



# OUTCOMES 2020

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This report tells you how Oak Tree HA has done in meeting some of the outcomes and standards laid out in the Scottish Social Housing Charter and reported to the Scottish Housing Regulator in our Annual Return on the Charter (ARC). All the facts given are for the year ending 31 March 2020. This was before the pandemic affected all our services and communities.

Tenants from our Value for Money review Group have helped us design this report. We would be very happy to have your comments on what you think of it. This would help us to improve it next for year.



## Overview of 2019-20

At the end of the year, we owned 1763 rented homes, but out of these, there were only 1730 available to let, as 33 were closed and scheduled for disposal or demolition.

We also owned 4 shared homes and a stake in 94 shared ownership homes. Another 29 homes were leased to another housing provider for temporary or supported accommodation.

We owned 3 offices & 3 shops. During 2018, we had purchased an office building in West Stewart Street, which is being refurbished to provide new office facilities. This will be open in 2021 once the pandemic allows the public access to our office.

We employed 38.44 staff members and had 10 voluntary members on our management committee. For every 100 days due to be worked, 5.1 days were lost due to staff sickness.

Our reactive and void services were undertaken by our main contractor MPS Ltd who were an improvement on the previous contractor.

During the year, we faced a number of long-term empty properties due to low demand for the first time. We formed a task force to build demand and to implement our asset management plan. We decided to empty and demolish some properties in Pennyfern and rehousing of residents is underway.

## Looking After Your Home

We spent £870,415 on planned maintenance where work included:



Carry forward from work due the previous year – roofing, eco works, window replacements/ external doors and play areas.

### KEY FACTS

- We completed 7028 reactive repairs, 4 repairs per house on average.
- For emergency repairs our target is 4 hours. On average, it took 2.4 hours to complete emergency repairs. The Scottish Average was 3.6 hours.
- For non-emergency repairs, our target is between 2-7 working days. We achieved an average of 5.4 days. The Scottish average was higher at 6.4 days. We improved on last year's figure of 5.6 days.
- For non-emergency repairs, 5043 (92.4%) were completed "right first time" out of a possible 5457 repairs. This was an improvement over 91.4% last year. The Scottish average was 92.4%. Not all repairs are expected to be done right first time.
- At the yearend, 98.1% of our properties met the Scottish Housing Quality Standard.
- All but one of our annual gas safety checks were completed on time.
- We carry out adaptations to tenants' homes to help them live independently. During the year, we carried out 74 adaptations and spent £89,256. We completed them in 36.4 days on average. The Scottish average was 41.5 days. We had 15 people waiting for adaptations at the end of the year.



### What you said

Tenant satisfaction with the repairs service was 87.9%.  
The Scottish average was 91.3%.



### Room for Improvement

This year, we worked with MPS Ltd as our new repairs contractor. This contract has now been terminated and new arrangements put in place.

## Looking After Your Neighbourhood

### What we do

We recognise that the quality of the area around your home is important. Even small problems can spoil your enjoyment of your home.

We handle your complaints to try and resolve any problems. We will keep a complaint case open until it is sorted and check with you to see how happy you are with the outcome.



### KEY FACTS

- McDermott Contract Services continued to deliver the Associations landscape & open space maintenance services. The Association spent £135,077 on this service in the year.
- We carried out close inspections and estate inspections quarterly in all of our areas. This helps us identify problems and breaches of tenancy so we can take action.
- 162 new anti-social cases were opened during the year and 158 were resolved during the year, which was 97.5%. Some cases were carried into the next year and were resolved within timescales then. The Scottish average was 94.1%.
- We had 9.2 cases of anti-social behaviour per 100 tenancies. This was up from 7 in the previous year.
- We carried out 2 evictions on the grounds of anti-social behaviour.
- Out of 174 new tenancies created in 2018/19, 156 tenants remained in their tenancy for a year (89.7%). This was better than last year and we are working hard to try and give support to keep people happy in their tenancies. The Scottish average was 89.1%



### What you said

In our Tenants Satisfaction Survey 93.8% were satisfied or very satisfied with OTHA's management of their neighbourhood. Higher than the Scottish average of 87.5%.

Dog fouling is still raised as a concern in all areas.

During our walkabouts, the main finding was that you liked your home and neighbourhoods.



### Room for Improvement

17 properties were abandoned in the year, which is much higher than 6 the previous year. We are continuing to work hard to support tenants in their new tenancy. Our improved relet standard in some targeted areas is tackling things that new tenants find hard to sort out such as carpets, decoration and other things that turn a house into a home.

We support Wider Action projects to provide a wide range of services to our tenants to help them remain in their tenancies. We continued to support the following Wider Action projects:-

- Welfare Advice through the Financial Fitness team
- Tenancy Sustainment through the Simon Community
- New Tenant Support through Starter Packs Inverclyde
- Low cost credit services to tenants for household goods through Smarter Buys

# Delivering Value

Universal Credit has continued to bring challenges for our tenants and our staff. 571 tenants were getting UC at the end of March 2020.



## KEY FACTS

- The total rent & service charges due to be collected in the year was £7,559,106.
- For every £100 of rent due, this year, we collected £99.59. This was less than the previous year at £99.85. The Scottish average this year was £99.30. Rent arrears owed to OTHA by current and former arrears at the end of March 2019 were £239,271 up from £227,919 last year.
- The arrears were 3.14% of rent due for reporting year up from 3.09%. The Scottish average was 5.8%. 5 tenants were evicted as a result of not paying their rent.
- £42,468 of former tenant rent arrears was written off at the year-end.
- £59,929 of rent due was lost through lettable properties being empty during the last year. This was down from £69,239 last year. This was £0.08 for each pound of rent due. The Scottish average was £0.12.
- 18 properties were empty at the year-end and 33 more properties were closed. This is higher than the 40 empty last year.
- We relet our empty properties in an average of 31.5 days. This was shorter than 32.1 days in the last year (the Scottish average was 31.8 days).
- The OTHA average rent increase in March 2019 was 2.8% and the average for Scotland was 2.5%. OTHA generally has lower rents than the other local housing associations. We are higher than the Scottish average for larger properties.

## Average weekly rents and service charges\* for different sized properties

Landlord Name	1 Apt	2 Apt	3 Apt	4 Apt	5+ Apt
Oak Tree HA Ltd	63.79	78.12	85.52	95.19	106.35
Cloch HA Ltd	72.46	82.43	91.69	103.99	118.08
Larkfield HA Ltd	-	60.79	84.74	98.17	110.63
River Clyde Homes	78.50	85.93	89.89	96.37	101.90
Scottish Average All RSLs	73.47	78.02	80.10	87.08	96.18

\*OTHA charges monthly rents, but the Scottish Housing Regulator bases their comparison on what the monthly rent would be if charged weekly.



## Room for Improvement

We have seconded a dedicated staff member to promote demand and market our properties. We are looking at different ways we can ensure our empty homes can meet the need & aspirations of local people and to sustain our new tenants in our homes.

We continue to work hard to help tenants adjust to Universal Credit and to reduce the rent arrears owed by tenants.

Tenants' satisfaction with the rent as value for money was 80.2%. The Scottish average was 83.6%.