

2014



Dalmuir Park
Housing Association

LANDLORD PERFORMANCE REPORT
MEETING THE SCOTTISH SOCIAL HOUSING CHARTER

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LANDLORD PERFORMANCE REPORT 2014

We are pleased to present our new standard report which is based on our performance related to set criteria within the Scottish Social Housing Charter. This information relates to 2013-14 which we are obliged to publish by the end of October and will complement our Annual Report 2013-14 recently distributed to members and tenants.

This report was developed with the assistance of DPHA's Tenant and Resident Consultation Group. Like the Management Committee, group members give their time voluntarily and are involved in monitoring the performance of the Association as well as helping to develop new policies, procedures, and services. They aim to represent the views of DPHA tenants and residents as best they can.

Within this report we have looked at the most significant performance data produced by DPHA to the Scottish Housing Regulator and have then attempted to compare our performance with other landlord averages to help identify where we perform well and where we need to improve. We have tried to concentrate on some of the most interesting information relating to the local perspective and national averages where available, and tried not to duplicate what is already contained within the Annual Report. Comparisons are made with West Dunbartonshire Council as the largest local landlord and we have also used where appropriate an average figure for all local landlords comprising Dunbritton HA, Cordale HA, Trafalgar Housing Co-op, Bellsmyre HA, Clydebank HA, Faifley HA, Knowes HA, Cube HA and WDC.

We also keep a separate record of the performance figures for many other housing associations throughout Glasgow who have strong similarities to us in terms of size and tenement stock, and these figures will also be used for more useful comparison documents like our Business Plan.

We hope you enjoy reading this report and find it interesting and informative. We would also really like to know what you think about it and the information within – and the section Customer / Landlord Relationships explains the different ways you can get in touch or become involved in improvement and change

What is in the Charter?

The Scottish Social Housing Charter was introduced by the Scottish Parliament in April 2012. The Charter contains outcomes and standards that landlords must meet and each landlord is then required to report to its tenants annually on its performance against these standards.

The Association will be measured against 14 outcomes within 6 specific sections of the Charter:

Equalities

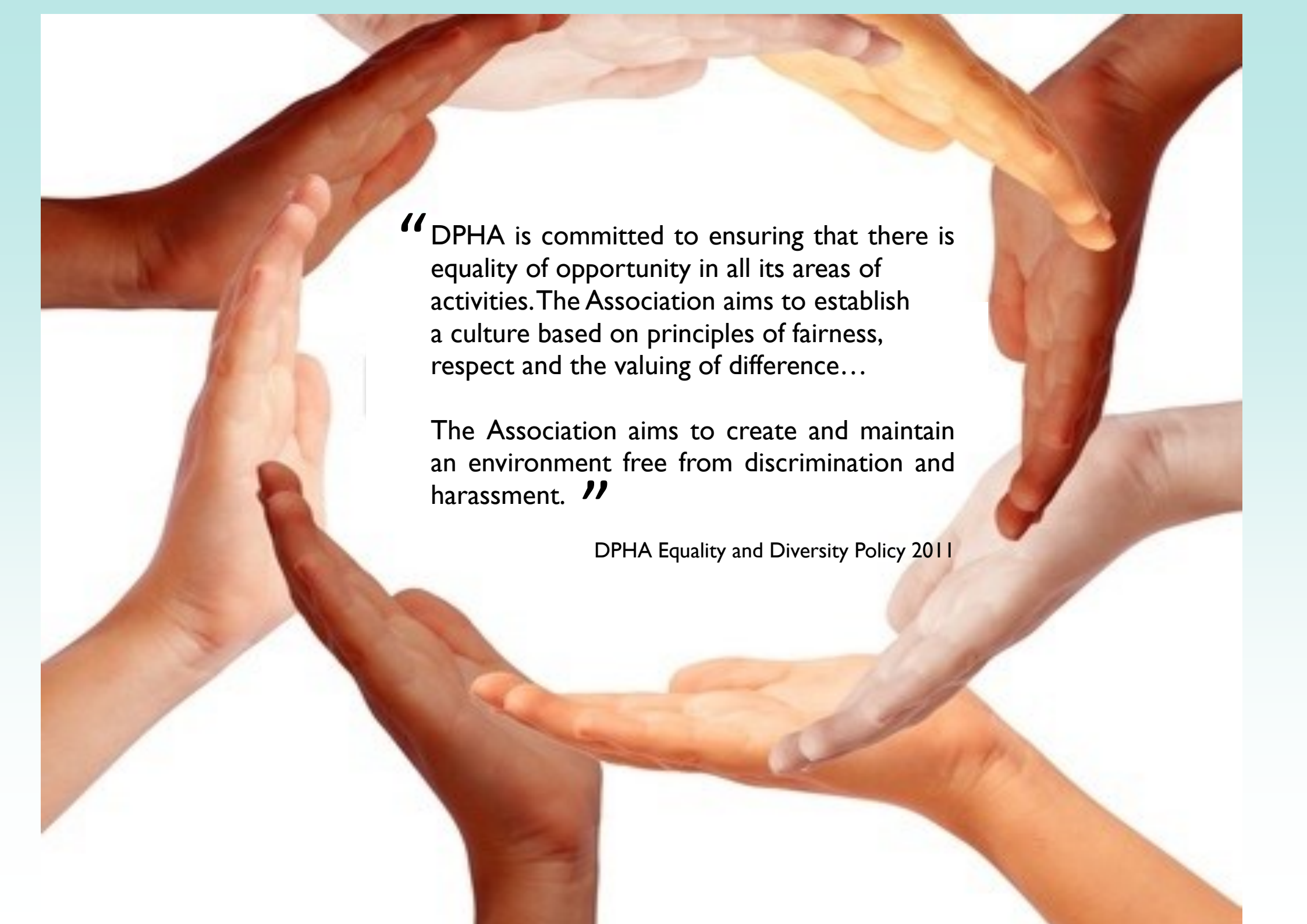
Customer/Landlord Relationship

Housing Quality and Maintenance

Neighbourhood and Community

Access to Housing and Support

Getting Value from Rents and Service Charges



“DPHA is committed to ensuring that there is equality of opportunity in all its areas of activities. The Association aims to establish a culture based on principles of fairness, respect and the valuing of difference...

The Association aims to create and maintain an environment free from discrimination and harassment. ”

DPHA Equality and Diversity Policy 2011

The Ethnic Origins of:

Existing Tenants

Ethnic Origin	No of Tenants
White Scottish	614
White other British	30
White Irish	7
Unknown	19
Polish	2
Pakistani	2
Other White Background	3
Other Asian Background	4
Indian	1
Chinese	2
African	2

Housing List Applicants

Ethnic Origin	No of Applicants
White Scottish	283
White other British	4
Polish	4
Other White Background	7
Indian	1
Pakistani	2
Other Asian Background	1

We are committed to equality and diversity, valuing people's differences and aim to provide a service to all of our customers. We are happy to make any of our information available in other formats and languages. If you need this information in Braille, on audio tape, in large print or in a different language please let us know. We will also be happy to arrange a sign or language interpreter on request. If you need any more help or advice, our staff will be happy to help.

GET INVOLVED

Management Committee

By giving just a few hours two or three times a month to join our dedicated Committee you could help make a real difference to people's lives and your community in Dalmuir.

Shareholder

Becoming a shareholder for only £1 entitles you to come along to our Annual General Meeting and allows you to nominate or be nominated for Committee membership.

Residents Consultation Group

Attending this quarterly group enables you as a tenant or owner to discuss and directly influence our decisions and also provides us with essential feedback on your areas of importance.

Owners Forum

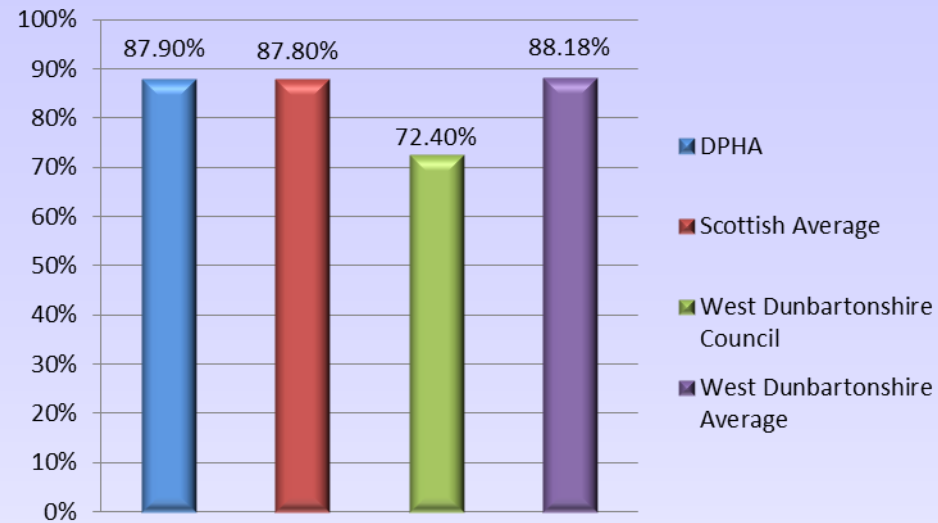
All owners are welcome to join this forum which has just started to meet quarterly to receive updates on our services to encourage owners' views.

The Beardmore Trust

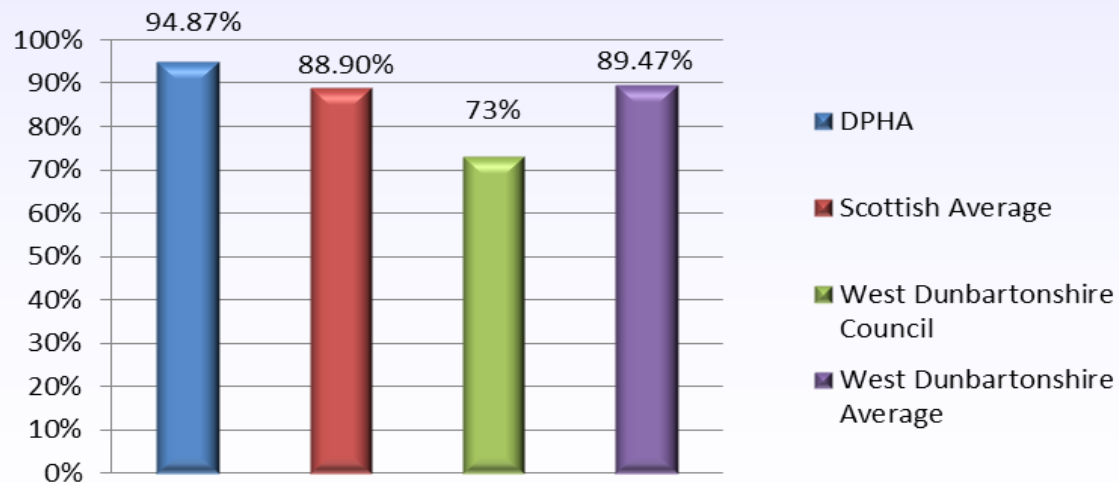
You can join the Board to help shape the decisions and direction of the Trust or alternatively why not assist with or participate in one of our Community Development projects?



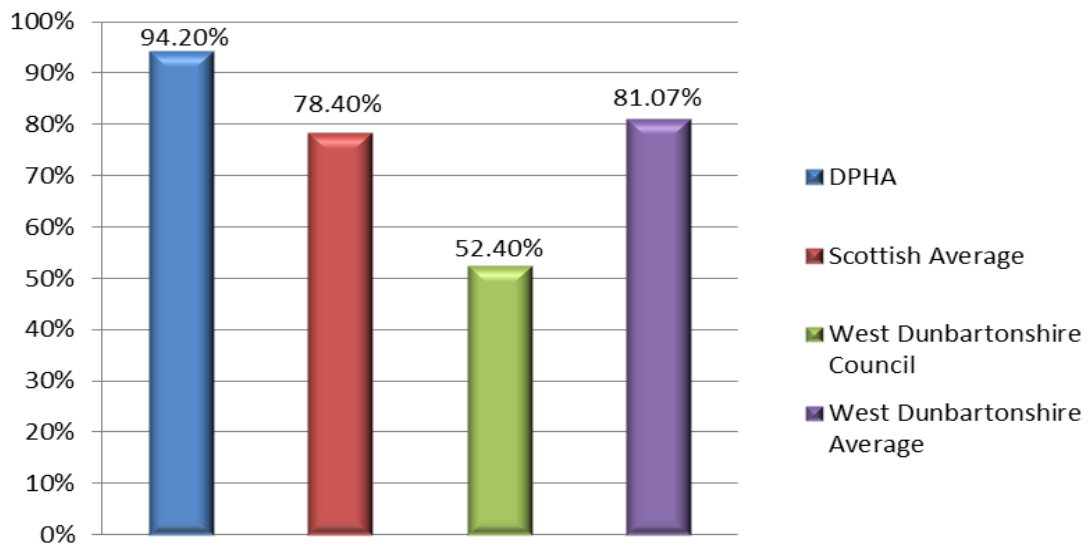
Percentage of tenants who are satisfied with the overall service provided by their landlord:



Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions:

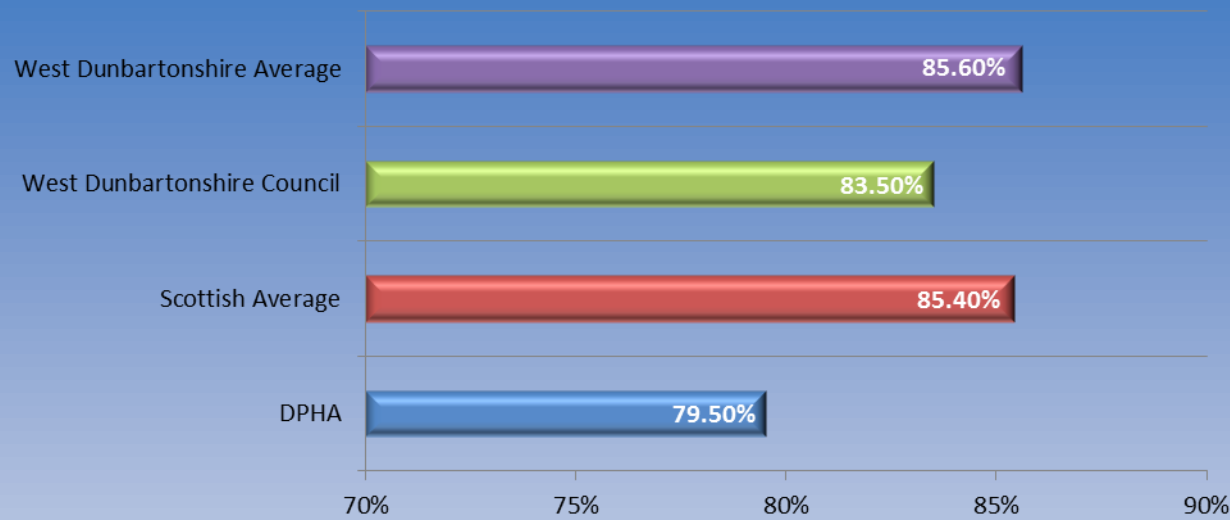


CUSTOMER / LANDLORD RELATIONSHIP



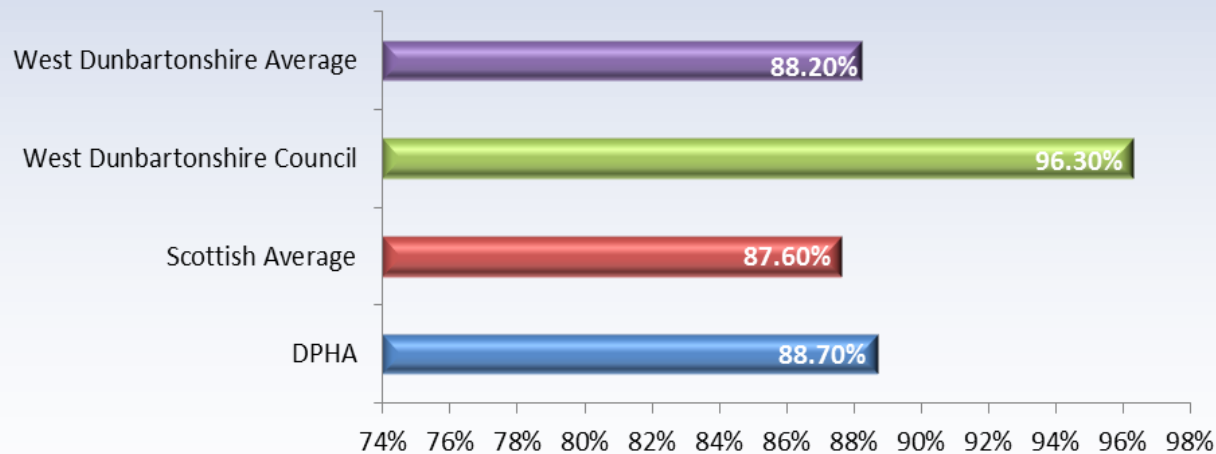
Percentage of tenants satisfied with opportunities given to them to participate in decision making processes

Homes meeting the Scottish Housing Quality Standard

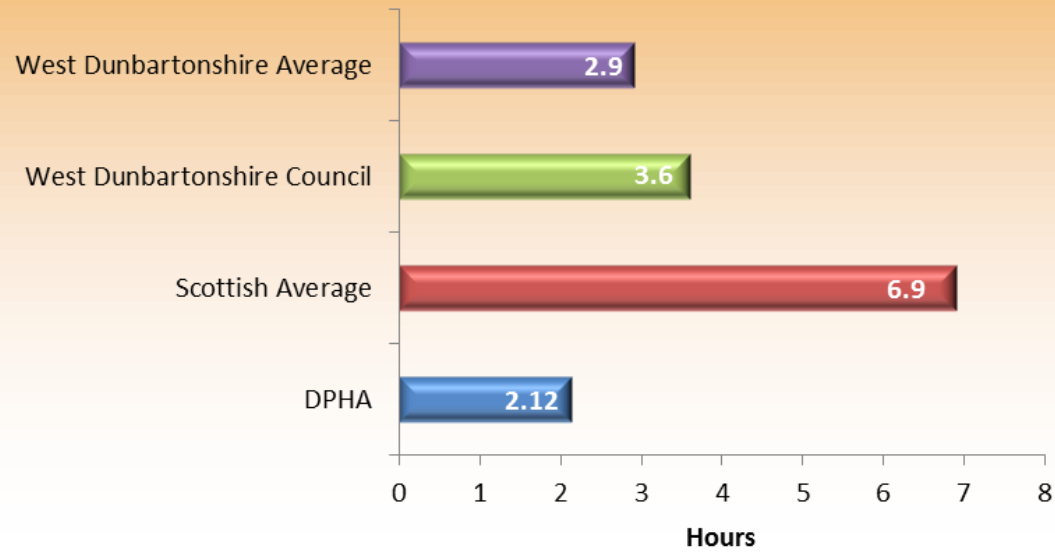


The work required to 20.5% of our homes is relatively minor and we have no concerns about all of our stock being fully compliant with SHQS by 2015

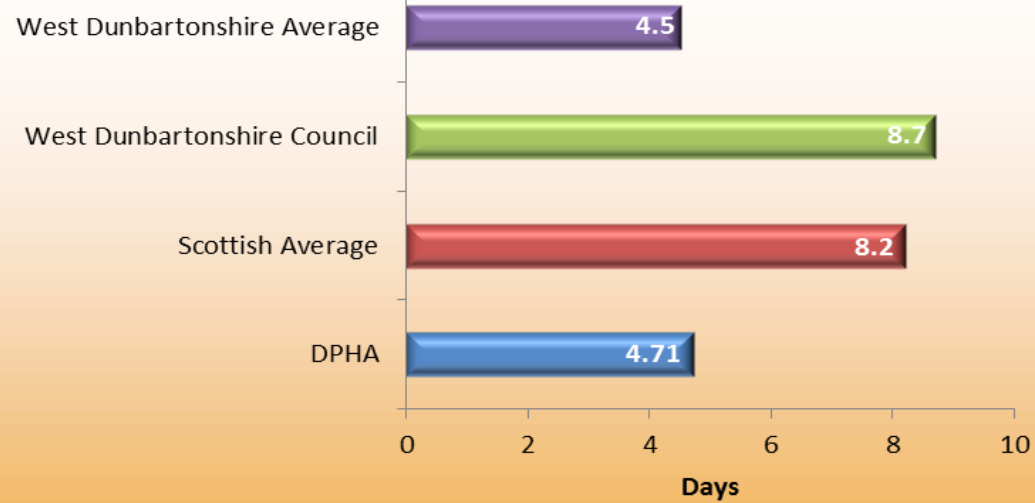
Satisfaction with the repairs service based on the last time you had a repair or maintenance carried out



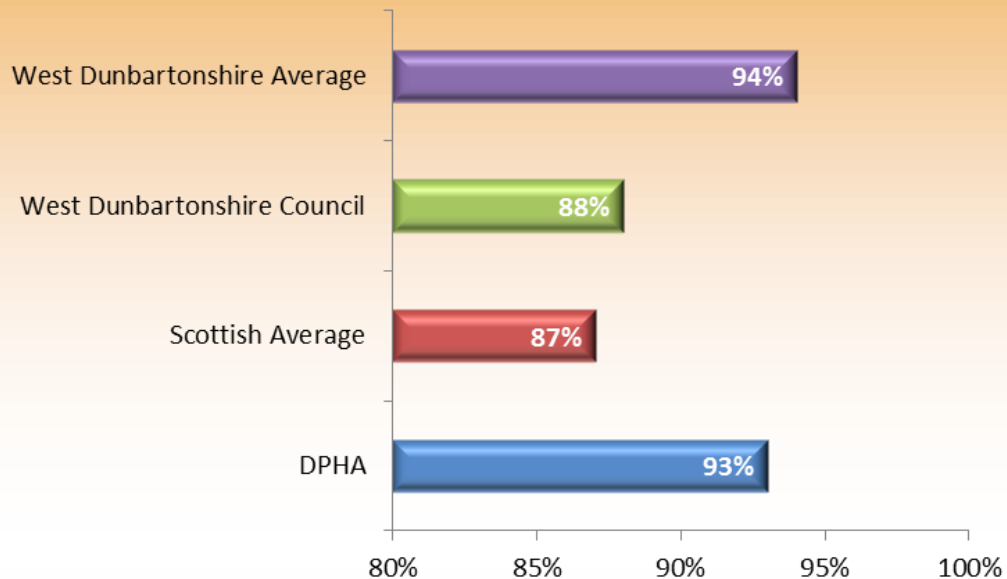
Average length of time taken to complete emergency repairs



Average length of time taken to complete non-emergency repairs



Percentage of reactive repairs, “right first time”

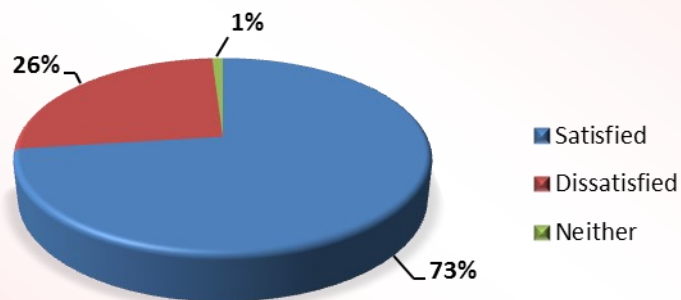


Percentage of properties which had a gas safety check completed and recorded by the anniversary date.

DPHA 99%

One property had, with good reason, a gas safety check completed outwith the anniversary period.

Percentage of tenants satisfied with the management of the neighbourhood they live in



The main reasons for dissatisfaction that tenants reported were:

- ◆ Standard of close cleaning
- ◆ Poor quality back court and grounds maintenance service

As a result of this feedback DPHA consulted all residents and introduced a close-cleaning service, an innovative bin-management service and a new grounds - maintenance contract which we all agree has improved the appearance of the Dalmuir area. The level of satisfaction has significantly increased since these services were introduced.

Anti-Social Behaviour

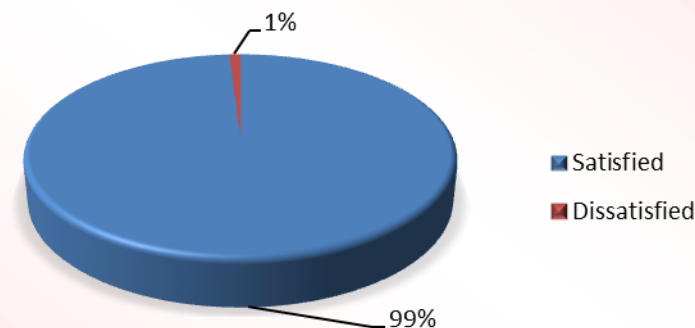
Number of Anti Social behaviour cases reported
 Percentage of cases resolved within target

20
100

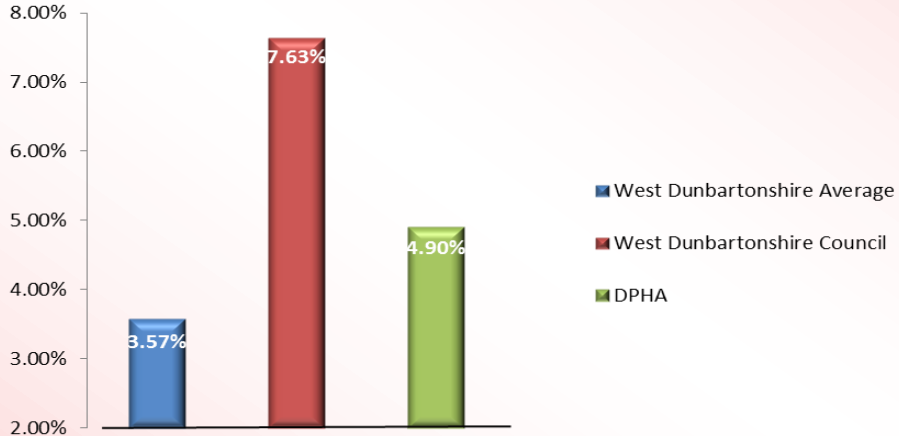
Percentage of tenants satisfied with the standard of their home when moving in

- ◆ Number of houses re-let over the year
- ◆ The number of applicants on the housing list at the end of the reporting year

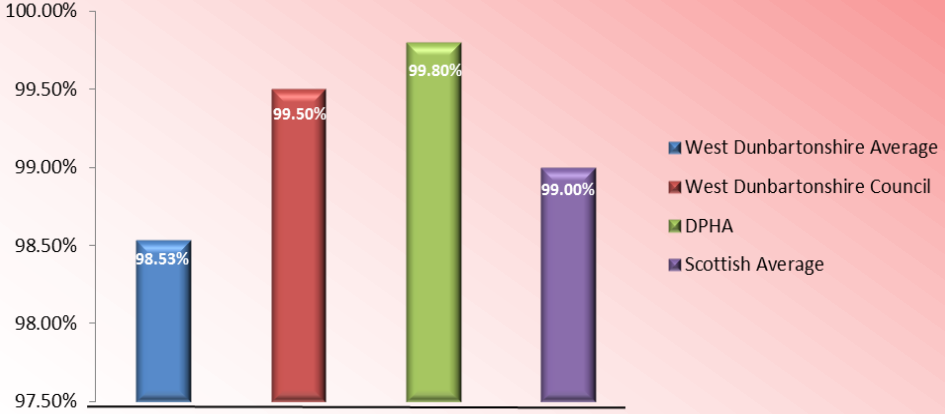
94
324



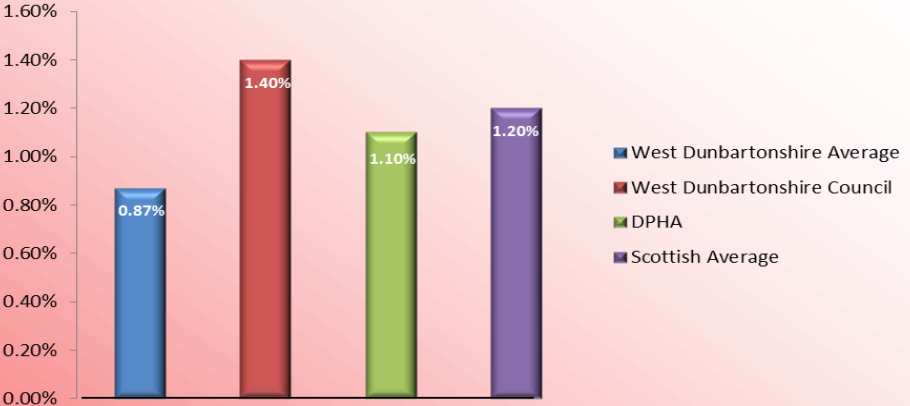
Percentage of Weekly Rent Increases



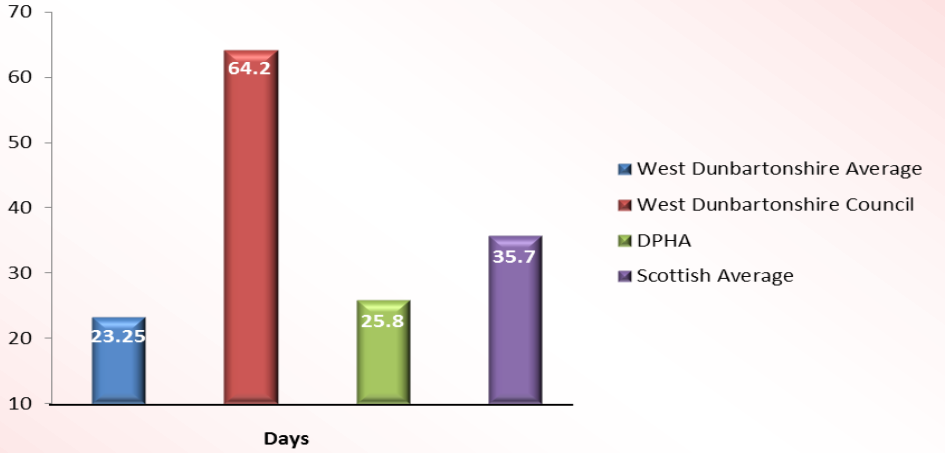
Rent Collected from Tenants as a Percentage of Rent Due



Percentage of Rent Loss Due to Empty Homes



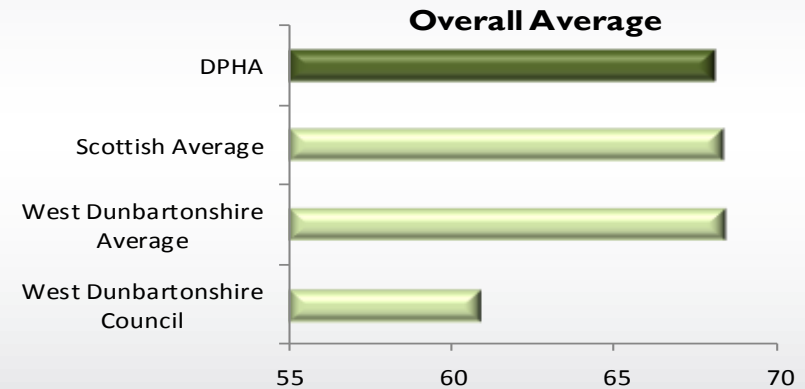
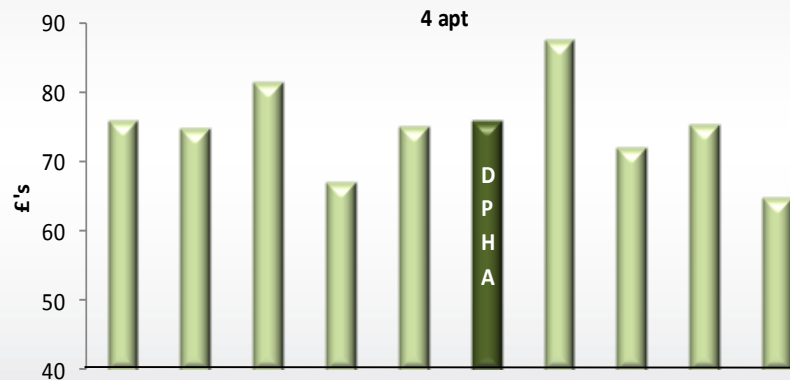
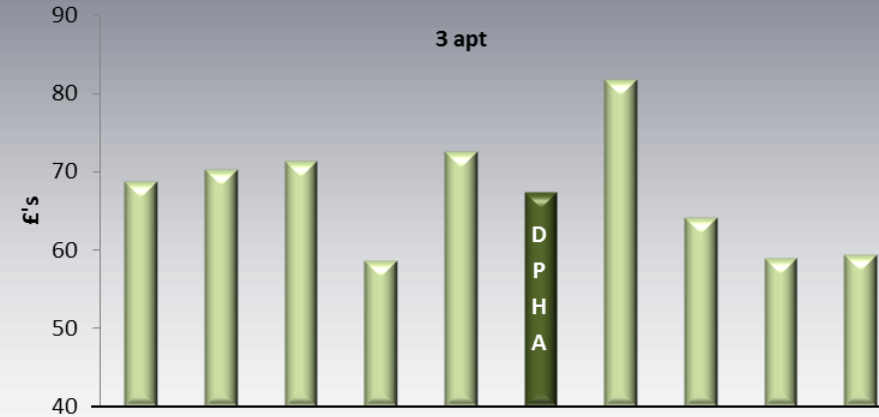
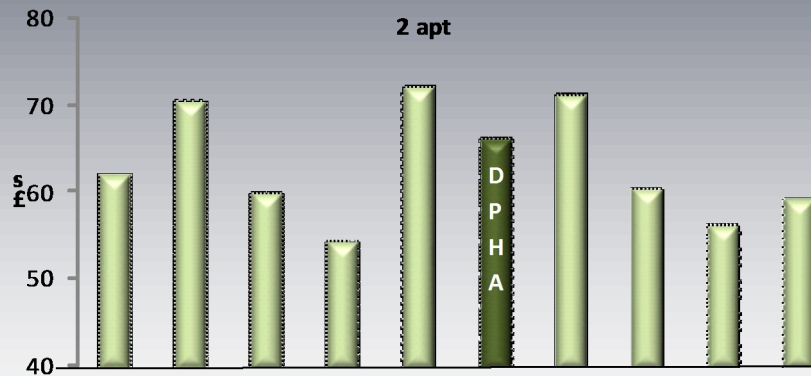
Average Time to Re-let Properties



People leave our properties for numerous reasons. Our performance is measured by how quickly empty homes are re-let. Factors which affect this include the time it takes to deal with utility companies, carrying out gas safety checks, the number of tenants who move within our stock and the time it takes to organise repairs to bring a property up to a let-able standard.

RENT LEVELS

DPHA and other West Dunbartonshire RSL's



Within Charter submissions to the Scottish Housing Regulator, average rents include all service charges and DPHA have 62 x 2-apartment sheltered homes and 8 x 3-apartment sheltered homes which include a warden charge, producing an unbalanced average when compared to the vast majority of other RSL's in Scotland who do not provide any sheltered accommodation or other expensive services. For the purpose of this comparison exercise we have therefore deducted the charge from the figures used above.

Percentage of DPHA tenants who feel that their rent represents good value for money **80**

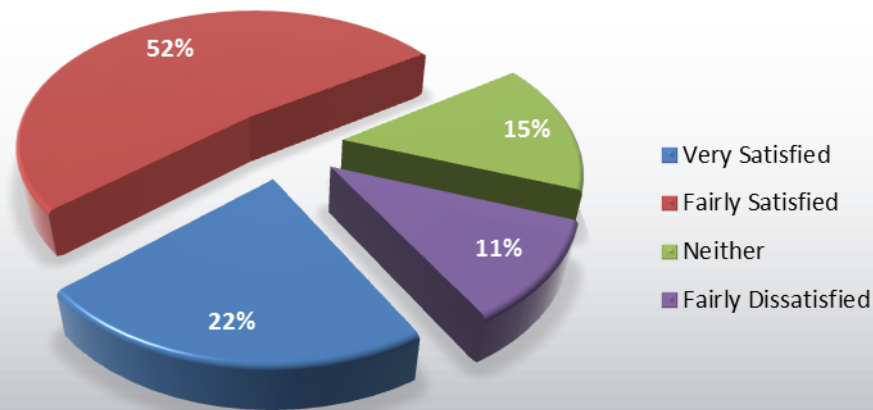
SATISFACTION LEVELS:

Tenant Satisfaction Survey

The survey process involves a specific number of personal interviews conducted by an independent assessor every 3 months. The results of this continuous monitoring helps measure customer satisfaction, tests strengths and weaknesses and provides suitable benchmarks for future measurement and improvement of performance. The new Survey has been based around the outcomes listed in the New Scottish Housing Charter and will be reported each year in the Annual Return to the Charter. 75% of all our tenants will be surveyed over the 3 year period 2012-2015, and we expect levels of satisfaction to increase as more tenants are consulted.

Owners Satisfaction Survey

Level of satisfaction with the Factoring Service provided by DPHA:



70 factored residential properties were surveyed representing owners throughout our area of operation and 46 responses were received. The vast majority of respondents (74%) were either very satisfied or fairly satisfied with the overall service.



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Contact us via the web on www.dpha.org.uk**

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