

Larkfield Housing Report Card 2014



Our Performance

To meet the requirements set out by the Scottish Housing Regulator contained in the Scottish Housing Charter we are changing the way we report on performance to our customers.

The Charter includes the standards and outcomes that all social landlords should aim to achieve when performing their housing activities (<http://housingcharter.scotland.gov.uk>)

The Charter has seven sections covering equalities; the customer/landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges; and other customers.

A range of indicators has been developed by the Scottish Housing Regulator and all social landlords report on these annually.

This new way of reporting will mean you have better access to information and you will be able to see where we are doing well and where we need to improve. We want you to use this information to challenge us and work with us to ensure we meet our responsibilities as your landlord.

What we have reported on

To get tenants' views on what performance information is most important we consulted tenants who came along to our repairs focus group and our tenant open day in September.

As a result this first report focuses on:

- How well we keep you informed
- Housing quality and maintenance
- Anti social behaviour
- Rents and service charges



We have also included in the report the national average information published by the Scottish Housing Regulator.



How we measure our performance

Our performance information comes from a range of sources. We carry out surveys about repairs, and other services. We carried out a full tenant satisfaction survey in May 2013. We employed an independent consultant who interviewed 195 tenants on a range of issues such as tenant participation, repairs and anti social behaviour.

How do we perform?

In line with the Scottish Housing Regulator assessment we have compared our performance to the Scottish average which includes the performance of all housing associations and council landlords.

We have included the 18 indicators published by the Scottish Housing Regulator which were the result of a national survey of tenants. We haven't included details on all the Charter outcomes and if you wish to see the full report you can do so on the Scottish Housing Regulator's website www.shr.co.uk

| INDICATOR | LARKFIELD | SCOTTISH AVERAGE | |
|--|-----------|------------------|---|
| % of tenants satisfied with the overall service | 88.2% | 87.8% | 😊 |
| % of tenants who feel that Larkfield keeps them informed about its services | 95.4% | 88.9% | 😊 |
| % of tenants satisfied with the opportunities to participate in Larkfield's decision making | 95.4% | 78.4% | 😊 |
| % of Larkfield's stock meeting the Scottish Housing Quality Standard | 56.1% | 85.4% | 😞 |
| Average time Larkfield took to complete emergency repairs | 1.9 hours | 6.9 hours | 😊 |
| Average time Larkfield took to complete non emergency repairs | 5.7 days | 8.2 days | 😊 |
| % of reactive repairs completed "right first time" | 83.2% | 87.2% | 😞 |
| % of tenants who had repairs or maintenance carried out satisfied with the service they received | 84.4% | 87.6% | 😞 |
| % of tenants satisfied with the standard of their home when moving in, in the last 12 months | 63.64% | 83.4% | 😞 |
| % of anti social behaviour cases resolved with locally agreed targets | 88.2% | 75.9% | 😊 |
| % amount of money Larkfield collected was equal to the total rent due | 99.0% | 99.0% | 😊 |
| Gross rent arrears as a % of rent due | 2.06 | 4.5% | 😐 |
| % of rent lost due to homes being empty | 0.3% | 1.2% | 😊 |
| Average number of days to re-let homes | 17 | 35.7 | 😊 |
| 1 bedroom (average weekly rent) | £53.90 | £65.18 | 😞 |
| 2 bedroom (average weekly rent) | £74.74 | £67.19 | |
| 3 bedroom (average weekly rent) | £86.40 | £73.07 | |
| 4 bedroom (average weekly rent) | £97.72 | £81.68 | |



Getting Involved

We want to know what you think of this report and to help improve the information we provide to you on our performance in the future. If there is anything you would like to ask or discuss in more detail then please get in touch, we would be delighted to hear from you.

There are lots of other ways to get involved to help us improve services for more information please contact Martin McKendrick or Sharon Rowatt.

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Other languages Larkfield will produce this information on request in Braille, Audio tape, Large print and Community Languages. To find out more, telephone 01475 630930.