

Landlord Report Card

In April 2012, the Scottish Government introduced The Scottish Social Housing Charter. The Charter contains a set of standards and outcomes which the Association aims to achieve. We are required to report each year to the Scottish Housing Regulator, our performance in achieving the outcomes and standards in the Charter. This is done through completion and submission of the Annual Return on the Charter (ARC). This is submitted to the Scottish Housing Regulator by 31st May each year.

In August each year the Scottish Housing Regulator publishes the 'Landlord Report' detailing each landlord's reported Charter performance. You can view our report, and those of all other RSL's at www.scottishhousingregulator.gov.uk The website also allows you to compare our performance with other landlords. Spire View is required to report performance in achieving or progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card.

Earlier in 2014, as part of our Tenant Participation Strategy Review, we asked our tenants some specific questions in relation to how they wished to be involved in the scrutiny of our performance (if at all). Of those responding, only 26% said they were interested in getting involved in measuring our performance. Of those who were interested, 73% stated that their preferred method of being involved in measuring our performance would be completing/designing surveys and questionnaires. This is something we already do by inviting tenants to assist in the design and completion of Tenant Satisfaction Survey. Furthermore the most favoured method of reporting Spire View's performance is through newsletters with 97% of respondents in favour. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences.

As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; Blochairn Housing Association (a smaller local organisation), NG Homes (a larger local organisation) and GHA (a larger City Wide organisation). We have also included the Scottish Average figures to allow you to see exactly how Spire View compares at a national level.

Average Weekly Rents

	Spire View	Blochairn HA	NG Homes	GHA	Scottish Average
2apt	£46.77	£51.28	£65.80	£64.91	£65.18
3apt	£52.44	£62.80	£72.00	£70.59	£67.19
4apt	£61.94	£70.23	£82.66	£82.86	£73.07
5apt	£62.89	£91.92	£92.98	£90.85	£81.68

Tenant Satisfaction

Percentage of tenants satisfied with the Overall service provided;

SVHA	95.1%
BHA	96 %
NG	89.2%
GHA	90.6%
Scottish Average	87.8%

Percentage of tenants who felt that their landlord is good at keeping them informed about their services and outcomes;

SVHA	98.2%
BHA	98%
NG	86%
GHA	84.3%
Scottish Average	88.9%

Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making;

SVHA	91.9%
BHA	84.1%
NG	80 %
GHA	81.6%
Scottish Average	78.4%

Quality and Maintenance of Homes

Percentage of homes meeting the Scottish Housing Quality Standard;

SVHA	100%
BHA	100%
NG	99.8%
GHA	93.1%
Scottish Average	85.4%

Average number of hours taken to complete emergency repairs;

SVHA	1.7
BHA	1.0

NG	11.1
GHA	5.0
Scottish Average	6.9

Average number of days taken to complete non-emergency repairs;

SVHA	2.6
BHA	1.8
NG	4.3
GHA	7.3
Scottish Average	8.2

Percentage of reactive repairs carried out in the last year completed right first time;

SVHA	98.7%
BHA	97.6%
NG	77.6%
GHA	95.3%
Scottish Average	87.2%

Percentage of repairs appointments kept;

SVHA	N/A
BHA	97.2%
NG	100%
GHA	94.5%
Scottish Average	92.9%

Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service;

SVHA	97.2%
BHA	98.8%
NG	89.7%
GHA	88.4%
Scottish Average	87.6%

Neighbourhoods

Cases of anti-social behaviour, per 100 homes, reported in the last year;

SVHA	1.6
BHA	6.6
NG	1.3
GHA	6.6

Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year;

SVHA	100%
BHA	100%
NG	64.3%
GHA	88.3%
Scottish Average	75.9%

Value for Money

Percentage of total rent due collected in the previous year;

SVHA	101.5%
BHA	101.1%
NG	98.3%
GHA	99.6%
Scottish Average	99%

Percentage of rent due not collected through homes being empty in the last year;

SVHA	0.2%
BHA	0.1%
NG	0.3%
GHA	0.5%
Scottish Average	1.2%

Average length of time in days taken to re-let homes in the last year;

SVHA	8.5
BHA	3.5
NG	8.1
GHA	19.6
Scottish Average	35.7

As you can see, we are exceeding the Scottish average performance in every category. Furthermore, in the majority of categories we match or exceed all the other RSL's that we have drawn comparisons with. We believe we have managed to provide an excellent service whilst keeping our rents extremely affordable. We are absolutely delighted with this

performance. However, we are by no means complacent and firmly believe there is always room for improvement.

Please let us have your thoughts on how we can improve the service we provide to tenants and other service users. We genuinely want to hear what you have to say. Please feel free to become involved in any of our focus groups and please take time to complete our ongoing surveys. This is your housing organisation and your community and we value your views, thought and comments.

Finally, what do you think of this report card? Is this the way you want this information provided? Does it meet your needs and expectations? Is there anything you think we should do differently in future? Please share your views with us by emailing our Director fionamurphy@spireview.org.uk or telephone 0141 559 5648.