



Better homes, better lives

Report to tenants

Dunedin Canmore Housing Association
How we performed in 2016/17



How we performed in 2016/17



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

Each year, Dunedin Canmore reports how we have performed to the Scottish Housing Regulator (SHR) through the Annual Return on the Charter (ARC). After we submit this information, the SHR asks us to report this information to our tenants.

Our profile

At end March 2017, Dunedin Canmore has over 4700 homes across Edinburgh, the Lothians and Fife. The total rent due over 2016/17 was £21,943,194. Following consultation with, tenants, rent increased by 2.4% from the previous year.

No. of lettable units		Average weekly rent £
1 apartment	69	£85.11
2 apartment	2666	£84.89
3 apartment	1357	£94.07
4 apartment	524	£102.13
5+ apartment	119	£119.00

Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	0	44	219	311	107	681
High-rise	0	0	0	0	0	0
Tenement	51	2524	1003	206	11	3795
Four-in-a-block	0	98	112	7	0	217
Other flat/maisonette	18	10	24	0	1	53
Total owned	69	2676	1358	524	119	4746
No of lettable units	69	2666	1357	524	119	4735

Improving performance

During 2016/17, 15 of 26 performance measures (58%) we reported to the SHR are in the top quartile when benchmarked against similar Registered Social Landlords (RSLs). This is significant progress on last year when 38% were in the top quartile.

The Dunedin Canmore Board has overall responsibility for how well we are delivering for tenants. Our Customer Panel, made up of tenants and other customers, also looks at how Dunedin Canmore and the other landlords in Wheatley Group perform against the Charter. You'll see some feedback from the Customer Panel throughout this report.

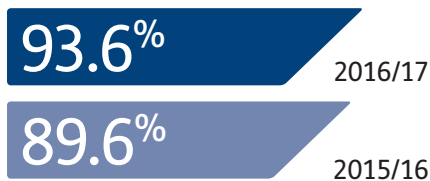
Our relationship with you

We are delighted that in 2016/17 more tenants than ever before are satisfied with the overall service they receive from Dunedin Canmore, at 93.6%. In addition, the percentage of tenants satisfied with the opportunities to influence decisions increased to 84.26%. Tenants across Dunedin Canmore have directly influenced our decision making and it's great to see more tenants acknowledge this.

If you would like to get involved and make sure services are inclusive, accessible and reflect the needs of all tenants, please contact our Community Engagement Team on 0800 011 3816.

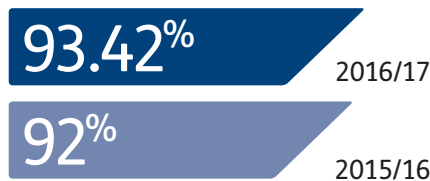
Overall satisfaction

Tenants satisfied with the overall service



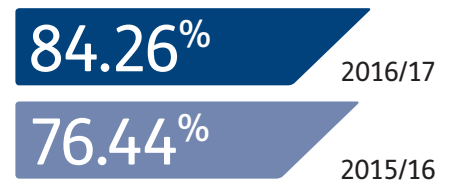
Keeping you informed

Tenants who feel their landlord is good at keeping them informed about their services and decisions



Decision making

Tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes



Feedback from Dunedin Canmore tenants

Tenants are pleased with the progress made on targets in 2016/17. This includes an increase in overall satisfaction.



Homes and neighbourhoods



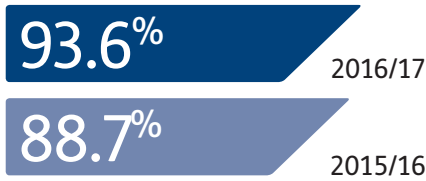
We have continued work to modernise and maintain our homes, investing £5.8m across our communities in 2016/17. We are delighted to see an increase in the percentage of existing tenants who are satisfied with their homes, now at 94%.

In 2016/17 our plans to build more affordable homes in our communities progressed, with work starting on 404 new homes.

We have begun developing plans to strengthen the environmental services delivered by Dunedin Canmore. In the meantime the percentage of tenants who are satisfied with management of their neighbourhood has increased to 91.7%. We hope that our new partnership with Keep Scotland Beautiful will help us improve this further, involving tenants in assessing, grading and improving neighbourhoods.

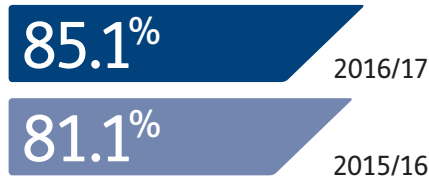
Quality of tenants' homes

Existing tenants satisfied with the quality of their home



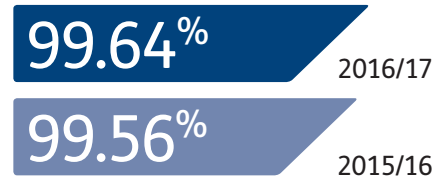
Standard when moving in

Tenants satisfied with the standard of their home when moving in



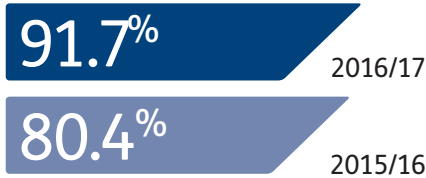
Meeting standards

Stock meeting the Scottish Housing Quality Standard (SHQS)



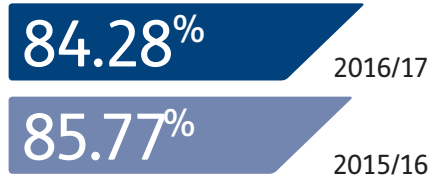
Neighbourhood management

Tenants satisfied with management of the neighbourhood they live in



Anti-social behaviour

Anti-social behaviour cases reported and resolved within locally agreed targets



Feedback from Dunedin Canmore tenants

Tenants have noted Dunedin Canmore's significant improvement in the percentage of repairs completed right first time.

Tenants will be involved in reviewing the impact of the more localised repairs service over the course of 2017/18.

Repairs



The percentage of repairs appointments kept remains high, now at 99.2%. We are delighted that the percentage of reactive repairs completed right first time is up from 88.9% to 95.1%.

Dunedin Canmore’s Property Services Team took over responsibility for delivering repairs to Wheatley Group partners West Lothian Housing Partnership and Barony. This gives us the opportunity to reshape our repairs service, designing a service which will deliver consistent excellence for customers no matter where they live. Work on this is under way with Dunedin Canmore playing a major role.

During 2016/17, our ambition to create a modern, local and more efficient repairs and maintenance service took a step forward when

Non-emergency repairs

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

6.46

2016/17

5.48

2015/16

Gas safety

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

100%

2016/17

100%

2015/16

Percentage of repair appointments kept in 2016/17

99.2%

2015/16 – 98.1%

Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months

88.59%

2016/17

87.37%

2015/16

Reactive repairs

Reactive repairs completed right first time

95.1%

2016/17

88.9%

2015/16

Average time to complete emergency repairs (hours)

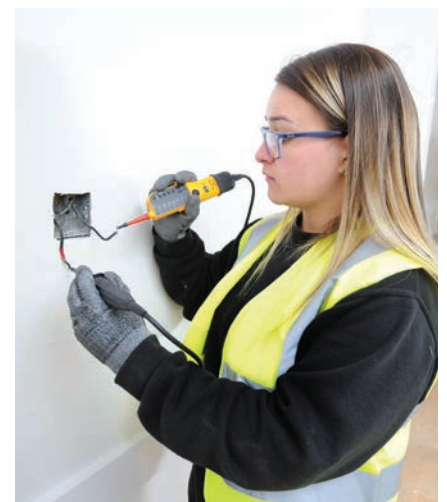
3.12

2015/16 – 2.07

Feedback from Dunedin Canmore tenants

Dunedin Canmore’s customer panel completed a review of the voids within Dunedin Canmore to chart progress.

The panel note the implications voids have on value for money and how, by minimising the time houses are empty and losing rent, better value for money can be achieved.



Rent and value for money

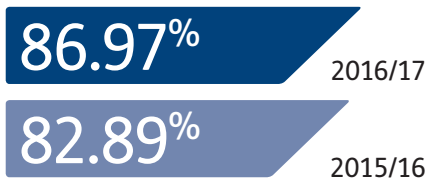
We are pleased the percentage of tenants who say they feel rent for their home represents good value for money has risen over the last year from 82.89% to 86.97%.

During 2016/17, Dunedin Canmore continued to improve housing management processes, including collection of rent and time taken to re-let properties. Our annual rent campaign contributed to a reduction in arrears, to 4.44%.



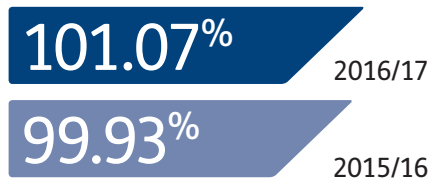
Value for money

Tenants who feel the rent for their property represents good value for money



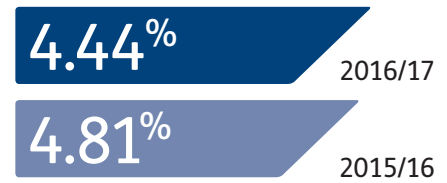
Rent collected

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)



Supporting tenants in their homes

We work closely with our tenants and other partners to ensure we support people in their homes. The percentage of new tenancies sustained for more than a year remains high at almost 92%, while average time to complete medical adaptations is now just over 18 days.

How we handle complaints

Dunedin Canmore work with the Scottish Public Services Ombudsman (SPSO) to improve and monitor complaint handling processes. We are pleased that performance has risen to 92.1%.

New tenancies

New tenancies sustained for more than a year – overall

91.88%

2016/17

92.57%

2015/16

Medical adaptations

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

18.3

2016/17

23.5

2015/16

Complaints

Complaints responded to in full within SPSO timescales

92.1%

2016/17

87.50%

2015/16



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