



Key Housing Charter Report 2017



Welcome to Key's Charter Report

This report outlines Key Housing's performance as a landlord between April 2016 and March 2017.

We have included information about our performance, tenant satisfaction levels and some of the projects we completed during the year.

If you would like more information about us or to read our full Charter Return you can find this on the Scottish Housing Regulator (SHR) website:

www.scottishhousingregulator.gov.uk

On their website you can compare us with other landlords and also read **Key Housing's landlord report for 2016/17**.



So just in case you missed our new logo when it was launched earlier this year, you can see it below. We feel our refreshed look really captures our organisation as one which is warm, friendly and has people at its very heart.



www.key.org.uk/key-housing



About Key Housing



We own
713
properties



We lease
78
properties from
other landlords



Housing in
15
Local
Authority
Area



860
Tenants



741
Supported
Tenants

Tenant Engagement & Satisfaction

The Charter states:

- We should make it easy for tenants to participate in decision making
- Tenants should be able to influence decision making
- Communication with us should be easy and you should get the information you want.



Overall Satisfaction



93%
of tenants are
satisfied with the
Housing Service
we provide.

Our most recent Tenant Satisfaction survey was carried out in February 2016 and we had a response from over 40% of our tenants.

We are very happy that 93% of our tenants are satisfied with the housing service we provide which is better than the Scottish Average of 89.7%.

We will continue to look at ways in which we can improve our service. You will find other results from our 2016 Tenant Satisfaction Survey throughout this report.

Keeping Tenants Informed



89.6%

of tenants are satisfied with how we keep them informed.

This figure remained the same as our previous Tenant Satisfaction Survey in 2014. It is slightly less than the Scottish Average of 91.1%.

We are looking at what we can do to help improve how we keep people informed and made some changes in the next year.

Our main method of keeping people informed is through our newsletter, '[At Home](#)'. We continue to issue this 3 times a year.

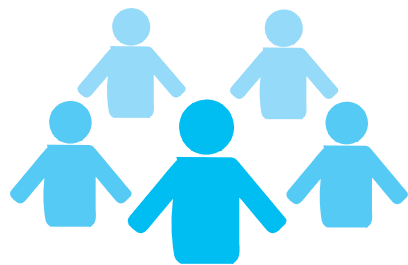
We are now able to put any updates on our new website: www.key.org.uk/key-housing.

We also have a range of factsheets that we hope provide information on topics we are most often asked about. We are starting a consultation on updating our Tenant Handbook and what information should be included.





Opportunities to Participate



77.3%

of tenants are satisfied with the opportunities to participate in our decision making process.

This figure increased slightly from our previous figure of 76.8% in our 2014 survey. However it is lower than the Scottish Average of 83.8%.

We are working on improving opportunities for participation this year. We continue to hold our tenant engagement panel, 'My Home Group', 5-6 times a year. The group has been instrumental in our consultation process, especially with their work around our Anti-Social Behaviour Policy and the user testing of our new website.

We aim to hold some further focus groups throughout the year. We held some additional consultations last year around our [Anti-Social Behaviour Policy](#) and we would like to do this with our future consultations.

We continue to send out surveys around our major consultations and people can now note their [interest in participating](#) on our website.

Complaints



12
complaints about
the housing
service received
in 2016/17.

Last year we dealt with 12 complaints. We agreed that our service could have been better in 9 of these cases.

Of these, 8 required us to investigate further.

11 were resolved within the timescales set out.

If you feel that Key Housing have not dealt with something as well we could have, get in contact with us to discuss. Your views and concerns are important to us and we will always treat your views with respect, investigate thoroughly and give you a clear answer.

You can find a copy of our [procedure](#), and [submit a complaint](#), on the Key Housing section our website.



Rents & Value for Money

The Charter states that Key Housing must:

- Set rents and service charges in consultation with our tenants
- Get the right balance between the level of services provided, the costs of the services and how affordable our rents are
- Give information on how rent and other money is spent
- Consult with our tenants on whether they want to see details of individual expenditure above a certain level.



Re-Lets

 **62.5 days**
Average re-let time

Our re-let time has increased this year from 50.6 days in 2015/16. This is a lot higher than the Scottish Average of 31.5 days. It often takes us longer to re-let a property due to negotiations around support arrangements. We will look at anything we can do help lessen the time in 2017/18.

Arrears

 **1.8%**
Overall rent arrears

Our overall rent arrears figure has dropped slightly this year (1.9% in 2015/16) and we continue to be lower than the Scottish Average of 5.3%. Our Housing Officers work hard to collect all rents and ensure that tenants know about which benefits they are eligible to claim.

Weekly Rents

Below is a breakdown of our average weekly rents compared to the Scottish Average and other specialist housing associations.

Our average rents are higher than the Scottish Average which reflects us being a specialist housing provider. The Specialist Housing Average is a more realistic comparison for our rents.



You will notice that our 4+ bedroom rents are higher than the Specialist Housing Average and that reflects that most of these are shared tenancies.

Average Weekly Rents

Number of Bedrooms	Number Owned	Key Housing	Scottish Average	Specialist Housing Average
Bedsit	8	£74.72	£66.55	£100.21
1 Bed	415	£82.41	£71.67	£100.48
2 Bed	181	£88.61	£73.13	£99.90
3 Bed	90	£97.78	£79.42	£96.78
4+ Bed	18	£141.76	£88.02	£102.12

Value for Money

Providing value for money is very important to us. In the next year we will look at how affordable our rents are. Below we have broken down the main areas of expenditure at Key Housing and we will publish more details about how we spend your rent in our rent consultation in January 2018.



87.1%
of tenants think
Key's rent is good
value for money.



Salaries &
Management Costs



Major Repairs



Servicing & Service
Charges



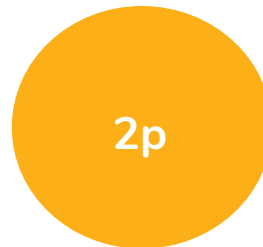
Response Repairs



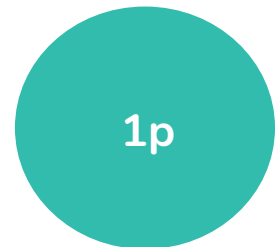
Mortgage Repayments



Voids & Associated Costs



Insurance



Others

Repairs & Maintenance

The Charter states:

- We must manage our homes to meet the Scottish Housing Quality Standard (SHQS)
- When someone moves into one of our houses it is clean, tidy and in a good state of repair
- All repairs and improvements should be done when they are required
- Our tenants should have a reasonable choice about when repairs are done.



Repairs Satisfaction



96.8%

of tenants were satisfied with the repairs service we provide.

We carried out a Repairs Service Satisfaction Survey in February 2017. We are happy with the continued increase in satisfaction over our last 3 surveys (from 92% in 2014). The satisfaction level is higher than the Scottish Average of 90.6% and the Specialist Housing Average of 86%.

We will continue to look at any improvements we can make to our repairs service to maintain a high standard.



Repairs

**3 days
12 hours**

Average time to
complete a Non-
Emergency Repair

This is an improvement on our average of 3 days 14 hours last year.

It is also significantly better than the Scottish Average of 7 days 2.5 hours.



**3 hours
56 mins**

Average time to
complete an
Emergency Repair

This is slightly longer than last year's average of 3 hours 6 minutes. This remains better than the Scottish Average of 4 hours 42 minutes.

Due to a re-assessment of our repair categories, we also had an increase in the amount of emergency repairs we had from 107 to 428.



93.8%
of repairs were
completed Right
First Time

This is an improvement on last year's figure of 88.8%. It also brings us slightly better than the Scottish Average of 92.4%.

Planned Major Repairs

Below is some of the expenditure from our Major Repairs budget for 2016/17.

This year we have included the spend for external works and our communal area decoration costs.

If you would like further information about our **Major Repairs Programme**, please visit our website.



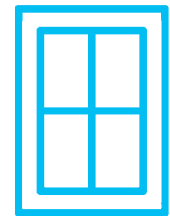
Major Repairs Spend 2016/17



£167,000 on Heating Systems



£121,000 on Bathrooms



£102,000 on Windows



£53,000 on External Works



£49,000 on Kitchens



£30,000 on Common Area Decoration



£8,000 on Roofs



Quality of Housing



99.6%

of our properties pass
the SHQS requirements

In the last 12 months, 2 further properties have been upgraded to meet the Scottish Housing Quality Standard (SHQS). We still have 3 properties that do not meet this standard and this is due to their energy efficiency. The works we have planned through EESSH (read more below) will hopefully bring these up to the standard.

Energy Efficiency



97.5%

of our properties pass
the EESSH requirements

We are working towards meeting the **Energy Efficiency Standard for Social Housing (EESSH)** by 2020. Currently, 97.5% of our properties meet this.

In 2016/17 we upgraded 9 further properties up to EESSH requirements, leaving 18 properties with further work. We are looking at our options for these homes.

We are also installing more energy efficient heating when we replace any through our **Major Repairs Programme**.

Aids & Adaptations

We completed 57 adaptations in our properties this year. Our average time to complete these has increased to 57.5 days this year (49.5 days in 2015/16). We will work towards improving this over 2017/18.

These works are made possible through grant funding from the Scottish Government and Glasgow City Council.



57.5 days
was the average time to
complete an adaptation in
2016/17.

Our adaptations range from smaller works, such as fitting grab rails, to larger projects.

This year we applied for additional funding to complete a larger adaptation to one of our properties in the Dumfries and Galloway area. The additional funding from the Scottish Government allowed us to change the layout, widen the hall and doorways, and increase the size of the bathroom in this property. This allows for wheelchair usage around the house. We also fitted a ramp creating wheelchair access to the front door.





Development Projects

This year we remodelled one of our larger properties in the Highlands into a 2 bedroom flat and a 1 bedroom flat. This change enabled our current tenants to move into their own properties, where they now live more independently.

We started work on the project in December 2016 with the works finishing in May 2017.

We received funding from the Scottish Government to allow this project to go ahead. To make this remodelling project a success we worked closely with local support managers and local contractors. As part of this project we were able to fit the energy efficient Quantum heating systems into these properties to help keep the bills low.



Neighbourhood & Community

The Charter states:

- We must work in partnership with other agencies to make sure our tenants live in well maintained neighbourhoods where they feel safe.



83.7%

of tenants are satisfied with the management of their neighbourhood.

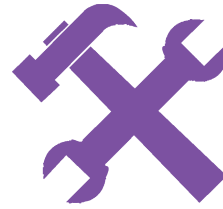
This result is from our Tenant Satisfaction Survey from 2016 and was a slight decrease from 2014 (88%) and lower than the Scottish Average of 87.11%.

In 2016/17, we made changes to our Anti Social Behaviour Policy. We consulted with the My Home Group and also visited 6 different regional **TAG (The Advisory Group)** meetings. Thank you to everybody who gave their views and time to help shape our updated policy. You will be able to find a copy of this in the 'Being a Good Neighbour' section of our website.

Key Statistics



2780
Routine
Repairs



428
Emergency
Repairs



1.5%
Average rent
increase



£4,220,635
Total rent due for
collection



1.0%
Rent loss
due to voids

Key's Annual Review



Key has also published its Annual Review this September. It looks at the different areas and achievements of our support work over the last year. You can find a copy within the Publications section of our website: www.key.org.uk.

And finally...

On the front and back covers of this year's publication we feature the artwork of two of our tenants. They also attend arts workshops at Project Ability. We would like to thank Doreen and Martin for allowing us to use their incredible paintings and are very grateful to Project Ability for their help with this.

We would like to thank everybody who featured in our photos throughout this report.

And finally a big thank you to everybody who contributed to our various consultations throughout the year.



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