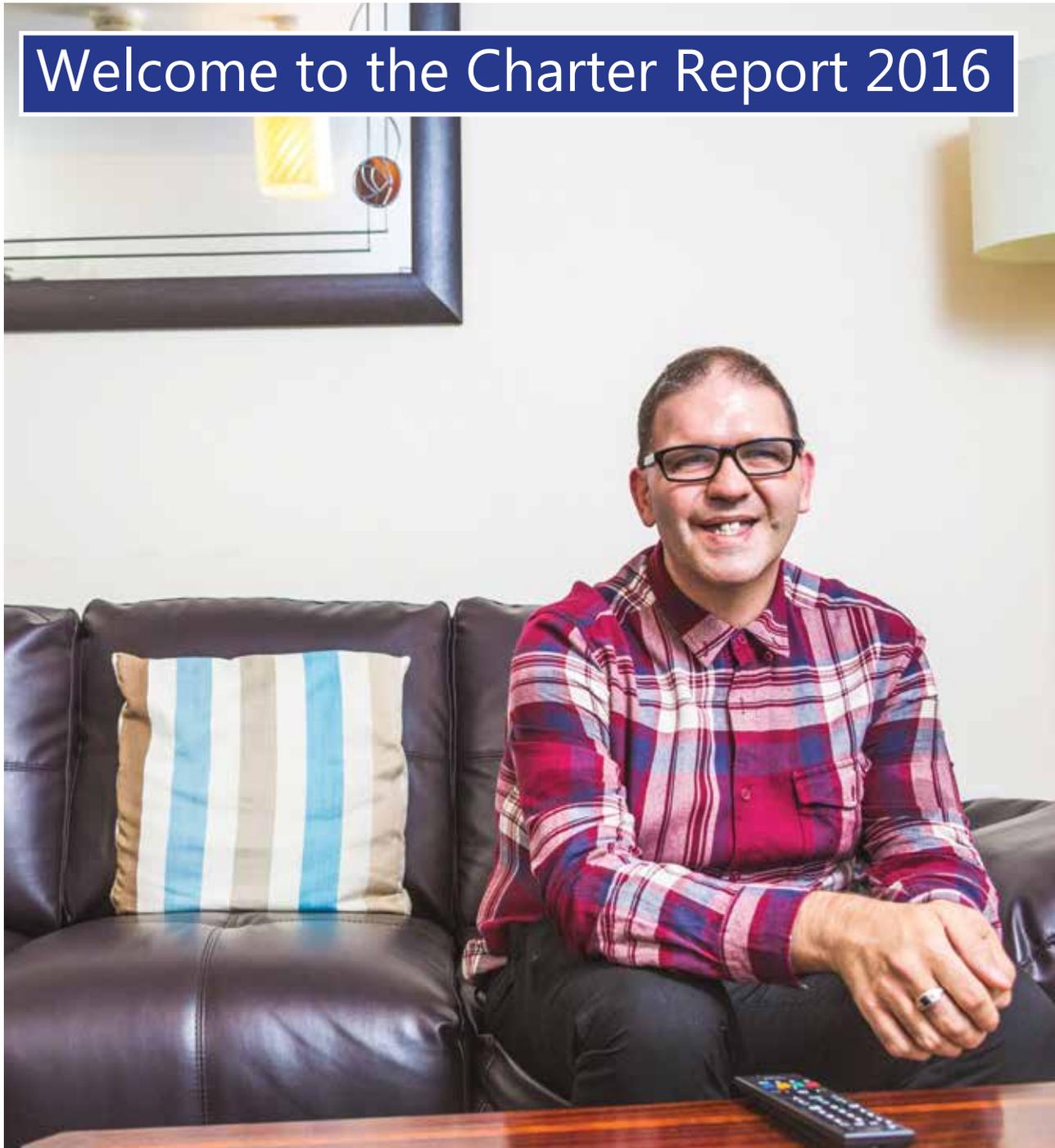


KEY Housing Charter Report 2016



Welcome to the Charter Report 2016



KEY's Charter Performance Report outlines our Housing Services performance from April 2015 to March 2016.

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.

The Scottish Housing Regulator (SHR) monitors and assesses the performance of all housing associations.

They have published a landlord report on our performance for 2015/16 which you can access on their website:

www.scottishhousingregulator.gov.uk

This site also has further information about KEY as well as our previous landlord reports.

KEY Statistics

712

properties
throughout Scotland

782

tenants in KEY
properties

869

Total tenants
(including tenants in
leased properties)

1.6%

Average rent
increase

£3,737,045

The amount of rent due to be collected
by KEY Housing.

0.9%

Percentage of rent not
collected due to empty
properties

3,339

Routine Repairs
carried out

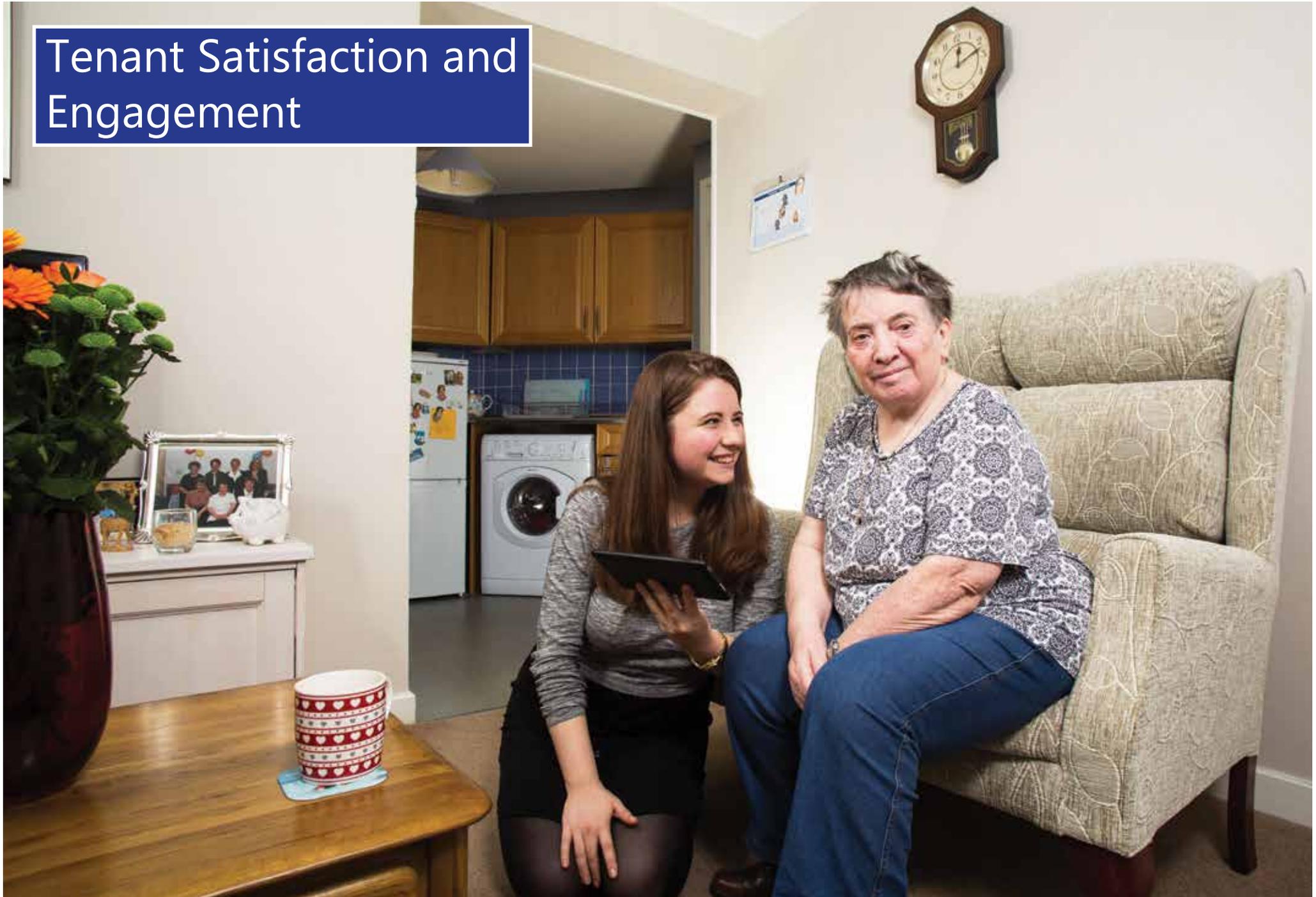
107

Emergency Repairs
carried out

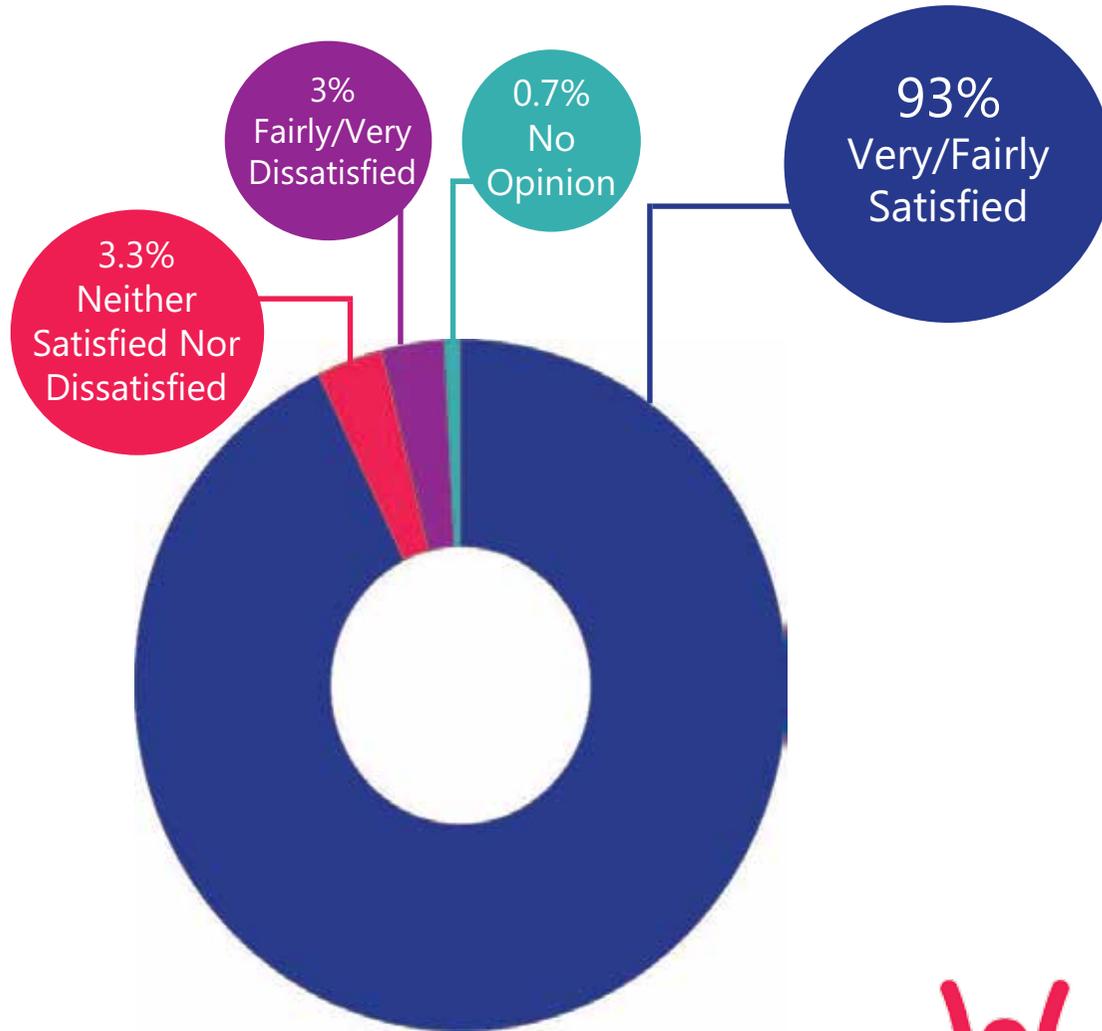
£183,885

The amount of grant funding received
to complete adaptations to your homes.

Tenant Satisfaction and Engagement



Overall how do you feel about our Housing Services?



In February this year we issued a Tenant Satisfaction Survey. We had just over a 40% response rate with 309 tenants returning their surveys.

We are happy to say that the overall satisfaction level with our Housing Service is 93%, which is an increase of 1% on the survey in 2014.

It is also better than the Scottish Average of 89%.

We will continue to look at ways of improving the housing service we provide in the upcoming year.

Throughout this report are more results from our Tenant Satisfaction Survey.



Tenant Engagement

89.6% of tenants were happy about how we keep them informed.

This has remained about the same as the result from our 2014 Tenant Satisfaction Survey. It is slightly less than the Scottish Average of 90.6%.

77.3% of you were satisfied with the opportunities you had to participate in KEY's decision making process. This is less than the Scottish Average of 81.3%. This is a priority for us.

Last September we held the first meeting of our tenant engagement group, 'My Home'. Since then we have held 6 meetings

We are continually looking at new ways to keep people up-to-date with the latest changes in KEY.

and talked about a variety of our policies and how to improve them. These include car parking and pet ownership. Our next topic is anti-social behaviour.

We also aim to hold small engagement groups in specific areas when we are discussing major changes. Opportunities to be involved in these will be in the newsletter.



Improving Tenant Engagement

As well as holding our tenant group, we are hoping to get people involved in the decision making through letter and phone consultation this year.

We are also adding new ways to keep you updated with what is happening at KEY. We are making the final changes to our new website

which will be launched this year. It will be up-to-date with all our current policies as well as useful information relating to your tenancy.

We will continue to distribute our newsletter, 'At Home', 3 times a year. We welcome any feedback so we can further improve the newsletter.



Dealing with Complaints

18 complaints were received in 2015/16.

Of these, we agreed that our service could have been better in 14 cases. All of our complaints were resolved within the timescales set out in our complaints procedure.

If you feel that KEY have not dealt with something as well we could have, get in contact with us to discuss

it. 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 complaints procedure on our website.



Rents and Service Charges



Weekly Rents

One of our priorities is to always ensure our rents are fair and value for money. 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.

We have included the average rents for the specialist housing providers to show a more realistic comparison of our charges.

The rents for our larger houses reflect that most larger houses are shared; these are commonly referred to as Houses of Multiple Occupancy (HMOs).

	KEY	Scottish Average	Specialist Housing
Bedsit	£74.72	£65.94	£99.55
1 Bed	£82.43	£70.39	£98.61
2 Bed	£89.63	£71.55	£98.96
3 Bed	£98.41	£77.60	£96.94
4+ Bed	£145.35	£85.98	£98.90



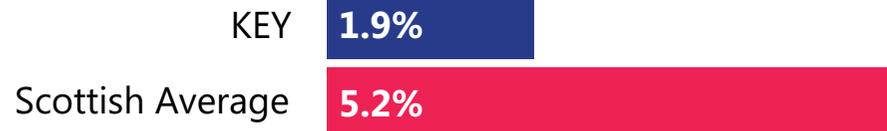
Arrears & Re-Lets

We work hard to collect all rents and ensure that tenants know about which benefits they are eligible for and how to claim them.

1.9% was our overall rent arrears figure for 2015/16. This has increased very

slightly from last years figure of 1.8%.

We are significantly lower than the Scottish Average (see graph below). We are also lower than other Specialist Housing Providers which average at 2.5%.



Percentage Rent Arrears Due

50.6 days was the average time we took to re-let an empty property this year. This is longer than the Scottish Average of 35.4 days.

Its takes us longer to re-let a property as we

are normally waiting on support arrangements to be agreed before a tenant can move in.

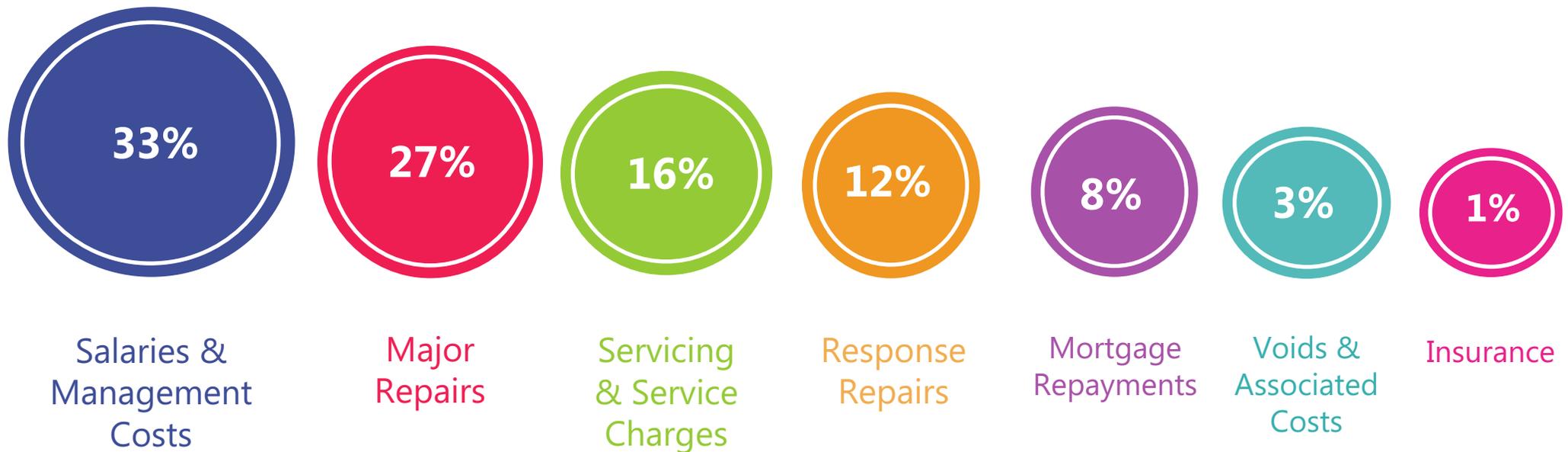
Although our average re-let is longer than the average, it is 4 days less than last year.



How We Spend Your Rent

We have broken down how we spend our rental income at KEY. Below we show a proportional representation of our main areas of expenditure within Housing Services.

We will issue more details about how we spend your rent in our rent consultation in January 2017.



Quality & Maintenance of Your Homes



Repairs & Satisfaction

94.6% of tenants

are very or fairly satisfied with the repairs service we provide. This is better than the Scottish Average of 89.9%. This satisfaction

level has also consistently improved over our last 3 repairs surveys.

We will continue to work hard to keep this service to a high standard.

3 days 14 hours

is the average time it took us to complete a response (non emergency) repair. This is significantly better than the Scottish Average of 7 days 12 hours.

Of our reactive repairs, 88.8% were 'Right First Time'. This means that the problem was resolved upon first visit. This is slightly less than the Scottish Average of 91.3% and we will work on improving this over the next year.

3 hours 6 mins

is the average time for us to complete an emergency repair. This is significantly faster than the Scottish Average of 5 hours 6 minutes.



Planned Major Repairs

Every year we assess which properties need new kitchens, bathrooms, windows, heating systems and roofs.

In addition to our major repairs programme, we spent £11,500 on painting and new vinyl for common closes and £13,100 for painting external windows and doors last year. We also spend your rent money to improve communal areas.

We also regularly service your gas boiler, smoke detectors and any specialist equipment to ensure it is still in good working order.

Below are some of the expenditure for 2015/16 on major repairs.



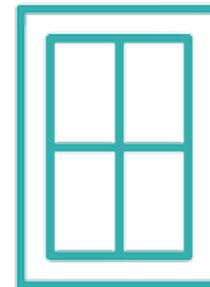
Some of the major repairs spend from 2015/16



£143,000
on
Kitchens



£132,000
on Heating
Systems



£159,000
on
Windows



£82,000
on
Bathrooms

Adaptations

In 2015/16 we carried out 51 adaptations in our properties. Most of our adaptations are to bathrooms such as creating a wet floor shower room for easier access.

We receive grant funding from the Scottish Government and Glasgow City Council to pay for these works.

Our adaptations range from smaller works, such as fitting grab rails, to larger projects. One of our larger projects this year was at Golspie in the Highlands.

On average it took us **49.5 days** to complete an adaptation. This is an improvement on the average for 2014/15.

Thanks to Scottish Government funding we were able to build an extension to the back of one of our larger houses. This enabled us to reconfigure the rooms in 2 large houses. We created a downstairs bedroom and bathroom to allow current tenants to continue to live independently in their home.



Quality of Housing

99.3% of our properties pass the Scottish Housing Quality Standard (SHQS).

We now have a small number of properties, 5, that no longer meet SHQS due to reassessment. We will work towards bringing these properties up to the required level over the next 12 months.

Over the next few years we will be working towards meeting the Energy Efficiency Standard for Social Housing (EESH) by 2020. Currently, 96.1% of our properties meet this criteria, leaving 28 to bring up to standard.

We have set out a strategy for this and will work through it over the next 3-4 years. We have assessed that 10 properties can be brought to standard in the next 12-18 months.

We have also been looking at installing the most efficient heating systems in homes when it comes to replacements. In areas without a gas supply we have been looking at the systems which keep the bills low. In our recent works at Golspie (see page 15), we installed Quantum systems; the first of its kind in KEY's housing.



Garden Maintenance

Our garden maintenance service always has a lot of feedback during our tenant satisfaction survey and this year was no different. We asked how satisfied you were with our garden maintenance service and satisfaction has dropped a few percent from the 2014/15 figure to 71.2%(see graph below).

This year we have spent £5,700 on additional garden works as well as maintaining our contracts for grass cutting and hedge trimming at communal

garden spaces. We have also spoken to our tenant group, My Home, about our gardening service and ways we can improve it. Over the next few months we will be working on a factsheet about our service.

There have been some excellent gardening initiatives across our housing stock, one of which was based at some of our housing in Inverness (pictured top).

2016 **71.2%**

2015 **76.5%**

2014 **67.0%**

Satisfaction with Garden Maintenance for last 3 years



Neighbourhood and Community



2016

83.7%

2014

88%

Satisfaction with Management of the Neighbourhood

83.7% of our tenants

were very or fairly satisfied with KEY's management of their neighbourhood. This has slightly decreased from our result in 2014.

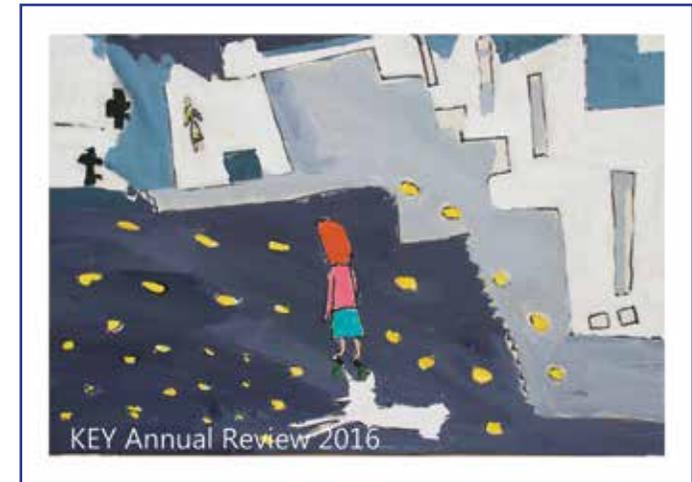
We aim to ensure that any reports of anti-social behaviour or concerns from tenants are responded to quickly.

As a priority, we will be looking at our anti-social behaviour policy this year. We will consult with My Home group as well as getting views from some smaller groups in specific areas.

Additional Publications

KEY has also produced its Annual Review this September which is sent to all of KEY's members. It looks at the different areas and achievements of our support work over the last year. If you would like to have a copy, please get in touch on the number below.

Our newsletter, 'At Home', is issued 3 times a year and shares our latest news as well as updates on our progress with the Scottish Social Housing Charter outcomes. Previous issues are also available on our website www.keyhousing.org



A Massive Thank You...

Thanks to the following people for letting us use their photos throughout this report.

Gerry	Fraser	My Home Group
Mary	Shirley	Clyde Electrical
Christopher	Alexander	Wagstaffe Joiners
Nan	Kenny	
Doreen	Jimmy	
Jim	Alasdair	
Lynn	Maria	
Mary	Alan	
Irene		



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