



larkfield
housing

Our charter report card
2018/19



OUR PERFORMANCE

This report lets you know how we performed on the standards and outcomes set in the Scottish Social Housing Charter (the Charter) in 2018/19.

We report to the Scottish Housing Regulator (SHR) each year and you can find the full report on the SHR's website www.scottishhousingregulator.gov.uk/for-tenants.

The website also has a comparison tool, you can use to find out how other landlords perform: www.scottishhousingregulator.gov.uk/find-and-compare-landlords.

What we have reported on

We asked our tenant Service Improvement Group (SIG) for feedback on our previous charter report cards. As a result, we have focussed on the following standards:

- tenant satisfaction;
- our relationship with you;
- housing quality and maintenance;
- neighbourhood and community; and
- value for money (VFM).

We have also included additional information, so you are able to see where we are doing well and where we need to improve. This includes:

- how we compare to other landlords;
- the previous year's performance;
- ratings for performance; and
- the actions we are taking to improve performance.

How we measure our performance

Our performance information comes from a range of sources. In November 2018, we commissioned an independent company, Research Resource, to complete a customer satisfaction survey for us. Most of the customer satisfaction information for 2018/19 is based on the November 2018 survey.

The ratings



We are doing well



We are doing ok



We could do better

In most instances, we compared ourselves with the SHR's Scottish average (which includes all councils and housing associations (HAs)). However, when it comes to comparing our rents, we have also included the HA average (all Scottish HAs)).

In some instances, as suggested by SIG, we have also compared ourselves with local housing associations.

TENANT SATISFACTION/OUR RELATIONSHIP WITH YOU

INDICATOR: Percentage of tenants satisfied with the overall service provided by their landlord

Larkfield 2017/18	Larkfield 2018/19	River Clyde Homes	Cloch HA	Oaktree HA	Scottish average 2018/19
94.8%	94.5%	89.3%	91.3%	92.2%	90.1%

INDICATOR: Percentage of tenants who feel their landlord is good at keeping them informed about services and outcomes

Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
99.6%	96.6%	91.6%

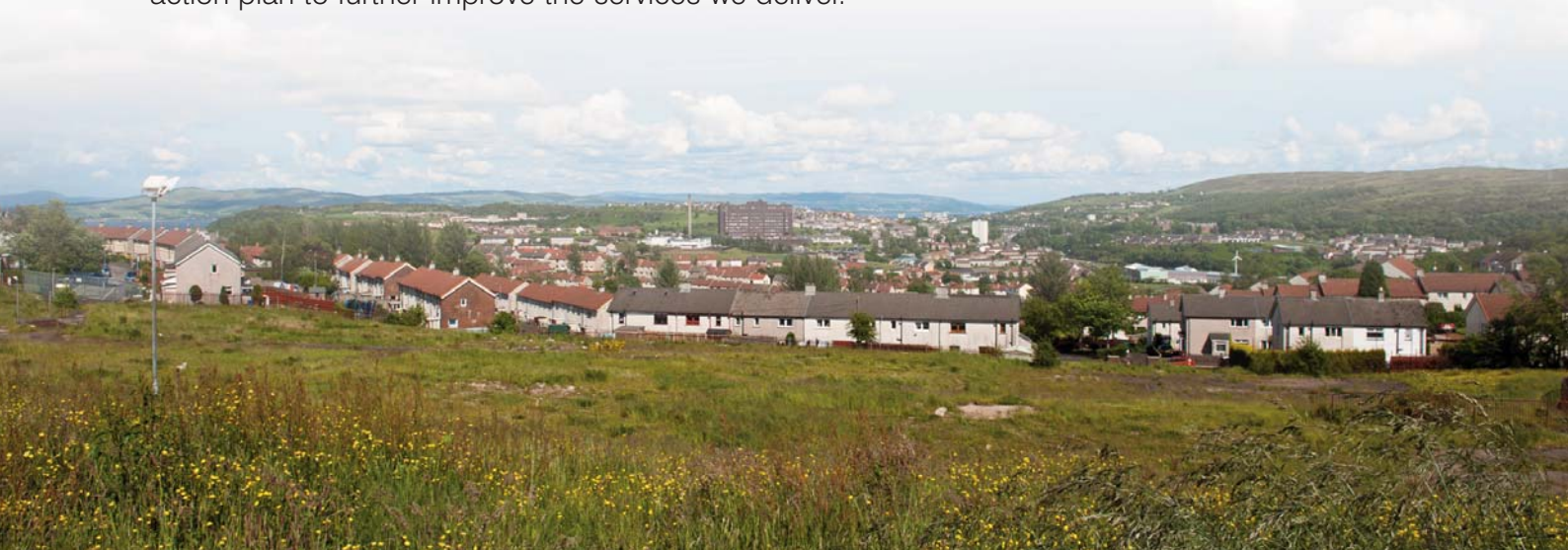
INDICATOR: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes

Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
99.6%	100%	86.5%

We are committed to barrier-free participation and offer a range of ways for you to get involved. These include tenant surveys, SIG, local meetings and open days.

This year, we strengthened our commitment to nurturing a fair and equal culture for our customers by obtaining the Investors in Diversity reaccreditation through Link Group.

We listened to your feedback from the November 2018 satisfaction survey and are implementing an action plan to further improve the services we deliver.



HOUSING QUALITY



INDICATOR: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	93.7%	94.5%	94.1%

Almost all our properties meet the Scottish Housing Quality Standard (SHQS).

There are a small number of properties that require external improvements within mixed tenure blocks, and we continue to work with key stakeholders to engage owner occupiers to participate in future projects to allow these works to be carried out.

INDICATOR: Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	94.8%	95.8%	84.4%

INDICATOR: Percentage of tenants satisfied with the quality of their home	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	91.67%	96.2%	88.12%

Our performance with this indicator remains consistently high and we believe this is largely due to our commitment to investing in our tenants' homes. Last year, we invested £487,069 and this year, plan to invest a further £516,676.

MAINTENANCE

INDICATOR: Percentage of tenants (who have had repairs or maintenance carried out in the last 12 months) satisfied with the repairs and maintenance

Larkfield 2017/18	Larkfield 2018/19	River Clyde Homes	Cloch HA	Oaktree HA	Scottish average 2018/19
100%	94.5%	89.2%	86.8%	87.9%	91.7%

Although satisfaction with our repairs service has fallen slightly, we are still performing above the Scottish average.

INDICATOR: Average length of time taken to complete emergency repairs

Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
2.8 hours	3.3 hours	3.6 hours

Our average length of time to complete emergency repairs has increased from last year. However, our performance remains above the Scottish average.

INDICATOR: Average length of time taken to complete non-emergency repairs

Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
10 days	7.6 days	6.6 days

This year, we have reduced the average length of time taken to complete non-emergency repairs and increased the percentage of repairs completed right first time.

We continue to work with our reactive repairs contractors to improve performance around non-emergency repairs.

INDICATOR: Percentage of reactive repairs carried out in the last year completed right first time

Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
86.7%	94.7%	92.5%



NEIGHBOURHOOD AND COMMUNITY

INDICATOR: Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	100%	100%	87.9%

For every 100 homes, 1.3 cases of anti-social behaviour were reported to us in 2018/19.

During the year, we carried out a consultation with tenants on our management of anti-social behaviour. In response to your views, we launched a new Anti-Social Behaviour Policy in August 2018.

INDICATOR: Percentage of tenants satisfied with the management of the neighbourhood they live in	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	99%	99%	87.7%

We want you to live in well-maintained neighbourhoods where you feel safe. SIG reviewed our Estate Management Policy, and from their recommendations an action plan was agreed which will be implemented this year.

VALUE FOR MONEY

Rent is our main source of income. We use it to repair and maintain your home, manage neighbourhoods and provide our housing management and advice services.

Our average rent is calculated for all properties of the same size across all areas.

Size	No. of properties	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19	Scottish HA average 2018/19
1 bedroom	12	£59.06	£60.38	£76.10	£82.54
2 bedroom	127	£83.60	£83.71	£77.70	£83.20
3 bedroom	212	£96.88	£96.70	£84.44	£92.00
4 bedroom+	31	£109.46	£109.46	£93.49	£101.78

Although our rents for two, three and four-bedroom homes are above the Scottish and Scottish HA average, the rent increases we applied for the last four years remained below the Scottish Average.



INDICATOR: Percentage average weekly rent increase to be applied

Larkfield 2017/18	Larkfield 2018/19	River Clyde Homes	Cloch HA	Oaktree HA	Scottish average 2018/19
1.5%	2%	3.4%	3%	3.3%	3%

We consider affordability of rents, together with investment requirements, to maintain the quality of our homes prior to setting rents. Our 2018/19 rent increase was once again below the Scottish average. We strive to keep our rents affordable. We will consult on our April 2020 rent increase in the coming months to establish a better understanding of what affordability means to you.

INDICATOR: Total rent arrears as a percentage of rent due for the reporting year	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	5.06%	4.95%	5.7%

Our total rent arrears have reduced and remain below the Scottish average.

Since the roll out of Universal Credit in Inverclyde in November 2016, we continue to invest in resources to assist tenants who are struggling to pay their rent as a result.

INDICATOR: Average length of time taken to re-let properties	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	24.5 days	35.3 days	31.9 days

INDICATOR: Amount of rent lost due to homes being empty as percentage of total rent due	Larkfield 2017/18	Larkfield 2018/19	Scottish average 2018/19
	0.4%	0.98%	0.9%

Our average length of time taken to re-let properties has increased this year and is currently above the Scottish average. This year, a higher than average number of properties were re-let. This is partly due to the rehousing of Larkfield tenants to Link's new Juno Terrace development, as set out in our local lettings plan. The development assisted us to progress our strategic objective to improve the range of affordable housing within our neighbourhood.

Our total re-let time also includes time taken to complete major works carried out prior to the start of the tenancy, for example, kitchen, bathroom and central heating improvement works to minimise disruption to new tenants before moving in.

WHAT DO YOU THINK?



To improve the information we provide on our performance in the future, we want to know what you think of this report.

If there is anything you would like to ask or discuss in more detail, or if you are interested in getting involved, please contact us on:

Tel **01475 630930** Email info@larkfieldha.org.uk
Write to **14 Lothian Road, Greenock, PA16 0PG**
Visit www.larkfieldha.org.uk



Larkfield will produce this information on request in Braille, Audio Tape, Large Print and Community Languages. To find out more, telephone us on **01475 630930**.



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