

In Our House



**Dundee City Council
Customer Report**

2021-2022



Shining a Spotlight on Housing Performance

Introduction

I would very much like to welcome you to this year's Annual Customer Report. As with previous years, the aim of this report is to publish Dundee City Council's performance against the main indicators as set out in the Scottish Social Housing Charter (link below).

To help you understand how we measure up, we have shown the information in comparison with Scottish averages where appropriate. This average is made up of a number of local authorities who are similar to Dundee in amount of housing, environment and type of housing they provide.

To find out more about The Scottish Housing charter and comparing Local Authorities. Please visit: www.housingregulator.gov.scot and select Landlord Performance.

I would also like to take this opportunity to invite your participation with our continued efforts to improve services. There are a number of opportunities throughout the year, such as How Your Rent is Spent event to discuss spending priorities.

Please use the contact details below to get involved and have your say.

Email: HaveYourSay@dundeecity.gov.uk

Facebook: [Dundee Tenant Participation](#)

Twitter: [_HaveYourSay_@twitter.com](#)

Councillor Heather Anderson
Convenor of Neighbourhood Services



Contents

Pages

- 4 Spotlight on Housing Performance
- 5 STAR Survey Results
- 8 Useful Contacts

Shining a Spotlight on Housing Performance

The next couple of pages describe how the Council performed against the main indicators set out in the Scottish Social Housing Charter. For more detail on the Council's performance and comparison with other social landlords, please visit the Scottish Housing Regulator's website: www.scottishhousingregulator.gov.uk/find-andcompare-landlords

Repairs

8.1 days

was the average time taken to complete non-emergency repairs, compared to the Scottish Local Authority average of 9.2 days.

6.7 hours

was the average time taken to complete emergency repairs, compared to the Scottish Local Authority average of 4.5 hours.



81.9%

of reactive repairs were completed 'right first time', compared to the Scottish Local Authority average of 89%.
Source: SHN National Report

Medical Adaptations



90.5%

Of Medical adaptations were completed to assist tenants in their homes within the financial year. Compared to 70% for all Scottish Local Authorities.

78.7 days



was the time taken to complete applications for medical adaptations, compared to the Scottish Local Authority average of 52.1 days.
Source: SHN

Quality & Maintenance



The Energy Efficiency Standard for Social Housing (ESSH) was introduced in March 2014 and set a milestone for social landlords to meet by 31 December 2020.

87.2%

of our self-contained properties met this, compared to 83% for all Scottish Local Authorities.
Source: SHN National Report

Shining a Spotlight on Housing Performance

Tenancy Sustainment



94.4%



of new tenancies to applicants from the Council's waiting list were sustained for more than one year, compared to the Scottish Local Authority average of 91.1%. Source: SHN

Gas Safety

99.99% or all but 1 of Dundee City Council's housing stock had their Gas Safety Check completed by the anniversary date, meeting our statutory duty.

In comparison 2,016 properties across all Scottish Local Authorities missed their anniversary.



Complaints

100%

of 1st & 2nd stage complaints were resolved in full within the timescales set out by the Scottish Public Services Ombudsman, compared to the Scottish Local Authority average of 95.2% Stage 1 & 92.8% for Stage 2. Source: SHN

Property Letting

125.5 Days

This is the average time it takes to Relet properties across all housing stock. Compared to the Scottish Local Authority average of 55.3 Days. Source SHN

Percentage of stock that became vacant across all housing.

Compared to 7.63% for all Scottish Local Authorities. Source SHN

8.43%

Mutual Repairs



The percentage of homeowners satisfied with the mutual repairs, or factoring, for general maintenance of common areas such as stair cleaning, we provide was

27.9%

Compared to the Scottish Local Authority average of 51.6% Source: SHN

Shining a Spotlight on Housing Performance

Figures from the Survey of Tenants And Residents (STAR) 2020-22. This survey is conducted every 3 years to gather customer opinion about the standards of our services.



80.8%

said they were satisfied with the overall housing service the council provided, compared to the Scottish Local Authority average of 88.9%.



66.6%

of tenants were satisfied with the opportunities to participate in Dundee City Council's decision-making processes, compared to the Scottish Local Authority average of 79.5%.



90.5%

of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish Local Authority average of 88.8%.



82.2%

of tenants feel that the rent for their property represents good value for money, compared to the Scottish Local Authority average of 81.8%.



76.5%

of tenants are satisfied with the management of the neighbourhood they live in, compared to the Scottish Local Authority average of 83.5%.



76.5%

of tenants are satisfied with the quality of their home, compared to the Scottish Local Authority average of 83.5%.



78.1%

felt that Dundee City Council was good at keeping them informed about its housing services and outcomes, compared to the Scottish Local Authority average of 91.7%

Contacts

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Dundee
City Council

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FOR THE FUTURE

Designed by Communications, DCC LV/01/23

