

DUNBRITTON
HOUSING ASSOCIATION



Dunbritton Tenants
Report 2022/23

*Together
we can...*

*Together
we can...*

Tenants Report 2022/23

Each year we provide a Tenant's Report which looks back at our performance in the last financial year.

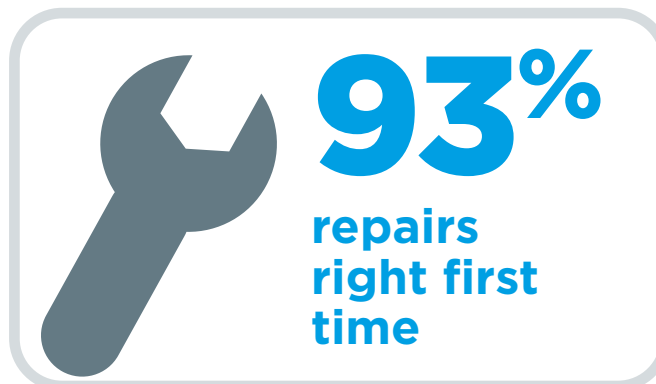
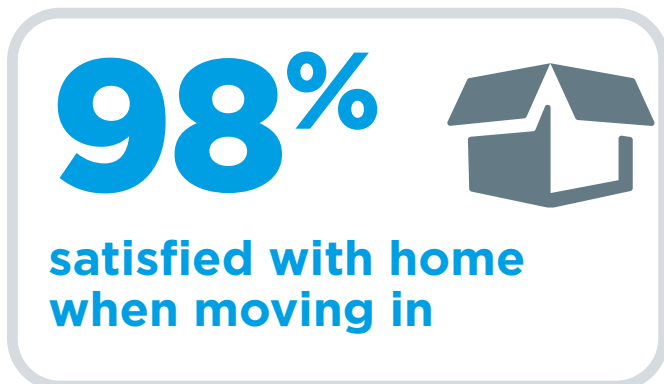
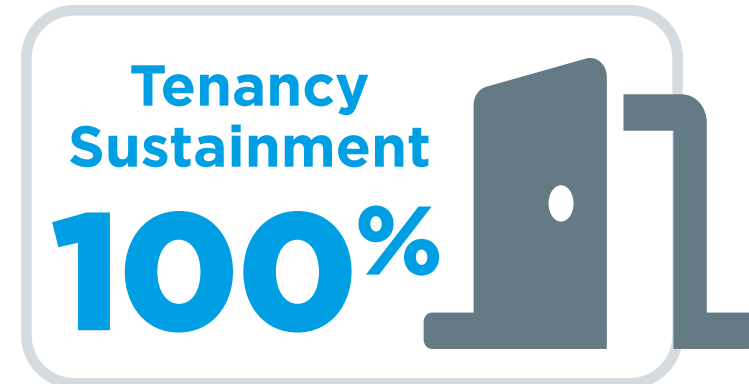
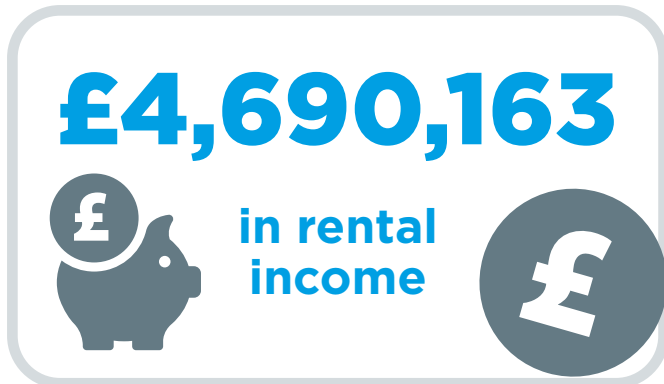
This offers us the opportunity to highlight to tenants how we are performing and how the Association is being run. We provide details on all the key performance indicators that we have reported to the Scottish Housing Regulator and detail how we are comparing to other similar social landlords.

We hope you find this as a useful insight into how we are doing at Dunbritton, but if you would like to find out more about the Association or to get involved in any of our initiatives, please speak to your Housing Officer or give us a call on 01389 761 486.

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2022/2023 Headlines



Our Homes and Rents

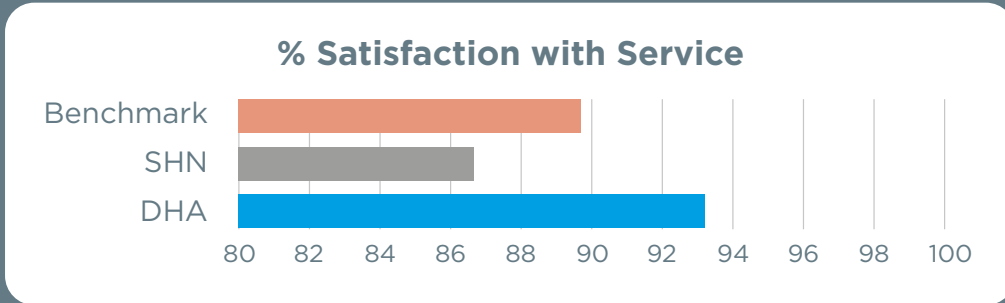


The table below details the number of properties we have, our stock type and our average rents

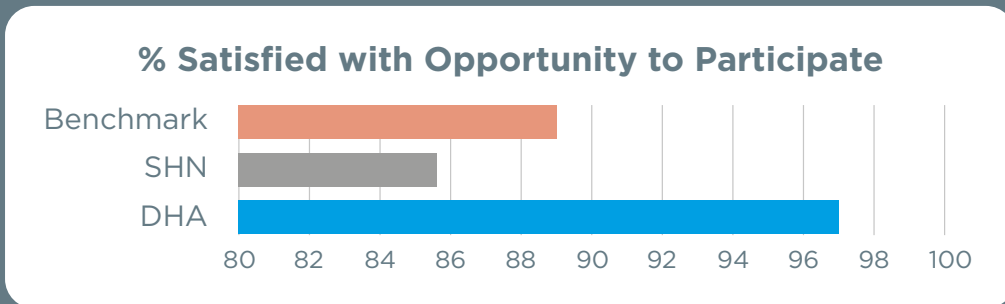
	House	Tenement	4 In a Block	Other Flat	Total Units	Average Weekly Rent £
2 apt	12	150	55	10	227	£85.19
3 apt	160	178	99	4	441	£89.35
4 apt	208	21	1	2	232	£95.39
5 apt+	77	0	0	0	77	£101.34
Total	457	349	155	16	977	£90.76

Tenant Satisfaction

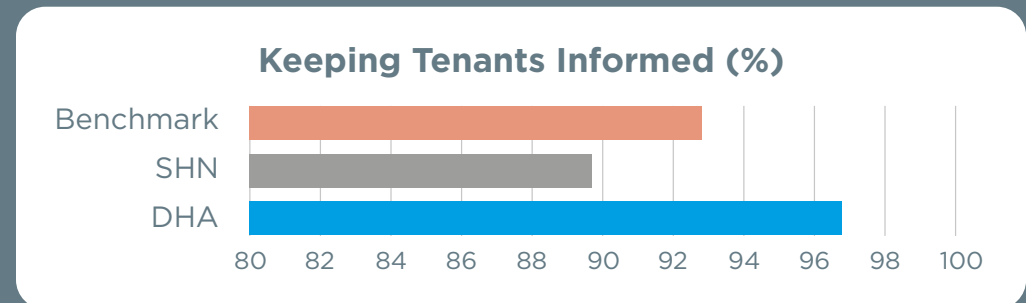
Despite the challenges encountered this year, we have maintained consistently high levels of customer satisfaction. Our primary objective is to provide services that align with your needs and expectations as our valued tenants. In our commitment to guarantee that we meet your service expectations, we engage with an independent survey provider to obtain feedback from all of our tenants.



We are pleased to report that our tenants in most areas have confirmed satisfaction levels above the national average.



As a Registered Social Landlord, our organisation is governed by a dedicated team of volunteers who serve our Board. We offer various engagement opportunities for individuals at all levels within our Association. These opportunities range from taking part in surveys and joining our tenant security group and the opportunity to join our Board of Management. If you would like more details on how to participate, call our Corporate Team on 01389 761 486 (option 5).



Our Commitment is to ensure that our tenants are well-informed and stay updated on all developments within the Association. To achieve this, we use various communication channels, including newsletters, our website, and social media. This information is crucial as it helps you understand the opportunities for active involvement in our decision-making processes. We aim to deliver services that have been influenced and shaped by our tenants' input and preferences.



Rent Management

Last year inflation rose to its highest level in 40 years, peaking at 11.1% in October 2022, with this and the rising energy costs among other financial issues triggered a cost of living crisis. The Scottish Government introduced legislation: Cost of Living (Tenant Protection) (Scotland) Act 2022, primarily to cap rent increases and restrict tenants being evicted.

The Association through its partner organisation, Community Links Scotland, successfully received funding from various sources including Scottish Federation of Housing Associations (SFHA), the Lottery and the Scottish Governments' Fuel & Food fund which were distributed to our tenants who were in most need. The staff at Dunbritton also contributed their own money to create the "Common Good Fund" which is still currently in operation

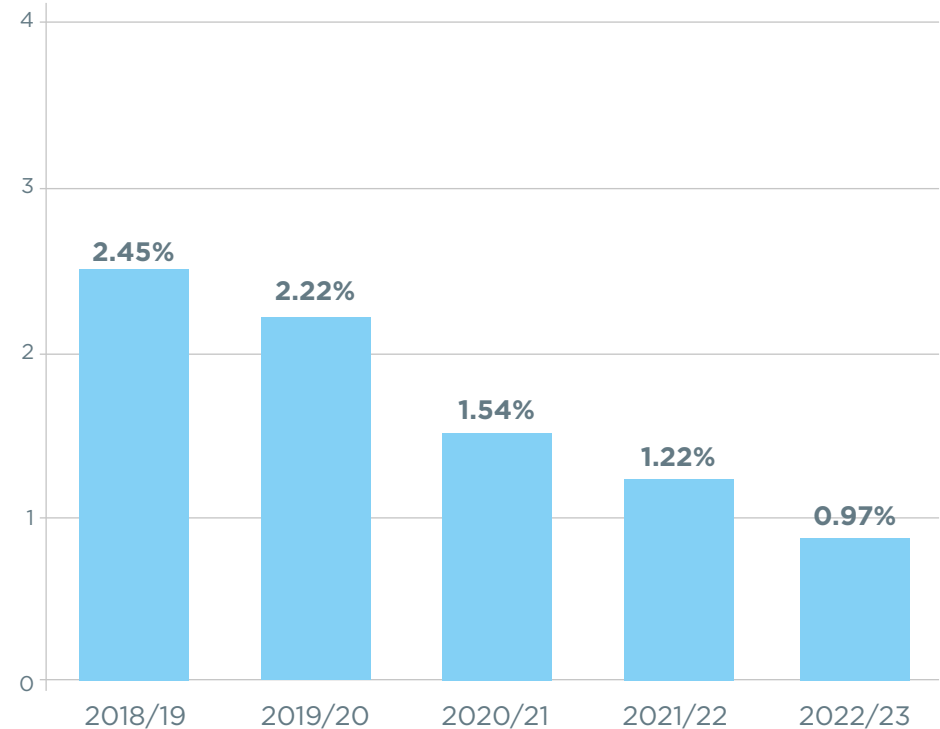
Our Housing Team have also been out and about trying to support those tenants most in need and through our excellent Partnership working we were able to secure funding for an energy advice worker to offer practical advice on how to save on energy costs.

Despite all the above, we still managed to reduce our rent arrears again as demonstrated below for the 8th consecutive year (only past 5 years listed);

Rent Arrears analysis 2018-2023

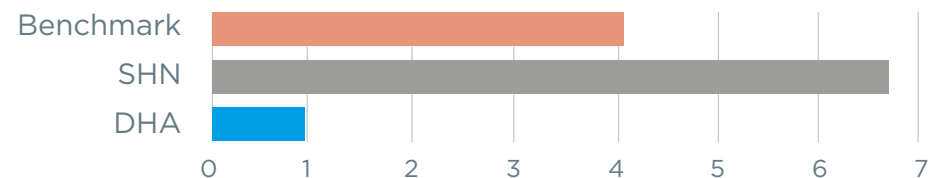
Year	Arrears as a %
2018-19	2.45%
2019-20	2.22%
2020-21	1.54%
2021-22	1.22%
2022-23	0.97%

Rent Arrears analysis 2018-2022



We have again had an excellent performance compared to our peer groups whom we benchmark ourselves against.

Arrears as % of Rent Due



Rent Management

We also continued to produce our internal “Money Matters”, an information magazine detailing who and where to access help & support for those who are experiencing financial difficulties, which has been greatly received from most of our tenants. This is now being distributed with our Newsletters, however, if you did not receive a copy, please contact our team on 01389-791486 (option 2) and one will be sent to you.



Useful Links and Contact numbers:

- Universal Credit - **0800 328 5644** - <https://www.gov.uk/universal-credit/eligibility>
- Housing Benefit - ABC - **01546 605 514** or WDC - **01389 738555**

Argyll & Bute

- Heat your home - managing rising costs - **01546 605522** - argyll-bute.gov.uk
- Advice services - argyll-bute.gov.uk
- Citizen Advice - **01546 605550**, 18 Argyll Street, Helensburgh, PA31 8NE
- Argyll & Bute Welfare Rights - **01436 658714**
- Argyll & Bute Money Advice - **01546 60417**
- Argyll & Bute Housing Benefit - **01546 605514** <https://www.argyll-bute.gov.uk/council-and-government/housing-benefit-and-council-tax-benefit>

West Dunbartonshire

- Cost of Living West Dunbartonshire Council - **01389 737000** - <https://west-dunbarton.gov.uk>
- Citizen Advice (Dumbarton)- **01389 744690** - Bridgend House, 179 High Street, Dumbarton, G82 1NW
- Citizen Advice (Alexandria) - **01389 752727** - 77 Bank Street, Alexandria, G83 0LZ
- Working4U team on - **01389 738296** or <https://working4u@west-dunbarton.gov.uk>
- West Dunbartonshire Housing Benefit - **01389 738555** - <https://west-dunbarton.gov.uk>
- Universal Credit - **0800 328 5644** - <https://www.gov.uk/universal-credit/eligibility>

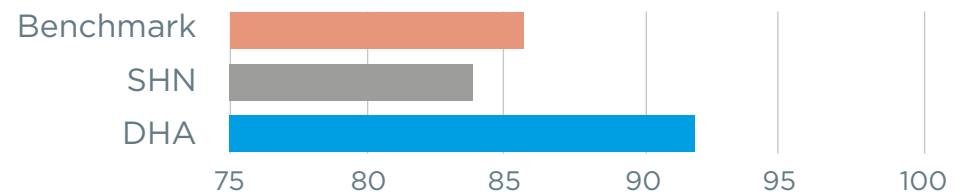
Neighbourhood Management



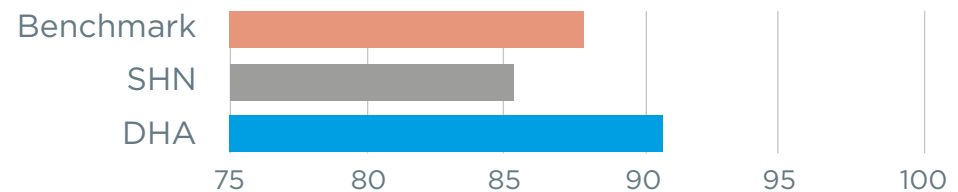
Estate Management

This year's satisfaction chart below shows our performance satisfaction rating at 92.09%, which is a slight increase on last year's performance. This is an outstanding rating as demonstrated against our peers and the national average.

Tenant Satisfaction with Management of Neighbourhood % 2022/23



Tenant Satisfaction with Management of Neighbourhood % 2021/22



The Housing Officers who make regular visits to our areas, were delighted to note that over 92% of our tenants were satisfied with their Neighbourhood. If you feel there is a way we can improve your Neighbourhood, or if you have noticed an issue in your area but you are unsure who is responsible for this, please give our office a call and speak with your Housing Officer.

Neighbourhood Management

Anti-Social Behaviour

We want our tenants to live in secure, safe environments where communities work together and flourish. We continued to work with our partners such as: West Dunbartonshire Council, Argyll and Bute Council, Police Scotland, support agencies and neighbouring Housing Associations to ensure we are delivering on this.

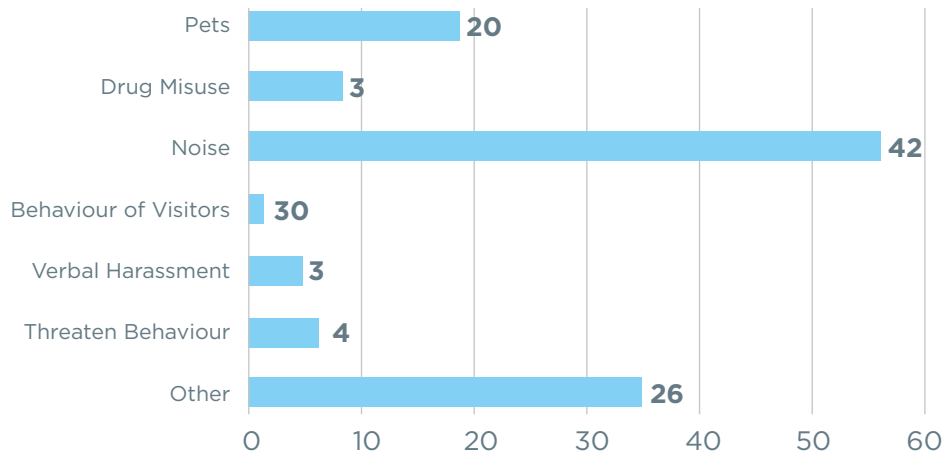
We recently reviewed our Anti-Social Behaviour policy taking account of any legislative changes. We understand from time to time neighbours may find themselves in dispute, whilst we are happy that the levels of such dispute are low across all of our areas, we continue to take anti-social complaints very seriously. The majority of neighbour complaints we receive are low-level (category-C) and relate to noise complaints.

We received 128 neighbour complaints in the year, 97% of which were addressed within locally agreed timescales.

Neighbour Complaints responded to within timescale

97%

Neighbour Complaints by Category



Allocations 2022/2023

Last year was another successful year in terms of our allocations, resulting in us letting our properties on average within 7 days compared with the national average of 41 days.

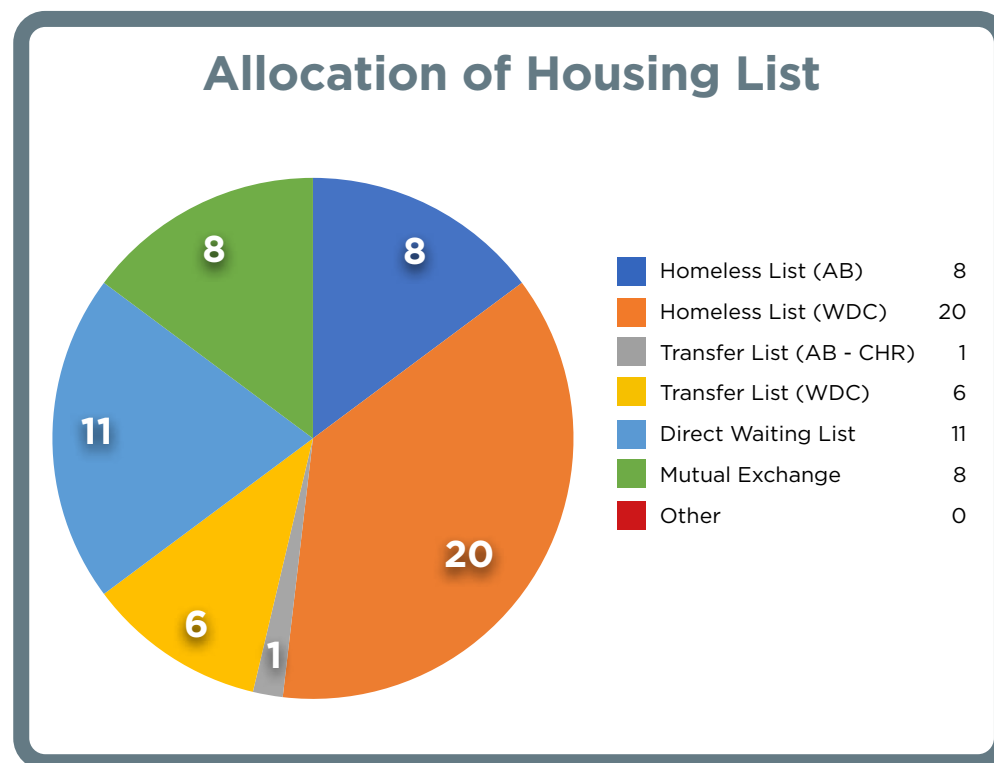
National homeless figures have increased which has put pressure on all Housing Associations in Scotland to let more of their properties to this client group. The Association continues to provide housing for homeless people, we currently have a 50% lettings arrangement with West Dunbartonshire and Argyll and Bute Councils.

The HomeArgyll Steering Group is currently reviewing our Allocations policy, which should hopefully be concluded later this year. This will update the policy with current legislative changes and other locally identified issues. We also managed to play our part in the Ukrainian Refugee resettlement programme by rehousing two families fleeing the Ukraine due to the ongoing conflict.

Our lettings last year resulted in a total 46 mainstream lets for the year which is a decrease on last year's 50 vacant properties let, this again shows tenancy sustainment within our communities.

Our mainstream lets are as follows:

Group	Number of Lets
Homeless List (AB)	8
Homeless List (WDC)	20
Transfer List (AB - CHR)	1
Transfer List (WDC)	6
Direct Waiting List	11
Mutual Exchange	8
Other	0



Housing Services

GARDEN COMPETITION AND GOOD NEIGHBOUR AWARDS 2022/23

In the West of Scotland some of our tenants are very lucky to be residing in what can only be described as beautiful scenery and picturesque landscapes.



Our tenants take pride in their gardens. Our annual garden competition generates a colourful display of flowers and creative presentations across Argyll and Bute and West Dunbartonshire.

Our Garden Competition winners for 2022/23 were:



Mary Fotheringham from West Dunbartonshire



Mr & Mrs Sienko from Argyll and Bute

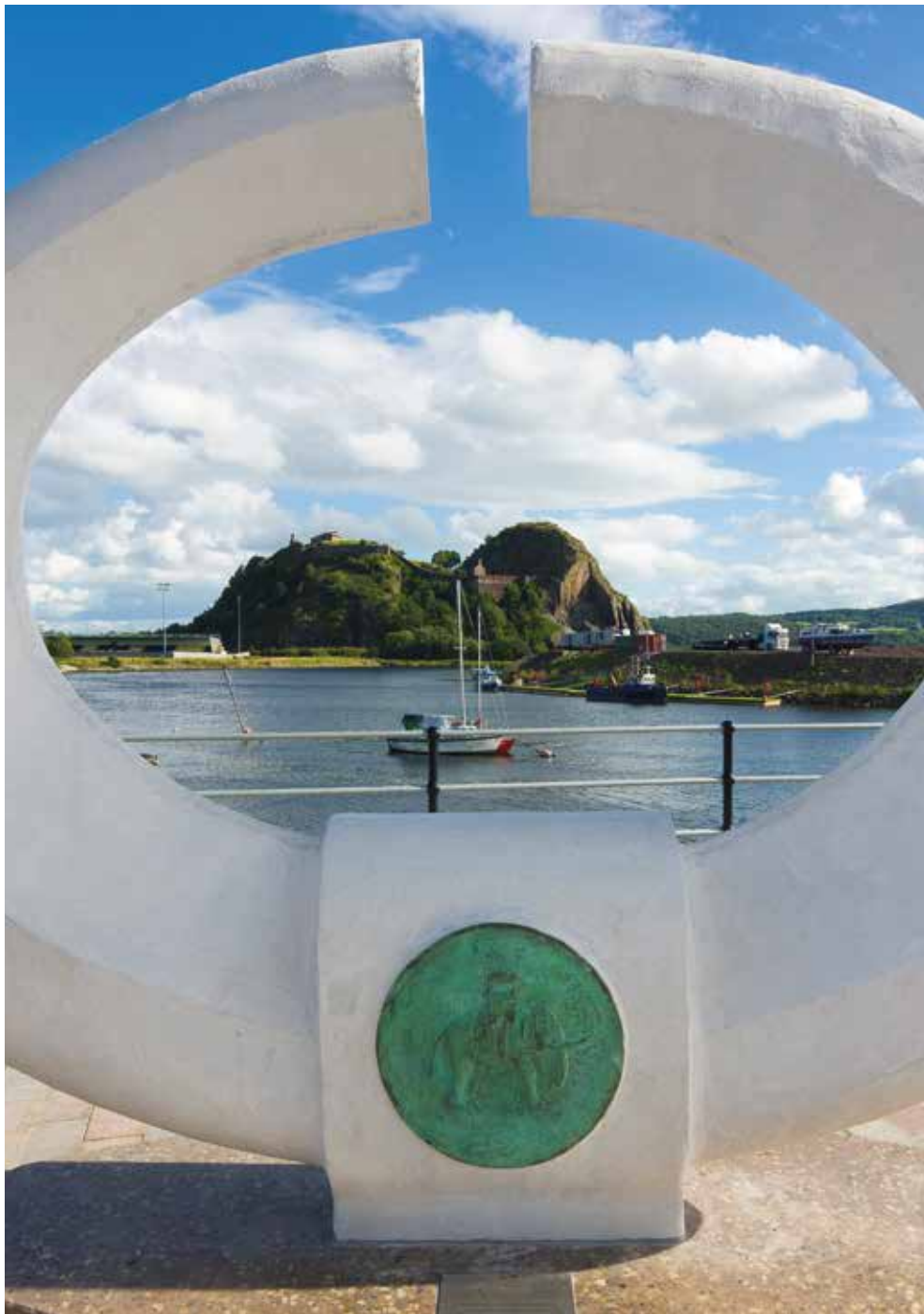
Well done to Ms Fotheringham and Mr & Mrs Sienko, each received a £50.00 shopping voucher which was presented at last year's AGM.

We also recognise the important role tenants play in the lives of their neighbours. Many of our tenants go out of their way to help older neighbours maintain their gardens to assist with shopping etc.



Barbara Brown from West Dunbartonshire

This year we recognised Ms Barbara Anne Brown from West Dunbartonshire as our Good Neighbour winner in reflection of the hard work she has put into helping improve the lives of the people in the area.



Housing Services

We were delighted to welcome two new members to the Housing Services Team: Lyndsey McGillion and Martin McLeod.

Lyndsey joins us with a wealth of experience in social housing having worked in the sector for more than 25 years. She has previously specialised in tenancy sustainment and anti-social behaviour and holds a level 4 diploma in Housing Studies and is a Chartered Member of the Institute of Housing.

Martin joins us with over 10 years experiences in a customer service environment, in the retail and hospitality sector. Martin most recently worked with ASDA where he managed the Replenishment Team. Having previously lived and studied in Australia, Martin is now back home looking to settle into a career in Housing within Dunbritton.



Lyndsey McGillion



Martin McLeod

Housing Services

Tenants Participation

Tenant participation is how our tenants can help influence decisions made about the services provided by the Association. It provides an opportunity to develop partnership working between tenants and landlords to deliver excellent services.

We understand the importance of working with our tenants to improve our services, and for this reason, we have developed our Tenant Scrutiny Group and plan to introduce our “Armchair Critic Group” later this year. These groups will allow our tenants to provide feedback at varying levels.

Our Tenant Scrutiny Group (TSG) is made up of tenants who meet once every quarter at our office to discuss the services provided by the Association and give their thoughts on how the Association could make improvements.

Our TSG was reformed after Covid and have already reviewed services such as: Association publications: tenants report, annual report, newsletters etc., the DHA reception area, and better signage externally around the office to let people know where we are. The group are currently reviewing the interim Tenant Participation strategy with a view to making this permanent later this year.

The future topics the group are looking at are new tenant sign-up pack, kitchens to be installed in future upgrade programmes, our website, to name but a few. We plan to publish the outcomes from this group in our future newsletters to keep tenants informed of any improvements made, this will also be reported directly to our Board.



We were able to resurrect our Clydeview Community Room and established our Harbour Group during the year. Both met with our staff on a regular basis to discuss local issues. This year we hope to create more tenant participation within our communities by establishing more local groups within our developments.

If you have any ideas on how to improve our Tenant Participation or would like to join any of our groups, please contact the Housing Services Team on 01389 - 761486 option 2 and we can have a chat.

Service Complaints

We see complaints as an opportunity to improve our service.

In the year we received 47 complaints.

32 of these complaints were stage one, front-line complaints. It took us an average of 3.19 days to complete these complaints, well within the target of 5 days. 14 of our stage 1 complaints were upheld.

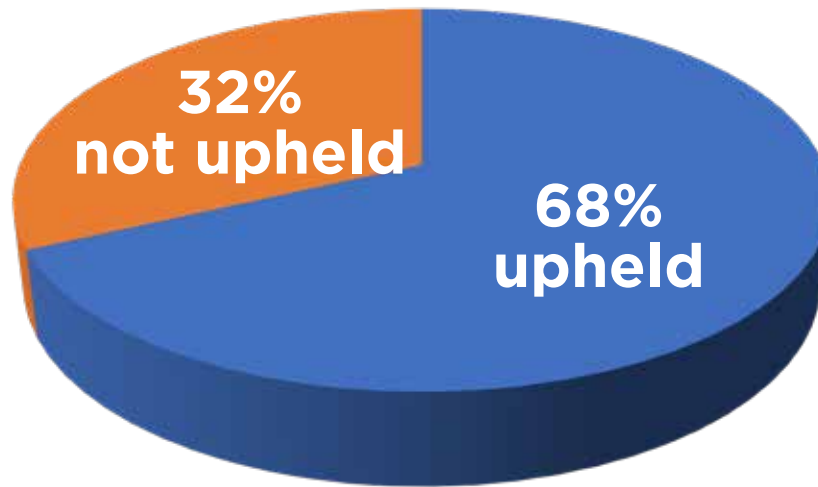
We also received 15 stage two complaints, and we addressed these within an average of 8.47 days, again well within the target of 20 days.

3 of our stage 2 complaints were upheld.

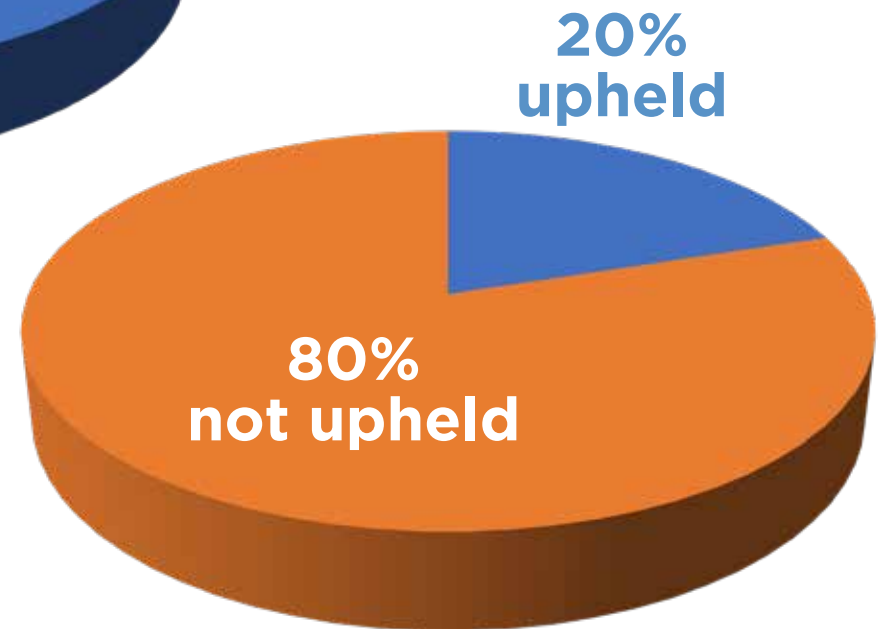
Service Complaints responded to within timescale

100%

COMPLAINTS



Stage 1



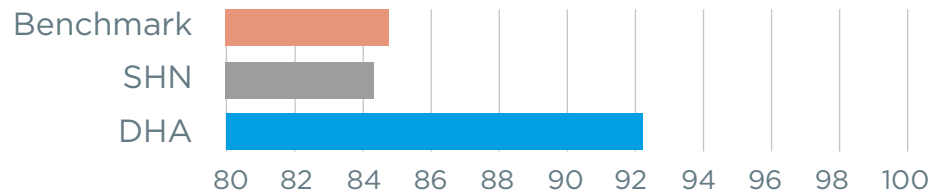
Stage 2

Satisfaction Surveys

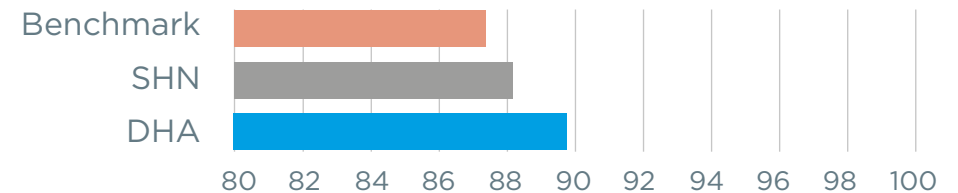
We conduct independent satisfaction surveys continuously over a three-year cycle. You will also receive a survey form when reporting a repair. This survey requests your feedback on the repair service, including both positive and negative comments, all of which contribute to enhancing our customer service.

The results of the independent survey on Asset Management, as compiled by the Scottish Housing Network (SHN), are presented below. These figures are compared to those of all other registered social landlords (RSLs).

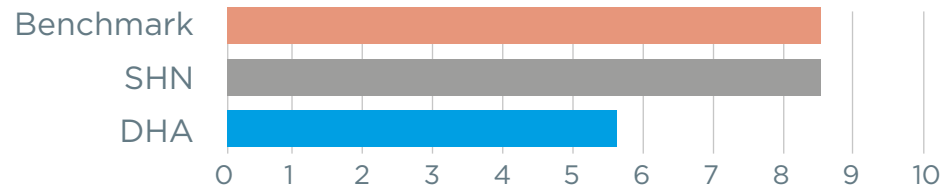
Satisfaction with the Quality of Home (%)



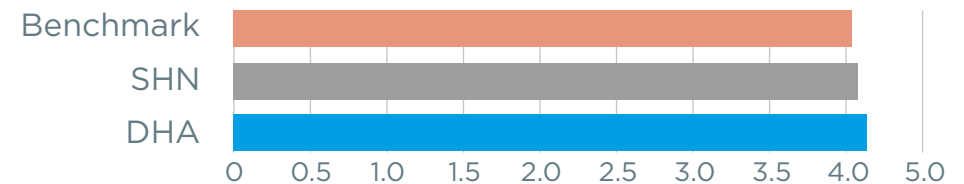
Satisfaction with the Repairs Service (%)



Timescale for Completing Non-Emergency Repairs (days)



Timescale for Completing Emergency Repairs (hours)



Repairs Surveys

We extend our gratitude to our customers who took the time to complete and return a repairs survey form, your active participation is truly valued. The comments below were received throughout the year:

City Technical:

Fast & efficient, very satisfactory. Thank you, DHA."

"The work carried out to very high standard. Very pleased with work."

"Absolutely charming and fully professional lovely lads"

"The guys were very pleasant. Did a very good job. Happy with the service."

Ledgerwood Electrical:

"The workman who came was very efficient he knew exactly what was needed and even had the parts he needed in his van therefore repair was carried out quickly."

"1st class service throughout. Thank you."

"Very impressed by contractor and apprentice. Very mannerly and chatty"

"Electrician arrived within 1 hour of a phone call. Thanks to all."

Central Timber Construction:

"Good professional company"

"Called and was out same day."

Cyclical works

Gas Servicing

The Association has a statutory duty to carry out an annual gas inspection at all relevant residential properties. As of the 31st of March 2023, inspections have been carried out in line with regulations at all our properties with a gas supply.

Grounds Maintenance

DAS Contracts, working over an annual cycle, visited all sites on a fortnightly basis. During the summer months, the contractor carried out grass cutting, strimming, weeding, shrub bed maintenance, litter picking and sweeping of the hard standings.



There was, as usual, a change to the schedule in the winter months, with leaf blowing, sweeping and litter picking of the hard standings being carried out. Our grounds maintenance contractor also replenished the grit bins on the estates as needed. In early March, the shrub bed maintenance was carried out in preparation for the new season.

Aids and Adaptations

The Association applied to the Scottish Government for funding to medically adapt properties in both West Dunbartonshire and Argyll and Bute. The Association received 50% of the requested funding. The Association received 22 applications to medically adapt properties, completing 21 of these requests within the financial year.

Common Paint Works

Following on from the internal close decoration at Clydeview, Bell Decorating Group have been appointed to carry out the external painting works of this building along with other identified buildings within our estates.

The tenants' post-works satisfaction survey feedback was positive, despite the contractor being on site at 12 East Montrose Street for a lengthy period.



Planned Maintenance Programme



Electrical Upgrades

The Association has successfully completed a two-year program to upgrade the electrical wiring to over 120 properties in the Churchill Estate in Helensburgh.

This work included new sockets, light fittings, and all associated wiring within the properties. We also upgraded the consumer units in each property to bring them in line with current new build legislation. On completion of works, a new EICR was issued, which will be valid for 5 years from the date the works have been completed.



Kitchen Replacements

As part of the Association's 5-year Kitchen installation program BRB Ltd installed 61 new kitchens, these installations took place in properties in Cardross and Alexandria. During the works, our contractor experienced delays with the supply chain which resulted in the supplier no longer supplying the contractor with kitchens. We are pleased a new supplier has been sourced which will ensure there is no effect on the service delivery for Kitchen installations planned for the year 2023-24.

Chief Executive's Summary

Dear Tenant,

It has been another busy and challenging year, but we have continued to deliver across all our key indicators. The staff have all worked very hard to ensure we maintained a good quality service to our tenants.

In recent years we have responded to a pandemic and the uncertainty in the marketplace that this has created. We had only just moved on from COVID-19 when we were impacted by the cost-of-living crisis, and this has had a huge impact on us as social landlords and on the lives of many of our tenants.

Tenants have been faced with increasing expenses in their heating and fuel costs, whilst we, as a landlord have also seen the costs of providing our service increase, especially with regards to the costs for day to day repairs. Despite these challenges, and good budgeting we have worked hard to keep rent increases to a minimum. I am pleased that our tenants have intimated that they remain happy with our services and that they appreciate that their rents provide great value for money. We have carried out our repairs within our local target times, we have re-let properties quickly and efficiently, and we have supported tenants who have been struggling to pay rent.

Once again, due to the good working relationship between the Board, Management Team, staff, and our partner agencies, we continued to provide good support services to all our tenants. During the year with the help of Community Links Scotland, we were able to secure funding to assist our tenants with their daily living costs. This funding has proved invaluable and was very much appreciated by our tenants.

I am also delighted to intimate that the staff team of their own volition have set up a fund to assist tenants in need of support. The fund initially comprised of staff fundraising efforts, and



contributions from contractors and the Board agreed to match the funding already raised. To date, we have assisted tenants with top-ups of utilities and food vouchers. However, this fund will be ongoing and accessible at any time now and in the future.

Overall, another good testing year where tenants and staff have pulled together to create outcomes.

Thank you

Allan Murphy
Chief Executive Officer

Community Support Fund



Our Community Support Fund continues to work with local groups across the communities that we serve. This provides grants of up to £500 to schools, local groups, youth groups and charities.

The fund is overseen by three members of the Board and administrated through our Corporate Services Team.

During the year the fund provided grants totalling just under £5,000. The groups that we helped included local football teams, primary and secondary schools, girl guides, and the local foodbanks.

Our Staff (October 2023)



Allan Murphy
- Chief Executive Officer



Asset Management
Paul Sweeney
- Asset Manager



Finance
Heather Maitz - Finance
Manager

Housing Services



Robert Murray
- Housing Services
Manager

Jim Cannon - Maintenance Officer

Greg Marley - Maintenance Officer

Anne Marie Somerville - Asset
Co-ordinator

Sean Harwood - Asset Assistant

Elaine Mackechnie - Asset
Assistant (am)

Sharon Buchanan - Asset Assistant

Marie Clare Freke - Finance Officer

Una Renfrew - Finance Officer

Samantha Degan - Finance Officer

Mariana Reilly - Finance Assistant
(temporary)



Corporate Services
Daniel Wilson - Corporate
Services Manager

Claire Samain - Corporate Services
Officer

Anita Williamson - Corporate
Services Assistant (am)

Elaine MacKechnie - Corporate
Services Assistant (pm)

Lindsay Reid - Housing Officer

Sharon Kane - Housing Officer

Lyndsey McGillion - Housing
Officer

Kirsty McGlashan - Housing Officer

Maureen Dods - Housing Services
Assistant

Michelle Johnstone - Housing
Services Assistant

Martin McLeod - Housing Services
Assistant

OUR BOARD OF MANAGEMENT

OFFICE BEARERS

Sephton MacQuire - Chair

Elizabeth McCurdy - Vice-Chair

BOARD MEMBERS

Alistair Tuach

Chris Chalk

Elizabeth McCurdy

Julie Smillie

Fiona Craig

Andrew Cameron

Ian Davie

Stephen Humphreys

Barry Mochan

Councillor Gary Mulvaney

- Co-optee - representing
Argyll & Bute Council

Councillor Hazel Sorrell

- Co-optee - representing
West Dunbartonshire Council



Dunbritton Housing Association Ltd, 1 Hatters Lane, Dumbarton, G82 1 AW

Opening Hours: Monday, Tuesday, Thursday & Friday: 9am – 5pm

Wednesday: 9am – 12.30pm (closed in the afternoon for staff training)

Tel: 01389 761486 Email: admin@dunbritton.org.uk Website: www.dunbritton.org.uk Chair: Sephton MacQuire

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SHR registration No. 260 Registered under the Industrial & Provident Societies Act No.2421R(S)

