

**REPORT TO: Housing Committee 27 October 2014**

**REPORT ON: Scottish Social Housing Charter – Customer Report**

**REPORT BY: Director of Housing**

**REPORT NO: 382-2014**

**1. PURPOSE OF REPORT**

- 1.1. This report seeks the Committee to note the requirement to prepare and publish a Customer Report in line with the Scottish Social Housing Charter and the Scottish Housing Regulator. This report contains the main, performance information and benchmarking comparisons to be contained in the report. The report will be designed together with a Communication Sub-Group of the Tenants Scrutiny Panel.

**2. RECOMMENDATIONS**

It is recommended that the Committee notes the performance information at Appendix 1 to be included in the Customer Report.

It is recommended that the Committee remit the Director of Housing to work with the Scrutiny Communication Sub-Group to produce and publicise a Customer Report including commentary and additional performance information by mutual agreement.

**3. FINANCIAL IMPLICATIONS**

Costs associated with publication of the Landlord report will be funded from the Housing Revenue Account for 2014/15.

**4. MAIN TEXT**

- 4.1. It is a requirement of the Scottish Social Housing Charter that every Local Authority and Registered Social Landlord publishes a “Customer Report” by October every year, this report covers performance in 2013/14. This report should provide an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord and drawing on the information provided to The Scottish Housing Regulator in the Annual Return on the Charter (ARC).
- 4.2. The Scottish Housing Regulator published their Landlord Reports for each Local Authority and RSL in August this year. The Landlord Report contains the main indicators which they also expect to be reflected in our Customer Report together with any additional indicators which our tenants think are important. The report must contain relevant comparisons with other landlords and national performance.
- 4.3. Dundee City Council submitted its Annual Return on the Charter (ARC) in May this year. In June 2014 we formally constituted a “Scrutiny Panel” of tenants and other service users who will scrutinise the Housing Service and consider the performance data in the ARC.
- 4.4. Over the course of the summer the Scrutiny Panel has formed three sub-groups to look at the performance indicators within the ARC concerning Letting, Antisocial Behaviour and Repairs. These topics were chosen as they were three of the priority areas identified in a consultation on the Charter which the Housing Department completed in November 2013. Additionally a Communication Group has been formed by the Scrutiny Panel to pull together the Customer Report.

- 4.5. Appendix 1 contains data on the main indicators to be published. The Scrutiny Panel Communication Sub-Group will include this together with their views on the scrutiny process thus far. The final Customer report may also contain a small number of additional indicators agreed with the Scrutiny Communication Group.
- 4.6. Appendix 1 displays data on performance indicators from the Charter compared with the national average (i.e. all Local Authorities and RSL's) and the average of a group of peer landlords. It is recommended that the Housing Committee note the indicators at Appendix 1 for inclusion in the Customer Report.
- 4.7. It is recommended that the Committee remit the Director of Housing to work with the Scrutiny Panel Communication Sub-Group to produce and publicise a Customer Report including commentary and additional performance information by mutual agreement.

## 5. **POLICY IMPLICATIONS**

- 5.1. This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

## 6. **CONSULTATIONS**

- 6.1. The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services and all other Chief Officers have been consulted on the preparation of this report. No concerns were expressed.

## 7. **BACKGROUND PAPERS**

- 7.1. None.

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**

**15 OCTOBER 2014**

**Landlord Profile**

**Indicator 30: Total rent due in the Year £50,451,387**

**Contextual Indicator 14: Number of houses 12906**

Peer Group	Authority Type	Number of Houses Managed
Aberdeen City Council	Urban	22496
Dundee City Council	Urban	12906
Falkirk Council	Urban	16175
Renfrewshire Council	Urban	12666
West Dunbartonshire Council	Urban	11067

<b>Indicator 17: Apartment size and average weekly rent</b>	<b>1 apt</b>	<b>2 apt</b>	<b>3 apt</b>	<b>4 apt</b>	<b>5+ apt</b>
Dundee City Council	£55.92	£60.96	£71.00	£80.84	£92.68
Peer Group Average	£47.38	£59.18	£65.46	£73.39	£79.67
Scottish Average	£59.56	£65.18	£67.19	£73.07	£81.68

<b>Contextual Indicator 21: Percentage average weekly rent increase to be applied (2014/15)</b>	
Dundee City Council	2.25%
Peer Group Average	4.1%
Scottish Average	3.6%

**Satisfaction**

	<b>Indicator 1: Percentage of tenants satisfied with the overall service.</b>	<b>Indicator 3: Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes.</b>	<b>Indicator 6: Percentage of tenants satisfied with the opportunities to participate in their landlord's decision making processes.</b>
Dundee City Council	77%	74%	52%
Peer Group Average	78%	77%	61%
Scottish Average	88%	89%	78%

Note: It is hoped that the considerable efforts put into setting up the Scrutiny Panel and associated scrutiny arrangements will positively impact satisfaction when we do a new survey in 2014/15.

### Housing Quality and Maintenance

	<b>Indicator 7: Percentage of stock meeting the Scottish Housing Quality Standard.</b>	<b>Indicator 11: Average length of time to complete emergency repairs.</b>	<b>Indicator 12: Average length of time taken to complete non-emergency repairs.</b>
Dundee City Council	85%	16.73 Hours	15.64 Days
Peer Group Average	81%	8.56 Hours	11.39 Days
Scottish Average	85%	6.90 Hours	8.20 Days

Note that the percentage of stock meeting the Scottish Social Housing Quality Standard currently stands at 92.2%. The Housing Department has initiated STEP reviews into the Repairs and Void Management Processes to improve performance on reactive repairs. Productivity gains have been realised by the introduction of mobile technology.

	<b>Indicator 13: Percentage of reactive repairs completed right first time.</b>	<b>Indicator 16: Percentage of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service.</b>
Dundee City Council	72%	82%
Peer Group Average	86%	88%
Scottish Average	87%	88%

**Indicator 14: Repairs Appointment System – Not Applicable as Dundee does not use an appointments system.**

### Neighbourhoods and Community

**Indicator 19: Percentage of antisocial behaviour cases resolved within locally agreed targets in the last year: not applicable. (The Housing Department are working with the Scrutiny Panel to agree local targets to be used for 2015/16).**

### Getting good value from rents and service charges

	<b>Indicator 35: Average length of time taken to relet properties in the last year.</b>	<b>Indicator 30: Rent collected from tenants as a percentage of total rent due in the reporting year.</b>	<b>Indicator 34: Percentage of rent lost through properties being empty in the last year.</b>
Dundee City Council	63 days	97%	2.4%
Peer Group Average	57 days	99%	1.8%
Scottish Average	36 days	99%	1.2%

As at September 2014/15 we have seen average days to let reduce further to 48 days and the percentage of rent lost through properties being empty has reduced to 1.5%.