



OUTCOMES 2019

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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 2019.

Tenants 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 year.



OVERVIEW OF 2018-19

At the end of the year, we owned **1737** rented homes, **4** shared homes and a stake in **96** shared ownership homes. Another 19 homes were leased to another housing provider.

We owned two offices & three shops. During the year, we purchased an office building in West Stewart Street, which is being refurbished to provide new office facilities.

We employed 40.14 staff members and had 10 voluntary members on our management committee. For every 100 days due to be worked, 5.41 days were lost due to staff sickness.

During the year, we ended our contract with Novus Property Solutions who delivered most of our repairs service and recruited a new contractor – **MPS Ltd**. They started after the year ended.

We launched a new **Website** on 29 March 2018 and our Tenant Portal on 29 June 2018. It's called **My Oak Tree Portal** and it can be accessed via our website at **www.oaktreeha.org.uk**. In March 2019, we had **421** tenants using the portal to access our services.

We carried out a full Tenants Satisfaction Survey in October/November 2018. The results have been reported to tenants and the results were used to complete important indicators for the Annual Return on the Charter. Performance had improved in some areas and reduced in others. Overall satisfaction with OTHA as a landlord had remained the same at **92.2%**.

LOOKING AFTER YOUR HOME

We spent **£1,151,336** on planned maintenance where work included:

Some carry over work from previous year's projects



177
Kitchens



15
Bathrooms



82
Heating Systems



Electrical
rewires &
inspections

McDermott Contract Services continued to deliver the Associations landscape /open space maintenance services. The Association spent **£204,717** on this service in the year.

In total **£1,636,670** was spent on delivering reactive, gas and landscape maintenance contracts.

We completed **7730** reactive repairs, **4.5** 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. We improved on last year's figure of 2.49 hours.

For non-emergency repairs, our target is between **2-7 working days**. We achieved an average of **5.6 days**. The Scottish average was higher at 6.6 days. We improved on last year's figure of 6.5 days.

For non-emergency repairs, **5374 (91.4%)** were completed "right first time" out of a possible **5881 repairs**. This was an improvement over 88.6% last year. The Scottish average was 92.5%. Not all repairs are expected to be done right first time.

All our properties meet the Scottish Housing Quality Standard.

All our annual gas safety checks were completed on time.

We carry out adaptations to tenants' homes to help them live independently. We had **80 applications** for an adaptation in the year, **76 medical adaptations** were carried out. The average time to complete the adaptation was **57.6 days**. This was up from 44.2 days last year.



What you said

Our survey of new tenants told us that **120 new tenants** out of **130** who responded, were very satisfied or satisfied with the standard of their home when moving in.

Tenant satisfaction with the repairs service reduced to **87.9%**. This was down from 92.5% previously. The Scottish average was 91.7%.



Room for Improvement

This year, a great deal of work went into getting a new reactive repairs contractor in place and managing the end of the contract with Novus Property solutions. We hope that MPS Ltd will provide a much better and more reliable service to our tenants and customers.

We acknowledge that the service in 2018-19 was not as good as we expect for our tenants & customers. We have worked hard to try and deal with problems when they came up.

We continue to work to reduce fuel costs by making your homes warmer and easier to heat.

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

- 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.
- **126** new anti-social cases were opened during the year, **119** were resolved within locally agreed targets during the year which was **94.4%**. Some cases were carried into the next year and were resolved within timescales then. The Scottish average was 87.9%.
- We had **7.3** cases of anti-social behaviour per 100 tenancies. This was up from 5.8 in 2017-18. The Scottish average was 7.5 cases.
- We carried out **4** evictions on the grounds of anti-social behaviour.
- Out of **185** new tenancies created in 2017/18, **158** tenants remained in their tenancy for a year (**88.5%**). This was lower than last year and we are working hard to try and give support to keep people happy in their tenancies. The Scottish average was 88.2%



What you said

In our Tenants Satisfaction Survey, **970** tenants out of **1034** responding, were satisfied or very satisfied with OTHA's management of their neighbourhood. This is **93.8%**, **up from 92.4%** and higher than the Scottish average of 87.7%.

Dog fouling is still raised as a concern in all areas, but not as big a problem as before.

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



Room for Improvement

6 properties were abandoned in the year. We are continuing to work hard to keep 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 invite you to join us to carry out inspections during our Walkabout events or close inspections. We enjoy meeting you and hearing about your concerns for your area and we welcome suggestions on how you think your area could be improved.

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 Wider Action projects.

DELIVERING VALUE

Universal Credit has continued to bring challenges for our tenants and our staff. 493 tenants (28.2%) were getting UC at the end of March 2019.



KEY FACTS

- The rent & service charges due to be collected in the year was **£7,290,430**. For every £100 of rent due, this year we collected **£99.85**. This was more than the previous year at £99.75. The Scottish average this year was £99.10.
- Rent arrears owed to OTHA by current and former arrears at the end of March 2019 were **£227,919** down from £239,624 last year.
- The arrears were **3.09%** of rent due for reporting year down from 3.39%. The Scottish average was 5.67%.
- **7** tenants were evicted as a result of not paying their rent.
- **£39,114** of former tenant rent arrears was written off at the year end.
- **£69,239** of rent due was lost through properties being empty during the last year. This was up from £31,700 last year. This was **£0.94** for each pound of rent due. The Scottish average was £0.88.
- **40** properties were empty at the year end, up from 20 last year.
- We relet our empty properties in an average of **32.1 days** up from 20.6 days in the last year (the Scottish average was 31.89 days).
- The average rent increase in March 2018 was **3.28%**. 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	61.06	75.16	82.35	91.73	102.25
Cloch HA Ltd	70.54	79.48	88.74	100.92	114.64
Larkfield HA Ltd	-	60.38	83.71	96.7	109.46
River Clyde Homes	74.59	82.39	86.76	93.2	99.11
Scottish Average All RSLs	70.22	76.1	77.7	84.44	93.49

*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 employed 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 reduced from 87% to **80.2%**. The Scottish average was 83.2%.