

Annual Report on the Charter

2016

Introduction



This is our third annual report on the Charter which lets our tenants and other customers know how we are doing in meeting the standards of the Scottish Social Housing Charter. This year, our newly formed Tenant Scrutiny Panel told us what information they felt would be useful to

tenants. As a result we have produced a shorter report, but one we hope will give you all the information you need to let you see how we are performing as a Landlord.

Once again, this report, along with the Landlord Report produced by the Scottish Housing Regulator, shows we are performing well in most aspects of our business, with us improving or maintaining our performance in most key areas.

The reports also confirm where we need to improve, for example, time taken to re-let properties or understanding and demonstrating Value for Money. We would welcome your feedback on this report so please take some time to tell us your views, which are important, so we can work on the areas you think are important for the future.

Charles Milne
Chairperson

Landlord's Profile



As of March 2016 we manage 3481 social rented properties in Fife, Perth & Kinross, Falkirk and Clackmannanshire. This includes 62 tenancies in properties we manage but do not own. We also manage 262 Mid Market Rent homes, which are another form of affordable rent, and 268 Shared Ownership properties.

Overall Satisfaction and Equalities

Percentage of tenants surveyed who were satisfied with the overall services we provide				
2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
88.92%	88.19%	87.92%	X	89%

There is a slight decrease over the last two years in overall satisfaction. We are also below the Scottish average. This is an area we are working to improve. One of the measures that we hope will help us get better is our setting up a Customer Contact Team which we hope will be able to deal with the majority of queries at the first point of contact. We are also hoping to launch our Self Service Portal for our tenants which will allow you to manage aspects of your tenancy online.

We provide information in different formats and languages so that our customers can get information in a way that is easy to understand. We collect and monitor information on equalities to make sure that we are fair when offering a house to applicants in greatest need.

During the year we completed work on 91 applications for medical adaptations. The overall satisfaction level for these adaptations was 94.2%.

Housing Options

We have been part of the Fife Housing Register transfer partnership since April 2015. 65 of our tenants moved home through a transfer in 2015/16. 35 moved within our own stock and the remaining 30 transferred to one of the Fife Housing Register partners.

28 tenants moved home through mutual exchange in 2015/16.



Access to Housing

People we housed			
	2013/14	2014/15	2015/16
Re-lets	248	213	288
New Builds	40	97	98

Overall satisfaction with allocations process					
	2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
New Builds	90.34%	98%	98.36%	✓	Not available
Re-lets	92.70%	94.26%	99.39%	✓	Not available

Repairs Maintenance and Improvements



Percentage of tenants surveyed who were satisfied with the quality of their home

Area surveyed	2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
Quality of their home	83%	83%	83.05%	✓	86%

We remain consistently high, although we are a little below the Scottish average.

How the repairs are dealt with	92.99%	94%	94.98%	✓	90%
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Our performance has remained quite high in this area and we are doing better than the Scottish average.

Average time taken to complete repairs

Repair category	2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
Emergency jobs	2.13 hours	2.2 hours	2.2 hours	✓	5 hours
Non emergency	7.79 days	6.3 days	6.2 days	✓	7.5 days

Our average times for completing emergency repairs have been maintained over the last few years. Our average time for other repairs has steadily improved over the same period. For both types of repair we are performing better than the Scottish average.

Percentage of appointments kept

2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
92.6%	97.7%	90.8%	✗	94.4%

Our performance in this area is below what was achieved in previous years and slightly below the Scottish average. The figure has dropped because we have increased the number of repairs done by appointment by 5 times in the year compared to previous years. In 2014/15 we carried out 768 appointments, however, in 2015/16 we carried out over 3900 appointments. This year we are looking at ways to improve the success rate.

Communication

We are performing better than the Scottish average, however there has been a very small decrease in our performance.

Our priorities for the next year is to implement texting solutions which we were developing last year and hopefully this will be operational in 2016/17.



Percentage of tenants surveyed who feel we are good at keeping them informed about our services				
2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
89%	93%	91.29%	✓	88.1%

Participation

Our satisfaction levels with the opportunities to participate have improved significantly since 2013. We are also performing better than the Scottish average.


Our Tenant Participation Officer continues to work to implement our Tenant and Customer Participation strategy. During 2015 we helped a group of tenants to receive training and become our Tenant Scrutiny Panel. We improved our Estate Walkabouts, and hosted tenants meetings in 3 strategic geographical locations to make it easier for people to attend. Our Tenant Participation Officer visited many tenants at their homes to make sure that those who cannot come to meetings also have their voice heard. We began planning our first Tenants Gathering to take place in September 2016, please look on our website for news on how this went. We are also working to set up a Tenants Forum and an Owners Forum.




There will be exciting opportunities to get involved, attend events and meet interesting people. If you want to know more, please contact **Max Scotto, Tenant Participation Officer**, m.scotto@kingdomhousing.org.uk or call 01592 630922.

Percentage of tenants surveyed who were satisfied with the opportunities to participate				
2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
64%	88%	87.14%	✓	83%

Neighbourhood and Community


Percentage of tenants surveyed who were satisfied with the way we manage their neighbourhood				
2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
82%	81%	80.11%		86%

We are disappointed that the satisfaction levels have fallen in this area and that we are below the Scottish average. We will be doing our best to improve the satisfaction levels with your neighbourhood. We will make sure that all developments are inspected once a month and, if possible, any issues that are identified are dealt with. Our Tenant Scrutiny Panel will continue to monitor this aspect of our services and carry our estate walkabouts at least once a year.

Percentage of cases of antisocial behaviour we resolved within locally agreed targets				
2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
75%	86%	92.16%		87%


This is an area in which we are performing better than the Scottish average.

Helping you Keep Your Tenancy

Percentage of new tenants surveyed who stayed with us over a year				
2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
94.4%	93.4%	86.22%		92.5%

We have three new posts within the Housing Section, a Tenancy Sustainment Worker, a Money Advice/Arrears Officer and an Energy Advisor who will be working with our tenants throughout the year to help them keep their tenancies.

Value for Money

Percentage of tenants surveyed who thought that the rent represents good value for money				
2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
78%	82%	79.79%		79%

Although we are still at the same level of the Scottish average, we are working to understand what Value for Money means for our customers and what is and is not affordable for them. For example, during 2015 we organised an evening meeting in which we discussed Value for Money and Affordability issues.

Rent collection and time to re-let empty homes

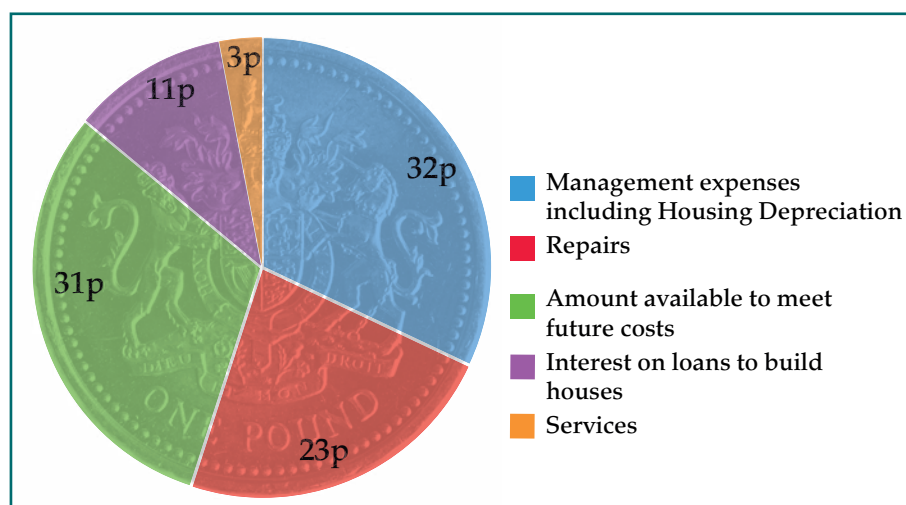
	2013/14	2014/15	2015/16	How we did	Scottish Average 2015/16
Percentage of rent collected	99.79%	99.46%	100.25%	✓	99.5%
Rent money that we lost due to homes being empty	0.53%	0.50%	0.72%	✓	1%
We are performing well in the way our rents are collected and are above the Scottish average.					
Average time taken to relet properties	25.37 days	27.42 days	30.96 days	✓	35.4

Although we are doing better than the Scottish average, our times to re-let homes have continued to increase. This is not good so we are looking closely at reasons to improve this. Our Tenant Scrutiny Panel has also chosen to focus on this topic during 2016/17.

The implementation of our new Alternative Tenures Team will mean that other staff will have more time to manage empty social rented properties.

We are also making improvements to the information system we use for empty properties.

How each £1 we received was spent:



Symbols that explain how we are doing:

- ✓ Doing well or getting better (measured by comparison with the Scottish average).
- ✗ Not doing well/performance is deteriorating (measured by comparison with previous years).

Please give us your feedback on this report and you will be entered into a prize draw. You could be the winner of a High Street Voucher to the value of £50.

You can participate by completing an online questionnaire on our website

www.kingdomhousing.org.uk or you can complete the attached paper questionnaire and post it to us in the prepaid envelope enclosed.