

# Annual Report on the Charter 2018/19

Facts and Figures  
About Your Landlord:  
Full Edition



**KINGDOM**

Housing Association

## Introduction

Our Annual Report on the Charter gives our customers information on our performance in key areas of work and lets you know how we are doing in meeting the standards of the Scottish Social Housing Charter.

The report details our performance over the last 12 months and how we compared to the average of all Scottish social landlords in 2018/19. We've also included our previous results so you can easily see how we're doing.

The Scottish Housing Regulator requires landlords to conduct full surveys every 3 years. However, we are committed to conducting a full survey every 2 years. This allows us to measure customer feedback and identify areas for improvement more quickly.

Large Scale Survey Results	2016/17	2018/19	Scottish Average 2018/19
Percentage of tenants surveyed who were satisfied with the overall services we provided	87.7%	83.75%	90.12%
Percentage of tenants surveyed who feel we are good at keeping them informed about our services	87.5%	84.12%	91.60%
Percentage of tenants surveyed who were satisfied with the opportunities to participate	82.4%	55.64%	86.48%
Percentage of tenants surveyed who were satisfied with the standard of their home when moving in	83.5%	88.16%	90.79%
Percentage of tenants surveyed who were satisfied with the way we manage their neighbourhood	84.6%	71.31%	87.77%
Percentage of tenants surveyed who thought that the rent represents good value for money	85.5%	71.65%	83.21%

## Participation

Engaging with our tenants is a priority for us. It not only gives us an opportunity to promote the many services we offer in addition to providing housing, but it also allows tenants to have their voices heard on the subjects which matter most to them.

There are many opportunities to participate, from joining us at one of our gathering events, attending a local tenant's roadshow, joining our Scrutiny Panel or taking part in digital consultations online.

To find out about how you can get involved and have your say, email our Tenant Participation Officer, Max Scotto at [maxscotto@kha.scot](mailto:maxscotto@kha.scot)

# Repairs and Maintenance

Kingdom Housing maintains 3,821 homes and, in addition to carrying out emergency and non-emergency repairs, conducts an extensive programme of upgrades and improvements to properties.

Planned maintenance works during 2018/19 included: 130 full kitchen replacements, 149 boiler replacements, replacement electric heating to 29 properties, window replacements to 128 properties, door replacements to 90 properties, 33 bathroom replacements, 4 roof replacements and cyclical painter work to 534 properties.

Following each repair carried out by our in-house contractor or sub-contractor, we issue a satisfaction survey so we know how well we're doing. In the charts below, we've used a ✓ to show an improvement on last last year and a ✗ to show a decline on last year.

## Percentage of tenants surveyed who were satisfied with the repairs service

2016/17	2017/18	2018/19	How We Did	Scottish Average 2018/19
91.81%	92.03%	91.97%	✗	91.66%

We received a high level of satisfaction for the reactive repairs service we provide. Our results are above the Scottish average and we aim to improve our satisfaction scores by implementing several new measures to support this.

Our 'Right First Time' figures have improved when compared to previous years and we receive a very low level of recalls on jobs that we carry out.

We recognise that our appointment figure is down slightly on last year so we've reviewed the geographical areas that our operatives work in and are considering reducing the time-slots on offer for appointments to provide a better service to tenants.

## Average time taken to complete repairs

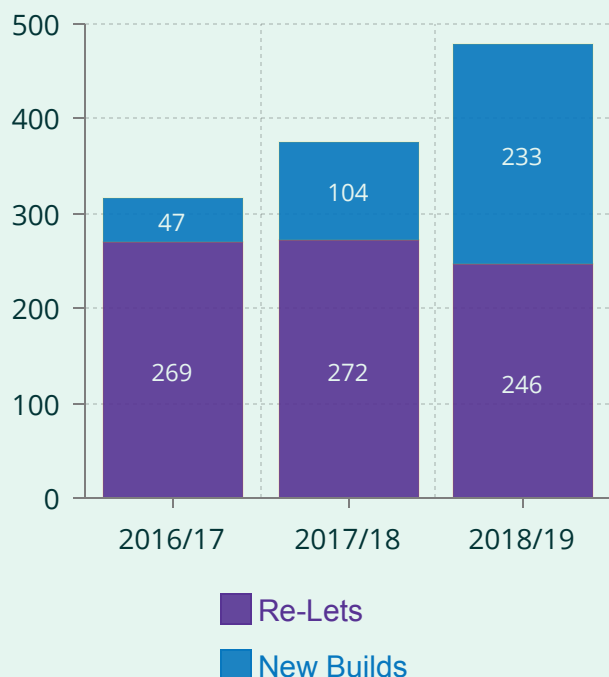
Repair Category	2016/17	2017/18	2018/19	How We Did	Scottish Average 2018/19
Emergency	2.1 Hours	2.2 Hours	2.13 Hours	✓	3.65 Hours
Non Emergency	6.2 Days	6.0 Days	6.55 Days	✗	6.56 Days

We have performed consistently well over the last few years with regard to Emergency and Non-Emergency repairs with our average time to complete repairs below the Scottish average.

The majority of our properties pass the Energy Efficiency Standard for Social Housing (ESSH) but we also carried out energy efficiency work to a number of properties during the year.

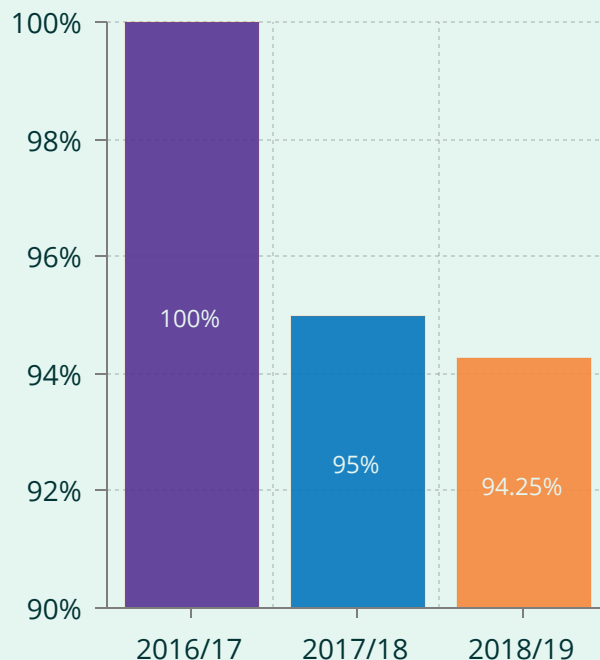
# Access to Housing

## People We Housed



During 2018/19 we provided housing for 479 households. An increase of 27% on the previous year

## Overall Satisfaction With Re-Let Allocation Process



Overall satisfaction with the allocation process remains very high. Over 94% of re-let customers are satisfied with the process

# Neighbourhood and Community

## Percentage of cases of antisocial behaviour we resolved within locally agreed targets

2016/17	2017/18	2018/19	How We Did	Scottish Average 2018/19
95.7%	93.6%	91.3%	✘	87.86%

Although figures are down on last year, we are still well above the Scottish average when it comes to successfully resolving cases of antisocial behaviour.

Complex antisocial behaviour complaints continue to increase, often requiring external agency involvement in order to conclude a case resulting in timescales being exceeded. We are currently looking at building stronger relationships within services to improve performance times.

# Helping You Keep Your Tenancy

## Percentage of new tenants surveyed who stayed with us over a year

2016/17	2017/18	2018/19	How We Did	Scottish Average 2018/19
96.6%	93.7%	94.7%	✓	88.8%

The number of new tenancies that have lasted for more than a year continues to be better than the Scottish average.

We are continuing to develop an approach to give support early in a tenancy and, in some cases, before the tenancy starts. We have recruited an additional Tenancy Support Worker who will be providing support to our new homeless tenants. This will give our tenants the best chance of managing their tenancy and staying in their homes in the longer term. Our Tenancy Sustainment services work closely with our Housing Management Team and include money advice, energy advice and tenancy support.

# Value For Money

## Rent collection and time to re-let empty homes

	2016/17	2017/18	2018/19	How We Did	Scottish Average 2018/19
Percentage of rent collected	99.40%	99.50%	99.01%	✗	99.10%
Rent money lost due to homes being empty	0.40%	0.60%	0.49%	✓	0.88%
Average time taken to re-let properties	23.10 Days	28.50 Days	24.68 Days	✓	31.89 Days

When asked, 71.65% of customers told us they thought that their rent represented good value for money. We're always working to improve services and efficiencies so that you get even greater value for the rent that you pay.

The percentage of rent collected has decreased less than half of one percent and is very slightly below the Scottish average. However, we've made a positive impact on the amount of rent money lost due to homes being empty and our average time taken to re-let properties at 24.68 days is significantly better than the Scottish average.