



Dalmuir Park
Housing Association

Your Future Our Future

Assurance Statement, Annual Report
and Annual Return on the Charter

2023/24

Annual Assurance Statement 2023

The Board confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement that Dalmuir Park Housing Association (DPHA) is **compliant** with:

- All relevant requirements as set out in Chapter 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

The Board has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. The evidence bank combines reports, policies, advice, and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that DPHA is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of DPHA's business and governance activities. Our ongoing self-assessment and scrutiny processes, including Internal and External Audit, as well as advice from external and specialist advisors have also informed our view.

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We are satisfied that we meet all of our duties in

relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water and lift safety and our obligations relating to asbestos, damp and mould. We have sought specialist advice to monitor our compliance in these areas and to support our assurance.

As part of our review of compliance, we have adopted an improvement focus and have also identified a number of areas for improvement, which we will progress during the course of the year. These areas for improvement form an Improvement Plan, which will be monitored by the Board at agreed intervals to ensure successful achievement. We are satisfied that none of these areas for improvement represents a material area of non-compliance.

We are confident that, taking account of the current economic and social environments, we continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted new methods of communicating with tenants and / or service delivery, we have communicated these new arrangements clearly to our tenants. We are confident that we have successfully resumed normal service levels, subject only to external supply constraints.

We recognise that we are required to notify the Scottish Housing Regulator (SHR) of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

As Chairperson, I was authorised by the Board at a meeting on 24 October 2023 to submit this Annual Assurance Statement to the SHR by the deadline date of 31 October 2023. We can confirm a copy of this Assurance Statement will be published on our website on the same date it is submitted to the SHR.

Equality & Human Rights Statement

The Association is committed to promoting an environment of respect and understanding, where diversity is encouraged, and discrimination is avoided. This commitment covers all areas of our work, as an employer of staff, as a landlord and provider of services.

A copy of our Equality and Human Rights Policy can be found at: www.dpha.org/downloads-publications/policies/policies-governance

Welcome from your Chairperson

It's been another challenging, yet successful year for DPHA. We managed the impact of the cost-of-living crisis and high inflation and continued to support our tenants and the Dalmuir community throughout these difficult times.

I'd like to reflect on some of the key work we have undertaken from 1 April 2023 to 31 March 2024:

Stonework Repairs and External & Internal Wall Insulation Project:

This involved work to 4 Red sandstone Victorian Tenement closes in Scott Street and on Dumbarton Road, a total of 30 tenement flats, including owners, private tenants and commercial properties. This has been the most complex project DPHA has undertaken in recent memory. We secured funding from the Scottish Government's Social Housing Net Zero Fund totalling £278,000 for insulation works. The total cost of the project was £660,500. A successful Application for HEEPS (Home Energy Efficiency Programmes Scotland) was received from West Dunbartonshire Council to help homeowners with their costs. Tenants and owners should notice a reduction in energy usage; improved energy efficiency; reduction of road noise through sound proofing and increased light in back court areas.

In recognition of the work done, we've been asked to give various presentations elsewhere about experiences from this project. I would like to give a massive thank you to our tenants, owners and commercial owners who helped make this a success, and to our staff for their project management.

Sheltered Housing Support Service:

The Care Inspectorate carried out an unannounced inspection of our sheltered housing service in July 2023. I am delighted to say in all the areas inspected, the Care Inspectorate awarded a 5, which is very-good. We are really proud of this achievement, thanks to our sheltered tenants who met with the Care Inspectorate and provided feedback.

Investors in People Re-accreditation:

In October 2023 we were delighted to have been awarded Gold IIP accreditation. We received Gold accreditation in recognition of the Association's ongoing investment in its people; the creation of a positive workplace culture and focus on staff wellbeing, as well as strong and approachable leadership.



Supporting our Tenants & the Dalmuir Community:

At the end of 2023, the Association was awarded £27,305 from the Social Housing Net Zero Fund for the provision of:

- Bedding packs
- Air fryers/slow cookers/soup makers, and
- Thermal curtains

Over 180 of the Association's tenants benefited from the funding.

We also benefited from another project funded by the Scottish Government, receiving £17,500 for the provision of fuel vouchers to support around 175 households.

Community Investment Plan & New Business Plan

Work is underway to develop our first ever Community Investment Plan in consultation with tenants, customers, the Dalmuir community and other partners.

We have also been developing a new 5-year Business Plan, which I am really excited about. The consultation process has been extensive and has included sessions with our Tenants' Panel and sheltered tenants.

Other Achievements:

There are many more highlights that I could have given you here. You will find lots on our performance during 2023/24 within our Annual Report, which I hope you will enjoy reading.

Finally, as your Chairperson I would like to take this opportunity to thank all of the Board for continuing to support the Association during the last year and for volunteering their time. Your continued support and commitment is really appreciated. I'd also like to give thanks to all of the staff team for their hard work throughout the last year and to our tenants and other customers who help to make DPHA the success that it is.

Very best wishes,

Gavin Waddell
Chairperson

Factoring - Customer Services

As a landlord and Property Factor, we accept the responsibility for providing a range of services for all properties under our control. Costs to residential or commercial owners in respect of common repairs and planned maintenance, including major repairs, will be borne in the first instance by the Association then recharged accordingly.

We provide various services for properties where we act as factor including.

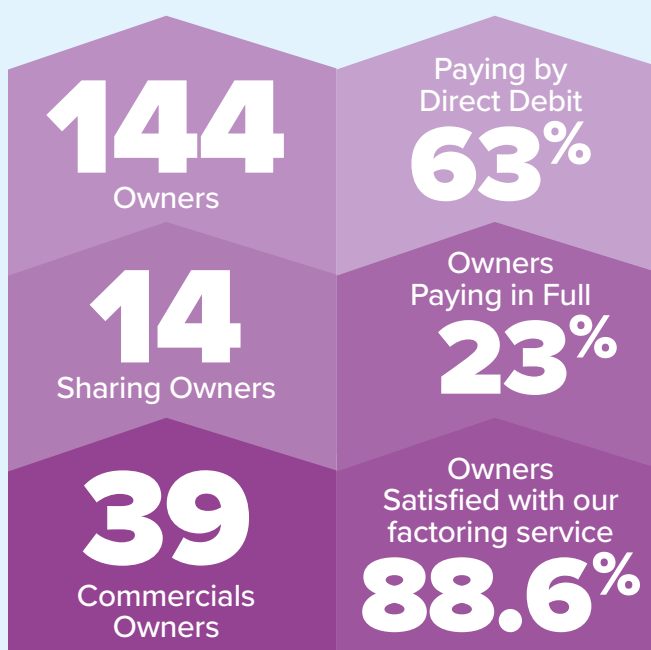
- Grounds Maintenance
- Stair Cleaning & Bin Management
- Estate Lighting, Door Entry, TV Aerial & Common Ventilation
- Buildings Insurance
- Routine Common Repairs
- Cyclical Maintenance to Common Areas
- Major Repairs

Annual factoring invoices included service charges, buildings insurance premium and our management fee and are distributed in May each year. There is an option to pay in full or to pay via direct debit. An independent satisfaction survey was conducted in October 2022 engaging with 61 owners. The response was very encouraging with 88.5% of owners being very satisfied or satisfied with the factoring service we provide. Feedback on how satisfied or dissatisfied our owners are with our service is very important to our continued progress. Whilst the current results are very satisfying, our focus remains on improving in every area.

Our next satisfaction survey is due to be undertaken in 2025 and we hope to improve on these impressive results.



| 2022 | Number | % |
|---------------------|--------|------|
| Very Satisfied | 27 | 44.3 |
| Fairly satisfied | 27 | 44.3 |
| Neither / Nor | 4 | 6.6 |
| Fairly dissatisfied | 0 | 0 |
| Very dissatisfied | 3 | 4.8 |



Customer complaints

| | 2023/24 | | 2022/23 | |
|---|---------|---------|---------|---------|
| | Stage 1 | Stage 2 | Stage 1 | Stage 2 |
| Complaints received in the reporting year | 34 | 9 | 18 | 5 |
| Number upheld | 21 | 6 | 14 | 2 |
| Average days taken to respond | 4.19 | 17 | 3.53 | 16.18 |
| Responded to in full | 94.12% | 100% | 100% | 100% |

Financial Performance

The Board were satisfied with the financial performance during the year and are reporting a deficit for the year of £13,659 (2023 – surplus £296,747)

Turnover for the year increased by 10.66% to £4,552,683 and operating costs increased by 21.6% to £4,478,437 resulting in an operating surplus of £74,246 (2023 – £431,067). This presents a strong position with a closing Cash Balance of £5,410,971 and Capital & Reserves of £8,482,503

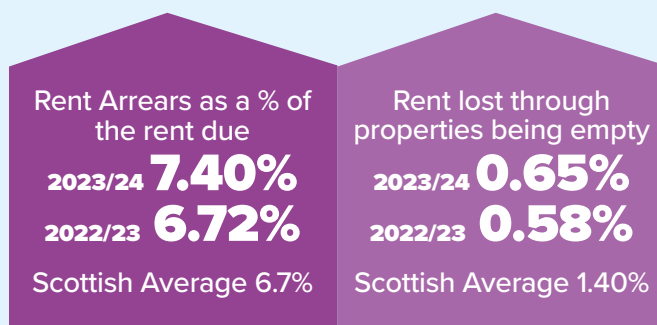
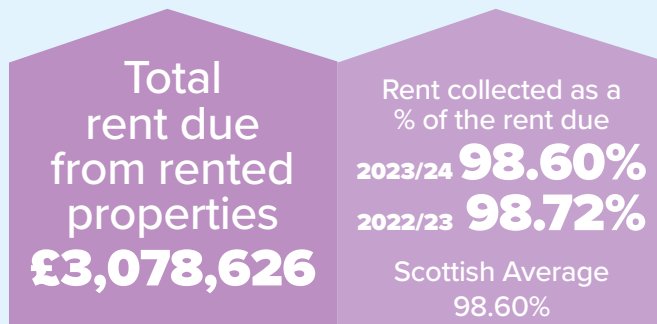
| Statement of Comprehensive Income | 2024 £ | 2023 £ |
|--|--------------------|--------------------|
| Revenue | 4,552,683 | 4,114,113 |
| Operating Costs | (4,478,437) | (3,683,046) |
| Operating Surplus | 74,246 | 431,067 |
| Gain/(Loss) on Sale of Property, Plant & Equipment | 11,077 | (31,095) |
| Interest Receivable and Other Income | 96,260 | 12,724 |
| Interest Payable | (193,242) | (115,949) |
| Other Finance Charges | (2,000) | - |
| Surplus/(Deficit) for the year | (13,659) | 296,747 |
| Other Comprehensive Income | (99,000) | (81,000) |
| Total Comprehensive Income | (112,659) | 215,747 |

| Statement of Financial Position | 2024 £ | 2023 £ |
|---|-------------------|-------------------|
| Housing Properties | 18,325,213 | 18,479,441 |
| Other Tangible Fixed Assets | 105,271 | 150,545 |
| Current Assets | 5,911,635 | 6,346,460 |
| Current Liabilities | (985,235) | (933,157) |
| Total Assets Less Current Liabilities | 23,356,884 | 24,043,289 |
| Creditors: amounts falling due after more than one year | (2,952,875) | (3,000,000) |
| Provision for Liabilities | (134,000) | (41,000) |
| Deferred Income (Other & Social Housing Grant) | (11,787,435) | (12,407,053) |
| Net Assets | 8,482,574 | 8,595,236 |
| Capital and Reserves | 8,482,574 | 8,595,236 |

Customer Services

We know that that many of our tenants and other customers continue to face the daily struggles and difficult choices that many are facing due to the ongoing cost of living and housing crisis we are all faced with. DPHA has seen an increase in tenant arrears during 23/24 which we are optimistic of addressing over the coming year with new roles and responsibilities in the team being rolled out in 24/25.

We continue to work in partnership with Citizens Advice Scotland, Community Links Energy Advisory Service and also our dedicated Tenancy Sustainment Officer who can offer a range of support to our tenants.



| Stock breakdown | |
|-----------------|------------|
| 1 apartment | 9 |
| 2 apartment | 334 |
| 3 apartment | 254 |
| 4 apartment | 68 |
| 5+ apartment | 11 |
| Total | 676 |

| Allocation by house size | |
|--------------------------|-----------|
| 1 apartment | 2 |
| 2 apartment | 44 |
| 3 apartment | 25 |
| 4 apartment | 1 |
| 5+ apartment | 0 |
| Total | 72 |

| Housing Stock | |
|---|-----|
| General | 600 |
| Sheltered | 70 |
| Supported accommodation (non-self-contained property) | 6 |

Tenant Safety Compliance

Gas Appliance Servicing

Dalmuir Park Housing Association achieved a 100% Gas servicing & EICR (electrical safety test) compliance this year.

All gas boilers within our properties require to be serviced once every 12 months. We aim to gain entry on a 10-month cycle where possible and tenants are contacted by the contractor beforehand, to arrange access. All Electrical installations need to be tested every 5 years and DPHA will contact you 2 months prior to the date the certificate is due to expire.

Ensuring compliance with our legal obligations and increasing the safety of all residents is of paramount importance to DPHA. Our Tenant Safety policies include procedures for forcing entry where required, this would only be enforced after repeated failures to allow access to carry out these essential works by the due date. We will only force entry as a last resort and the full cost of this work would be charged back to the tenant.



| Year | No of Properties | No. of failed visits | % completed within time scale |
|----------------|------------------|----------------------|-------------------------------|
| 2023-24 | 670 | 0 | 100% |
| 2022-23 | 667 | 1 | 99.85% |

Thank you to all our tenants for helping us to achieve 100% compliance in 23/24.

Reactive Maintenance

| Category of Repair (target timescales) | Number of repairs 2023/24 | Completed Right first time and within timescale 2023/24 | Number of repairs 22/23 | Completed right first time and within timescale 22/23 |
|--|---------------------------|---|-------------------------|---|
| Emergency (4 Hours) | 301 | 88.4% | 269 | 85.5% |
| Right to repair (1 day) | 102 | 89.4% | 29 | 96.6% |
| Right to repair (3 days) | - | - | - | - |
| Urgent (3 Days) | 380 | 86.4% | 370 | 81.89% |
| Routine (10 Days) | 566 | 86.5% | 582 | 86.77% |
| Total | 1349 | 87.3% | 1250 | 85.28% |

Investment & Upgrades

The ambitious stonework repair programme at Dumbarton Rd/Scott Street completed during the year both on budget and on time. **£595,000** was spent on installing internal and external insulated wall cladding and on necessary stonework repairs. We are hopeful of duplicating the success of this project elsewhere in our stock and making steps towards reducing our carbon footprint in anticipation of the Scottish Housing Net Zero Standard.

Planned & Cyclical Maintenance

Due to budget constraints during 23/24 and prioritising essential works we were unable to deliver our investment programme as planned however, the following work has been completed.

Component Replacement Spend - £530,813

£552,138 spent on 84 window replacements.

£103,154 spent on 12 boilers upgrades
5 kitchen replacements & 5
bathroom upgrades.

Cyclical Repairs Spend - £119,085

£55,440 spent on annual cleaning/safety checks on our gutters and roof anchors

The remainder of this budget was spent on all responsibilities in respect of Landlord Health & Safety including safety checks in respect of gas, electrical safety, asbestos, legionella, fire safety, alarm systems & hoist maintenance



Care Services

All Health and Social Care Services in Scotland have a Duty of Candour. This is a legal requirement, under the health (Tobacco, Nicotine etc. and Care (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. Which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.



An important part of this duty is that we provide an annual report about how the Duty of Candour is implemented in our services. This report describes how both Dalmuir Park Sheltered Housing and Dalmuir Out of School Care Group (DOSCG) has operated the Duty of Candour during the time between 1 April 2023 and 31 March 2024.

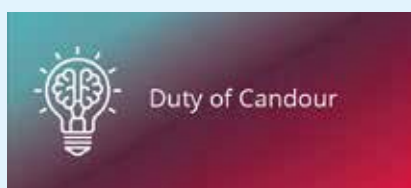
About our Care Service

In our sheltered housing service, we have 70 properties split between two complexes for older people and people with additional support needs and physical disabilities, enabling them to live independently for as long as possible within their own homes. Each property is fitted with an alarm system that provides tenants with an out of hours service. We work in collaboration with West Dunbartonshire Health and Social Care Partnership (WDCHSCP) to support our residents to remain as independent as possible in their community.

Dalmuir Out of School Care Service (DOSCG) provides a service for children between the ages of 4 and 12; or to the summer prior to the child going to secondary school. It also provides a school escort service during term time, collecting children from 3 local schools. The service facilitates a Playscheme during school holiday periods and in-service days, providing a range of activities to meet with the development needs of the child. Our Playscheme is open to attendees of the three local schools and the wider community.

How many incidents happened to which the Duty of Candour applies?

Between 1 April 2023 and 31 March 2024, there were one Notifiable Event to the Care Inspectorate that triggered a Duty of Candour.



This event did not result in significant harm but cause significant stress and anxiety.

| Duty of Candour Incidents April 2023- March 2024 | |
|--|---|
| Sheltered Housing | |
| Adverse events | 1 |
| DOSCG | |
| Adverse events | 0 |

Dalmuir Park Housing Associations duty of candour procedure was followed:

- Staff informed the people affected, apologised to them, and offered to meet with them.
- Care Services Manager conducted a full review to understand what happened, what went wrong and what we could have done better.
- Individual and organisational learning has been undertaken and subsequent action and improvement plans have been developed and completed.
- We ensure good written and verbal communication throughout the process and always offer to share the final report with the relevant person.

What has changed as a result?

- Improved on our customer service to ensure all our staff work within their professional boundaries identified in our Scottish Social Service Code of Conduct handbook and further training on DPHA Code of Conduct Policy.
- Further training will be provided to staff on DPHA's confidentiality policy.

Sheltered Housing Meetings April 2023- March 2024

| | |
|--------------------|---|
| Nairn Street | 6 |
| Shaftesbury Street | 5 |



YOU SAID

WE DID!

| | |
|--|---|
| Monthly sheltered tenant's meetings moved to bi-monthly meetings. | ✓ |
| Tenants with e-mail addresses prefer this method for communication on updates. | ✓ |
| Additional Tea Mornings | ✓ |
| First Aid Awareness Training for sheltered tenants. | ✓ |
| DPHA Summer Social event to be moved to a DPHA Christmas event. | ✓ |

YOU SAID

WE DID!

| | |
|--|------------------------|
| Pupil Council Meetings (Grab a Gab) April 2023- March 2024 | 10 Meetings took place |
| Rechargeable controllers for the Wii/Xbox | ✓ |
| New TV | ✓ |
| Implement kindness awards | ✓ |
| Implement a worry box | ✓ |
| Vegetables from the learning garden to make soup | ✓ |

YOU SAID

WE DID!



Dalmuir Out of School Care Group (DOSCG)

Dalmuir Out of School Care Group Summer Playscheme 2024 this year we provided 50 children with a seven-week fun packed service, providing health snacks, exciting day trips and the opportunity to make new friends.



Learning Garden continues to grow with the support from our two volunteers Barabra, Anne, children, and staff, having fun exploring the outside world planting vegetables, fruit, and flowers, enjoying the fresh air, and using the onsite shed in rainy days.

Wider Role

The Association has always prided itself in organising a wide range of activities, events and projects involving individuals, schools and local groups. We have always believed that our Wider Role Programme strengthens the local community and each year we strive to enhance it, giving everyone the opportunity to participate. We are grateful to all contractors, suppliers and consultants as well as local businesses in the local area who support our programme, financially or in kind.

Pupil of The Year

Added to our Wider Role program in 2010, pupils from Stephen's, Clydemuir & Our Lady of Loretto Primary school participate in this awards activity in community partnership with Golden Jubilee Conference Hotel.



Winter Social (formerly Summer Social)

Long-standing in our wider role programme with expected attendance of 70 special needs and elderly tenants each year, now held in December. Originally organised in the summer months with a three-course meal, entertainment, social activities with transport provided to and from venue, it continues to be a popular activity.



Dalmuir in Bloom

Working in partnership with our ground's maintenance contractors, the Association erect over 50 Hanging Baskets and Window Boxes throughout the local area in June each year as part of our Dalmuir in Bloom project. It is hoped to extend this project next year with winter hanging baskets.



Garden Competition

Our Customer Service staff inspect residents' gardens in the summer months with vouchers presented to the winning categories. We always look to establish new categories each year.



Christmas Vouchers

Over 200 Christmas Vouchers are distributed to elderly and additional needs tenants each year which helps households especially



Fuel Vouchers

The Association provided 175 tenants and residents with £100 fuel vouchers. Independent Energy Advisors distributed the vouchers and at the same time provided advice on energy saving.

Grant Funding

The Association again continued to achieve funding for its valued tenants and residents. The sum of £36.6k was secured for the period April 23 to March 24.

Our main funders were Scottish Government (Social Housing Fuel Support Fund) £19.1k and Scottish Government (Fuel Vouchers) £17.5k. For another year all funding provided huge opportunities and support to tenants and residents.

Social Housing Fuel Support Fund



Board Members & Staff

Board 2023-2024

Gavin Waddell – Chairperson
Francis Polding – Vice Chair
John Lennox – Elected Member
Anita Williamson – Elected Member
Michelle Donnelly – Elected Member
David McIndoe – Elected Member
Jordan Henderson – Elected Member
David Edgar – Elected Member
Stephen Boag – Elected Member
Jade Murray – Elected Member
Joseph Gherardi – Elected Member

Chief Executive

Anne Marie Brown

Leadership Team

Arlene Dickson – Care Service Manager
Carla Cameron – Finance & Corporate Services Manager
Dougie Wilson – Customer Services Manager

Finance Team

Gary Earl – Finance Officer
Conor Fox – Assistant Finance Officer
Ryan Shields – Finance Assistant

Corporate Services

Kimberley Tennant – Corporate Services Officer
Pauline McDaid – Corporate Services Assistant
Jess Shute – Corporate Services Assistant

Customer Services

Stuart Yates – Asset Officer
Andy Taggart – Asset Officer
Donna Drain – Housing Officer
Jennie Cameron – Senior Customer Services Officer (Temp)
Angus Robertson – Housing Officer
Laura Greenlees – Customer Advisor
Kirsty McIntosh – Customer Advisor
Harmony Madek – Customer Services Advisor (temp)
Anthony Pirrie – Gardener
Donald McKerry – Gardener

Care Services – Sheltered Housing

Angela McNairn – Housing Support Assistant
Mary Jane Anderson – Support Worker
Eric Gibson – Support Worker
Christine Hendry – Support Worker
Karen Thomson – Support Worker
Hugh Allison – Support Worker
Karen Barron – Support Worker

Care Services – Dalmuir Out of School Care Group

Elaine Kelly – Project Coordinator
Lorraine Browning – Playworker
Yvonne Mathieson – Playworker
Sinead McGinley – Playworker
Elaine Tausney – Playworker
Cerys Tierney – Playworker
Channa Taylor – Sessional Playworker

Volunteers

Ann Kelly
Barabara McGinley
Laura Brown

Staffing Support Consultants

Graeme Bruce – Lethame Business Services
TC Young Ltd – Solicitors
French Duncan – External Auditors
Wylie Bisset – Internal Auditors

Leavers

Yvonne Mathieson – Support Worker
Sylvia Elliot – Playworker
Liam Hamilton – Sessional Playworker
Chelsey McDowall – Playworker
Karen Johnson – Board Member
Nicola Gerrard – Elected Member

Annual Return on the Charter

Who we are and tenant satisfaction

We are pleased to present our Annual Return to the Charter statistics for 2023/24

As of 31 March 2024, we owned
670 homes

Total rent due from them was
£3,078,626

How we compare locally

Over the next couple of pages, we will measure our performance information in relation to our core business of Tenant Satisfaction, Rents, Repairs Service and Allocations in comparison to the average amongst our local peers in West Dunbartonshire. These landlords are: West Dunbartonshire Council, Clydebank Housing Association, Knowes Housing Association and Trafalgar Housing Association.

Our Homes

| Size of home | No Owned by | Weekly Rent* | Scottish Average | Difference |
|--------------|-------------|--------------|------------------|------------|
| 1 apartment | 9 | £70.37 | - | |
| 2 apartment | 334 | £87.38 | £83.11 | +£4.27 |
| 3 apartment | 253 | £89.32 | £86.09 | +£3.23 |
| 4 apartment | 67 | £100.12 | £92.55 | +£7.57 |
| 5+ apartment | 7 | £119.68 | £101.73 | +£17.95 |

* Inclusive of service charges



Tenant Satisfaction

93.5% of our tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the local average of **88.5%**.

2022/23: **96.7%**

87.8% of our tenants satisfied their rent represents good value for money.

2022/23: **88.6%**



5.9% was our **rent increase** from the previous year, compared to the local average of **6.1%**

2022/23: **5%**



89.9% of our tenants are **satisfied** with our **overall service** compared to the local average of **85.3%**.

2022/23: **95.1%**

96.4% felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the local average of **96.2%**.

2022/23: **96.2%**



Quality and Maintenance of Homes



88.9%

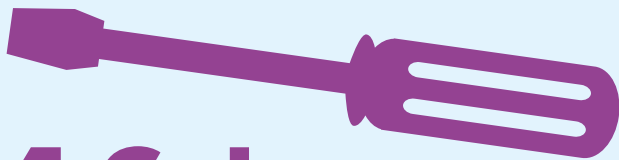
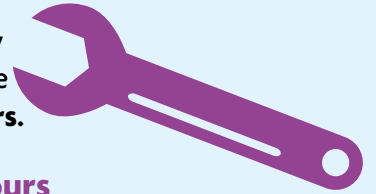
Satisfaction with our repairs service based on the last time you had a repair or maintenance carried out. Local average **92.6%**.

2022/23: **93.62%**

2.8 hours

to complete **emergency repairs** compared to the local average of **2.9 hours**.

2022/23: **2.7 hours**



4.6 days

to complete **non-emergency repairs** compared to the local average of **6.9 days**.

2022/23: **4.9 days**

96%

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **83.5%**.

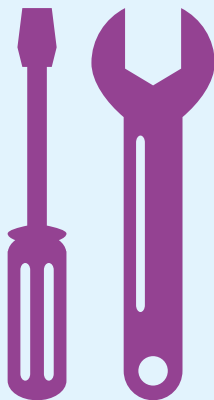
2022/23: **97.2%**



87.3%

Reactive repairs completed **Right First Time**. Compared to the local average of **89.7%**.

2022/23: **81.5%**



100%

gas safety checks completed (within 12 months).

2022/23: **99.85%**



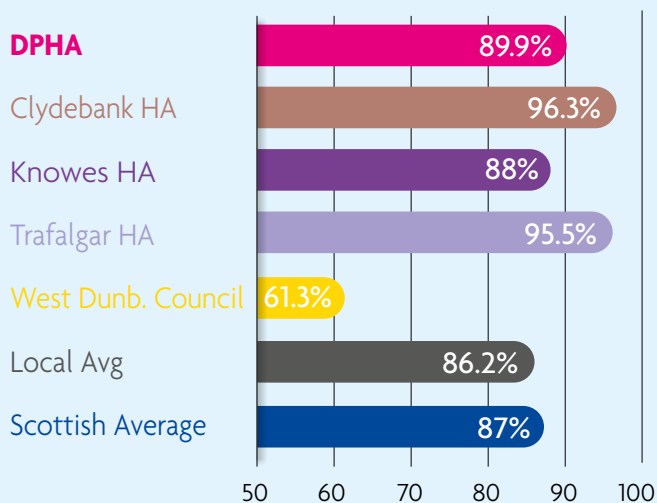
We have carried out an extensive Stock Condition Survey over the last financial year and this information will be used to plan our property investment programme for the coming years. We hope to be able to duplicate our successful stonework project and make continued headway in improving the energy efficiency of our stock and meeting future requirements of the Scottish Housing Net Zero standard.

For the year ahead the main priority for the Customer Services Team is to deliver the programme of investment we are already nearing completion of our bathroom replacement programme, the surveys are underway on a replacement window programme which should begin shortly. We are also preparing for close painting works and upgrades to the ventilation in our properties with a common extractor system. We will of course be continuing to provide our routine and planned cyclical maintenance for all our tenants, owners and residents that provides value for money whilst retaining our high standards of satisfaction.

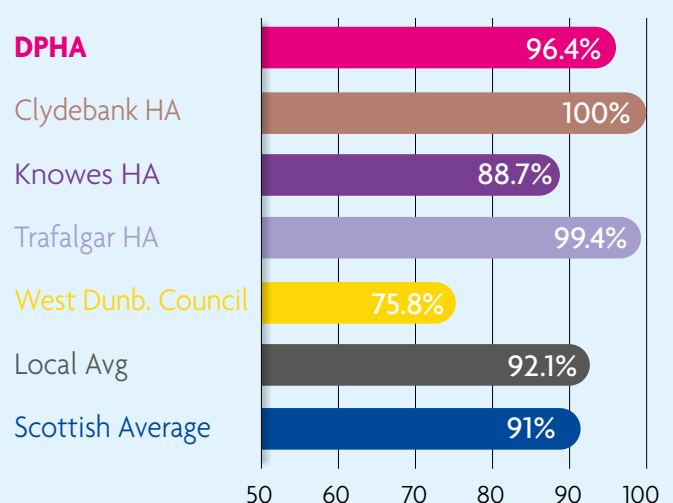
How we compare locally

Over the next couple of pages we will compare our performance in key service areas against the performance of other local Registered Social Landlords. These landlords are: Clydebank Housing Association, Knowes Housing and Trafalgar Housing Association.

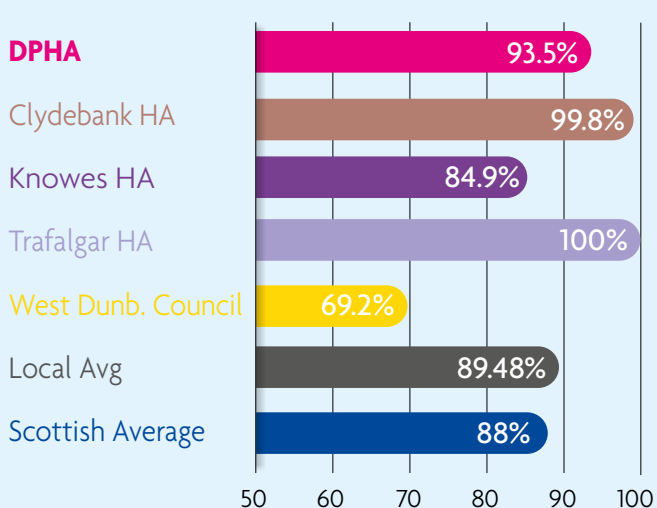
Percentage tenants satisfied with overall service provided by landlord



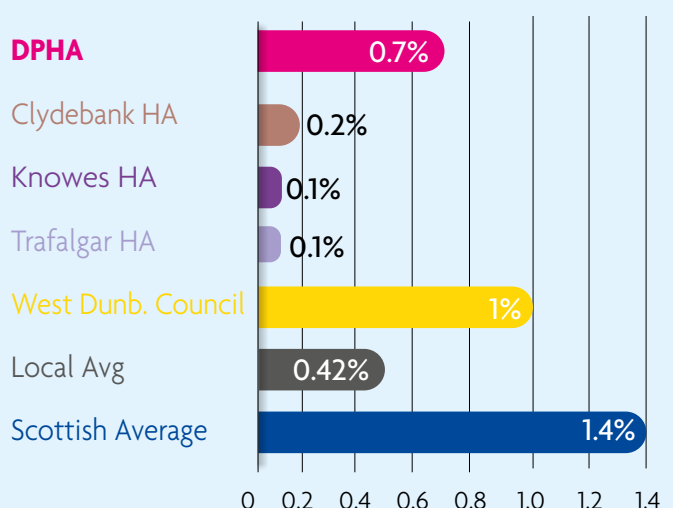
Percentage tenants who feel landlord is good at keeping them informed about services and decisions

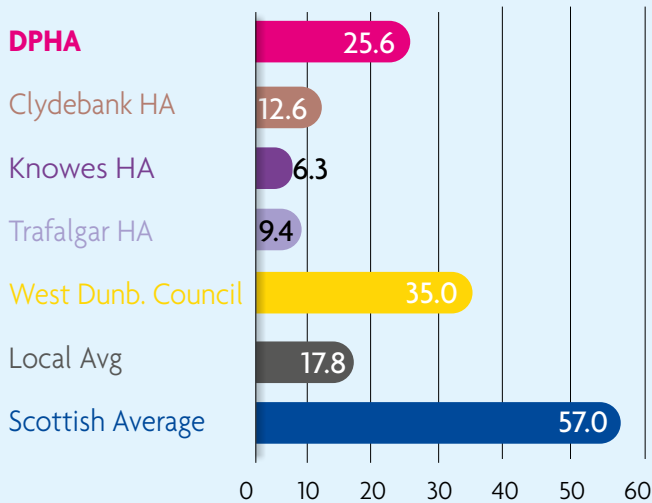
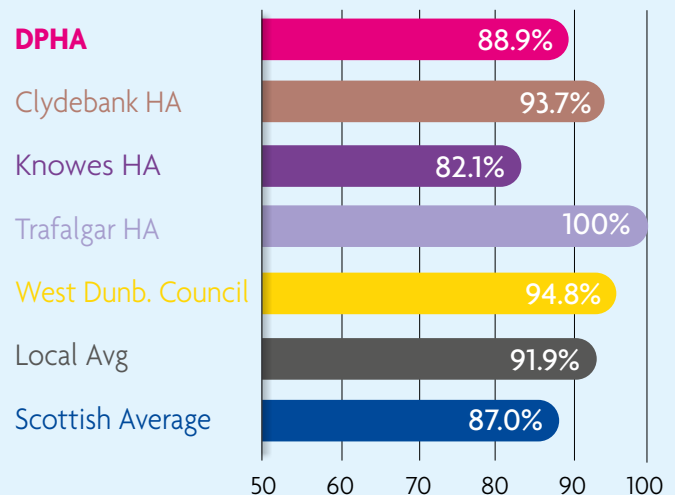
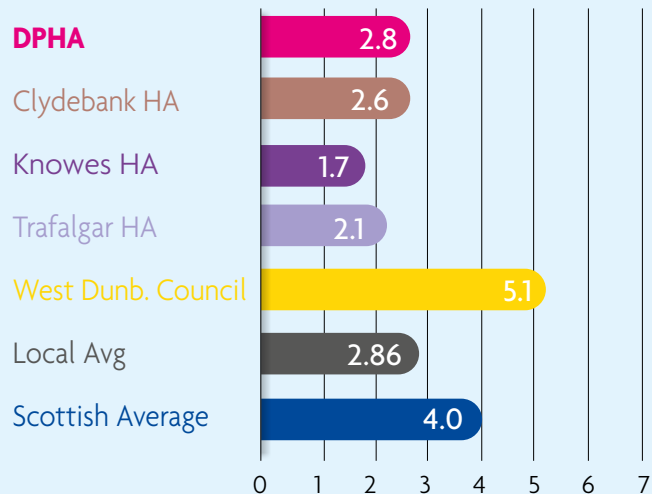
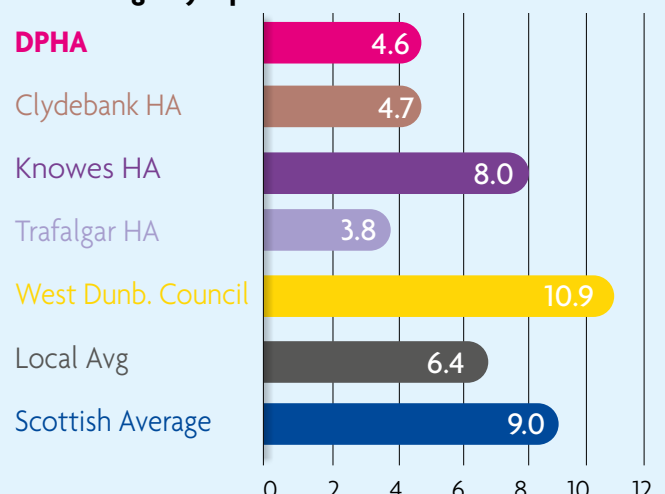
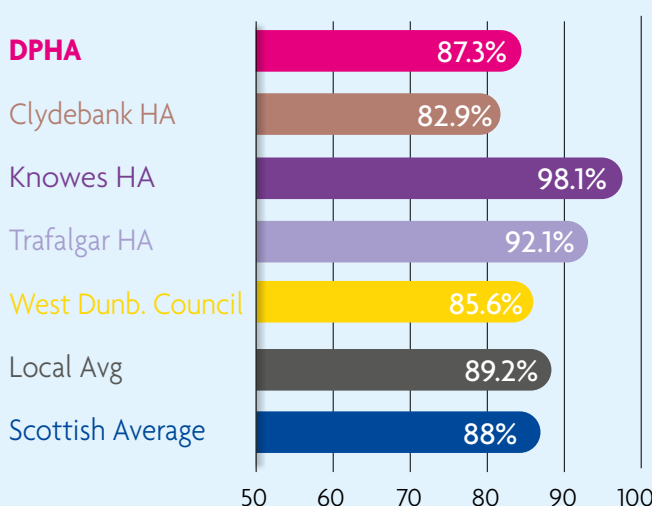
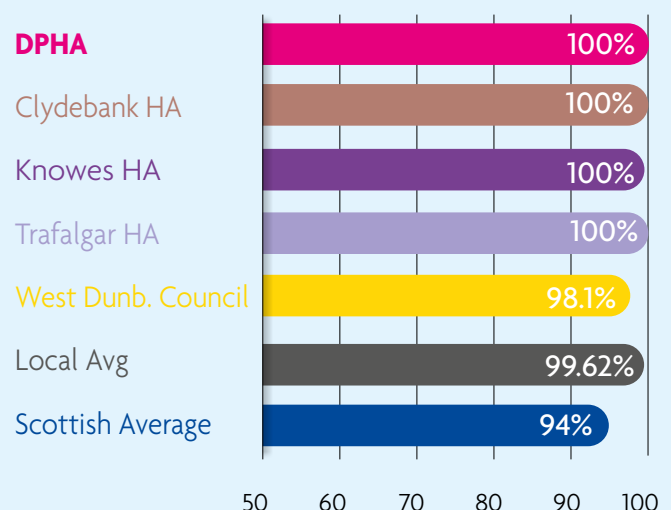


Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



Percentage of rent due not collected through homes being empty in the last year



Average calendar days to re-let properties**Percentage tenants who had repairs or maintenance carried out that were satisfied with the service****Average hours to complete emergency repairs****Average working days to complete non-emergency repairs****Percentage reactive repairs completed right first time****Percentage of ASB cases resolved within timescale**



Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU
www.dpha.org • Tel 0141 952 2447 • Email admin@dpha.org.uk

Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

When you have finished with this report please recycle it.

