rent should compare favourably against similar landlords and be no more than is required to manage and maintain our houses.

### Why is it important?

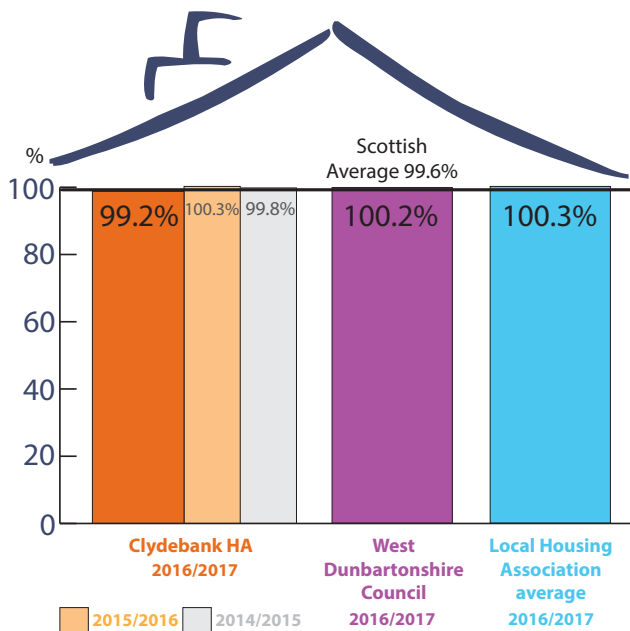
Tenants who can afford to pay their rent are more likely to sustain their tenancy.

### How can we improve?

By continuing to ensure our costs to deliver our services remain as low as possible so our rents are more affordable for our tenants. To help us do this we will always compare our rents against our neighbours and peer groups.



[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. We continually review how we manage and assist tenants with rent or financial difficulties.

[I30]

## Percentage gross rent arrears of rent due

### What does this mean?

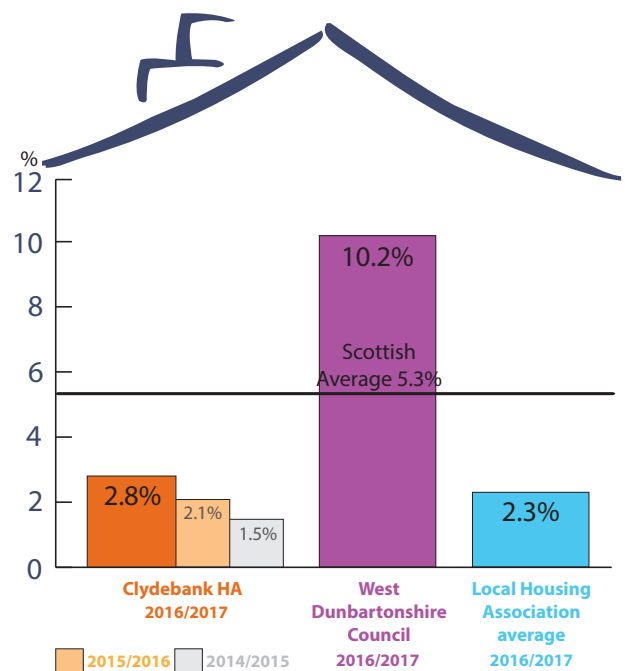
This is the total rent owed to the Association by current and former tenants.

### Why is it important?

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

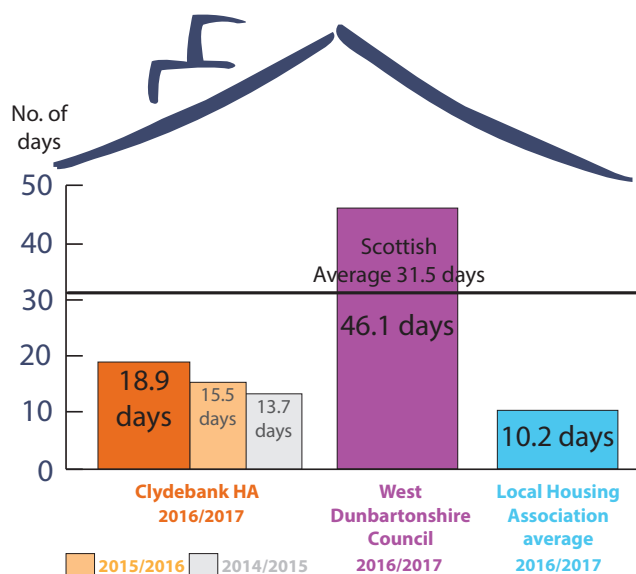
### How can we improve?

Although our arrears have increased, we are constantly monitoring the resources available to us in difficult financial times of welfare reform. We can continue to maximise the number of ways you can pay your rent and offer 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. We are constantly trying to improve our letting procedures.

[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:

 **0141 646 5091** (or 0844 579 6493, network charges apply)

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 2016/17. 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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