The Scottish Social Housing Charter 2018

... how well are we doing?
Dear tenants

We are pleased to present our fifth Charter Report to tenants, a report on how we have performed as your landlord in 2017-18.

The Scottish Social Housing Charter sets out certain standards that you, our tenants, can expect from us in the services we deliver and the way we deliver them. We are committed to providing an excellent service to all of our customers and this report lets you know how we have performed in some key areas, compared with the Scottish average.

At Almond Housing Association, we are proud of what we achieved and the service that we provided in 2017-18 but we know that we can always improve. We strive to be the best – and your views and involvement are essential to make this possible.

We hope that you find this report interesting and welcome your feedback. If you have any comments, please get in touch.

Email us at: enquiries@almondha.org.uk
Call us on: 01506 439 291
Write to us or just pop in:
New Almond House, 44 Etive Walk, Craigshill, EH54 5AB

Find us on Facebook  Follow us on Twitter

You can also find out more about how other landlords performed by visiting The Scottish Housing Regulator’s website at www.scottishhousingregulator.gov.uk
Dear tenants

Almond at a Glance:

2,508 homes

£81.29 average weekly rent

3.3% rent increase for 2017-18

£10,464,631.84 total rent due

125 tenancy offers made

77 medical adaptations completed

factoring services provided to 186 properties
How satisfied were you with...

...our overall service?
We carried out 1386 face-to-face interviews as part of our last tenant satisfaction survey. We used the results to improve the services we provide, including repairs, housing management and customer care.

In 2019 we will conduct another full tenant satisfaction survey and use the results to further improve the quality of our services.

...how well we kept you informed?
We recognise the importance of keeping you informed of changes, improvements and developments within the organisation. We do this through our quarterly newsletter, The Almond View, and by keeping our website updated. We do this through our quarterly newsletter Almond View, by keeping our website updated, and through social media on Facebook and Twitter.

...the opportunity to have your say?
We encourage you to get involved in shaping the direction of the organisation. One of many ways to do this is through the Tenant Focus Group or one of our Customer Review Groups who look at the various services we provide to tenants. You can also become a member of the Association and apply to join the Board of Management. We offer regular opportunities to take part in surveys and consultations. We always want to hear your views, so please get in touch with us at any time and let us know how we’re doing.
Did we support you to sustain your tenancy...

...were you happy with your home when you moved in? Our homes must meet the Scottish Housing Quality Standard – clean, tidy, energy efficient and in a good state of repair. We’re focused on this and providing customers with value and a positive experience.

...did we support you to sustain your tenancy? We strive to help tenants maintain their tenancy, including those at risk of rent arrears, and those who need home adaptations to cope with age, disability, or caring responsibilities. This is why we work with partners to provide a Tenancy Sustainment Officer.

...did we adapt your home in a timely manner? We aim to complete all medical adaptations with speed and efficiency. We will continue to closely monitor contractor performance to ensure you receive the benefits of this service.

...were you happy with the quality of your home? Our main business is simple – we provide affordable and comfortable homes for people who want to rent them. Our focus remains on quality, value for money and a positive experience for our customers.

...were you happy with the repairs service that you received? The Scottish Housing Regulator found service areas most important to tenants included: courtesy and respect; speed and efficiency; clear and consistent policies; flexibility; and being kept informed. We monitor contractors to ensure you receive this.
Did we support you to sustain your tenancy... (contd.)

...did we re-let properties in a timely manner?
How long properties are empty, and rent lost, are measures of a landlord's efficiency in maximising income. We strive to re-let properties quickly, while adhering to our Almond Lettable Standard and considering the need for balanced communities.

How well did we look after your neighbourhood...

...were you happy with how we managed the area where you live?
We must provide well-maintained neighbourhoods where tenants feel safe. We do this by enforcing tenancy conditions on estate management and neighbour nuisance, and working to resolve any issues or disputes.

...did we solve your anti-social behaviour complaints on time?
There are a range of actions we can take on our own, and in partnership with the police and other agencies. Where we become involved, we aim to initiate action within three working days.

...did we uphold the complaint that we received from you?
We welcome complaints and use them to improve our services. By making better use of lessons learned from your feedback, we aim to reduce complaints upheld by AHA.

...did we respond to your complaint in full?
We aim to provide a fast, fair and considered response, as well as information on how and why we make certain decisions, and what action was taken.
Did we offer good value for money...

...do you think your rent represents good value for money?

We know that value for money is important to our customers, and we work hard to ensure our houses are real homes for those who live in them, with ongoing investment programmes, and a range of support services available.

...how much rent did we collect?

Your rent goes towards providing excellent services for all customers whilst demonstrating value for money. While we continue to collect rent to this level and keep arrears down, we will continue to invest in your homes and the communities you live in.

2017-18 improvements

- **87 external wall insulation**
- **543 external painting**
- **181 external painting garages**
- **98 external render**
- **164 partial electrical upgrades**
- **348 new gas boilers**
- **6 new kitchens, 1 new bathroom**
Other formats and languages

Please contact us if you want this document in Braille, large print, on a CD, or if you need the document translated into another language.

Skontaktuj się z nami, jeśli chcesz ten dokument w alfabecie Braille’a, duży druk na CD, lub jeśli potrzebujesz tłumaczenia na inny język dokumentu.

Almond Housing Association Ltd.,
New Almond House, 44 Etive Walk,
Craigshill, Livingston  EH54 5AB

Tel: 01506 439 291
email: enquiries@almondha.org.uk
web: www.almondha.org.uk

Registered as a Scottish Charity No SC031696
Registered with the Scottish Housing Regulator No HAL 285
Registered as a Scottish Property Factor No PF000181
Registered with the Financial Conduct Authority SP2471R(S)