

# Annual Report to the Charter and Assurance Statement 2018/2019



# WHO WE ARE & TENANT SATISFACTION

As of 31 March 2019 we owned

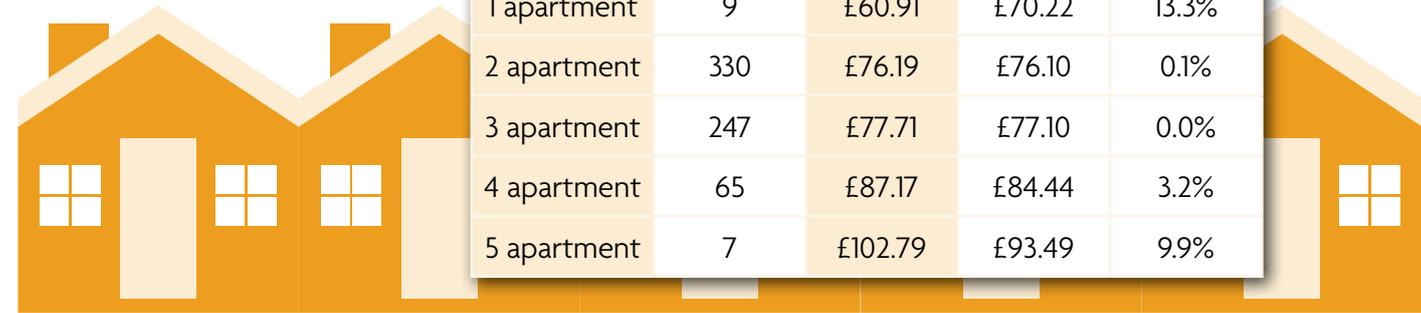
**658 homes**

The total rent due from them was

**£2,701,464**

Our homes are made up of:

Size of home	Number owned	DPHA	Scottish average	Difference
1 apartment	9	£60.91	£70.22	13.3%
2 apartment	330	£76.19	£76.10	0.1%
3 apartment	247	£77.71	£77.10	0.0%
4 apartment	65	£87.17	£84.44	3.2%
5 apartment	7	£102.79	£93.49	9.9%



**98%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of **86.5%**.



**95.6%**

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



**2.9%**

was our rent increase from the previous year.



**99%**

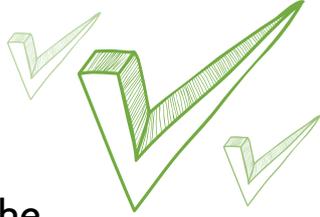
felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **91.6%**



*The houses next to each performance measure shows our outcome last year*

# QUALITY & MAINTENANCE OF HOMES

## 100%



of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **94.1%**.



## 93.85%

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



## 4.1 days

to complete **non-emergency repairs** compared to the Scottish average of **6.6 days**



## 1.96 hrs

to complete **emergency repairs**, compared to the Scottish average of **3.6 hrs.**



## NEIGHBOURHOODS & WAITING LISTS

## 248

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



## 0.6

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



## 114

Tenancies were granted last year.



## 50%

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

**We are working on our performance**



# 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.

**98.5%**

of rent collected that was due in the year, compared to the Scottish average of **99.1%**.



2017/18  
**98.5%**

**0.4%**

of rent due because **homes were empty**, compared to the Scottish average of **0.9%**

2017/18  
**0.8%**



**14.2 days**

to **re-let homes**, compared to the Scottish average of **31.9 days**.

2017/18  
**23.1 days**

## INVESTMENTS

The total cost of investment in 2018/19 was

**£306,758**

In 2019/20  
**£1,554,870**  
will be invested

In 2018/19

**11**

**heating systems** were upgraded.

In 2019/20 **40 boiler** only replacements and **38 Hi Heat electrics heating systems** will be upgraded.

In 2018/19

**22**

**closes were painted.**

**22 individual houses** and **21 closes** will be painted this year.



In 2018/19

**87**

**bathrooms** were installed.



This year **40 bathrooms** will be upgraded

In 2018/19

**53**

**kitchens** were installed.

In 2019/20  
**61 kitchens** will be renewed.

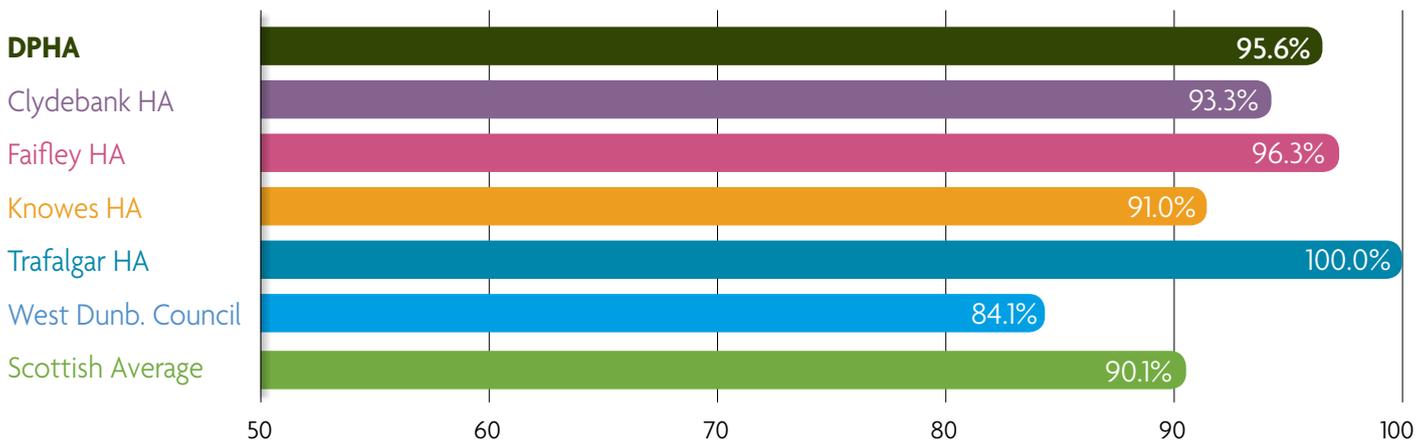


# HOW WE COMPARE LOCALLY?

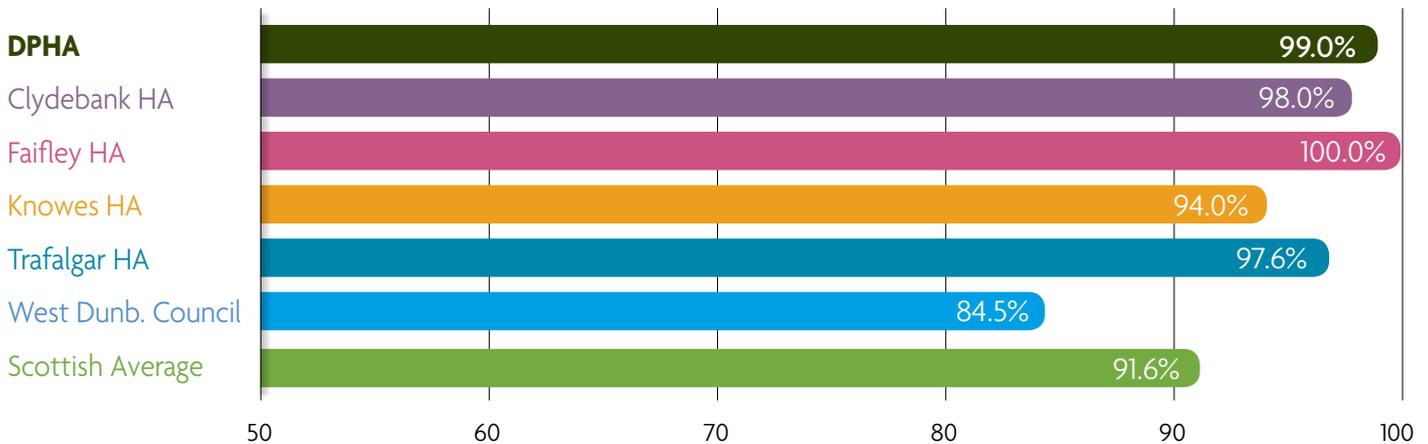
Over the next couple of pages we will compare the information that you have seen within this document and look at how Dalmuir Park Housing Association compares with core business of Tenant Satisfaction, Rents, Allocations across the local Registered Social Landlords in West Dunbartonshire, these landlords are: Clydebank Housing Association, Faifley Housing Association, Knowes Housing and Trafalgar Housing Association.

## TENANT SATISFACTION

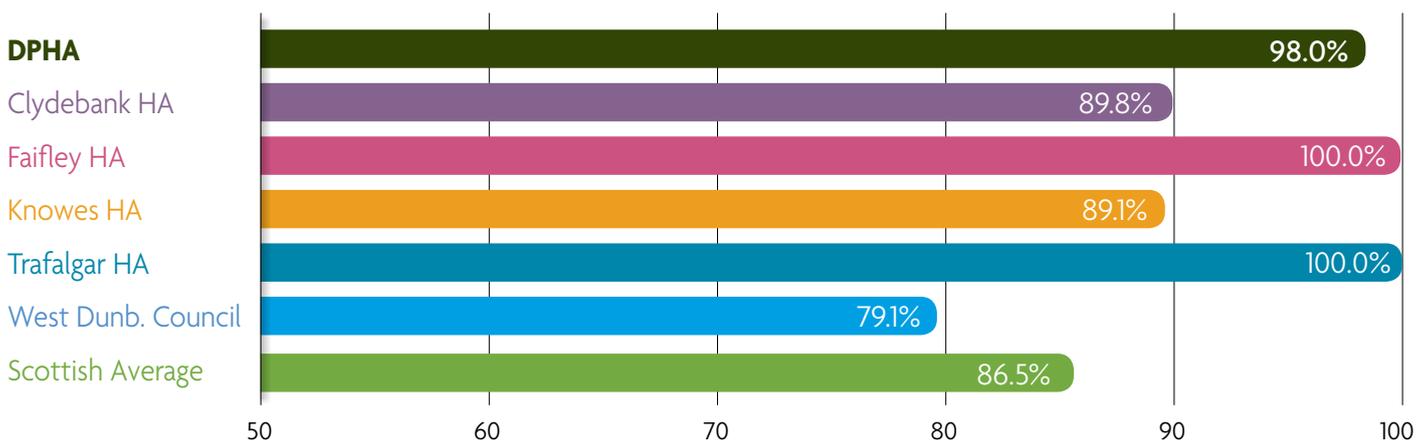
### Percentage tenants satisfied with overall service provided by landlord



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



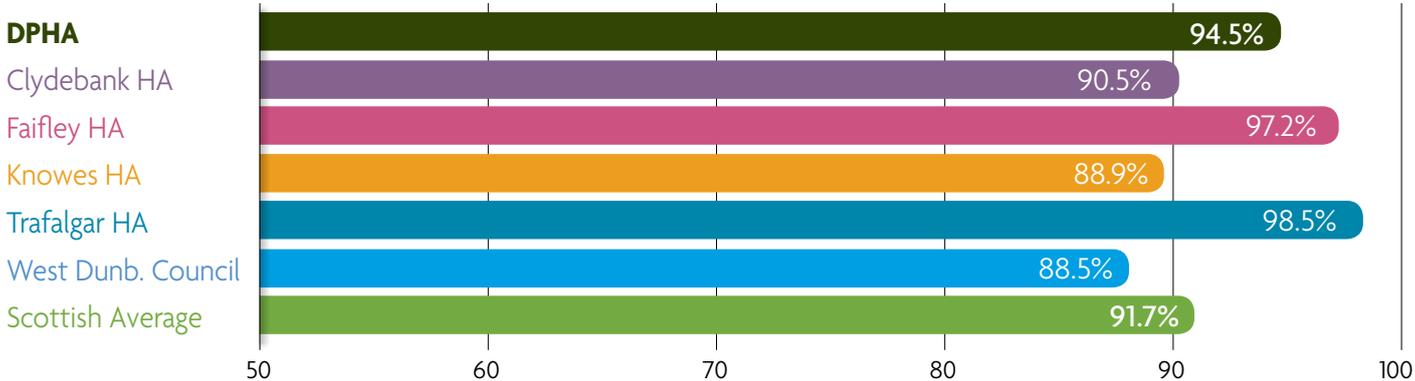
### Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



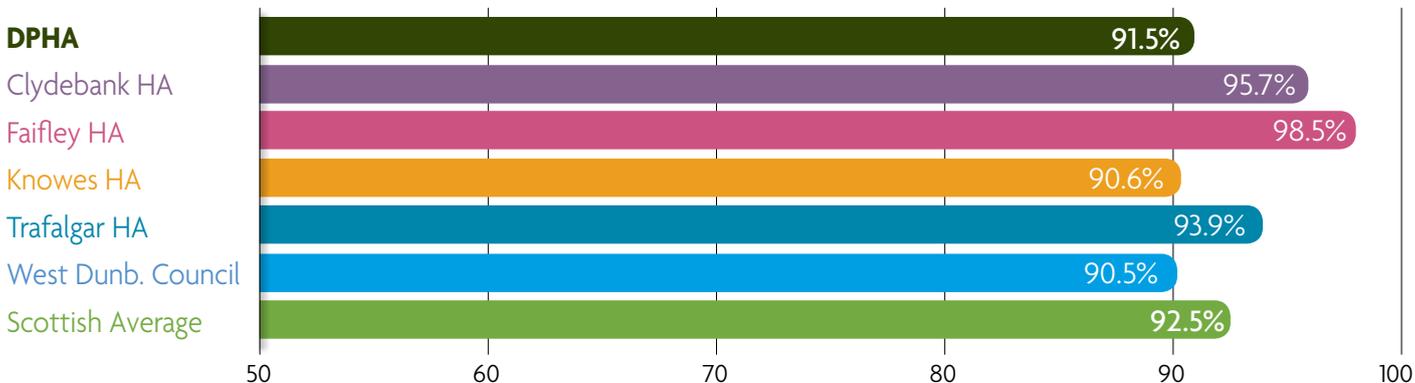
# HOW WE COMPARE LOCALLY?

## REPAIRS

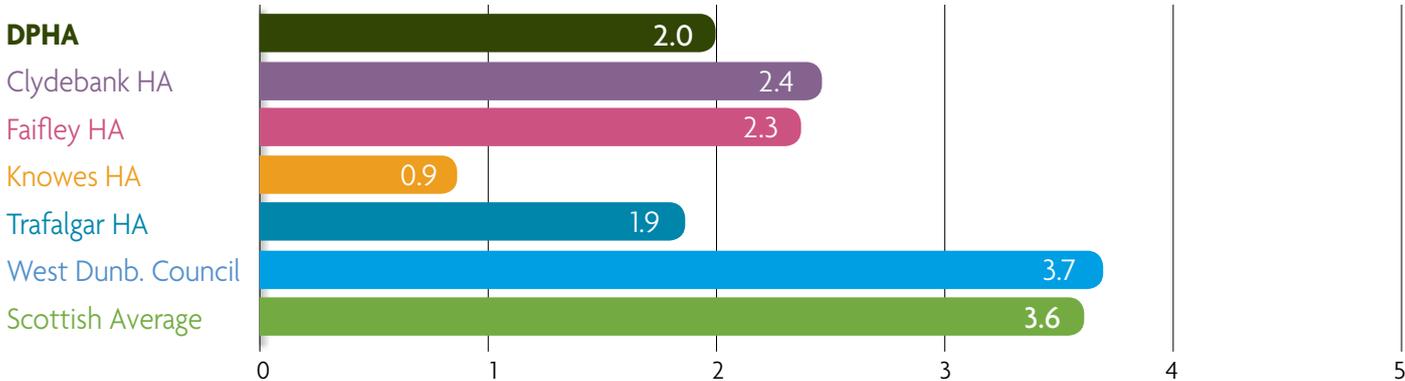
### Percentage tenants satisfied with repairs service



### Percentage reactive repairs completed right first time

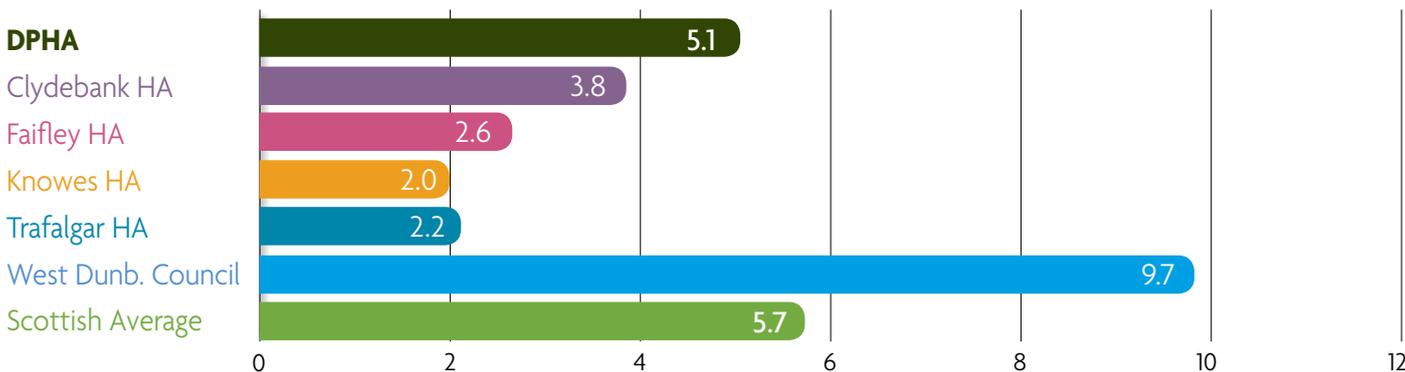


### Average hours to complete emergency repairs



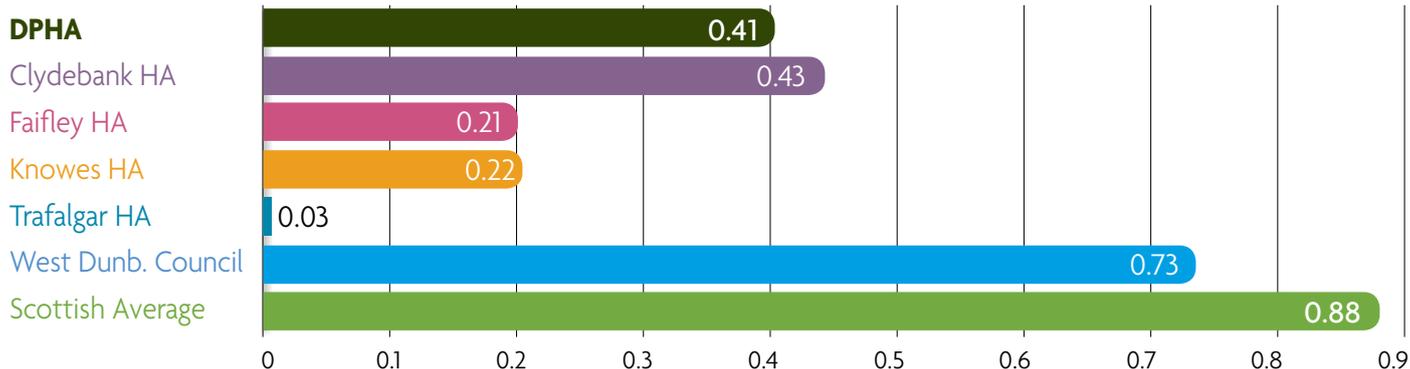
## RENT & ALLOCATIONS

### Percentage gross rent arrears of rent due

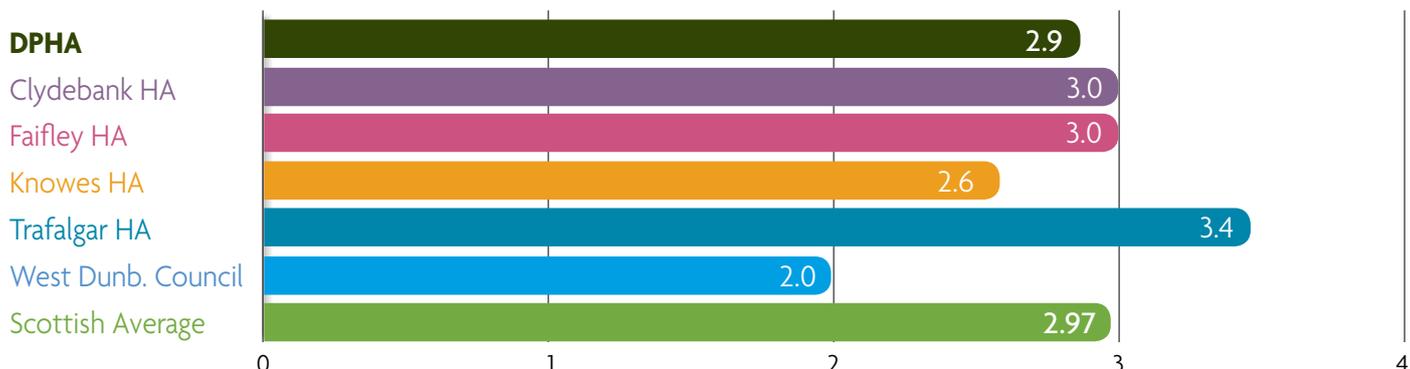


# HOW WE COMPARE LOCALLY?

## Percentage of rent due lost through properties being empty



## Percentage average weekly rent increase to be applied next year



## ALL COMPLAINTS

	1st Stage complaints		2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	<b>24</b>		<b>3</b>	
Carried forward from the previous reporting year	<b>0</b>		<b>0</b>	
Complaints responded to in full by the landlord in the reporting year	<b>24</b>	<b>100.0</b>	<b>3</b>	<b>100.0</b>
Complaints upheld by the landlord in the reporting year	<b>23</b>	<b>95.83</b>	<b>3</b>	<b>100.0</b>
Complaints responded to in full within the timescales set out in the SPSO Model CHP	<b>22</b>	<b>91.67</b>	<b>2</b>	<b>66.67</b>

# ASSURANCE STATEMENT



The Management Committee has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is **compliant** with the Regulatory Framework of the Scottish Housing Regulator.

A full version of this statement can be viewed on our website under About Us – Compliance at [www.dpha.org.uk](http://www.dpha.org.uk) or alternatively a copy can be requested through our office on 0141 952 2447.

## 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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Dalmuir, Clydebank G81 4EU

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INVESTORS  
IN PEOPLE



When you have finished with this report please recycle it.

Dalmuir Park is registered charity no. SCO 33471  
Co-operative and Community Benefit Societies Act 2014 Reg No. 1914 R(S)  
Scottish Housing Regulator No. HAL 98  
Scottish Property Factor No. PF000397