



HOW DID WE DO?

2013/14 Annual Report
to Tenants



Introduction

The Scottish Social Housing Charter sets out, in 7 sections, the standards and outcomes that you can expect from us. Each year, we must provide you with information on how we have performed against the Charter.

Where possible in this report, we have shown how our performance compares with a Rural Peer Group average (RPG) and with the average across all Scottish landlords (SLA).

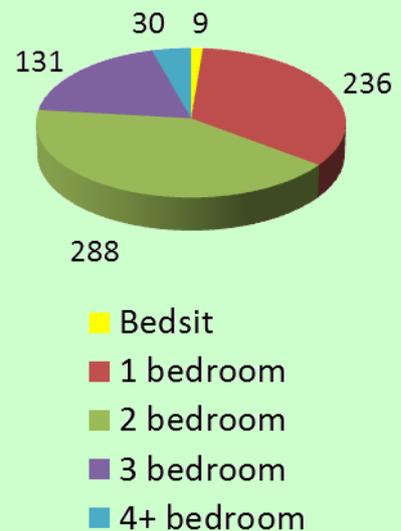
Peer Group & Landlord Profile

Peer Group

For our RPG we have selected the following social landlords because they are of similar size and operate in similar locations.

	Total Number of Properties	Total Rent Due £
OHAL	694	2,525,185
Hjaltland HA (Shetland)	570	2,455,230
Lochaber HA (Fort William)	622	2,444,749
Pentland HA (Thurso)	492	1,837,278
Lochalsh & Syke (Skye)	593	2,219,695
Orkney Islands Council	906	2,921,661
Rural Peer Group Average	646	2,400,633

OHAL Rented Housing Stock



Overall Satisfaction

Over 92% of our tenants were satisfied with the overall service we provided.

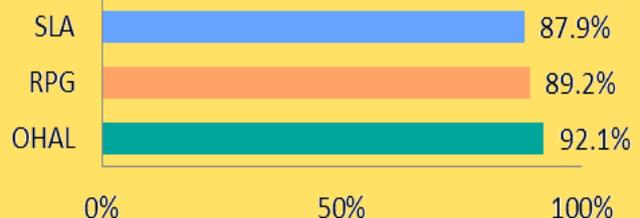


Chart and Table Key

- OHAL** Orkney Housing Association
- RPG** Rural Peer Group average
- SLA** Scottish Landlord Average



The Customer/Landlord Relationship

Equalities

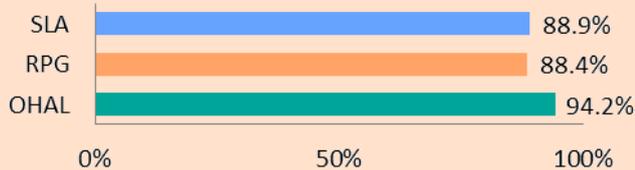
Charter Outcome:- 'every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.'

Our office is fully accessible and we offer a range of services depending on the individual's needs which include:-

- Hearing loop
- Telephone interpretation
- British Sign Language video interpreting
- Written translation of documents
- Braille documents

Communications

Our tenants are generally very satisfied with how we keep them informed



Charter Outcome:- '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.'

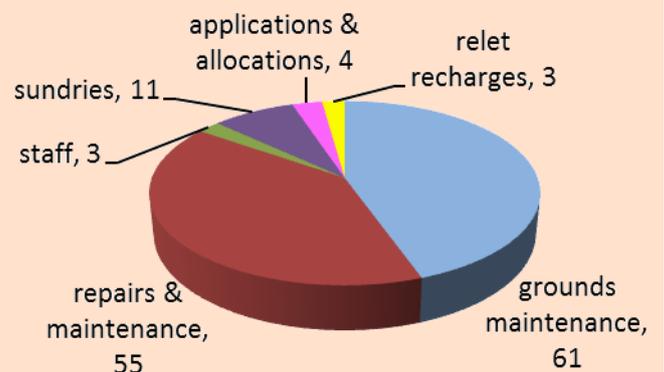
Complaints

	OHAL	RPG ¹	SLA
Received	137	52	N/A
Responded to	100%	99.4%	98.3%
Upheld	57.7%	63.9%	52%
Responded to within SPSO ² timescales	94.9%	92.2%	84.3%

¹ One of the RPG was unable to record for this indicator.

² Scottish Public Services Ombudsman

What our tenants complained about

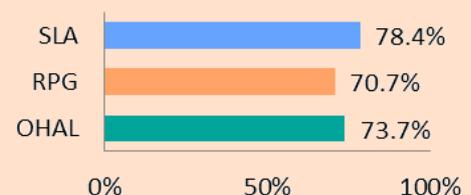


We encourage tenants to let us know when they are not happy and we use this feedback to help us improve services.

Participation

Charter Outcome:- 'tenants and other customers find it easy to participate in and influence our decisions at a level they feel comfortable with.'

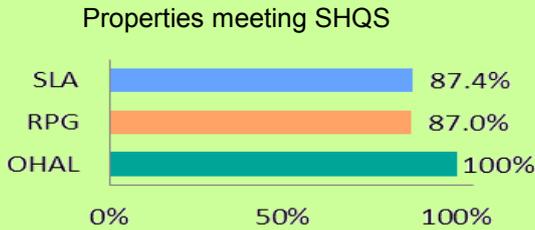
Tenants satisfied with opportunities to participate



We want to improve our performance in this area and have formed a Residents Panel whose members are involved in monitoring our performance, as well as helping to develop new policies, procedures and services. The Panel, made up of both tenants and sharing owners, is keen to encourage new members to join them.

Housing Quality & Maintenance

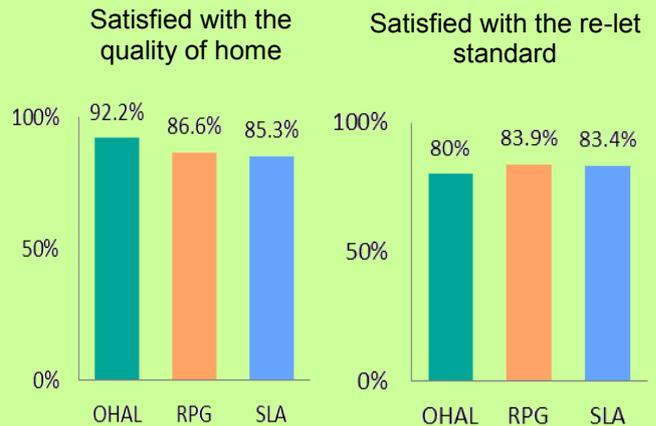
Quality of Housing



Charter Outcome:- 'tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) 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.'

All our properties meet the national standard. Although our tenants are very satisfied with the quality of their homes, we recognised that new tenants are less happy with the standard at re-let (cleanliness and decoration).

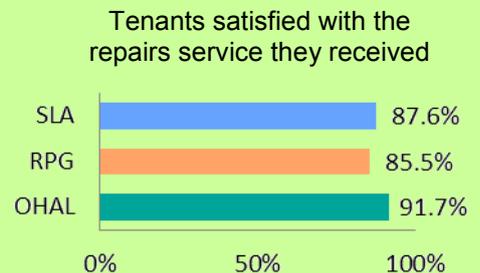
We have worked with the Residents Panel to develop a new 'Re-let Standard' which we hope, once implemented, will improve new tenants satisfaction with the standard of their home when moving in.



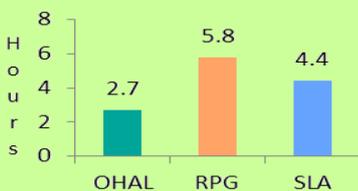
Repairs, Maintenance and Improvements

Charter Outcome:- 'tenants' homes, are well maintained, with repairs and improvements carried out when required and tenants are given reasonable choices about when work is done.'

Most of our tenants are happy with the repair service we provide. Areas for improvement are response levels for non-emergency repairs and getting the repair right first time.

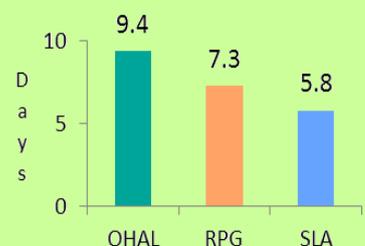


Average time taken to complete emergency repairs

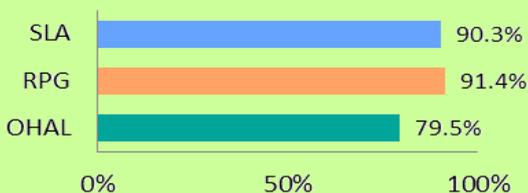


In common with 34% of all Scottish Landlords and 4 out of 5 other Associations in our RPG, we do not operate a repair appointment system.

Average number of days taken to complete non-emergency repairs



Reactive repairs completed 'right first time'



Upgrades & Improvements - Our programme of renewals and replacements included new kitchens for 39 households while 5 properties had upgrades to their heating systems.

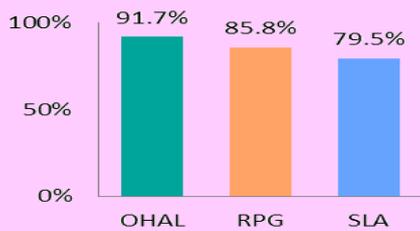
Neighbourhoods and Community

Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

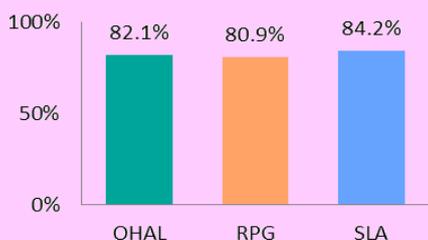
Charter Outcome:- *'tenants and other customers live in well-maintained neighbourhoods where they feel safe.'*

There were 24 cases of anti-social behaviour reported to us throughout the year which is approximately 5% lower than both our peer group and the Scottish landlord average.

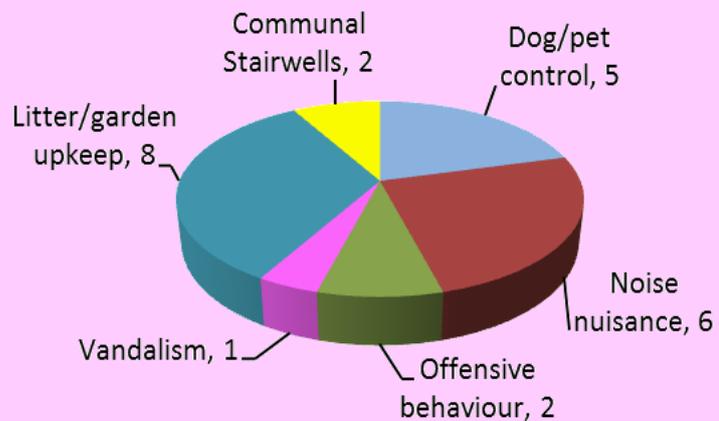
Cases resolved within locally agreed targets



Satisfaction with the management of the neighbourhood



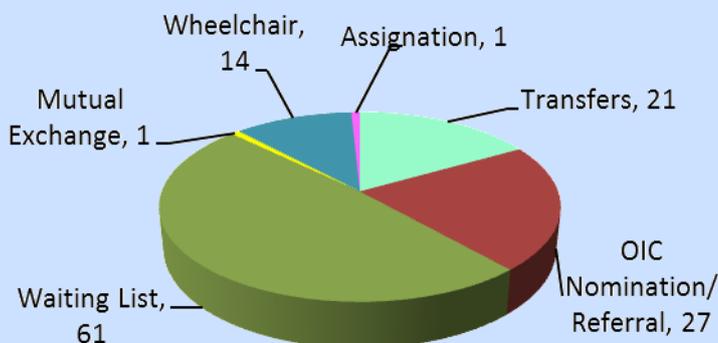
ASB cases by subject



Access to Housing & Support

Access to Social Housing

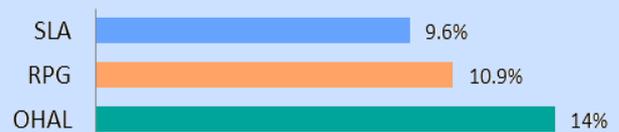
Sources of Let



Charter Outcome:- *'people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.'*

21 of our tenants were given a transfer to another OHAL property. Each transfer frees up another house to be available to an applicant on the waiting list. However, this does result in a higher turnover of our housing stock.

Stock Turnover



Housing Options

Charter Outcome:-

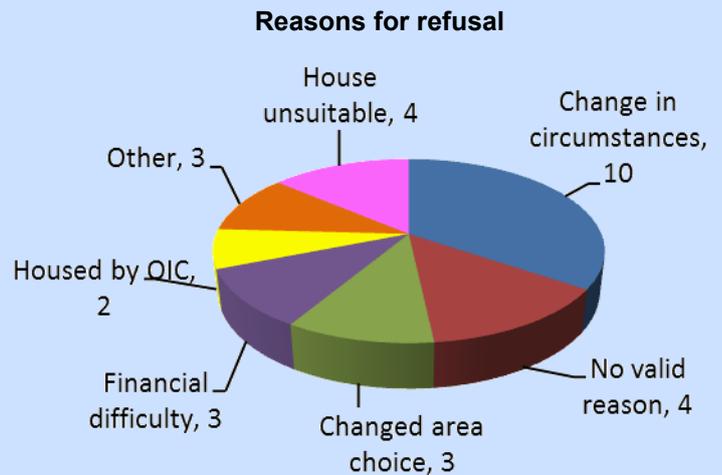
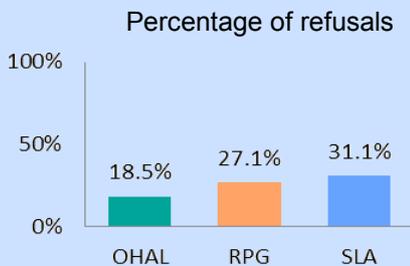
- 'people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them';
- 'tenants and people on housing lists can review their housing options';
- 'people at risk of losing their homes get advice on preventing homelessness.'

We offer information on a range of housing options which includes rented, low cost home ownership and Care & Repair Services. In addition, we participate in the Scottish Government's Mortgage to Rent Scheme.

All our Housing Services staff are trained to the **Scottish National Standards for Information and Advice Providers**.

Refusals

We made 157 offers of housing during the year. Of these, 29 (18.5%) were refused.



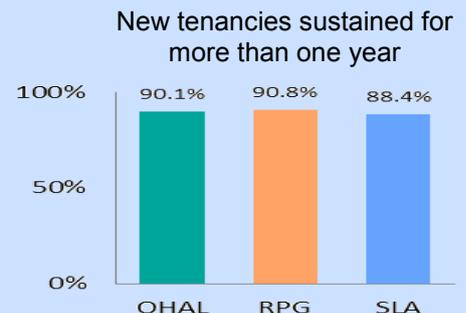
Tenancy Sustainment

Charter Outcome:- '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.'

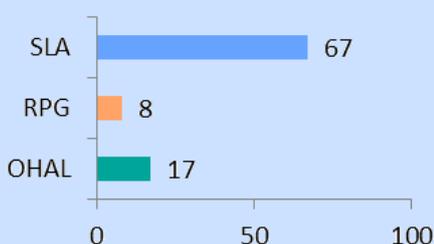
We have a good level of tenancy sustainment.

Court Evictions

Our level of court action is higher than our RPG but significantly lower than the Scottish landlord average. None of our court actions resulted in eviction this year.

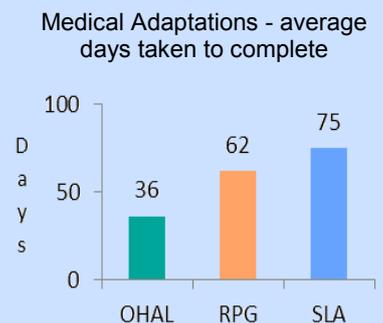


Court Actions Initiated



Medical Adaptations

We had 51 requests for adaptations due to medical needs and our response times compare well with others.

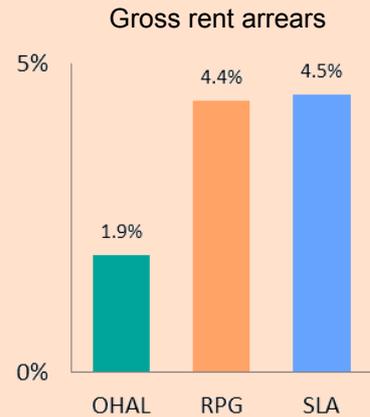
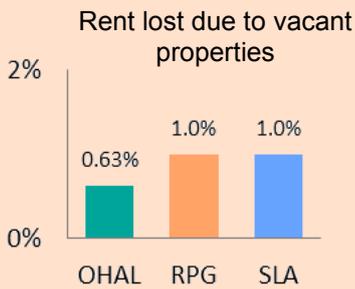


Getting good value from rents and service charges

Value for Money

Charter Outcome:- *'tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.'*

83.6% of our tenants feel that their rents offer good value for money compared to 78.9% for the RPG and 76.6% for the SLA. We lose relatively little rent due to voids and arrears



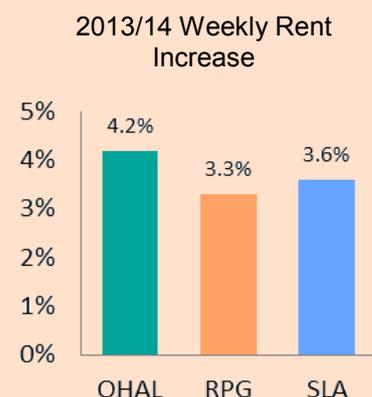
Rents & Service Charges

Charter Outcome:-

- 'a balance is struck between the level of services provided, the cost of the services and how far current and prospective tenants and other customers can afford them.'*
- 'tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above the thresholds agreed between landlords and tenants.'*

We always consult with our tenants before increasing our rents and provide information about how the rent is spent. We have not as yet agreed a threshold for reporting individual items of expenditure.

Our rents have historically been relatively low. A slightly higher increase for 2013/14 meant we could continue our development programme and has brought our rent more in line with other Scottish social landlords.

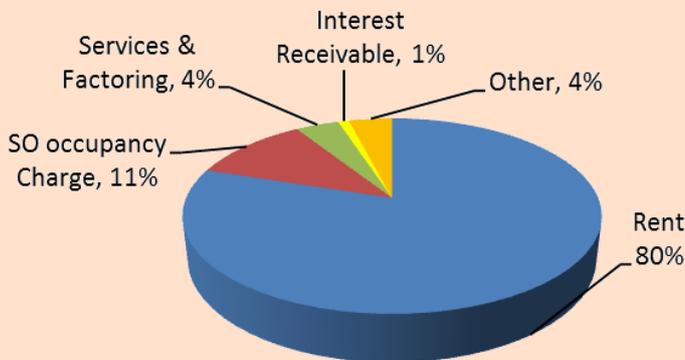


* includes charges for services which others in our RPG do not provide

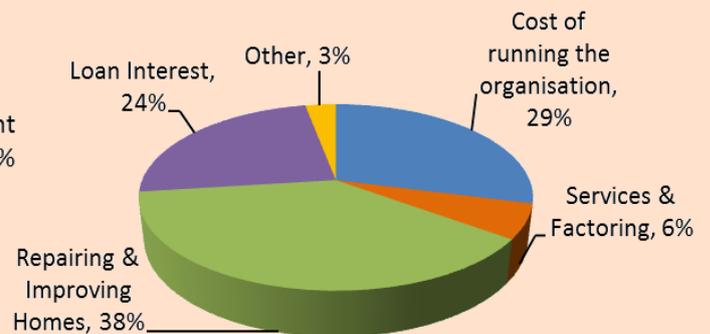
Rents & Service Charges (cont)

Our rent affordability is measured for all new tenancies by the Scottish Government. In 2013–14 our rents were considered to be affordable to 82.2% of all working households.

Where the money comes from



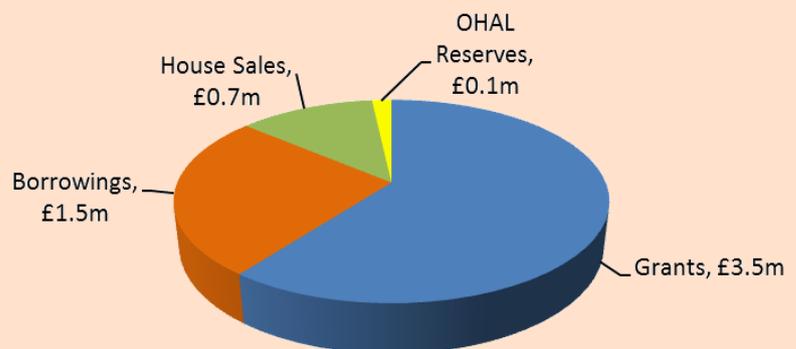
Where the money goes



Development Programme Investment & Funding

In 2013/14 we provided an additional 45 new homes - 29 for rented and 16 for low cost home ownership. These cost a total of £5.8m and were funded as shown.

Investment & funding



We are grateful to the Residents Panel, who helped us decide what should go into your report. We are very interested in getting feedback from you so please take the time to let us know what you think of this your first Annual Report.

If you want to find out more about the Association's performance, you can contact us directly at 39a Victoria Street, Kirkwall, by phone - 01856 875253, or email - enquiries@ohal.org.uk.

Alternatively visit the Scottish Housing Regulator's website at www.scottishhousingregulator.gov.uk