

**SCOTTISH VETERANS  
HOUSING ASSOCIATION**



**SCOTTISH  
VETERANS  
RESIDENCES**



**Tenant Report 2017/18**

# 2017/18 AT A GLANCE



**SVHA had 45 general needs properties  
and 161 supported lets for rent**

4 general needs properties and  
127 supported lets were allocated



**177 charter surveys  
were sent out**

72 were returned  
(40.1%)



**The overall rent  
increase was 1.7%**

The rent increase for  
general needs properties  
was frozen at 0%



**1,121 repairs were  
completed**



**100% of complaints  
were responded to in full**



Email us at [info@svronline.org](mailto:info@svronline.org)



Call us on **0131 556 0091**



Write to the Chief Executive, Scottish Veterans Housing Association,  
53 Canongate, Edinburgh, EH8 8BS

# Tenant Report 2017/18

Welcome to SVHA's Tenant Report 2017/18. The Scottish Social Housing Charter sets out certain standards, that you can expect from us in the services we deliver and the way we deliver them. This report tells you how we have performed against the Charter.

## From Our Chief Executive

Thank you so much to everyone who took the time to complete our survey. You have provided valuable comments and feedback. We are delighted that we received so many positive comments; the team appreciates these greatly. We are equally pleased to receive opinions and your views on those areas where you think we can improve. We want to do the best we can with the funding we have available. For those of you in our housing support service, I hope that you are able to achieve the best outcomes that you can. For those of you living in our mainstream properties, I hope that you continue to enjoy your home. As the new Chief Executive I look forward to meeting you all in due course. I am keen to get to know you, but I recognise that if the organisation can keep you better informed and offer greater consultation, this will address the main areas where you would like us to do more.



A handwritten signature in black ink that reads "Martin Nadin". The signature is written in a cursive, flowing style.

**Martin Nadin OBE**

Chief Executive, Scottish Veterans Housing Association

As a specialist housing services provider looking to move people in to permanent accommodation whenever it is right for the individual, comparison with large mainstream providers is often unhelpful and the small pool of SVHA tenants/residents does make our statistics more prone to variances. We have, however, provided a comparison with the Scottish average where it is available. A full copy of our Annual Return on the Charter is available online on the Scottish Housing Regulator's website, [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

We are committed to delivering an excellent service to you, our tenants and residents. If you think we can improve in any area, or, if you have any comments on this report, we would welcome feedback from you. Contact details are on page 2.

# General satisfaction

## Overall service

**84.72%** of our tenants were satisfied with the overall service we provided

Scottish average **90.5%**  
SVHA 2016/17 **95.08%**

Whilst the overall satisfaction level is high, we are disappointed it has dropped from the previous year. Whilst just 6 respondents were dissatisfied, we regret anybody not getting full enjoyment from our services/accommodation. We will act where we can. Some of the dissatisfied responses were the result of neighbour disputes and, whilst we do all that we can to intervene when there are disagreements, we do ask that everyone is as considerate towards one another as possible.

### You said:

“Very positive and much needed opportunity for me to change the way I live my life. Increased my confidence and given me a purpose and allowed me to become part of a community again and enjoy lots of new activities.”

85%

## How well we kept you informed

**80.6%** of our tenants felt that we were good at keeping them informed about services and decisions

Scottish average **91.7%**  
SVHA 2016/17 **91.67%**

We offer a range of things to help keep residents informed about what is happening including resident meetings, newsletters and notice boards. . Also support/housing staff are available 7 days a week. We are looking at making greater use of plasma screens on sites so that the most immediate matters and up to date information are prominent. Our Voids & Allocations Officers are available to tenants to discuss any matters that concern them regarding their tenancies and can link them in with other expert agencies who can offer wider support – please engage with them if you have anything that is affecting you personally or the enjoyment of your home.

### You said:

“There always seems to be a member of staff about to answer any questions.”

“Normally find out after the event.”

81%



## Opportunities to have your say



**63.9%** of our tenants were satisfied with opportunities given to them to participate in the decision making process

Scottish average **85.9%**  
SVHA 2016/17 **72.88%**

There are many routes for residents to have their say including resident meetings, suggestion boxes, whiteboards and complaints forms, but, most importantly, the staff are on site 24 hours a day to deal with any issues and key workers are allocated to each resident. We recognise that most tenants wish to live a peaceful life and will only get in contact when there is an issue that is troubling them or a repair that needs addressing. Some tenants do, however,

want more opportunity to get involved and we have commenced meetings between the Chief Executive and tenants to complement the day to day contact offered by the Voids & Allocations staff. The most recent meetings were well attended and generated good discussion and positive outcomes so we will continue these. We will explore other avenues for involving tenants, as we understand that this is an area where you would appreciate more action from us.

### You said:



**"At the quarterly meetings, not all the points raised were addressed or followed through."**



**"I'm always fully aware of options and what's going on with decisions."**

# Housing quality



## Scottish Housing Quality Standard

100%

**100%** of our flats and houses met the SHQS

Scottish average **94.2%**  
SVHA 2016/17 **100%**

SVHA is very proud that every single one of its flats and houses meets, and in most instances exceeds, the Scottish Housing Quality Standard. Very few landlords have 100% compliance and this is a reflection of the investment that the organisation has made in terms of building and maintaining high quality homes. Two thirds of our housing stock is less than 10 years old and built to a very high standard. The older, historic buildings are in good condition.

The Scottish Housing Quality Standard (SHQS) is the Scottish Government's principal measure of housing quality in Scotland. The SHQS is a set of five broad housing criteria, which must all be met if the property is to pass SHQS.

## Standard of your home when moving in

92%

**91.43%** of our tenants were satisfied with the standard of their home when moving in

SVHA 2016/17 **90%**

You said:

"My flat was clean and freshly decorated so I was very happy. If I had to pick a fault, the wooden window frames were not very good."

"Arrived with a rucksack and sleeping bag. I was absolutely ecstatic with my room and still am."







## Quality of your home

**91.67% of our tenants were satisfied with the quality of their home**

SVHA 2016/17 **95%**

We are pleased that so many of our residents/tenants were so happy with the quality of their accommodation when they moved in and are still enjoying their accommodation/homes now. We invest heavily in quality buildings in the first place and have put in place responsive maintenance contracts to ensure properties are kept up to a good standard. In the past year there has been a real difference made at Rosendaal, with the design and refurbishment of the main communal



and dining areas. We have many things that are not standard in housing support services such as employment mentors and counsellors. For those moving into our own tenancies and other permanent accommodation we provide carpets and blinds and home start grants. We believe these additional factors set us apart from other providers.

### You said:

**"I am extremely satisfied with my flat. It is my own bolt hole. The area is great and spacious."**

**"New carpet, new paint. Can't fault anything in my room."**

# Housing quality continued

## Neighbourhoods



**77.78%** of our tenants were satisfied with the management of the neighbourhood they live in

SVHA 2016/17 **89.83%**

Whilst most residents/tenants were satisfied with the management of their neighbourhood, we are disappointed that 10 who responded were not. Some of the comments related to issues in the wider community, off site and beyond SVHA's control, but others related to the poor behaviour of a very small number of residents/tenants. Whilst staff have training in de-escalating situations, conflict resolution and mental health first aid, one of the main benefits we have as a community is veterans looking out for one another. We do seek your support in notifying us of low level incidents as they occur, so that we can prevent them from escalating to matters that truly affect the enjoyment of your neighbourhood. We will be reviewing all of the comments provided and taking action with the sites to address areas of concern.

**You said:**

**"Very clean, safe and homely environment."**

## Energy Efficiency



**97.3%** of our dwellings already meet or exceed the Energy Efficiency Standard for Social Housing

SVHA is committed to providing energy efficient homes and are proud that 100% of our dwellings already meet the energy standards required by the Scottish Housing Quality Standard. 80% of SVHA stock is already at a B rating, due to the quality of build and recent measures such as draught proofing, new boilers (where required), LED lighting and the installation of Building Energy Management Systems.

Energy Efficiency Standard for Social Housing (EESSH) is required to be met by 2020. EESSH requires properties to reach C or D energy rating (depending on the dwelling is whether a flat or house).

**"Safety/Security is their high priority. They cannot do any more to make tenants feel safe."**

**"Things have happened I feel haven't been dealt with in a way I would have expected"**



# Repairs

## Repairs

88%

**87.5%** of our tenants who have had repairs/maintenance carried out in the last 12 months were satisfied with the repair/maintenance service

Scottish average **92.1%**  
SVHA 2016/17 **96.67%**

**Total number of repairs: 1121**



**Average time taken to complete emergency repairs: 2.4 hours**



Scottish average **4 hours**  
SVHA 2016/17 **3.03 hours**

**Average length of time taken to complete non-emergency repairs 3.7 days**



Scottish average **6.4 days**  
SVHA 2016/17 **4.45 days**

We are very pleased that we have been able to assist residents/tenants with over 1121 repairs and to have responded on average more quickly than the national average timescales. With this number of repairs, we will



not get them all right and apologise for any that you have not felt were done to time or standard. The new maintenance officers at Rosendael and Bellrock Close are adding value and reducing response times. We have a new planned maintenance contractor in Edinburgh and Dundee with a number of new sub-contractors and we appreciate that this is a significant change. Contractors will take time to understand the sites/homes so we appreciate your patience as they settle in. The planned maintenance programme is more demanding than previous contracts and will lead to fewer equipment failures and breakdowns over time.

**You said:**

**"Plumbing issues reported more than once but still a problem."**

**"Repairs done very quickly."**

# Value for money

## Value for Money

**79.17%** of our tenants felt that the rent for their property represents good value for money



SVHA 2016/17 **88.52%**

The vast majority of our residents/tenants regarded our housing support services and mainstream properties as good value and provided some wonderful comments, but some did not agree. There are a variety of reasons why they felt this way. Certainly there is a need for us to communicate more effectively all that is on offer in the housing support services that is not available in most others, and the continued investment that we are making in the high quality, energy efficient, mainstream tenancies despite freezing rents on tenancies since January 2015. It is clear that there are many good things happening and

improvements being made, but we need to do more in terms of informing and engaging, and to take seriously all of the feedback that you have given, both positive and negative.

### You said:

**"Taking into account all the services that are provided here which are all first class judging by other places I have been. Their rent is very fair in my opinion."**

**"Although a charity, value for money is poor, rooms should come with bigger TVs, better bedding, etc."**

**"Very pleased with the accommodation and services for the amount of money."**





**Website: [www.svronline.org](http://www.svronline.org)**

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