

# REPORT TO TENANTS

How we performed in 2014/15...



## How did we do?

This is our report to tenants on how we have performed on the standards set out in the Scottish Social Housing Charter ('Charter'). As a social landlord, we have to report to the Scottish Housing Regulator (SHR), who regulates what we do, on how we have performed each year.

This information, which has to be backed up by evidence, was given to the SHR in May 2015. The SHR assesses our performance against the standards in the Charter. The report on our performance is called the Annual Return on the Charter (ARC).

### Background

The SHR asks us to report to our tenants on a range of indicators. This includes information on:

- landlord profile
- satisfaction
- housing quality and maintenance
- neighbourhood and community
- getting good value from rents and service charges.

The full list of indicators is available on the SHR website: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) – Scottish Social Housing Charter.

Overall Dunedin Canmore shows strong results against targets, and we will be aiming to improve over the next year.



# Looking at our evidence

In addition to Dunedin Canmore's Board's on-going scrutiny of performance against agreed targets, the Customer Panel reviews the process and evidence of how we collect our performance data and tenant feedback. The Panel is a group of independent tenants and customers who are not involved with us in other ways. They are individuals who have an interest and/or skills in reviewing and assessing performance.

The Customer Panel meets monthly to look at our performance and has a direct link to our Board to report on aspects of the service they feel need closer 'scrutiny'. The Panel is the most influential body we have where customers can influence decision making on the way our services are delivered.

They know what is needed and understand how Dunedin Canmore and Wheatley Group gather and report details of how they perform.



No. of lettable units	Average weekly rent £
1Apt – 118	£70.87
2Apt – 2,755	£78.91
3Apt – 1,633	£88.22
4Apt – 548	£96.03
5+ Apt – 111	£101.72
<b>Total – 5,165</b>	<b>£87.15</b>

## Landlord profile

On 31 March 2015 we had **5,165** homes, an increase of 265 on last year. The total rent due to us was just over £19.5million. Our rent increase went down from 3.5% in 2013-14 to **2.5%** in 2014-15, which compared favourably with the Scottish average rent increase. However, our rents are still on average 20% higher than the Scottish average, mainly due

to the quality of our housing and the higher rents in Edinburgh. Our rents compare favourably with other landlords in Edinburgh and this reflects the higher standard and quality of the stock we have which provides a higher level of satisfaction for our tenants.



## Landlord Satisfaction

**How satisfied are you with the overall service provided by your landlord? Dunedin Canmore 89.6% satisfaction**

This is the key measure of how Dunedin Canmore is doing – what our tenants think of us as a landlord.

Tenant satisfaction has almost stayed the same as last year's **89.5%** which is slightly higher than the Scottish average of 88.1%. We know there is always room for improvement and we will be working hard to see how we can improve this for tenants.

We agreed that tenant satisfaction with overall service is a good indicator of performance.



## Quality of our homes

In **90%** of cases we have completed repairs right first time. **98.9%** of our repairs appointments were kept.

We maintained the average time we took to complete emergency repairs from last year, **3.2%**, and this is almost half the Scottish average of 5.9%.

The average time we took to complete non-emergency repairs was **4.2 days** and **87.4%** of tenants who had repairs or maintenance carried out were satisfied with the service received.



## Being part of making decisions

### How good or poor do you feel Dunedin Canmore is at keeping you informed about their services and decisions?

Dunedin Canmore **92%** satisfaction.

### How satisfied are you with the opportunities to participate in decision-making?

Dunedin Canmore **76.4%** satisfaction

**Satisfaction** with the opportunities to participate has increased from 67.9% to **76.4%**.

Satisfaction with how Dunedin Canmore is keeping customers informed has also increased from 84.5% to **92%**.

We will make sure that Dunedin Canmore tenants are aware of the many opportunities to shape and influence services and support tenants to get involved.

Over the past year we have increased the amount of telephone surveys we involve tenants in to get feedback on our services.



## Value for money

It took an average **29.4 days** to re-let properties in the last year compared to 39.1 days last year.

Only **0.08%** of rent was lost through properties being empty in the last year. **105.3%** of rent was collected from tenants as a percentage of total rent last year.

We will continue to provide support to our tenants who need help to pay their rent.

Some of this improvement is due to the influence of our Customer Panel, who compiled a report on our empty homes last year and also reviewed our performance six months later to help us make a difference to this area of service.

The Panel's influence helped us to improve these figures and they will continue to monitor progress.



### In our neighbourhoods

For every 100 homes we have, 19 cases of anti-social behaviour were reported in the last year. This is down from last year (24 cases for every 100 homes) but we are reviewing how we tackle anti-social behaviour cases in the future.

**83%** of these cases were resolved within targets agreed locally with our tenants and other local social landlords, but we are currently reviewing the process for this service and will report on the progress to our Customer Forum which should help improve these figures.

## The Customer Panel

Our Customer Panel meets on a monthly basis to look at our performance figures and also look in detail at our services, with scrutiny of the services being applied to produce reports that go to our Board. The Panel welcomes new members to share in this responsibility and help make a positive difference to our services and performance.



## Housing Quality Standard



Every social landlord in Scotland has to be compliant with the Scottish Housing Quality Standard (SHQS) by 2015.

This means ensuring homes are upgraded to the standard set out.

**99.3%** of Dunedin Canmore homes meet the Scottish Housing Quality Standard. The Scottish Government is aware that very few tenants have not enabled or allowed us to upgrade their homes.

## How do we compare

Below is a list of how we compare with the other members of the Wheatley Group and with the Scottish average for each Indicator used by the Scottish Housing Regulator.

Indicator	DCH	Scottish average	Cube HA	Glasgow HA	Loretto HA	West Lothian Housing P
Overall service	<b>89.6%</b>	88.1%	86.0%	90.6%	83.4%	88.5%
Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes	<b>92.0%</b>	89.3%	87.8%	84.3%	87.9%	91.1%
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making	<b>76.4%</b>	79.6%	77.7%	81.6%	83.3%	86.8%
Percentage of homes meeting the Scottish Housing Quality Standard	<b>99.3%</b>	94.9%	76.8%	96.2%	99.7%	100%
Average number of hours taken to complete emergency repairs	<b>3.2</b>	5.9	4.1	4.8	3.8	4.1
Average number of days taken to complete non-emergency repairs	<b>4.2</b>	7.9	5.7	6.5	6.2	6.8
Percentage of reactive repairs carried out in the last year completed right first time	<b>90%</b>	90.2%	94.6%	95.4%	84.2%	92.2%
Percentage of repairs appointments kept	<b>98.9%</b>	92.4%	96.0%	97.5%	N/A	99.1%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service	<b>87.4%</b>	89.3%	84.2%	88.4%	75.6%	78.8%
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year	<b>83.1%</b>	83.2%	92.6%	86.9%	66.3%	100%
Percentage of total rent due collected in the previous year	<b>105.3%</b>	99.5%	99.7%	99.6%	101.9%	101.5%
Percentage of rent due not collected through homes being empty in the last year	<b>0.8%</b>	1.1%	0.5%	0.3%	0.9%	0.1%
Average length of time in days taken to re-let homes in the last year	<b>29.4</b>	36.8	21.6	14.4	35.3	6.8