

Midlothian Council Tenants Performance Report





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Annual Return on the Social Housing Charter 2015

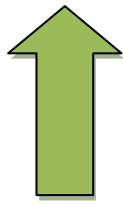


| What is this Report About? | How Did We Decide What to Report? | How did we Decide who to compare ourselves to? |
|--|---|---|
| <p>The Social Housing Charter is an Annual Return by all Councils and Housing Associations in Scotland to the Scottish Housing Regulator on how they are performing and the level of tenant satisfaction.</p> <p>This is the second Annual Report covering the reporting period between April 2014 and March 2015.</p> <p>The results will enable us to understand how well we are doing and identify the areas that will need further improvements or attention. This report compares Midlothian with other councils of a similar size in Scotland.</p> | <p>The regulator itself consulted with tenants' groups around Scotland and came up with a suggestion for information they had found would be of most interest. Also Midlothian Council did its own consultation with individual tenants and groups. The information enclosed was felt to be most informative for tenants and other service users.</p> <p>The full Charter Report is 86 pages long and can be viewed using the link below: www.scottishhousingregulator.gov.uk</p> | <p>To ensure a realistic comparison between councils, the Scottish Housing Regulator developed a 'peer group' system which groups councils of similar size together for ease of comparison. This is because comparing larger and smaller councils may be less useful and misleading. Our peer group councils include:</p> |
| <p>Where we have not done so well we will give details of what we are doing or going to do to improve and we are interested in any ideas that you may have on how to improve on the services that we deliver. We would also be very interested in your thoughts on the things we are reporting on and whether you think that there are other things that we should be reporting on. There are details of how you can tell us what you think at the back of this report.</p> | <p>Photograph of a New Build House in Midlothian</p>  | <ul style="list-style-type: none"> • Angus Council • Clackmannanshire Council • East Dunbartonshire Council • East Lothian Council • East Renfrewshire Council • Moray Council • Orkney Islands Council • Perth & Kinross Council • South Ayrshire Council • Stirling Council |

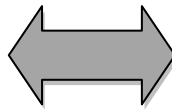
How We Will Show Midlothian Council's Performance Compared to our Peer Group

| | | | |
|--|---|---|---|
|  <p>If we are one of the best three performing councils among those that we are comparing ourselves to, we will attach a green smiley face to the indicator.</p> |  <p>If we are one of the second best three performing councils among those that we are comparing ourselves to, we will attach a yellow smiley face to the indicator.</p> |  <p>If we are one of the third best three performing councils among those that we are comparing ourselves to, we will attach an orange straight face to the indicator.</p> |  <p>If we are one of the poorest performing councils among those that we are comparing ourselves to, we will attach a red unhappy face to the indicator.</p> |
|--|---|---|---|

How will we Show if we are Improving or things are Getting Worse?



If we are able to identify that our performance has improved since the previous year we will indicate this by attaching an upward facing green arrow like this one.



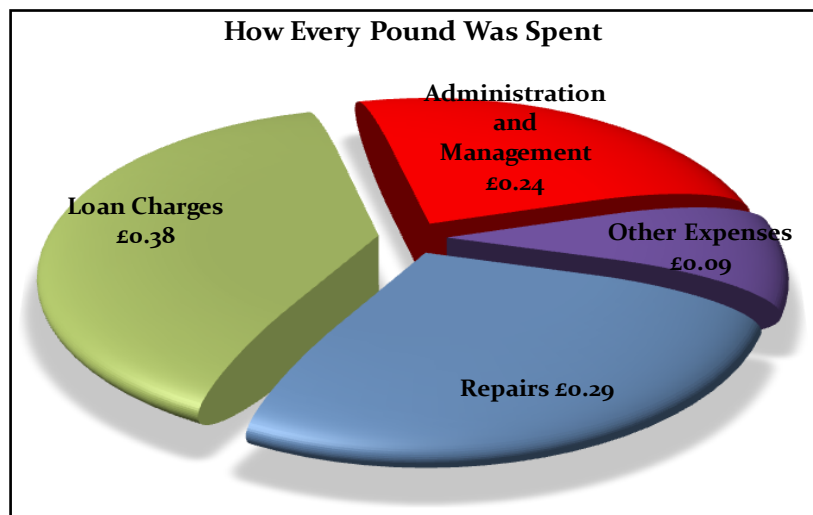
If we are able to identify that our performance is similar to the previous year we will indicate this by attaching a horizontal grey arrow like the one above.



If we are able to identify that our performance is not as good since last year we will indicate this by attaching a downward facing red arrow like this one.

How did we Spend the Money that you Paid in Rent?

During the financial year 2014/15 which is from 1st April 2014 to 31st March 2015 you paid £20.8million in rents for council houses, temporary council housing and lock up garages. Where the money was spent is shown in the pie chart below. As can be seen the majority of your rent was used for repairs and administration costs of managing the housing stock. The Council also uses rental income to pay loan charges, which was used for investment in new council housing and maintain existing stock, such as funding kitchen replacement programmes.











How Satisfied are you with Aspects of Midlothian Council's Service?

Measure

| Measure | Midlothian | Peer Group | Comparison | Direction |
|---|------------|------------|--------------|-----------------------|
| The percentage of tenants who feel Midlothian Council is good at keeping them informed about services and their outcomes. | 82.0% | 82.4% | Smiley face | Upward green arrow |
| The percentage of tenants satisfied with the quality of their property. | 84.5% | 81.8% | Smiley face | Horizontal grey arrow |
| The percentage of tenants satisfied with a repair that has been carried out in the last 12 months. | 80.2% | 83.4% | Neutral face | Downward red arrow |
| The percentage of new tenants satisfied with the quality of their property when moving in. | 85.7% | 80.1% | Smiley face | Downward red arrow |
| The percentage of homeless people satisfied with the quality of their temporary accommodation. | 79.0% | 85.7% | Neutral face | Upward green arrow |
| The percentage of tenants satisfied that their rent offers value for money. | 73.1% | 78.4% | Sad face | Downward red arrow |
| The percentage of tenants satisfied with overall service of the council. | 77.5% | 82.7% | Sad face | Upward green arrow |













How Well do we Repair and Maintain your Homes?

| Measure | Midlothian | Peer Group | | |
|--|------------|------------|---|---|
| The percentage of your homes that are meeting the Scottish Housing Quality Standard. | 93.1% | 90.3% |  |  |
| The average length of time to complete emergency repairs. | 7 hrs | 5 hrs |  |  |
| The average length of time to complete non-emergency repairs. | 7 days | 9 days |  |  |
| The percentage of repairs appointments kept. | 82.4% | 85.8% |  |  |

How does the Rent that you Pay Compare to Other Local Authorities?

| Measure | Midlothian | Peer Group | | |
|---|------------|------------|---|---|
| The total number of council houses. | 6841 | 5713 |  |  |
| Total rent due in the year. | £20.8m | £17.5m |  |  |
| Average rent charged per week for a 1 bedroom property. | £52.64 | £59.02 |  | |
| Average rent charged per week for a 2 bedroom property. | £58.38 | £63.56 |  | |
| Average rent charged per week for a 3 bedroom property. | £64.21 | £68.35 |  | |
| Average rent charged per week for a 4 or more bedroom property. | £68.10 | £76.19 |  | |
| Average rent charged per week for all properties. | £59.81 | £63.42 |  |  |
| Annual rent increase. | 6.0% | 3.6% |  |  |

How Good are we at Collecting Rent?

| Measure | Midlothian | Peer Group | | |
|--|------------|------------|---|---|
| The length of time it takes to repair and re-let houses that become empty. | 45 days | 42 days |  |  |
| The percentage of rent lost through properties being empty in the last year. | 0.6% | 0.9% |  |  |
| The percentage of rent due collected. | 98.3% | 98.8% |  |  |
| The amount of rent in arrears at the end of the year. | 6.6% | 7.1% |  |  |
| The percentage of properties abandoned in the year. | 0.2% | 0.6% |  |  |
| The percentage of new tenancies that are still in place a year later. | 92.5% | 89.4% |  |  |

How do we Help Homeless Households?

Measure

The percentage of new tenancies given to homeless households.

Midlothian Peer Group

43.5%

42.5%



The average time that homeless households stay in council owned temporary accommodation.

205 days

128 days



Report Summary

In general it appears that Midlothian Council is performing to a similar standard to other councils in its peer group. There are however certain areas that are identified that Midlothian could be considered as under performing, these include:

- **Annual Rent Increase** Midlothian Council's annual rent increase was agreed through consultation in 2010 to be 6% for the period 2011-2016 with the extra increase going towards the funding of Midlothian's new build programme which continues to provide high quality new homes across Midlothian. During 2015 all tenants and waiting list applicants have been consulted on their views about what the rents should be for the next three years.
- **Tenant Satisfaction** The report provides an updated picture of tenant satisfaction from a survey of all tenants carried out in 2014. It shows that satisfaction has increased in a number of areas since the last survey in 2012. More tenants are happy with how we keep them informed about our services and the overall proportion of tenants has slightly increased although the satisfaction level is still lower. In the future, we expect an increase in the level of tenant satisfaction. For instance, through a recent review of Housing Services which has made additional Housing Officers available, we aim to provide efficient services to tenants and other service users

Tell us what you think

We are keen for you to tell us what you think about the report. Are there other things we could report on? Have you any ideas about improving the layout? Have you any ideas on how we could improve our performance? To get in touch either fill in the form below and return, addressed to: **Housing Department, Freepost RLUR-SKBA-EZEC, Midlothian Council, P O BOX 28974, Dalkeith, EH22 1WX**. Alternatively, you can give as a call on 0131 271 3580 or e-mail your ideas to housingstrategy@midlothian.gov.uk

Name:

Telephone No:

Address:

Did you find this Report interesting (Please tick)? Yes No

What did you like about it?

Is there other performance information you would like to know about?