



## **Tenant Report on our Performance against the Scottish Social Housing Charter 2015/16**



## INTRODUCTION

This is a report to our tenants on how we have performed in the year 2015-16 on the standards and outcomes set out in the Scottish Social Housing Charter.

Every year registered social landlords in Scotland must report to the Scottish Housing Regulator on how well they have performed against standards from the Scottish Social Housing Charter.

Social landlords must then inform their tenants about how well they have performed in October each year.

This includes information on:

- Landlord Profile
- Housing Quality and Maintenance
- Neighbourhood and Community
- Getting good value from rents
- Communication and Participation
- Tenant Satisfaction

WGHC tenants have indicated they prefer us to communicate with them in writing which is why we have produced this report. We hope you find it useful. We have tried to keep it informative but at the same time as short and to the point as possible.



## LANDLORD PROFILE



West Granton Housing Co-op is a fully mutual housing co-operative and is a community based landlord. We are registered as a social landlord with the Scottish Housing Regulator (HAC 225); and is a registered society under the Co-operative and Community Benefit Societies Act 2014.

### **Stock**

At 31 March 2016 WGHC owned 375 homes in North Edinburgh.

The table below details the type and number of stock we owned at 31.03.16:

Stock Profile by Type	Number of Units
General	306
Sheltered	0
Very Sheltered	0
Medium dependency	0
Wheelchair	9
Ambulant Disabled (Amenity)	60
Other specially adapted	0
<b>Total</b>	<b>375</b>

*Stock Profile table as at 31.03.16*

### **Rent**

The total rent due to us for the year 2015/16 was £1,538,865.

WGHC did not increase its rents in April 2016. The average planned increase for social landlords was 1.9%.

## HOUSING QUALITY AND MAINTENANCE



The Social Housing Charter says that [homes should be of good quality and well maintained](#).

The figures below show how WGHC performed compared to the average for Scottish Social Landlords (SCL).

	Scottish Average	WGHC	
	2015/16	2015/16	2014/15
Tenants satisfied with repairs	90%	98%	97%
Average time for emergency repairs	5.1 hours	2.3 hours	5 hours
Average time for other repairs	7.5 days	4.5 days	5 days
Homes meeting Quality standard	93%	91%	92%
Homes meeting recommended energy efficiency ratings	94%	100%	100%
New tenants satisfied with the standard of their home when moving in	84%	100%	94%

Our rating of 98% satisfaction with the repairs service was one of the highest in Scotland.

Our average time to complete repairs are much better than the Scottish Average.

## NEIGHBOURHOOD AND COMMUNITY



The Social Housing Charter says **landlords should help to ensure that neighbourhoods are safe and well maintained.**

It also says that **landlords should make it easy to apply for housing and help tenants sustain their tenancy.**

	<b>Scottish Average</b>	<b>WGHC</b>	
	<b>2015/16</b>	<b>2015/16</b>	<b>2014/15</b>
Anti-Social Behaviour cases resolved within target times	87%	89%	89%
Average time to relet houses	35 days	27 days	14 days
Tenancies beginning in the previous year sustained for more than one year	88%	100%	100%
Tenants satisfied with the management of their neighbourhood	84%	100%	95%

Because Housing Management has many different components e.g. Allocations, Voids, Anti-Social Behaviour, Rent Management etc., it can be harder to measure its overall performance, as opposed to the area of maintenance.

Our average relet time rose from 14 days (in 2014/15) to 27 days (2015-16). There were a number of untypical lets in this year including two lets following the death of tenants and one after legal action. There have also been delays due to power being cut off and the increasing need for complete redecoration prior to letting.

All other areas improved or remained at 100%.

## GETTING GOOD VALUE FROM RENTS



The Social Housing Charters says tenants should receive services that provide value for the rent they pay.

It also says that landlords should try to make rents affordable.

	Scottish Average	WGHC	
	2015/16	2015/16	2014/15
Tenants satisfied with the overall service provided by the landlord	89%	99%	98%
Average rent of two-bedroom house or flat	£71.55	£76.61	£74.95
Rent increase in April 2015	3.5%	2.4%	3.2%
Tenants feel rent is good value for money	79%	96%	95%

WGHC rents are higher than the Scottish Average but lower than other Registered Social Landlords who charge on average £78.66 for a two-bedroom house or flat. Our rents are much lower than City of Edinburgh Council. Their average rent for a two-bedroom house or flat was £96.45.

We think we are striking a good balance between costs and rents.

Looking at the tenant satisfaction figures our tenants seem to agree.

## COMMUNICATION AND PARTICIPATION



The Social Housing Charter says there should be **good communication** between tenants and their landlord.

It also says that there should be **opportunities for tenants to participate in decision making**.

	SCOTTISH AVERAGE	WGHC	
	2015/16	2015/16	2014/15
Tenants who think their landlord is good at keeping them informed	89%	100%	97%
Tenants who are satisfied with the opportunities to participate in decision making	81%	99%	98%

The difference between us and most other social landlords in Scotland is that as a Co-operative all our Committee members are tenants. This means that WGHC tenants have more control and more information than the tenants of other social landlords.

As every tenant, cannot be a Committee member WGHC also keeps our tenants informed and involved in other ways. For communication, we use newsletters, reports, letters and meetings.

To keep our tenants involved we ask for opinions on important matters such as the annual rent review and we are always willing to consider suggestions.

By carrying out the above, a large proportion of our tenants think we are doing well in relation to information and participation within the Co-operative.

## What Does All This Mean?



The Charter aims to improve the quality and value of the services that social landlords provide.

The Scottish Housing Regulators web site [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) shows all our results and allows you to compare WGHC and any four other landlords alongside each other.

We have tried to include the points that we think are most important to you, our tenants, in this report rather than just flood you with numbers.

This report shows that WGHC is doing well across all areas. This is down to the hard work of the tenants on our Committee of Management our staff and the contractors working for us. It is also down to the co-operation of all our tenants.

As a Co-operative, we are in this together. Every section of this report has included the tenant satisfaction indicators as we believe these are the numbers that count.

The indicators came from an independent survey of our tenants in March 2016. The results showed we are performing to a high standard.

We hope you found this report useful and informative.

## CONTACT US



Tell us what's important to you!

If you want to comment on this report or you think we've missed out something, please let us know.

We are always happy to hear what our tenants think.

You can write or email to the address below:

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Edinburgh  
EH4 4UT

Or

Email: [mail@westgrantonhc.co.uk](mailto:mail@westgrantonhc.co.uk)