





Contact

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Emergency Services

Welcome

This report looks at our performance as a landlord between April 2018 and March 2019.

It is split into 4 main sections:

- Value for money
- Tenant engagement
- Repairs and maintenance
- Neighbourhood and community

About Key Housing



713

owned properties



84

leased properties
from other landlords



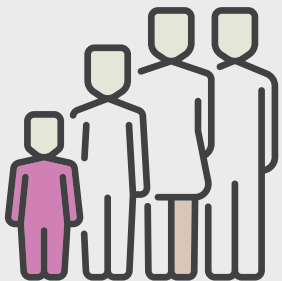
717

supported tenants



15

We have housing in
15 local authority areas



837

tenants



89.6%

satisfied with our overall
housing service



58.2 days

average time to complete an adaptation



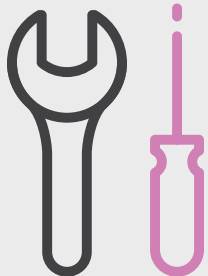
99.16%

properties meet the Energy Efficiency Standard for Social Housing



3 days, 20 hours

average time to complete non-emergency repair



3 hrs, 42 mins

average time to complete emergency repair



2.3%

average rent increase

0.88%

rent loss due to voids

Value for money

Providing tenants with a value for money for 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 in these areas last year.





Tenant Handbook



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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 rents 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	8	£78.45	£70.22	£104.52
1 Bed	416	£85.80	£76.10	£104.92
2 Bed	183	£92.77	£77.70	£105.27
3 Bed	88	£103.31	£84.44	£103.28
4+ Bed	18	£155.13	£93.49	£109.02





Re-Lets

An important part of providing value for money is ensuring that properties are not left empty for too long without the rent being paid. We took an average of 55.4 days to re-let a property this year which is almost 2.5 days quicker than 2017/18. This re-let time has decreased for the last 2 years. We are aware that this does not compare well against the Scottish average of 31.9 days as it can often take some time to agree support arrangements.

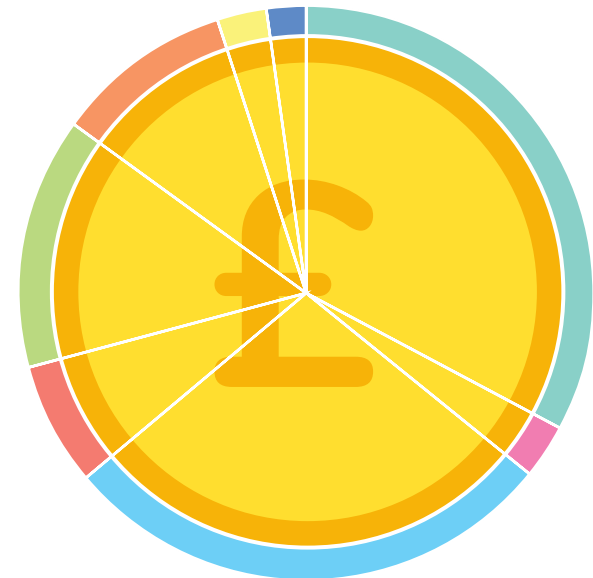
Arrears

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

Our overall rent arrears figure is slightly higher this year at 2.22%, although we continue to be lower than the Scottish Average of 5.67%.

How we spend your rent

Below we have broken down our main areas of expenditure for every pound of your rent.



■ Management Costs	33p
■ Management Costs (other)	3p
■ Planned Replacements	28p
■ Equipment Servicing	7p
■ Repairs	14p
■ Mortgage Repayments	10p
■ Insurance	3p
■ Voids	2p





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.

Tenants satisfaction

We carry out our Tenant Satisfaction Survey every 2 years and we will be sending the next one out later this year. Our last full survey was carried out early in 2018 with just over 40% of tenants responding.

The overall satisfaction with our housing service is 89.6% which is slightly lower than the Scottish average of 90.1%. We discussed this satisfaction level with our “My Home Group” during our communications consultation.

We also consulted on types of words used in the questionnaire and as a result we shall be updating our guidance to be part of the survey.

Our next full Tenant Satisfaction Survey will be sent out in November 2019.



89.6%

overall satisfaction with our housing service



75.3%

satisfied with opportunities to participate



Our tenant engagement group the “My Home Group” were very busy during the year. They started discussing the topic of value for money by meeting staff from our maintenance section. They also discussed feedback from the Repairs survey about improving bin and communal areas. This is now in a work plan for the next few years. The “My Home Group” also had an initial chat about two new policies - the safe storage and charging of motorised scooters and wheelchairs and the provision of grit bins for the snowy season.

The “My Home Group” were pleased to welcome visitors from Home Energy Scotland and the Scottish Human Rights Commission who were seeking feedback on their easy read guidance. Most recently our “My Home Group” became Dementia Friends when we had a visit from Alzheimer Scotland.

Opportunities to Participate

In our survey, 75.3% of tenants were satisfied with the opportunities to participate in our decision making.

During this next year we will be progressing with plans for representatives from the “My Home Group” to meet with the Board regularly.



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 all dealt with within the agreed timescales. We agreed that our service could have been better in 6 cases.

Repairs and maintenance

At Key we strive to build, maintain and adapt houses to suit your life.

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





Repairs

In our recent Repairs Satisfaction Survey we asked you how you felt about our repairs service and 95.5% of you are satisfied with it. This is an increase from last year's figure of 93.2% and is higher than the Scottish Average of 91.7%.



Providing our tenants with a good repairs service is important to us and we will ask you to give us your opinion on our repairs service again in October this year when we issue our 2 yearly Tenant Satisfaction Survey. We also continue to monitor our repairs service through your feedback throughout the year.

We measure these times throughout the year and report them to our Board. If you want to see how we are performing throughout the year you can check this on our website.

We record how long it takes us to carry out repairs.

3 hours, 42 mins

average time to complete emergency repairs.
Scottish Average 3 hours 39 mins

3 days, 20 hours

average time to complete non emergency repairs.
Scottish Average 6 days 13 hours

92.62%

of repairs right first time. Scottish Average 92.52%

Our repairs survey also asks some additional questions about your experience with the repairs service received.

96.7% of tenants were satisfied with the overall quality of the repair once complete

99% of tenants were satisfied with the attitude of contractors who carried out the repairs

96.3% of tenants were satisfied with the speed of response to their repair request

We were pleased that you feel that we provide a high quality repairs service. Over the next year we will continue to look closely at how long it takes to complete repairs.

Quality & Energy Standards

We now only have 1 property that does not meet the Scottish Housing Quality Standard, meaning that 99.88% of our properties meet this standard.



We are working towards the Energy Efficiency Standard for Social Housing (EESHS). We have 6 properties which need to be brought up to this standard by the year 2020. You can find out more about EESHS on the energy efficiency section of our website.



99.16%

properties meet the
Energy Efficiency Standard
for Social Housing

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 41 adaptations and it took an average of 58 days to complete each one.

This is in line with the average time taken over the last 3 years but higher than the Scottish Average of 49 days. We will be continuing to work towards reducing this average time. These projects were made possible through grant funding from the Scottish Government and Glasgow City Council.

Planned Replacements

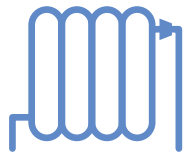
This year we spent £706,339 on our planned replacement programme. During 2018/19 we completed our installation of comprehensive fire detection in all our properties.

This means you should have a smoke detector in all your rooms and a heat detector in your kitchen.

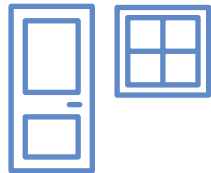
We send a contractor to check these every 2 years but you should also be testing your smoke detectors each week.



Planned Replacement spend 2018/19



£40,000
Heating



£48,000
Windows & Doors



£12,000
Roofs



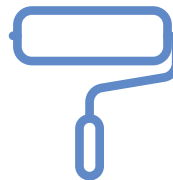
£28,000
External Works



£87,000
Kitchens



£28,000
Bathrooms



£50,000
External Decoration



£118,000
Smoke Detection







Neighbourhood and community

We want all our tenants to enjoy living in their home.

An 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 and we have a photo update on the East Kilbride community project we featured in last year's Charter Report.

Neighbourhood Management



Our tenant satisfaction survey of 2018 had reported an increase in satisfaction with how we manage your neighbourhoods with 89.4% of you satisfied.

We will be revisiting this question again in our Tenant Satisfaction survey to be issued later this year. Our Housing Officers are committed to ensuring that everybody is happy in their homes.

Anti-Social Behaviour

This year we had 32 cases of anti social behaviour across our properties. The majority of these, 20 were not serious incidents.

Where we have very serious incidents our Housing Officers work together with many different agencies - Police, social work, family and advocates - as well as the tenant to try and improve the situation for all the surrounding neighbours.



Community Initiatives

We visited the East Kilbride Community Gardens in early October and saw first-hand the great work that is going on in preparation for winter and next year's growing season.

The keen gardeners were busy insulating the greenhouse with bubble wrap to keep the frost away, removing the last of the onions and harvesting seeds for planting next spring.



Cover art by
Martin Sloss

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

www.key.org.uk



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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.