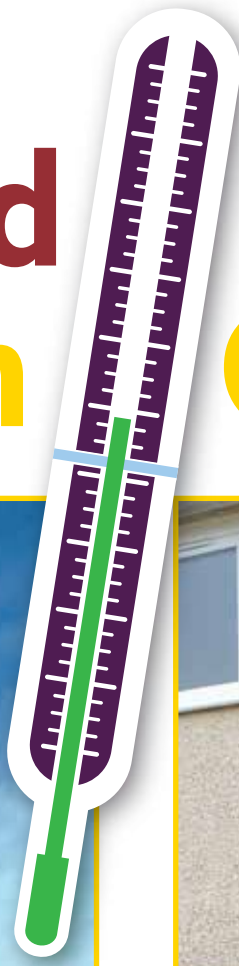


2015/16

The Pentland Health

Housing Check



Repairs & Maintenance • Your Neighbourhood & Home Rents • Re-lets • How Your Money is Spent • Quality of Housing Stock Energy Performance Certificate • Tenant Involvement • Overall Satisfaction

The Pentland Housing Health Check 2015/16

Welcome to the third Pentland Housing Association Report on Performance or “Health Check”. This paper is produced principally as a consultation document to show how we are performing as a housing association, how we compare to the national Scottish average and to our own performance from last year.

HISTORY

In 2013 the Scottish Social Housing Charter was introduced by the Scottish Government. The charter was composed as a result of a nationwide consultation with tenants. Views were sought on the quality of landlords’ services and which of these could be prioritised for improvement. Since April 2013 these outcomes and results have been collated by Pentland Housing Association, and returned in May 2016 to the Scottish Housing Regulator by way of the Annual Return to the Charter (ARC). In late August the Regulator published its Landlord Report which is specific to Pentland Housing Association. This is available online on their website and available as a link on our own website. Once there you will find an interactive tool which allows you to compare our results against any other social landlord in Scotland.

YOUR INVOLVEMENT

This consultation document is our third Report on Performance, and it

has been produced in conjunction with a number of our tenants who expressed an interest in being involved as part of the **Pentland Tenant Review Group**. The group consisting of both tenants and staff, reviewed and discussed previous publications from Pentland Housing Association and that of several other Associations. They then agreed on their preferred style and content of information for the Report on Performance – which is as you see it here, we received good feedback in terms of how the information was presented last year and we have decided to reuse the format again this year.

OUR PERFORMANCE

The main aim of the publication of these results is to allow tenants to assess our performance as landlords in 2015-16 and compare it against

that of other Scottish landlords. Our results from 2014-2015 have also been recorded and our performance is compared against the national averages of the housing sector in Scotland.

YOUR OPINION

We hope that you find the Report on Performance a useful document that is clear, concise and relevant to what is important to tenants while living in a Pentland Housing Association property. We would also welcome any comment on this presentation, the information contained herein or anything you feel is missing.

Useful website links:

scottishhousingregulator.gov.uk
pentlandhousing.co.uk

Our health check graphics display how well we are doing in key areas and also show the comparison with national averages, indicated by a blue line on each thermometer. Results shown in red indicate performances poorer than the national average and results shown in green indicate those better than the national average. We have also added a yellow line which shows our previous years result.

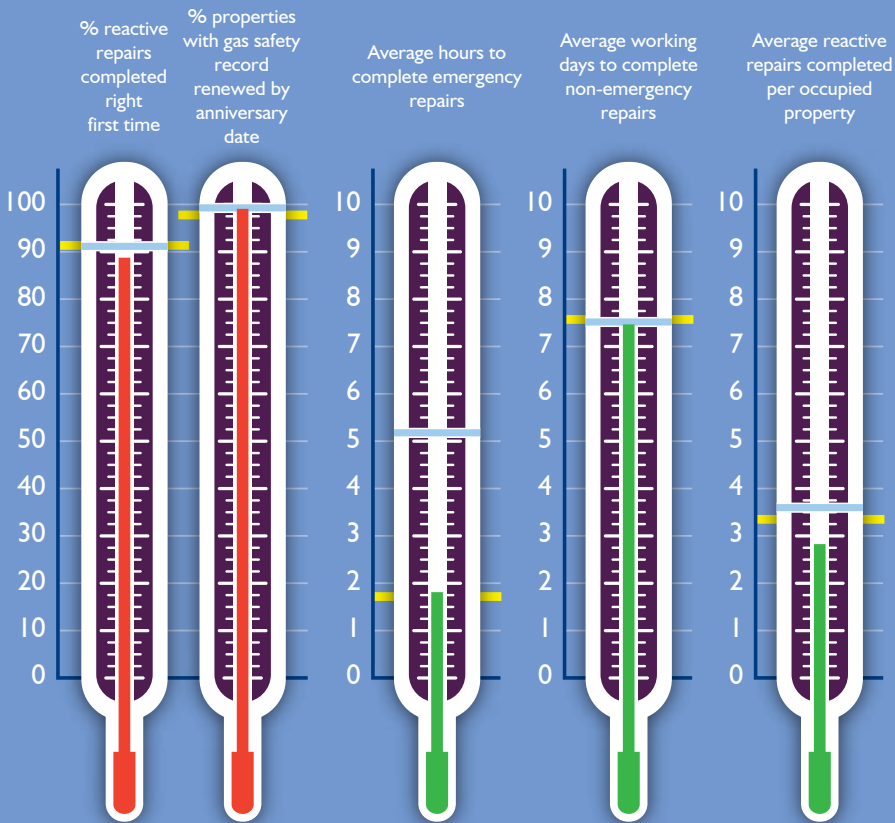
YELLOW LINE INDICATES LAST YEAR'S RESULT

BLUE LINE INDICATES SCOTTISH AVERAGE

AVERAGE WEEKLY RENTS

Size of Home	Number Owned	Pentland Housing	Scottish Average	Difference
1 apartment	0	£0.00	£65.94	-%
2 apartment	11	£54.46	£70.39	-22.6%
3 apartment	143	£63.28	£71.55	-11.6%
4 apartment	266	£79.42	£77.60	+2.3%
5 apartment	72	£90.62	£85.98	+5.4%

Repairs & Maintenance

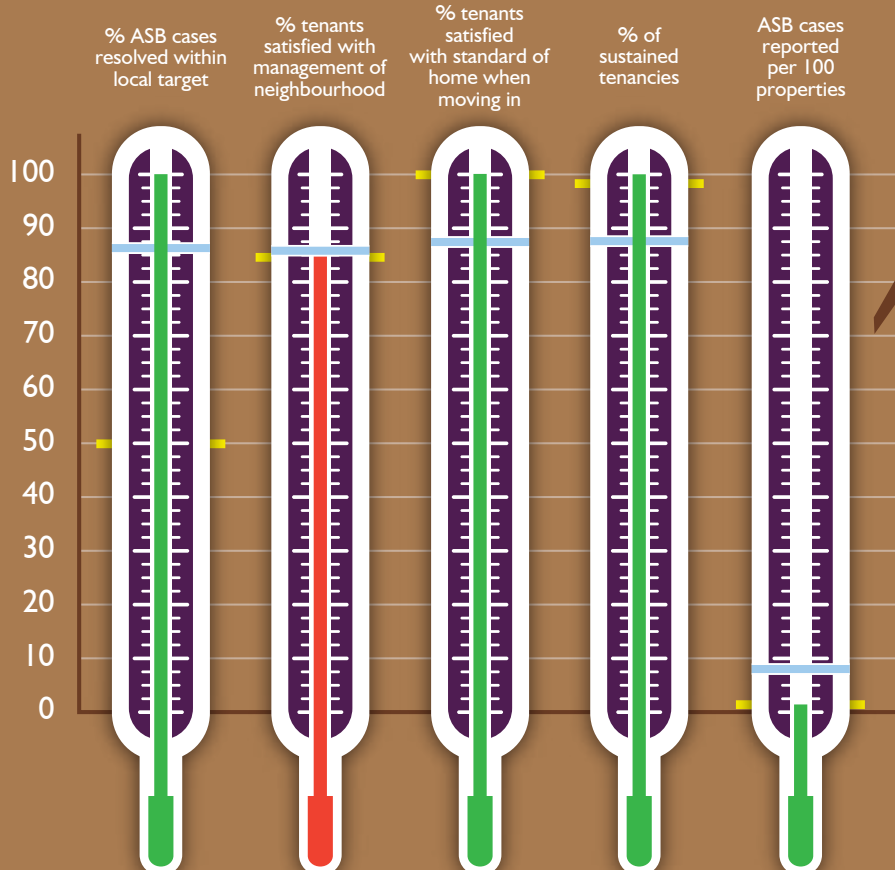


REPAIRS & MAINTENANCE

We are slightly disappointed in the results of the repairs service as it is one of the key services that we provide. The final quarter of 2015-2016 was particularly concerning and whilst there were some mitigating factors in terms of workloads and staff cover, it did highlight to us, and in turn the contractors, a need to step up our performance. To that end we have reviewed how we work with the contractors and set about improving how we communicated both with them and also with you. We have instigated better recording of information between ourselves and are adding more to the works order "diaries" in order to chart progress. It also highlighted, however, that access to properties can be a stumbling block to completion times and you may now see more letters advising that, should access be denied, that works orders will be cancelled. We have also added a texting satisfaction response to allow you to quickly advise us how the job has gone and, if necessary, to investigate any failures. Your comments are always welcome as we need them as a basis for our returns to the regulator.

Importantly, our results highlight that when you do need us, we have a very effective repairs service in an emergency. Gas boiler servicing is also an important area where we, the landlord, are duty bound to ensure that every boiler is serviced within 365 days. We aim to achieve 100% success but this can only be achieved with the help of you, the tenant, and we ask that you continue to ensure that appointments are maintained and that there is money in the gas meter to allow the service to take place.

Your Neighbourhood & Home



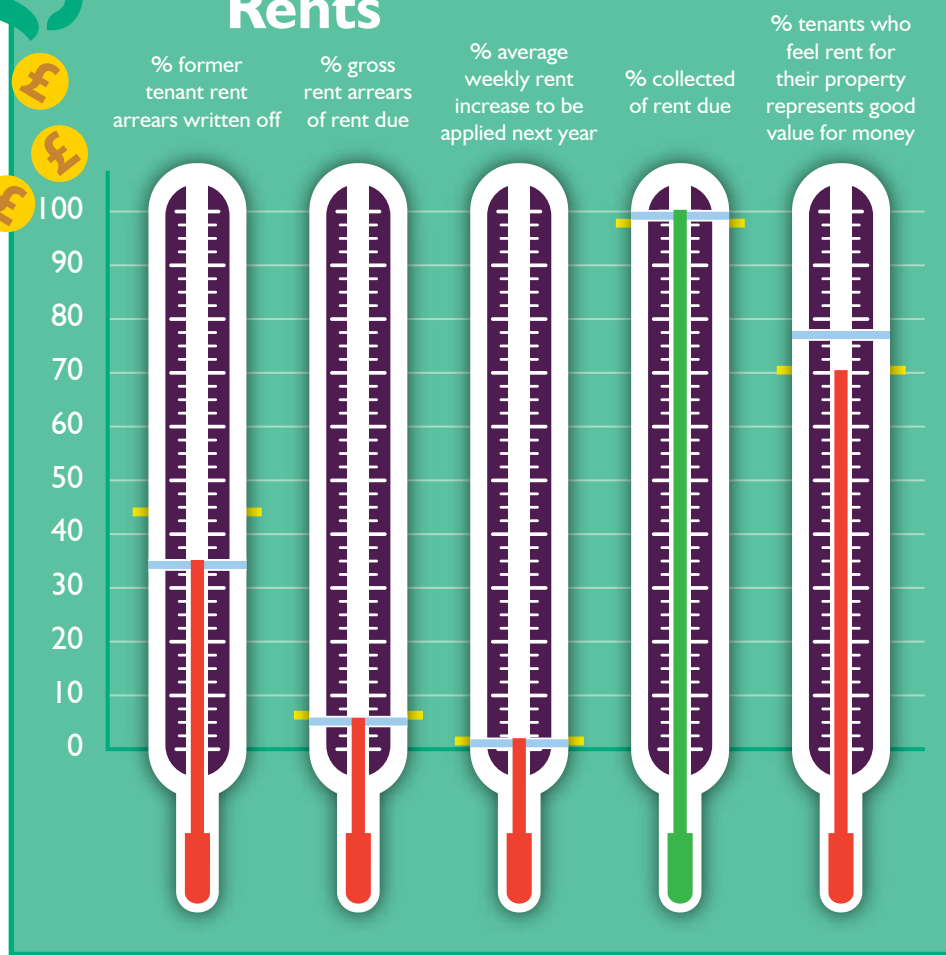
YOUR NEIGHBOURHOOD & HOME

Pentland Housing Association records all reports of anti-social behaviour (ASB) – no matter how small or trivial the incident may be and we intend to continue to do this to enable us to build up a picture that accurately reflects what our tenants have told us is important to them. This, we believe, will maintain the high standards of our neighbourhood. We have also reviewed our response time process which is set to reflect the gravity of the complaint. Our target is to improve response and resolution times to within ten working days, with serious complaints being dealt with more quickly.

Rents

RENTS

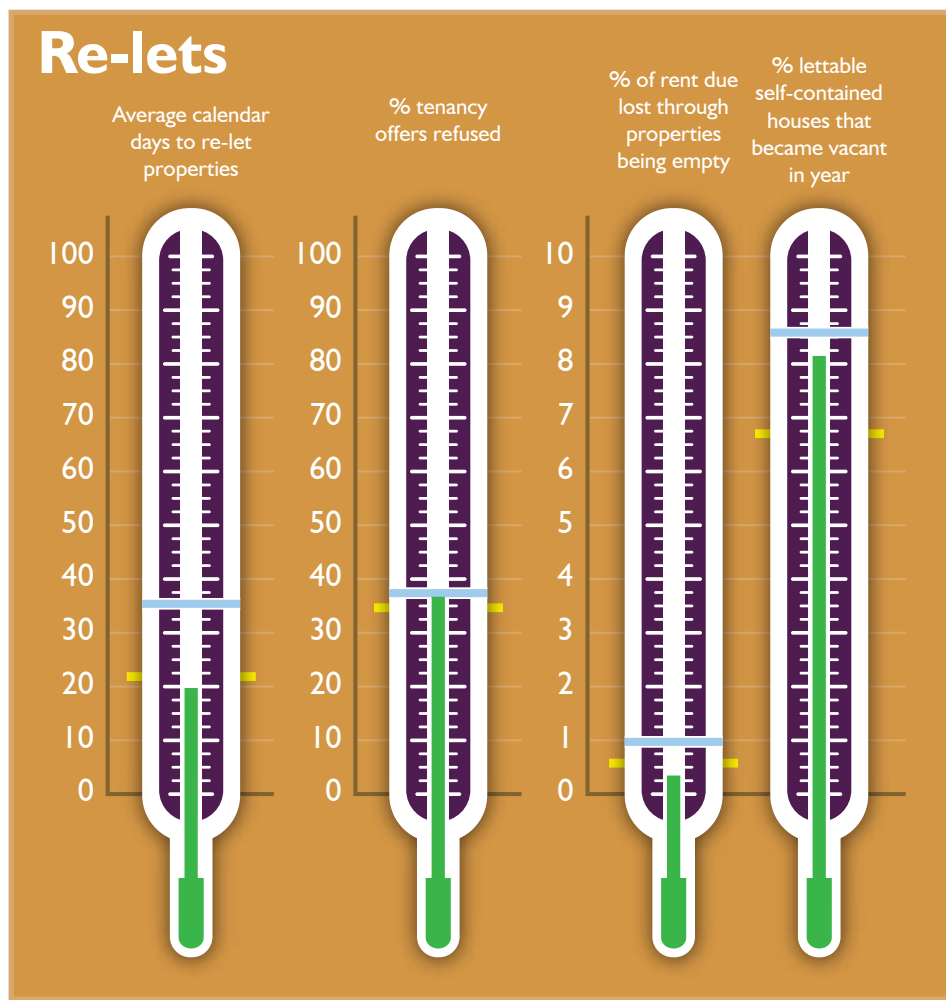
Rent is by far the largest, and therefore most important, area of income that Pentland Housing Association receives, so it is important that we collect as much of the due rent as promptly as possible. This year we collected 100.03% of current and former rent due. This is an improvement on last year and helps us attain our goals of receiving the rents to pay for the services provided. Arrears, however, remain a concern both for us and for the Regulator. Pentland Housing Association has, with its partners, been successful in gaining grant funding to help with financial advice, benefit advice and money management advice. We wish for you to sustain your tenancy and remain in your home so, should you have any pressures affecting your ability to pay rent, please come forward and speak to your housing officer, a referral to an advice worker is only a phone call away. The impact of rent arrears could result in works and services that are currently underway being suspended. In layman's terms the levels of rent arrears at 31 March 2016 could pay for 30 kitchens, or 20 boilers.



RE-LETS

Another area that has an effect on all of our tenants is the length of time it takes to re-let a property once it becomes vacant. While the properties are empty we are not receiving rent, therefore, as with the non-collection of rent, this impacts on the money available to spend on our other properties. We have been working hard to reduce the time taken to re-let properties and during the last year we brought it down to an average of 20 days. Caithness still has an oversupply of properties compared to those applicants in housing need. Caithness is therefore deemed as a Low Demand Area which does have an effect on property turnaround times as often we are searching out eligible applicants. We have been heavily involved in the instigation of Choice Based Lettings (CBL), whereby prospective applicants can choose the houses and flats they wish to live in. Earlier, only selected parts of Caithness were eligible but during 2015 -2016 we argued for the whole of Caithness to be included and this was agreed. All available properties are advertised on our website with the relevant information such as address, number of rooms, heating type and energy rating, to help a prospective applicant to make a "bid" to be considered for a tenancy.

Re-lets

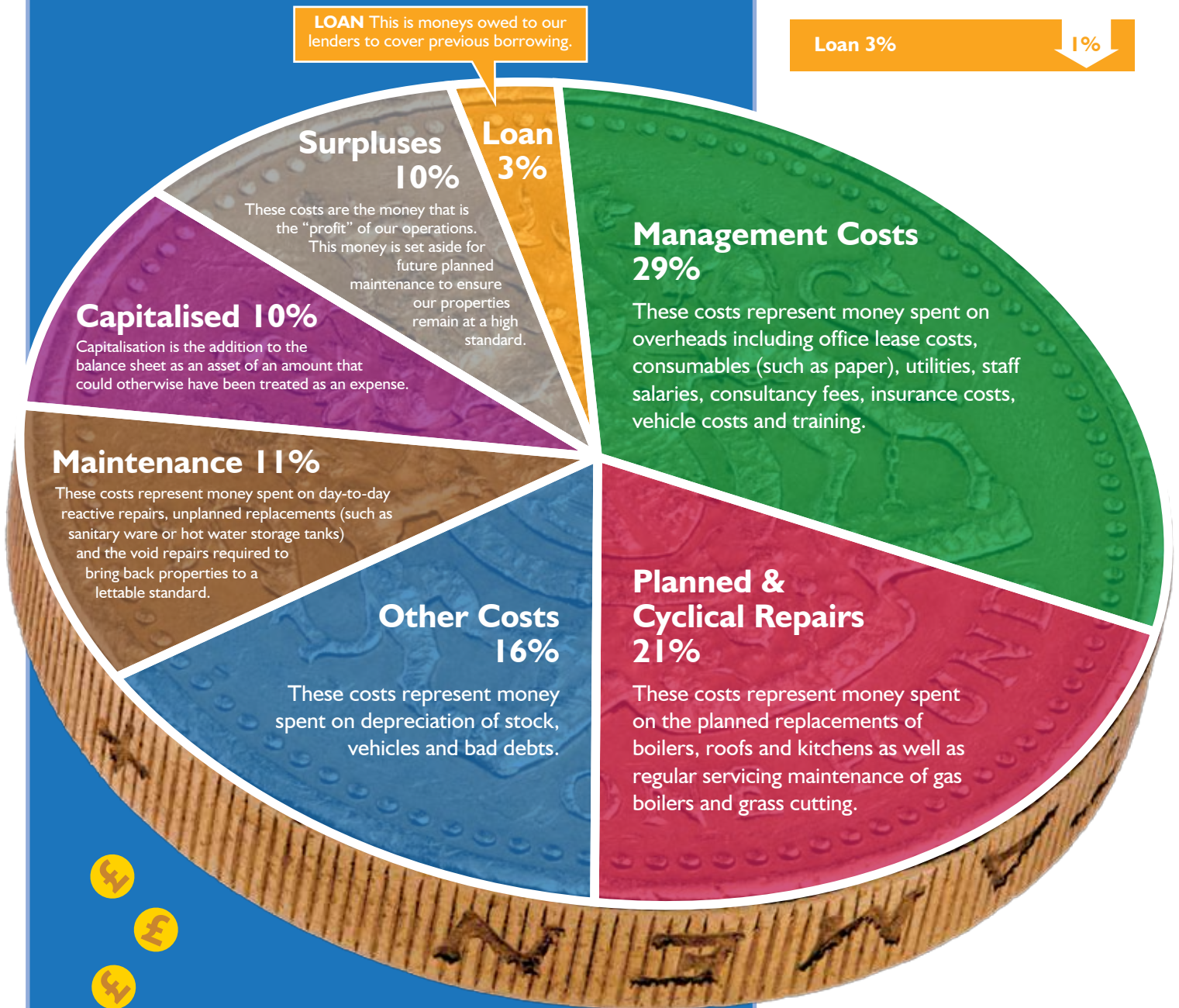


How Your Money is Spent

How money is spent is clearly an important factor in the running of Pentland Housing Association. We have attempted here to demonstrate how money is spent, with the various segments showing the amount and the percentage of the total. Pentland Housing Association is a not-for-profit organisation and any surpluses we make are set aside for future maintenance. The more money we collect, the more goes to sustaining the properties.

Rent money does not go towards our building programmes - these funds are achieved through grants and loans. Our subsidiaries are vehicles which create income that will be ploughed back into the housing function, the aim being that they are self-financing and profit generating.

LOAN This is money owed to our lenders to cover previous borrowing.



Surpluses 10%

These costs are the money that is the "profit" of our operations. This money is set aside for future planned maintenance to ensure our properties remain at a high standard.

Loan 3%

Management Costs 29%

These costs represent money spent on overheads including office lease costs, consumables (such as paper), utilities, staff salaries, consultancy fees, insurance costs, vehicle costs and training.

Capitalised 10%

Capitalisation is the addition to the balance sheet as an asset of an amount that could otherwise have been treated as an expense.

Maintenance 11%

These costs represent money spent on day-to-day reactive repairs, unplanned replacements (such as sanitary ware or hot water storage tanks) and the void repairs required to bring back properties to a lettable standard.

Other Costs 16%

These costs represent money spent on depreciation of stock, vehicles and bad debts.

Planned & Cyclical Repairs 21%

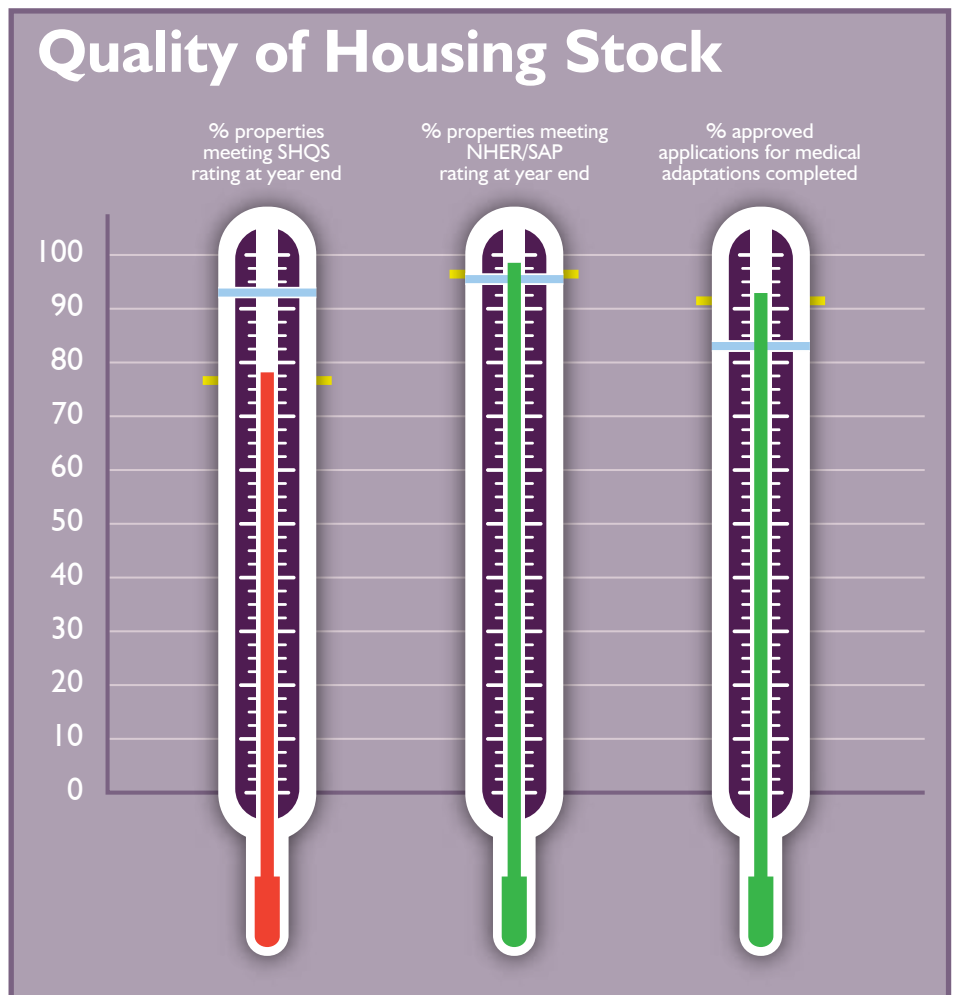
These costs represent money spent on the planned replacements of boilers, roofs and kitchens as well as regular servicing maintenance of gas boilers and grass cutting.



A continuation of the management decisions to reduce management costs, increase surpluses and increase spend on replacement items, is now taking effect.

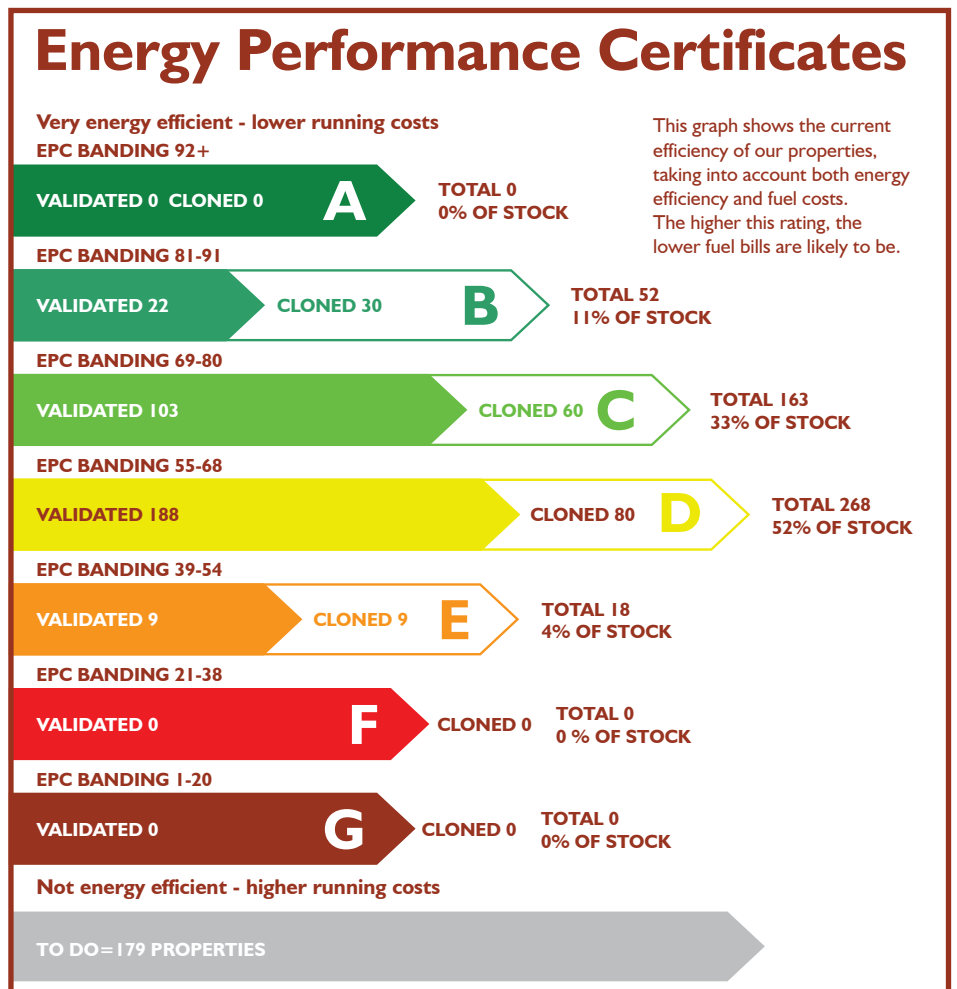
QUALITY OF HOUSING STOCK

In 2004 the Scottish Government introduced the Scottish Housing Quality Standard (SHQS) which meant that social landlords had to ensure that their stock reached a certain standard. Some of the 55 criteria were fairly basic, such as having a WC and running water, whilst others, such as energy efficiency were extremely challenging. The Government recognised that, for either technological or financial reasons, it was not possible to improve all properties so the standard was split into three categories: a **PASS**, a **FAIL** or an **EXEMPTION**. On one criterion, Pentland Housing Association has sought exemptions. Insulation in the timber framed cavity cannot be done due to technological reasons. This, however, skews our result in the indicator Properties Meeting SHQS, as an exempted property is not regarded as failed property but also not regarded as a pass.

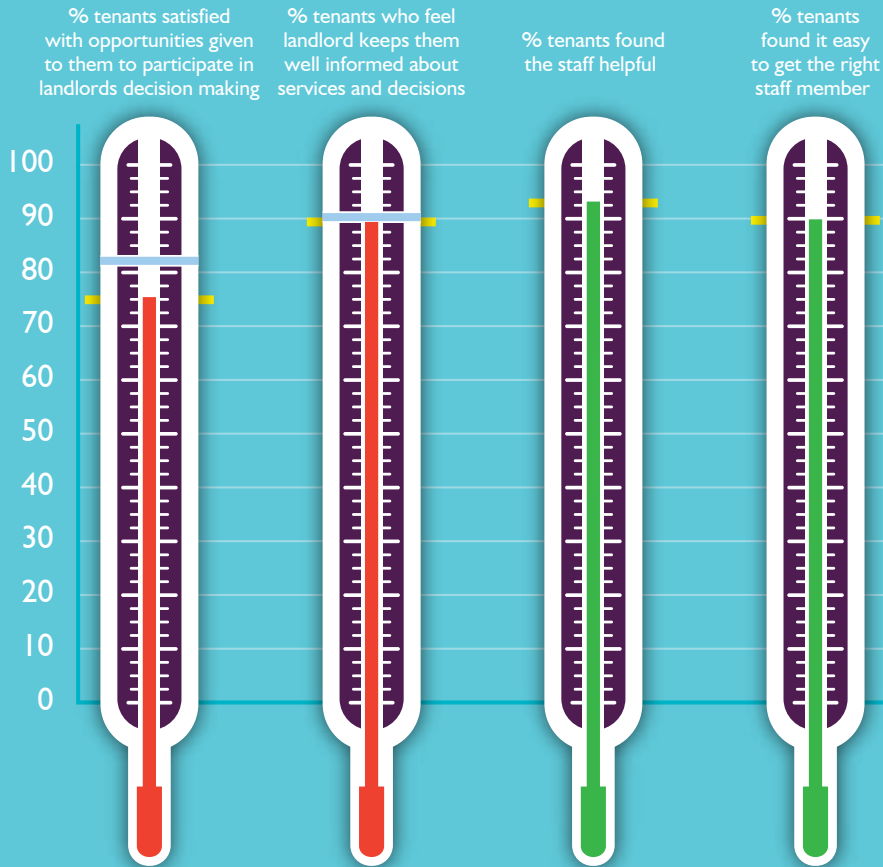


ENERGY PERFORMANCE

It is clearly important to retain heat in properties as this provides a comfortable environment for you to live in and ensures that heat generated and paid for is not wasted. We are making inroads in replacing ageing gas boilers with energy efficient condensing wall hung boilers, last year we replaced a further 14 and this, together with the previous replacements, are helping us achieve the targets as set out by the Energy Efficiency Standard for Scottish Housing (ESSH). We aim to renew more boilers this year and this will help us further with this challenge. During 2015-2016 Pentland Housing Association were also successful in being awarded grant funding from the Energy Savings Trust (EST) to externally clad 30 electrically heated properties with insulation. These works carried out by Energy Solutions and Innovations Scotland (ESI) have also aided us in trying to achieve the ESSH targets.



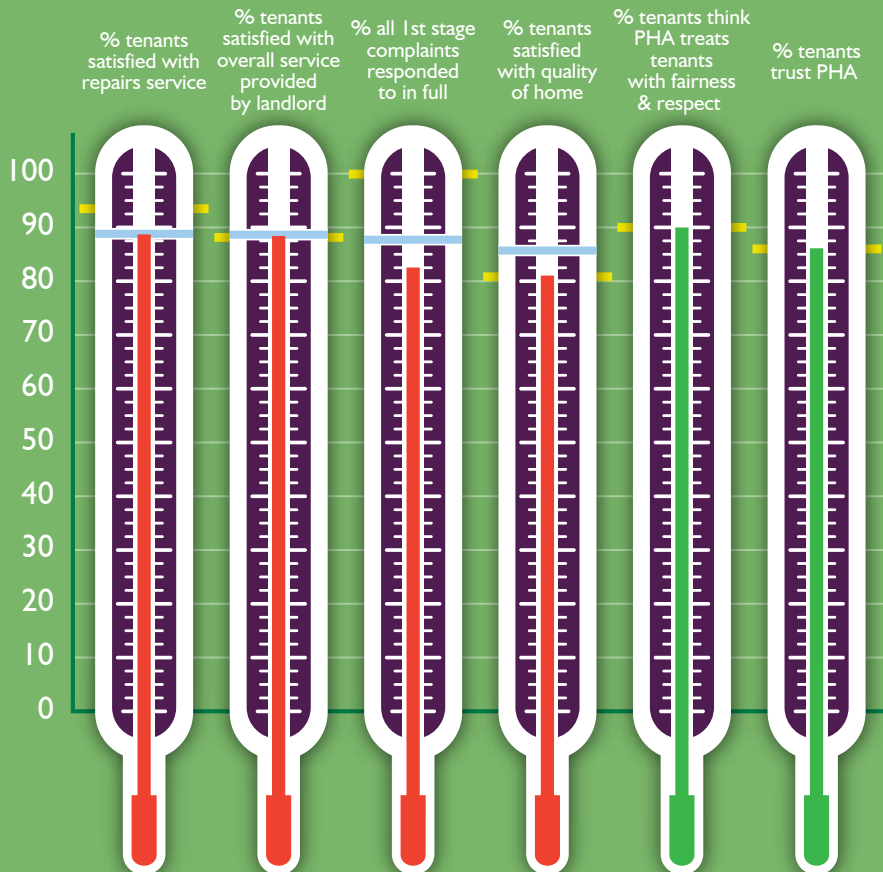
Tenant Involvement



TENANT INVOLVEMENT

Tenant involvement means tenants taking part in the decision making process and influencing our housing policies, conditions and other housing related services. Involvement or “taking part” can mean different things to different people. It can range from getting information that is well presented and easily understood, to becoming a member of the board which is involved in the running of the Association. This year has seen the **Pentland Tenant Review Group** undertake a repairs review as well as offering advice on the face-to-face experiences of the repairs service on where improvements can be made. There are lots of other ways tenants can get involved in the management of their homes and neighbourhood, and they can be involved as much or as little as they choose. For more information speak directly to Carol Treasurer, our Senior Housing Officer.

Overall Satisfaction



OVERALL SATISFACTION

In 2013 we carried out a satisfaction survey which sought the views and opinions of all our tenants. This achieved a 40% response which gave us a good insight into their expectations. The survey sought satisfaction levels on several subjects including communication and participation with us, interaction with staff, complaint experiences, homes, the repairs service, rent levels and arrears and the neighbourhood. These results are reflected in this year’s health check. In the coming months we plan to carry out our own, new global survey of tenant satisfaction and the form for this will be either mailed or emailed to you shortly. This will also be followed by door-to-door visits by members of our team. The primary purpose of this is to introduce ourselves to you and to get a better understanding of any issues that may be concerning you. To ensure that we have the most up-to-date information possible, we will also use this exercise to update our contact and household makeup details.

THE
PENTLAND HOUSING ASSOCIATION
TEAM



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