



O R K N E Y
HOUSING
ASSOCIATION LIMITED

Annual Report to Tenants

2016/17



Message from John Rodwell, Chair



It gives me great pleasure to introduce our Annual Report to Tenants on the Scottish Social Housing Charter 2016/17. The information contained in this report includes performance statistics submitted to the Scottish Housing Regulator.

I believe it is important that we provide comparisons from previous years to highlight any areas that have improved or could do with some more attention. Some of the satisfaction figures will remain unchanged as they are taken from the 2016 Tenant Satisfaction Survey but this will be clearly shown.

I am pleased to see a number of positive improvements due to the determination of the staff.

In the coming year we expect to see the effects of Universal Credit starting to show in the rent arrears and we will work closely to mitigate these impacts as much as we can.

I would like to offer my thanks to the Residents Panel for their continued assistance and input - their insights give us a valuable resident perspective.

Message from Suzy Boardman, Communications & Engagement Officer

Thank you for taking the time to read our 4th Annual Report to Tenants, on what has been a significant year for the Association in reaching the development landmark of 1,000 homes in Orkney. This event was marked by a celebration involving Management Committee, Resident Panel, staff and other partners that have been involved with the continuing growth and success of the Association over the years.



The Resident Panel carried out their first full scrutiny project examining the day to day repairs service. The project took place over a number of months in which members spent time shadowing staff and surveying other tenants before producing a report which was presented to our Management Committee. The report was well received and Committee members look forward to receiving more from the Resident Panel.

This report really highlights the excellent service delivery by the Association. An important part of what we do is to ensure we are accountable to our tenants and strive to provide the best possible service we can. We will continue to work closely with the Resident Panel to enable them to inspect other service areas.



Also during the summer we held an engagement event with staff, members of the Management Committee & the Resident Panel. The tour started at the Association's first property at Parkhead House, Finstown before finishing at one of the newest developments at Flett's Park, Dounby. The idea of these tours is to give those attending the opportunity to see the variety of homes the Association provides as well as an opportunity for those living in these areas to speak with members.

Satisfaction Survey

Overall Service Provided - 92% of our tenants said that they were satisfied, with 57% saying they were ‘very’ satisfied and only 2% said they were dissatisfied. The remaining 6% said they were ‘neither/nor’ satisfied or dissatisfied.

The Resident Panel suggested that, where possible, data from previous years should be included. As a result of this feedback we have designed this Report to Tenants to give a clear understanding of how we are performing and enable any trends to be highlighted.

** Please note, some of the satisfaction data is taken from the survey carried out in 2016. However, overall satisfaction levels have remained at 92% since 2013-14.*

We are only required to carry out a full satisfaction survey every 3 years.



Peer Group

The Rural Peer Group has been chosen to compare performance against as they are of a similar size and operate in rural locations across Scotland.

| Landlord | Total Number of Properties | Total Rent Due £ |
|---------------------------------------|----------------------------|-------------------|
| Lochalsh & Skye Housing Association | 625 | £2,334,137 |
| Hjaltland Housing Association Ltd | 655 | £2,626,011 |
| Lochaber Housing Association Ltd | 643 | £2,518,494 |
| Orkney Housing Association Ltd | 733 | £2,644,580 |
| Orkney Islands Council | 869 | £3,063,552 |
| Pentland Housing Association Ltd | 482 | £1,844,341 |
| Rural Peer Group Average | 668 | £2,519,917 |

Chart Key

| | | |
|-------------|-----------------------------------|--------------|
| OHAL | Orkney Housing Association | 15/16 |
| | | 16/17 |
| RPG | Rural Peer Group Average | |
| SLA | Scottish Landlord Average | |

Where possible we will make comparisons with the previous two years performance. We will highlight where we have used results from the 2016 Tenant Satisfaction Survey

How We

Outcome 1: Equalities



How we did

The Association is committed to providing services to the highest standard and to treat everyone fairly, equally and with the utmost respect. We operate an Equality & Diversity Policy and we work hard to ensure that all of our customers have fair access to the services we provide.

Every year we collect information on our tenants through our Household Record Sheets, this give us a greater understanding of our tenants' needs and helps us to ensure we are providing the correct level of services suited to those needs.

What we will do

We will continue to monitor the impacts of Universal Credit and offer assistance to any tenant affected.

Outcome 2: Communication

Last year we reported satisfaction levels of 96%, this figure remains unchanged as it was taken from the 2016 Tenant Satisfaction Survey

How we did

We have seen greater levels of engagement with tenants taking advantage of multiple channels to get in touch with us. Equally, we are seeking more opportunities for staff and Management Committee to get out and meet with tenants to find out about local issues and concerns.

We now publish our Management Committee Update on our website which details information on reports received and decisions made by members at their regular meetings.

What we will do

We will continue to seek new opportunities and technology to help tenants engage with us and have launched our twitter feed [@orkneyhousing](https://twitter.com/orkneyhousing).



Outcome 3: Participation

How we did

The satisfaction figure of 78% is taken from the 2016 survey and therefore remains the same as we reported last year which was an increase from the 2013 figure of 73%.



We have continued to encourage participation with both our existing tenants and all new tenants.

The Resident Panel welcomed 2 new members and will be starting their second scrutiny project in the coming months.



The Summer Engagement tour remains a popular date in the calendar, giving Committee members, Resident Panel and staff an informal opportunity to go out and meet with tenants in their local area.

Performed

Outcome 4: Quality of Housing



How we did

| Satisfied with the re-let standard (ie, standard when moving in) | | | |
|--|-------------|------------|------------|
| | <i>OHAL</i> | <i>RPG</i> | <i>SLA</i> |
| 2013/14 | 80% | 84% | 83% |
| 2014/15 | 88% | 90% | 86% |
| 2015/16 | 88% | 91% | 88% |
| 2016/17 | 87% | 91% | 90% |

Throughout the year we ask all new tenants if they are satisfied with the **standard*** of home when moving in so we are able to publish results from previous years. We are pleased to see a fairly significant increase from 2013-14 to 2014-15 when we introduced our new re-let standards. The results since then have largely remained stable between 87-88% *Standard is defined as general state of repair and the cleanliness and tidiness of the property.

| Satisfied with the quality of home | | | |
|------------------------------------|-------------|------------|------------|
| | <i>OHAL</i> | <i>RPG</i> | <i>SLA</i> |
| 2013/14 | 92% | 87% | 85% |
| 2014/15 | 91% | 86% | 86% |
| 2015/16 | 88% | 86% | 86% |
| 2016/17 | 90% | 84% | 87% |

Tenants satisfied with the **quality*** of their home has improved from 88% last year up to 90% this year. *Quality is the general state of repair and standard of kitchen units and bathroom suites.



Outcome 5: Repairs, Maintenance & Improvements

How we did

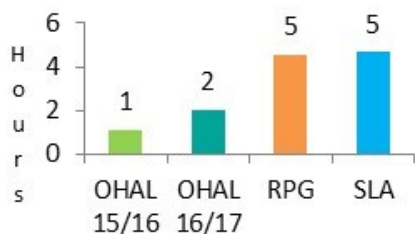


Making sure we get repairs 'right first time' has provided an opportunity to improve how we deliver this service. Our 2014-15 report noted that 78% of our repairs were completed right first time, meaning the repairs were fixed on the first visit and did not require a return visit within 12 months. Although we were not overly alarmed by this, we felt this presented us the opportunity to make improvements. This year we have recorded 91% of repairs as completed right first time. We completed 1,958 repairs during the last year equating to 2.72 per property.

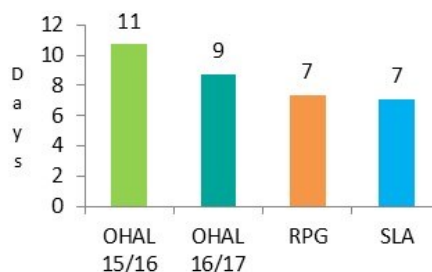
We are delighted to report a 7% increase in satisfaction with the repairs service from 90% in 2015-16 to 97% in 2016-17.

There has been a slight increase in the average number of hours to complete emergency repairs, which can be due to the complexity of the repair, however we are still well within our target of 6 hours. The average days for non-emergency repairs has reduced by over one day and is also well within the 20 day target.

Average hours to complete emergency repairs



Average working days taken to complete non-emergency repairs



Outcome 6: Estate Management, Anti Social Behaviour

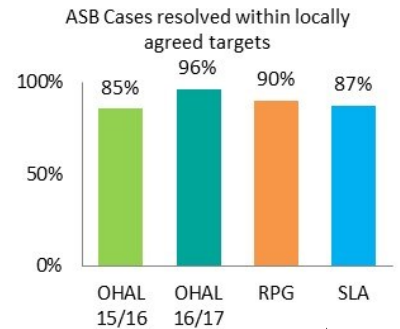
82% of tenants are satisfied with the way we manage their neighbourhood which is unchanged since the last survey in 2013



How we did

Regular visits are being made to estates to monitor the grounds and garden maintenance contracts and to identify any repairs or Anti Social Behaviour (ASB).

Last year 96% of all reported ASB cases were resolved within the locally agreed timescale. (72 reported cases and 69 cases were on target.) This is an improvement on the 85% last year and has even surpassed the 2014-15 figure of 91%.



What we will do

We will continue to closely monitor all reports of ASB and work with other local agencies to ensure the satisfactory resolution of cases.

Outcomes 7, 8, 9: Housing Options

How we did

All of our frontline staff have completed Shelter's Housing Information & Advice training and these staff are available during our office hours to discuss housing options with tenants and applicants.

We recently surveyed visitors to our office and 100% said the service and information they had received was 'very good'.

What we will do

We will continue to promote our Housing Information & Advice service.



Outcome 10: Access to Social Housing

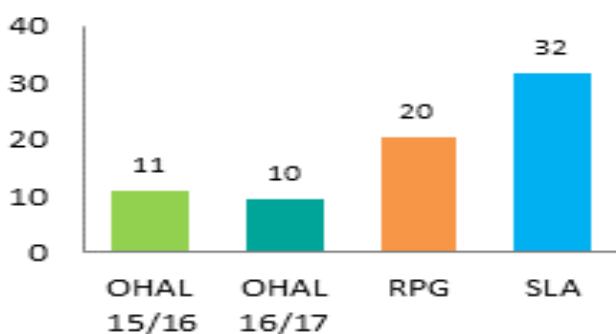
How we did

In the last year we had 106 relets with the majority, 54, coming from the general waiting list, 25 being nominated or referred by OIC, 17 transferring, 4 mutual exchanges & 6 wheelchair allocations.

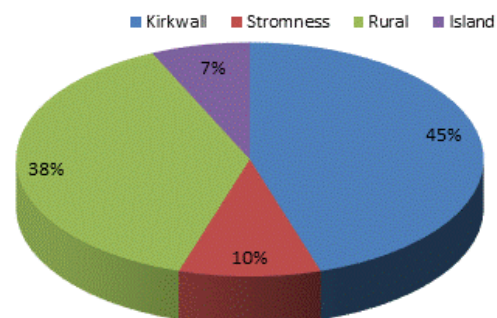
The average number of days taken to re-let a property has reduced to 10 days, from 11 in 2015-16 and 10.6 in 2014-15.



Average days taken to re-let homes



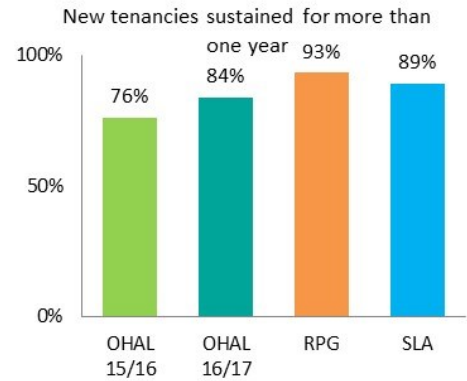
Relets & New Lets by Area



Outcome 11: Tenancy Sustainment

How we did

We have noted an improvement in new tenancies sustained for over 12 months. That's 100 out of the 121 tenancies that began last year. We do all we can to support our tenants. However, there are always unforeseen circumstances such as tenants moving away from Orkney or the death of a tenant which impact these figures.



Outcome 13: Value for Money

The percentage of tenants who feel our rents offer good value for money remain unchanged as the figure has been taken from the 2016 survey at **84%**



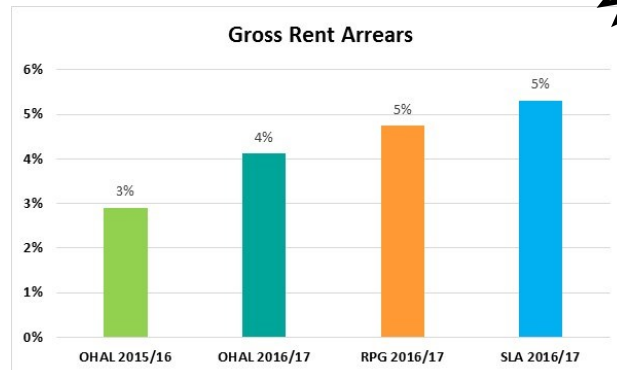
Outcome 14 & 15: Rents and Service Charges

How we did

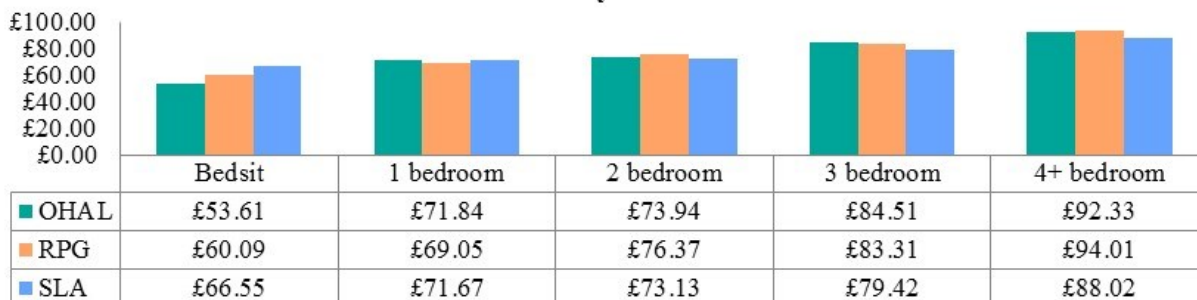
We have recorded an increase in rent arrears which mirrors the national upward trend.

What we will do

We will work closely with other agencies to ensure our tenants have access to advice on income maximisation services and support tenants to pay their rent on time.



Weekly Rent 2016/17



Our weekly rents are largely comparable with both the National & Rural Peer Group Average. **We will be surveying all tenants in November to seek opinions on any proposed rent increase for 2018/19 - we urge you to give us your feedback.**

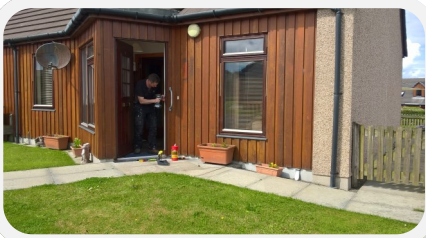
How do you think we are doing?

We value your feedback, and there are many ways to let us know what you think. You can:

- ⇒ Pay us a compliment or make a complaint through our website - www.ohal.org.uk
- ⇒ Send us a message on our Facebook page - www.facebook.com/OHALtd 
- ⇒ Follow or message us on Twitter [@orkneyhousing](https://twitter.com/orkneyhousing) 
- ⇒ Email us - enquiries@ohal.org.uk
- ⇒ Call us - 01856 875253
- ⇒ Or pop into the office at 39a Victoria Street, Kirkwall

There are other ways to become more involved:

- ⇒ Become a General Member by purchasing a share in the Association for £1.00. Anyone over 18 can apply to join (or over 16 if you are a tenant). General members can vote at our AGM and can stand for election on to the Management Committee.
- ⇒ Join our Resident Panel to help us with decisions about how we deliver services. The Panel is an essential part of how we communicate with, and understand the needs of our customers. It is open to any Tenant or Sharing Owner and new members are welcome any time. The Panel participates in local tours and in exchange visits with the Wick Interested Tenants Group.



Finally

What do you think of the format and content of this report?

We would be delighted to receive feedback using any of the contact methods above.