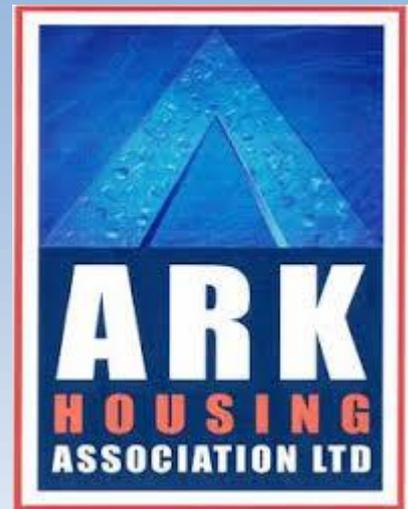


# Annual Performance Report



## OUR MISSION

“To provide the best regarded care housing and support services in Scotland for families, children and adults of all ages who require support to have a good life. We will build life-long and life-enhancing relationships and promote the right of people to have a life free from poverty and discrimination.”

# YEAR 5 2017/2018



# WELCOME

This is the fifth year that we are reporting our performance against the Scottish Social Housing Charter. This report aims to give you a clear assessment of our performance and show you how we compare with other landlords nationally, where possible.

At ARK Housing Association, we are committed to continuous improvement and providing value for money. We continue investing in repairing and maintaining our properties. Currently we are working to meet the Scottish Housing Quality Standard. Through improving energy efficiency, we plan to invest and bring properties up to this standard by the target date of December 2020. We have also continued to work on improving our customer satisfaction and are keen to hear from tenants and residents who are keen to get involved.

This years performance report was produced with the help of the focus group which is formed of 3 service users who live in ARK housing and also receive care and support from ARK support services. The group have worked with the housing department to look at the performance statistics for the last financial year 2017/2018 comparing to the previous year 2016/2017. The focus groups have selected a number of statistics that they thought ARK tenants would like to feature in this performance report.



***The Focus Group***

**IF YOU WOULD BE INTERESTED IN BEING PART OF THE FOCUS GROUP AND BE INVOLVED WITH COMPILING THE NEXT ANNUAL PERFORMANCE REPORT PLEASE CONTACT THE HOUSING DEPARTMENT ON 0131 478 8190**

# THE SCOTTISH HOUSING CHARTER

As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Social Housing Charter, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

The first Charter came into effect on 1 April 2012 and was reviewed during 2016. This revised Charter was approved by resolution of the Scottish Parliament on 8th February, has effect from 1 April 2017 and continues to apply until the Parliament approves a further revised Charter.

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.



**Scottish Housing  
Regulator**

If you would like further information or like to read all of the information ARK submitted to the Scottish Housing Regulator this is available online.

**<https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/ark-housing-association-ltd>**

ARK would like to thank all of our customers, partner organisations, contractors and others for their assistance and support over the past year. My thanks also go to ARK staff for their continued commitment, dedication and their professionalism in helping to achieve our aims in another successful year at ARK Housing Association Ltd.

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





# Properties and Services

- |                                  |                                      |                                       |
|----------------------------------|--------------------------------------|---------------------------------------|
| <b>Comhalrie nan Eilean Star</b> | <b>Perth and Kinross</b>             | <b>East Lothian</b>                   |
| 1. Stornoway                     | 12. Blairgowrie                      | 25. Musselburgh                       |
| <b>Moray</b>                     | 13. Perth                            | 26. Haddington –support services only |
| 2. Forres                        | <b>Fife</b>                          | <b>Edinburgh City</b>                 |
| 3. Buckie                        | 14. Rymouth, St Andrews              | i) Hoseasons Gardens                  |
| <b>Aberdeenshire</b>             | 15. Glenrothes                       | ii) Broomhouse                        |
| (Property only)                  | 16. Lochgelly                        | iii) Longstone                        |
| 4. Macduff                       | 17. Dunfermline                      | iv) Oxgangs                           |
| 5. Fraserburgh                   | <b>Clackmannan</b>                   | v) Southhouse Broadway                |
| 6. Peterhead                     | 18. Alloa                            | vi) Niddrie Farm Grove                |
| 7. Inverurie                     | <b>Falkirk</b>                       | vii) Restalrig                        |
| 8. Portlethen                    | 19. Grangemouth                      | viii) West Adam Street                |
| <b>Aberdeen City</b>             | <b>West Lothian</b>                  | ix) Stenhouse Drive                   |
| 9. i) Kittybrewster              | 20. Uphall                           | x) Wauchope Place                     |
| ii) School Drive                 | 21. Linlithgow                       | <b>Scottish Borders</b>               |
| iii) Green fern                  | 22. Livingston—Support services only | 28. Peebles                           |
| iv) Balangask Circle             | <b>Midlothian</b>                    | <b>Support Services Only</b>          |
| v) Dubford                       | 23. Dalkeith                         | A. Kelso                              |
| <b>Angus</b>                     | 24. Penicuik                         | B. Hawick                             |
| 10. Forfar                       |                                      | C. Galashiels                         |
| 11. Arbroath                     |                                      |                                       |

ARK Housing Association is a Registered Social Landlord with **274 properties** for rent located mainly throughout the east of Scotland.

Three of our properties moved to shared properties in the last year.

Our properties are spread across **13 local authorities**.

## 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) when they are allocated they are always clean, tidy and in a good state of repair and also meet the Energy Efficiency standard for Social Housing (EESH) by December 2020.

### 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.



### Maintenance

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



### Tenant Satisfaction

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



## NEIGHBOURHOOD & COMMUNITIES

Anti social behaviour and nuisance neighbours can be a source of frustration for a small number of our tenants and residents. The number of anti social behaviour cases can vary from one year to the next. ARK had the same amount of cases reported this year as the previous but we have been able to resolve all issues reported.

Any anti –social complaints that we receive we take them seriously and try to respond and resolve cases as quickly as possible.

In comparison to other landlords ARK only has **2.2 out of every 100 tenants** complaining about anti-social behaviour

**3** reported cases of **Abusive Behaviour**

**1** reported case of **Serious Noise Nuisance**

**2** reported cases of **Estate Management**

Average number of complaints about Anti-Social Behaviour in other Housing Associations

**7.8 out of every 100 tenants**

	<b>2016-2017</b>	<b>2017-2018</b>
<b>How many reported cases of Anti—Social behaviour?</b>	6 Reported 5 Resolved	6 Reported 6 Resolved
<b>How many tenants are satisfied with their Neighbourhood?</b>	<b>83 %</b>	<b>70%</b>
<b>How many tenants did ARK take to court?</b>	<b>4 Tenants</b>	<b>5 Tenants</b>
<b>How many tenants did ARK evict?</b>	<b>3 Tenants</b>	<b>0 Tenants</b>

# Maintenance

Repairs, maintenance and improving homes are a big part of what we do and much of your rent goes on making sure that all of our properties are safe and secure for our tenants. We perform well in certain aspects of maintenance departments compared to other Scottish landlords.

	<b>2016- 2017</b>	<b>2017- 2018</b>	<b>ARK VS OTHER HOUSING ASSOCIATIONS</b>
How many tenants have been satisfied with the repairs and maintenance service they have received?	<b>95%</b>	<b>94%</b>	<b>92%</b>
How long on average does it take for ARK to carry out emergency repairs?	<b>3.1 Hours</b>	<b>4.3 Hours</b>	<b>3 Hours</b>
How long does it take to complete non-emergency repairs?	<b>5.0 Days</b>	<b>5.6 Days</b>	<b>5.0 Days</b>
How many Reactive Repairs that were carried out in the last year were completed right first on time?	<b>97%</b>	<b>98%</b>	<b>90%</b>

We have recently completed a restructure in our maintenance department, with one of the objectives being that we are looking at ways and means of improving the full range of our provision of maintenance services including emergency, non-emergency and reactive repairs. In addition we have just completed an exercise by aligning the geographical locations to those which our Housing Services colleagues currently manage.

# Quality of Housing

All of the areas that the focus group decided to feature in this report in relation to quality of housing have improved within the last financial year.

The number of tenants satisfied with the quality of their homes has increased and **every new tenant** that moved into their property has been satisfied.

On average **100 %** of other housing association houses are meeting the SHQS .

ARK are working to make sure all properties meet the standards by 2020.

## THE SCOTTISH HOUSING QUALITY STANDARD (SHQS)

	2016-2017	2017-2018
How many homes meet the Scottish Housing Quality Standards (SHQS)?	<b>80%</b>	<b>86%</b>
How many tenants who moved into their home with ARK in the last year were happy with the quality?	<b>84%</b>	<b>100%</b>
Overall how satisfied are tenants with the quality of their home?	<b>84%</b>	<b>86%</b>

The **Scottish Housing Quality Standard (SHQS)** was introduced by the Scottish Government in February 2004 with the target that all homes rented from social landlords should meet this standard by April 2015. In March 2011, the Scottish Government published documents to provide **additional guidance on SHQS** and to clarify its definition. This included a detailed description of each element, a non-technical guide to the Standard, the policy on exemptions, and a guide to potential cost savings. It is the Scottish Regulators duty to monitor landlords' progress towards the SHQS target. Monitoring is carried out through the **annual SHQS data returns** ARK as a landlord are required to provide this information.



## GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

**How much did ARK increase the weekly rent to this year?**

	<b>2016- 2017 Average</b>	<b>2017- 2018 Average</b>	<b>AVERAGE OF OTHER HOUSING ASSOCIATIONS</b>
1 BEDROOM	<b>£82</b>	<b>£83</b>	<b>£97</b>
2 BEDROOM	<b>£84</b>	<b>£87</b>	<b>£90</b>
3 BEDROOM	<b>£94</b>	<b>£96</b>	<b>£93</b>
4 BEDROOM	<b>£90</b>	<b>£94</b>	<b>£100</b>
5 BEDROOM	<b>£99</b>	<b>£100</b>	<b>£124</b>



### Rent Increase

**ARK** increased weekly rent charges by

**2.9%**

On average **other associations** increased the weekly rent charges by

**3%**

### Weekly Charges

ARK rent has still increased from last year but in comparison to other associations **ARK is cheaper** to rent most size properties, apart from a **3 bedroom** as ARK is still **more expensive** than others.

At ARK we are conscious that we need to keep our rents under review - every year we consult tenants so that our rents are affordable, equitable, transparent and consistent. We aim to strike a balance between the level of services provided, the cost of the services, and how much tenants can afford.

		2016- 2017	2017- 2018
Ark collected <b>97.3%</b> of total rent due in the last financial year			
	How much money did tenants owe ARK at the end of the year?	<b>£71,778</b>	<b>£74,392</b>
Other Associations lost <b>0.7% rent</b> due to properties being empty	How much rent money did ARK lose due to houses being empty?	<b>2.6%</b>	<b>1.7%</b>
On average it take other Associations <b>24.3 days</b> to re-let properties	How many days does it take for ARK to re-let a property?	<b>39.3 days</b>	<b>28.6 days</b>
	How much rent did former tenants owe ARK at the end of the year?	<b>£13,719</b>	<b>£15,451</b>

The Housing Management team have worked closely with care and support staff and social work departments to try to identify new tenants for supported accommodation. This has resulted in properties being re-let quicker than previous years.

## TENANT SATISFACTION



**Overall, how many tenants were satisfied with the service that they have received?**

2016/2017

**82 %**



2017/2018

**81%**

The Scottish Average is 90.5%

**How many tenants felt that ARK were good at keeping them informed about its services and outcomes?**

2016/2017

**81%**



2017/2018

**70%**

The Scottish Average is 92%

**How many tenants are satisfied with the opportunities to participate in ARK decision making?**

2016/2017

**65%**



2017/2018

**70%**

The Scottish Average is 92%

Having undertaken the large scale tenant satisfaction survey in 2017-18, and analysed the results, we can see a number of areas where satisfaction levels have dropped, or where the levels are below the average.

We are working on an Improvement Plan to address the key areas and we will be back in touch with tenants to try and get more detailed reasons for dissatisfaction and to find out what tenants think would help to improve satisfaction levels.

If you would like to give feedback, please let us know by completing the ARC feedback form which is enclosed with this report.

## Tenant Participation Groups



Tenant participation is a way for tenants and landlords to work together. To share information, ideas to improve your housing services.

Tenants now have the right to be consulted and to take part in this way.

Get in touch if you would like to be involved in a Tenant Group in your local area.

This would make sure that you have the chance as a group to tell ARK how you are getting on with your tenancy and in your neighbourhood.



### Maintenance Team Contacts

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### Housing Team Contacts

Tel: 0131 478 8146

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### Quality & Compliance Manager

Tel: 0131 447 9027

Email: [john.rankin@arkha.org.uk](mailto:john.rankin@arkha.org.uk)



## Where can I get more information?

On the Internet:

<https://beta.gov.scot/publications/scottish-social-housing-charter-april-2017/>

This publication is available at [www.gov.scot](http://www.gov.scot)



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