



**In Our House**

**Dundee City Council  
Customer Report  
2020-2021**



**Shining a Spotlight on Housing Performance**

## Introduction

I would like to welcome you to this year's Annual Customer Report. The aim is to inform our customers about Dundee City Council's performance against the main indicators as set out in the Scottish Social Housing Charter.

To help you understand how we measure up, we have shown the information in comparison with the Scottish Average. This average is made up of a number of local authorities who are similar to Dundee in stock size, environment and type of housing provided.

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

In partnership with tenants we can agree priority areas where we need to improve our services, as well as highlighting where improvements have been made. Please use the email below to get in touch, get involved and have your say.

**Email:** [HaveYourSay@dundeecity.gov.uk](mailto:HaveYourSay@dundeecity.gov.uk)  
for more information on how you can Get Involved

**Councillor Anne Rendall,**  
*Convener of Neighbourhood Services*



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# Year in Review

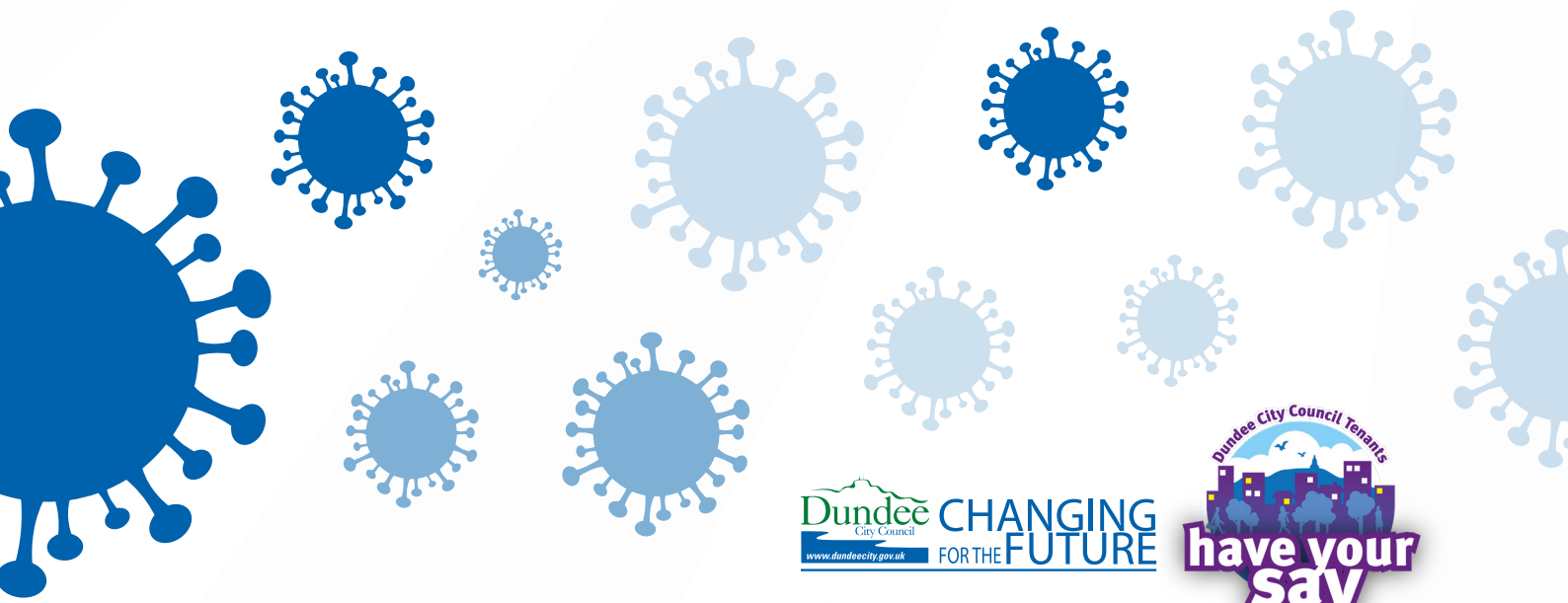
Owing to the restrictions of Covid-19 it has never been more important for Dundee City Council to communicate effectively with a wide range of stakeholders: from residents and businesses to at risk groups and employees. The effective and sustainable delivery of council services has been challenging for us since the start of restrictions back in March of 2020, having affected our ability to open local offices for day-to-day inquiries and to secure materials for repairs and maintenance.

As a result, levels of satisfaction with some services have suffered. As we all emerge from restrictions, there is a shift back to some semblance of normality. However, if the pandemic has shown us anything, it is the to adapt to meet the expectations of our stakeholders and customers.

New ways of communicating (making best use of technology for on-line meetings and on-line surveys etc) have been adopted by the service is something which is now being embedded alongside traditional methods.

We are sure that the removal of restrictions together with our broader approach to communication and the use of new technologies, will result in performance and satisfaction improve imminently. Please keep in touch and up to date on the changing levels of restrictions and guidance by visiting: [www.dundee.gov.uk/services/covid-19](http://www.dundee.gov.uk/services/covid-19).

If you would like to know more about how to Get Involved and Have Your Say on Housing matters and the effective delivery of its services, please go to [www.dundee.gov.uk](http://www.dundee.gov.uk) and search for Tenant Scrutiny Activities, or email [HaveYourSay@dundee.gov.uk](mailto:HaveYourSay@dundee.gov.uk)

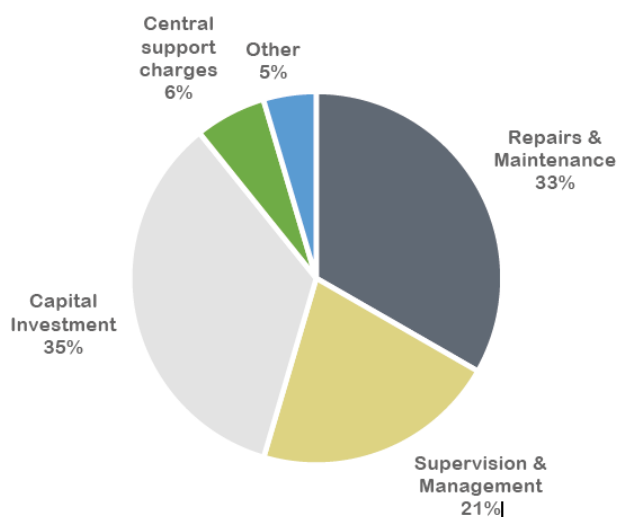


# Value for Money

The money to pay for managing, improving and repairing council housing is funded from council house rents and service charges. Funding for council housing is kept separate from other council budgets in an account called the Housing Revenue Account (HRA). Council tax does not pay for council housing.

## HRA Budgeted Expenditure

Repairs & Maintenance	£18,569,000
Supervision & Management	£11,849,000
Capital Investment	£19,329,000
Central support charges	£3,458,000
Other	£2,557,000
<b>Total</b>	<b>£55,762,000</b>



Work to improve housing (e.g. kitchen and bathroom replacements) and work to keep houses up to the Scottish Housing Quality Standard (SHQS), are funded by loans. Repayment of these loans and interest is paid from the Housing Revenue Account.

Repairs to council houses is roughly equal to what we spend on capital improvements. The third largest cost to the HRA is running the housing service which includes office rents, heating, lighting and staffing costs. Scottish Government published its guidance on the operation of Local Authority HRA's in Scotland back in 2014.

The purpose of this guidance was to bring together information on the use of the HRA; how it must operate; who the resources contained within it are meant to benefit; and what outcomes can be expected of those resources. The guidance specified key principles under which the HRA must operate.

## **HRA Operating Principles**

- ✦ Compliant with legislation and guidance in relation to accounting practice
- ✦ Benefits present or prospective tenants
- ✦ A robust, written methodology is in place
- ✦ Consultation on financial transparency is carried out
- ✦ Mixed tenure residents are charged for HRA services

**For more information, please visit: [www.dundee.gov.uk](http://www.dundee.gov.uk) and search for Housing Revenue Account Methodology**

# 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](http://www.scottishhousingregulator.gov.uk/find-andcompare-landlords)

## Repairs

### 5.9 days

was the average time taken to complete non-emergency repairs, compared to the Scottish Local Authority average of 6.7 days.

### 5.9 hours

was the average time taken to complete emergency repairs, compared to the Scottish Local Authority average of 4.2 hours.



### 88%

of reactive repairs were completed 'right first time', compared to the Scottish Local Authority average of 95.8%.

## Medical Adaptations



### 197

Medical adaptations were completed to assist tenants in their homes within the financial year.

### 95 days

was the time taken to complete applications for medical adaptations, compared to the Scottish Local Authority average of 47 days.



## Quality & Maintenance

Since 1st April 2015 all social housing should meet the Scottish Housing Quality Standard (SHQS).

### 85.8%

of properties met the Scottish Housing Quality Standard, We don't have the comparative average at this point, as it hasn't been published by the Scottish Housing Regulator.

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

### 87.1%

The Energy Efficiency Standard for Social Housing (EESH) compared to the Scottish Local Authority average of 87.6%.



# Shining a Spotlight on Housing Performance

## Tenancy Sustainment



**93.8%**



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%.

## Gas Safety

**100%**

of Dundee City Council housing stock had their Gas Safety Record renewed by the anniversary date, meeting our statutory duty.

## Complaints

**100%**

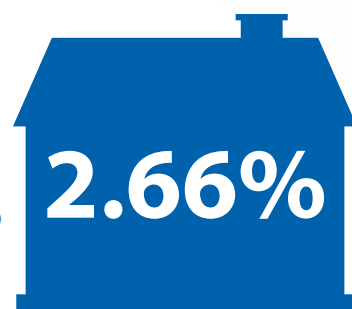
of 1st & 2nd stage complaints were resolved in full within the timescales set out by the Scottish Public Services Ombudsman, compared to the Scottish Local Authority average of 94.6% Stage 1 & 90.2% for Stage 2.

## Property Letting



This is the average time it takes to Relet properties across all housing stock. Compared to the Scottish Local Authority average of 66.1 Days

Percentage of rent lost whilst properties are empty during the Relet process. Compared to 1.31% for the Scottish Local Authority average.



## Factoring



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

**27.9%** compared to the Scottish Local Authority average of 55.3%

# Shining a Spotlight on Housing Performance

**Figures from the Survey of Tenants And Residents (STAR) 2021.**  
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 78%.



**92.2**

of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish Local Authority average of 90.2%.



**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 83.3%.



**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

### **Sarah Hunter**

Community Regeneration Officer ..... [sarah.hunter@dundeecity.gov.uk](mailto:sarah.hunter@dundeecity.gov.uk)  
01382 434009

### **Mark Cooper**

Performance Liaison Officer ..... [mark.cooper@dundeecity.gov.uk](mailto:mark.cooper@dundeecity.gov.uk)  
01382 307330

### **DFTA**

Dundee Federation of Tenants ..... [dfta@number10.org](mailto:dfta@number10.org)  
Associations 01382 305718

### **West End**

**District Office** ..... 3 Sinclair Street  
Dundee  
01382 307301

### **East End**

**District Office** ..... 169 Pitkerro Road  
Dundee  
01382 307401

### **Dundee House**

**Head Office** ..... 50 North Lindsay Street  
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01382 434000

