



OUTCOMES 2021

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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 2021. The Covid 19 pandemic, lockdowns and the office being closed for the entire year affected all our services but all RSLs across Scotland were similarly affected so comparisons with the Scottish Averages are still relevant.

We continue to report in our standard format, however we intend to take a fresh look at this report format next year and we hope to involve tenants in the future design.



Overview of 2020-21

At the end of the year, we owned 1761 rented homes, but out of these, there were only 1716 available to let, as 45 were closed and scheduled for disposal or demolition.

We also owned 3 shared homes and a stake in 94 shared ownership homes. Another 32 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 has now been refurbished to provide new office facilities. This will be open in the later part of 2021 once the pandemic allows the public access to our office.

We employed 38.44 staff members and had 9 voluntary members on our management committee. For every 100 days due to be worked, 5.4 days were lost due to staff sickness.

We have been progressing well with our project to empty and demolish some properties in Pennyfern and are on track to meet the 3 years from February 2020 target for completion.

This has been a difficult year with most staff working from home. We were unable to carry out our full range of services to our customers but we have tried hard to maintain the core services.

Looking After Your Home

We spent £935,291 on planned maintenance where work included:

- The LD2 smoke detection system for all stock
- Stock condition survey
- Fire risk assessments – communal areas
- Some carry over spend from previous year's projects as follows:
 - Eco works
 - Window replacements/External doors
 - Kitchens, bathrooms, heating and electrics
 - Play areas



KEY FACTS

- We carried out 4,844 repairs in the year. This is a reduction from the previous year as only emergency repairs were being carried out for a period of time during the lockdown restrictions.
- For emergency repairs our target is 4 hours. On average, it took 2.46 hours to complete emergency repairs. The Scottish Average was 4.22 hours.
- For non-emergency repairs, our target is between 2-7 working days. We achieved an average of 6.8 days. The Scottish average was slight lower at 6.74 days.
- For non-emergency repairs, 2,743 (92.6%) were completed “right first time” out of a possible 2,962 repairs. This was an improvement over 92.4% last year. The Scottish average was 91.46%. Not all repairs are expected to be completed right first time.
- At the year end, 95.91% of our properties met the Scottish Housing Quality Standard. This is down from previous year due to our most recent stock condition survey highlighting some properties that were non-compliant as a result of tenant(s) changing their kitchen layout or where a property was cloned.
- We had 156 properties where the gas safety inspection was not undertaken within the anniversary date due to lockdown restrictions and forced access procedure being suspended during this period.
- We carry out adaptations to tenants’ homes to help them live independently. During the year, we carried out 39 adaptations and spent £46,653. We completed them in 54.1 days on average. The Scottish average was 58 days. We had 22 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 90.1%.



Room for Improvement

A number of contractors delivered the reactive maintenance service for the Association this last financial year due to the pandemic. Our initial contractor MPS terminated their contract with us. C Hanlon carried out a temporary repairs service for us until a new contract was procured with The McDougall Group. We are currently tendering our reactive and void contracts and hope to have a new contractor(s) in place soon.

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

- John O'Connors delivered the Association's landscape /open space maintenance services. The Association spent £156,156 on this service in the year.
- Unfortunately we were unable to carry out any of our routine close and estate inspections during the year. We did respond by telephone or other forms of communication regarding issues that arose and carried out visits when and where it was safe to do so.
- 209 new anti-social cases were opened during the year and 197 were resolved during the year, which was 94.3%. Some cases were carried into the next year and were resolved within timescales then. The Scottish average was 94.4%.
- We carried out 1 eviction on the grounds of anti-social behaviour. This was a reduction from previous years and was partly as a result of the Covid 19 pandemic and restrictions placed on eviction actions by the Scottish Government.
- Out of 185 new tenancies created in 2019/20, 167 tenants remained in their tenancy for a year (90.2%). There has been a continual improvement in this figure over the last few years. We have been working hard to try and give support to keep people happy in their tenancies and will continue to do this.



What you said

In our last Tenants Satisfaction Survey 93.8% were satisfied or very satisfied with OTHA's management of their neighbourhood. This is higher than the Scottish average of 86.1%. We are carrying out another Tenants Satisfaction Survey in September and October 2021 and we are keen to know if this has improved or not.



Room for Improvement

Evictions and abandonments were much lower in 2020/21 which is welcome news but we need to make sure that this was not just as a result of the pandemic. 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

We were delighted to be able to access Covid 19 funding from the Scottish Government and we were able to deliver funding to a number of community projects which directly helped people in need at a very difficult time and our tenants were able to benefit from a temporary Crisis Intervention Officer who provided direct support.

Delivering Value

The last year has brought huge challenges for our tenants, our staff and our overall service delivery. The number of tenants claiming Universal Credit continued to increase steadily and 627 tenants were in receipt of this benefit at 31 March 2021.



KEY FACTS

- The total rent & service charges due to be collected in the year was £7,812,091.
- For every £100 of rent due, this year, we collected £99.88. This was higher than the previous year at £99.59. The Scottish average this year was £99.06. Rent arrears owed to OTHA by current and former arrears at the end of March 2021 were £214,403 down from £239,271 last year.
- The arrears were 2.71% of rent due for reporting year down from 3.14%. The Scottish average was 6.14%.
- No tenants were evicted as a result of not paying their rent.
- £24,114 of former tenant rent arrears was written off at the year-end, compared to £42,468 the previous year.
- £95,031 of rent due was lost through lettable properties being empty during the last year. This was up from £59,929 last year. This was £0.12 for each pound of rent due. The Scottish average was £0.14.
- Our turnover of properties in the year was 7.46%. The Scottish Average was 6.9%
- We relet our empty properties in an average of 56.3 days, up from 31.5 days last year. There was a period of time when properties could not be let due to lockdown. The Scottish Average was 56.3 days.
- The OTHA average rent increase in March 2021 was 1.0% and the average for Scotland was 1.2%. OTHA generally has lower rents than the other local housing associations. All the local RSLs are higher than the Scottish average with a small number of exceptions.

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	65.26	80.46	88.03	97.94	110.07
Cloch HA Ltd	78.45	85.72	94.44	105.75	118.70
Larkfield HA Ltd	n/a	62.82	87.09	100.62	113.81
River Clyde Homes	80.50	88.62	92.79	99.17	107.26
Scottish Average All RSLs	73.61	79.48	82.60	89.81	99.97

*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 continue to promote demand and market our properties well. 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. This also reduces the number of days it takes to let a property due to lower refusals and lower turnover of properties. We continue to work hard to help tenants adjust to Universal Credit and want to continue the downward trend and reduce the rent arrears owed by tenants further.

Tenants' satisfaction with the rent as value for money had been 80.2% back in 2018. The Scottish average this year was 82.8%. We are keen to see the results of our tenants up-to-date satisfaction rating in the ongoing Tenants Satisfaction Survey.