

PERFORMANCE REPORT

2016/17



ARKLET
Housing Association Ltd™

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Rating System

We have used a traffic light rating system for this report. Green means excellent, amber means good and red is poor. If you require this report in another format, language, Braille or large print please contact our office and we will be happy to help.



Excellent

Achieved 90-100% satisfaction



Good

Achieved 75-89% satisfaction



Poor

Achieved up to 74% satisfaction

Meeting the Scottish Housing Charter

Welcome to Arklet Housing Association's fourth Landlord Report for the year from the 1st April 2016 to the 31st of March 2017. The contents of this report will provide you with information on how Arklet performs as a social registered landlord in meeting the Scottish Housing Charter.



The Scottish Housing Regulator also provides a landlord report on our performance, full details of our ARC return and a comparison tool which shows our performance against the Social Housing Charter and up to four other landlords. This can be found at <http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/arklet-housing-association-ltd> should you be interested.

This year's report was once again produced with the help and support from our Tenant Forum members who we wish to thank for their assistance in helping improve our services and for their commitment to Arklet as a landlord. I would also like to take the opportunity to thank the Tenant Forum for their part in organising the Tenants Conference which took place in September which was once again a great success.

This year saw the Tenants Scrutiny Panel complete their first project on looking at the association's website and producing a report on how it could be improved from a tenant's perspective. The website has been recently upgraded and the recommendations from the scrutiny report that can physically be implemented are beginning to be incorporated into the new website. Please have a look next time you log on and let us know what you think. Feedback from scrutiny projects like this one will help shape the many services provided by Arklet by looking closely at services from a tenant's perspective.

Again this year we would like to thank our tenants who have taken the time to fill out and return satisfaction questionnaires or who have got in touch in other ways to let us know when our services are good and when they could be better. We strive to provide an excellent service to tenants and encourage feedback to help us measure performance to identify where improvements can be made.

Our Staff and Board have continued to work particularly hard to improve our performance in areas such as the Scottish Housing Quality Standards and Governance. In February this year the Scottish Housing Regulator took statutory action on Arklet and appointed Paul Rydquist to manage the process of the association achieving compliance in respect to Governance and Financial Regulatory standard. This is an opportunity for Arklet to catch up with other Registered Social Landlord's with regards in meeting the standards and will ensure the Association is on the correct footing going forward.

Although it has been a particularly challenging year for the organisation, staff are to be commended for their hard work in ensuring services to tenants has not been affected during this period of change. There have been improvements in a number of service areas, well done team.

If you have any questions about this report or would like more information on becoming a member of our Tenants Forum or indeed our new Scrutiny panel get in touch. There are many ways in which tenants can participate and get involved with the association and we would be delighted to hear from you.

Catrina Miller
Interim Director

Landlord Profile – Our Stock profile as at 31 March 2017

Did you know?

Arklet welcomed 31 new tenants during the year 2016/2017

- Total no. of properties 357
- Number of properties factored 60
- Total rent due 2016/17 = £2,043,501
- Our rent increased, on average, by 1% from the previous year

Stock by type, apt, size and rent	House	Tenement	Total	Average weekly rent 2016/17	Average weekly rent 2015/16	Peer group average	Scottish average
1 apt.	0	25	25	£128.26	£263.70	£118.13*	£66.55
2 apt.	18	153	171	£101.39	£103.66	£119.02	£71.67
3 apt.	17	119	136	£102.62	£105.60	£107.65	£73.13
4 apt.	18	6	24	£114.17	£119.77	£100.79	£79.42
5 apt.	1	0	1	£105.46	£132.17	£99.81	£88.02

(*meals charge is not included)

How we aim to improve and what we have done so far

- Ensure tenants are aware of the additional services included in Arklet rent charges which may not be provided by other landlords e.g. removing the heat & Light and meals costs reduced Arklet's average weekly rents
- Continue with applying minimum rent increases which have seen Arklet's average rent fall whilst the Scottish Average continues to rise.



Did you know?

As at the 31 March 2017 over 18,347 applicants were queuing for an Arklet property through our Glasgow waiting list, East Renfrewshire Housing Register and also South Lanarkshire's Homefinder Common Housing Register.

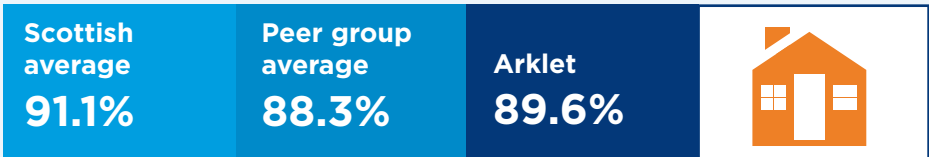
Overall Service

Excellent: 91.7% of tenants were satisfied with the overall service provided by Arklet Housing Association compared to both the Scottish and Peer group average.



The Customer/ Arklet Relationship

Good: 89.6% of tenants felt that Arklet was good at keeping them informed about its services and decisions which is slightly below the Scottish but above the Peer group average.



How we aim to improve

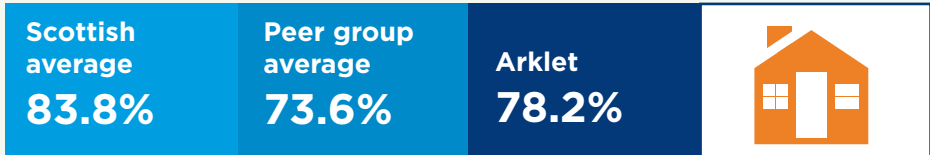
- Consult with tenants on what they want to see in newsletters and implement the improvements
- Address any issues highlighted by 2017 tenants satisfaction survey
- Continue to make improvements on how we measure customer satisfaction of services used

Did you know?

Other than the obvious visits, telephone calls and house visits, we have a range of mechanisms in place to provide an opportunity for feedback, including suggestion boxes in developments, tenant's forum, tenants meetings and fortnightly surgeries.

Tenant Participation

Good: 78.2% of tenants were satisfied with the opportunities given to them to participate in the Associations decision making process, which was slight lower than the Scottish Average but higher than the Peer group Average.



Last year's Tenants Forum programme of visiting the developments and meeting with tenants, informing them of the work they do and how they can participate in the Associations decision making, has had a positive effect on forum membership. The association will continue to seek new members through adverts in the Tenants Newsletter and Website throughout the coming year.

The Tenants Scrutiny Panel have completed their first project of scrutinising Arklet's website and are always on the lookout for new members to join them.

Ways to get involved with the Association

- Join our Tenants Forum
- Join our Scrutiny Panel
- Become a shareholder
- Find out about becoming a Management Committee member.


Did you know?

The Tenant Forum meets on average 6 times a year and is always on the lookout for new tenants.

Compliments and Complaints

Here at Arklet we strive to provide the best possible service to customers however from time to time like all other organisation we receive complaints and also compliments. When we receive complaints we use them as an opportunity for staff to learn and improve whilst the compliments we receive encourage our staff to keep up their good work and feel appreciated.

Percentage of first and second stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman timescales.

Year	Number of complaints received	Number of complaints upheld	Percentage resolved within SPSO timescales	
2014-2015	26	46%	100%	
2015-2016	17	37.5%	100%	
Scottish average	70	47.88%	79.41%	

Neighbourhood

For every 100 of our homes 1.4 cases of anti- social behaviour were reported during the year 2016/17. 100% of those cases were resolved within locally agreed targets compare to the Scottish average of 87.2% and Peer group average of 93.6%.



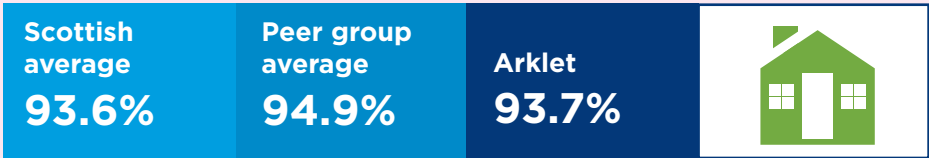
Did you know?

It took Arklet on average 41.77 days to re-let its properties. This includes our low demand properties like Barrland Court. The average of our peer group was 45.7 days and the Scottish average was 31.

Housing Quality and Maintenance

Quality of Housing

Stock meeting the Scottish Housing Quality Standard



How we aim to improve

- Completed improvements to 36 properties to ensure they meet the Scottish Housing Quality Standards including kitchens and associated works at McKay Court and kitchens, boilers and associated works at Anderson Court. This has increased our percentage to that above the Scottish Average and only slightly below our Peer Group Average.






Did you know?
Adaptations took an average of 9.12 days to be installed from receiving an approved application.

Did you know?
We issued 5 Notice of Proceedings to tenants in rent arrears, with no orders for recovery of possession granted.



Repairs and Maintenance

Arklet's tenant's homes are well maintained, with repairs and improvements carried out when required, and tenants given reasonable choices about when the work is done. Arklet's repairs and maintenance service includes setting repair priorities and timescales, setting repair standards such as getting repairs done right, on time, first time and assessing tenant satisfaction with the quality of the services they receive.

	Arklet average 2016/17	Arklet average 2015/16	Scottish average	Peer group average
Average time taken to complete emergency repairs	3.66 hours	2.4 hours	4.7 hours	3.9 hours
Average time taken to complete non-emergency repairs	4.83 days	3.1 days	7.1 days	5.1 days
Percentage of reactive repairs carried out in the last year completed right first time.	95.88% 	97.6%	92.4%	94.2%
Percentage of repair appointments kept.	72.08% 	99%	95.7%	97.1%
Tenants who had repairs or maintenance carried out were satisfied with the service they received.	91.41% 	93.1%	90.6%	86.4%

The percentage of repairs appointments kept has fallen during this year and the Association have established a number of reasons for this including- the systems not recording the correct information. The tenant satisfaction with the repairs satisfaction however has remained higher than both the Scottish and Peer group average.

Did you know?
We carried out 1287 reactive repairs during the year 2016/17 which works out at an average of 3.6 for each property we own and an average cost of £198 per repair.

Value for Money

We understand that rent levels are very important to our tenants and we aim to keep rents as low as we can but at the same time we need the income from rents to pay for the range of services tenants want and to repair homes now and in the years to come.

Within our last independent Tenant satisfaction survey carried out in October 2013 one of the questions we asked was:

Taking into account the accommodation and services Arklet provides, do you think the rent for this property represents good or poor value for money

Only **65%** of our tenants advised that they thought their rent represented good value for money and since then the Association has been working to both reduce the costs to tenants and also increase the satisfaction levels of the services provided.

It is hoped that a more positive feedback for our tenants will be achieved from the satisfaction survey due to be carried out before the end of 2017.

Did you know?

Arklet collected £2,080,005 during the year 2016/2017

Did you know?

Arklet's current tenant net rent arrears was 0.62%

Did you know?

Arklet's gross rent arrears are 2.53% while the Scottish average is 5.3% (all arrears due from current and former tenants including outstanding housing benefit payments)



Factoring Customers

Our average annual management fee per factored property has continued to be £87.00.

When we carried out our independent Tenant satisfaction Survey in 2013 owners were asked how satisfied they were with the factoring service they receive only 5 owners provided feedback which showed that only 16.7% were satisfied.

Research Resource will be carrying out the survey again at the end of 2017 and we would appreciate feedback from as many owners as possible.

About the Association

Staff Team 2016 -2017

Catrina Miller	Interim Director
Stephen McCabe	Finance Manager*
Samantha Morton	Senior Housing Services Officer (Temporary)
Gordon Speirs	Finance Officer
Graeme Livingston	Housing Officer (Temporary)
Richard O'Brien	Maintenance Officer
Eliza McCallum	Maintenance Assistant
Martin Winter	Housing Assistant
Sandra Short	Customer Service Assistant
Susan Higgins	Sheltered Housing Assistant
Frances Stewart	Sheltered Housing Assistant
Patricia Johnston	Sheltered Housing Assistant

*since left the association

Did you know?

Arklet factors a total of 60 properties

Did you know?

It cost the Association £255,623 to provide the reactive repair service.



Contact us:

This report is written to provide information on the services Arklet provides as a landlord to our tenants and other customers, and how we compare against other landlords. If you would like more information or have any questions about the content of this report please get in touch with the Arklet Office on:

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Barrland Drive, Giffnock, Glasgow G46 7QD.**

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