



 Sanctuary
Scotland



Annual Report to
Tenants 2017/2018

Introduction

This report tells you how Sanctuary Scotland is performing against the standards and outcomes set out in the Scottish Social Housing Charter.

The Charter helps to improve the quality and value of services that social landlords in Scotland provide.

The first Charter came into effect on 1 April 2012 and was reviewed during 2016. This revised Charter was approved by Parliament and took effect from 1 April 2017.

The Charter contains 16 outcomes and standards. They describe the results that tenants and other customers expect social landlords to achieve, cover social landlords' housing activities only and are monitored, assessed and reported upon by the Scottish Housing Regulator.

If you would like to discuss this report in more detail, please phone Kevin Turner, PR and Communications Manager, on **07983 612734** or email kevin.turner@sanctuary-housing.co.uk



Pat Cahill - Director

Landlord profile

Projects supported during 2017/2018 include:

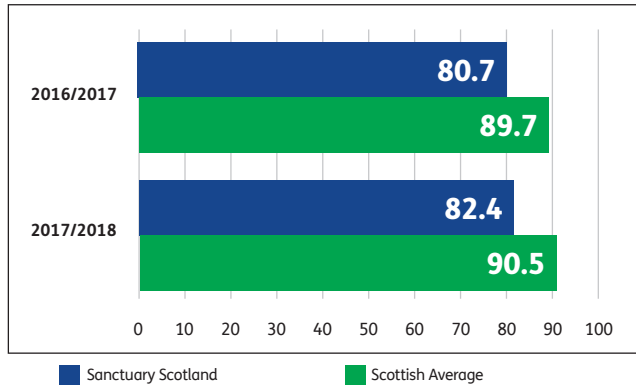
- Donside Easter Event, Aberdeen
- Natural Connections, Cumbernauld
- Participatory Budgeting, Dundee
- Homestart Family Support, Glasgow
- Priesthill Community Breakfast, Glasgow



Local authority area	Total stock at 31 March 2018
Aberdeen	704
Aberdeenshire	760
Angus	53
East Dunbartonshire	40
East Renfrewshire	2
Edinburgh	24
Glasgow	1,294
North Lanarkshire	2,156
Renfrewshire	687
South Lanarkshire	3
Total	6,647

Overall satisfaction

% of tenants satisfied with the overall service provided by the landlord



During 2017/2018 we phoned 1,251 tenants across Scotland to ask their opinion on the service we provide (West – 440; North East – 363; Central – 448). The percentage of tenants ‘very satisfied’ or ‘fairly satisfied’ with our overall service is shown in the bar chart above. We have seen an improvement in satisfaction and we are committed to making sure this continues. We have set ourselves a target of 90% for 2018/2019.

Customer / landlord relationship

Equalities

Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

You said, We did

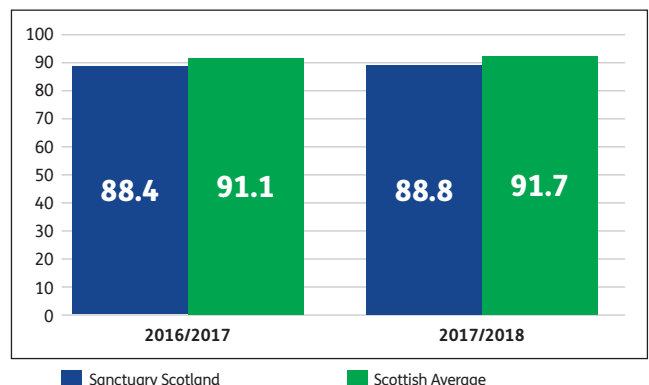
We ask service users to review our services to make sure they work for everyone. During 2017/2018 we reviewed our services for customers with sensory impairments, mental health conditions, and physical disabilities.

If you would like to take part in this process you can find more information on the Sanctuary Scotland website, by phoning 0800 131 3348 (landline) / 0300 123 3511 (mobile) or by emailing Scotland@sanctuary-housing.co.uk

Communication

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

% of tenants who feel their landlord is good at keeping them informed about their services and decisions

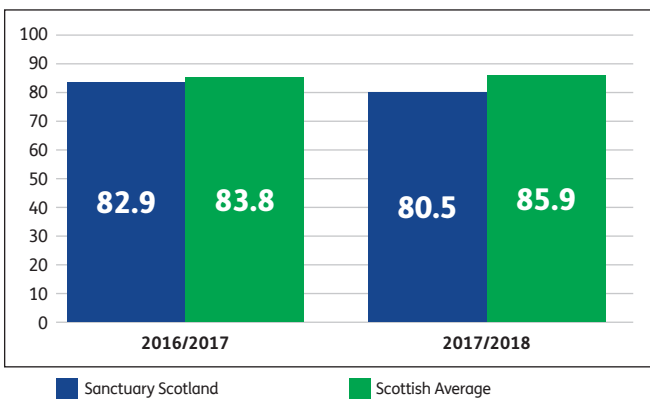


Customer / landlord relationship

Participation

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes



We encourage tenants who wish to influence how we work to join one of our Review Panels. Involved tenants on Panels in Aberdeen, Cumbernauld, Dundee and the West of Scotland assess our performance and make recommendations for improvement. During 2017/2018 the Panels completed a review of our aids and adaptations services. This involved interviews with customers and key staff, a review of our communications, a policy review and an analysis of our performance. The results have informed a number of changes which have positive outcomes for tenants, residents and the organisation.

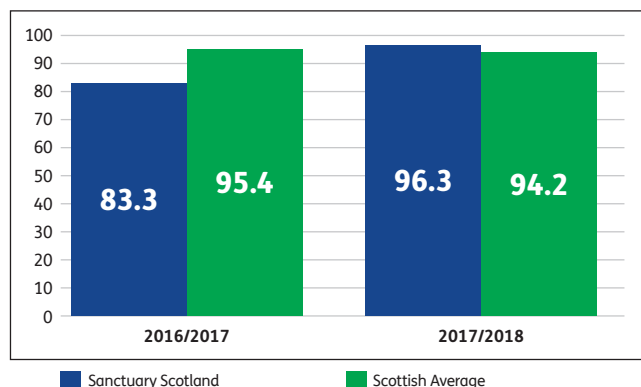
To join a Review Panel please phone **0800 131 3348** (landline) / **0300 123 3511** (mobile) or email **Scotland@sanctuary-housing.co.uk**

Housing quality and maintenance

Quality of housing

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS). When homes are allocated they are always clean, tidy and in a good state of repair.

% of stock meeting the Scottish Housing Quality Standard at the end of the reporting year

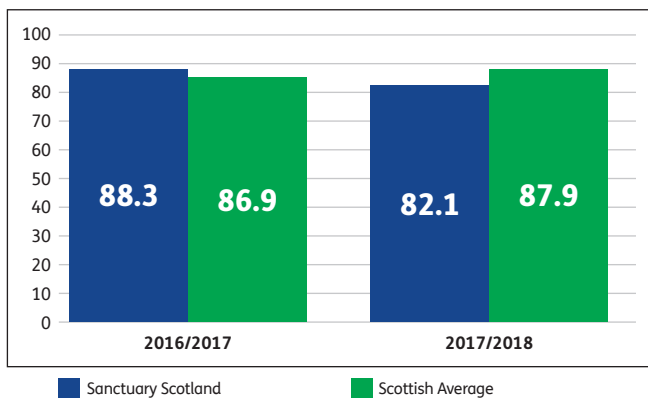


Housing quality and maintenance

During 2017/2018 Sanctuary invested more than £5 million improving 3,035 homes across Scotland. This included:

- 101 replacement windows in Aberdeen
- 77 new kitchens in Aberdeen and Cumbernauld
- 3 replacement bathrooms in Cumbernauld
- improving the energy-efficiency of 2,212 properties Scotland-wide.

% of tenants satisfied with the quality of their home



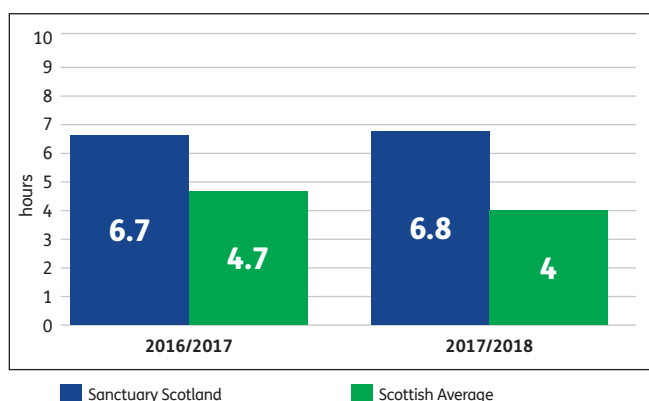
During 2018/2019 we have committed to invest £4.72 million improving Sanctuary's housing stock across Scotland. We expect to improve on our current satisfaction levels as a result of our ongoing capital reinvestment programme and regeneration work.

Repairs, maintenance and improvements

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Our overall repairs performance remained relatively static. Improving our repairs and maintenance service is our top priority for 2018/2019. We have a range of actions in place which we expect will increase performance and satisfaction.

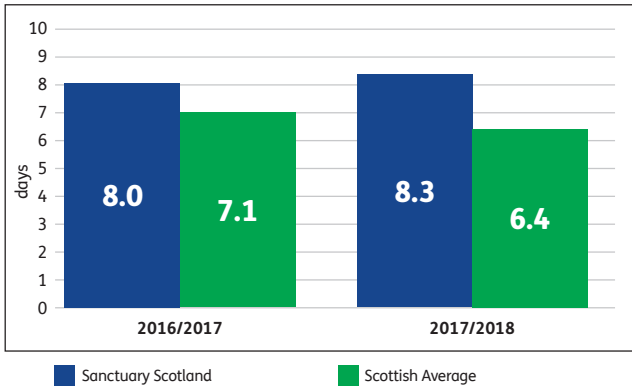
Average length of time taken to complete emergency repairs



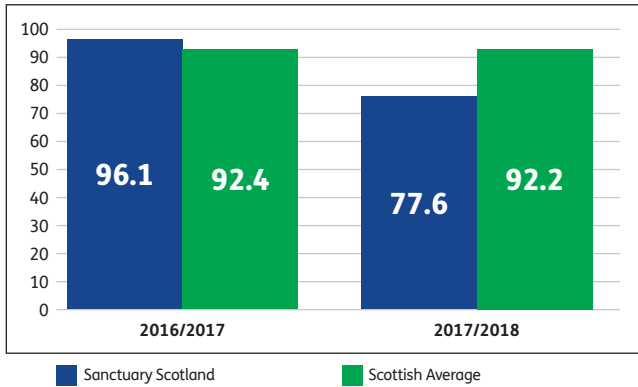
The speed at which emergency repairs are completed has remained relatively consistent, with emergency work on average continuing to be carried out in less than seven hours.

Housing quality and maintenance

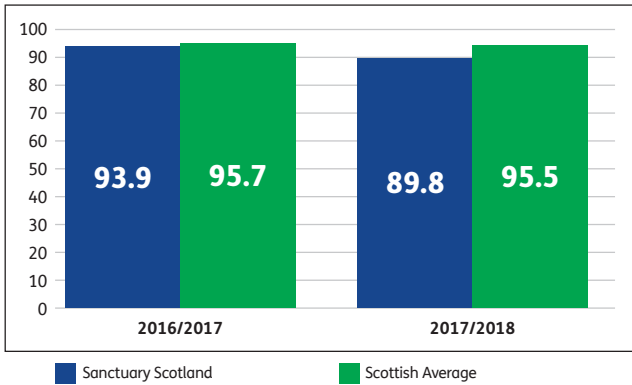
Average length of time taken to complete non-emergency repairs



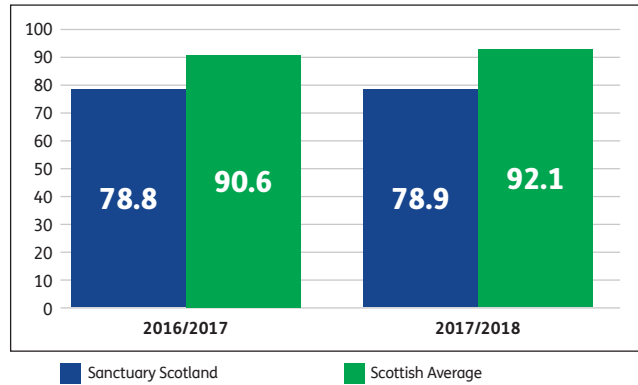
% of reactive repairs completed right first time



% of repairs appointments made and kept



% of tenants satisfied with the repairs and maintenance service

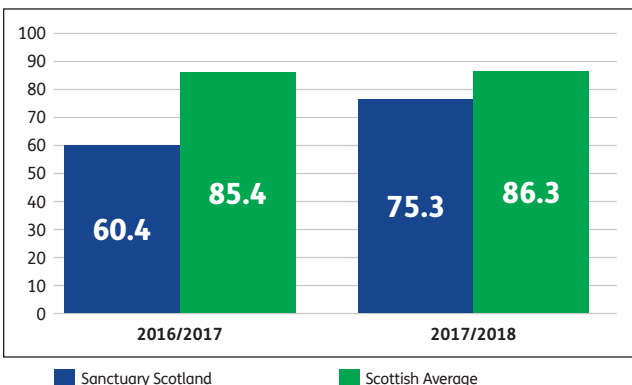


Neighbourhood and community

Estate Management, antisocial behaviour, neighbour nuisance and tenancy disputes

Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

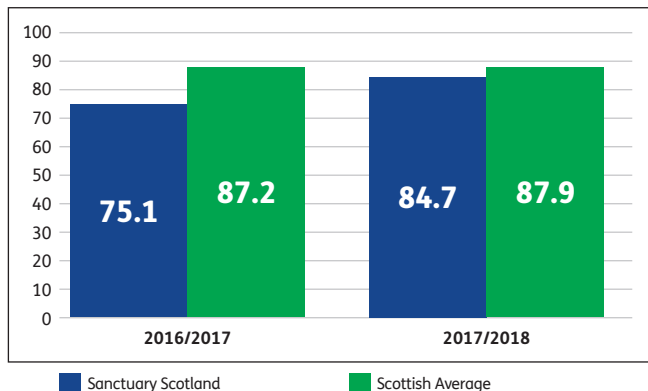
% stage one complaints responded to in full within the target timescales



We recognised that performance in handling complaints was below where it should be, and we have seen significant improvements in this area since January 2018. We expect this to continue and for us to be able to report on a much healthier position next year.

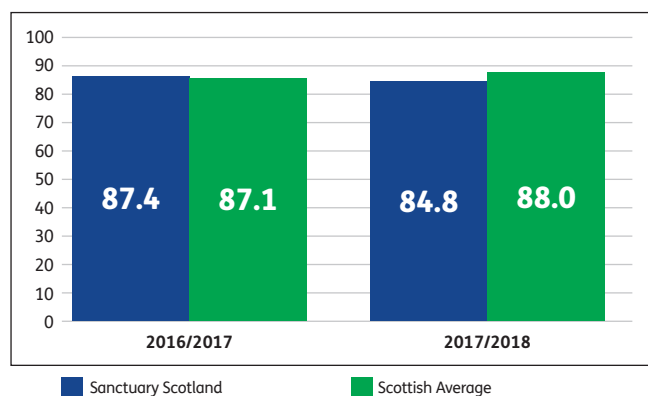
Neighbourhood and community

% of antisocial behaviour cases resolved within the locally agreed target of 28 days



We are pleased to report an improvement in our performance in resolving ASB cases within 28 days this year. Some more complex cases will naturally exceed 28 days before they are resolved, a factor which affects our performance.

% of tenants satisfied with the management of the neighbourhood they live in



Our satisfaction rating for estates dropped a little and we want you to tell us why. If you would like a member of staff to accompany you on a walkabout of your area, or would like to discuss any particular issue, please phone **0800 131 3348** (landline) / **0300 123 3511** (mobile) or email Scotland@sanctuary-housing.co.uk

Access to housing and support

Housing options and access to social housing

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

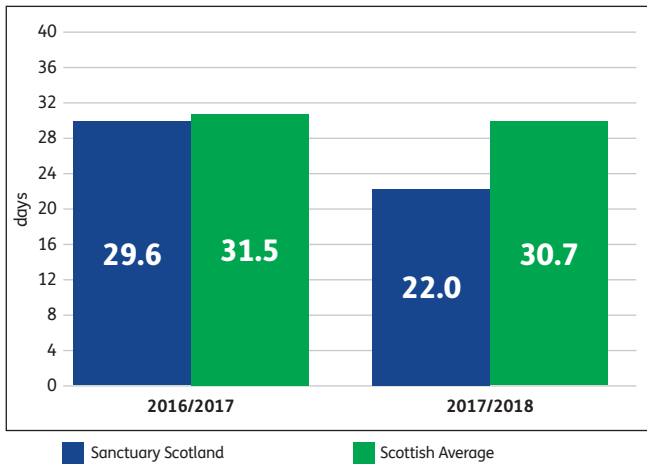
Tenants and people on housing lists can review their housing options.

People at risk of losing their homes get advice on preventing homelessness.

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

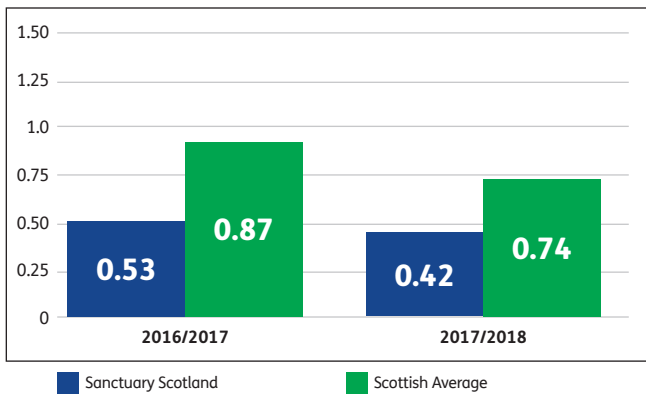
Access to housing and support

Average time to relet properties



We are happy to report an improvement in what was already good performance and better than the Scottish average. Voids are a priority and we try to turn properties around as quickly as possible.

% of rent due lost through properties being empty

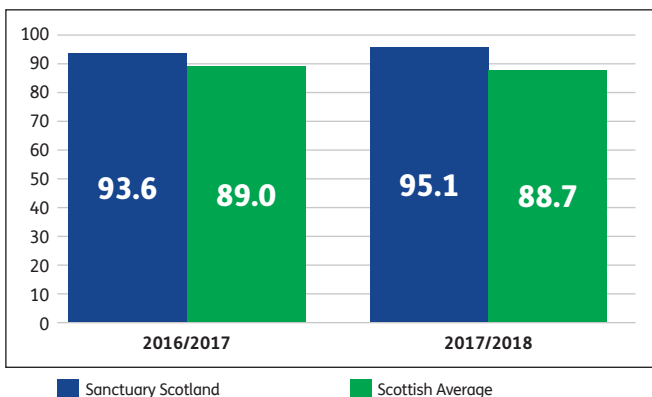


Our performance improved during 2017/2018 and remains better than the Scottish average.

Tenancy sustainment

Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

% of new tenancies sustained for more than a year



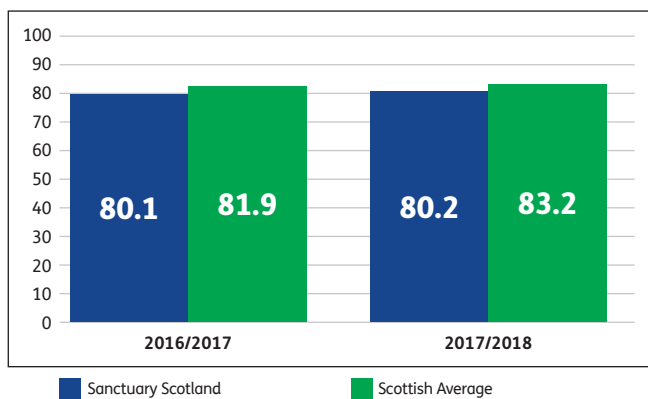
We continue to report sustainment levels higher than the Scottish average. Our teams provide excellent support and guidance, encouraging tenants to keep us as their landlord.

Getting good value from rents and service charges

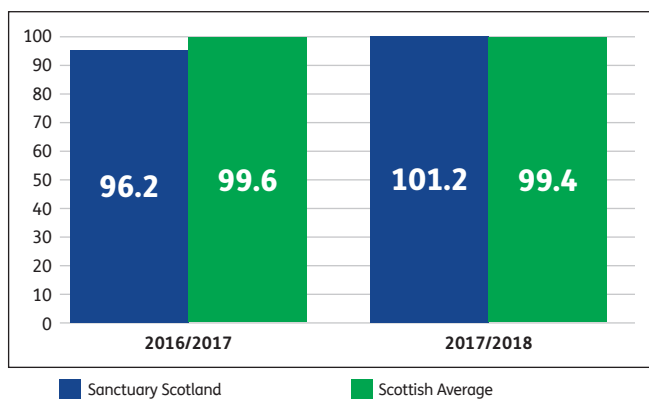
Value for money

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

% of tenants who feel their rent represents good value for money

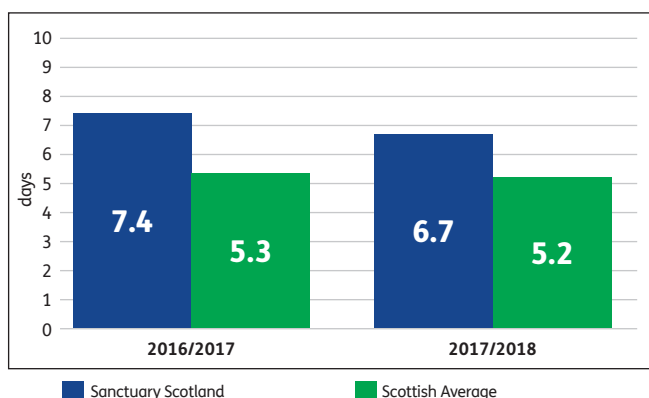


Rent collected from tenants as a % of total rent due



Our levels of arrears increased in 2016/2017 during the phased introduction of the Group's new IT system. The new system helped us to improve our performance on arrears and rent collection during 2017/2018. This resulted in us clawing back more (101.2%) than the total rent due during 2017/2018.

Gross rent arrears as a % of rent due



Our rent collection has improved and continues to get better despite challenges like welfare reform. We offer support and take appropriate action where tenants are in arrears.

Rents and service charges

A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.

Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

In 2017/2018 our rents increased by 2.7%



Your views

To comment on this document's style or content, please phone Kevin Turner, PR and Communications Manager, on **0141 876 4913** or email kevin.turner@sanctuary-housing.co.uk

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Sanctuary Scotland Housing Association Limited

Registered office: Sanctuary House, 7 Freeland Drive, Glasgow G53 6PG
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