

SCOTTISH SOCIAL HOUSING CHARTER

Annual performance report summary
for tenants and other customers



In April 2012, the Scottish Government introduced the new Scottish Social Housing Charter. The Charter sets out the outcomes and standards that the Scottish Government expects landlords should be delivering to their tenants and other service users.

From 2012 onwards, landlords have been expected to annually self-assess their performance against each of the Charter outcomes and report its performance to its tenants and other service users by 31 October each year.

This is our fourth annual report, and it tells you how Housing Services performed from April 2016 until March 2017.

Communication and Participation

What we aim for:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

	2015/16	2016/17	Trend	Rank
% of tenants who feel we are good at keeping them informed about services and decisions	87.2%	84.5%	↓	🏠
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	67%	79.1%	↑	🏠

Repairs, Maintenance and Improvements

What we aim for:

West Dunbartonshire Council aims to ensure that tenants' homes are well maintained, with repairs and improvements carried out when required and with a reasonable choice about when work is done.

	2015/16	2016/17	Trend	Rank
Average length of time taken to complete emergency repairs	3.81 hours	3.9 hours	↓	🏠
Average length of time taken to complete non-emergency repairs	10.58 days	7.17 days	↑	🏠
% of reactive repairs carried out in the last year completed right first time	94.5%	87.8%	↓	🏠
% of repairs appointments kept	92.3%	85.4%	↓	🏠
% of tenants satisfied with the repairs and maintenance service	92.7%	93.6%	↑	🏠

Neighbourhood and Community

What we aim for:

Tenants and other customers live in a well maintained neighbourhood where they feel safe.

	2015/16	2016/17	Trend	Rank
% of tenants satisfied with the management of the neighbourhood they live in	80%	80%	↔	
% of anti-social behaviour cases resolved within locally agreed targets	82%	70.45%	↓	

Access to Social Housing

What we aim for:

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

	2015/16	2016/17	Trend
Average time to assess housing applications	4 days	3.9 days	↑
% of medical assessments assessed	54%	42.5%	↓
Total number of properties		10,580	
Total number of lets in the year		909	
Total number on waiting list		3,459	

Helping People Stay in Their Homes

What we aim for:

That tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and other organisations.

	2015/16	2016/17	Trend
Number of tenancies ending - with notice given	745	675	↑
Number of tenancies ending - being abandoned	132	84	↑
% of WDC tenancies ending with notice, ended for negative reasons	19%	20%	↓
Average time to complete medical adaptations	38 days	92 days	↓

Homeless People

What we aim for:

Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed, and are offered continuing support to help them get and keep the home they are entitled to.

	2015/16	2016/17	Trend	Rank
% of people satisfied with the quality of temporary accommodation	90.2%	77.8%	↓	
% of households requiring temporary accommodation to whom an offer was made	99.9%	100%	↑	

Value for Money

What we aim for:

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay. Social Landlords set rents and service charges in consultation with their tenants and other customers.

	2015/16	2016/17	Trend	Rank
% of all tenants who feel that the rent for their property represents good value for money	68%	68%	↔	
Rent collected as percentage of total rent due in the reporting year	102.4%	100.2%	↓	
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year	10.89%	10.15%	↑	
% of rent due lost through properties being empty	1.47%	1.05%	↑	
Average length of time taken to re-let properties	50 days	46 days	↑	

If you are interested in learning more about how we assess our performance or want to be involved in some of the tenant scrutiny activities being developed, please contact either Stefan Kristmanns (01389 737545) or Jane Mack (01389 757281) at the Housing Development team or email stefan.kristmanns@west-dunbarton.gov.uk or jane.mack@west-dunbarton.gov.uk