

**Charter  
performance  
customer  
report**

2016-2017

# Welcome to our fourth 2016/2017 customer charter report

My name is Janet Mackenzie and I'm a member of the Home Scotland viewpoint team.

The viewpoint team asked that this report was made much shorter than previous years and that the amount of text was reduced. We also asked that information on number of evictions and length of time to complete medical adaptations were included in this year's report.

Performance in 2016/2017 is compared against last year's performance and against the average for all social landlords (housing associations and local authorities) in Scotland. This allows you to see where performance has improved and critically, where improvements to services are needed.

The Scottish Housing Regulator asks that we carry out a survey of our customers at least once every three years to find out your satisfaction with our services. The figures relating to satisfaction in this report are the same as last year's figures. This is because Home Scotland and the viewpoint team are working with an independent research company called Research Resource to carry out a face to face satisfaction survey during October, November and December 2017 to find out your views. The results from this will be submitted to the Scottish Housing Regulator in May 2018 as part of our Charter return for 2017/18. The results will be used to identify services you are not satisfied with and allow us to work with customers and colleagues to identify improvements. It will also tell us where Home Scotland is performing well and will help to maintain high standards.

You should already have received information about the satisfaction survey. If you would like to take part please contact Research Resource on **0141 641 6410**.

2016/17 was a busy year for our viewpoint team and the customer assessors. We carried out customer promise assessments in Castlemilk in Glasgow, Newbridge Drive in Dumfries, Southhouse in Edinburgh and in Rosyth, Fife. We were delighted to win the TPAS Scotland Best Practice in Tenant Led Scrutiny of the Charter award. Winning the award was a great achievement but by far the most satisfying aspect of the customer promise assessments is speaking to customers and helping to make a difference.

## Would you like to help us make a difference?

Why don't you come along to a viewpoint meeting? Meetings are normally held every two months in Glasgow, Dundee or Edinburgh and your travel will be arranged and lunch is provided. At each meeting we look at how Home Scotland has been performing and are able to ask questions and identify areas which we think need more scrutiny.

If you don't want to travel far but are still interested please get in touch with the involvement team as there are many other ways to get involved. You can find out more on [www.homegroup.org.uk/getinvolved](http://www.homegroup.org.uk/getinvolved) or call **0345 141 4663**. I hope to meet some of you soon.

**Janet Mackenzie**  
**Viewpoint Team**

# Scottish Housing Regulator Report

The Scottish Housing Regulator has published the landlord reports for all housing associations and local authorities, including Home Scotland.

All of the individual reports are available on: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) where you can also access more information and use the Regulator's comparison tool.

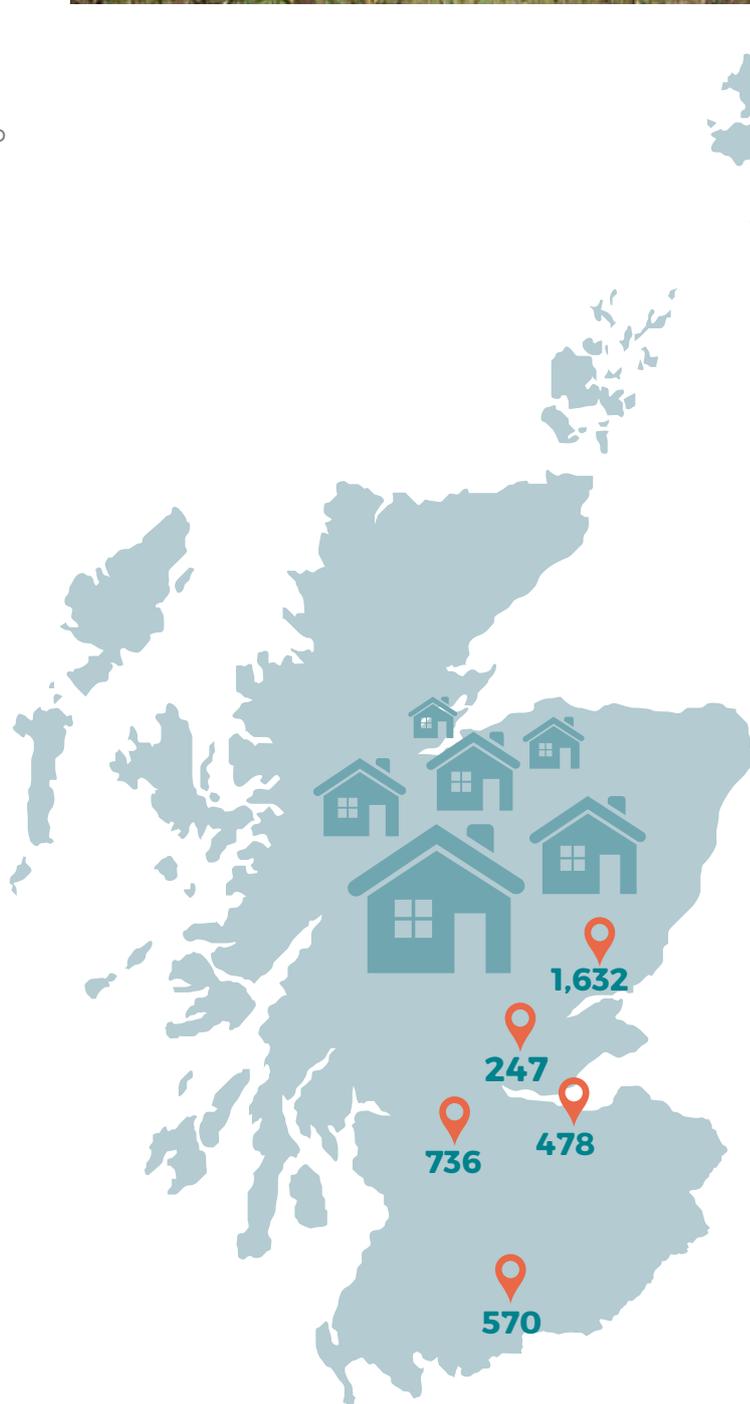
Every May, Home Scotland gathers information on our performance against the Scottish Social Housing Charter (also known as the Charter) which we submit to the Scottish Housing Regulator. The Regulator asks us to prepare a report for customers on our performance.

This customer report tells you about our performance against the Charter's outcomes and standards over the last year and compares our performance against the average for all social landlords in Scotland. The viewpoint team has agreed the outcomes we will include within this report.

## Who we are...

<b>3,663</b>	homes across Scotland
<b>478</b>	homes in Edinburgh
<b>570</b>	homes in Dumfries and Galloway
<b>1,632</b>	homes in Dundee
<b>247</b>	homes in Rosyth
<b>736</b>	homes in Glasgow
<b>2.5%</b>	rent increase for 2017/18
<b>£15,048,592</b>	total rent due

We are always interested in hearing your views. Tell us what you think of the Charter report by completing this short survey. [www.surveymonkey.co.uk/r/charterreportfeedback](http://www.surveymonkey.co.uk/r/charterreportfeedback)



## Charter Outcome 2 Communication

*“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.”*



	15/16	16/17	Scottish Average
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	82.4%	82.4%	91.1%

Our Customer Service Centre is open from Monday to Friday 7am to 8pm and Saturday 8am to 12 noon. Our housing managers are now able to provide services from 8am until 8pm and on a Saturday morning.

We now have one number for all customer enquires which is our national number **0345 141 4663**. All calls from landlines and mobiles are charged at a local rate.

## Complaints

We aim to deliver the best services possible and positively encourage feedback in the form of complaints, compliments and comments. This information is extremely valuable as it helps us learn and improve services.

In 2016/17 we received **311** stage 1 complaints and **55** stage 2 complaints. We received no complaints on equalities issues.

We have worked hard to improve our response rates for all complaints, but particularly Stage 2 complaints. Improvement is still required and this will remain a focus for 2017/2018. We are also taking part in a Scottish Public Services Ombudsman (SPSO) working group on learning from complaints.

	15/16	16/17	Scottish Average
% of Stage 1 Complaints responded to on time	91.3%	95.3%	85.4%
% of Stage 2 Complaints responded to on time	60.3%	68.6%	83.3%

## Charter Outcome 3 Participation

*“Tenants and other customers find it easy to participate in and influence their landlord’s decision at a level they feel comfortable with.”*

A new customer involvement advisor has joined our team. We will continue to work with customer assessors to carry out customer promise assessments in our neighbourhoods. We are also developing our new customer involvement strategy for 2018-2021 with customers. Want to get involved? **Call 0345 141 4663 or visit our website [www.homegroup.org.uk/getinvolved](http://www.homegroup.org.uk/getinvolved) to find out more.**

	15/16	16/17	Scottish Average
Percentage of tenants satisfied with opportunities to participate in our decision-making	76.7%	76.7%	83.8%

## Charter Outcome 4 Quality of Housing

*“Tenants’ homes as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when they are allocated are always, clean, tidy and in a good state of repair.”*

## Scottish Housing Quality Standard (SHQS)

**96.5%** of our homes meet this standard. This compares to a Scottish average of 93.6%. Where we have homes that do not meet the standard, this is either because customers do not want the necessary work to be carried out, or because the properties are scheduled for disposal or demolition.

## Charter Outcome 5 Repairs, Maintenance and Improvements

*“Tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.”*

During 2016/17 we spent **£3,475,381** on repairs, maintenance and improvements to your homes. We completed **10,253** repairs. On average this is **2.8 repairs** per household.



## Outcome 5 continued...

	15/16	16/17	Scottish Average
Average hours taken to complete an emergency repair	8.2 hrs	8.7 hrs	4.7 hrs
Average hours taken to complete a non - emergency repair	8.5 days	7.9 days	7.1 days
Percentage of reactive repairs completed right first time	72.5%	80.7%	92.4%
Percentage of repairs appointments kept	94.6%	96.7%	95.7%

When our customers have an emergency repair, our target is to ensure that we attend and make the home safe within six hours and that repairs are completed within 24 hours. The Scottish Average figure relates to the time to make safe only and not the fully completed repair as we report on this.

Our time taken to complete non-emergency repairs has improved since last year. Our target is to complete these

repairs within 9 days. We will continue to work with our contractor, Novus, to meet this target.

We have worked hard to improve the number of reactive repairs we complete right first time. This continues to be a focus for our maintenance colleagues.

We continue to make sure appointments are kept, we know how important this is for you.

## Charter Outcome 6 Neighbourhood and Community

*“Tenants and other customers live in well-maintained neighbourhoods where they feel safe.”*

For every 100 houses, 4.2 cases of anti-social behaviour were reported in 2016/17. We will work with the viewpoint team to review the current agreed target of 30 working days. Experience is showing that often longer time is needed to deal with more complicated cases.

We are working as one team with our customer service centre to manage anti-social behaviour.

**You can report any anti-social behaviour in the following ways:**

- Telephone the customer service centre on **0345 141 4663**
- Visit our website [www.homegroup.org.uk](http://www.homegroup.org.uk) (contact us section)
- Live chat on our website
- Use the Home Group app
- Write to us
- Email us



Our trained customer service advisors will discuss the anti-social behaviour with you and help decide what will be done next. If the incident of anti-social behaviour is not Home Group's responsibility, you will be signposted to an appropriate agency.

	15/16	16/17	Scottish Average
% of anti-social behaviour cases resolved within locally agreed targets	76.2%	66.2%	87.2%

## Charter Outcome 11 Tenancy sustainment

*“Tenants’ get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.”*

The viewpoint team asked us to include some information on the number of evictions carried out during the year. We try to avoid evicting people from their homes. If you are at risk of losing your home through rent arrears please contact the customer service centre on **0345 141 4663** as soon as possible.

The number of homes abandoned doubled in the last year. We are working with colleagues to identify possible reasons for this.

We completed 97 medical adaptations in 2016/17 and reduced the number of days to complete these to 40.7 days following the introduction of new completion targets.

	15/16	16/17	Scottish Average
Number of evictions carried out during the year – rent not being paid	12	12	–
Number of evictions carried out during the year – because of anti-social behaviour	1	2	–
Number of properties abandoned	18	36	–
Average time to complete medical adaptations	55.3 days	40.7 days	51.8 days

## Charter Outcome 13 Value for Money

*“Tenants, owners and other customers receive services that provide continually improving value for the rent and service charges they pay.”*

Our promise to deliver value for money is about more than finance, it’s about creating outcomes for customers by delivering increased efficiencies. We know that for our customers it’s about providing efficient and effective services.

During 2016/17 we asked your views on increasing your rent by 2.5% from 1 April 2017. The 2.5% increase helped make sure 96.5% of our homes meet the Scottish Quality Housing Standard.

Your rent goes towards providing quality housing and services. We are working with customers to collect all rent due and reduce rent arrears.

If you are worried about paying your rent or finding it hard to keep up please contact the customer service centre on **0345 141 4663** as soon as possible.

Empty homes don’t generate any income from rent. We are working with our colleagues in housing management and maintenance to make sure our empty homes are let as soon as possible after becoming empty to keep rent loss levels low. We are also working with our asset management colleagues to look at strategies for dealing with properties which are low in demand.

	15/16	16/17	Scottish Average
% of tenants who feel that the rent for their property represents good value for money	73.9%	73.9%	81.9%
Rent collected as % of total rent due in the reporting year	99%	96.5%	99.6%
Gross rent arrears as at 31st March each as a % of the reporting year	6.7%	6.4%	5.3%
% of rent lost through properties being empty	1.5%	0.9%	0.9%
Average length of time taken to re let properties	58 days	54.5 days	31.5 days

**For any further information,**

**t:** 0345 141 4663

**e:** [contactus@homegroup.org.uk](mailto:contactus@homegroup.org.uk)

**w:** [www.homegroup.org.uk](http://www.homegroup.org.uk)



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October 2017. All statistics correct at time of print.

Please contact the customer service centre if you would like this report in Braille, audio or large-print.