



SCOTTISH
VETERANS'
RESIDENCES



Tenant and Resident Report
2018/19

2018/19 AT A GLANCE

Overall, a total of 136 interviews were completed with SVR tenants and residents

This represented a 78% response rate from in scope tenants and residents



SVR had 45 tenanted properties and 159 supported lets for rent

2 tenanted properties and 105 supported lets were re-let during the year



The overall rent increase across all properties was 4.47% but for tenanted properties was 3.2%



1269 repairs were completed



100% of complaints were responded to in full



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Tenant Report 2018/19

Welcome to SVR's Tenant Report 2018/19

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.

Scottish Veterans Residences is a very small registered social landlord with only 45 tenanted properties and a further 159 units in our housing support services. Most residents are passing through our services en-route to permanent accommodation and so we are regarded as a specialist provider and direct comparison with mainstream providers of secure tenancies is often unhelpful. A full copy of our Annual Return on the Charter is available on line on the Scottish Housing Regulator website (www.scottishhousingregulator.gov.uk) and this gives detailed comments where our performance indicators vary from the sector due to the size and nature of our operation.

We are committed to delivering an excellent service to our tenants and residents. We already provide many services that are not normally provided by social landlords. If you think we can improve in any area or if you have any comments on this report, we would welcome feedback from you. You can do this in the following ways:

-  Email us at info@svronline.org
-  Call us on **0131 556 0091**
-  Write to the Chief Executive, Scottish Veterans Residences, 53 Canongate, Edinburgh, EH8 8BS

General satisfaction

Overall service

80.9% of our tenants were satisfied with the overall service we provided.

Scottish average **90.1%**
SVR 2017/18 **84.72%**

81%



Whilst the vast majority of people were satisfied with the service there was a regrettable increase in those who were dissatisfied. 2018/19 was a period of significant change for the organisation with a changeover of Chief Executive and a new manager coming in to our largest residence. There was a requirement to operate an interim management for a period and whilst this has ultimately led to improvements being made we appreciate that this may have caused some concern for staff and residents alike. We have taken the opportunity of such change to review policies, practices and procedures and implement changes that we believe will ultimately lead to improvements in the service provision and improved satisfaction in due course.

You said:

"They provide good services."

"Staff are great and so is the place."

How well we kept you informed

86% of our tenants felt that we were good at keeping them informed about services and decisions.

Scottish average **91.6%**
SVR 2017/18 **80.6%**

86%



We are pleased that there has been a further improvement on last year and both tenants and residents feel better informed. Residents continue to have regular meetings, newsletters, notice



"Apart from meal times I've no complaints. Meal times are too restricted."

General satisfaction

boards and support/housing staff available 7 days a week. Additional plasma screens have been installed to keep people up to date on matters of the moment and photo boards with staff details are prominently displayed so that residents and tenants can clearly recognise staff and understand their responsibilities. Our Voids & Allocations officers remain available to our mainstream tenancies. The Chief Executive personally meets with tenants every 6 months (moving to 3 monthly in Edinburgh) giving them immediate access to the most senior member of staff and he is able to engage and consult with them on proposed improvements to the service. We hope that the additional information and opportunities to interact with staff at all levels will lead increased satisfaction in years to come.

You said:

"More leaflets and newsletters."

"They're not bad. They do let you know what's happening."

"More efficient with meetings to give us relevant information."

Opportunities to have your say

89%

89.7% of our tenants were satisfied with opportunities given to them to participate in the decision making process.

Scottish average **86.5%**
SVR 2017/18 **63.9%**



There has been a massive improvement in satisfaction with the opportunities to participate in the decision making process. The independent surveyors who conducted this year questionnaire have been able to reach a far greater percentage of our residents and tenants and actively encouraged more detailed feedback on the service so that we can get a real understanding of areas where we could make changes and improvements. There continue to be many opportunities for residents to be involved and provide input including meetings, suggestion boxes, whiteboards, complaints forms and staff that are available 24 hours a day. The meetings between the tenants and the Chief Executive have been particularly well received and tenants can see swift resolution to points that they raise.

You said:

"More frequent tenant meetings, especially if plans to do stuff on site"

Housing quality

Scottish Housing Quality Standard

100%

100% of our flats and houses met the SHQS

Scottish average **94.2%**
SVR 2017/18 **100%**



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.

SVR remains very proud that all of its dwellings meet and in most cases far exceed the Scottish Housing Quality Standard. This reflects both the level of investment at construction stage as well as the level of maintenance undertaken since then. Of those properties 68% were built in 2014, 12% were new build/full refurbishment in 2009 and the remaining 20% are older, historic properties in prime locations in Edinburgh and Broughty Ferry.

Standard of your home when moving in

92%

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

SVR 2017/18 **91.43%**



Quality of your home

92%

91.18% of our tenants were satisfied with the quality of their home.

SVR 2017/18 **91.67%**



The level of satisfaction with the properties both at move in and ongoing remains very high and this links in with the high standard of building and maintenance already commented upon in the SHQS section. We provide a range of items and services for tenants that are not standard for all registered social landlords including; full carpeting, provision of blinds and site gritting during icy weather to keep people safe. We continue to offer employment mentors, counsellors and grants to assist residents whilst in the housing support service and when moving on to their own permanent accommodation. Fundraising commenced during 2018/19 to refurbish the Whitefoord House dining room area and servery which we hope will be as appreciated as the similar development at Rosendael when it is completed later in the year. We believe all of the things above mean that not only is the quality of the buildings high but the added extras mean we are able to offer a unique provision.

You said:

"Good quality homes and good services."

Housing quality

Repairs

Total number of repairs: **1269**

Average time taken to completely emergency repairs: **2.7 hours**

Scottish Average: **3.6 hours**
SVR 2017/18: **2.4 hours**



Average length of time taken to complete non emergency repairs: **2.3 days**

Scottish Average: **6.6 days**
SVR 2016/17: **3.7 days**



84.7% of our tenants who have had repairs/maintenance carried out in the last 12 months were satisfied with the repair/maintenance service.

Scottish average **91.7%**
SVR 2017/18: **87.5%**



Despite achieving repair times significantly quicker than the national average, it is disappointing to have seen a decrease in satisfaction with repairs compared to last year. We have Maintenance Officers at our 3 main sites supported by Housing Assistants to co-ordinate contractors attending to reactive repairs, which helps to facilitate speedy repairs. Our Maintenance Officers and contractors carried out

1161 reactive repairs during the year. Many of these were minor, which other registered social landlords would expect residents or tenants to complete themselves. With so many repairs being completed it was not possible for all of them to be completed on time or first time. Some repairs can be more complicated than expected, requiring additional parts or equipment. We hope to continue to deliver a fast and effective repair service. In 2020, we are planning to introduce a system of repair feedback from residents and tenants that will allow individuals to report back to us on the quality and their satisfaction immediately following the repair.

You said:

"Could do it a lot quicker."

"Can't fault it."

"Had some jobs done and happy with them."

Housing quality continued

Neighbourhoods

88.97% of our tenants were satisfied with the management of the neighbourhood they live in.

SVR 2017/18: **77.78%**

We are pleased there was an 11% increase in resident and tenant satisfaction with the management of their neighbourhood. This is particularly gratifying given the unique challenges of managing housing support services. We experience relatively few cases of anti-social behaviour or neighbourhood disputes and those that have occurred have largely been relatively minor. We do not however, underplay or treat lightly the effect such issues can have on residents



and tenants. We will do all we can to mediate and resolve them with staff trained in de-escalation, conflict resolution and mental first-aid. We are grateful for the peer support most of our residents and tenants provide for each and are proud that they are prepared to go the 'extra mile' to assist fellow veterans.

You said:

"Clean up the dog mess."

"Area is nice."

"Nice place well looked after"

Energy efficiency

Energy Efficiency

97.3% of our dwellings already meet or exceed the basic Energy Efficiency Standard for Social Housing required by 2020.

In the design of our most recent building developments in 2009



and 2014, we took measures to ensure the properties were energy efficient. We have introduced LED lighting, installed high quality draught insulation and sophisticated building energy management systems to increase the comfort of our homes. This has considerably reduced energy consumption and carbon footprint.

Value for money

Value for Money

75.56% of our tenants felt that the rent for their property represents good value for money



SVR 2017/18: **79.17%**



Given the overall improvement in satisfaction levels, it is disappointing that residents and tenants thought Value for Money had decreased. There are significant cost differences in the costs of running housing support services that operate 24 hours a day and the costs of maintaining our tenanted properties. Rents for the latter were frozen between January 2015 and January 2019, so the increase in January 2019 may have contributed to the decrease in satisfaction.



We consider that the size, location and standard of our properties and the provision of additional services provides excellent value for money in comparison with other registered social landlords. In 2020 we will engage with residents and tenants to provide further explanation of the resources required and costs incurred to deliver our services.

You said:

“Warm, good food and nice staff.”

“Cheaper than Council rents.”

“I get help but I think it’s expensive.”



Form our Chief Executive

I would like to thank the independent survey team that conducted the questionnaire on our behalf.

The additional questions asked, gave us levels of information beyond what is required by Scotland's Social Housing Charter, and will give us a more detailed and meaningful feel for what is important for our residents and tenants. We will use this information to shape our services. I would also like to thank all those who completed the questionnaire, for your time and providing such constructive feedback. What you think about our service provision is very important to SVR as an organisation and to me personally. We will always try and do our best, but to be truly effective we do require your insight and views. Please engage with us so that we can understand your requirements and do our best to provide for them.



Martin Nadin OBE

Chief Executive

Scottish Veterans Residences



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