



KEY Housing

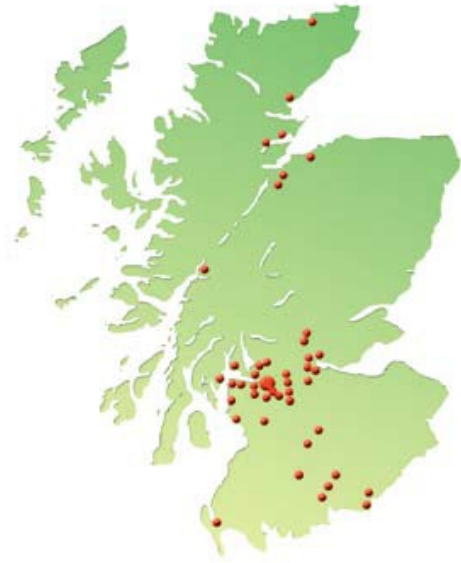


Charter Performance Report 2014

About KEY Housing

KEY Housing Association is a Registered Social Landlord which has 710 houses for rent in 15 local authority areas throughout Scotland. Some of our properties are shared so we have a total of 751 tenants.

626 of our tenants are supported by KEY Community Supports or other agencies.
125 of our tenants are unsupported.



This Charter Performance Report is only about KEY's housing services which are the services our tenants receive for the rent that they pay for their homes.

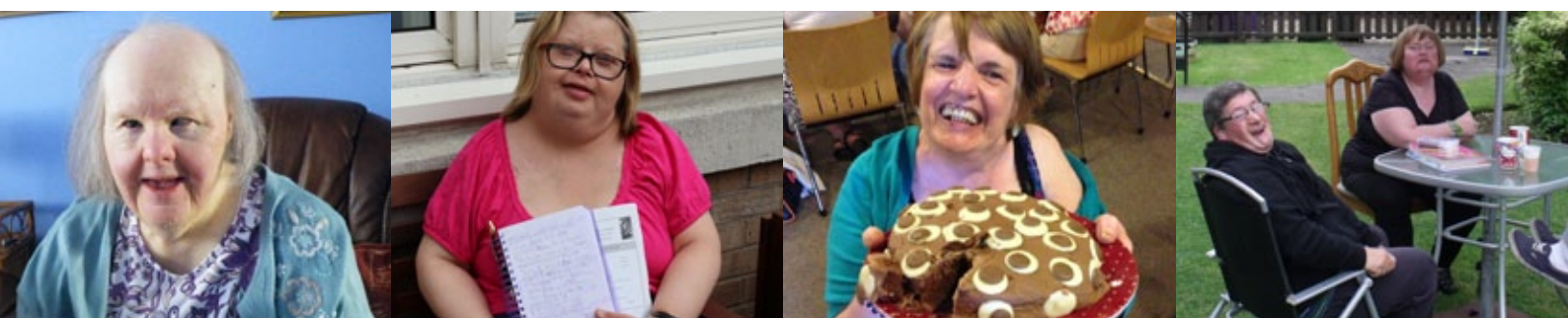
Why are we sending you this Charter Performance Report?

This report will be sent to all tenants of KEY Housing. It shows our performance in achieving the outcomes of the Scottish Social Housing Charter.

What is the Scottish Social Housing Charter?

The Scottish Social Housing Charter sets out the standards and outcomes which we should achieve when we deliver housing services to our tenants and other customers.

In August 2014, the Scottish Housing Regulator issued our first report showing our performance against selected Charter outcomes and indicators. A copy of this report is available on our website www.keyhousing.org. The Scottish Housing Regulator monitors and assesses the performance of housing associations.



How have we consulted?

We have consulted with tenants through existing consultation and participation groups within KEY. Some of their members are tenants who receive both support and housing from KEY. We also consulted with tenants who indicated their interest in being involved through our recent Tenant Satisfaction Survey. We were delighted to have had interest from over 100 of our tenants.

We asked our tenants about the type of things they wanted to hear about, how much information they wanted and the layout. We are very grateful for the time taken by our tenants to respond and for the regional TAG groups who also gave their views on this report.



Our newsletters now have a regular section on our progress against the Scottish Housing Charter outcomes.

What the Charter says about how we should treat our customers



- We must make sure that every tenant and customer has their individual needs recognised, is treated fairly and with respect and receives fair access to housing and housing services.
- We must make sure that our tenants and customers find it easy to communicate with us and get the information they need about how and why we make decisions and the services we provide.
- We must make sure that tenants and customers find it easy to participate in and influence our decisions at a level they feel comfortable with.

Tenant Satisfaction Survey

This year we sent out a Satisfaction Survey to all our tenants and the full results were published in our last newsletter. We were delighted to have an almost **60%** response rate with 426 tenants returning their surveys.

We are pleased to note that our satisfaction levels are higher than the Scottish average.

KEY 92%

Scottish average **83.9%**

92% of our tenants are happy with the overall housing service provided by KEY. This is better than the Scottish average.

KEY 90%

Scottish average **81.7%**

90% of our tenants are satisfied with the way we keep them informed about our services and decisions. This is better than the Scottish average.

KEY 77%

Scottish average **69.4%**

77% of our tenants are satisfied with the opportunities available to take part in KEY's decision making processes. Although this is better than the Scottish average, we want to do better.

How will we improve?

We are pleased that our satisfaction rating was higher than the average. However, we would like to get better at keeping you informed and giving you opportunities to take part.

We carried out a Communication Survey and we were delighted that over 100 tenants were either interested in being on a group or to be contacted to discuss housing issues.



Over the next year we will be continuing to have some events to discuss issues in different parts of Scotland.

We also asked how you would like to be kept informed. Most tenants are keen that we continue with our newsletter, phone calls and letters.

We realise that our website is neither up-to-date nor as informative as it could be.

Complaints

If you have a complaint about our level of service it is important that you get in contact with us to discuss it. Our tenants' views and concerns are important to us and we will always treat your views with respect, investigate them thoroughly and give you a clear answer.

This year we reported our complaints for the first time under the SPSO (Scottish Public Service Ombudsman) Model Complaints Handling procedure.



Our housing website is one of the things we want to improve over the next year.



In 2013-14, we had 13 complaints.

All of these were resolved within the timescales.

11 were upheld, which means we agreed that our service could have been better.

Our website has a copy of our Complaints Policy or you can contact us to get a copy sent to you.



Rents and service charges

What the Charter says about rents and service charges

- We must set rents and service charges in consultation with our tenants and customers.
- We must get a balance between the level of services provided, the costs of the services and how affordable our rents are.
- We must give information on how rent and other money is spent.
- We must consult with our tenants on whether they want to see details of individual expenditure above a certain level.



KEY Housing expects to receive £3,302,310 from the rental of its 710 houses. Last year we collected 99.9% of the rent.

On average, the weekly rent was increased this year by 3.9%.

Weekly Rents

	KEY rent	Scottish average	Difference
1 Apartment	£71.13	£59.56	+19.4%
2 Apartment	£76.36	£65.18	+17.1%
3 Apartment	£81.08	£67.19	+20.7%
4 Apartment	£92.85	£73.07	+27.1%
5+ Apartment (Shared)	£151.27	£81.68	+85.2%
5+ Apartment (Family Occupancy)	£86.85	£81.68	+6.33%

Our rents are higher than the Scottish average which reflects the fact that we are a specialist housing provider with homes throughout 15 local authority areas. Often our rents are shared between 2 or more tenants. For a more realistic comparison, we have included the average rents for other specialist housing associations (Ark, Barony, Bield, Blackwood, Loretto, Trust and Viewpoint).

You will see that our rent levels tend to be lower than this group. The rents for our larger houses look very high but these are our large properties where the rent is shared and where we incur the additional costs of licencing these as Houses in Multiple Occupancy (HMO).

Where we have a 5 apartment house rented to one family the rent is £86.85 which is comparable with the Scottish average.

	KEY rent	Specialist housing provider average	Difference
1 Apartment	£71.13	£84.24	-15.5%
2 Apartment	£76.36	£85.69	-10.9%
3 Apartment	£81.08	£88.94	-8.8%
4 Apartment	£92.85	£91.38	+1.6%
5+ Apartment	£151.27	£96.74	+56.3%

KEY 88.46%

Scottish average **74%**

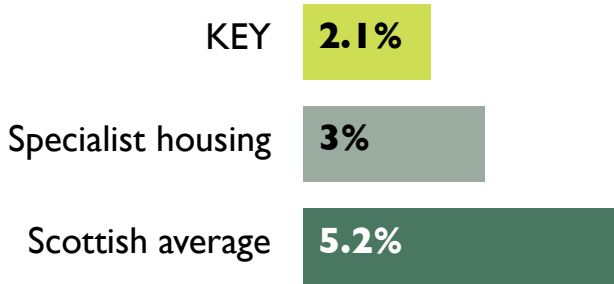
Value for money

In our tenant satisfaction survey we asked tenants whether they felt that the rent that they pay was value for money. 88.46% were very or fairly satisfied.

Each year we provide information and consult with our tenants over our proposed rent increase. We will continue to do this each year.

Rent arrears

When tenants do not pay their rent KEY loses money. We work hard to ensure that all our rent money is collected when it is due and to help tenants claim Housing Benefit if they are entitled to it. Our rent arrears are lower than the Scottish average and lower than other specialist housing providers.



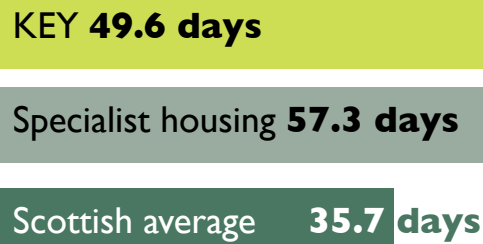
Percentage of rent arrears due

A breakdown of our income and expenditure for the whole of KEY is published in our Annual Review, which is available upon request or from our website.

Re-let times

When our properties become empty it takes on average 49.6 days to re-let the property. Last year we re-let 52 houses. 47 of these were let to supported tenants. 5 houses were let to unsupported tenants.

Our re-let time is longer than the Scottish average. We often take longer to re-let our houses as support arrangements with the local authorities take longer to finalise. You can see that the average for all specialist providers is also higher than the Scottish average. We spend a great deal of time working with KEY Community Supports, social work departments and other support agencies to minimise the time our houses are left empty.



Days taken to re-let vacancies

When a property is empty we lose money. We did not collect 0.88% of the rent due because homes were empty this year.



Quality and maintenance of your homes

What the Charter says about quality and maintenance

- We must set rents and service charges in consultation with our tenants and customers.
- 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.



All of our houses meet the Scottish Housing Quality Standard. (SHQS). This is better than the Scottish average which is 94.7%. In the last year we brought our remaining 8 properties up to the standard by replacing their heating systems. We spent £36,000 on this.

Our next requirement will be to ensure that all our properties meet an enhanced level of energy efficiency which will mean that your homes are easier and cheaper to heat. We will tell you more about this in the next Charter Report.

Repairs

During the year we carried out 3018 repairs to your homes. This is an average of just over 4 repairs per occupied home.

The average time taken for a repair to be completed was 3.4 days, which is faster than the Scottish average of 8.2 days.

KEY 3.4 days

Scottish average 8.2 days



This year we spent £287,000 of your rents on reactive repairs. This is when you call us and report a repair.

We carried out **42 emergency repairs** in the last year. **Emergency repairs need to be done very quickly so they are not a danger to you or your home.**

On average our emergency repairs were completed within 2 hours and 18 minutes. This is faster than the Scottish average of just over 6 hours.

KEY **2:18 hrs**

Scottish average **6:06 hrs**

Appointment Attendance

KEY **99.1%**

Scottish average **93.5%**

Our maintenance staff work hard to make sure that repairs are organised when convenient to you. We operate an appointment system for all our repairs.

Repaired “right first time”

KEY **97.95%**

Scottish average **88.3%**

97.95 % of our repairs are carried out “right first time” which means there has been no dissatisfaction with the repair nor has our contractor been needed to be called out again. **This is better than the Scottish average of 88.3%.**

Satisfaction with repairs service

KEY **91.9%**

Scottish average **87.3%**

We carry out a yearly survey to find out how happy you are with our repairs service. 91.9% of tenants are satisfied or very satisfied with the repairs service you receive from us. **This is better than the Scottish average of 87.3%.**



Almost 90% of tenants who moved into their home in the last year were very satisfied or satisfied with the standard of their home.

In our Tenant Satisfaction Survey we have identified 2 areas where we need to improve satisfaction levels.

79% of our tenants are satisfied or fairly satisfied with the decoration of exterior and common areas. **We would like to investigate the reasons why this level is lower than the other satisfaction levels.**

Only 67% of our tenants were satisfied or very satisfied with the gardening maintenance service. **We are working hard to improve this level of satisfaction.**



If you have concerns, please get in touch and let us know.

Keeping your home to a high standard

Every year we also decide which houses need new kitchens, bathrooms, windows, doors and roofs. Replacements are decided according to the age of the house and a yearly assessment by our maintenance officers.

This year we spent:

£203,000 replacing heating systems

£132,000 replacing kitchens

£81,000 replacing windows

£73,000 replacing bathrooms

In addition to day-to-day repairs and replacing items, we also regularly service your gas boiler, smoke detection and any other specialist equipment to make sure it is safe and working well.



Satisfaction with the standard of your home

The money we spend on keeping your home to a good standard comes from your rents. We are pleased that satisfaction levels with the quality of homes is high.

We have found this year after rent consultation and the Tenant Satisfaction

Survey that many of the comments and questions were about when your houses were getting major work done to them within the year. We will make sure that we give you more information on where we are planning to do work and our timescales in the future.

KEY 93%

Scottish average **83%**

93% of tenants were satisfied or fairly satisfied with the quality of their home. This is 10% better than the Scottish average.

Making sure you can continue to live in your home

If you need changes made to help you to continue living in your house we can carry out adaptations. These adaptations are requested by you and after an Occupational Therapist Assessment we organise the work.

In the last year we have completed 30 adaptations in our stock. Most of our adaptations are in bathrooms to remove baths and fit level access showers. We have also fitted hoists, grabrails and altered door ways.

We received £120,000 to pay for adaptation works from the Scottish Government and Glasgow City Council this last year. This included money to pay for an extension to one of our smaller properties in Bellshill.



Andrew (below) has reported that he is, "really happy with the extension as it gives me much more room in my lounge and a proper bedroom."





Development

Over the past 10 years we have been remodelling our larger shared houses into individual flats for our tenants.

As of March 2014 we only have 11 houses registered as Houses in Multiple Occupancy (HMO) which have 3 or more people sharing.

Last year we remodelled a large shared house and flat in Coatbridge and this year we are doing a similar project in Stirling.

Jim's house was part of the redevelopment at Coatbridge. He has lived with and been supported by KEY for 22 years. For the majority of that time he has shared a house with 3 other people.

The redevelopment enabled Jim to have his own flat with more space for himself and the adaptations he needs for day-to-day life.

"I've never looked back since getting my own flat and my dad has seen a big difference in me too. I am more independent now." says Jim.

Neighbourhood and community

What the Charter says about neighbourhood management

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

Our Housing Officers work hard to resolve all reports of anti-social behaviour and will respond quickly to any concerns raised by tenants. 78.9% of the concerns raised were resolved this past year.

We recognise that this will not always be to everyone's satisfaction but we will work with tenants, their families, support workers and external agencies when required to ensure all our tenants can peacefully enjoy their homes and neighbourhoods.



When surveyed 88% of tenants were satisfied with KEY's management of their neighbourhood compared with the Scottish average of 80%.

KEY **88%**

Scottish average **80%**

Further information

KEY has also produced its Annual Review which is sent to all its members. If you would like to have a copy, which has lots of news about the people we support to live in their homes, please get in touch. Our Housing Services newsletters are issued 3 times a year and will also give updates about our progress against the Scottish Housing Charter outcomes. Old issues of the newsletter are available to view on our web site at www.keyhousing.org



If you would like any more information or statistics on KEY Housing's performance in relation to its Housing Services, you can visit the Scottish Housing regulator's website at www.scottishhousingregulator.gov.uk



Front cover art: Mosaic of the Hallhill Road flats in Budhill.

Back cover art: "A Perfect Garden" mosaic from our Scott Street flats in Garnethill.

Special thanks to: Marjory, Gill, Margaret, Robert, Angela, Michelle, Madison, Mark, William, Carol, Andrew, Jim, Janet, John, Archie and Ryan for allowing us to use their images.



Contact us

KEY
The Square
70 Renton Street
GLASGOW
G4 0HT

T 0141-342 1890
F 0141-342 1891

hello@keyhousing.org
www.keyhousing.org

Created by KEY
Copyright © October 2014
All rights reserved



KEY, KEY Community Supports and KEY Housing are names used by KEY Housing Association Limited, a charity registered in Scotland, charity number SC006652. Registered with the Scottish Housing Regulator, No 141