



**SCOTTISH  
VETERANS  
RESIDENCES**

# Welcome to our 2019/20 Tenant Report

This report sets out how we've performed over the last financial year and includes some key figures and information we hope you'll find interesting.





# Introduction

This has been a challenging year and we know that many of you have been affected by the pandemic, whether through impact to your health, or restrictions in getting out and about.

Our staff have worked very hard to keep our services running as normally as possible, although there has been disruption in some areas. The focus has been on keeping residents and tenants as safe as possible which included regular deep cleans, changes to dining arrangements and restrictions on activities to comply with regulations.

However, before Covid-19 arrived, we were able to carry out a full upgrade of the fire alarm and warden call systems at both Whitefoord House and Rosendael. At the end of 2019 the refurbishment of the Dining Room at Whitefoord House was completed and it has been well received as a much more welcoming and enjoyable place to eat and relax.

## About this report:

Due to the pandemic, we had to cease the usual survey of residents and tenants that is carried out every year, so you will notice that the usual figures are not in this report. The most recent survey results can be read in [last year's report](#). If you'd like to find out more you can visit the [Scottish Housing Regulator's website](#). We would love to hear your feedback on this report. You can provide this by talking with your residence staff or Tenancy Officer, using our comments boxes in reception or emailing [info@svronline.org](mailto:info@svronline.org).

# This year at a glance



There were 104 new support agreements and 2 new secure tenancies let.



The average rent increase was 3.96%. Rent was frozen for tenanted properties.



1374 repairs were completed: 129 emergency and 1245 non-emergency.



The average time to complete an emergency repair was 2.5 hours. The Scottish average is 3.6 hours.



The average time to complete a non-emergency repair was 3.3 days. The Scottish average is 6.4 days.



100% of homes met the Scottish Housing Quality Standard. The Scottish average is 94.4%



8 complaints were received and all were responded to in full.



Total rent due this year was £3,536,197.



We collected 93% of the total rent due this year. The Scottish average is 99.3%.\*



We did not collect 11.9% of rent because properties were empty. The Scottish average is 1.2%.\*



It took an average of 60.9 days to re-let properties. The Scottish average is 31.8 days.\*



\* The difference in these figures is largely due to the small size and specialist nature of SVR compared to other Social landlords in Scotland



## From our Chief Executive



At the end of this difficult year, I am pleased to be able to report that SVR has continued to house our tenants and support our residents under very testing circumstances. I am very relieved that there have not been any outbreaks of Covid-19 in our residences and tenancies. This has been in no small part due to your flexibility and diligence in observing social distancing, hygiene practices and new routines. Thank you for helping to keep each other, our staff and visitors safe and well.

A handwritten signature in black ink that reads "Martin Nadin".

Martin Nadin OBE







## What's been happening in the SVR community

Community has been particularly important this year. SVR received funding which, along with covering the extra costs of safety measures, helped to fund activities to keep residents active and occupied during Covid-19 restrictions. We were funded by the Armed Forces Covenant to employ our Join In, Live Well Officer who has organised cycling, walking, gym sessions, go-karting and lots more. There have also been gardening, model making and quizzes taking place. Please let us know what activities you are interested in - and join in!

We have been delighted that more residents have been coming along to the regular Residents' Meetings. This is a great way to tell us what you think so please keep taking part.

Those who live in tenanted properties can meet with our Chief Executive every 6 months, it would be great to see more tenants at these meetings if you can make it.

We are always keen to engage with our residents and tenants in as many ways as possible so please get in touch with your comments and suggestions. You can speak directly with staff, use the comments boxes or [email us](#).

