

REPORT TO TENANTS

How we performed in 2015/16...



Let's see how we did this year

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).

As a social landlord, WLHP has to report to the Scottish Housing Regulator (SHR) on how we have performed each year. This information, which has to be backed up by evidence, was given to the SHR in May 2016 through the Annual Return on the Charter (ARC).

After we submit this information to the SHR, they ask us to report our performance to our tenants. This includes indicators and other information, including:

- Landlord profile
- Satisfaction
- Housing quality and maintenance
- Neighbourhoods and community
- Getting good value from rents and service charges.

Homes and neighbourhoods

We know that your home and neighbourhood are really important to you.

Investing in homes

Existing tenants' satisfaction with the quality of their home and new tenants' satisfaction with the quality of their home when moving in both recorded a decrease in 2015/16. Existing tenants in Blackburn were particularly dissatisfied.

During our roadshows in Summer 2015, we spoke to you about what we could do to make sure you were more happy with your home. As a result of

your feedback, we've brought forward plans for investing in our homes. New investment plans are already underway in some areas.

We will continue to invest in improving our existing homes. We also have plans in place to build new homes in the coming years.

Investing in your neighbourhood

More tenants in 2015/16 are satisfied with our management of the neighbourhood they live in – now at 87%, up seven percentage points.

We continue to work on new ways to improve the environmental service you receive and how we manage anti-social behaviour, helping to make sure your neighbourhoods are clean, safe and attractive places to live. We'll keep you informed of plans during 2016/17.



Tenant satisfaction with the quality of their home:

2014/15 **82%**
2015/16 **78%**

Tenant satisfaction with the management of the neighbourhood they live in

2014/15 **80%**
2015/16 **87%**

Percentage of tenants satisfied with the standard of their home when moving in

2014/15 **100%**
2015/16 **92%**

Percentage of anti-social behaviour cases resolved within locally agreed targets

2014/15 **100%**
2015/16 **100%**



**Wheatley
Group
Scrutiny
Panel**

During 2015/16 the panel reviewed WLHP's environmental service. The panel acknowledged there was some sharing of best practice between WLHP and others in the Group. This should help to continually improve the service delivered to tenants.

Over £200,000 invested in existing homes in 2015/16 and **over £250,000 planned** for 2016/17

Repairs 1,572 repairs completed 2015/16

We know the repairs service at WLHP is very important to you. It's likely to be the service many of you use most each year.

Percentage of repairs appointments kept:

2014/15 **99.06%**
2015/16 **100%**

Time taken to complete emergency repairs:

2014/15 **4.12 hours**
2015/16 **4.68 hours**

Time taken to complete non-emergency repairs:

2014/15 **6.77 days**
2015/16 **6.07 days**

Percentage of repairs completed right first time:

2014/15 **92.21%**
2015/16 **94.55%**

Percentage of tenants satisfied with repairs or maintenance carried out over the last twelve months:

2014/15 **79%**
2015/16 **80%**

Percentage of properties requiring a gas safety record which had gas safety check by anniversary date:

2014/15 **100%**
2015/16 **100%**

Repairs appointments have improved over the last three years from 97.19% (2013/14 figure) to the current figure of 100%.

In 94.55% of cases we have completed repairs right first time. This figure has improved each year for the last three years.

Your health and wellbeing will always be our main concern – therefore we have ensured that the percentage of properties requiring a gas safety record which have had their gas safety check by the anniversary has remained at 100%.

We are happy that tenants' satisfaction with repairs carried out in the last 12 months has improved.

We want to ensure we deliver a repairs service which provides an excellent experience for everyone who uses it. We've set an ambitious target for satisfaction to increase to 93% by 2020. After listening to your feedback, we recently consulted tenants on the proposals for a new modern repairs service. This included the following principles:

- Choice and flexibility, with customers and staff in direct control of service
- Dedicated teams, with repairs staff rooted in, and accountable to, local communities
- Right first time, with high performance and customer satisfaction levels
- Great communication, with customers kept updated at every stage
- Efficient and joined up, with skilled repairs teams integrated with local housing services.

We hope to have a decision on this in the near future and will keep tenants updated.



The panel will monitor the outcome of the repairs service consultation during 2016/17 and the implementation of the final decision on the future of the service.

Value for money

Percentage of tenants who feel the rent for their property represents good value for money

2014/15 **72%**
2015/16 **76%**

Average length of time to re-let properties

2014/15 **6.82 days**
2015/16 **6.55 days**

Providing better value for money is something which is really important to WLHP. We're pleased that more tenants in 2015/16 feel we provide value for money for the rent they pay. Rent collection will always be a priority and we have a lot of ways to help tenants manage their money.

We have been working hard to make improvements in our housing management processes. During 2015/16, we once again reduced the average days we take to re-let

properties, which is now at 6.55 days.

We are committed to providing customers with more choice, control and flexibility on how they interact with us. During 2015/16 we launched our online services. This also helps us ensure housing officers are available for customers who prefer face-to-face contact.

A total of 67 tenants registered for online services during 2016/17 – that's almost one in five tenants!



The panel is very happy with the increase in tenants who feel that rent represents good value for money. The panel will undertake a review during 2016/17 of how WLHP maximises the collection of rent, including use of the rent campaign to help.

Our relationship with you

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions

2014/15 **91%**
2015/16 **92%**

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes

2014/15 **87%**
2015/16 **83%**

While we are happy to have maintained the high percentage of tenants who feel we are keeping them informed, now at 92%, we know we need to focus on improving the percentage satisfied with the opportunities to participate in decision-making.

You may not realise it, but you have directly influenced our decision-making if you have taken part in our tenant satisfaction survey, replied to one of our consultations, filled in a

comment card, made a complaint or attended one of our roadshows.

Your participation is really important. We are always looking at new ways to engage with you and ensure we have flexible opportunities for tenants to get involved in our decision making. If you would like to get involved and help make sure services are inclusive, accessible and reflect the needs of all our tenants, then give our Community Governance Team a call free on 0800 011 3816.



Evidence counts

The WLHP Board has overall responsibility for how we deliver for our customers but we also involve our customers closely in assessing how WLHP is performing.

The Scrutiny Panel is made up of tenants and other customers who look at how WLHP and other landlords across Wheatley Group

perform against the Charter.

During 2015/16, the panel carefully considered our performance and looked closely at our environmental services. The panel has agreed the key measures to report to tenants. You'll see their feedback through this report – look out for their logo.

Wheatley Group Scrutiny Panel

The panel has reported that WLHP has adopted a progressive and positive approach to tenant scrutiny. WLHP worked with us to improve the reporting framework to help them better identify changes in performance.

The panel thinks that, overall, performance has been good for tenants over the year.

Our profile

WLHP has 381 homes for social rent in communities including Bathgate, Blackburn, Boghall, Broxburn, Craigshill, Stoneyburn and West Calder. Over 2015/16 the total rent due was £1,574,983. Over this period, WLHP showed excellent rent collection with 100% of rent due collected. Rent was held at 2014/15 levels for 2015/16.



No. of lettable units	Average weekly rent £
1Apt – 0	0
2Apt – 57	72.37
3Apt – 221	78.23
4Apt – 100	84.66
5+ Apt – 3	92.09
Total – 381	79.15

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

Tenant satisfaction

Satisfaction with the overall service provided by WHLP:

2014/15 **89%**
2015/16 **87%**

This is the key measure of how WLHP is doing – what our tenants think of our overall service as a landlord.

Most tenants are satisfied with the service. Whilst satisfaction has reduced two percentage points, the proportion of tenants who say they are ‘very satisfied’ has increased. But we know there is always room for improvement and we will be working hard to see how we can improve this for tenants.

We have set a challenging target of 90% satisfaction with overall service by 2020.



Complaint handling

We know we don't always get it right. We know that if we don't, it's important we take your complaint seriously and respond promptly. The Scottish Public Services Ombudsman (SPSO) is the statutory body which works with organisations like WLHP to improve complaints handling processes.



Our complaints handling is an area where performance has increased significantly over the last 3 years. The percentage of complaints responded to in full within SPSO timescales was previously 77.78% in 2013/14, and increased to 93.33% in 2014/15. We are proud to have now reached 100% in 2015/16.

Percentage of complaints responded to in full within SPSO timescales

2014/15 **93.33%**
2015/16 **100%**

Wheatley Group Scrutiny Panel

The panel is satisfied good progress has been made over the past year, especially in resolving complaints in full and within SPSO timescales.

Supporting tenants in their homes

We have a number of different measures to support tenants to stay in their homes.

The average time to complete medical adaptations is down four days. We hope to improve this further in 2016/17.

Average time to complete medical adaptations

2014/15 **14.17 days**
2015/16 **9.94 days**


Investing in our Futures

Over the next five years we want to transform our services so we exceed your expectations.

It is by listening to our customers, creating personalised services and developing outstanding levels of customer engagement that we will define what it means to be excellent in our sector.

Get in touch

Find us on Facebook at [facebook.com/wlhousingpartnership](https://www.facebook.com/wlhousingpartnership)

 Number of Facebook friends **569**

Go to www.wlhp.org where you will be able to use our online self-services to pay rent, check your account, book a repair and much more

Drop into our office at 62 North Bridge Street, Bathgate, West Lothian.

Call us on **01506 416438**