



NEWSLETTER

Summer Special



More inside...

Introduction

Summer is nearly here and the sun has been shining on Oak Tree this year. We are basking in the great results from our tenant satisfaction survey and our Annual Return on the Charter. Read on for more on both of these.

Our drive to improve our services never stops, even though it is getting a bit harder to find things to work on. We really need your help to tell us what we should be looking at this year. Later on, we give you details of our draft action plan and ask for your input. Working with our tenants makes us stronger and makes you happier, so please do get involved, if you can.

Tenants Satisfaction New High

A big thanks goes out to the tenants who took part in our survey last winter. A thousand tenants gave their time to answer questions with interviewers from Knowledge Partnership. The Management Committee finally got the report

at the end of March 2016. A copy of the full report is on our website or available to you on request if you want to see all the results in more detail. In general, our 2016 survey gives a good rating for OTHA services across the board. See the summary results on page three.

Annual Return on the Charter



During May, our staff are very busy in pulling together the Annual report on the Charter (known as the ARC). This is a return completed for the Scottish Housing Regulator. It covers statistics on all the main areas of our services to tenants such as repairs, improvements, complaints handling, allocations and financial performance.

The information is used to see how different landlords, including OTHA are performing. The ARC is made up of general information (such as the number of houses, number of staff, number of lets, amount of rent collected, for example) and information on performance for areas that tenants told the Regulator, mattered most to them. These areas are homes and rents; housing quality and maintenance; neighbourhoods and value for money. The results of our Tenants' Satisfaction Survey are also reported to the Scottish Housing Regulator as part of the ARC.

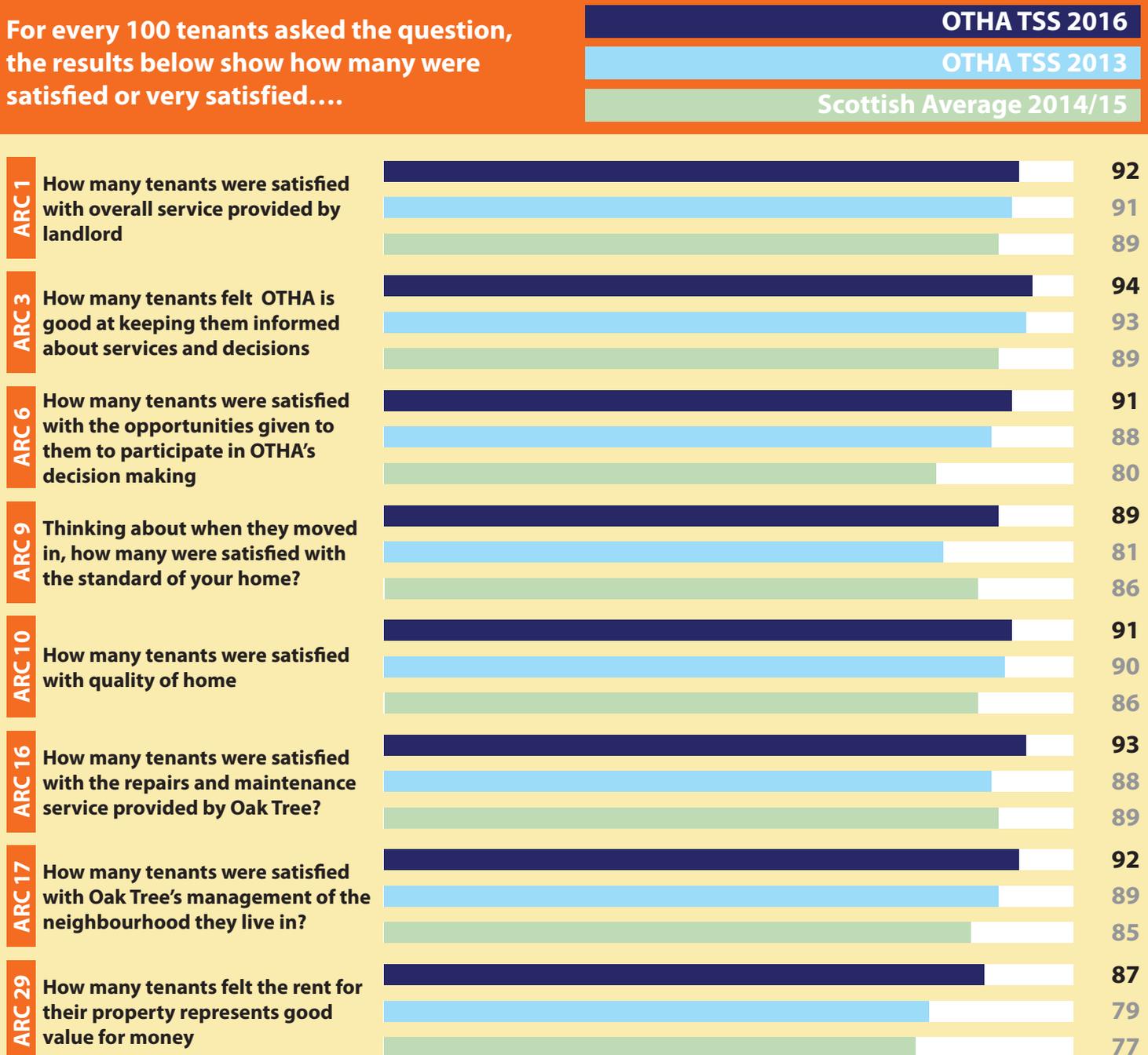
We seem to have improved performance this year for almost every indicator. A more detailed report on this will follow in October. This will allow you to see how we have done this year. If you have any ideas of what you would like to see covered in the report or how we present the information please get in touch with Kate Dahlstrom.

Tenants' Satisfaction Survey 2016 Results

Here's a quick summary of what you said.

There are 8 standard questions that all housing associations in Scotland have to ask their tenants. The Scottish Housing Regulator keeps a close eye on these via the Annual Return on the Charter as these cover the things that tenants really care about. All the ARC satisfaction indicators have improved.

For every 100 tenants asked the question, the results below show how many were satisfied or very satisfied....



Two areas which were particularly good were satisfaction with *opportunities to participate* and *rent being seen as value for money*.

A big improvement was seen in the satisfaction with the *repairs & maintenance service*. Also, we invested more in empty properties after the last survey. It must have paid off, as a big improvement was achieved in the 3 years since the last survey in the *satisfaction with the home, at the time of moving in*.

Things to work on...



- An improvement in all non-ARC repairs questions was seen except for a couple of areas: satisfaction with the **attitude of workers** and **keeping dirt and mess to a minimum**. Both of these relate to the service that our contractors have given. We are tendering a new contract this year so we have a chance to set higher standards.
- More repairs are carried out Right First time. **Performance in keeping appointments** is an area of good performance, although the **number of appointments offered** could be higher at 79%.
- Our neighbourhoods seem to be facing less anti-social behaviour and neighbourhood problems have been less serious. Dog fouling, for example, has reduced, but it is still the biggest problem in our areas. All other types of anti-social behaviour have also gone down.
- Complaints of anti-social behaviour have gone down as a result, but the satisfaction with the **way an ASB complaint was handled** has improved.
- Complaints reporting (for complaints about our service) has gone down slightly although awareness of the Complaints Handling Procedure has improved by a whopping amount.
- Although satisfaction with **the speed of decision making** and the **outcome of the complaint** have improved, they still appear low in comparison with other local landlords. This will be an area where we need to improve.
- Access to the internet is going up, but tenants are changing the social media that they use. More tenants use Facebook rather than Twitter so we might want to look at starting a Facebook page.
- Use of home contents insurance has gone down, which leaves tenants open to the risk of losing their belongings if something happens. New tenants in particular have chosen not to have insurance.
- Fuel poverty is going down as we carry out work to improve warmth. Making your homes warmer will stay a key priority for OTHA.



Key areas for the action plan

- We will look at the satisfaction results area by area, and by different property types to see where we need to put extra resources to make things better. We will work with tenants in different areas to help us to see what would make them happier in their home or neighbourhood.
- We will consider more improvements to our homes when they are let and continue to monitor satisfaction for new tenants very closely.
- We will keep investing in our properties to improve housing quality. From what you told us, windows and doors are an issue in some areas.
- We will make sure that when we tender our new repairs contract, tenants are involved to set the standards and even monitor how well that the contractor performs.
- We will keep working on improving repairs done right first time.
- We will try to improve number of appointments being offered.
- We will keep going with our anti-dog fouling action in all areas.
- We will speak to new tenants at 3 stages to promote contents insurance: at the sign up, at the new tenant welcome visit and at the end of rent in advance payments.
- Promoting participation for new tenants in the first year.
- We will improve how we advertise the way to make a complaint about our service, improve speed of decision making and carry out an SMT review of further things we could do.
- We will try to use the types of social media according to what our customers use.





Getting involved

GET INVOLVED!

Each year, we look at areas of our service and try and work with tenants to find ways to get better. There are lots of ways you can get involved. If you answered questions on our tenant survey, you have already been a big help!

We would like to hold a meeting to talk about what we should be doing to involve as many tenants as possible in our work. There's only one problem, our tenants don't seem to be too keen on coming to meetings any more.

We have tried lots of things to make this type of event a bit more fun. We

have had meetings with free bingo, with lunch, with coffee and cake, with crisps and coke, with craft activities, and with cooking demonstrations. We have held them in community centres, in the Beacon, the Tontine, the local college, in schools, in church halls and even outside in the sun. We have had focus groups, customer panels, conferences, drop ins, open houses, fun days and garden competitions.

We have offered incentives to come such as vouchers and prize draws. We have even gone to other people's meetings with community councils

and tenants' and residents' groups. Not everyone likes to come to a meeting. We can get good feedback from face to face contact with tenants during the course of our work.

Our surveys tell us a lot and the complaints you make are also very useful to tell us when things go wrong. We can get your thoughts on Twitter and through on line surveys.

If you have any ideas for any ways we can get your feedback, let us know. We are always delighted to try something new.

Tenant Engagement Calendar

	Details	Purpose
Open Meeting to plan future customer engagement	June 22nd 2016 OTHA's office Led by Kate Dahlstrom	Discuss tenants' satisfaction survey results and plan tenant engagement activities for the next year
Mini garden competitions & Wednesday Walkabouts in: Bow Farm, Pennyfern, Bow Farm, Fancy Farm, Wemyss Bay, Midton, Tower Drive, Wren Road Branchton	June to August Led by housing officers and assistants	Mini garden competitions to encourage better garden maintenance. Discuss estate issues including landscaping, dog fouling, and any general neighbourhood concerns.
Close meetings - Finnart St/Robertson St scheme Inverkip Street scheme Prospecthill View scheme	July-August Led by Hazel Aitken	Set up a pilot of new services for closes where enhanced services may be required.
Landscaping scrutiny Bow Farm & Buchanan Street	July-August Led by Sean Marshall	Review landscaping service with tenant/owner volunteers and identify improvements.
Repairs service focus group	August-November Led by Brian Praties	Short term focus group to set standards for the new repairs contract which will be going out to tender 2016/17
New tenant event	October Led by Kate Dahlstrom	Informal meeting with coffee and cake to promote tenant involvement with OTHA
Complaint handling survey & focus group	November Led by Kate Dahlstrom	For tenants who have made a complaint in the last two years

- Below is our draft Tenant Engagement Calendar. These are the things we want to work at and what we think we might do this year. But you know best!
- Tell us if we have missed out something you want us to take forward
- Tell us if you would like to be involved in any area
- Tell us if you have an idea for how we can work with you
- Tell us about anything at all that you want to raise, it is up to you.
- Draft Engagement Calendar June 2016 to May 2017

	Details	Purpose
Value for money meeting, survey and focus group to feed into the rent increase consultation	October-December Led by Kate Dahlstrom & Alana Durnin	To help with the budget setting process in Autumn 2016 and the rent increase decision for 2017/18
Customer care survey & focus group	September-December Led by Kate Dahlstrom & Anne Culley	The customer care policy is being reviewed later this year. Tenants can input into setting service standards for the next policy.
Survey of factored owners	July 2016 Led by Kate Dahlstrom	
Owner site meetings for repairs issues Overton Grieve Road Wemyss Bay Kirn Drive	Led by Brian/Mick/ Sean July 2016 October 2016 January 2017 March 2017	Discuss repairs and landscaping issues
ARC report survey and focus group meeting	September 2016 Led by Kate Dahlstrom	Feedback to help design the ARC report due in October 2016.
Social media group	September 2016 Led by Richard Browning & Scott Graham	Group to review our use of social media and help us set up new options e.g. Facebook page?
Area based site meetings	August 2016 – March 2017 Led by Kate Dahlstrom, Brian Praties and Hazel Aitken	Linked to asset management assessment. Where serious demand, repairs or satisfaction issues exist, we will be contacting residents to investigate the issues and try to find solutions.

