



Ice Cream Van by Martin Sloss



Key Housing Charter Report 2023

Welcome! Our Charter Report looks at our performance as a landlord between April 2022 and March 2023.

It is split into four main sections:

Value for Money

Tenant Engagement

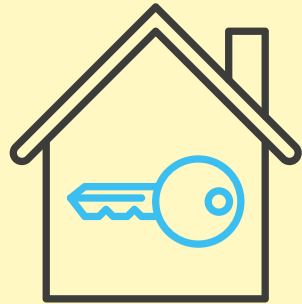
Repairs and Maintenance

Neighbourhood and Community



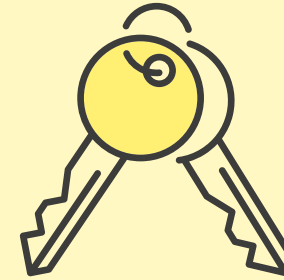


Key Housing. *2023 in numbers.*



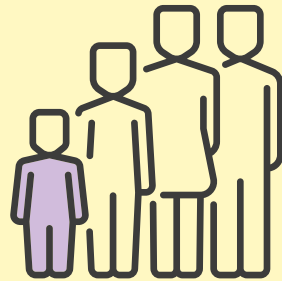
713

owned properties



101

leased properties
from other landlords



830

tenants



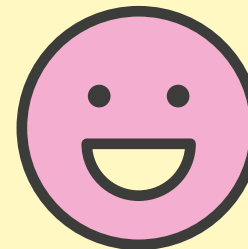
15

We have housing in
15 local authority areas



729

supported tenants



91.6%

satisfied with our overall
housing service



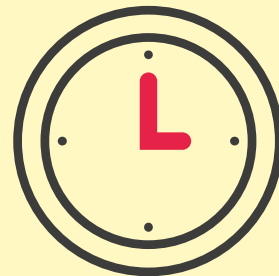
84 days

average time to complete an adaptation



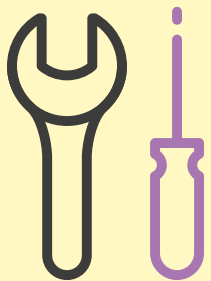
99.7%

properties meet the Energy Efficiency Standard for Social Housing



5 days, 4 hours

average time to complete non-emergency repair



4 hours, 4 mins

average time to complete emergency repair



4.5%

average rent increase

0.65%

rent loss due to property being empty

Value for money. Providing tenants with a value for money service is important to us.

A big part of this is consulting with you about our rental and service charges.

This section looks at how we performed this last year.





Rent affordability. *We always aim to get the right balance between providing a good service and affordable rent.*

Below is a table of our average weekly rents compared against the averages of other Scottish Landlords.

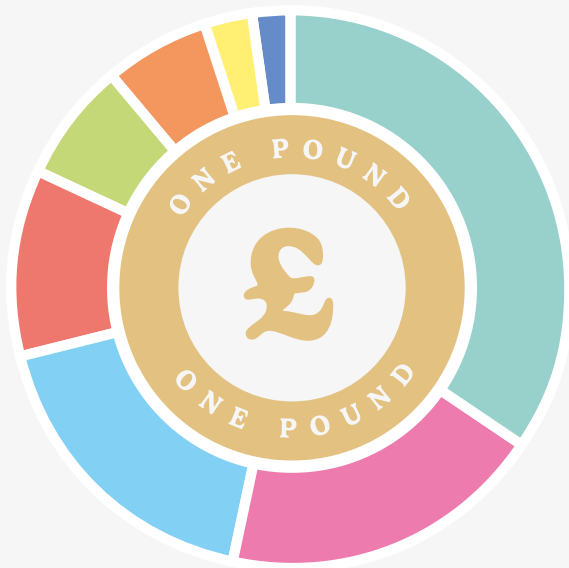
The specialist housing average is a more realistic comparison for our rent as it reflects the additional costs around providing supported housing.

Rents in our largest properties are quite high in comparison as many of these are shared tenancies.

| Number of Bedrooms | Number Owned | Key Housing | Scottish Average | Specialist Housing Average |
|--------------------|--------------|-------------|------------------|----------------------------|
| Bedsit | 7 | £87.50 | £78.26 | £137.37 |
| 1 Bed | 417 | £101.68 | £83.46 | £137.88 |
| 2 Bed | 182 | £108.27 | £86.28 | £111.00 |
| 3 Bed | 89 | £118.60 | £91.96 | £114.27 |
| 4+ Bed | 18 | £220.04 | £103.72 | £127.51 |



Spend breakdown. *We have broken down our main areas of expenditure for every pound of your rent.*



| | |
|---------------------------|-----|
| Management Costs..... | 35p |
| Repairs..... | 19p |
| Planned Replacements..... | 18p |
| Servicing | 11p |
| Void Costs | 7p |
| Mortgage Repayments..... | 6p |
| Insurance | 3p |
| Others | 2p |

1.5% is our overall rent arrears figure, this is lower than the Scottish Average of 6.9%

Re-Lets

An important part of providing value for money is ensuring properties are not left empty for too long. We took an average of 59.8 days to re-let 57 properties this year; this is 9 days more in comparison to last year.

We were slightly slower than the Scottish Average of 55.6 days.

Arrears

We work hard to help tenants make their rental payments and provide any benefits advice that can help.

Our overall rent arrears figure is 1.5%, this is lower than the Scottish Average of 6.9%.

Tenant engagement. We want tenants to give us their views and help shape the services we provide.

In this section we will look at our tenant engagement activities throughout the year.





Tenant satisfaction. *Satisfaction with our housing service is 91.6%, which is higher than the Scottish Average.*

Tenant Satisfaction

We carried out a Tenant Satisfaction Survey at the end of 2021 and just over 33% of you responded. The overall satisfaction with our housing service is 91.6%, which is higher than the Scottish Average of 86.7%.



Opportunities to Participate

In our survey, 71.4% of tenants were satisfied with the opportunities to participate in our decision making. This figure has decreased from our previous survey of 76.9% and remains lower than the Scottish Average of 85.9%.

71.4% are satisfied with opportunities to participate

We are always looking for ways to improve, and increase, the opportunities for participation. We would also like to increase our digital engagement with you.

Our main tenant engagement panel is the **My Home Group** which usually meets 5-6 times a year.

Members of the group received a draft of this Charter Review to give their opinions and approval.

In addition to our usual Rent Consultation and At Home newsletter, we have started more focused surveys to our services. We will be sending out the Tenant Satisfaction Survey during October this year.

We will monitor the results of the survey and are keen to see how our services have performed over the past few years.

Tenant satisfaction. *We always aim to get the right balance between providing a good service and affordable rent.*

Keeping tenants informed

Providing you with up to date information on changes to our service is very important to us.

Last year 81.9% of tenants were happy with how we carry this out. This figure is lower than the Scottish Average of 89.7% and has decreased from the previous survey of 86.1%.

It has never been easier to keep in touch, we can mail you, email you, meet you in person and talk to you over the phone.

We provide our **At Home** tenant newsletter three times a year to keep you informed with events and news.

81.9% of Key tenants are satisfied with how we keep you informed

Complaints

It is important that you let us know if there has been a problem with the service we provide. Last year we received 7 complaints and they were dealt with within the agreed timescales.

You can also find more information on our website www.key.org.uk



Gardens *in bloom!*

We always like getting out to visit our tenants and its even better when the sun is shining. Here are some photos to help you make plans to enjoy your garden next year.





Repairs and maintenance. *At Key we strive to build, maintain and adapt homes to suit your life.*

This section of the report looks at the work we do to maintain, and improve your property.





Repairs. *In our most recent Tenant Satisfaction Survey 90% of you are satisfied with our repairs service.*

Our emergency repair times have increased slightly since last year however the non-emergency repairs has improved slightly.

4 hours, 4 mins

Average time to complete emergency repair.

5 days, 4 hours

Average time to complete non-emergency repair.

90%

of repairs were completed right first time.

This means that the repair is fixed and doesn't need fixed again within 12 months.

How we compare

Scottish Average

4.2 hours

Average time to complete an emergency repair.

8.7 days

Average time to complete a non-emergency repair.

86.9%

of repairs are completed right first time.

Planned Replacements

Although our planned replacement programme has fallen behind due to the impact of the pandemic, there is a plan in place to catch up with the work that has been delayed.



Quality & energy standards. *97.9% of our properties meet the Scottish Housing Quality Standard (SHQS).*

We now only have 5 properties that do not meet the Scottish Housing Quality Standard (SHQS), meaning that 97.9% of our properties meet this standard. We are working towards the Energy Efficiency Standard for Social Housing (ESSH).

We expect 4 properties to be brought up to this standard by the year 2024 with 1 other property being identified as too costly to meet the standards.

You can find out more about ESSH on the Energy Efficiency section of our website.



Adaptations

We often make changes to our properties to help your home suit your needs and we refer to these works as adaptations. Last year we completed 45 adaptations and it took an average of 84 days to complete each one.

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

***84 days** is the average time for Key to complete an adaptation to your home.*



Neighbourhood and community. *We want all our tenants to enjoy living in their home.*

A important part of this is feeling happy and safe within your neighbourhood, as well as feeling a part of the community.

This section looks at how well we have managed our neighbourhoods.





Neighbourhood management. *We are all committed to ensure that everybody is happy in their homes.*



Your satisfaction with how we contribute to the management of your neighbourhoods has decreased to 83.3%.

This decrease follows the trend for the Scottish Average which dropped by 1%.

Anti-social Behaviour

This year we had 15 cases of Anti-Social Behaviour across our properties.

Most of our disputes are on a small scale and can be resolved fairly quickly with the co-operation of all those involved.

There are times when the people involved do not co-operate which means we have to involve other agencies such as the police and social work.



83.3% of Key tenants are satisfied with how we manage your neighbourhoods

The **My Home Group** have been meeting regularly this year and have been delighted to meet in larger groups. They discussed publications and surveys which Key sends out to tenants and also participated in interviewing new members of staff.

Our Board meetings and AGM are once again taking place in person or as a hybrid event, where people participated in the office or online. Our Information and Communication Technology team have developed ways for this to happen.

Becoming a member of Key Housing Association costs just £1. Once joined you will receive a share certificate and a copy of our annual report.

You will also be entitled to vote at our Annual General Meeting. Application forms are on our website or alternatively you can call us to get one posted out.



With thanks to our tenants in Bellshill and Elderslie who have agreed to appear in the 2023 Charter Report. Check out our website for more brilliant stories from across the areas we work in.

You can also view our Charter Report on our website which gives access to a range of accessibility options.

www.key.org.uk



**70 Renton Street
Glasgow G4 0HT**

0141 342 1890

www.key.org.uk

Registered office: 70 Renton Street, Glasgow G4 0HT. Key is a society registered under the Co-operative and Community Benefit Societies Act 2014, company number 1938 R (S) and with the Scottish Housing Regulator, registration number 141. Key and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652.