

REPORT TO TENANTS

How we performed in 2015/16...



Let's see how we did this year

This is our report to tenants on how Dunedin Canmore has performed on the standards set out in the Scottish Social Housing Charter (Charter).

As a social landlord, Dunedin Canmore has to report to the Scottish Housing Regulator (SHR) on how we have performed each year.

This information, which has to be backed up by evidence, was given to the SHR in May 2016 through the Annual Return on the Charter (ARC).

After we submit this information to the SHR, they ask us to report our performance to our tenants.

This includes indicators and other information, including:

- Landlord profile
- Satisfaction
- Housing quality and maintenance
- Neighbourhoods and community
- Getting good value from rents and service charges.

The majority of the satisfaction indicators are measured through an independent survey of tenants.

Results from our most recent survey in 2014/15 have been submitted in 2015/16. SHR allows us to submit these results for up to three years. We have planned our next survey to take place during 2016/17. Around 900 randomly sampled tenants will take part in the survey and results will be reported in next years' report to tenants.

All other indicators are recorded on an ongoing basis and reported annually.

Homes and neighbourhoods

We know that your home and neighbourhood are really important to you.

Investing in homes

We are pleased that tenants' satisfaction with the quality of their homes has increased over time. Tenants' satisfaction with the quality of the home when moving into a new home decreased slightly in 2015/16 and we are looking at ways to improve this.

We will continue to invest in improving our existing homes and also have plans in place to build new homes in 2016/17.

Investing in your neighbourhood

The percentage of tenants satisfied with our management of the neighbourhood they live in has remained steady at 80% since 2013/14.

We are working on new ways to improve the environmental service you receive and how we manage anti-social behaviour, helping to make sure your neighbourhoods are clean, safe and attractive places to live. We'll keep you informed of our plans during 2016/17.

Tenant satisfaction with the quality of their home:

2013/14 **86.7%**

2015/16 **88.7%**

Percentage of tenants satisfied with the standard of their home when moving in:

2013/14 **84.9%**

2015/16 **81.1%**

Tenant satisfaction with the management of the neighbourhood they live in:

2013/14 **80.0%**

2015/16 **80.4%**

Percentage of anti-social behaviour cases resolved within locally-agreed targets:

2014/15 **83.06%**

2015/16 **85.77%**

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS):

2013/14 **99.33%**

2015/16 **99.56%**



During 2016/17, the Panel is keen to explore how sharing best practice between Dunedin Canmore and others in the Group can help to improve the services delivered to tenants.

Over £3.8million invested in existing homes in 2015/16 and over £5million planned for 2016/17

80 new homes for social and mid-market rent were completed in 2015/16

Repairs 15,799 repairs completed 2015/16

We know the repairs service at Dunedin Canmore is very important to you. It's likely to be the service many of you use most each year.

Percentage of repairs appointments kept:

2014/15 **98.9%**
2015/16 **98.1%**

Time taken to complete emergency repairs:

2014/15 **3.16 hours**
2015/16 **2.07 hours**

Time taken to complete non-emergency repairs:

2014/15 **4.24 days**
2015/16 **5.48 days**

Percentage of repairs completed right first time:

2014/15 **90.0%**
2015/16 **88.9%**

Percentage of tenants satisfied with repairs or maintenance carried out over the past twelve months:

2013/14 **90.18%**
2015/16 **87.37%**

Percentage of properties requiring a gas safety record which had gas safety check by anniversary date:

2014/15 **99.97%**
2015/16 **100%**

The percentage of appointments kept for repairs has stayed around the 98% - 99% level for the past three years, from 99.7% (2013/14 figure) to the current figure of 98.1%. The time taken to complete emergency repairs is down by over an hour, to 2.07 hours in 2015/16. However, non-emergency repairs have taken longer than before, at over five days.

In 88.9% of cases we have completed repairs right first time. While having declined slightly in the last year, this indicator is up since 2013/14 when it was 81%.

Your health and wellbeing will always be one of our main concerns. We have ensured that the percentage of properties requiring a gas safety record which have had a gas safety check by the annual anniversary date is 100% in 2015/16.

We acknowledge that since 2013/14 tenants' satisfaction with repairs carried out in the past 12 months has decreased to 87.37%.

We want to ensure we deliver a repairs service which provides an excellent service for everyone who needs it. We've set an ambitious target for customer satisfaction to increase to 93% by 2020 and want to improve the customer experience across the Group.

During 2015/16 Dunedin Canmore's new way of working means that housing, repair and environmental staff work closer together to get things done in your community.

Also, after listening to your feedback, we recently consulted tenants on the proposals for a new modern repairs service. This included the following principles:

- Choice and flexibility, with customers and staff in direct control of service
- Dedicated teams, with repairs staff rooted in, and accountable to, local communities
- Right first time, with high performance and customer satisfaction levels
- Great communication, with customers kept updated at every stage
- Efficient and effective, with skilled repairs teams integrated with local housing services.



The Panel will monitor the outcome of the repairs service consultation during 2016/17 informed by their recent Report on Repairs which they completed earlier this year.



Value for money

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

2013/14 **79.95%**
2015/16 **82.89%**

Gross rent arrears:

2014/15 **6.07%**
2015/16 **4.81%**

Average length of time to re-let properties (calendar days):

2014/15 **29.4 days**
2015/16 **26.4 days**

Providing better value for money is something which is really important to Dunedin Canmore. We're pleased that more tenants over time feel we provide value for money for the rent they pay.

Effective and efficient rent collection and financial management is the key to our business.

We improved gross rent arrears by over 1% this year and have a lot of ways to help tenants manage their money with a professional but sensitive approach.

We are committed to improving our housing management processes. During 2015/16, we once again reduced the average days we take to re-let properties, now at 26.4 days. We will continue to seek ways to

improve this figure in the future. We are committed to providing customers with more choice, control and flexibility on how they interact with us. We are continually looking at new ways to increase the opportunities tenants have to access our services online.

This also helps us ensure housing officers are available for customers who prefer face-to-face contact.



Our relationship with you

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions:

2013/14 **84.5%**
2015/16 **92%**

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

2013/14 **67.9%**
2015/16 **76.4%**

We are happy to have increased both the percentage of tenants who feel we are keeping them informed, now at 92%, and the percentage of tenants satisfied with the opportunities to participate in decision-making, which is now at 76.4%. However, we want to further increase satisfaction with opportunities to participate.

You may not realise it, but you have directly influenced our decision-making if you have taken part in our tenant satisfaction survey, replied to one of our consultations, filled in a

comment card, made a complaint or attended one of our events.

Your participation is really important. We are always looking at new ways to engage with you and ensure we have flexible opportunities for tenants to get involved in our decision making. If you would like to get involved and help make sure services are inclusive, accessible and reflect the needs of all our tenants, please contact Harry Woodward, Tenant Participation Officer on 0131 624 5629.



Evidence counts

The Dunedin Canmore Board has overall responsibility for how we deliver our services to our customers - but we also involve our customers closely in monitoring and assessing how Dunedin Canmore is performing.

The Dunedin Canmore Customer Panel is made up of tenants and other customers who look at how Dunedin Canmore performs against the Charter.

During 2015/16, the Panel carefully considered our performance and took a closer look at our repairs

service. The Panel has agreed the key measures to report to tenants. You'll see their feedback through this report - look out for their logo.

In the coming months, our Customer Panel will work more closely with the Wheatley Group Scrutiny Panel in the West of Scotland. We will also welcome tenants from West Lothian Housing Partnership and Barony Housing Association to jointly consider how Wheatley Group landlords in the East of Scotland perform. This will help us better identify areas of best practice.



The Panel believes that, overall, performance has been good for tenants over the year.

Our profile

Dunedin Canmore has 4754 homes for social rent in communities across Edinburgh, the Lothians and Fife.

Dunedin Canmore showed excellent rent collection with 99.9% of rent due collected. The rent increase for 2015/16 was 2.5%.

Over 2015/16 the total rent due was £21,496,333. Over this period,

No. of lettable units	Average weekly rent £
1Apt - 69	£83.12
2Apt - 2,677	£82.90
3Apt - 1,362	£91.87
4Apt - 526	£99.74
5+ Apt - 120	£116.21
Total - 4754	£88.18

Size	1Apt	2Apt	3Apt	4Apt	5+Apt	Total
House	0	44	219	311	107	681
High-rise	0	0	0	0	0	0
Tenement	51	2524	1006	207	11	3799
4-in-a-block	0	98	113	8	0	219
Other flat / maisonette	18	11	24	0	2	55
Total owned	69	2677	1362	526	120	4754
No of lettable units	69	2676	1362	526	120	4753

Satisfaction

Satisfaction with the overall service provided by Dunedin Canmore:

2013/14 **89.5%**
2015/16 **89.6%**

This is the key measure of how Dunedin Canmore is doing - what our tenants think of our overall service as a landlord.

The majority of tenants have remained satisfied with the service since 2013/14. We know there is always room for improvement and we are working hard to improve this for tenants.



The Panel will carefully consider the results from the 2016/17 satisfaction survey and is eager to monitor satisfaction with the overall service provided to tenants by Dunedin Canmore.

Complaint handling

Percentage of complaints responded to in full within SPSO timescales:

2014/15 **71.24%**

2015/16 **87.5%**

We know we don't always get it right. We know that if we don't, it is important we take your complaint seriously and respond promptly.

The Scottish Public Services Ombudsman (SPSO) is the statutory body which works with organisations like Dunedin Canmore to improve complaints handling processes.

Our complaints handling is an area where performance has increased significantly over the last three years. The percentage of complaints responded to in full within SPSO timescales increased to 71.24% in 2014/15 (from 60.94% in 2013/14). We are pleased to have now reached 87.5% in 2015/16 but we want to improve this further.



CUSTOMER PANEL

The Panel is satisfied good progress has been made over the past year, especially in resolving complaints in full and within SPSO timescales.

Supporting tenants in their homes

We have a number of different measures to support tenants to stay in their homes

Average time to complete medical adaptations:

2014/15 **19.53 days**

2015/16 **23.5 days**

The average time to complete medical adaptations has increased by four days. We hope to improve this in 2016/17.

Investing in Our Futures

Over the next five years we want to transform our services so we exceed your expectations.


It is by listening to our customers, creating personalised services and

developing outstanding levels of customer engagement that we will define what it means to be excellent in our sector.



Get in touch

Find us on Facebook at www.facebook.com/dunedincanmore and [twitter@DunedinCanmore](https://twitter.com/DunedinCanmore)

 Number of Facebook friends **218**

Go to www.dunedincanmore.org.uk where you will be able to pay rent, check your account and report a repair.

 Number of Twitter followers **501**

Drop into our head office at 8 New Mart Road, Edinburgh

Call us on **0131 478 8888**