

Report to Tenants

October 2019

Scottish Social Housing Charter Performance

2018/19



Clackmannanshire
Council

www.clacks.gov.uk

Comhairle Siorrachd
Chlach Mhanann

This is our 5th report on our performance against the Scottish Social Housing Charter. The Charter was reviewed by the Scottish Government and a new Charter was launched in April 2017. The Scottish Housing Regulator carried out a consultation in relation to the performance indicators we collate and report on. Since April 2019 we have started gathering the changes to the indicators and these will be included in the annual return on our charter performance next year.

Housing Quality and Maintenance



During 2018/19 we invested over **£4.5m** on key projects, improving the condition of the Housing stock. This builds on previous investment commitments and continues to sustain and consolidate the council's position in terms of compliance with the Scottish Housing Quality standard. This work included new kitchens, front doors, windows and replacement roofs and fencing.

Percentage of Stock meeting SHQS	Percentage of properties with gas safety record renewed by anniversary date
Clacks 17/18 97.66% 97.73%	Clacks 17/18 100% 100%
Scottish LA Average 97.66%	Scottish LA Average 100%

We have made further progress on working towards achieving Energy Efficiency Standard for Social Housing (EESH) with 72.7% compliant. Our programme to update external wall insulation completed further properties this year ensuring we are making good progress on this standard. Central heating replacement and safe electrical enhancement are key tenant priorities. Most of our failures in relation to energy efficiency are due to tenants refusing a central heating upgrade however we will continue to work with our tenants to encourage new system installations, this will not only make the heating system more efficient but make homes warmer.

Repairs



There has been an increase in the time taken to complete non emergency repairs. We have tried to balance how fast we respond to emergency repairs to ensure our own trades can concentrate

on planned works. At the same time, we're dealing with a high number of complex repairs which take us longer to complete such as fire damaged properties. Our aim is to provide more first time fixes, which can lead to increased time spent on some repairs. To improve our performance we are recruiting for vacant posts to deal with the demand.

Percentage of reactive repairs completed right first time	Average time to complete non emergency repairs	Average hours to complete emergency repairs
Clacks 17/18 97.73% 94.72%	Clacks 17/18 4.14 days 6.2 days	Clacks 17/18 3.34 hours 3.38 hours
Scottish LA Average 92.3%	Scottish LA Average 7.8 days	Scottish LA Average 4.3 hours

Neighbourhood and Community



During last year 36 properties were abandoned

We invested **£279k** in your local areas, including resurfacing, creating parking bays, general landscaping and making areas safer with CCTV installation and security lights.

In 2018/19 we had to evict more tenants than in the previous year. We try to intervene where tenants act antisocially or are not paying their rent, however sometimes our interventions don't work.

Percentage of ASB cases resolved within local agreed target	Percentage of court actions initiated which resulted in eviction because rent had not been paid
Clacks 17/18 75.26% 77.1%	Clacks 17/18 13.64% 33.02%
Scottish LA Average 86.7%	Scottish LA Average 16.5%

Access to Housing & Support



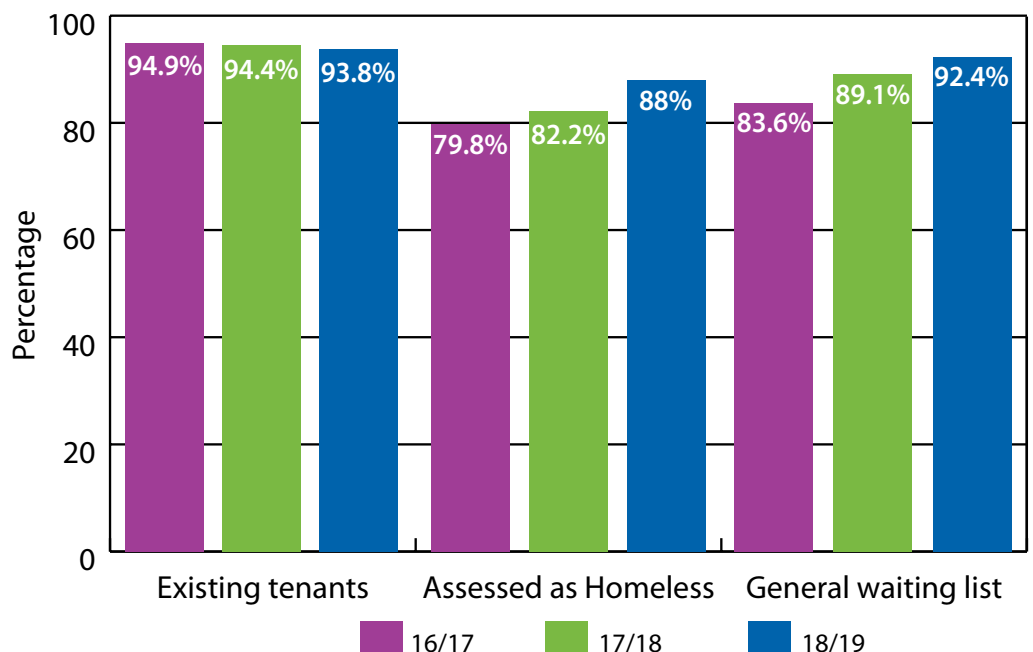
During last year 470 properties became vacant

446 properties were let in 2018/19

Average time to re-let	Percentage of tenants satisfied with the standard of their home when moving in
Clacks 17/18 33.04 days 38.47 days	Clacks 17/18 97.14% 98.3%
Scottish LA Average 35.9 days	Scottish LA Average 82.7%

We reviewed our allocation policy in March 2019 to ensure that it complied with legislative requirements. We sent letters to 1,700 applicants on the waiting list to advise them of the changes to the policy and to review their applications to see if they still wished to remain on the waiting list for housing. At the end of the review (at 31st March 2019) we had a total 1195 applicants on the waiting list. It has taken a bit longer to re-let properties this year, however 36 more properties became empty during 2018/19 compared to the previous year. There were a few other factors which had an adverse affect on our performance. Our preferred energy supplier went into liquidation which left us unable to purchase gas and electric for vacant properties. There has been an expansion of new builds in the area meaning more families have moved to suitable properties leaving us with more empty properties. To try and improve performance this year we will procure a new preferred energy supplier and ensure that we direct the resources to the right place.

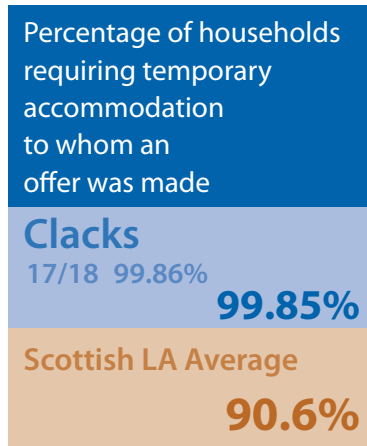
Tenancies Sustained for More than a Year



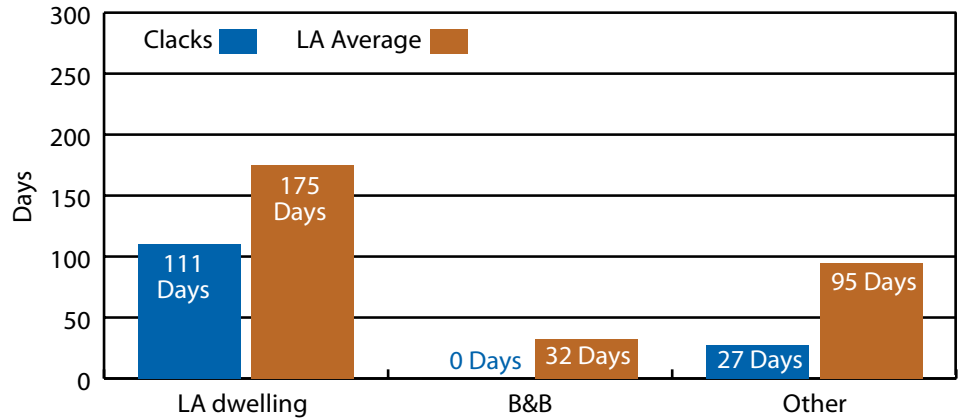
Homelessness



Clackmannanshire Council submitted our Rapid Rehousing Transition Plan in December to set out how we can ensure applicants reach settled accommodation as quickly as possible and reduce our use of temporary accommodation. The figures below show that the average time our applicants spend in temporary accommodation is already below the national average.



Average Length of Time in Temporary Accommodation by Type



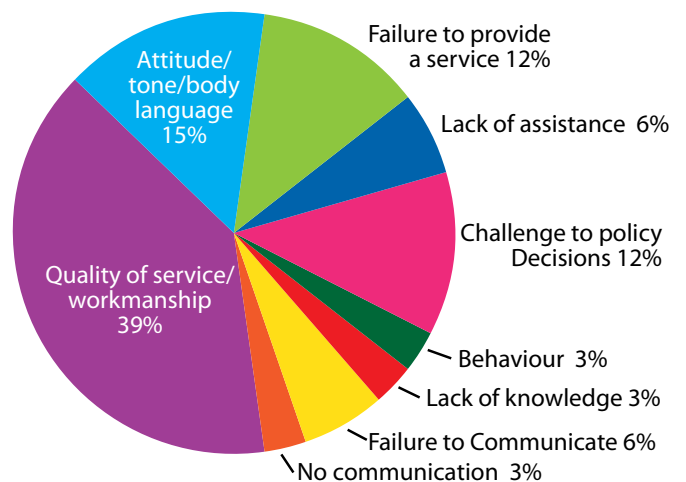
The customer/landlord relationship



	1st stage complaints	2nd stage complaints
% responded to in full	100% 27	100% 6
% complaints upheld	18.5% 5	0% 0
% responded to within the Scottish Public Ombudsman timescales	100% 27	100% 6

We aim to do the best we can for our customers, however sometimes they are unhappy with the service they receive. You can complain to Clackmannanshire Council in any of the following ways:

- Online:** www.clacks.gov.uk
- By phone:** 01259 450000
- In person:** At any local office
- In writing:** Customer Services, Clackmannanshire Council, Kilncraigs, Alloa, FK10 1EB



Getting good value from rents and service charges



The rent arrears at the end of 18/19 was 9.05% compared to the Scottish LA average is 7.3%

Rent collected from tenants was 97.74% compared to the Scottish LA average of 98.7%

The percentage of rent lost through properties being void in 2017/18 was 1.14% (£206,096)

£44,047 former tenant rent arrears were written off

Feedback



We would like your feedback on the format and content of this report.

Please go to <https://clackmannanshire.citizenspace.com>

You can also give us feedback over the phone, please call **01259 225100**

Useful numbers



Council Contact Centre	01259 450000
Tenancy Management	01259 225100
Housing Repairs	01259 452000
Council Tax/Benefits	01259 226237


You can read more about the Scottish Housing Regulator and you can compare our results with other landlords by visiting their website www.scottishhousingregulator.gov.uk. You can also view our full ARC return here and compare our performance with other landlords.

If you would like further information or to request this report in another format please contact:

Housing Business Management Team
Clackmannanshire Council

Kilncraigs
Alloa

FK10 1EB

 01259 450000

 housing@clacks.gov.uk



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