



KEY Housing

Charter
Performance
Report 2015

Welcome to KEY's Second Charter Performance Report





This reports on the performance of our Housing Services over the period from April 2014 to March 2015. We posted a copy of our first performance report to all our tenants in October 2014 and were pleased to get some good feedback from the 155 tenants who returned a feedback form. For this year's report we have responded to your comments by using a few more photos to show the work that we do over the year. We have also included some more information on our finances.

We are grateful for the contribution of Highland TAG who were consulted on the best way to show all our statistics in pictures and graphs. Our tenant engagement group gave us feedback on the later drafts of this report. If you would like to comment on this year's Charter report please fill in the enclosed form or contact us. Contact details can be found on the back page.



Tenant Satisfaction and Engagement

What the Charter says about how we should treat our Customers?

- We must make sure that every tenant and customer has their individual needs recognised, is treated fairly and with respect and receives fair access to housing and housing services
- We must make sure that our tenants and customers find it easy to communicate with us and get the information they need about how and why we make decisions and the services we provide
- We must make sure that tenants and customers find it easy to participate in and influence our decisions at a level they feel comfortable with.

How do you feel about our Housing Services?

For this Charter report we have used the satisfaction results from the Tenant Satisfaction Survey we undertook early in 2014. We will be issuing a new Tenant Satisfaction Survey in early 2016 and look forward to receiving your completed questionnaires.

In 2014, we had an almost 60% response rate with 426 tenants returning their surveys. We are pleased to note that our satisfaction levels with our overall housing service is 92% which is higher than the Scottish Average of 88.1%.

KEY

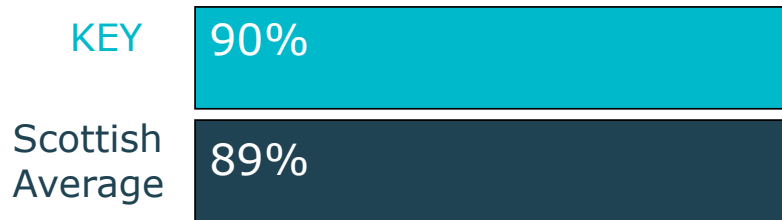
92%

Scottish
Average

88.1%

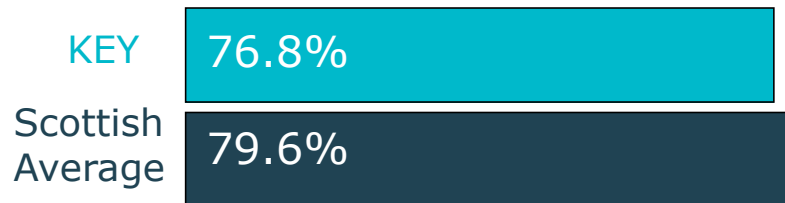
Overall Satisfaction with
housing service

90% of our tenants are satisfied that we keep you informed about our services and outcomes. The Scottish average is 89%.



Satisfaction with being kept informed about our services and outcomes

When it comes to opportunities to participate in our decision making, 76.8% of our tenants were satisfied. The Scottish average is 79.6%. This is an area where we are trying to improve.



Opportunities to Participate in Decision Making





How will we improve?

Last year we were happy to work with The Advisory Group (TAG). We have attended several TAG groups this year from the Highlands down to Clyde Coast. These groups have given their views on our revised repairs survey, which we issued in February, a new furnishings guide and also the format of this report. We look forward to continuing our partnership with TAG to help the continued improvement of our services.

Tenant Group

From these regular consultations and through tenant feedback, we have now formed a tenant engagement group, 'My Home Group'. We had our first meeting in September and have a list of topics we will discuss over the future meetings.

As our housing stock is quite dispersed, we are pleased to offer other opportunities to give us feedback. We will continue to hold letter and phone consultations as well as some focus groups outside of our Main Glasgow Office. We will update you with these opportunities in our newsletter and online.



Website

Last year we said that we would look at improving our website. We are delighted to announce that this work is now underway and that the new look website will be launched in the near future. We will be looking for tenants' feedback on the usability and look of the website as well as the content.

Newsletter

We continue to issue our newsletter, 'At Home'. This will keep you up-to-date with our performance and any opportunities to get involved with decision making. Previous issues are available to view on our website.



Our Performance in Dealing with Complaints

If you feel that we have not dealt with something as well we could have, it is important that you contact us. Our tenants' views and concerns are important to us and we will always treat your views with respect, investigate thoroughly and give you a clear answer.

In 2014/15 we had 19 complaints.

In 18 complaints, we agreed that our service could have been better. Of the 19 complaints, 9 required investigation. All of our complaints were resolved within the timescales set out in our policy.

You should have received a copy of KEY's complaints policy in the envelope with this Charter Report. Our website also has a copy of our Complaints policy or contact us to get a copy sent to you.



Rents and Service Charges

What does the Charter say about Rents and Service charges?

- We must set rents and service charges in consultation with our tenants and customers
- We must get a balance between the level of services provided, the costs of the services and how affordable our rents are
- We must give information on how rent and other money is spent
- We must consult with our tenants on whether they want to see details of individual expenditure above a certain level.

Weekly Rents

	Bedsit	1 Bed	2 Bed	3 Bed	4+ Bed	4+ Bed (Family)
KEY	£71.82	£79.06	£86.32	£94.72	£146.33	£88.62
Scottish Average	£64.03	£68.54	£69.60	£75.69	£84.04	£84.04
Difference	+12.1%	+15.3%	+24%	+25.1%	+74.1%	+5.4%

Our rents are higher than the Scottish average (see table on facing page) which reflects the fact that we are a specialist housing provider. Often the rents are shared between 2 or more tenants. We have included the average rents for specialist housing providers in a separate table below to show a more realistic comparison.

The rents for our larger houses are high but these are our large properties where the rent is shared and often we have the additional cost associated with licensing these as Houses in Multiple Occupation, which other landlords do not face. Where we have a 5 apartment house rented to one family the weekly rent is £88.62 which is comparable with the Scottish average.

	Bedsit	1 Bed	2 Bed	3 Bed	4+ Bed
KEY	£71.82	£79.06	£86.32	£94.72	£146.33
Specialist Housing	£94.45	£97.68	£95.34	£94.30	£97.09
Difference	-23.9%	-19.1%	-9.5%	+0.4%	+50.7%

This year we expect to receive £3,408,781 from rental income. On average we increased our rents by 1.9%.

How We Spend Your Rent

£963,095 Management Costs - this is the cost to provide our housing services including salaries and a share of central office costs.

£507,329 Servicing - this refers to the money spent on servicing items in your home such as gas boilers, smoke detection and other equipment. This ensures they are working and safe to use.

£474,736 of Planned Major Repairs - this is the money we spend on replacing items such as heating systems, kitchens, bathrooms, windows and roofs. More details on the planned major repairs spend in the next section.

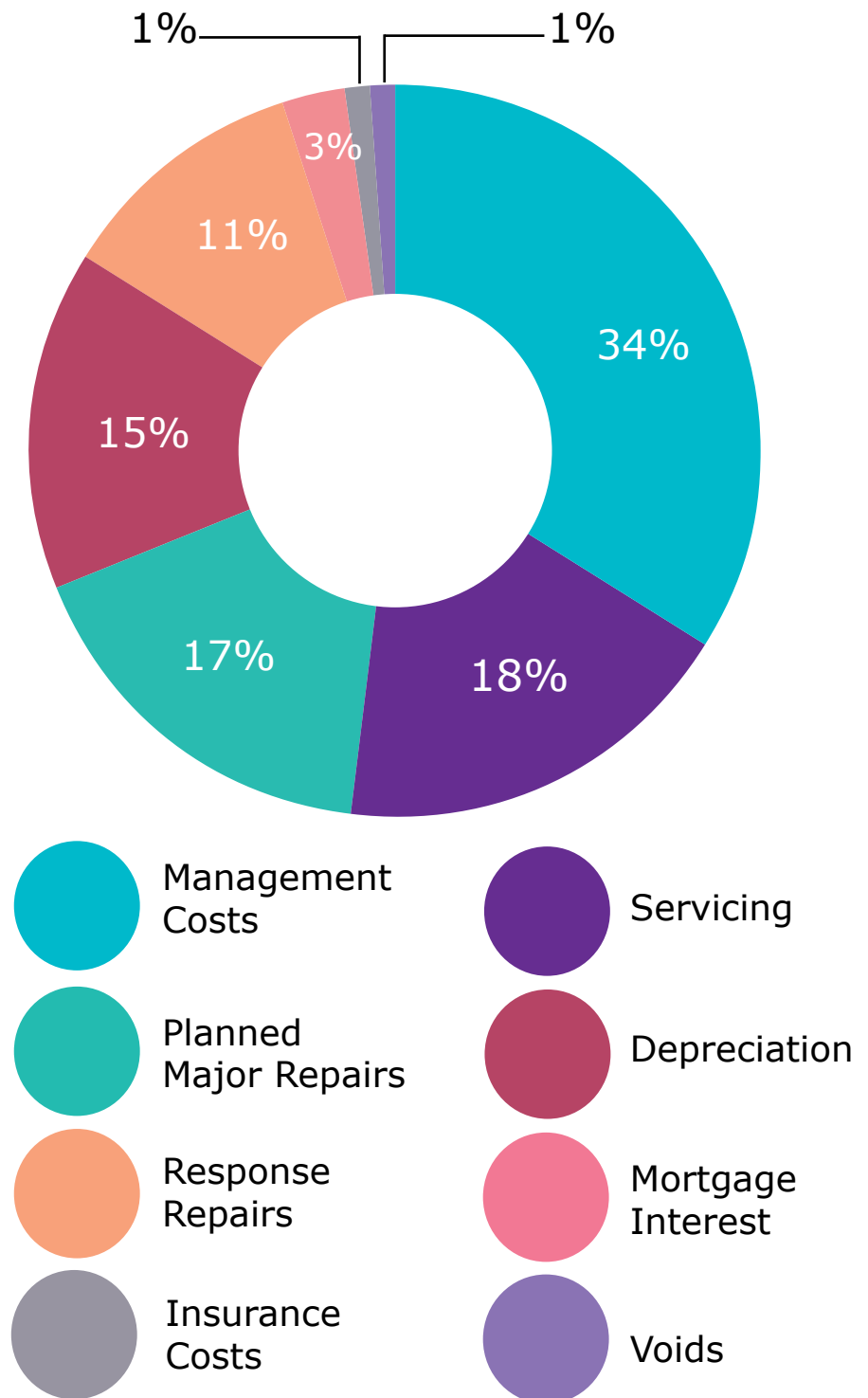
£422,387 of Depreciation - this is the money set aside to cover the fact that each year our properties decrease in value.

£299,286 of Response Repairs - this is the money we spend on day-to-day repairs, keeping your home maintained.

£98,000 of Mortgage Interest - this is the interest we are charged on the loans we took out to build your homes.

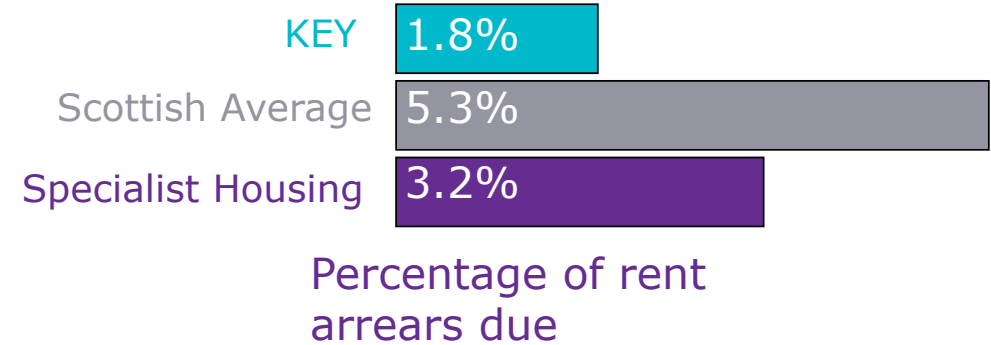
£32,349 on Insurance - this is the money spent to provide insurance to cover the rebuilding of your homes, if necessary. This is different from home contents insurance which you are responsible for taking out.

£30,309 on Voids - this is the rent which we don't collect when one of our properties is empty.



Rent Arrears

When our tenants do not pay their rent we lose money. Our Housing Officers work hard to make sure that all rent is collected and to help tenants claim any benefits they are entitled to. Our arrears this year were 1.83% which is less than 2013/14 when they were 2.08%. It is also better than the Scottish average of 5.3% and specialist housing providers average of 3.2%.



We did not collect 0.9% of the rent due to empty homes this year. This is the same as 2013/14.

Re-let times

This year we re-let 40 properties; 36 to supported tenants and 4 to unsupported tenants. This year, when properties became empty it took us an average of 54.5 days to re-let them. This has increased from 2013/14 when it took us on average 49.6 days. Our re-let time is longer than the Scottish average of 36.8 days. We take longer to re-let our houses because support arrangements with the local authorities take longer to finalise. We work closely with KEY Community Supports, Social Work Departments and other support agencies to reduce the time our properties are left empty. We will continue to work hard over the next year and try to reduce the time taken to re-let houses.



Quality & Maintenance of Your Homes

What does the Charter Say about Quality and Maintenance?

- We must manage our homes to meet the Scottish Housing Quality standard by April 2015
- When someone moves into one of our houses it is clean, tidy and in a good state of repair
- All repairs and improvements should be done when they are required
- Our tenants should have a reasonable choice about when repairs are done.



Quality Performance

100% of our houses meet the Scottish Housing Quality standard. This is better than the Scottish average of 91%. All registered social landlords were required to have their stock meet this standard by March 2015. Our houses met the standard in March 2014.

We are now focusing on the Energy Efficiency Standard for Social Housing (ESSH) which was developed to help improve the energy efficiency of social housing. This should mean that your homes are easier and cheaper to heat.

Next year in our Charter report we will be reporting how many of your homes will need work to meet the EESSH requirements.

We have started work on the small number of properties which need work. We have just finished big projects at Budhill in Glasgow (pictured below) and Stenhousemuir (pictured on facing page and right) to improve the energy efficiency of the buildings. We were able to install insulation at both developments where the buildings were “Hard to Treat” and could not have cavity wall insulation. This was all thanks to a grant from The Energy Savings Trust. The results are vastly improved energy efficiency ratings in the buildings, improved carbon footprints and they now meet the EESSH standard.



We have until 2020 to bring all our houses up to the EESSH standard. At the moment we have 32 properties which we think will not meet the EESSH standard. We will be required by the Scottish Housing Regulator (SHR) to report formally on this next year.

93.4% of our tenants are satisfied with the quality of their homes. This is above the Scottish average of 85.8%.

Planned Major Repairs

Every year we look at which properties need new kitchens, bathrooms, windows, doors and roofs. We have a plan for when they might need replaced but decisions are made by the age of the house and an assessment by our maintenance officers.

Some of our Major Repairs spend in the last year was:

£164,000 on new heating systems

£98,000 on new kitchens or bathrooms

£91,000 on new windows.

One of our projects was fitting new windows in Dunoon (pictured right) and Erskine. Erskine also had some new bathrooms fitted.

We also spend your rent money on maintaining your homes for example:

£68,000 on painting windows and external doors

£25,000 for extra work to gardens

£20,000 for painting and new vinyl for common closes.



In addition to day-to-day repairs and replacing items, we also regularly service your gas boiler, smoke detection and any other specialist equipment to make sure it is safe and working well.

We will continue to feature updates on our major repairs programme in our newsletter.



Development

Over the past 10 years we have been remodelling our larger shared houses into individual flats for our tenants. As of March 2015 we only have 10 houses registered as HMO's (Houses in Multiple Occupancy). This means that 3 or more people are sharing the house.

Last year we remodelled a large shared house and flat in St Ninians, Stirling into 4 flats. We received funding from the Scottish Government for this work and are delighted with the results.

Everyone moved back into their new homes in January 2015 and enjoyed being able to decorate and organise their home exactly as they wish.



Adaptations

We can carry out adaptations to your home if you need help to continue to live there.

Last year we completed 34 adaptations in our properties. Most of our adaptations are in bathrooms to remove baths and fit level access showers. We have also fitted hoists, grab rails and altered doorways to make homes more accessible. We receive grant funding from the Scottish Government and from Glasgow City Council (for Glasgow City Council area) to pay for these. On average it took 76 days from receiving the request for an adaptation to completion of the work. This is longer than the Scottish average of 55 days. We will be working hard to improve this time.

We applied for and received £102,000 of grants in the past year.

We also received additional money to pay for an extension to 1 of our properties in Bainsford, Falkirk. Julian (pictured centre right) has been a KEY tenant for many years and although he liked where he lived he was unable to get the full use of his house. Thanks to funding we were able to extend and remodel his flat so that it is more open plan and accessible. We were also able to add an additional entrance with a ramp so Julian can get in and out his flat with ease.

We have fitted a lift at our Rutherglen properties to help our tenants access the building more independently (pictured bottom right).



Routine Repairs

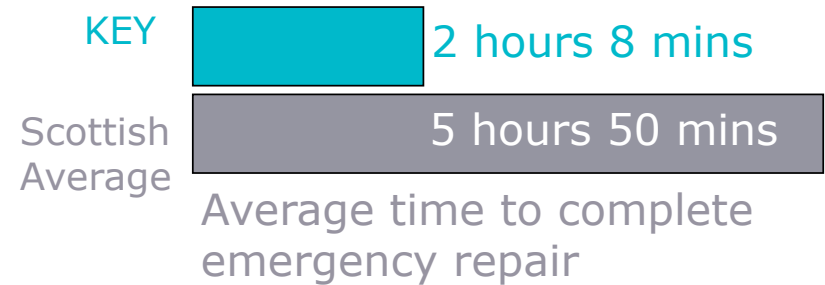
Last year we carried out 3,086 repairs to your homes. **An average of 4.43 repairs per occupied home.**

Our average time to complete a non emergency repair was 3.13 days or 3 days 3 hours. This compares with the Scottish average of 7.9 days or 8 days 5 hours.



Emergency Repairs

We carried out 36 emergency repairs in the last year. We must complete emergency repairs quickly so they are not a danger to you or your home. On average our emergency repairs were completed within 2 hours 8 minutes. This is 10 minutes quicker than last year and better than the Scottish average by over 3.5 hours.



96.9% of our repairs were "Right First Time" which is better than the Scottish average of 90.2%.



Satisfaction with Repairs Service

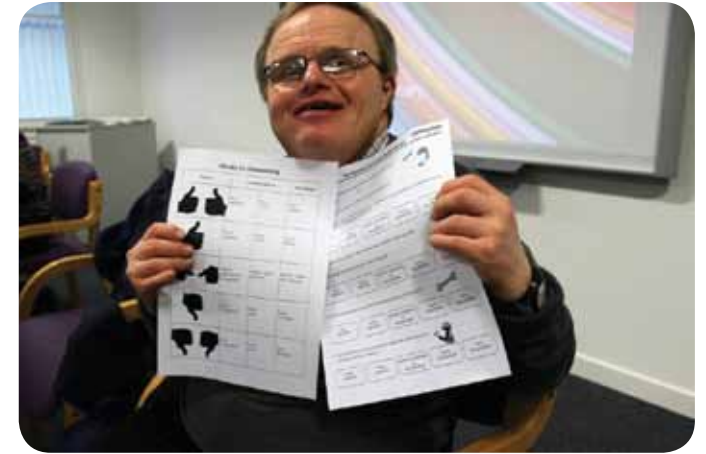
We carry out an annual survey to find out how happy you are with our repairs service and the most recent was issued in February 2015. We asked some additional questions to our tenants who share a close or hallway with other tenants.

92.8% of tenants are satisfied with the repairs service you receive from us which is an improvement on last year's result of 91.9%.

In last year's charter report, we had 2 areas with lower satisfaction scores: decoration of exterior and common areas, and garden maintenance.

From our recent survey we have identified that you are happy with the standard of the exterior decoration of your homes. There were areas of concern with some of the closes or shared hallways. Our Housing and Maintenance Officers have been doing follow-up inspections and we have taken action in some areas. This includes cleaning services, repainting and tenant's continuing to keep communal areas clean and tidy.

We will reassess this in the next Tenant Satisfaction Survey.



Garden Maintenance



We were happy to see that the extra work we have done with our garden maintenance contractors over the last 2 years has had results. 76.5% of tenants are satisfied with the garden maintenance service which is almost a 10% increase from 2014 (67%).

2015

76.5%

2014

67%

Satisfaction with Garden Maintenance Service

There have also been some major efforts made by our tenants to brighten their gardens up. We feature many of these in our newsletter.

One project was a garden community day at our properties in Nitshill, Glasgow. Thanks to a community grant from Optima Legal (as well as donations from Beeches Cottage Nursery and other individuals), our tenants were able to brighten up their garden with lots of potted plants, a kitchen garden and spruce up all the garden furniture (pictured right). Everyone had a great time on the day and the garden will continue to be enjoyed by all.



Neighbourhood & Community

What does the Charter say about the Neighbourhood and Community?

- We must work in partnership with other agencies to make sure our tenants live in well maintained neighbourhoods where they feel safe.

Our Housing Officers work hard to resolve all reports of anti-social behaviour and will respond quickly to any concerns raised by tenants. 78.9% of the concerns raised were resolved this past year. We understand that this will not always be to everyone's satisfaction but we work with tenants, their families, support workers and external agencies, when required, to ensure all our tenants can enjoy their homes and neighbourhoods peacefully.



KEY
Scottish
Average

88%

84.9%

Satisfaction with
management of
neighbourhood



KEY Statistics



Below are some of the main statistics about KEY and our tenants.

- 712 houses for rent in 15 local authority areas throughout Scotland
- 751 tenants – some of our tenants live in shared houses
- 570 tenants are supported by Key Community Supports; 211 tenants are supported by other agencies (including KEY Community Lifestyles)
- 125 tenants are unsupported
- We lease 66 houses from other landlords
- In total we have 830 tenants
- We do not have a housing waiting list as we only have, on average, 4 unsupported lets per year. We seek nominations from local authorities housing waiting lists for unsupported lets.

Specialist Housing

When comparing our performance, you will see us refer to the group “Specialist Housing”. This consists of housing associations that are similar to KEY and can give a more realistic comparison. They are referred to as our peer group. The Housing Associations included in this group are Ark, Barony, Bield, Blackwood, Loretto, Trust and Viewpoint.



About the Scottish Social Housing Charter



The Scottish Social Housing Charter sets out the standards and outcomes which we should achieve when we deliver housing services to our tenants and other customers.

The Scottish Housing Regulator monitors and assesses the performance of all housing associations. In August 2015 the Regulator issued our second Landlord report showing our performance against selected outcomes and indicators and we have enclosed a copy of the Regulator's report.

If you would like any more information or statistics on KEY Housing's performance in relation to its Housing Services, you can visit the Scottish Housing Regulator's (SHR) website where you can download a copy of their performance report and more detailed statistics.

Additional Publications

KEY has also produced its Annual Review this September which is sent to all of KEY's members. The Annual Review talks about all our support work. If you would like to have a copy, please get in touch.

Our newsletter, 'At Home', is issued 3 times a year and will give updates about our progress against the Scottish Housing Charter outcomes. Previous issues of the newsletter are also available to view on our web site: www.keyhousing.org





Our front cover is a photo taken at a garden project at our Nitshill properties in August. The image on our back cover is a ceramic tile that was created by Christopher, who lives in Glasgow, as part of this garden project. The 8 pictures featured above are also tiles created at this event by various tenants and staff of KEY.

Special thanks to Donald, Sylvia, Georgia, Ali, Daniel, Robin, Susan, Barbara, Brian, Mark B, Fiona, Georgia, Agnes, Sean, Karen, Peter, Jack, Brenda, Joe W, Julian, Joe M, Patricia, Mark F, Cathy, Michael, Jim and Uisdean and everybody at the Nitshill garden day for letting us use their photos.



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