

# Annual Report to Tenants 2017/2018

Our report to tenants on how Dalmuir Park HA has performed  
on the standards set out in the Scottish Housing Charter

# WHO WE ARE & TENANT SATISFACTION

At 31 March 2018 we owned

## 657 homes

The total rent due from them was

## £2,630,270



Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	9	£58.51	£67.44	13.20%
2 apartment	329	£74.24	£73.33	1.20%
3 apartment	247	£75.44	£74.94	0.70%
4 apartment	65	£85.29	£81.37	4.80%
5 apartment	7	£101.05	£90.39	11.80%



## 3%

is the average weekly increase from the previous year.



## 95.7%



of our tenants are satisfied with our overall service. This is higher than the Scottish Average of **90.5%**.



## 98.4%

of tenants were satisfied with the **opportunities to participate** in our landlord decision making, compared to the Scottish average of **85.9%**.

making, compared to the Scottish average of **85.9%**.



## 98.4%

felt that your landlord was good at **keeping them informed** about its services and outcomes, compared to the Scottish average of **91.7%**.



# QUALITY & MAINTENANCE OF HOMES

## 100%

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **94.2%**.



## 100%

of our properties have current gas safety record and were renewed on time.



## 3.9 days

to complete **non-emergency repairs** compared to the Scottish average of **6.4 days**.



## 1.7 hrs

to complete **emergency repairs**, compared to the Scottish average of **4.0 hrs**.



## NEIGHBOURHOODS & WAITING LISTS



## 3

cases of **anti-social behaviour** were reported for every 100 homes, in the last year.



## 251

Applicants joined our **waiting list** in the last year.



## 80%

of cases were **resolved** within targets agreed locally, compared to the Scottish figure of **87.9%**.



We allocated

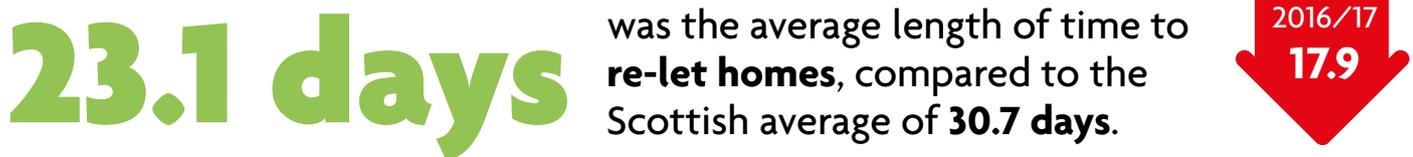
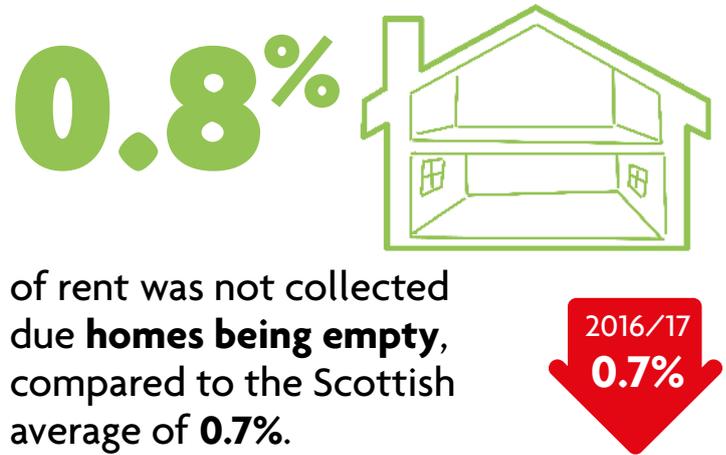
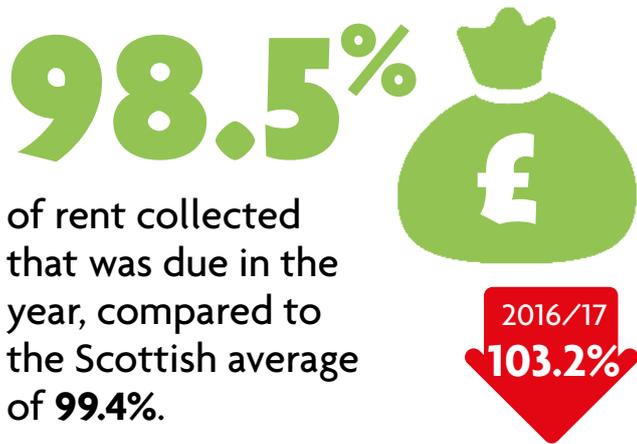
## 82

homes



# VALUE FOR MONEY

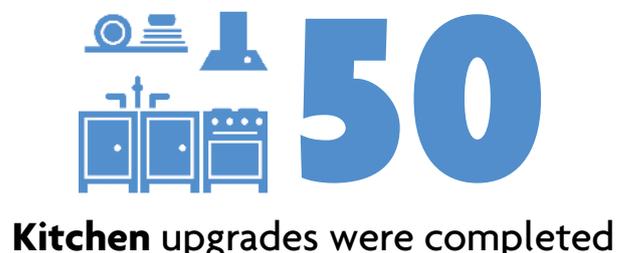
The rents our customers pay are the main income that we receive. Making sure that all our customers pay their rent on time and in full is vital for us to keep delivering excellent services and providing high quality and affordable homes. When a customer does not pay their rent it impacts on all our customers.



We shall be focusing on improving this area in the coming year

## INVESTMENTS

**£470k** was invested in our homes, some of the investments were:



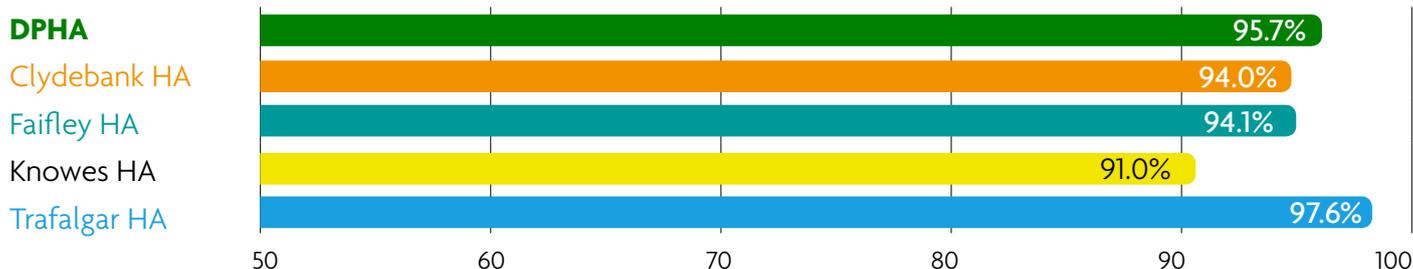
# HOW WE COMPARE WITH OTHER LANDLORDS

Below we will compare the information in the previous pages and look at how Dalmuir Park Housing Association compares with other neighbouring local Registered Social Landlords within West Dunbartonshire. These landlords are Clydebank Housing Association, Faifley Housing Association, Knowes Housing Association and Trafalgar Housing Association

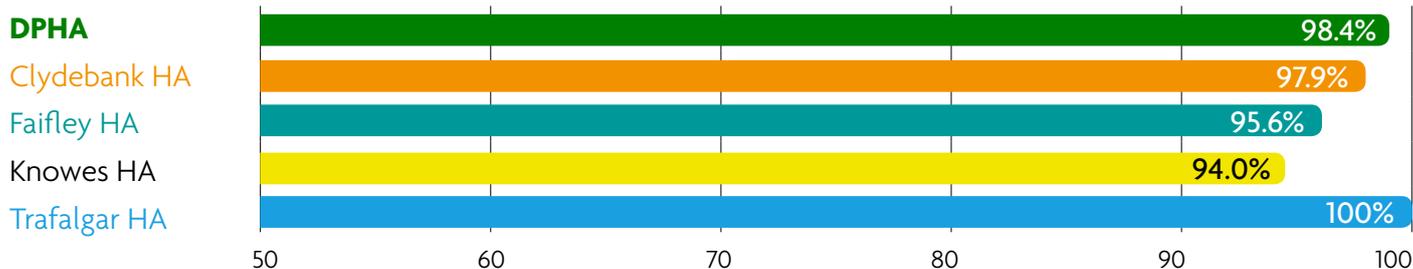
The comparisons shall focus on the core business of Tenant Satisfaction, Rents & Allocations, Repairs and Factoring.

## TENANT SATISFACTION

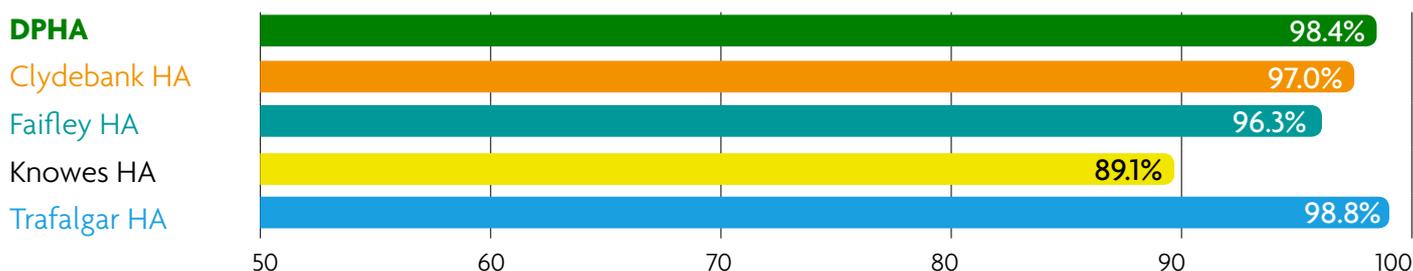
### Percentage tenants satisfied with overall service provided by landlord



### Percentage tenants who feel landlord is good at keeping them informed about services and decisions

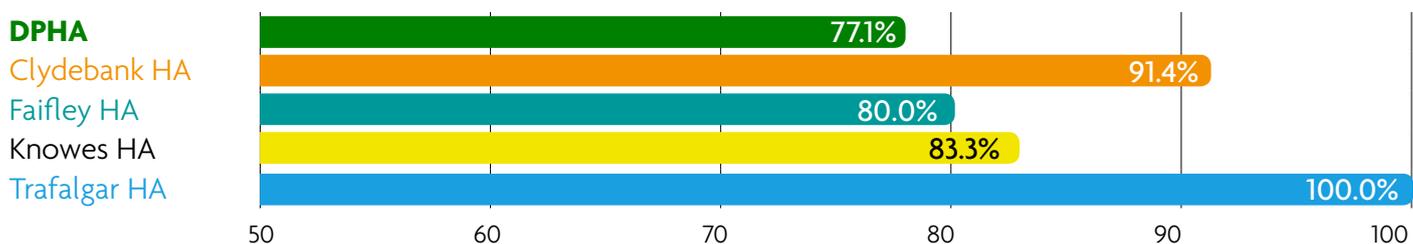


### Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



## FACTORING

### Percentage factored owners satisfied with factoring service

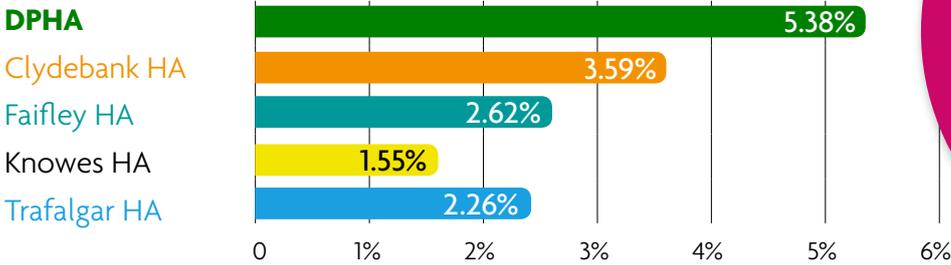


These results are from our last factoring survey carried out in 2015. The association shall be carrying out a new factoring survey for all of our factored service users in the coming months.

# HOW WE COMPARE WITH OTHER LANDLORDS

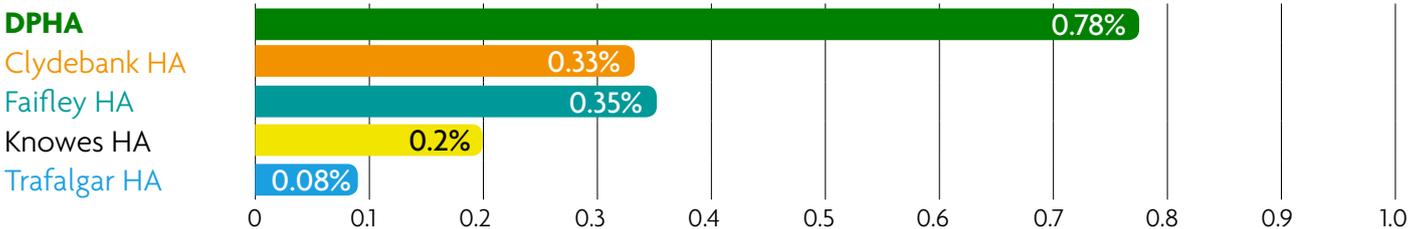
## RENT & ALLOCATIONS

Percentage gross rent arrears of rent due

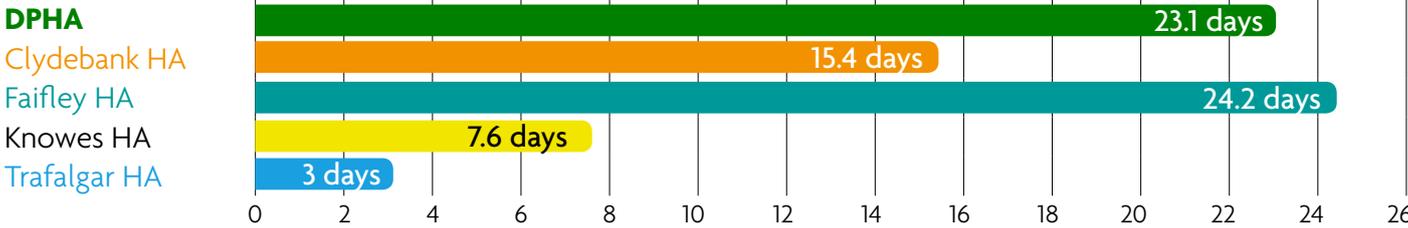


We are implementing a new rent collection campaign to improve our rent collection performance to ensure that we have the money available to pay for the services and improvements to your home and the environment.

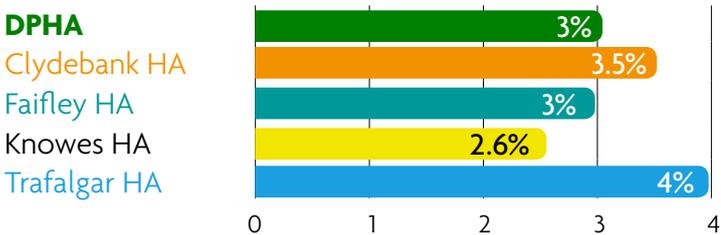
Percentage of rent due lost through properties being empty



Average calendar days to re-let properties

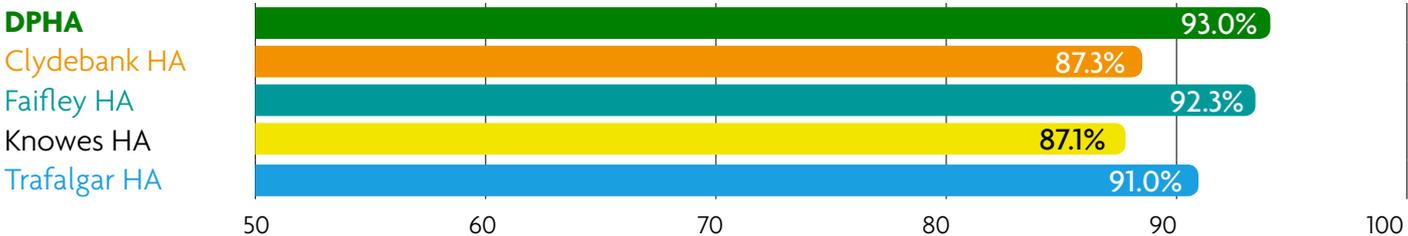


Percentage average weekly rent increase to be applied for 2017-18



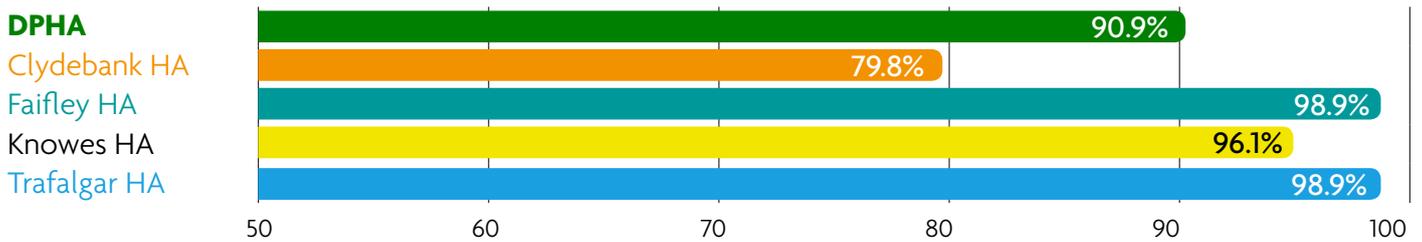
## REPAIRS

Percentage tenants satisfied with repairs service



# HOW WE COMPARE WITH OTHER LANDLORDS

## Percentage reactive repairs completed right first time



## Average hours to complete emergency repair



## YOUR FEEDBACK IS WELCOME

We value your feedback, please let us know if you have comments or suggestions on our performance or services we offer.

You can let us know your thoughts by speaking to our staff in the office, calling us on **0141 952 2447**, emailing us on **admin@dpha.org.uk** or completing the comments slip below and returning to the office using our freepost address: **Freepost, Dalmuir Park Housing Association.**

Name: (Optional) .....

Phone: (Optional) .....

Address: (Optional) .....

Email: (Optional) .....

I have a comment(s) about: (please circle):

Rent

Services

Satisfaction

Performance

Other: .....

Your Comments (please use a separate sheet if necessary):

.....  
 .....

## Dalmuir Park Housing Association

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INVESTORS  
IN PEOPLE



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report please recycle it.

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Co-operative and Community Benefit Societies Act 2014 Reg No. 1914 R(S)

Scottish Housing Regulator No. HAL 98

Scottish Property Factor No. PF000397