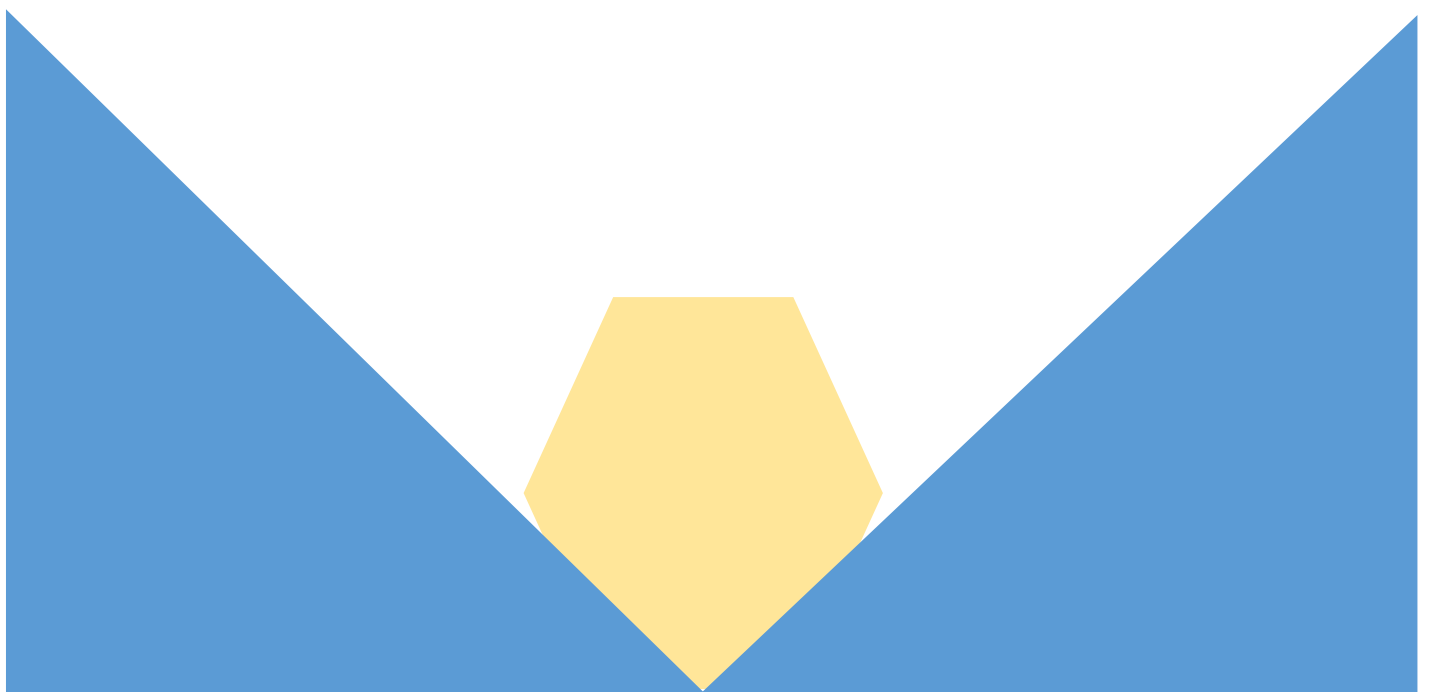




VIEWPOINT

joy in later years

Tenant Performance Report 2023—2024





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Introduction

Welcome to Viewpoint's performance report for 2023-2024. This report provides information about our performance in delivering the Scottish Social Housing Charter (the Charter) during 2023/2024.

The report allows you to look at how we performed in relation to the Charter and compare our performance with that of previous years. It includes a comparison with other landlords who provide similar services (our Peer Group) which is Bield, Trust, Hanover and Blackwood. There is also a national comparison with Scotland as a whole, where this is available.

A small group of tenants met with staff and discussed the performance statistics that Viewpoint submitted to the Scottish Housing Regulator (SHR) in May 2024. The group then assisted in bringing this report together.

If you would like to see all our performance information and compare it with other landlords then this is on the Scottish Housing Regulator's website at <https://www.housingregulator.gov.scot/landlord-performance/statistical-information/>

Feedback from our tenant satisfaction survey carried out in 2022 is still relevant and we have indicated where this information has been used within this report.

We hope that you find the information in this report useful and we welcome any comments that you have regarding the content or presentation of this report. Our contact details are on the back page.



Our Properties



Local Authority Area	Number of Properties
East Lothian	26
Edinburgh	1115
Fife	137
Midlothian	34
TOTAL	1312



Our Staff

	2021/22	2022/23	2023/24
Total number of staff	251.52	216.70	213.7
No of office based staff	44.99	61.10	58.43
Senior staff turnover	40%	22.20%	22.2%
Total staff turnover	14.4%	26.26%	17.7%

This includes our care home staff and full time equivalent staff

Rent and Service Charge Information



Number of Bedrooms	Number of Properties	Average Weekly Rent 2023/2024	Peer Group Average Weekly Rent
Studio	81	£112.22	£149.70
1	967	£131.08	£146.83
2	246	£132.82	£127.98
3	18	£175.23	£124.35



Average Annual Rent and Service Charge Increase

	2021/22	2022/23	2023/24
Viewpoint Rent Increase	2.9%	7%	6.7%
Peer Group Average Rent Increase	2%	5.7%	7%
Viewpoint Service Charge Increase	2%	Variable	Variable

Our Performance



Tenant and Landlord Working Together

	2023/24	Peer Group Avg	Scottish Avg
Tenants are satisfied with the overall service	78.64%*	79.3%	86.5%
Tenants feel that Viewpoint keeps them informed about services and decisions	80.2%*	80.1%	90.5%
Tenants are satisfied with opportunities to participate in landlords decision making process	66.4%*	66.1%	87.7%

* Note that Viewpoint's results were taken from the Tenant Satisfaction Survey in March 2022 so the figure remains static for three years. The next tenant satisfaction survey will be carried out between January and March 2025.



Formal Complaints

	2021/22	2022/23	2023/24	Peer Group Avg	Scottish Avg
Stage 1 Complaints (avg response time in working days—Target is 5 working days)	4.57 days	4.57 days	5.01 days	5.09 days	5.1 days
Stage 2 Complaints (avg response time in working days—Target is 20 working days)	18.22 days	21.11 days	16.17 days	18.22 days	17.5 days



Housing Quality and Repair Service

	2021/22	2022/23	2023/24	2024 Target	Peer group Avg	Scottish Avg
Viewpoint properties meeting Scottish Housing Quality Standard	70.5%	94.3%	98.7%	99.85%	90.4%	84.4%
Average length of time taken to complete emergency repairs	1.81 hours	1.76 hours	1.53 hours	3.5 hours	4.36 hours	3.96 hours
Average length of time taken to complete non-emergency repairs (working days)	4.5 days	3.03 days	3.62 days	5 days	6.28 days	8.95 days
Re-active repairs completed right first time	93.3%	93.75%	93.83%	98%	86.87%	88.4%
Satisfaction with repairs service for tenants who had repairs carried out in the last 12 months	77.38%	86%	86.3%	92%	76.1%	87.31%
Tenants satisfied with the quality of their home	86.96%	86.96%	86.96%	95%	82.27%	84.7%



Assets Update

Review of Repair and Maintenance Policy

We carried out a major review of our repair and maintenance policy, including consulting with a group of tenants. This has led to changes in the way that we work and has resulted in the introduction of some new repair categories. We have made changes to repair timescales, some minor changes to landlord and tenant responsibility and made clearer what type of things tenants can be recharged for. We have also been able to complete an increased volume of major works across a good mix of sites and will be looking to continue in a similar vein throughout 2024/2025.

Major Works Completed During 2023/2024

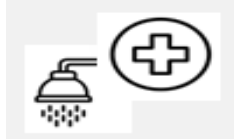
During 2023/2024 we completed the following major works:

- 43 Kitchen upgrades across six developments
- Roofing renewals and insulation upgrades at three sites
- Window replacements at Woodthorpe old building
- 22 Bathroom upgrades across eleven developments
- Boundary wall repairs at three sites
- Telecare upgrades at thirteen sites
- Fire detection system upgrades at four sites
- Emergency and communal lighting upgrades at four sites
- Internal decoration works at three sites
- External decoration works at Railway Cottages



Neighbourhood Management and Anti Social Behaviour

	2021/22	2022/23	2023/24	2024 Target	Peer group Avg	Scottish Avg
Tenants satisfied with the contribution the landlord made to neighbourhood management	75.17%	75.17%	75.17%		77.97%	84.7%
% of anti-social behaviour cases resolved within target of 20 days	90%	92.3%	100%	95%	86.97%	94.3%



Medical Adaptations

	2022/23	2023/24
Viewpoint Funded	£14,227	£7,768
Scottish Government Funding	£126,673	£142,438
Total Spend	£140,900	£150,206
Average time to complete	73 days	39.91 days
Peer Group Average	198.5 days	66.51 days
Scottish Average	46.87 days	44.8 days



Getting good Value from Rent and Service Charges

	2021/22	2022/23	2023/24	2023/24 Target	Peer group Avg	Scottish Avg
Average days taken to relet properties	143.9 days	141.6 days	84.59 days	60 days	87.9 days	56.7 days
% of rent loss through properties being empty in relation to overall rental income	5.51%	3.85%	1.99%	2.7%	3.22%	1.4%
% of rent collected from tenants as a % of total rent due in the last year	98.95%	99.51%	99.5%		97.4%	99.4%
% of tenants consulted about proposed rent increase	100%	100%	100%	100%	N/A	N/A
Gross rent arrears as a % of rent due	2.49%	2.98%	2.84%	2.5%	2.77%	6.34%
% tenants who says good value for money from rent and service charges	76.08%	76.08%	76.08%		71.88%	81.6%



Housing Management Update

Welfare Benefits: Eleanor Eccles, our Welfare Benefits Officer, was able to obtain in £1.2 million for Viewpoint tenants during 2023-2024. This service is widely promoted by Viewpoint staff.

Quarterly Meetings: We are planning to review our quarterly meetings during 2024/2025 following feedback from tenants and staff, who will be involved in the review. Once finalised, the new process will be rolled out.

Customer Service Standards: A group of tenants completed a review of the customer service standards. This was approved by the Board. The group have now produced a leaflet and this will be issued to all tenants during 2024/2025 at quarterly meetings. This will give tenants the opportunity to ask questions.

New Tenancies: 143 new tenancies were created during 2023/2024.

Void Times: Our void times have reduced due joint working with our Housing & Asset Teams. This has resulted in saving money and increasing rental income.

New Tenant Satisfaction: 94.17% of new tenants were satisfied with the standard of their new home. This is an improvement from the previous year.

Tap Into IT : We continued our work with Tap Into IT, providing support to our tenants to get on line.

Further Information on Viewpoint Housing Association



The Scottish Housing Regulator

The Scottish Housing Regulator regulate Registered Social Landlords (RSLs), such as Viewpoint, Local Authorities and homeless services. Its purpose is to protect tenants' interests and those of other service users and ensure that good quality housing continues to be provided. Their website contains information on each RSL/Local Authority including all the performance data. You can browse this information for any RSL or Local Authority at

www.housingregulator.gov.scot

Viewpoint Website

Viewpoint's website holds information about reporting repairs, applying for a house and paying your rent. However we also have a section called 'publications' where you can access our policies and strategies, performance reports, annual reports, Board minutes and agendas, consultations reports and financial accounts.

www.viewpoint.org.uk/about-us/publications/

Contact Us

If you wish to discuss the contents or presentation of this report, or if you wish further information please do not hesitate to contact us.

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