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Milnbank
HOUSING ASSOCIATION



MILNBANK HOUSING
ASSOCIATION'S
PERFORMANCE AGAINST
THE SCOTTISH SOCIAL
HOUSING CHARTER
2014/15

THE SCOTTISH SOCIAL HOUSING CHARTER

The Scottish Social Housing Charter was introduced under the Housing (Scotland) Act 2010 and became effective from 1 April 2012. The aim of the Charter is to improve the quality and value of the services that Housing Associations provide, and supports the Scottish Government’s long-term aim of creating a safer and stronger Scotland.

The Charter contains 15 outcomes, 14 of which are applicable to MHA which relate to the service provision which tenants, owners and other customers should expect from their landlord. The following table provides a summary of Milnbank Housing Association’s performance on service delivery during the period 1 April 2014 to 31 March 2015. A comparison is made against the Scottish Average using the Scottish Housing Regulation (SHR) Landlord Report and the Scottish Housing Best Value Network (SHBVN).



Outcome 1: Equalities – Every tenant and other customer have their individual needs recognised, are treated fairly and with respect, and receive fair access to housing and housing services.



Outcome 2: Communication - Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.



Outcome 3: Participation – Tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with.

SECTION 1,2&3: EQUALITIES, COMMUNICATION & PARTICIPATION

| STANDARD | MHA PERFORMANCE | COMPARISON SCOTTISH AVERAGE | COMPARISON OTHER HOUSING PROVIDERS |
|---|------------------|-----------------------------|------------------------------------|
| Overall satisfaction level of service provided | 97% (96.4%) | 88.1% (87.8%) | 86.51% (87.14%) |
| Satisfaction level of keeping tenants informed about services and decisions | 97% (97.3%) | 88.1% (88.9%) | 86.5% (87.81%) |
| Satisfaction level of providing tenants with opportunities to | 72.7% (76.2%) | 79.6% (78.4%) | 77.87% - |

| | | | |
|--|--|--|--|
| participate in decision making processes | | | |
|--|--|--|--|

****figure in bracket previous year***



Outcome 4: Quality of Housing – Tenants’ homes, as a minimum, meet the SHQS by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

Outcome 5: Repairs, Maintenance & Improvements – Tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

SECTION 4&5:
QUALITY OF HOUSING & REPAIRS, MAINTENANCE & IMPROVEMENT

| STANDARD | MHA PERFORMANCE | COMPARISON SCOTTISH AVERAGE | COMPARISON OTHER HOUSING PROVIDERS |
|---|--------------------------------|----------------------------------|------------------------------------|
| Satisfaction level of the quality of home provided | 97.1% (90.5%) | 85.3% - | 86.51% (83.68%) |
| Satisfaction level for the time taken for repairs to be carried out | 95.5% (97%) | 89.3% (87.6%) | - (95%) |
| Response time to emergency repairs | 2.7 hours average (2 hours) | 5.9 hours average (6.9 hours) | - |
| Response time to non-emergency repairs | 2.3 days average (2 days) | 7.9 days average (8.2 days) | - |
| Non-emergency repairs completed right first time | 95.9% (90.8%) | - (87.2%) | - |
| % of housing stock meeting the Scottish Housing Quality Standard | 92.66% (85.4%) | 92.46% (85.4%) | - |

****figure in bracket previous year***



Outcome 6: Estate Management, Anti-Social Behaviour, Neighbour Nuisance & Tenancy Disputes – Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

**SECTION 6:
ESTATE MANAGEMENT, ANTI-SOCIAL BEHAVIOUR, NEIGHBOUR
NUISANCE & TENANCY DISPUTES**

| STANDARD | MHA PERFORMANCE | COMPARISON SCOTTISH AVERAGE | COMPARISON OTHER HOUSING PROVIDERS |
|---|--------------------|-----------------------------|------------------------------------|
| Deal with complaints within the SPSO targets | 89.89% (95.75%) | 81% - | - (72.9%) |
| Satisfaction level on the management of the neighbourhood | 93% (94%) | 84.2% - | 83.63% (80.28%) |
| % of anti-social behaviour cases resolved within targets | 70.1% (73.8%) | 83.2% (75.9%) | - |

****figure in bracket previous year***

Outcomes 7, 8 & 9: Housing Options - Tenants and people on housing lists can review their housing options.

Outcome 10: Access to Social Housing – People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.



Outcome 11: Tenancy Sustainment – Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

SECTION 7,8,9,10 &11:
HOUSING OPTIONS, ACCESS TO SOCIAL HOUSING & TENANCY SUSTAINMENT

| STANDARD | MHA PERFORMANCE | COMPARISON SCOTTISH AVERAGE | COMPARISON OTHER HOUSING PROVIDERS |
|--|-----------------|-----------------------------|------------------------------------|
| Satisfaction level on the standard of homes provided to new tenants | 90.91% (86%) | 83.4% - | 84.62% (84.98%) |
| % of new tenancies allocated during 2013/14 that have been sustained | 96.43% (95%) | 86.8% - | - |
| % of rent not collected due to empty properties | 0.74% (0.7%) | - (1.2%) | - |

***figure in bracket previous year**



Outcome 13: Value for Money – Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.



Outcome 14 & 15: Rents & Service Charges – A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.

Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

SECTION 12,13&14:
VALUE FOR MONEY & RENTS/ SERVICE CHARGES

| STANDARD | MHA PERFORMANCE | COMPARISON SCOTTISH AVERAGE | COMPARISON OTHER HOUSING PROVIDERS |
|---|-----------------|-----------------------------|------------------------------------|
| Satisfaction levels on the factoring service provided | 92.31% (92%) | - | 57.19% (61.46%) |
| Average rent charges for 2014/15: | | | - |

| | | | |
|--|------------------|----------------|--------------------|
| 1 apartment | £42.98 | £64.03 | |
| 2 apartment | £49.44 | £68.54 | |
| 3 apartment | £59.81 | £69.60 | |
| 4 apartment | £68.11 | £75.69 | |
| 5 apartment | £72.68 | £84.04 | |
| Total rent collected | 95.8% (98.3%) | 99.5% (99%) | - |
| Satisfaction levels when taking account of the service, the rent charge represent good value for money | 95.5% (95.5%) | 76.6% | 76.04% (82.86%) |

***figure in bracket previous year**

As demonstrated above, MHA performs well in all service delivery areas. The Association out performs when compared with the Scottish Average and other housing providers. The only area where MHA's performance is below average is (1) Resolving complaints quicker, (2) Void turnaround dates and (3) Dealing with rent arrears.