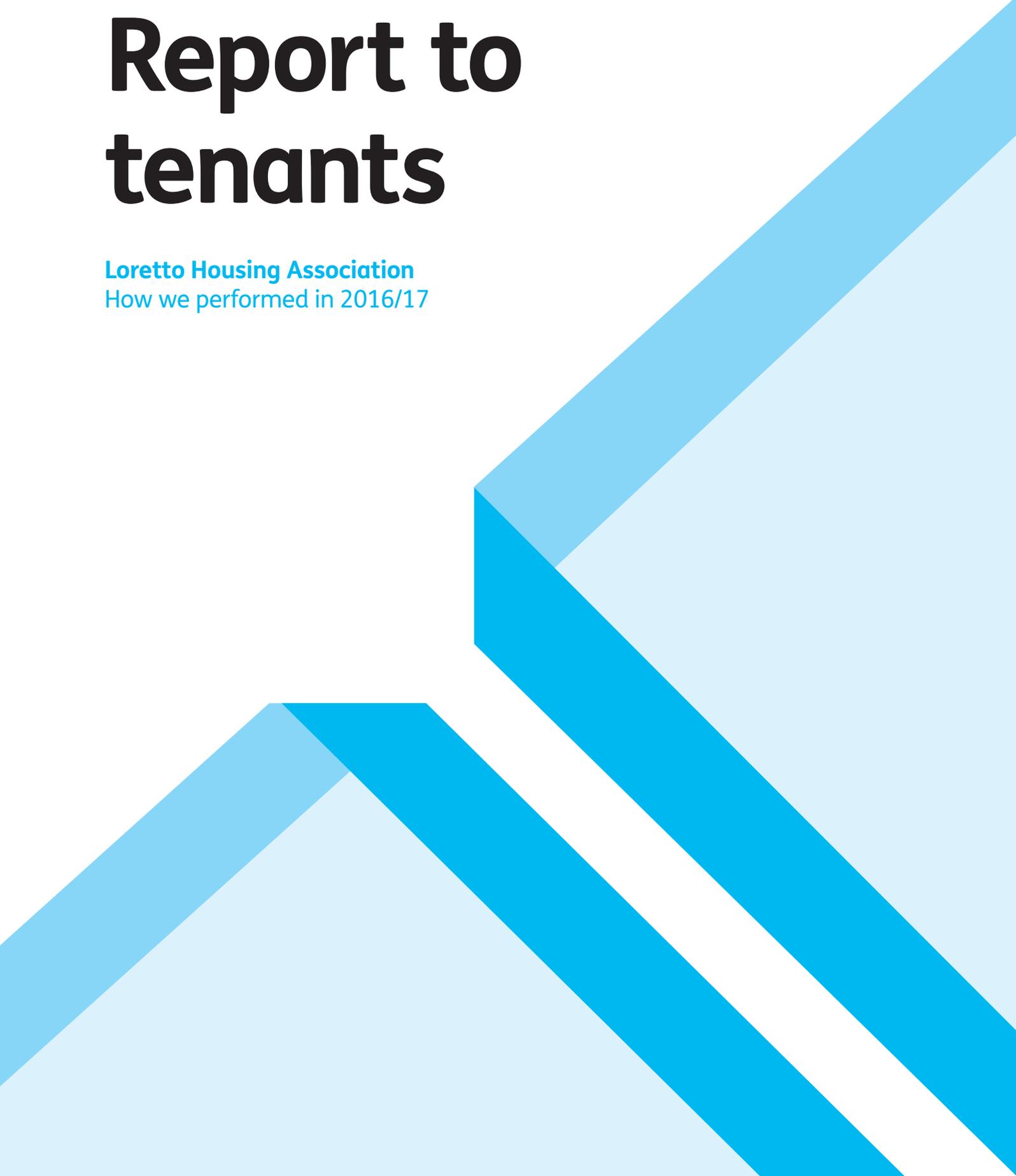


# Report to tenants

Loretto Housing Association  
How we performed in 2016/17



# How we performed in 2016/17



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

Each year, Loretto Housing 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

In March 2017, Loretto Housing has over 1200 homes across central Scotland. The total rent due over 2016/17 was £4,388,351. Following consultation with tenants, rent increased by 2.4% from the previous year.

No. of lettable units		Average weekly rent £
1 apartment	61	£95.07
2 apartment	457	£94.68
3 apartment	264	£84.23
4 apartment	386	£81.75
5+ apartment	20	£106.28

Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	0	29	50	62	12	<b>153</b>
High-rise	0	0	0	0	0	<b>0</b>
Tenement	0	214	146	168	3	<b>531</b>
Four-in-a-block	0	107	63	140	5	<b>315</b>
Other flat/maisonette	61	130	9	16	0	<b>216</b>
Total owned	61	480	268	386	20	<b>1215</b>
<b>No of lettable units</b>	<b>61</b>	<b>457</b>	<b>264</b>	<b>386</b>	<b>20</b>	<b>1188</b>

## Improving performance

During 2016/17, 15 out of the 26 performance measures (58%) we reported to the SHR are in the top quartile when benchmarked against similar Registered Social Landlords (RSLs), up from 42% last year.

The Loretto Housing 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 Loretto Housing and the other landlords in the Group perform against the Charter. You'll see some feedback from the Scrutiny Panel throughout this report.

## Our relationship with you

In 2016/17, 86% of tenants said they were satisfied with the overall service they receive from Loretto Housing, while the percentage of tenants satisfied with the opportunities to influence decisions increased to 91%.

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

### Overall satisfaction

Tenants satisfied with the overall service

86%

2016/17

82%

2015/16

### Keeping you informed

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

92%

2016/17

88%

2015/16

### Decision making

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

91%

2016/17

76%

2015/16



**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



The percentage of existing tenants satisfied with their homes has remained at 89%. We've continued work to modernise our homes, investing £2.2m across our communities in 2016/17, and hope this will help increase satisfaction in future years. In 2016/17 we completed 55 new homes, with a further 101 on site.

Together with our partners in Wheatley Group, we invested £20m on strengthening environmental services across the Group, including recruitment of over 200 new staff. The percentage of tenants satisfied with the management of their neighbourhood has increased to 84%. We hope our new partnership with Keep Scotland Beautiful will help us improve this further, involving tenants in assessing and improving neighbourhoods.

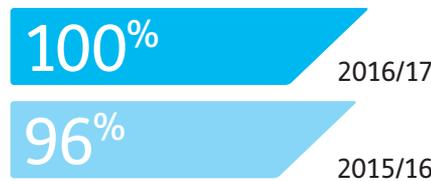
## Quality of tenants' homes

Existing tenants satisfied with the quality of their home



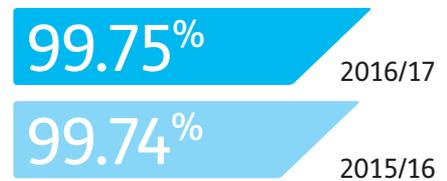
## Standard when moving in

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 sees a link between tenants' satisfaction with the quality of their homes and tenants' views on value for money.

The panel believes satisfaction with the management of neighbourhoods is linked to investment in properties, which is a positive for Loretto Housing tenants.

# Repairs



The percentage of tenants satisfied with our repairs and maintenance service is up to 84%. In 2016/17 we reduced the time to complete both emergency and non-emergency repairs, which stand at just over 2.5 hours and under 5.5 working days respectively. The percentage of reactive repairs completed right first time is at 98%.

During 2016/17, our ambition to create a modern, local and more efficient repairs and maintenance service took a step forward with Wheatley's joint venture with Glasgow City Council to become 50/50 owner of City Building (Glasgow). Work is underway to redesign the service tenants receive based on priorities gathered through consultation.

## Repairs appointments

Repairs appointments kept

100%

2016/17

99.71%

2015/16

## Emergency repairs

Average time to complete emergency repairs (hours)

2.67

2016/17

5.24

2015/16

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

84%

2015/16 – 78%

## Non-emergency repairs

Average time to complete non-emergency repairs (days)

5.37

2016/17

6.24

2015/16

## Reactive repairs

Reactive repairs completed right first time

97.58%

2016/17

95.17%

2015/16

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

100%

2015/16 – 100%



The panel noted Loretto Housing's significant improvement in the percentage of tenants satisfied with repairs or maintenance and will review the impact of the joint venture over 2017/18.



# Rent and value for money

It is encouraging to see the percentage of tenants who say they feel rent for their home represents good value for money at 82.44%. Delivering value for money will remain a priority for Loretto Housing.

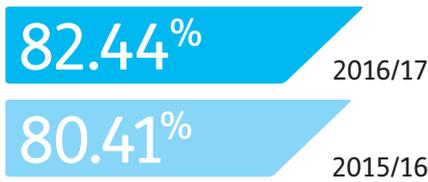
During 2016/17, we continued to improve housing management processes, including the time taken to re-let properties and reducing rent arrears.

Our new website allows tenants to easily pay rent online. Around 100 Loretto Housing tenants were registered for the new website by the end of 2016/17.



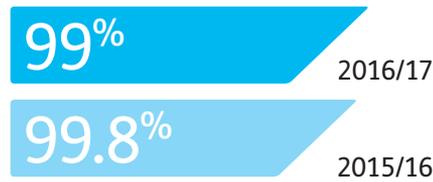
## Value for money

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



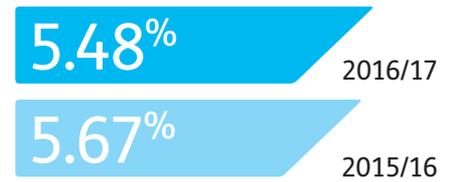
## Rent collected

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)



## Supporting tenants in their homes

We work closely with tenants and other partners to ensure we support people in their homes.

The average time to complete medical adaptations is now under 20 days, having more than halved since 2015/16.

## How we handle complaints

Loretto Housing works with the Scottish Public Services Ombudsman (SPSO) to improve complaint handling processes.

Performance remains within the top quartile when benchmarked against similar RSLs.

### Medical adaptations

Average time to complete approved applications for medical adaptations (calendar days)

19.07

2016/17

40.14

2015/16

### Complaints

Complaints responded to in full within SPSO timescales

95.70%

2016/17

96.81%

2015/16



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

The panel believes the rent setting process should have a clear focus on demonstrating value for money and will provide direct feedback on the process in 2017/18.



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