

In Our House



Shining a Spotlight on Housing Performance

Contents

- The Scrutiny Story Continues... p2
- Sharing Experience with Tenants Across Scotland - TIS Conference 2016 p2
- You Said We Did p3
- Performance Report 2015/16 p4
- Get involved – It's your right! p8

A warm welcome to Dundee City Council's Customer Report for Housing Services for 2015/16.

The report refers to the outcomes and performance indicators contained within the Scottish Social Housing Charter (SSHC). All Scottish social landlords (that is local authorities and housing associations) must aim to achieve these charter outcomes for the houses they manage.

Please take time to read this report to see what we have been up to. I hope that you will agree that our performance demonstrates we continue to improve and deliver a value for money service.

Providing a good service goes beyond meeting performance targets. For example, the Care Inspectorate has reported that our Sheltered Housing Warden Service and our Housing Support Team provide very good to excellent services. This journey to excellence has been the result of working together with service users to develop and deliver services tailored to customer needs. I hope that you, our tenants, find this report informative and that it provides evidence of Dundee's commitment to providing an excellent service.

In this year's report we have given more information about how we spend the rent you pay us. I'm glad to say that in the last three years we have kept rent rises well below the Scottish average and, as with each year, we run the Rent Consultation until the end of December, so I would like to thank everyone that contributed.

Councillor John Alexander, Convenor of Neighbourhood Services



The Scrutiny Story Continues...

It's good to see the Council is improving in many areas through the involvement of tenants. In the last year the Scrutiny Panel has checked progress on our previous work and we are glad to see that many of our recommendations are being progressed by the Council. The Panel have benefitted from personal development by attending the TIS Conference. A review of the Council's approach to Tenant Led Inspections was carried out by

a team of tenant volunteers and they completed their first Tenant Led Inspection of Complaint Handling.

Looking forward to the next couple of years, the priorities for the panel include:

- A Tenant Led Inspection of tenant participation
- Training & recruitment of mystery shoppers
- Training for the Panel on housing allocations
- A Tenant Led Inspection of customer service standards
- Mystery shopping of the housing options service
- A Review of new tenants packs
- Looking at the average length of time to re-let homes.
- A Tenant Led Inspection of gas servicing

The Scrutiny panel don't work alone, we are helped by Tenant Inspectors and Mystery shoppers and I would like to take this opportunity to thank them and the rest of the Scrutiny Panel for their continued support, dedication and hard work.

Martin Anderson, Acting Chairperson, DASP



Sharing Experience with Tenants Across Scotland - TIS Conference 2016

The Council arranged for tenants including some of the Scrutiny Panel, to attend the annual Tenants Information Service (TIS) conference in June 2016. The main topic of the conference was 'Investing In Our Future'. All who attended said that they had a good opportunity to engage, share experience, gain new ideas, establish partnership working, and make new friends.

You Said We Did

In addition to the help we have from the scrutiny panel and tenant inspectors to improve, we also use feedback from consultations, customer satisfaction surveys and complaints. These are some of the things we did in 2015/16 to improve the housing service:

Repairs

- Emergency repairs will be re-categorised to improve efficiency and make sure that real emergencies are tackled faster.
- Performance reporting is more accurate for the time it takes to respond to repair requests.
- Tenants can now view the progress of repairs online

House Improvements

- Following consultation on the External Cyclical Maintenance programme (ECM) we have introduced a Frequently Asked Questions leaflet to reduce the need for customers to phone in for clarification on the programme.
- Also on the ECM following representations from owner occupiers have changed the way we bill owners to ensure greater transparency and clarity.

Communication and Advice

- All Housing Officers and Advice and Information staff have completed the e-learning module relating to Universal Credit to improve their awareness to assist in provision of information to customers.
- Comments received through consultations on the Tenant Participation Strategy suggested that we should make better use of social media,. As a result we have set up a Facebook page for tenant participation. 
- As a result of comments left by users of the Housing website office hours have been added to the Homefinder web page and more details of available properties have been added.



Please scan this QR Code for our Facebook page

Performance report 2015/16

This part of the report describes how we performed against the main indicators for the Scottish Social Housing Charter. For more detail on the Council's performance and comparison with other social landlords, please visit the Scottish Housing Regulators website: www.scottishhousingregulator.gov.uk/find-andcompare-landlords

Tenant Satisfaction

The Council surveys a sample of tenants every three years to measure satisfaction against some of the most important indicators in the Scottish Social Housing Charter. These are the results for the last survey we completed in 2014:

89.34%

said they were **satisfied with the overall housing service** the Council provided

86.80%

felt that Dundee City Council was **good at keeping them informed** about its housing services and outcomes compared to the Scottish average of **81.50 %** (All LAs)

88.64%

of new tenants were **happy with the standard of their home** when moving in, compared to the Scottish average of **84.27%**

88.32%

of tenants are **satisfied with the quality of their home** compared to the Scottish average of **83.83%**

78.43%

of tenants were **satisfied with the opportunities to participate** in Dundee City Council's decision making, compared to the Scottish average of **71.32%**

87.56%

of tenants are **satisfied with the management of the neighbourhood** they live in, compared to the Scottish average of **81.17%**

90.32%

of tenants **who had repairs or maintenance carried out** were satisfied with the service they received, compared to the Scottish average of **87.97%**

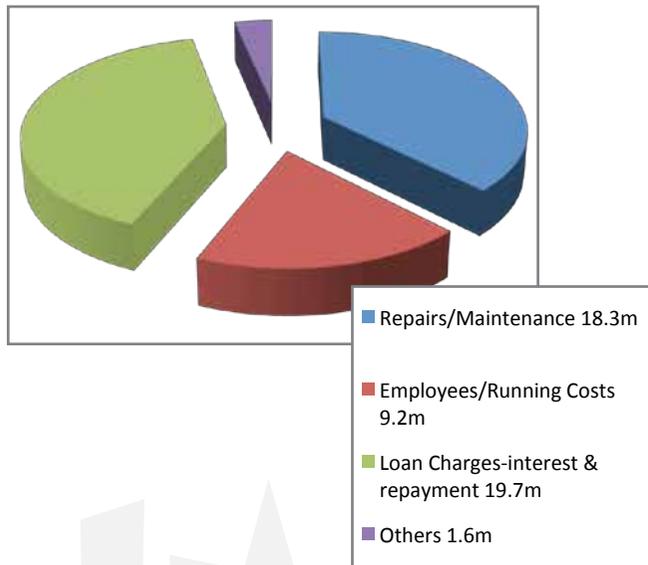
86.55%

of tenants feel that the rent for their property represents **good value for money**

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 (or HRA). Council tax does not pay for council housing.



Average weekly rents 2015/16

Size of Home	Number Managed	Dundee City Council	Scottish Local Authority Average
1 Apartment	189	£57.19	£59.52
2 Apartment	3705	£62.44	£64.30
3 Apartment	6534	£72.70	£68.30
4 Apartment	1895	£83.00	£73.46
5 Apartment	338	£94.98	£75.89

Work to improve housing (e.g. kitchen and bathroom replacements) and work to keep houses up to the Scottish Housing Quality Standard, 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.

The total rent due last year was

£49,949,523

The average weekly rent increase in 2016/17 in Dundee was **1.00%**, the **Scottish average was 1.88%**.

The amount of money collected for current and past rent was equal to **98.71%** of the total rent due in the year, compared to the **Scottish average of 99.37%**.

Dundee Council did not collect **1.39%** of rent due because homes were empty, compared to the **Scottish average of 1.11%**.

Rent arrears was **6.41%** compared to the **Scottish average of 5.97%**.

69 tenants were evicted in 2015/16 for not paying rent.

Quality and Maintenance

Since 1st April 2015 all social housing should meet the Scottish Housing Quality Standard (SHQS). Some owners do not allow permission to complete works such as door entry systems and these properties are given what is called an “abeyance”.

Excluding these abeyances 100% of council houses meet the Scottish Housing Quality Standard.

93.8%

of properties met the Scottish Housing Quality Standard compared to the Scottish average of 93.12%.

Gas Safety

98.22%

of Dundee City Council housing stock had their **Gas Safety Record** renewed by the anniversary date. Compared to the Scottish average of 99.69%.

Repairs



8.95 days

The average time taken to complete **non-emergency repairs** was 8.95 days, compared to the Scottish average of 9.07 days.



15.14 hours

The average time taken to complete **emergency repairs** was 15.14 hours, compared to the Scottish average of 5.9 hours.

79.40%

of reactive repairs were **completed ‘right first time’**. Compared to the Scottish average of 89.30%.

Medical Adaptations

375

Medical adaptations were **completed** to assist tenants in their homes.



32.3 days

was the time taken to **complete applications** for medical adaptations. Compared to the Scottish average of 39.83 days.

House Allocations

number of houses let in 2015/16



new applicants were added to the list

the number of applicants on the waiting list at the end of March 2016 was



Tenancy Sustainment

84.50%

of new tenancies to applicants from the Council's waiting list were **sustained for more than one year**, compared to the Scottish average of 88.33%.

Antisocial Behaviour

There were 1940 complaints of **anti-social behaviour** reported across the City.

72.89%

of anti-social **complaints were resolved within targets** agreed locally, compared to the Scottish average of 86.44%.



Complaints

112

complaints were received

90.18% of 1st stage complaints were **responded to** in full within the timescales set out by the Scottish Public Services Ombudsman. This included 4 live cases carried over from the previous year.

Factoring

The percentage of homeowners satisfied with the factoring services we provide was

58.6%

compared with a local authority average of 57%.



Get involved – It's your right!

The Housing (Scotland) Act 2001 gives tenants the right to work more closely with their landlord to deliver better housing services. The Dundee Area Scrutiny Panel is a tenant-led group who assess our services and make recommendations on how we can improve. The Panel look at performance information before selecting an area to review in more detail. This is a good opportunity for tenants seeking experience, they may go on to work towards a qualification and may help some find employment. Any of our tenants can join and no experience is necessary as staff provide training and support.

The Dundee Federation of Tenants' Associations also help us to review services and are an important support for local tenants groups.

You can also get involved by contacting your local tenants group or by helping to set one up if there isn't already one.

For tenants who are unable to attend meetings, we still want to hear from you. Filling in surveys and giving feedback is useful and helps us to improve the service.

Elaine Zwirlein
Executive Director, Neighbourhood Services

If you would like more information on how you can have your say, please get in touch:

Email us today:

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Tenant Participation Officer



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