

CALEDONIA HOUSING ASSOCIATION CHARTER SELF ASSESSMENT SUMMARY 2019/20

OUTCOME	DEFINITION	RESULT	ASSESSMENT HIGHLIGHTS	KEY IMPROVEMENT ACTION
1 - Equalities	Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.	Partially achieved	<ul style="list-style-type: none"> Reviewed our systems and arrangements to collect equalities monitoring data across the Group Publicised systems & procedures to receive Freedom of Information requests Average adaptation applications completed in 44 days (Scottish average: 42 days) 	We will implement our Equalities Action Plan for 2020/21, including the improvement of collection of tenant monitoring data & the implementation of updated Equality Impact Assessment.
2 – Communication	Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.	Achieved	<ul style="list-style-type: none"> 93% (36,504) of phone calls answered in time of 49 seconds 1143 Connect on-line service requests processed 90.10% satisfaction with being kept informed 99% of Stage 1 complaints responded to in full at an average of 3.4 days (Scotland average 4.8 days) Detailed association & service information provided via newsletters, website & social media – 4 resident newsletters, Annual Charter report, Annual Assurance Statement report, options approach to annual rent increase consultation & rent harmonisation review 	We will continue to develop the Connect on-line customer portal, increasing the self-service functionality and applications for tenants. We will expand the availability of the Connect on-line customer portal to residents living in Cordale and Bellsmyre
3 – Participation	Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.	Achieved	<ul style="list-style-type: none"> 81% tenant satisfaction with participation opportunities Maintained support for Tenant Scrutiny Panel & Kirkintilloch Area Committee Scrutiny Panel representative on Annual Assurance Statement working group & attend Audit & Risk Sub Committee Wide range of communication methods available for tenants to advise us on how services can be improved including via Connect Appointed independent consultants to engage with tenants to conduct a review of the TP Strategy Options based rent increase consultation implemented Rent & service charge structure consultation exercise undertaken by independent consultants 	We will complete an independent TP Strategy review & develop an implementation plan for recommendations. We will undertake a large scale tenant satisfaction survey in 2020/21.
4 – Quality of Housing	Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good	Achieved	<ul style="list-style-type: none"> 94% homes met energy efficiency ratings (Scot Ave 87%) 96% of stock meets SHQS (Scot Ave 94%) 	We will continue with an extensive planned investment programme, focussing on properties that had

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	state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.		<ul style="list-style-type: none"> 89% tenant satisfaction with quality of home (Scot Ave 87%) Commenced investment works on ex-Antonine HA properties in Kirkintilloch (transfer commitment) Maintained our void property minimum lettable repair standard. £6M invested in maintaining our homes (previous year spend was £5.1M) 	failed to be upgraded due to access issues. We will engage with owners to identify improvement packages for communal areas in mixed tenure blocks.
5 – Repairs, Maintenance and Improvements	Social landlords manage their businesses so that tenants’ homes are well maintained; with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.	Partially achieved	<ul style="list-style-type: none"> Avg time for emergency repairs – 4.7 hrs (4.2 hrs last yr) Avg time for non-emergency repairs – 6.4 days (5.3 days last year) Tenant satisfaction with repairs service – 86% (88% last year) Completed 84% repairs right first time (86% last year) 3 gas services not completed on time (19 last year) Tenant self-service repair reporting function made available via Connect Retendered reactive and relet repairs contracts in 2020 	Repairs performance in 2019/20 was adversely impacted by a main service contractor entering administration & there were delays in re-tendering contracts. These have been completed and new contract terms agreed. We will recruit a new post of Contracts Compliance Officer. We will develop an on-line Contractor Portal to improve contractor reporting. These actions will ensure an improvement in repair outcomes for tenants.
6 – Estate Management, Anti-social Behaviour, Neighbour Nuisance and Tenancy Disputes	Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well maintained neighbourhoods where they feel safe.	Achieved	<ul style="list-style-type: none"> Handled 476 ASB cases during 2019/20 (302 last year) 97% of ASB cases resolved (same % as last year) Tenant satisfaction with n/hood management – 82% (same as previous) Customer 1st Neighbourhood Officer single service delivery model implemented All Housing Act 2014 measures implemented £140k spent on estate repairs and environmental improvements 	Our Neighbourhood Officers will engage with residents in their communities to jointly develop neighbourhood plans & implement local improvement activities

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<p>7,8,9 – Housing Options</p>	<p>Social landlords work together to ensure that people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them; and tenants and people on housing lists can review their housing options. Social landlords ensure that people at risk of losing their homes get advice on preventing homelessness.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> • We built 12 new homes in 2019/20 with a further 193 homes being on site & under construction • Reviewed our Common Housing Register partnership & housing advice arrangements • All Housing Act 2014 measures relating to succession & assignment implemented • Ensured residents, applicants & staff could participate in Angus Council CHR review • Joint tenancy support arrangements with PK Council • Joint partnership project with Anchor House to develop unique supported accommodation & triage service in former Simon House Scheme. 	<p>We will work with partner Local Authorities to develop a collaborative strategy to help to prevent homelessness following commencement of legal action for arrears or ASB (Section 11). We will improve the choices available to housing applicants by supporting Angus Council to implement a Choice Based Lettings CHR system</p>
<p>10 – Access to Social Housing</p>	<p>Social landlords ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> • 424 homes allocated (35% to homeless or other nominations from LAs) • 94% homeless or other referrals received an offer of accommodation • Operate Common Housing Registers with advice services across all areas of operation • Confirmed nomination or Common Housing Register arrangements for homes in ex-Antonine HA 	<p>We will continue with our ambitious plans to develop 1000 new homes (including social rented, low cost home ownership and alternative tenure homes).</p>
<p>11 – Tenancy Sustainment</p>	<p>Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> • 87.4% new tenancies sustained for 1 year+ (91% last yr – change due to increased number going to care or deceased) • 168 adaptations completed (197 last year) • Time to complete adaptations – 44 days (31 last year) • Abandoned properties – 22 (27 last year) • Locally responsive tenant management & sustainment services available via the Neighbourhood Officer single service delivery model • Joint tenancy support arrangements with PK Council • Welfare rights & benefits advice services available in all areas, including maintaining direct provision in Kirkintilloch • Joint partnership project with Anchor House to develop unique mental ill health supported & triage service in former Simon House Scheme. 	<p>We will work with partner Local Authorities to develop a collaborative strategy to help to prevent homelessness following commencement of legal action for arrears or ASB (Section 11).</p>

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<p>13 – Value for Money</p>	<p>Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> • 89% of tenants think rent is value for money (Scot Ave 84%) • Overall satisfaction – 88% (same last year) • 99.4% rent collected (Scot Ave 99.3%) • Gross rent arrears 4.5% (4.7% last year, Scot Ave 5.8%) • Rent lost whilst homes are empty 0.6% (Scot Ave 0.9%) • 3 rent increase options provided as part of rent increase consultation exercise • Rent increase below Scot Ave for last 6 years • Rent commitments maintained for stock transferred from ex- Antonine HA • Average Factoring fee £68 (Scot Ave £102) • Continue to use & publicise HouseMark VFM report 	<p>We will continue to maximise organisational and financial benefits of the Group structure. We will continue to implement the recommendations of the Internal Audit to improve the factoring services delivered to customers, and to maximise consistency across the Caledonia Group.</p>
<p>14 & 15 – Rents and Service Charges</p>	<p>Social landlords set rents and service charges in consultation with their tenants and other customers so that a balance is struck between level of service provided, the costs of the services, and how far current and prospective tenants and service users can afford them; and that tenants get clear information on how rents and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> • Independent consultant completed a rent & service charge structure review, including extensive tenant consultation exercise • 3 rent increase options provided as part of extensive rent increase consultation exercise • 2.4% rent increase (3% last year & Scot Ave 2.5%) • Rent increase below Scot Ave for last 6 years • Budget & rental income assessment undertaken as part of annual business plan development process, inc. use of SFHA rent affordability model • Enhanced rent & service charge information available via the Connect on-line tenant portal 	<p>We will develop a detailed consultation & implementation plan to re-structure our rents in line with the independent review recommendations.</p>