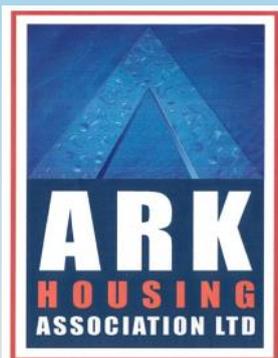




**The Scottish Social Housing Charter**

# **Annual Performance Report**



**Year 4:  
2016-2017**

## The Scottish Social Housing Charter - how does it work?

This Charter was introduced by Scottish Parliament in April 2012. The Charter has **16 outcomes and standards** that landlords such as ARK must meet.



Each year every landlord sends 97 pages of statistics to the Scottish Housing Regulator (SHR) covering all areas of the outcomes within the Charter.

The SHR then produces a short 2 paged report but each landlord must report to their tenants every year about services using these standards. **This is the main goal of this Report.**



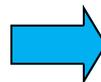
If we reported on all the outcomes the report would be very long so members of the ARK Working Group and ARK staff worked together to choose the outcomes and indicators that they thought to be most important to produce this report.

Together we looked at the information that ARK provided to the Scottish Housing Regulator. The information says how ARK has done in the year **2016-2017** compared with the previous year **2015-2016**.



**In this way we have found out how ARK is doing as a Landlord - and what can be done better.**

We also compared how well ARK has performed to other Housing Associations in Scotland, the Scottish Average.



**You will see this information in the purple boxes.**

We hope you enjoy reading this Report and find it interesting.

**If you want to tell us what you think of the report, please fill in the enclosed form enclosed and send it back in the envelope provided .**

**Fiona Ross— Head of Housing Services ARK**



## The Outcomes - What the focus group chose...

### Neighbourhood and Community

Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

### Quality of Housing

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it after that. When someone moves into an ARK house it is always clean, tidy and in a good state of repair.

### Maintenance

Tenants' homes are well maintained, with repairs and improvements carried out when required. Tenants are given choices about when work is done.

### Getting good value from rents and service charges

Tenants need to get a good service and be able to afford it.  
Tenants get clear information on how rent and other money is spent.

An **Outcome** is a result we want to happen.

An **Indicator** is a figure that helps to measure an Outcome/Result.

### Tenant Satisfaction

The SHR's short report also includes some more information about levels of tenant satisfaction.

# Properties and Services

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li><span style="color: #00b050;">■</span> <b>Comhalrie nan Eilean Star</b></li> <li>1. Stornoway</li> <li><span style="color: #f4a460;">■</span> <b>Moray</b></li> <li>2. Forres</li> <li>3. Buckie</li> <li><span style="color: #4169e1;">■</span> <b>Aberdeenshire</b><br/>(Property only)</li> <li>4. Macduff</li> <li>5. Fraserburgh</li> <li>6. Peterhead</li> <li>7. Inverurie</li> <li>8. Portlethen</li> <li><span style="color: #ff4500;">■</span> <b>Aberdeen City</b></li> <li>9. i) Kittybrewster<br/>ii) School Drive<br/>iii) Green fern<br/>iv) Balangask Circle<br/>v) Dubford</li> <li><span style="color: #32cd32;">■</span> <b>Angus</b></li> <li>10. Forfar</li> <li>11. Arbroath</li> </ul> | <ul style="list-style-type: none"> <li><span style="color: #8bc34a;">■</span> <b>Perth and Kinross</b></li> <li>12. Blairgowrie</li> <li>13. Perth</li> <li><span style="color: #42a5f5;">■</span> <b>Fife</b></li> <li>14. Rymonth, St Andrews</li> <li>15. Glenrothes</li> <li>16. Lochgelly</li> <li>17. Dunfermline</li> <li><span style="color: #3954ab;">■</span> <b>Clackmannan</b></li> <li>18. Alloa</li> <li><span style="color: #ffc107;">■</span> <b>Falkirk</b></li> <li>19. Grangemouth</li> <li><span style="color: #757575;">■</span> <b>West Lothian</b></li> <li>20. Uphall</li> <li>21. Linlithgow</li> <li>22. Livingston—Support services only</li> <li><span style="color: #0070c0;">■</span> <b>Midlothian</b></li> <li>23. Dalkeith</li> <li>24. Penicuik</li> </ul> | <ul style="list-style-type: none"> <li><span style="color: #008080;">■</span> <b>East Lothian</b></li> <li>25. Musselburgh</li> <li>26. Haddington—support services only</li> <li><span style="color: #e91e63;">■</span> <b>Edinburgh City</b></li> <li>i) Hoseasons Gardens</li> <li>ii) Broomhouse</li> <li>iii) Longstone</li> <li>iv) Oxfgangs</li> <li>v) Southhouse Broadway</li> <li>vi) Niddrie Farm Grove</li> <li>vii) Restalrig</li> <li>viii) West Adam Street</li> <li>ix) Stenhouse Drive</li> <li>x) Wauchope Place</li> <li><span style="color: #f48fb1;">■</span> <b>Scottish Borders</b></li> <li>28. Peebles</li> <li><span style="color: #f48fb1;">■</span> <b>Support Services Only</b></li> <li>A. Kelso</li> <li>B. Hawick</li> <li>C. Galashiels</li> </ul> |
|--|--|---|

ARK Housing Association is a Registered Social Landlord with **277 properties** for rent located mainly throughout the east of Scotland. We gained 1 property when an office turned back to a flat.

Our properties are spread across **13 Local Authorities** from the rural Scottish Borders and the Western Isles to the urban areas of Edinburgh and Aberdeen.

# Summary - Our findings

**Compared to last year, ARK is doing better. More things have improved and ARK has to focus only on two aspects of its housing service.**

## **What we think ARK is doing well....**

1. ARK tenants have remained happy with their neighbourhood.
2. More tenants were happy with the repairs that are being carried out in their homes.
3. For the last 3 years all houses have had their gas safety check.
4. ARK is quicker than other housing associations in dealing with emergency repairs.
5. The ARK Maintenance Team has been much quicker in dealing with medical adaptations.

## **What we think ARK could do better....**

1. Less tenants are happy with the overall housing and maintenance service. ARK is working hard to find out ways in how they can improve the service. We have recently outsourced a company to carry out the tenant satisfaction survey to help us gather as much information as possible.
2. ARK is taking a little longer to carry out routine repairs although the results show that tenants are happier with the overall results of the repairs although they are taking longer to be carried out.

## Neighbourhood and Community

Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

### 1. How many tenants are happy with their neighbourhood?

2015 - 2016  
82%

2016-2017  
82%

The same number of tenants are happy with their neighbourhood compared to the last year.

Other Housing Associations  
87%

Other organisations are doing a little bit better than ARK on this.

### 2. How many anti-social behaviour cases have been reported? This includes things like bullying, harassment, criminal activity, noise disturbances.

2015-2016  
19  
All sorted

2016-2017  
6  
5 Sorted

There has been a significant drop in reports of anti-social behaviour. This is 2.17 reports for every 100 homes.

Of the 6 cases:

- 2 were for Criminal Behaviour
- 4 for Serious Noise Nuisance

Other Housing Associations  
8.44 for every 100 homes

The one case that was not resolved was only reported in March so was resolved in the following financial year.

### 3. How many tenants did ARK take to court?

2015-2016  
2

2016-2017  
4

ARK served legal notices on 6 tenants and took 4 to court, twice as many as last year. All of these cases were for rent arrears.

### 4. How many tenants did ARK evict?

2015-2016  
0

2016-2017  
3

The Court granted 3 eviction orders to ARK. These all were for unpaid rent.

## Quality of Housing

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it after that. When they are given out are always clean, tidy and in a good state of repair.

### 5. How many tenants are happy with their homes when they moved in?

2015 - 2016

80%

2016 - 2017

80%

A new tenant said:

*"Everything clean and in good condition"*

Other Housing Associations

89%

### 6. How many tenants are happy with the standard of their home?

2015 - 2016

84%

2016 - 2017

84%

A tenant said:

*"I like ARK houses they are good and I like sharing with other service users. My house is warm and I do not need any repairs."*

Other Housing Associations

86%

### 7. How many homes met the SHQS standard?

2015 - 2016

79%

2016 - 2017

79%

43 properties were exempt because it was not physically possible to do the work, or doing the work would cause unacceptable problems.

1 property had an abeyance as the tenant refused to let a contractor in to do the necessary work.

Other Housing Associations

94%

## Maintenance

Tenants' homes are well maintained, with repairs and improvements carried out when needed. Tenants can choose when work is done.

### 8. How many tenants are happy with the repairs carried out in their homes?

2015 - 2016

90%

2016 - 2017

95%

Other Housing Associations

91%

From the previous year, the number of ARK tenants happy with the repairs carried out in their homes has increased, in comparison to other associations, ARK is exceeding.

### 9. How many houses have had a gas safety check in the last 12 months?

2015 - 2016

100%

2016 - 2017

100%

Other Housing Associations

99%

This is a very important thing to do, to keep you safe in your home. ARK has now had 100% for the past 3 years which is better than other organisations!

### 10. How much time did it take to complete emergency repairs?

2015 - 2016

2.7 hours

2016 - 2017

3 hours

Other Housing Associations

4.6 hours

The time taken to complete emergency repairs has increased slightly, however ARK remains quicker than other Associations.

### 11. How much time did it take to complete non-emergency repairs?

2015 - 2016

4.5 days

2016 - 2017

5 days

Other Housing Associations

7 days

Non emergency repairs in ARK have been slightly slower than last year but ARK remains faster than other Housing Association.

## 12. How many tenants are satisfied with the repairs and maintenance service?

**2015 - 2016**  
90%

**2016-2017**  
95%

The improvement in the response times has resulted in an overall increase in the satisfaction levels.

**Other Housing Associations**  
89%

## 13. How many people had a medical adaptation and how long, on average did it take to have it done?

**2015 - 2016**  
16  
completed  
71 days  
on average

**2016 - 2017**  
36  
completed  
45 days  
on average

ARK is doing much better than last year. We did nearly double the number of adaptations but took half the time.

A tenant said:

***“We praise the Maintenance Team for their effort in being quicker with this and we hope they will keep up the good and fast job. “***

**A tenants family member said:**

***“ I would just like to say a big thank you to all that was involved in carrying out work in the shower room. It was amazing and will make such a difference in my dads day to day care. With it being a walk in shower my dada will be able to be that little bit more independent which will mean a lot to him.***

***From start to finish this project was first class. From picking materials, picking up keys and making sure everything was clean and tidy after the job was completed. Once again a big thank you.”***

**If you think you need an adaptation, contact Richard Luscombe,  
Maintenance Team at 0131 478 8161**

## Getting good value from rent and service charges

Tenants need to get a good service and be able to afford it.

Tenants get clear information on how rent and other money is spent.

### 14. How many tenants are happy with the overall housing and maintenance service?

**2015 - 2016**

85%

**2016 - 2017**

81%

**Other Housing Associations**

**90%**

ARK is not doing as well as last year. Other Housing Associations seem to also be performing worse this year. We hope our Satisfaction Survey will tell us more.

### 15. How much rent did ARK lose through houses being empty?

**2015 - 2016**

£70,008

2.77%\*

**2016 - 2017**

£69,807

2.62%\*

**Other Housing Associations**

**0.87%**

ARK lost less money than last year with houses being empty.

Compared to a lot of other landlords, 70% of our properties are filled by referrals from the Social Work Department. We have been able to identify new tenants more quickly and the properties have been sitting empty for shorter periods of time. We continue to work hard to ensure the amount lost continues to decrease.

\* of total annual rent due

### 16. How much rent did tenants owe ARK at the end of the year?

**2015 - 2016**

£83,498

3.30%\*

**2016 - 2017**

£71,778

2.69%\*

ARK is committed to ensuring that rent is paid on time. At the end of 2016-17 we had been able to reduce the amount due by tenants.

## 17. How much rent did former tenants owe ARK at the end of the year?

**2015 - 2016**

£3,941

**2016 - 2017**

£13,719

Total former tenant arrears at the end of the year increased by nearly £10,000 compared to 2015-16. This was due to the 3 evictions and the rent due moving over to former tenant arrears.

During the year ARK wrote off £1146 of these debts, but we continue to pursue the other outstanding amounts.

## 18. How much did the rent increase this year?

Between 2015-16 and 2016-17 ARK rents went up by 2%. On average, other organisations increased their rents by 2.29% The tables below show the average weekly charges.

**2015- 2016**

**Average per week:**

1 room = £81

2 rooms = £81

3 rooms = £91

4 rooms = £90

5 rooms = £97

**2016 - 2017**

**Average per week:**

1 room = £82

2 rooms = £84

3 rooms = £94

4 rooms = £90

5 rooms = £99

**Other Housing Associations**

**Average per week:**

1 room = £67

2 rooms = £72

3 rooms = £73

4 rooms = £79

5 rooms = £88

The figures above include service charges and because there are more service charges within supported housing compared to a standard Housing Organisations, the average levels are higher.

## Glossary

### **Scottish Housing Regulator:**

Is an organisation of the Scottish Government whose goal it is to protect the interests of tenants, homeless people and others who use the services provided by social landlords.

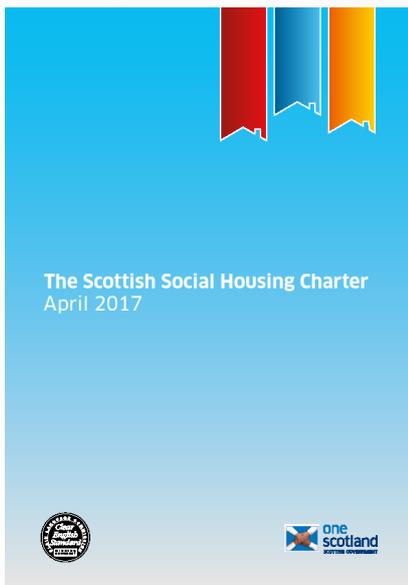
### **Scottish Housing Quality Standards:**

Were introduced in February 2004 by the Scottish Government to make sure that social housing in Scotland was of good quality.

### **Medical adaptation:**

Is when something in your home needs to be changed. For example you may need to put in a chair that will make you safer and help you manage better in your bath.

## **Where can I get more information?**



On the internet:

<http://www.gov.scot/Publications/2017/03/8379>

**Or you can contact:**

The Scottish Government  
St Andrew's House  
Edinburgh  
EH1 3DG



### **Maintenance Team Contacts**

0131 478 8143

**Email:** repairs@arkha.org.uk

### **Housing Team Contacts**

Tel: 0131 478 8146

**Email:** housing@arkha.org.uk

### **Quality & Compliance Manager**

Tel: 0131 478 8196

**Email:** john.rankin@arkha.org.uk