



In Our House

Dundee City Council Customer Report 2023-2024



Shining a Spotlight on Housing Performance

Introduction

As the Convener of Neighbourhood Regeneration, Housing & Estate Management, I am delighted to present this year's Annual Customer Report for Dundee City Council's housing services. This report offers a comprehensive overview of our ongoing commitment to delivering high-quality housing services to Dundee's residents.

It showcases our dedication to meeting the diverse housing needs of our community while adhering to the rigorous standards set by the Scottish Housing Regulator. Within these pages, you'll find key insights into customer satisfaction levels and performance indicators. These not only highlight our achievements but also identify areas where we can further enhance our services.

Your engagement is crucial to our continuous improvement. We encourage you to review this report, raise questions, and participate in discussions about its content. To get involved, please visit www.dundee.gov.uk and search for "Tenant Scrutiny". There, you'll find comparison reports from previous years and contact information for further inquiries.

We value your input and invite you to share your thoughts through the following channels:

Email: HaveYourSay@dundee.gov.uk



Facebook: Dundee Tenant Participation



HaveYourSay@twitter.com

Kevin Cordell,
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Understanding Your Housing Revenue Account (HRA)

We believe in transparency and want you to understand how your rent contributes to the housing services we provide. This report explains the Housing Revenue Account (HRA), which is the financial backbone of our council housing services. By understanding the HRA, you'll gain insight into how we manage and invest your rent to maintain and improve your homes and communities.

What is the Housing Revenue Account?

The Housing Revenue Account (HRA) is a special budget that your local council uses to manage all the money related to council housing. It's separate from other council budgets and is used specifically for:

- Managing and maintaining council-owned homes
- Building new council houses
- Other housing services that benefit council tenants

Where Does the Money Come From?

94%

Almost all of the money in the HRA (94%) comes from the rent you and other tenants pay. A small amount (6%) comes from other sources like garage rentals and service charges.

How Is Your Rent Money Spent?

For every £1 of rent you pay, here's roughly how it's spent:

- 34p: Repairs and Maintenance - This includes day-to-day repairs, planned maintenance, and garden upkeep
- 33p: Investment in Housing - This goes towards building new homes and major improvements to existing ones
- 22p: Housing Management - This covers staff costs, office expenses, and other administrative needs
- 6p: Support Services - This pays for things like IT, legal services, and customer support
- 5p: Other Expenses - This includes setting aside money for unpaid rent and helping tenants in financial hardship

£1



Key Points to Remember

1. The HRA is strictly for council housing expenses. It doesn't pay for other council services. Such as street lighting or refuse collection.
2. Your rent money is reinvested into your homes and housing services through energy efficiency measures, capital programme upgrades to kitchens, bathrooms and building fabric.
3. The council must follow strict rules about how this money is used and must consult with tenants on major decisions. As we do with each year through the How Your Rent is Spent public event and Rent Consultation.
4. If you live in a mixed tenure area (where some homes are privately owned), the council will look to recover costs from non-council tenants for services they use.

Your Voice Matters

The council is required to consult with tenants on significant issues affecting the HRA. You have the right to be involved in decisions about housing services and how your rent money is spent. If you want to get more involved or have questions, you can contact the tenant participation team. Details can be found www.dundee.gov.uk and search for Tenant Participation Arrangements.

Remember, this report and how the HRA is managed should be transparent and understandable to you as a tenant. If you have questions or need more information, don't hesitate to ask your council's housing department.

In conclusion

We hope this explanation of the Housing Revenue Account has given you a clearer picture of how your rent is used to benefit you and your communities. Remember, your voice matters in shaping our housing services. We encourage you to stay informed and involved in the decisions that affect your home and community. If you have any questions or would like to participate more actively in tenant engagement, please don't hesitate to get in touch. Details on the back page.

How Your Rent is Spent

Tenant Event & Survey

Introduction to the event

Every year the Council sets its council house rents and service charges for the coming year. The rent set is based on the cost of running the service and any new legislation and information gathered from consultations with elected members, tenants, and their representatives.

This process starts with the annual “How Your Rent is Spent” seminar, where Dundee City Council explains how rents are set and gives tenants an opportunity to tell the Council about their priorities for the Housing Service.

This year’s event was held at The Steeple Church, Nethergate, Dundee, DD1 4DG, on Saturday 24th August between 10am & 1pm.

Key objectives

- To provide tenants with information about what their rent pays for.
- Raise awareness of how rent levels are set.
- Hear from Dundee Federation of Tenants’ Associations, Construction Services & Dundee’s Safety and Alarm Response Centre.
- Discuss with tenants what their priorities are.

Running alongside this event was an online survey, where tenants were asked for views on several priorities, so that it was clear what is most important to customers. However, if a participant had a priority which is not on the list below, they could add it to the ‘other’ box, stating what the priority is and ranking as they have the others.



822 participated

in the survey with 36 attending the event and 784 getting involved by taking the online survey.

Participant Spending Priorities

The top priorities for tenants, ranked by importance (weighted average out of 5):



4.3

Tackling Anti-Social Behaviour



4.24

Improving Energy Efficiency



3.95

Environmental Improvements



3.96

Building More New Houses



3.95

Helping Tenants Keep Their Tenancies

Additional Tenant Concerns

Several themes emerged from the open-ended responses:

1. Home Improvements: Many tenants expressed a need for upgrades such as double glazing, new windows, and improved insulation.
2. Repairs and Maintenance: Faster response times for repairs and better maintenance of communal areas were frequently mentioned.
3. Outdoor Spaces: Improved garden maintenance and more frequent grass cutting were common requests.
4. Safety and Security: Some tenants highlighted the need for better lighting and measures to address anti-social behaviour.
5. Energy Efficiency: There were multiple requests for improvements to heating systems and overall energy efficiency of homes.

Next Steps

Dundee City Council will use this feedback to inform decision-making on rent spending and housing priorities. We thank all tenants who participated in the survey for their valuable input.

For more information on the Council's policies and future consultations, please visit www.dundee.gov.uk

Shining a Spotlight on Housing Performance

Tenancy Sustainment



88.9%



of all tenancies that began in the previous year remained for more than a year, compared to the Peer Group Local Authority average of 90.4% compared to the Scottish Local Authority

average of 90.4%. Source: Comparison percentages are from a similar sized peer group of local authorities and supplied by the Scottish Housing Network.

Repairs


4.9hrs

was the average time taken to complete emergency repairs, compared to 6hrs last year, and 4.1 for Peer Group Local Authorities.

14.5 
Days

was the average time taken to complete non-emergency repairs, compared to 15.8 last year, and 10.7 for Peer Group Local Authorities.

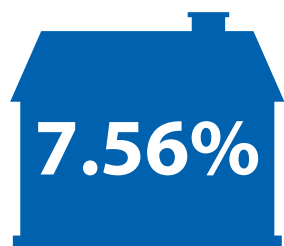

78.8%

78.8% of reactive repairs were completed 'right first time', compared to 78.4% last year, and 84.9% for Peer Group Local Authorities.

Property Letting



This is the average time it takes to Relet properties across all housing stock. Compared to the Peer Group Local Authority average of 56.7 Days. Source Comparison percentages are from a similar sized peer group of local authorities and supplied by the Scottish Housing Network.



Percentage of stock that became vacant across all housing. Compared to 7.6% for Peer Group Local Authorities. Source Comparison percentages are from a similar sized peer group of local authorities and supplied by the Scottish Housing Network.

Quality & Maintenance



The Energy Efficiency Standard for Social Housing (EESH) was introduced in March 2014. This year 86.7% of homes meet the EESH. Compared to the Peer Group Local Authority average of 89.4%



Since 1st April 2015 all social housing should meet the Scottish Housing Quality Standard (SHQS). 79.0% of our homes now meet this standard, compared to the Peer Group Local Authority average 74.7%

Tenant Satisfaction Survey 2023 (STAR)

Between October 21st 2022 and December 5th 2022 a survey was conducted to gauge satisfaction with the services provided by their Dundee City Council. Tenants from different locations, house types and age groups were included in the survey sample to ensure as wide a range of opinions as possible was gathered.



83.2%

of tenants said they were satisfied with the overall housing service the council provided. Peer group 78.9%



82.2%

of tenants said they are satisfied with tenant participation. Peer group 82.9%



83.2%

of tenants are satisfied with the quality of their home. Peer group 77.2%



79.4%

of tenants are satisfied with the management of the neighbourhood they live in. Peer group 77.1%



89.4%

of tenants who had repairs or maintenance carried out were satisfied with the service received. Peer group 91.7%



82.2%

of tenants were satisfied with the provision of information. Peer group 82.0%



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DFTA

Dundee Federation of Tenants dfta@number10.org
Associations **01382 305718**

Repairs Service **01382 434343**

Lettings Options **01382 307400**

Homeless Out of Hours **08006335843**

