

Mr/Mrs Forename Surname
Address
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Address

26th September 2019

Dear Mr/Mrs Surname

A LETTER FROM THE CHIEF EXECUTIVE

Thank you to everyone who attended the Tenants' Meetings held at Bellrock Close and Whitefoord House earlier this month. As always, it was a pleasure to meet you and to hear your thoughts and opinions of our properties and the service we provide. Please find, at Annex A to this letter, an update on observations and requests that have been made by tenants.

Earlier this year, as required by regulation, we submitted information for the Annual Return on the Scottish Social Housing Charter. A huge thank you to all those who took the time to contribute their feedback in response to the questionnaire regarding the Charter. We were very pleased with the level of participation. The Scottish Housing Regulator has now published its reports on landlords' (including Scottish Veterans' Residences (SVR)) performance against the Charter. Our Landlord Report, showing the findings of this year's survey, and a suite of performance information, is available on the Scottish Housing Regulator's website at:

<https://www.scottishhousingregulator.gov.uk/landlord-performance>

I have also attached a copy of our Landlord Report at Annex B. You will notice that the weekly rent for SVR's 2-apartment homes is significantly greater than the national average. This is a skewed figure, which has been caused by the inclusion of the Bellrock Close supported flats rent cost (which includes the costs of support services).

I would be very happy to discuss our performance with any of you, should you wish to do so. Please get in touch with Head Office at info@svronline.org or, by letter or phone, to our Registered Office shown at the foot of this page. I value input from tenants extremely highly. We continue to offer many services to our tenants that other social landlords do not whilst always trying to operate within a tight budget to keep rents affordable. I do need your input, for SVR to continue to improve, so please let me have your views.

Yours sincerely



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Chief Executive

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Annexes:

- A. Update on observations and requests.
- B. Scottish Veterans' Residences Landlord Report 2018/19.

OBSERVATIONS RAISED BY TENANTS AT MEETINGS WITH CEO RESPONSES/ONGOING ACTION

Update on Previous Observations/Action

- Gilmerton Flats – CEO contacted Erskine to see if private road signage can be installed. **Item Ongoing.**
- Whitefoord House – Gutter vacuuming has been carried out but there are some areas that were not accessible to the vacuum and require cleaning out. **Item Ongoing.**
- Whitefoord House – New fobs, paperwork and procedures have been put in place to formalise the car parking. There are still a few residents/tenants not complying and they will be addressed. The site staff are doing more checks around the rear of the site, to address concerns about rubbish, and housing assistants are actively tackling low level antisocial behaviour to try and minimise the impact on residents/tenants/staff and visitors. **Item Ongoing/Being Monitored.**

New Observations

- Whitefoord House – Request for more attention to be given to outside areas and cleanliness on the Whitefoord campus. CEO will discuss this with the Whitefoord House Manager and ask that some regular dedicated time be allocated three or so times a week.
- Whitefoord House – Request to provide tenants with appropriate warning of any maintenance/building work occurring on Whitefoord campus. Noted by Property Services Manager and we will include the Housing Support Officer in appropriate planning meetings to ensure the latter is able to pass on details to tenants.
- Whitefoord House – Some of the ceilings and corridors require plastering and painting. This is planned to take place following the fire alarm and warden call upgrades.
- Whitefoord House – A flat appears to have insufficient hot water pressure to the kitchen sink, taking over 5 minutes to fill, yet has adequate pressure to bath and bathroom sink. This will be investigated.
- Whitefoord House – Security lights at rear of campus are on constantly during darkness and disturb a tenant. We will investigate linking them to a motion sensor and fitting light-reflectant film to windows.
- Whitefoord House – Request for greater recycling capacity. We will obtain additional recycling bins for the site.
- Whitefoord House – CEO will discuss the handover procedure from day-staff to the night-time concierge with Whitefoord House Manager to ensure 'fire status' is appropriately covered.
- Whitefoord House – There appears to be a non-roadworthy vehicle at the back of the campus. CEO will write to the resident and request proof of roadworthiness, tax or SORN certificate. If this is not forthcoming, the resident will be required to remove it from the campus.
- Whitefoord House – Request for tenants' meetings to be held quarterly. CEO is happy to facilitate this and the next meeting will be held on 10 December 2019.
- Gilmerton Flats – Investigation of the feasibility of installing CCTV and additional security lights will be undertaken. Current lights to be checked as they appear to have lost power (batteries exhausted).

Landlord report

How your landlord told us it performed in 2018/2019

Scottish Veterans Residences

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2018/2019.

Homes and rents

At 31 March 2019 your landlord owned 75 homes. The total rent due to your landlord for the year was £3,360,139. Your landlord increased its weekly rent on average by 4.50% from the previous year.

Size of home	Number owned	Average weekly rents		Difference
		Your landlord	Scottish average	
1 apartment	0	-	£70.22	-%
2 apartment	53	£250.07	£76.10	228.6%
3 apartment	21	£96.94	£77.70	24.8%
4 apartment	0	-	£84.44	-%
5 apartment	1	£125.21	£93.49	33.9%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **80.9%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.1%.
- » **86.0%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.6%.
- » **89.7%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 86.5%.

Quality and maintenance of homes

- » **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.1%.
- » The average time your landlord took to complete **emergency repairs** was **2.7 hours**, compared to the Scottish average of 3.6 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **2.3 days**, compared to the Scottish average of 6.6 days.
- » Your landlord completed **93.3%** of **reactive repairs 'right first time'** compared to the Scottish average of 92.5%.
- » Your landlord does not operate a **repairs appointment system**.
- » **84.7%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 91.7%

Neighbourhoods

- » For every 100 of your landlord's homes, **1.3 cases** of **anti-social behaviour** were reported in the last year.
- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **97.9%** of the **total rent** it was due in the year, compared to the Scottish average of 99.1%.
- » It did not collect **12.4%** of rent due because **homes were empty**, compared to the Scottish average of 0.9%.
- » It took an average of **74.3 days** to **re-let homes**, compared to the Scottish average of 31.9 days.

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk