



SCOTTISH
VETERANS
RESIDENCES

Welcome to our 2020/21 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.

A background image of a residential street. In the foreground, a person in a green shirt and cap is watering plants with a watering can. The street is paved with cobblestones. In the background, there are several houses with grey roofs and white walls. A black car is parked on the street.

Introduction

The reporting year 2020/21 proved to be very challenging as the impact of COVID 19 on individuals and business remained significant. For most of the year landlords were prohibited from carrying out anything other than essential work necessary to keep properties safe. We were restricted in the services that we were able to offer as the focus was very much on keeping residents, tenants, staff, visitors and contractors protected from the transmission of the virus. Despite this, we are pleased to see that satisfaction with repairs has increased although there was a disappointing decrease in satisfaction about the quality of your home.

Face to face residents' and tenants' meetings were suspended which may have led to the decrease in opportunities to take part in decision making. The virus continues to have an impact on operations but services are gradually and carefully returning towards normal as restrictions begin to ease.


We were pleased to see that more of our residents and tenants find our services to be good values for money. We have listened to all your comments and suggestions, including a number about the neighbourhood management and are acting on these as the pandemic restrictions ease. We thank you greatly for your continued patience and understanding.

About this report:

This report is based on the survey carried out in Spring 2021. We have summarised the key finding, if you'd like to find out more you can visit the [Scottish Housing Regulator's website](https://www.scottishhousingregulator.org.uk/).

We would love to hear your feedback on this report. You can provide this by talking with your residence staff or Voids and Allocations Officer, using our comments boxes in reception or emailing info@svronline.org.

This year at a glance

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- There were 69 new support agreements and 1 new secure tenancy let.
 - The average rent increase was 5.17%. Rent was frozen for tenanted properties.
 - 1018 repairs were completed: 71 emergency and 947 non emergency.
 - The average time to complete an emergency repair was 3.7 hours. The Scottish average is 4.2 hours.
 - The average time to complete a non- emergency repair was 5.8 days. The Scottish average is 6.7 days.
 - 100% of homes met the Scottish Housing Quality Standard. The Scottish average is 91%
 - 9 complaints were received and 8 were responded to in full.
 - Total rent due this year was £3,319, 032.
 - We collected 97.44% of the total rent due this year. The Scottish average is 99.1%.*
 - We did not collect 13.1% of rent because en-suite rooms and properties were empty. The Scottish average is 1.4%.*
 - It took an average of 107.9 days to re-let properties. The Scottish average is 56.3 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

Survey Results



There were 103 responses (73 residents and 30 tenants)



Overall satisfaction rose to 84.5% from 80.9% in 2019



Satisfaction with being kept informed about services and decisions was 85.3% compared to 86% in 2019



Satisfaction with opportunities to participate in decision making fell from 89% in 2019 to 77.2%



Satisfaction with the quality of your home was 89.2% compared to 92% in 2019



Satisfaction with repairs in last year rose to 86.8% from 84.7% in 2019



Satisfaction with contribution with SVR's management of your neighbourhood fell from 89% in 2019 to 83.5%



Rating of rent as very good or fairly good value for money rose to 82.5% from 76% in 2019

What You Told Us

Key messages from this year's survey



Overall satisfaction has increased in 2021



SVR satisfaction is higher than other comparable landlords



Tenants and residents see staff as SVR's main strength



There were many positive comments about our services



Some areas for development are: safety and security; tenant housing and repairs; rent value for money; residency support to new tenants; health impact of pandemic; food



Sample comments included:

"I like it here. I've peace and quiet when I want it or need it; for me it works" (Rosendael)

"My support worker is brilliant" (Bellrock Close)

"Keep up the good work - I am so happy here!" (Whitefoord House)

"I am highly delighted and everything I need is here. Thank you." (Bellrock Close Tenanted Flat)

"Support staff need to be more pragmatic & transparent within the boundaries of confidentiality & disclosure. Staff need to be consistent and respectful with their decisions" (Rosendael)

"There is a wee bit of an issue with ASB in the complex - it is quite settled at the moment but can sometimes get a bit wild" (Bellrock Close)

"Personal safety is a top priority - consistency of food is an issue" (Whitefoord House)

"Quite a good job is being done here but I really wish the damp could be sorted and the staff would take that seriously" (Gilmerton Flat)

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From our Chief Executive



As another challenging year draws to a close I am pleased to say that SVR's services are very much on the return path to normality. We still have some guidelines and hygiene measures in place and I am grateful to all of you for continuing to abide by these and keeping your fellow residents, tenants and staff safe. We will continue to provide as normal a service as possible while making the necessary adaptations due to the Covid-19 virus still circulating in the community.

I would like to thank everyone who took the time to complete our survey this year and wish all our tenants and residents the very best for the year ahead.

A handwritten signature in cursive script, reading '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, fishing and lots more. There have also been gardening, model making and online pottery classes taking place. Please let us know what activities you are interested in - and join in!

We have been delighted that we can once again start the regular Residents' Meetings. This is a great way to tell us what you think so please do consider taking part. When Covid-19 measures allow, those who live in tenanted properties can meet with the Chief Executive every 3 - 6 months (3 months in Edinburgh and 6 months in Glasgow and Dundee).

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](#).

