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O R K N E Y  
**HOUSING**  
ASSOCIATION LIMITED

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# Annual Report to Tenants

## 2015/16



# Message from John Rodwell, Chair



It gives me great pleasure to introduce our Annual Report to Tenants on the Scottish Social Housing Charter 2015/16. The Report contains information on the Association's annual performance which we submit to the Scottish Housing Regulator.

We have again looked at how our performance from this year compares to last year. We have also included comparisons with landlords operating in similar rural locations with similar stock numbers to ourselves and, finally, how we compare against the Scottish National Average - please see key on next page.

We are delighted to see we have made improvements in a number of areas such as Communication & Participation and plan to continue working hard to maintain these results.

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

## Message from Suzy Boardman, Communications & Engagement Officer

What a year it's been, I've had so much fun working with the Residents Panel, developing skills with the group and seeing how they are progressing, with our first report from them due in the next month.

They have all worked very hard and I would like to thank every one of them for all the time and effort they bring to the meetings, but it's not all work as we do always find time for cake!

We held a Tenant Day back in September 2015 with a wonderful selection of speakers providing information on topics such as Universal Credit, making savings online and a talk from the Wick Interested Tenants Group on their experience of tenant engagement. It was at the Tenant Day that we launched our new Tenant Participation Strategy providing information and an Action Plan detailing how we intend to engage with our tenants.

There were opportunities for tenants to share their views on our Rent Setting Policy which had a complete overhaul to make it clearer and fairer.



During the summer we held an engagement event with staff, members of the Management Committee & Residents Panel visiting estates in the East Mainland & South Ronaldsay giving tenants in these areas an opportunity to come and meet with the group. The day was rounded off with afternoon tea in the Marengo Centre.

Hopefully this gives a taste of some of the activities you can get involved in and I'm always interested in hearing your views, comments or suggestions, so if you have anything you would like to share with me please do get in touch.

## 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.**

This year we carried out a full scale satisfaction survey with all tenants, sharing owners and owners.

We were delighted with the response of over 40% and pleased to see increased satisfaction in many areas.

*\* Please note, we are only required to carry out a full survey every 3 years. Therefore, the overall satisfaction results below do not have a comparison for 2014/15.*



## Peer Group

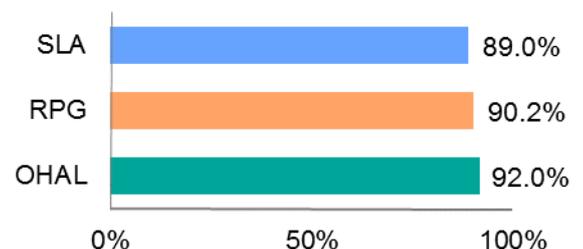
The Rural Peer Group has been chosen as our benchmark as the other landlords in this group are of a similar size and operate in rural locations across Scotland.

Landlord	Total Number of Properties	Total Rent Due £
OHAL	704	2,751,224
Hjaltland HA (Shetland)	630	2,636,612
Lochaber HA (Fort William)	639	2,559,182
Pentland HA (Thurso & Wick)	492	1,889,488
Lochalsh & Syke (Skye)	625	2,348,445
Orkney Islands Council	952	3,178,531
<b>Rural Peer Group Average</b>	<b>674</b>	<b>2,560,580</b>

### Chart and Table Key

<i>OHAL</i>	<i>Orkney Housing Association</i>	14/15
<i>RPG</i>	<i>Rural Peer Group Average</i>	15/16
<i>SLA</i>	<i>Scottish Landlord Average</i>	

### Overall Satisfaction \*



# How We

## Outcome 1: Equalities



### How we did

Two more staff undertook Scottish National Standards for Information & Advice training to provide the best possible advice to tenants and applicants on their housing options. This means all of our Housing & Customer Services Team now meet these standards.

We also undertook a review of our Equality & Diversity Policy to ensure we continue to comply with legislation and good practice.

### What we will do

Continue to provide Housing Information & Advice Service to our customers.

## Outcome 2: Communication

96% of our tenants felt that we were good at keeping them informed about our services and decisions, this was an increase from 94% in the 2013 satisfaction survey.



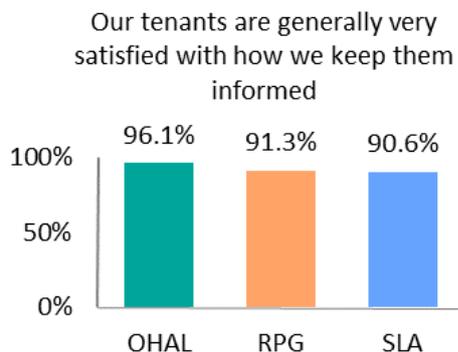
### How we did

In the past year we have relaunched our website (<http://www.ohal.org.uk/>) and started our Facebook page (<https://www.facebook.com/OHALtd>) to encourage wider communication with our tenants and applicants. This is working well and we are seeing increasing engagement as a result.



### What we will do

We will continue to try to increase satisfaction by keeping tenants informed of decisions and services. We will continue to monitor all communication channels to ensure that we provide every tenant with the preferred format.

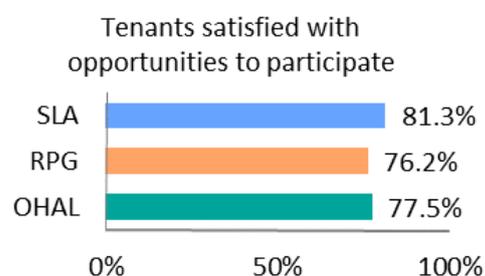


## Outcome 3: Participation



### How we did

78% of tenants were satisfied with opportunities to participate in our decision making compared to 73% in the 2013 survey.



# Performed

## What we will do

The Residents Panel have welcomed 3 new members and have taken part in training with TPAS Scotland to enable them to scrutinize our repairs service.

We plan to work with the Residents Panel to recruit new members and promote the work the group do to help drive continual improvement to services.

## Outcome 4: Quality of Housing



Tenants satisfied with the **standard\*** of home when moving in remains at 88% which is a reflection of the work undertaken on the Re-let Standard making it clear to tenants the standard they can expect from their home. The Residents Panel worked with staff to develop the new leaflets which explain the standards expected of both outgoing and incoming tenants. This result is the same as the Scottish Landlord Average but slightly lower than the Rural Peer Group.



Tenants satisfied with the **quality\*** of their home has reduced from 90.9% to 87.6%. This is slightly above both the Rural Peer Group and the Scottish Landlord Average which are both 86%. However, as this is a reduction in our performance, we have identified this as an area for investigation to see how we can bring the satisfaction levels back up to 2014-15 levels.

\*Standard is defined as general state of repair and the cleanliness and tidiness of the property.

\*Quality is the general state of repair and standard of kitchen units and bathroom suites.

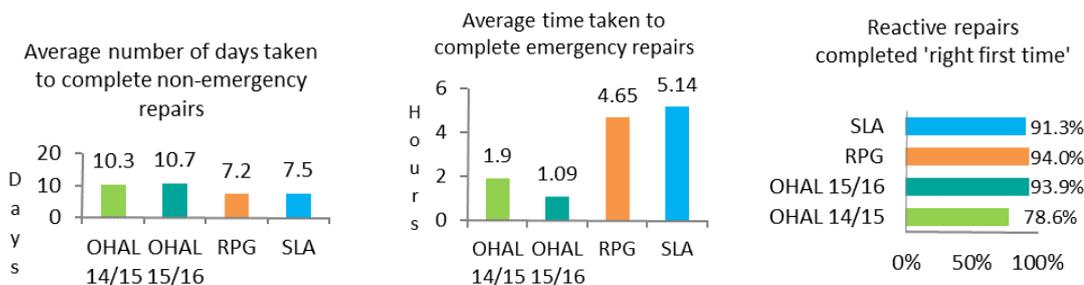
## Outcome 5: Repairs, Maintenance & Improvements



### How we did

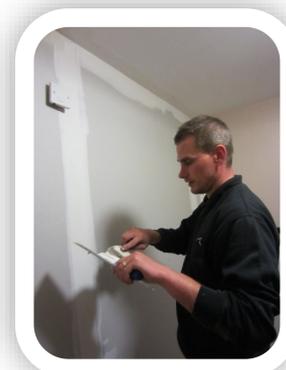
We have worked hard to improve how we get repairs “right first time” and are very pleased to see that out-turn improve from 78.6% to 93.9%.

Overall, 90.7% of tenants are satisfied with the repairs service which is a slight decrease of 2% from 2013.



### What we will do

The Residents Panel have been inspecting the repairs service and will be putting forward suggestions for improvements to be considered at the Management Committee meeting in November.



## 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.



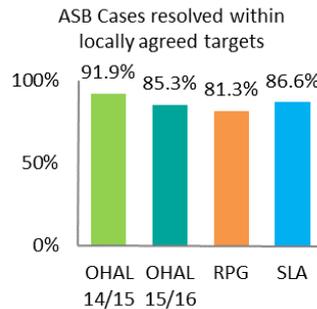
### How we did

We are continuing to carry out regular estate visits and write out to tenants informing them of the dates and times of the visits. This provides an opportunity to meet with staff to discuss anything in detail.

The reduction in Anti Social Behaviour (ASB) cases being resolved within agreed timescales is due to the complex nature of the cases.

### What we will do

We will continue to work with other agencies, including Police Scotland, to combat ASB.



## Outcomes 7, 8, 9: Housing Options

### How we did

Following a full staff restructure, we are providing a greater range of information and advice for applicants on their housing options at the first point of contact.

We aim to provide all applicants with relevant advice and information to suit their individual housing needs.

### What we will do

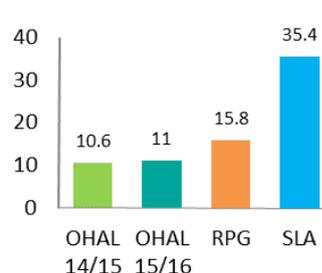
We will continue to promote our Housing Information & Advice service.



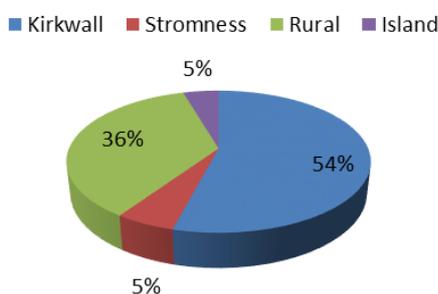
## Outcome 10: Access to Social Housing

In the last year we had 111 re-lets and 6 new lets which equates to 10% of our total stock. These lets were made throughout Orkney and to the groups as shown in the following charts. We aim to re-let our properties as quickly as possible to minimise rent loss on empty properties.

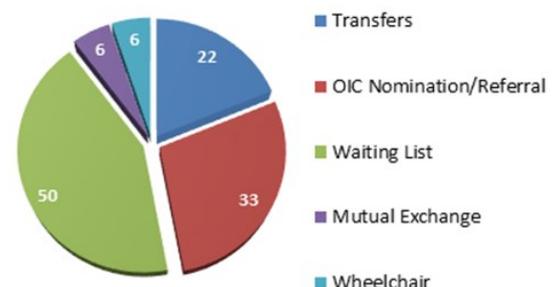
Average days taken to re-let homes



Relets by Area



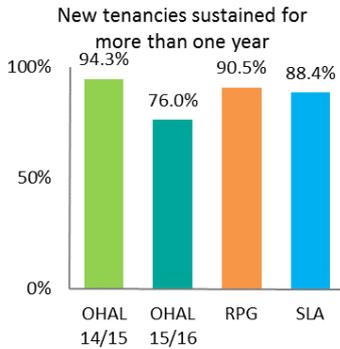
Sources of Let



## Outcome 11: Tenancy Sustainment



A person is counted as having sustained their tenancy if they remained in their tenancy for a year or more.



Although this result is a significant reduction it's not something causing us concern due to the low numbers of tenancies ending before a year. The reasons people have for ending their tenancies are varied but include; those leaving Orkney, transferring to a more suitable property, or death.



## Outcome 13: Value for Money

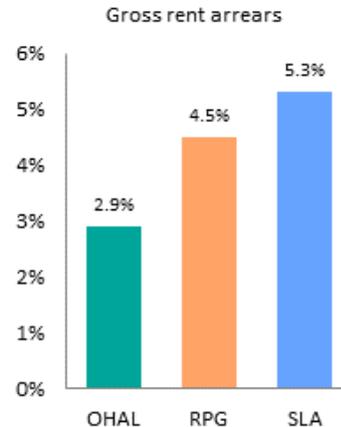


84% of tenants feel that our rent offers good value for money, which is a marginal increase from 83% in the previous survey.

## Outcome 14 & 15: Rents and Service Charges

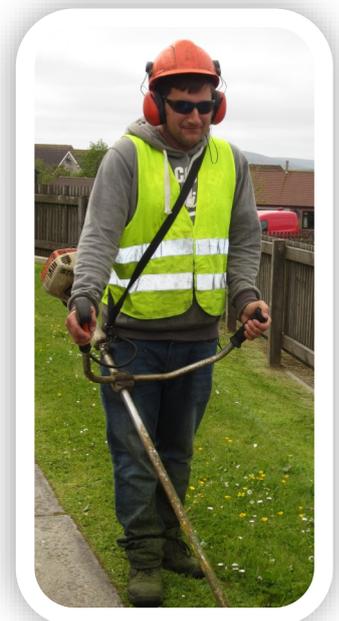


This last year we managed to marginally increase the amount of rent we collected. This was largely due to the Housing Officers dedicating time to assisting tenants who may be experiencing difficulties and signposting to money advice services to maximise income. This work has also resulted in a reduction in rent arrears to well within our target and well below both the Scottish Landlord Average & Rural Peer Group.



### Weekly Rent 2015/16

	1 apartment	2 apartment	3 apartment	4 apartment	5+ apartment	All Properties
OHAL*	£52.25	£71.74	£76.47	£82.05	£90.55	£76.14
RPG	£56.62	£68.31	£75.10	£81.68	£91.56	£76.67
SLA	£65.94	£70.39	£71.55	£77.60	£85.98	£71.00



\*includes service charges

# 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](http://www.ohal.org.uk)
- ⇒ Send us a message on our Facebook page - [www.facebook.com/OHALtd](http://www.facebook.com/OHALtd) 
- ⇒ Email us - [enquiries@ohal.org.uk](mailto:enquiries@ohal.org.uk)
- ⇒ Call us - 01856 875253
- ⇒ Or pop into the office at 39a Victoria Street, Kirkwall

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## 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 Residents 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.
- ⇒ Become a Community Observer and help us by providing valuable feedback on your local area. Volunteers are given guidelines on things to look out for, eg grass not cut when it should be. This gives us a much better idea of how well each area is being maintained. Anyone in an Association property can volunteer to be a Community Observer, including younger household members. In return for their help, volunteers are presented with vouchers at the end of the year.



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