



Housing Service Report Card 2016/2017



The Scottish Social Housing Charter aims to improve the quality and value of services provided across Scotland by social landlords (councils and housing associations):

- stating clearly what tenants and others can expect from social landlords, and how to hold them to account.
- focusing on achieving outcomes that matter to customers.
- providing a baseline for the Scottish Housing Regulator (SHR) to assess, report and compare how well landlords are performing. This will help identify areas of strong performance and areas which need improvement.

This is the 4th year of reporting in this way so this report card compares our performance in 2016/2017 with previous performance. It helps us to look at the services you pay for and make improvements where identified.



Traffic Lights—How we compare:

Red = worse than our 2015/2016 performance



Amber = close to our 2015/2016 performance





Green = better than our 2015/2016 performance



Quality and maintenance of your home

When you report a repair, we prioritise each job and let you know when the repair should be completed. Different priorities have different target times. The table below shows the number of jobs completed during 2015/2016 and 2016/2017 with the average time taken to complete the repairs.

The average time for carrying out both Emergency and Non-Emergency Repairs has improved, and our performance shows that we carry out the majority of our repairs well within our target times. See table below.

Repairs Completed	2015/2016		2016/2017	
	No of jobs	SIC avg time	No of jobs	SIC avg time
 Emergency (1 day)	582	5.0 hours	503	3.0 hours
 All Non-emergency	5296	18.7 days	4344	17.5 days
Urgent (3 days)	1453	2.38 days	1328	1.38 days
Routine (28 days)	2543	19.7 days	2587	19.3 days
3-Month	718	47.9 days	429	56.2 days



80.20% of repairs reported by tenants were completed 'right first time' compared to the 2015/2016 average of 83.7%.

Housing Repairs



For every repair reported, a satisfaction survey is sent to each tenant. The feedback we received from 498 tenants for 2016/2017 repairs was that 88% of tenants were satisfied with the service they received. This compares to 82% in 2015/2016.

All repairs can be reported to our Repairs Helpdesk on **01595 74 4399** or by email: housingrepairs@shetland.gov.uk.

We will answer your calls on Monday—Friday between 9am-5pm. If you have an emergency repair to report outwith these times, you can call our out of hours service on **01595 69 3972**.

Energy Efficiency in Scottish Social Housing (EESH)

Following the Scottish Housing Quality Standard (SHQS), we are now working towards the next standard which is called the Energy Efficiency Standard (EESH) for Social Housing. This is the first year we have had to complete a submission in this area. We reported that 50.2% of properties comply with the EESH standard. All properties should comply with these regulations by 2020.

Neighbourhoods

Last year, there were 5 cases of anti-social behaviour involving our tenants. Including cases from the previous year, 8 cases were resolved.

Legal Action

Legal action was taken against 24 tenants which were all due to rent arrears, however no tenants were evicted. This is linked to the preventative work that has been going on. If you think you are getting into difficulty, please get in touch.

Value for money



In 2016/2017, we collected 99.9% of the total rent due. This compares to 100% in 2015/2016. This is calculated following the guidance from the Scottish Housing Regulator and takes account of current and former tenancies. It does not mean that there are no arrears of rent – this is reported separately.



1.4% of rent due was not collected due to homes being empty in the last year, compared to 1.3% in 2015/2016.

The percentage of gross rent arrears as at 31 March has increased for the 4th year in a row to 7.76%. If you find yourself in arrears or have difficulty paying your rent, please contact the Recovery Section as soon as possible. The sooner you let us know about any problem, the easier it will be for us to help you resolve it. The phone number to call is **01595 74 4623**.

Total stock and average weekly rents at March 2017

Size	Total SIC stock	Averages	
		SIC	Scottish
Bedsit	70	£44.50	£66.55
1 Bed	430	£59.93	£71.67
2 Bed	541	£73.21	£73.13
3 Bed	636	£86.06	£79.42
4+ Bed	39	£104.69	£88.02

In 2016/2017, our rent increase was 2.3%.

With this report card, you are being sent a tenant satisfaction survey which we ask that you return. Included are questions about the rent you pay. Please take the time to complete the survey so that your views can be taken into consideration for rent setting.

Please note that the figures above are average figures which may include some service charges and are for comparison purposes only. The rent you pay will be different from the table and you will be advised annually of your rent in February.

Homes and rents



In 2016/2017, it took us an average of 34.8 days to re-let homes, compared to the average of 64 days in 2015/2016. We are looking into how we can improve this to allow properties to be re-let more quickly. There are occasions when properties are empty because there is no demand and that impacts on our overall figure. If you have ideas for improvements, please get in touch.

In 2016/17, there were 164 SIC re-lets compared to 128 in the previous year.

Also, 41 applicants were housed through our nomination agreement with Hjaltland Housing Association. This is a decrease from 50 the previous year.

The table shows the number of lets and nominations by locality.

2016/2017 Lets

Locality	SIC Lets	HHA Noms	Total
Central	12	9	21
Lerwick & Bressay	70	25	95
North	35	3	38
North Isles	20	0	20
South	16	2	18
West	9	2	11
Whalsay & Skerries	2	0	2
Total	164	41	205

The number of applications on the housing register at March 2017 was 661.

In 2016/2017, 29 properties were sold under the Right to Buy Scheme. The Right to Buy scheme ended on 31 July 2016.

Estate Inspections

In September 2016, Estate Inspections were carried out across all our housing schemes. This was the first year that we asked you for comments before the inspections were carried out and we appreciated you getting in touch to let us know of any issues before the inspections took place. This allowed us to be prepared for particular concerns tenants had.

Various issues were identified as needing attention; mainly garden maintenance, roofs, gutters, exterior elevations, paths, boundary fences, and abandoned vehicles. Follow up work was carried out by the Housing Service and referrals made to other SIC services, as appropriate.

It was agreed that the timing of these inspections could be improved, so we planned the next inspections for June 2017. Many of our schemes are being kept in a really good condition with tenants taking pride in how they look after their homes and their gardens. Further information on the 2017 findings will be in the next Report Card.

Our houses and schemes are regularly inspected throughout the year. The planned estate inspection gives tenants an opportunity to be more involved in how their area is maintained.

Planned Maintenance

We have also added a link to our planned maintenance on housing schemes which gives tenants timescales for when work is due to take place at their homes. Further details can be found here:

www.shetland.gov.uk/housing/PlannedMaintenance.asp



Lingaro—Before and After Works

Tenant Participation



Joann Johnson has been the Tenant Participation Worker at the Shetland Tenants Forum for many years and has recently retired and the office has now closed.

Joann has been very passionate about the importance of tenant participation and we wish her all the best for her retirement.

How to Get Involved

Tenant participation is a two-way process involving the sharing of information and ideas with the aim of improving the standard of housing conditions and service for tenants.

As always, we are interested to hear our tenants' views. The Housing Service is pulling together a Register of Interested Tenants and if you would like to become involved please get in touch using the contact details on the back of this Report Card. It's important that you get involved with us in a way that best suits you so you don't need to be part of a formal group.

There will be some tenant events organised for 2018, which we will let you know about over the next few months.

Housing Plans

Our Housing Revenue Account (HRA) Business Plan and Asset Strategy were recently added to our website. These documents give details about the plans for the years ahead. You can view them here:

http://www.shetland.gov.uk/housing/policies_housing_policies.asp

Further Charter Information

Our full Charter submission and the report from the Scottish Housing Regulator on our performance is available from the Housing Office and online. We have also added a summary on the key indicators as identified by tenants through their Landlord Report for the last 4 years.

These are both available through this link:

www.shetland.gov.uk/housing/tenants_charter.asp

Feedback on Report Card

When we sent out the last Report Card in October 2016, we asked tenants how they rated the 2015/2016 report card. There were 184 tenants who responded to this, and the majority of tenants considered it to be fairly good or very good.

We are asking for feedback on our Report Card through our survey that is being sent out at the same time, so please let us know what you think and if you have any ideas for improvements, please include them.

Also, if you would prefer to receive a weblink to your annual Report Card instead of a printed booklet, please let us know.

How to Contact Us

Phone

Enquiries: 01595 74 4360
Repairs Helpdesk: 01595 74 4399

Out of Hours

Homelessness: 01595 69 5611
Repairs: 01595 69 3972

E-mail

Enquiries: housing@shetland.gov.uk
Repairs Helpdesk: housingrepairs@shetland.gov.uk

Website: www.shetland.gov.uk/housing