

Annual Report to Tenants

Dunedin Canmore Housing
Highlights and performance
2017/18



Welcome to the Annual Report to Tenants. This year we have combined our Annual Highlights with our Report to Tenants about how we have performed.

In each section you'll also see feedback from our Customer Panel and our Scrutiny Panel, groups made up of customers which meet regularly to review Wheatley Group's performance and services.

We hope you enjoy reading about what we achieved in the year and taking a look at how we performed on the key indicators we give the Scottish Housing Regulator each year.



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Welcome

from Dunedin Canmore Chair
Mary Mulligan

It has been a year of major growth and continued success at Dunedin Canmore.



Our programme to build more affordable homes across our communities gained real momentum, with 254 new homes completed and 10 new projects approved by our Board.

We also expanded and improved our repairs and maintenance service, providing repairs and investment services for customers of two of our sister organisations. We recruited 20 additional tradespeople and rolled out a new way of delivering repairs that has put far greater focus on providing a seamless customer experience.

Our progress as a successful, customer-focused business was recognised externally through a number of accreditation schemes including by Customer Service Excellence (CSE), the standard for excellence in the public sector overseen by the UK Cabinet, and Quality Scotland.

These are important milestones on our journey to excellence but the real barometer of our success is how satisfied our customers are with our services. I am delighted to report that 94% of tenants who were surveyed said they were satisfied overall with Dunedin Canmore as a landlord. This is our highest ever result and is without a doubt down to the hard work and dedication of our staff who, throughout a year of considerable growth, have continued to strive for excellence in everything they do.

On behalf of the Dunedin Canmore Board I would like to thank all our staff for their contribution and commitment in 2017/18 and I look forward to what I know will be another year of success.

You can read more of Dunedin Canmore's highlights for the financial year here.



Our journey to excellence

We were awarded a number of awards and accreditations including: **Customer Service Excellence (CSE)**, the standard for excellence in the public sector overseen by the UK Cabinet, with seven Compliance Plus grades, the highest available; **two-star Committed to Excellence**, awarded by **Quality Scotland**, on which we are now building with an assessment for three-star Recognised for Excellence in 2018; **Investors in People (IiP) Gold**, awarded in April 2017.



We maintained high levels in all our satisfaction results with many areas of performance improving.

Our record tenant satisfaction – at 94% – was up from 93.6% the previous year and from 89.6% in 2015.

Other performance highlights included:

- ▶ 98% of tenants reported being satisfied with the standard of their home when moving in, a significant improvement from 85% in 2016/17
- ▶ 94% of existing tenants said they were satisfied with the quality of their home, which is an improving trend for Dunedin Canmore
- ▶ satisfaction with car parking services at our developments increased by 13 percentage points on the previous year.



98%
tenants satisfied with the standard of their home when moving in



The Panel recognises the great progress being made with the record high levels of tenant satisfaction, particularly with the standard of their home when moving in.

Homes and communities

Investing in neighbourhoods

Fire safety remained a top priority for us throughout the year with a review of all our buildings carried out and additional measures put in place such as upgraded fire doors. Our parent company Wheatley Group recruited two new fire safety officers to work across all Wheatley communities. We also introduced a Stay Safe campaign to encourage all tenants to get a home fire safety visit and make sure they keep as safe as possible in their home.

Among tenants surveyed, satisfaction with neighbourhoods was 88%, down four percentage points. We worked on plans to bring more of our neighbourhood environmental services in-house, creating teams who will work closely with housing staff to keep our neighbourhoods cleaner and tidier. This new environmental service is being rolled out in 2018.



The Dunedin Canmore Customer Panel's recent review of anti-social behaviour recommended closer working relationships between housing officers and other agencies. The Panel welcomes the appointment of two police officers to work more closely with housing staff. The sharing of group-wide data is also bringing benefits to the performance on anti-social behaviour which has improved in the past year.

Building and improving homes

Dunedin Canmore built 254 new homes over the year, 165 of them for social rent and 89 for mid-market rent. Mid-market homes provide a good alternative for people looking for affordable housing but who perhaps don't have priority for a social home.

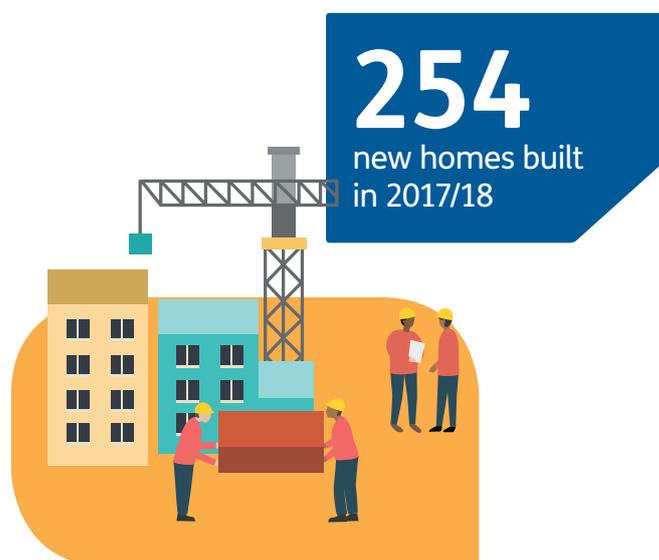
Among the completed homes were:

- 37 for mid-market and 18 for social rent at Craigmillar in Edinburgh, part of a bigger regeneration project
- 16 for social rent at Wallyford in East Lothian
- 16 for social rent at Gorton Loan in Midlothian.

At the end of the financial year Dunedin Canmore's Board had approved 10 new developments, homes were under way on seven different sites and we were on track to complete a total of 716 homes by 2021/22.

We also invested £6.5million in our existing homes. This included 305 kitchens, 220 bathrooms, 77 new heating systems, 146 windows and 187 doors. We also completed one of our largest tenement refurbishment projects at Earl Grey Street in Fountainbridge, Edinburgh.

No. of lettable units		Average weekly rent £
1 apartment	23	£75.21
2 apartment	2736	£85.78
3 apartment	1452	£94.10
4 apartment	564	£103.99
5+ apartment	119	£110.18



Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	2	43	246	358	118	767
High-rise	0	0	0	0	0	0
Tenement	10	2328	986	194	1	3519
Four-in-a-block	0	247	209	13	0	469
Other flat/maisonette	12	124	12	0	0	148
Total owned	24	2742	1453	565	119	4903
No of lettable units	23	2736	1452	564	119	4894

Your repairs service

More tenants were happy with the repairs and maintenance service in 2017/18.



A total of 93% of tenants reported being satisfied with the service, up from 88.6% in 2016/17.

This came after we rolled out our new repairs and maintenance service. We recruited 20 additional tradespeople and are developing our teams to become more multi-skilled to provide more efficient services for customers.

Other improvements to the service include:

- ▶ tradespeople working in local areas, getting to know their communities and customers better



Non-emergency repairs

Average time to complete non-emergency repairs (working days)



Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months



- ▶ closer working between repairs and housing staff

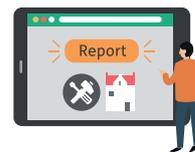
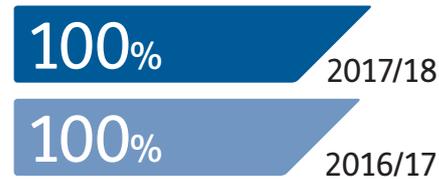
- ▶ greater focus on the customer with tradespeople taking more control of each step of even the most complex job.

Dunedin Canmore’s Property Team now provides repairs, maintenance and investment services for two of our sister organisations in Wheatley – West Lothian Housing Partnership and Barony – meaning an extra 749 customers.



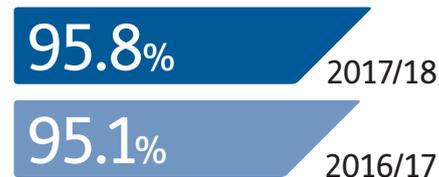
Gas safety

Properties requiring a gas safety record which had gas safety check by anniversary date



Reactive repairs

Reactive repairs completed right first time



The Panel is currently carrying out a review of the repairs service from the customer point of view, including repairs completed right first time and quality of repair. Our aim is to identify what works well and what needs to be improved. We will report our findings and recommendations later in 2018.

Rent and value for money

We want our tenants to feel their home and services are good value for money.





A total of 87% of Dunedin Canmore tenants surveyed in 2017/18 thought they got good value for their rent.

Gross rent arrears performance increased slightly in 2017/18, from 4.4% to 4.8%. However plans are in place to bring this back in target in 2018/19.

Value for money

Tenants who feel their rent represents good value for money



Rent collected

Rent collected as a percentage of total rent due



Rent arrears

Gross rent arrears



Rent lost

Rent lost through properties being empty



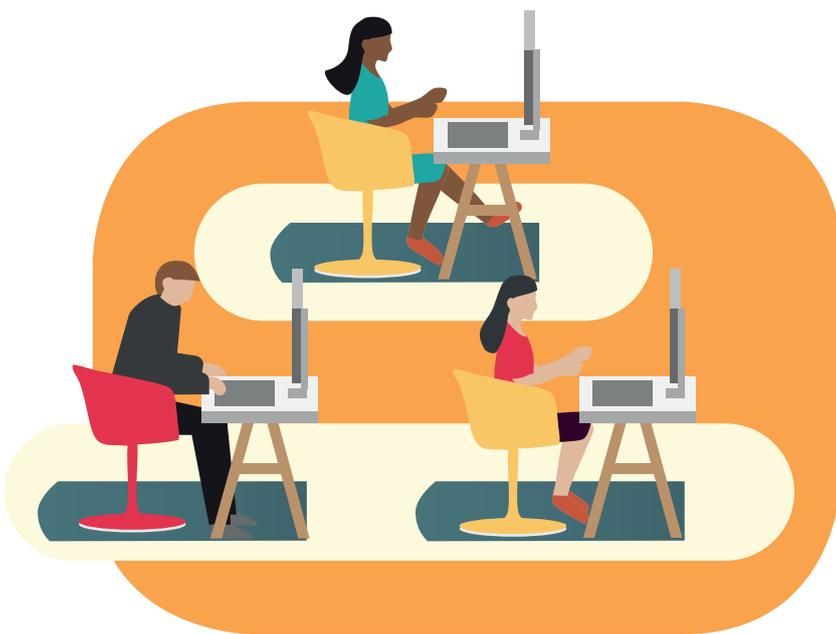
Re-let properties

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



Engaging with tenants

We continued to engage with customers across a range of channels, listening to their feedback and using it to improve services.



A total of 95% of tenants reported they were satisfied with how we kept them informed about their services and decisions, while 84% of tenants were satisfied with the opportunities they had to participate in the decision-making process at Dunedin Canmore.



Decision making

Tenants who were happy with opportunities to participate



Keeping you informed

Tenants who were satisfied with their landlord keeping them informed about their services and decisions



We consulted customers formally on a new allocations policy – due to be introduced as part of MyHousing, our new housing advice, information and letting service later in 2018 – with their feedback influencing the final service. We also consulted tenants on three options for rent charges for 2018/19.

We held a range of community events across all our areas and continued to involve tenants in local decisions through our scrutiny panel and forums.

We also reached out to more tenants online, with over 1300 people following us on our social media channels and our website audience growing steadily with around 4400 visitors a month. Almost 500 tenants were registered for online self-service at the end of the financial year, with people finding it quick and convenient to pay rent, check their account, book a repair or request a service. Since then we have simplified the sign-up process, encouraging dozens more people to register and use online self-service.



The Panel carried out a review of online self-service. We believe the new, streamlined registration process has resulted in more customers using online self-service. We found the service easy to use and convenient for customers. We will continue to review the take-up of online self-service and customer satisfaction with the service over the next 12 months.

Supporting customers

We supported our tenants and their families to get the most out of their lives through a range of services and projects, many of which are funded through the Wheatley Foundation, our charitable trust.



We meet with staff to find out first-hand how tenants are supported. We welcome the range of services tenants can receive, especially those which help with money, budgeting and longer-term support which can help people who find themselves in challenging circumstances.

This included providing jobs and training opportunities, support to get ready for work for those facing the biggest challenges, help with money, budgeting and benefits, access to bursaries to go to university and access to arts and sports projects.

- ▶ In 2017/18, we supported 10 people who live in a Dunedin Canmore home into jobs or training
- ▶ We helped three people from our homes go to college or university through Wheatley Foundation’s bursary scheme which provides people with up to £1500 funding a year
- ▶ Dunedin Canmore provided vital support to 304 newer tenants to help them manage their finances and settle into their community through Wheatley’s My Great Start service
- ▶ A total of 18 veterans living in our homes got help with well-being, employability and money through our Veterans’ Support Service which is funded by a UK Treasury LIBOR grant.



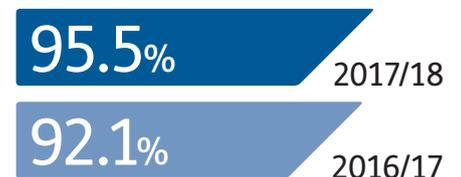
Overall satisfaction
Tenants satisfied with the overall service



Medical adaptations
Average time to complete approved applications for medical adaptations (calendar days)



Complaints
Complaints responded to in full within SPSO timescales





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