

# Report to tenants

**West Lothian Housing Partnership**  
How we performed in 2016/17



# How we performed in 2016/17



This is our report to tenants on how West Lothian Housing Partnership (WLHP) has performed on the standards set out in the Scottish Social Housing Charter (Charter).

Each year, WLHP reports how we have performed to the Scottish Housing Regulator (SHR) through the Annual Return on the Charter (ARC). After we submit this information, the SHR asks us to report this information to our tenants.

## Our profile

At end March 2017, WLHP has 381 homes in West Lothian. The total rent due over 2016/17 was £1,575,823. Following consultation with tenants, rent increased by 2.4% from the previous year.

No. of lettable units		Average weekly rent £
1 apartment	0	
2 apartment	57	£72.37
3 apartment	221	£78.23
4 apartment	100	£84.66
5+ apartment	3	£92.09

Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	0	18	108	100	3	<b>229</b>
High-rise	0	0	0	0	0	<b>0</b>
Tenement	0	21	35	0	0	<b>56</b>
Four-in-a-block	0	18	78	0	0	<b>96</b>
Other flat/maisonette	0	0	0	0	0	<b>0</b>
Total owned	0	57	221	100	3	<b>381</b>
<b>No of lettable units</b>	<b>0</b>	<b>57</b>	<b>221</b>	<b>100</b>	<b>3</b>	<b>381</b>

### Improving performance

During 2016/17, 18 out of 26 performance measures (69%) that we reported to the SHR are in the top quartile when benchmarked against similar Registered Social Landlords (RSLs). This is significant progress on last year when 54% were in the top quartile.

The WLHP Board has overall responsibility for how well we are delivering for tenants. Our Scrutiny Panel, made up of tenants and other customers, also looks at how WLHP and the other landlords in Wheatley Group perform against the Charter. You'll see some feedback from the Scrutiny Panel throughout this report.

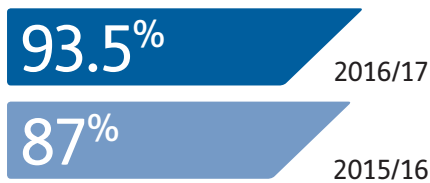
### Our relationship with you

We are delighted that in 2016/17 more tenants are satisfied with the overall service they receive from WLHP, now at 93.5%. In addition, the percentage of tenants satisfied with the opportunities to influence decisions increased to 94%. Tenants across WLHP have directly influenced our decision making and it's great to see that more tenants acknowledge this.

If you would like to get involved and make sure services are inclusive, accessible and reflect the needs of all tenants, please contact our Community Engagement Team on 0800 011 3816.

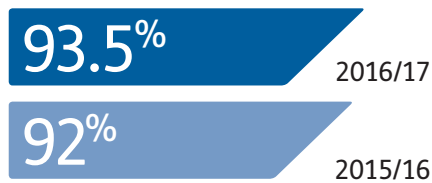
#### Overall satisfaction

Tenants satisfied with the overall service



#### Keeping you informed

Tenants who feel their landlord is good at keeping them informed about their services and decisions



#### Decision making

Tenants satisfied with the opportunities to participate in their landlord's decision making



**The panel believes there is more evidence of tenants influencing and participating in decision making.**

In the next 12 months, the panel will consider implementation of local engagement plans and whether they contribute to further improving satisfaction with opportunities to participate in decision making.



# Homes and neighbourhoods



We have continued work to modernise and maintain our homes, investing over £770,000 across our communities in 2016/17. We are therefore delighted to see an increase in the percentage of existing tenants who are satisfied with their homes, now at 85%.

In 2016/17 we have progressed plans for 97 new affordable homes in Bathgate and Winchburgh. Together with our partners in Wheatley

Group, we invested £20m on strengthening environmental services across the Group, including the recruitment of over 200 new staff. The percentage of tenants in WLHP who are satisfied with the management of their neighbourhood has increased to 90% during this time. We hope our new partnership with Keep Scotland Beautiful will help us improve this further, involving tenants in assessing, grading and improving neighbourhoods.

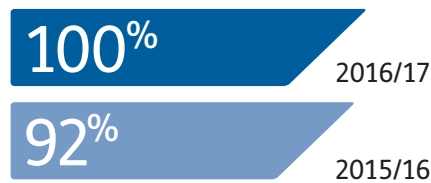
## Quality of tenants' homes

Existing tenants satisfied with the quality of their home



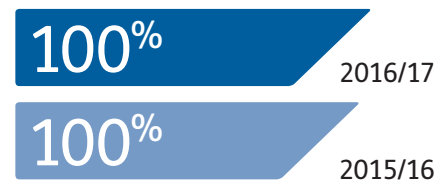
## Standard when moving in

Tenants satisfied with the standard of their home when moving in



## Meeting standards

Stock meeting the Scottish Housing Quality Standard (SHQS)



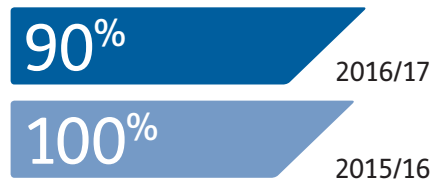
## Neighbourhood management

Tenants satisfied with management of the neighbourhood they live in



## Anti-social behaviour

Anti-social behaviour cases reported which were resolved within locally agreed targets



The panel considered satisfaction with the quality of their homes and see a link between this and tenants' view on value for money.

Beyond individual properties, the panel believe that satisfaction with management of neighbourhoods is linked to investment in the properties. This is a positive for WLHP's tenants.

# Repairs

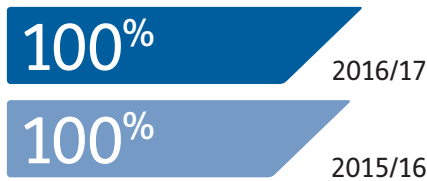


The percentage of tenants satisfied with our repairs and maintenance service is up once again, now at 88%. 2016/17 saw us reduce the time to complete both emergency and non-emergency repairs, and improve the percentage of reactive repairs completed right first time. Our focus is on delivering a modern, local and more efficient repairs and maintenance service. During 2016/17 we

worked with Dunedin Canmore, one of our partners in Wheatley Group, who have now taken over responsibility for our repairs and maintenance service. Increasing satisfaction with this key service will continue to be a priority for WLHP. We are pleased that in the meantime we continue to perform strongly on the average time to complete emergency repairs, at around four hours.

## Repairs appointments

Repairs appointments kept



## Emergency repairs

Average time to complete emergency repairs (hours)



Tenants satisfied with repairs or maintenance carried out in last 12 months – 2016/17

# 88%

2015/16 – 80%

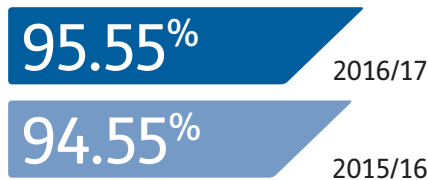
## Non-emergency repairs

Average time to complete non-emergency repairs (days)



## Reactive repairs


Reactive repairs completed right first time



Properties requiring a gas safety record which had gas safety check by anniversary date – 2016/17

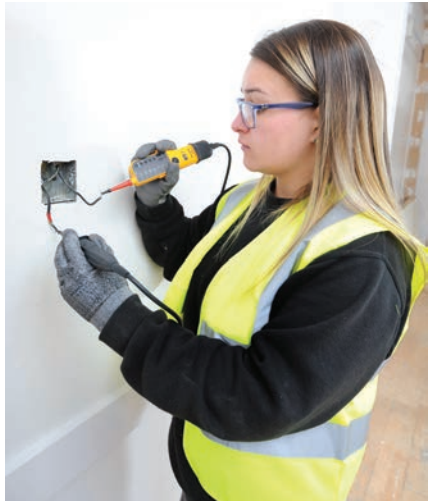
# 100%

2015/16 – 100%



**The panel have noted WLHP's significant improvement in the percentage of tenants satisfied with repairs or maintenance carried out in the last 12 months.**

The panel will review the impact of the joint venture to new repairs service over the course of 2017/18.





# Rent and value for money

It is encouraging to see that the percentage of tenants who say they feel that rent for their home represents good value for money has continued to increase, now at 87%. Delivering value for money will remain a priority for WLHP.

During 2016/17, WLHP continued to improve housing management processes, including collection of rent and time taken to re-let properties. Our annual rent campaign helped over 40 customers to be more in control of their finances and no longer in housing debt.

Our new website, designed in consultation with tenants, allows tenants to easily pay rent online. Approaching 80 WLHP tenants were registered for the new website by the end of 2016/17.



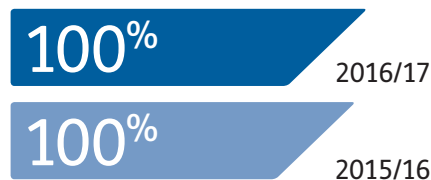
## Value for money

Tenants who feel the rent for their property represents good value for money



## Rent collected

Rent collected as a percentage of total rent due



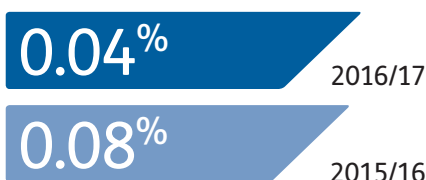
## Rent arrears

Gross rent arrears



## Rent lost

Rent lost through properties being empty



## Re-let properties

Average length of time taken to re-let properties (calendar days)



## How we handle complaints

WLHP works with the Scottish Public Services Ombudsman (SPSO) to improve and monitor complaint handling processes. We are delighted that all complaints are responded to in full within SPSO timescales.

### Complaints

Complaints responded to in full within SPSO timescales

100%

2016/17

100%

2015/16



**The panel is very pleased to see an increase in the percentage of tenants who feel the rent for their property represents good value for money.**

Given the importance of this area, the panel believes the rent setting process should have a clear focus on understanding and demonstrating value for money. They will provide direct feedback on the process in 2017/18.

West Lothian Housing Partnership is registered as a company limited by guarantee, registered number SC188968. Scottish Charity No. SC031668. Registered with the Scottish Housing Regulator, number 318. VAT registration no. 135 5317 26. Registered office: Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL.

Printed on 100% recycled paper. Please recycle responsibly.

