

# SIC HOUSING NEWSLETTER

February 2020

Welcome to your annual newsletter with the latest information from Shetland Islands Council, Housing Service.

## Tenant Satisfaction Survey

We recently carried out a tenant satisfaction survey. Knowledge Partnership, independent market researchers, undertook the research. 619 tenants provided feedback via face to face interviews and telephone surveys. The research covered broad areas of service delivery. The feedback from tenants is very valuable and will help us to improve the areas that have been highlighted as issues for tenants, as well as areas of good work and improvement by the Housing Service. We are very grateful for all tenants who took part in this survey.



## Tenant Consultation

Our recent survey results show that the majority of our tenants (80.7%) have internet access. Tenants indicated a preference for more online and 'at home' consultation. Going forward, we will focus on opportunities to allow tenants to get involved online and from home. We want to involve many more tenants in future consultation to gather a broad range of tenant views.

### How tenants got involved and influenced our service delivery in 2019/2020

Over the last year our interested tenants and applicants have been involved in helping us to review a number of policies and provide feedback on consultations:-

-  [Allocation Policy](#)
-  [Double Glazing Review](#)
-  Rent Consultation
-  Medical Points Review
-  Review of the Letting Standard

Feedback was gained using a mixture of online surveys, telephone calls, paper surveys and tenant sessions.

**TPAS Next Steps** We are part of the **TPAS Next Steps Programme**. From the Tenant and Staff sessions held, an action plan is being worked on to take ideas forward for tenant participation. This year our main focus will be to engage with as many of our tenants as much as possible. We will develop a tenant scrutiny process and work on improving digital communication. We will provide updates on projects that are being worked on, to our Interested Tenants. We look forward to continuing to promote good customer service.

To get involved and share your tenant experience and views, please get in touch by phone **01595 74 4360** or email

[housing@shetland.gov.uk](mailto:housing@shetland.gov.uk)

**The Care Inspectorate** recently carried out an inspection on Housing Support Shetland. A very positive report was received, with both the quality of care & Support and quality of staffing receiving an assessment of 'very good'. Details can be found here: [Care Inspectorate Housing Support Shetland Report 2019](#).

If you would like to read the [full tenant survey](#), you can view it on our website

Results improved on previous surveys in most areas, with 79.4% of tenants expressing overall satisfaction

There is some variation in satisfaction by customer, eg single person households are most satisfied, whereas larger households less satisfied

overall satisfaction most closely associated with value for money and house condition, especially older stock and larger properties.

Priority home improvements identified by tenants are insulation, heating, windows and dampness

Strengths recognised were repairs service & good customer service

## Rent consultation

A rent consultation exercise was recently carried out with our Interested Tenants using an online survey to gather views. The findings from the survey were as follows:

- 78% of those surveyed agreed that we need to review our rent charging policy across the different sizes of homes. As a result of this we will plan to do a review of our rent structure during 2020 and hope to involve a wide range of tenants in those discussions to find a fair method of charging.
- On the question of whether tenants would be willing to pay more rent in order to boost the quantity of works carried out through the 5 year Planned Works Programme, 33% agreed with the majority clearly not in favour of paying extra to receive more home improvements.



### How to report a repair

If you need to report a repair, the easiest way is to call our **Repairs Helpdesk on 01595 744399**.

You can also email us about non-emergency repairs using our direct repairs email —

**housingrepairs@shetland.gov.uk**

When you call, our repairs staff will help to identify the work needed and whether a further inspection might be needed. They will also be able to give you a timescale for completing the work.

**Dampness / Heating** Any tenant who is experiencing difficulty in heating their home, or having issues with dampness, should report that to the Repairs Helpdesk for investigations to be made. [Advice on dealing with dampness](#) can be found on our website.

### Gas Cookers

All tenants are reminded that they must ask permission for any gas cooker installation. Any gas work must be carried out by GAS SAFE registered installer. Tenants are responsible for the safety, repair & maintenance of the gas installation including annual safety checks. All of which must be completed by a GAS SAFE registered installer.

If you have a gas cooker and have not sought permission, please contact us on 01595 74 4360.

### Website Review

The Shetland Islands Council website is currently under review and is going to change during 2020. When using the SIC website for finding housing information, do you find what you are looking for and do you find it easily?

We would love to receive feedback on how you use the Housing part of the website and what improvements you would like to see.

If you would like to leave comments on this, please do so by completing the [online form](#).

**Our 5 Year Planned Works Programme** sets out scheme by scheme where planned replacements of doors & windows, kitchens, roofs, external refurbishments, heating and insulation works are planned to be carried out over the next 5 years.

For next year, 2020/21 we will be carrying out the following contracts, details of which schemes and areas are planned are contained in our [5 Year Planned Works Programme](#) on our website

- ✚ Doors & Windows – 58 properties
- ✚ Kitchen Replacement – 78 properties
- ✚ Roof Replacement – 21 properties
- ✚ External Refurbishments – 12 properties
- ✚ Heating upgrades / replacements – 129 properties
- ✚ Insulation Upgrades – 81 properties

### 5 Way Mutual Exchange

In September 2019, SIC Housing and Hjaltland Housing Association worked together to sign up a [Mutual Exchange](#) that involved a home swap between five households. Sign up day was 20<sup>th</sup> September and included the youngest customer who was just 10 weeks old! Once the tenancies were signed and keys exchanged, there were a lot of smiles and the day was a complete success!

