



In Our House

**Dundee City Council
Customer Report
2022-2023**



Shining a Spotlight on Housing Performance

Introduction

I am pleased to present to you this year's Annual Customer Report. This report serves as an overview of our ongoing efforts to provide high-quality housing services to the residents of Dundee. It highlights our commitment to ensuring that our residents' housing needs are met while adhering to the standards set forth by the Scottish Housing Regulator.

As the Housing Convener, it is my privilege to lead a dedicated team that works to maintain and improve the housing services we provide to our communities. In this report, we will highlight key aspects of customer satisfaction and performance indicators to gain a better understanding of our progress, as well as any areas that require attention. Your feedback and input are invaluable to us, and we encourage you to review this report, ask questions, and engage in discussions with us about its content.

Your feedback will help us with our ongoing commitment to continuously improve the housing services we provide. To get involved and have your say please visit: www.dundee.gov.uk and search for Tenant Scrutiny. Here you will find comparison reports from previous years, as well as contact details should you wish to get in touch.

Thank you for your time, and we look forward to your active participation in shaping the future of our housing services.

Email: HaveYourSay@dundee.gov.uk



Facebook: Dundee Tenant Participation



Twitter: [@_HaveYourSay_](https://twitter.com/_HaveYourSay_)

Councillor Mark Flynn,
*Convener of Neighbourhood Regeneration,
Housing & Estate Management*





Shining a Spotlight on Housing Performance

The next couple of pages describe how the council performed against the main indicators set out in the Scottish Social Housing Charter. For more detail on the council's performance and comparison with other social landlords, please visit the Scottish Housing Regulator's website: www.scottishhousingregulator.gov.uk/find-andcompare-landlords

Repairs

15.8 days

was the average time taken to complete non-emergency repairs, compared to the Scottish Local Authority average of 9.7 days.

6.0 hours

was the average time taken to complete emergency repairs, compared to the Scottish Local Authority average of 4.7 hours.



78.4%

of reactive repairs were completed 'right first time', compared to the Scottish Local Authority average of 88.2%. Source: Dundee City Council

Medical Adaptations



358

Medical adaptations were completed to assist tenants in their homes within the financial year.

66.9 days

was the average time taken to complete medical adaptations, compared to the Scottish Local Authority average of 46.9 days. Source: SHN



Quality & Maintenance

Since 1st April 2015 all social housing should meet the Scottish Housing Quality Standard (SHQS).

79.2%

of our homes now meet this standard, compared to the Scottish Local Authority average of 70.9%

The Energy Efficiency Standard for Social Housing (EESH) was introduced in March 2014 and set a milestone for social landlords to meet by 31 December 2020.

86.6%

The Energy Efficiency Standard for Social Housing (EESH) compared to the Scottish Local Authority average of 87.7%. Source: SHN



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Tenancy Sustainment



89.5%



of new tenancies to applicants from the Council's waiting list were sustained for more than one year, compared to the Scottish Local Authority average of 91.4%. Source: SHN

Gas Safety

100%

of Dundee City Council housing fitted with gas, had their Gas Safety record renewed by the anniversary date, meeting our statutory duty.

Complaints

100%

of 1st & 2nd stage complaints were resolved in full within the timescales set out by the Scottish Public Services Ombudsman, compared to the Scottish Local Authority average of 95.2% Stage 1 & 92.8% for Stage 2. Source: SHN

Property Letting

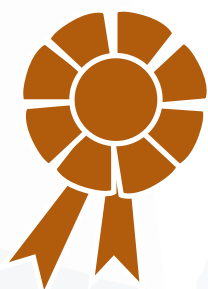
104.4 Days

This is the average time it takes to Relet properties across all housing stock. Compared to the Scottish Local Authority average of 66.9 Days

Percentage of stock that became vacant across all housing. Compared to 7.4% for the Scottish Local Authority average. Source: SHN

9.3%

Mutual Repairs



The percentage of homeowners satisfied with the mutual repairs, or factoring, for general maintenance of common areas such as stair cleaning, we provide was

27.9%

compared to the Scottish Local Authority average of 51.2%

Shining a Spotlight on Housing Performance



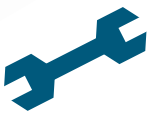
80.8%

said they were satisfied with the overall housing service the council provided, compared to the Scottish Local Authority average of 81.9%.



66.6%

of tenants were satisfied with the opportunities to participate in Dundee City Council's decision-making processes, compared to the Scottish Local Authority average of 80.8%.



89.8%

of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish Local Authority average of 88.5%.



82.2%

of tenants feel that the rent for their property represents good value for money, compared to the Scottish Local Authority average of 81.3%.



76.5%

of tenants are satisfied with the management of the neighbourhood they live in, compared to the Scottish Local Authority average of 82.1%.



76.5%

of tenants are satisfied with the quality of their home, compared to the Scottish Local Authority average of 81.1%.



78.1%

felt that Dundee City Council was good at keeping them informed about its housing services and outcomes, compared to the Scottish Local Authority average of 85.0%

Contacts

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DFTA

Dundee Federation of Tenants dfta@number10.org
Associations 01382 305718

Repairs Service 01382 434343

Lettings Options 01382 307400

Homeless Out of Hours 08006335843



Dundee
City Council

www.dundee.gov.uk

CHANGING
FOR THE FUTURE

Designed by Communications, DCC LV/01/22

