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# Key Housing Charter Report 2020

As you can see the Charter Report is smaller and unlike previous years where it would be a separate publication, this year we have a feature insert in the middle of our newsletter.

This is partly because we would normally spend the summer months out and about collecting photos and stories which we could not do due to the restrictions. Should things get back to normal next summer then we plan to publish our usual Report once again.

## Tenant Satisfaction

We reported on our most recent tenant satisfaction survey in our last newsletter which was delayed due to Covid.

Below is a quick summary of the main satisfaction ratings.



We are pleased that the satisfaction level with the overall service provided is **95.1%** which is much higher than the Scottish average of **89.1%**.



**86.1%** of our tenants were satisfied with how we keep them informed about our service and outcomes which is lower than the Scottish average of **92.0%** but is higher than our peer group of **83.9%**

**76.9%** of our tenants were satisfied with the opportunities to participate in Key's decision making. This is less than the Scottish average of **87.2%** but slightly higher than our peer group of **76.0%**





## Repairs

### Emergency Repairs

**3.0 hours** is the average time Key took to complete emergency repairs, compared to the Scottish average of **3.6 hours**.

**95.5%** is the percentage of reactive repairs which Key completed “right first time”. This compares well with the Scottish average of **92.4%**



### Non-Emergency Repairs

**4.1 days** is the average time Key took to complete non-emergency repairs, compared to the Scottish average of **6.4 days**.

### Scottish Housing Quality Standard

**99.9%** of our homes meet the Scottish Housing Quality Standard in comparison to the Scottish average of **94.4%**

**95.7%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

These figures are gathered from our tenant satisfaction survey and our maintenance survey.

**This level of satisfaction continues to be high and has been increasing for the past three years.**

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## Home and Rents



Key owns **713** homes and rents a further **87** homes from other landlords.

Total rent due to Key during the financial year was **£4,864,137** with our rents increasing on average by **1.6%** from the previous year.

Below is a table showing how our rents compare per apartment size with the Scottish national average and with our peer group of specialist housing providers.

Size of Home	Number of Homes Owned	Rent per week - Key	Rent per week - Peer Group	Rent per week - Scottish Average	Rent Difference to Scottish Ave
1 Apartment	7	£80.79	£126.90	£73.47	+9.9%
2 Apartment	417	£89.23	£122.50	£78.02	+14.4%
3 Apartment	182	£96.52	£106.28	£80.10	+20.5%
4 Apartment	89	£108.52	£106.29	£87.08	+24.6%
5 Apartment	18	£168.11	£118.26	£96.18	+74.8%

## Value for Money

For the financial year 2019/20 Key had gross rent arrears of **1.88%**, this compares well with our peer group of **2.31%** and is even more impressive when compared to the Scottish average of **5.81%**.

We did not collect **1.0%** of rent due because homes were empty, compared to the Scottish average of **0.9%**.

Our peer group of housing association's rent loss due to homes being empty was **2.5%**.



It took us an average of **60.7 days** to re-let homes, compared to the Scottish average of **31.8 days**.

Our peer group of housing association's took an average of **48.2 days** to re-let homes.

Key Housing collected all of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

## Neighbourhoods



**88.0%** of anti-social behaviour cases were resolved, compared to the national average of **94.1%**.

We have had a decrease in the number of anti-social behaviour cases for the past four years.

