

# OTHA ANNUAL PERFORMANCE

BASED ON THE ANNUAL RETURN ON THE CHARTER 2019-20



# WELCOME

- This presentation should give you a flavour of how OTHA has done in 2019-20. The year ends 31<sup>st</sup> March 2020, just as the pandemic hit the world. Most of the stats weren't affected.
- This presentation has been prepared by Kate Dahlstrom, Housing Service & Performance Director at OTHA. Kate is happy to answer any questions that you may have or provide information in an alternative format.
- We benchmark with Housemark and the Quality and Efficiency Forum who also produce reports on performance.
- There is more performance information on our website including reports from the QEF group & Housemark. [Link to OTHA website](#)

# WHAT IS THE CHARTER?

- the Scottish Social Housing Charter is a set of standards that housing associations in Scotland have to meet. The Scottish Regulator (SHR) monitors us to make sure that we do.
- Each year, all social landlords have to provide performance statistics in the Annual Return on the Charter.
- These measures were designed by the SHR with help from tenant volunteers to show how well their landlord is meeting the Charter Requirements.
- There is more information on the SHR website for your landlord and a comparison tool to let you compare with other. Here is a link – press [here](#) to access the web page.

# HOW TO USE

- Use the buttons on the next page to navigate to the bits you are interested in. The end of each section has a button to get right back again.
- Each indicator or bit of data for all landlords can be arranged in a row and ranked. These can be split into 4 groups called quartiles, where 1 is the best (top quarter) and 4 is the worst (bottom quarter).
- The quartile that OTHA achieved this year is given for the most important indicators.
- We have also shown performance over some years to give a bigger picture and put some comments on to give background where it might help.

# MENU

- [Satisfaction](#)
- [Rents](#)
- [Repairs](#)
- [Property](#)
- [Value for money](#)
- [Neighbourhood](#)
- [Lettings & demand](#)

Click on the links to open the part of this report that you are interested in  
Use your page up and down buttons to navigate in each section

Use the home button to return here

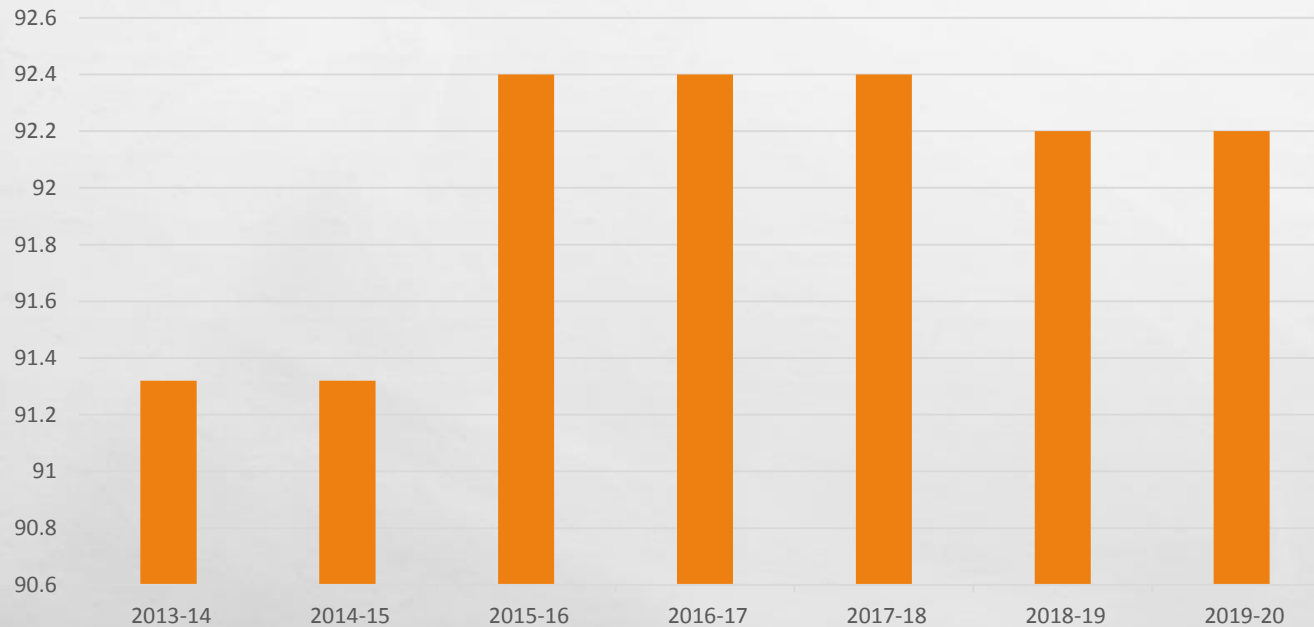


# SATISFACTION

## Quartile

1st	2nd	3rd	4th
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1 - Percentage tenants satisfied with overall service provided by landlord

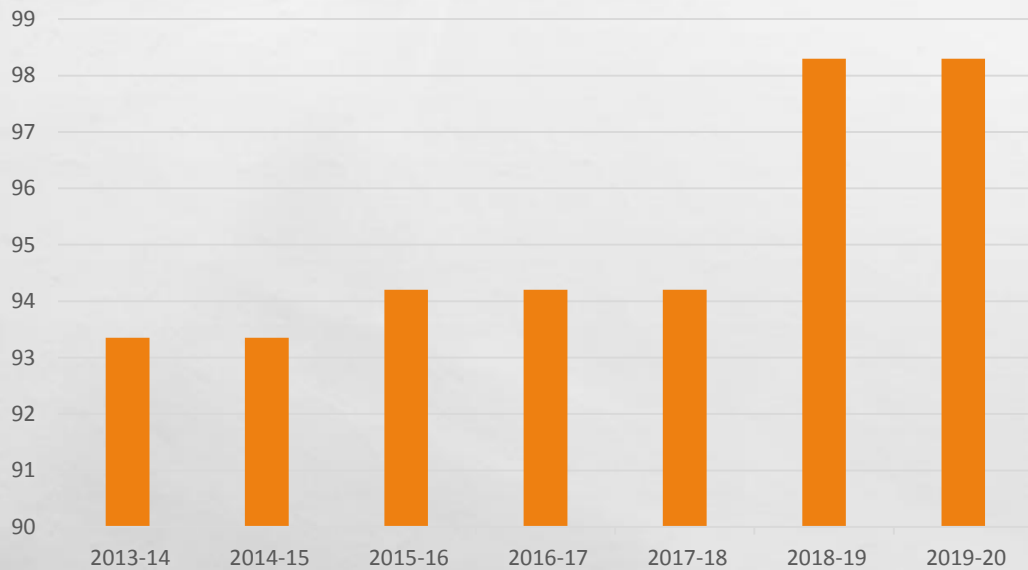


- Results from the independent satisfaction survey which is done every 3 years
- This shows what our tenants think of OTHA as a landlord
- Top quartile performance is very good for this most important indicator

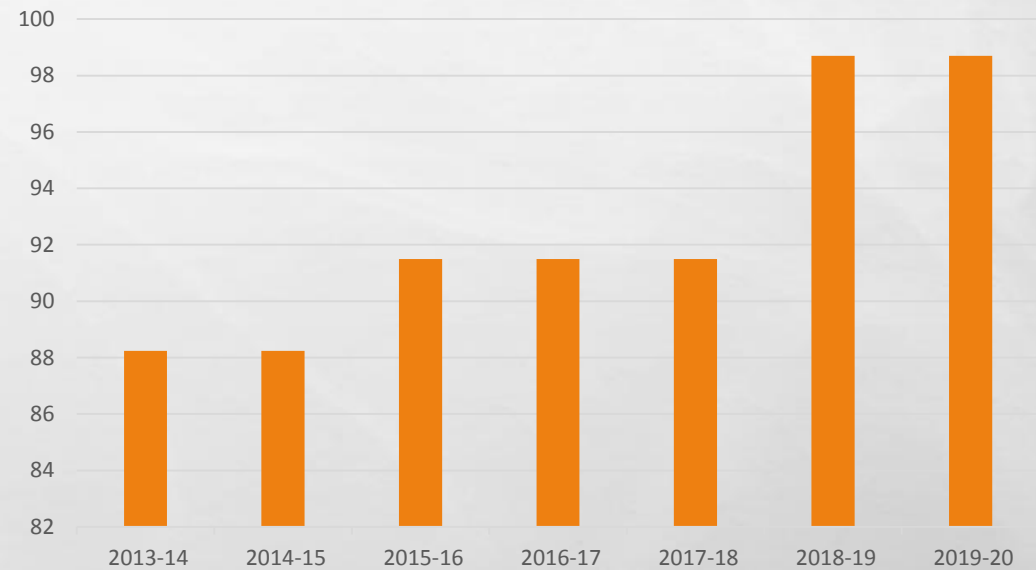


# SATISFACTION - PARTICIPATION

3 - Percentage tenants who feel landlord is good at keeping them informed about services and decisions



6 - Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



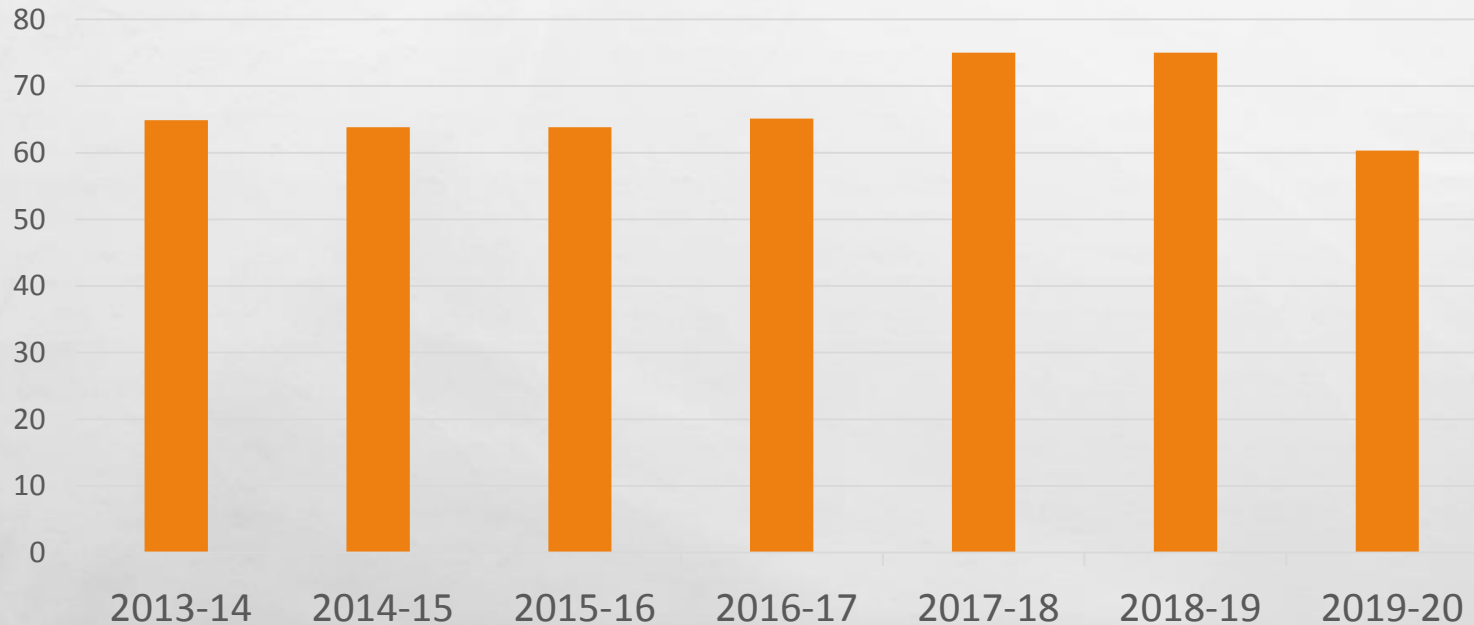
Quartile			
1st	2nd	3rd	4th

Quartile			
1st	2nd	3rd	4th



# SATISFACTION

% of factored owners satisfied with OTHA's factoring service



## Quartile

1st	2nd	3rd	4th

- Results for this indicator are from our own survey done in November 2019
- Satisfaction is relatively low compared to tenants who get more services from OTHA
- This shows what our factored owners think of OTHA as a factor. We have less than 300 owners in our tenement flats.





# PROPERTY

## Quartile

1st	2nd	3rd	4th
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6 - Percentage properties meeting Scottish Housing Quality Standard at the year end	98.13%
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6 -Percentage properties meeting Scottish Housing Quality Standard next year	99.78%
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## Quartile

1st

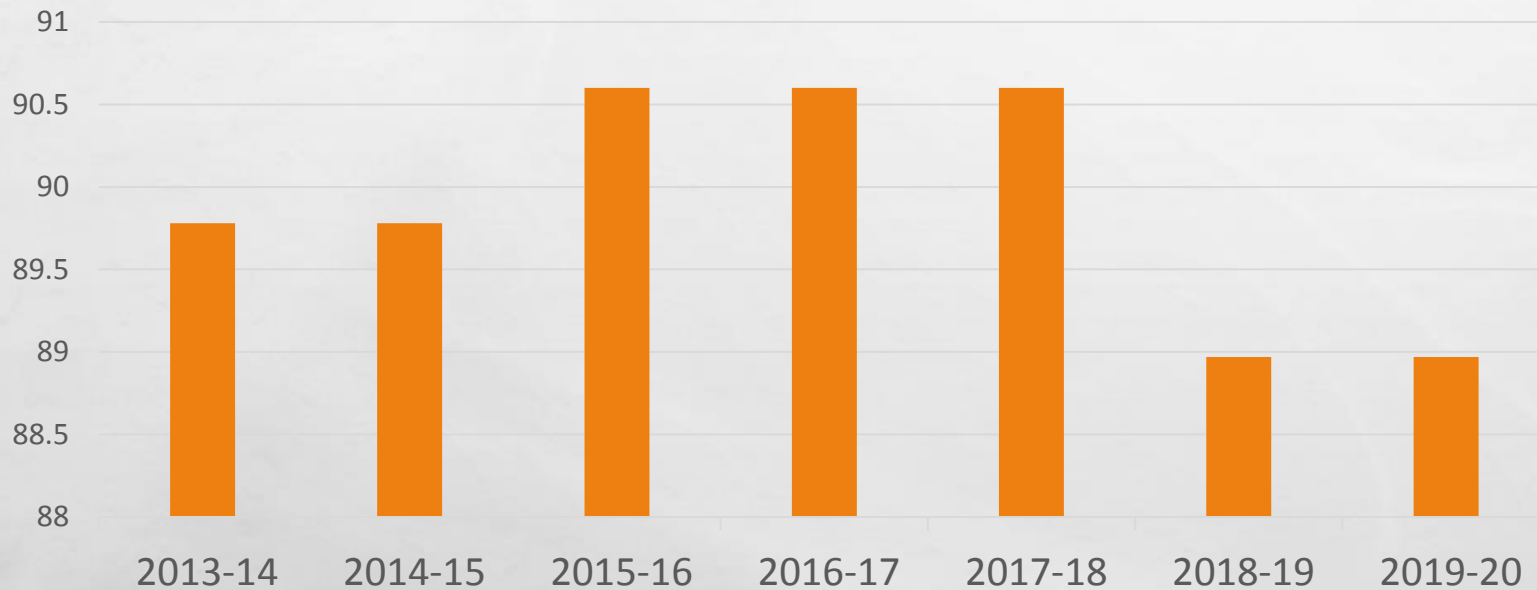
**2nd**

3rd

4th

# PROPERTY

Percentage of tenants satisfied with quality of home



- This is taken from our independent satisfaction survey
- The data will be revised in 2021



## Quartile

1st

2nd

**3rd**

4th

# PROPERTY - ADAPTATIONS

19	Number of households currently waiting for adaptations to their home	15
20	Total cost of adaptations completed in the year by source of funding (£)	£89,256
21	The average time to complete adaptations (Indicator 21)	36.38

These are new indicators introduced in 2019-20, so we cannot look back at past performance



## Quartile

1st

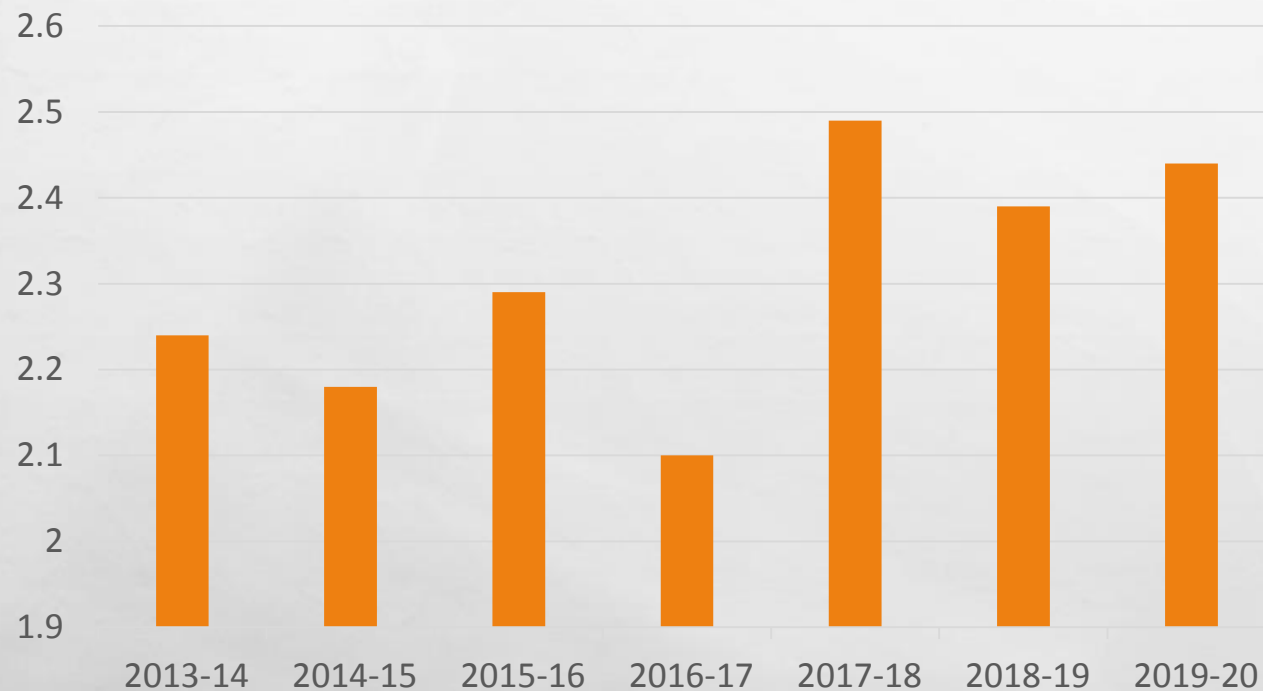
2nd

3rd

4th

# REPAIRS

8 - Average hours to complete emergency repairs



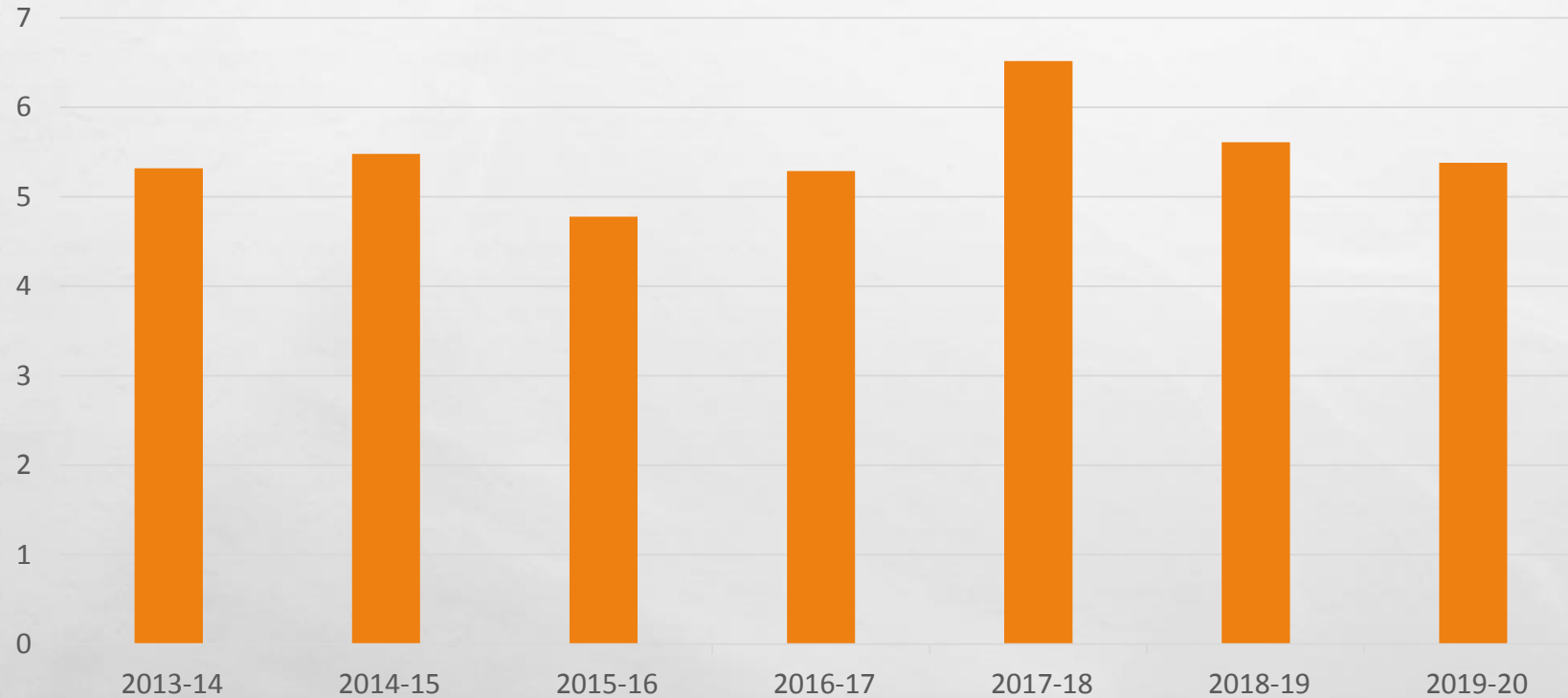
- We carried out 1571 emergency repairs last year
- Problems with the performance of our contractor affected our service last year
- A new contractor is now in place and the service should improve (after the pandemic disruption is over)



Quartile			
1st	2nd	<b>3rd</b>	4th

# REPAIRS – NON EMERGENCY

9 - Average working days to complete non-emergency repairs



- We carried out 5457 non-emergency repairs last year



## Quartile

1st

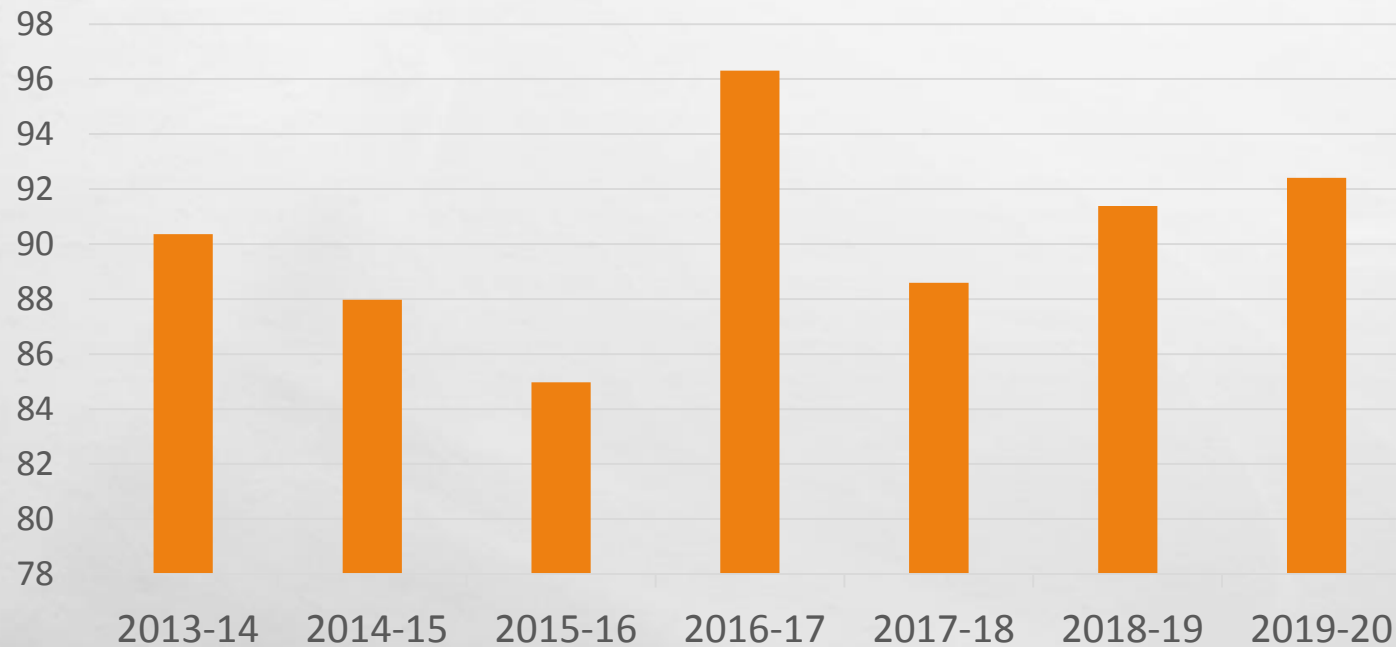
2nd

3rd

4th

# REPAIRS – RIGHT FIRST TIME

13 - Percentage reactive repairs completed right first time



- Not all repairs can be carried out right first time
- This indicator applies only to non-emergency repairs



## Quartile

1st

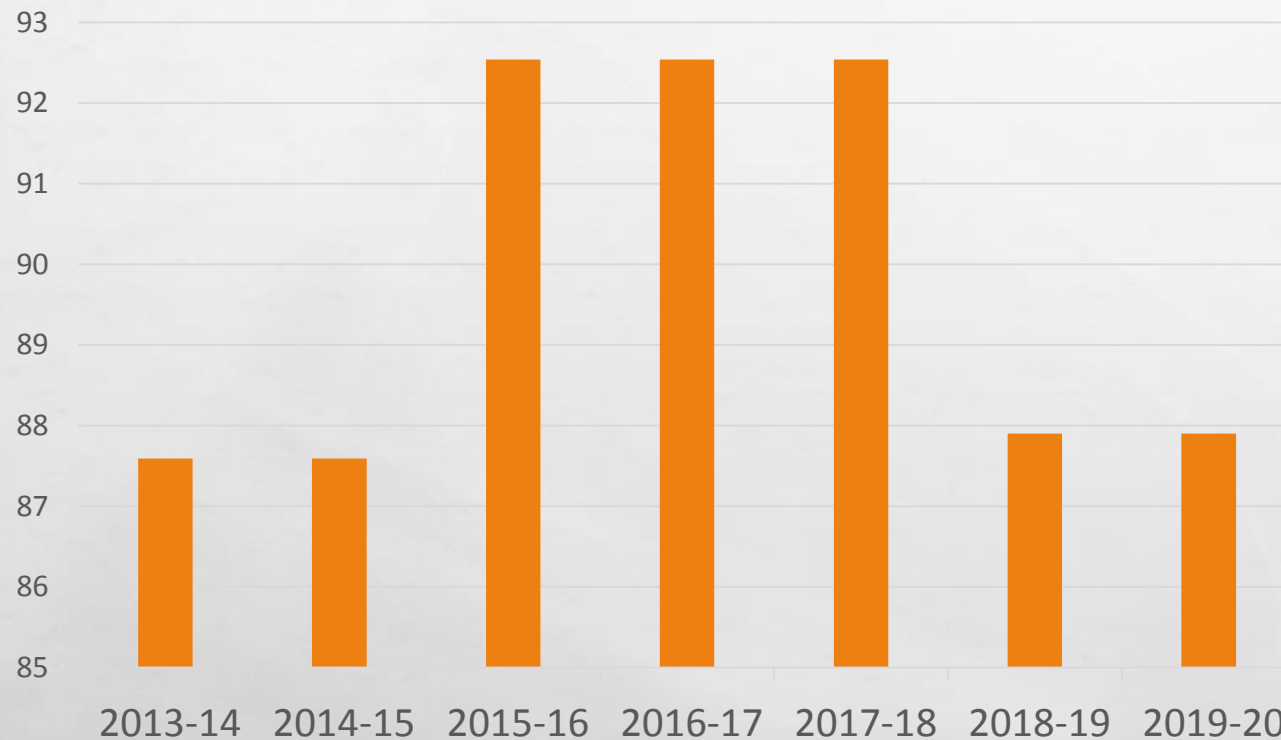
2nd

3rd

4th

# REPAIRS - SATISFACTION

16 - Percentage tenants satisfied with repairs service



- Data is taken from our independent satisfaction survey in 2018 every 3 years
- This will be revised in 2021
- Issues with contractor performance have affected the service



## Quartile

1st

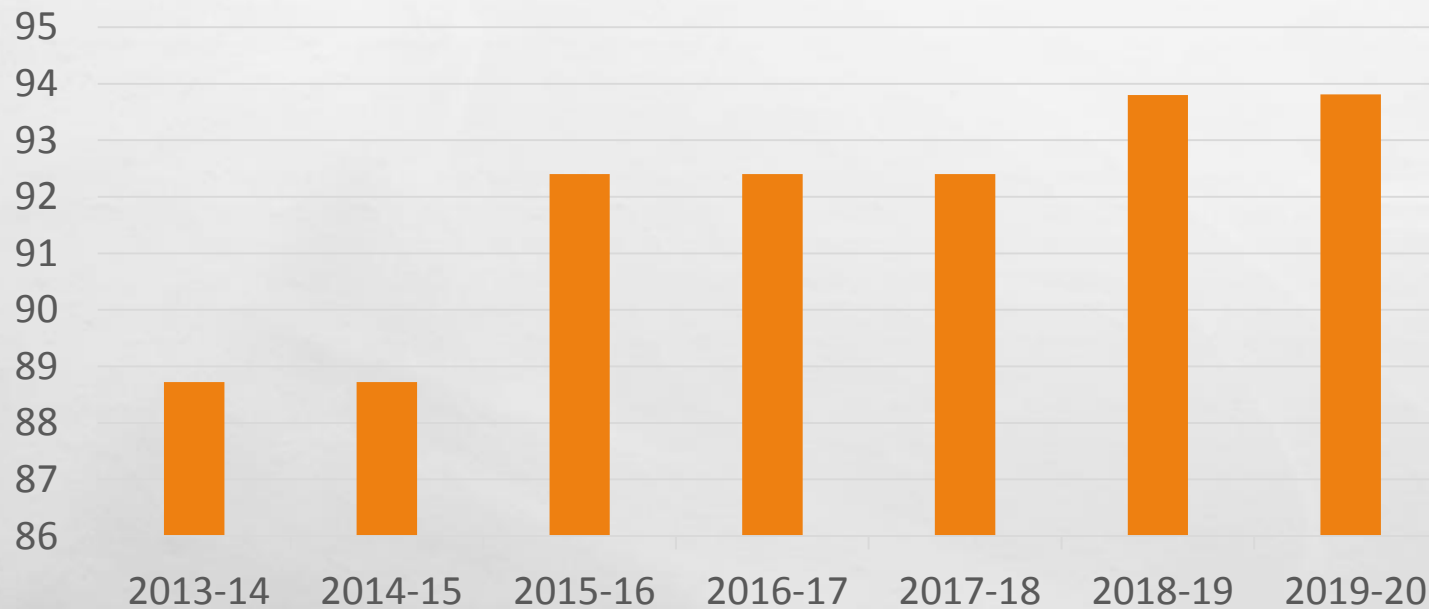
2nd

3rd

4th

# NEIGHBOURHOOD

Percentage tenants satisfied with management of neighbourhood



- This is taken from our independent satisfaction survey
- It will be revised in 2021
- Performance for this indicator is high and has improved over the years





## Quartile

1st

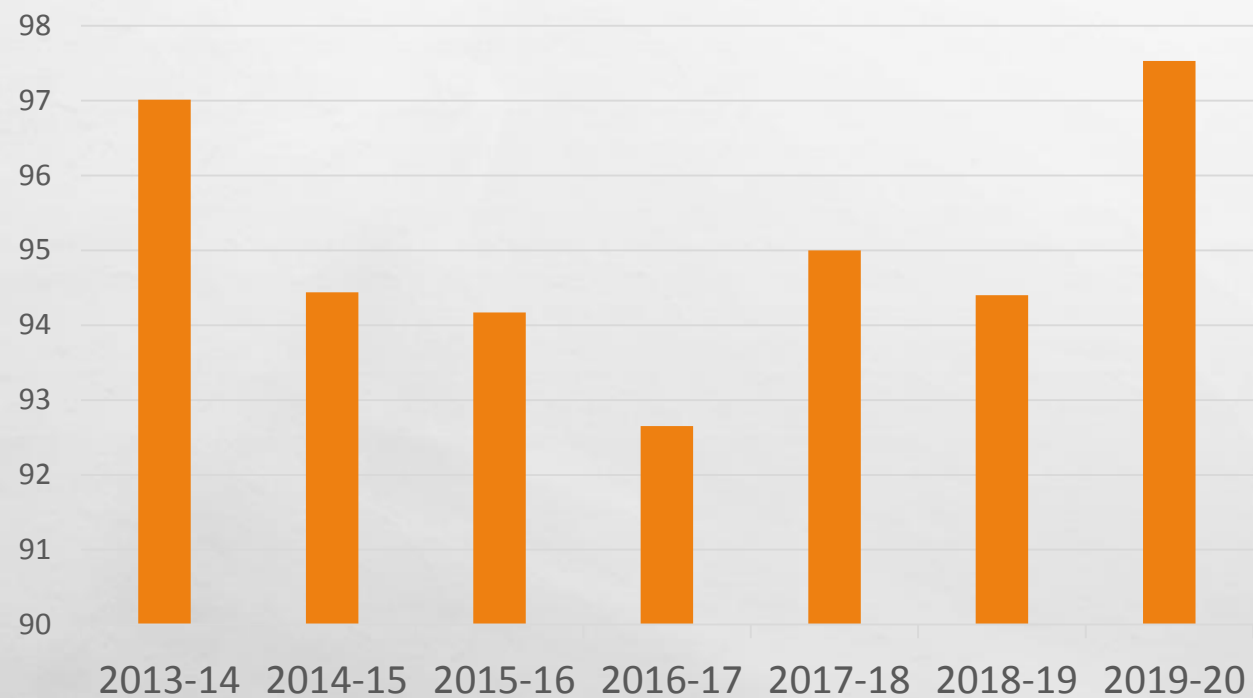
2nd

3rd

4th

# NEIGHBOURHOOD

Anti-social cases resolved in the year



- Some cases reported in the year, are resolved after the year end
- OTHA has a high number of ASB complaints



## Quartile

1st

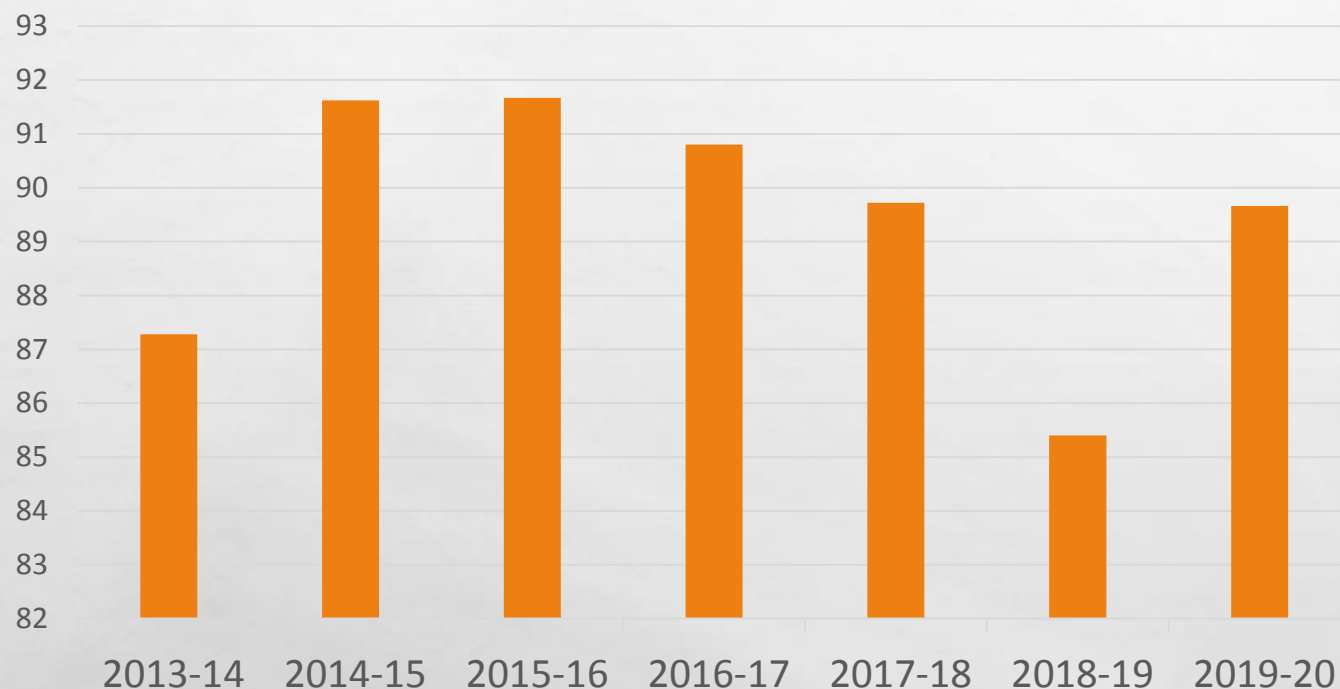
2nd

3rd

4th

# NEIGHBOURHOOD

% new tenancies lasting more than a year



- Tenancies come to an end for many reasons
- Whether tenancies are sustained is related to how popular an area or property type is
- OTHA tenancy sustainment has improved from a very low point in the previous year



## Quartile

1st

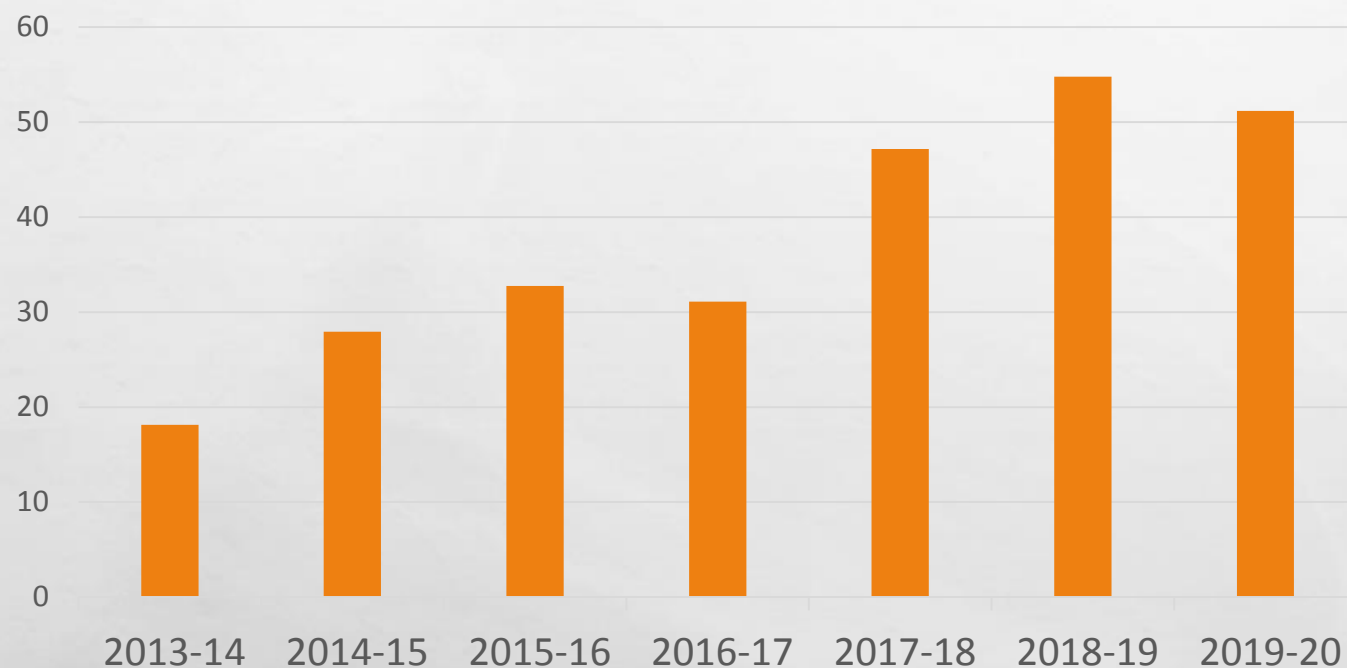
2nd

3rd

4th

# LETTING & DEMAND

% tenancy offers refused



- Offers of housing can be refused for many reasons
- Refusals are higher for flats compared to houses
- OTHA has formed a task force to build demand and closed some unpopular properties



## Quartile

1st

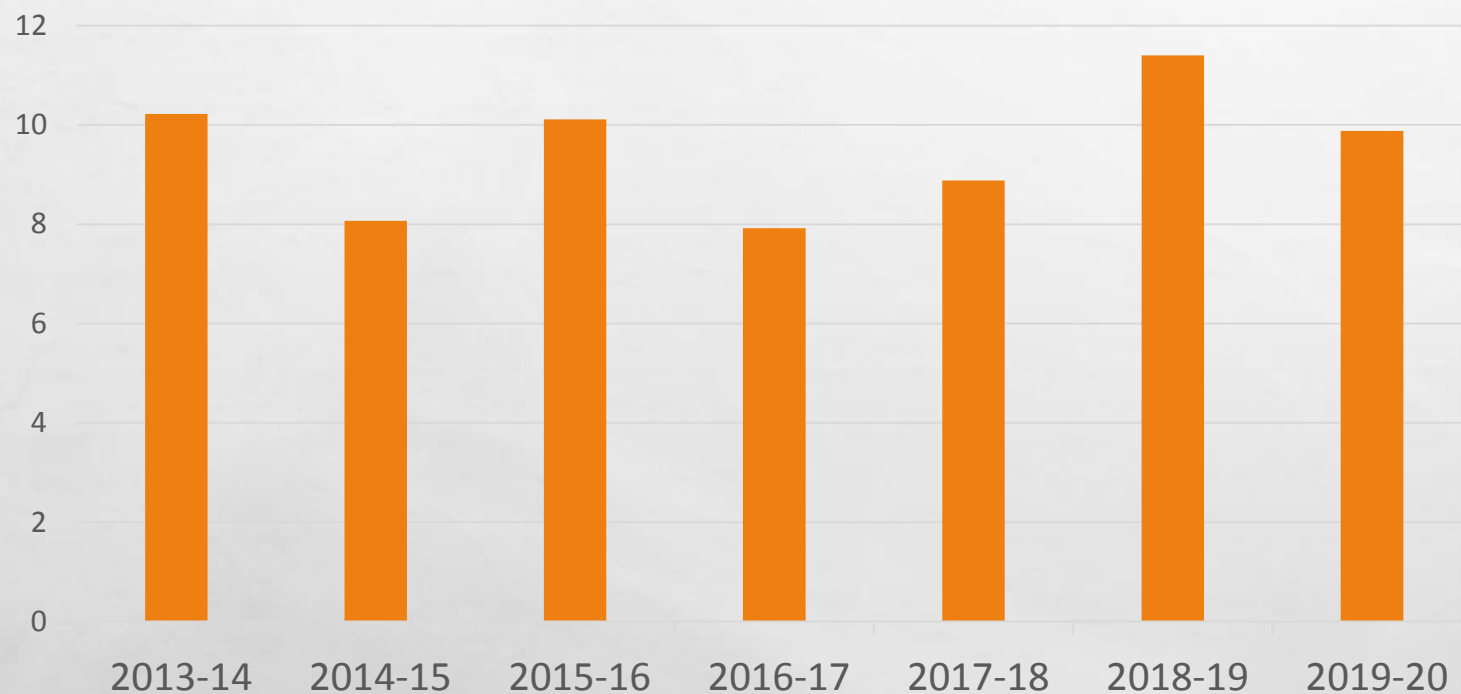
2nd

3rd

4th

# LETTING & DEMAND

% lettable properties that became vacant in year



- Tenancies can end for many reasons
- High turnover shows an area or house type is less popular
- Turnover is higher for flats compared to houses



## Quartile

1st

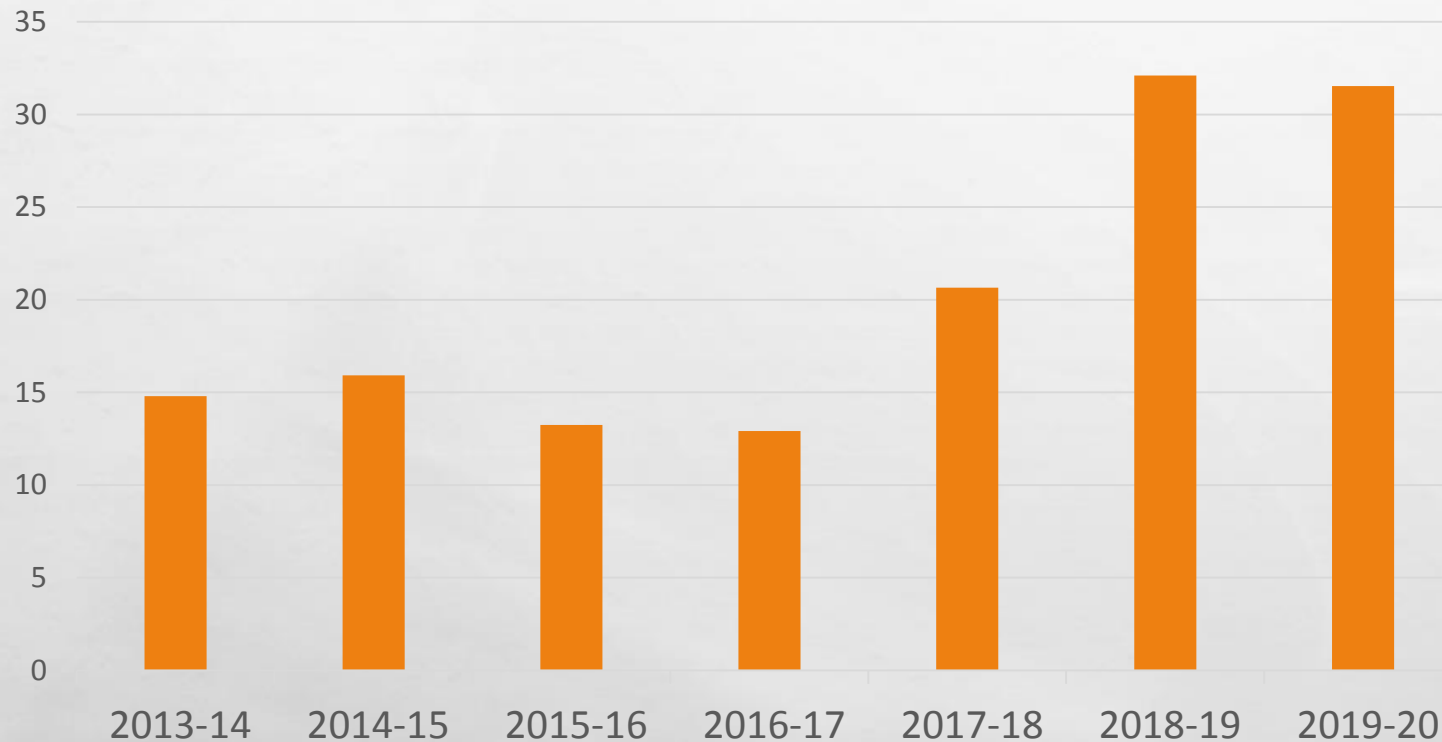
2nd

3rd

4th

# LETTING & DEMAND

average days to relet empty properties



- OTHA has been a high performer in previous years.
- Performance has dropped due to low demand for some properties and issues with the repairs contractor.
- We have closed some low demand properties which will improve performance in the future.



## Quartile

1st

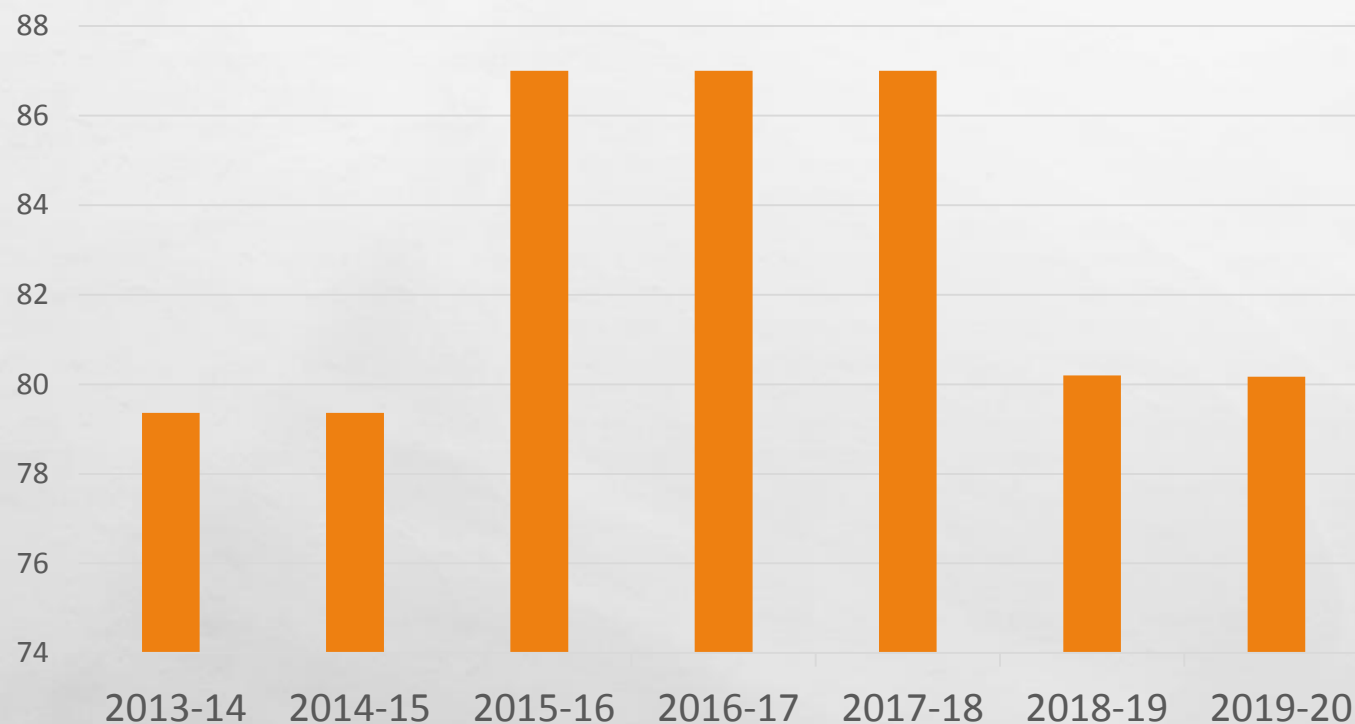
2nd

**3rd**

4th

# VALUE FOR MONEY

% tenants who feel their rent is value for money



- OTHA was a high performer in this indicator in previous years
- As rents have gone up above inflation for some years, satisfaction has gone down
- Data comes from the independent tenant satisfaction survey
- It will be revised in 2021



## Quartile

1st

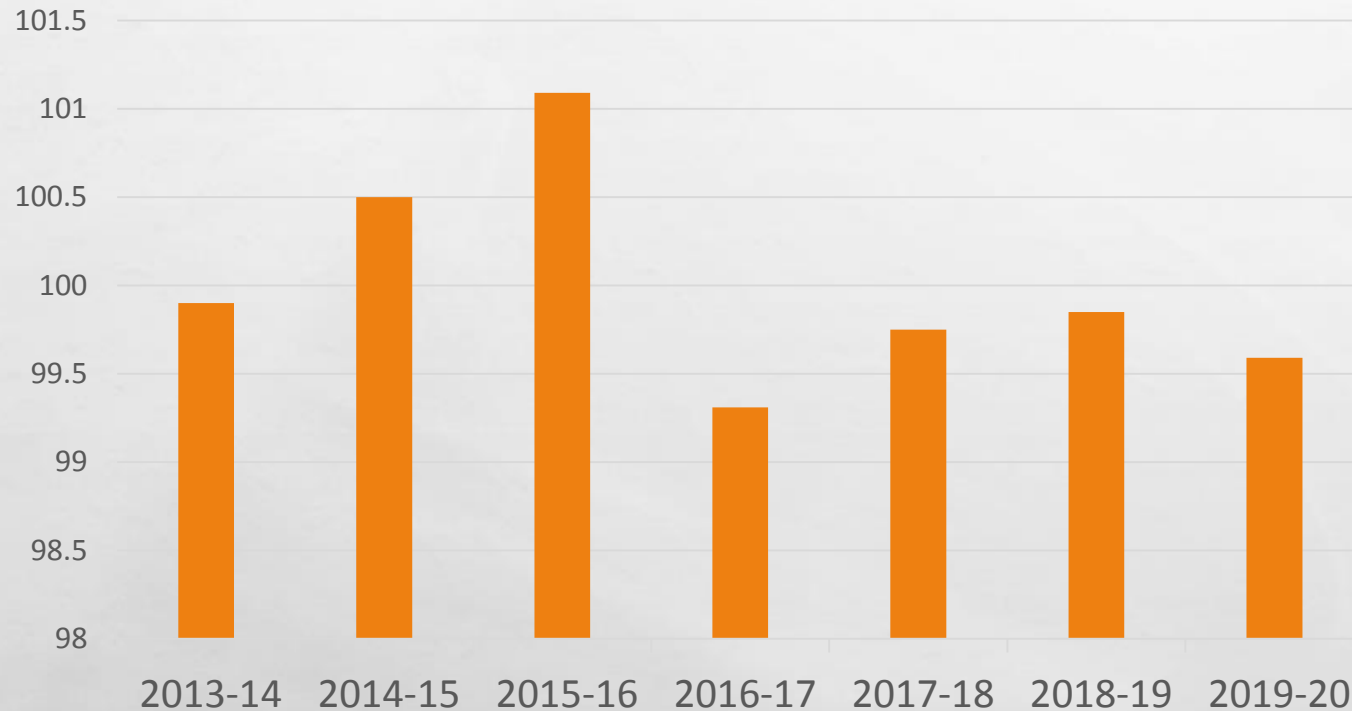
**2nd**

3rd

4th

# VALUE FOR MONEY

% collected of rent due in the year



- Universal credit was rolled out in Inverclyde earlier than in most other areas.
- UC roll out has affected rent collection.
- Higher void rates (empty properties) have also had an impact



## Quartile

1st

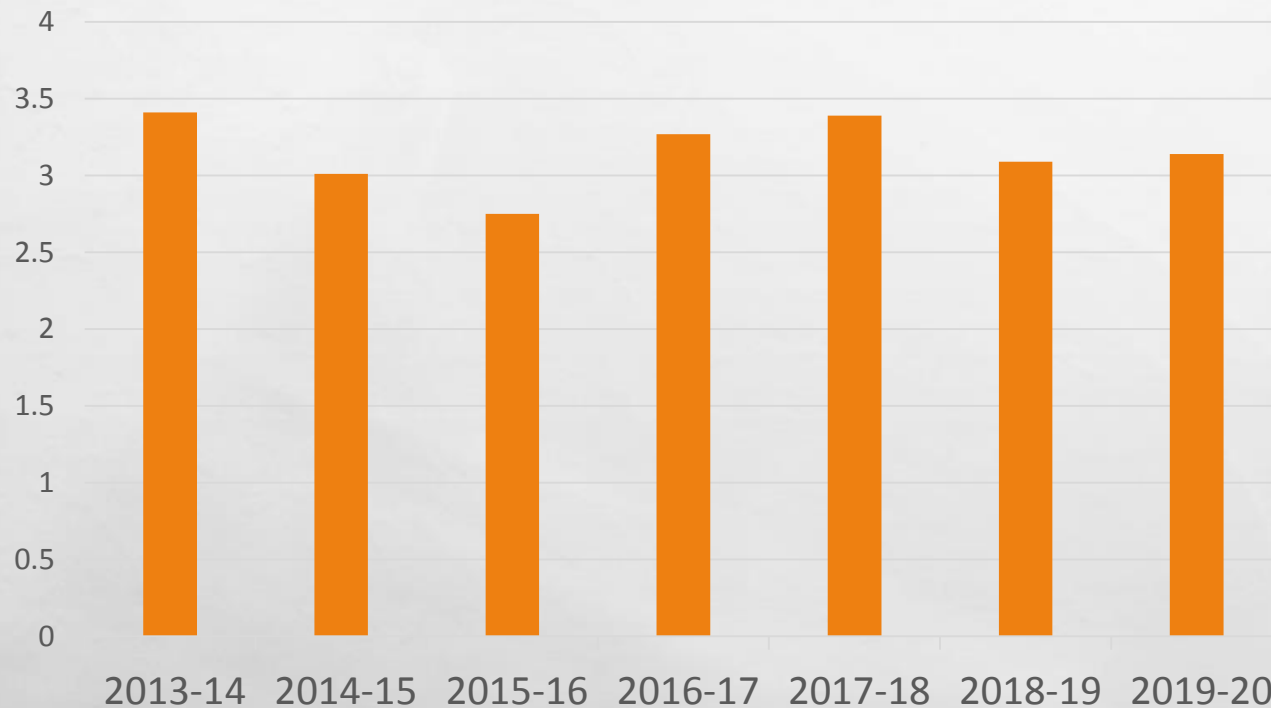
**2nd**

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4th

# VALUE FOR MONEY

rent arrears as a % of rent due



- Universal credit was rolled out in Inverclyde earlier than in most other areas
- UC roll out has affected rent arrears





## Quartile

1st

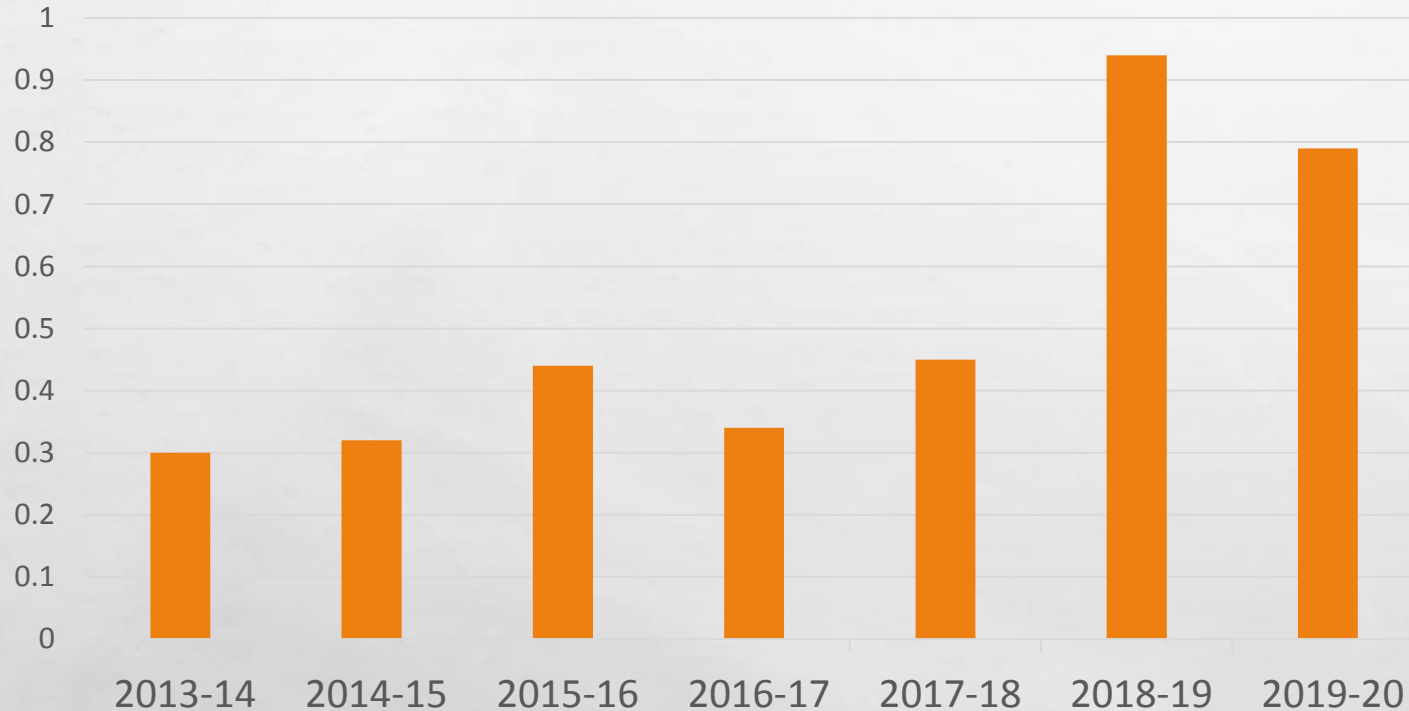
2nd

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4th

# VALUE FOR MONEY

% of rent loss due to empty properties



- Inverclyde has an oversupply of properties and the population is falling.
- OTHA has some low demand properties, all flats.
- Some properties were closed this year and do not show up in the rent loss due to voids figures.
- This indicator only shows rent loss for lettable properties. It is less than 1% of rent due.



# RENTS

Average Weekly Rent Levels March 2020

	Oak Tree HA	Cloch HA	Link HA	Larkfield HA	RCH	Scottish Average
1 Apt	<b>£63.79</b>	£72.46	£66.97	N/A	£78.50	£73.47
2 Apt	<b>£78.12</b>	£82.43	£79.23	<b>£60.79</b>	£85.93	£78.02
3 Apt	<b>£85.52</b>	£91.69	£90.79	<b>£84.74</b>	£89.89	£80.10
4 Apt	<b>£95.19</b>	£103.99	£99.17	£98.17	£96.37	£87.08
5 Apt +	<b>£106.35</b>	£118.08	£108.22	£110.63	<b>£101.90</b>	£96.18

The lowest local average rents for each size are highlighted in yellow.

OTHA has lower rents than other local landlords in general.

The local landlords have higher rents than the Scottish average for larger properties.

This data does not separate out different types of property. For example, some landlords have more houses or flats. Houses would generally have higher rent levels.

