



**In Our House**

**Dundee City Council  
Customer Report  
2019-2020**



**Shining a Spotlight on Housing Performance**

## Introduction

I would like to welcome you to this year's Annual Customer Report which has been written in collaboration with the Dundee Area Scrutiny Panel. The aim is to inform our customers about the Council's performance against targets set in the Scottish Social Housing Charter. In partnership with tenants we can agree priority areas where we need to improve our services.

Working together with our Scrutiny Panel and other tenants representatives such as the Dundee Federation of Tenants' Association we have seen improvements in our services. There is still plenty more to do to continually improve and we look forward to involving our tenants and other service users in our journey.

Please use one of the contact methods within this report to feedback any comments you may have on the facts, figures or even ideas on improvements. Above all, I certainly hope you find this report interesting and informative.

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.

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

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



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# Scrutiny Panel Update & Review

The Dundee Area Scrutiny Panel are a group of volunteers who use housing services and through partnership working, decide on the areas of service they wish to take a closer look at, or scrutinise.

The Scrutiny Panel don't work alone - they are helped by Tenant Inspectors and Mystery Shoppers who conduct investigations on instruction from the Panel.

Although the Panel have not been able to meet regularly to scrutinise Housing Services in the same manner as before lockdown, the Council would very much still like to express its thanks to of the members of the Scrutiny Panel for their continued support, dedication and hard work for the positive way they approach the challenges ahead.

Below is a list of some of the tasks carried out by the Scrutiny Panel:

- Identify Housing Services in need of scrutiny through the use of performance data;
- Assign Tenant Led Inspectors and Mystery Shoppers to gather evidence in support of positive change;
- Oversee implementation of recommendations following Mystery Shopping or Tenant Led Inspection exercises;
- Review communication from the council, for example leaflets, web-pages and guidance notes.

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## Next Steps

Over the next year the Panel plan be involved in the following:

- Implementation of a new Repairs System;
- Following up on any recommendations from previous Tenant Led Inspection of communications from Antisocial Behaviour Services;
- Comprehensive review of the Councils website content and ease of navigation;
- Review of the New Tenant Pack tenant information issued at sign-up, to ensure content is relevant, up to date and correct;
- Continue to work closely with the Council to consult with customers on important issues involving Housing Services.

## Quotes

*"Although the panel have not held a meeting since March 2020, we continue to keep up to date with council matters and very much look forward to getting involved and having a say on the quality and delivery of council services for customers very soon."*

**Jean Brown - DASP Member**

# 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

### 5.1 days

was the average time taken to complete non-emergency repairs, compared to the Scottish Local Authority average of 7.1 days.

### 8.7 hours

was the average time taken to complete emergency repairs, compared to the Scottish Local Authority average of 4.8 hours.



### 83%

 of reactive repairs were completed 'right first time', compared to the Scottish Local Authority average of 92.4%.

## Medical Adaptations



### 402

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

### 63 days

was the time taken to complete applications for medical adaptations, compared to the Scottish Local Authority average of 43.3 days.



## Quality & Maintenance

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

### 95%

of properties met the Scottish Housing Quality Standard, compared to the Scottish Local Authority average of 96%.

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.

### 85.9%

of properties met the Energy Efficiency Standard for Social Housing, compared to the Scottish Local Authority average of 79.8%



# Shining a Spotlight on Housing Performance

## Tenancy Sustainment



**85.9%**



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 88.8%.

## 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 97% Stage 1 & 92% for Stage 2.

## Property Letting

**48.1 Days**

This is the average time it takes to Relet properties across all housing stock. Compared to the Scottish Local Authority average of 35.3 Days

Percentage of rent lost whilst properties are empty during the Relet process. Compared to 1.0% for the Scottish Local Authority average.

**1.57%**

## Factoring



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

**50%**

compared to the Scottish Local Authority average of 56.8%

# Shining a Spotlight on Housing Performance

Figures from the Survey of Tenants And Residents (STAR) 2018-20. This survey is conducted every 3 years to gather customer opinion about the standards of our services.



**90%**

said they were satisfied with the overall housing service the Council provided, compared to the Scottish Local Authority average of 82.1%.



**76%**

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%.



**95%**

of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish Local Authority average of 89.5%.



**87.2%**

of tenants feel that the rent for their property represents good value for money, compared to the Scottish Local Authority average of 85%.



**84.6%**

of tenants are satisfied with the management of the neighbourhood they live in, compared to the Scottish Local Authority average of 85%.



**91%**

of tenants are satisfied with the quality of their home, compared to the Scottish Local Authority average of 85%.



**85.8%**

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 85.9%

## Contacts

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### **Mark Cooper**

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### **DFTA**

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### **East End**

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### **Dundee House**

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Dundee  
City Council

[www.dundee.gov.uk](http://www.dundee.gov.uk)

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