

DUNBRITTON
HOUSING ASSOCIATION

Dunbritton Tenants Report 2021/22

*Together
we can...*

Tenants Report 2021/22

Each year we look to keep tenants informed about how well we are performing, we hope this will provide you with a clear understanding of how well the Association is performing. This report details our performance from April 2021 to March 2022.

Our Tenants Scrutiny Panel picked out the following key reports as a reflection of how we are performing. Each year we supply a report on our performance to the Scottish Housing Regulator, which is called the Annual Report on the Charter (ARC). This looks at key areas of performance.

So that we can quantify our performance, we look at the average results provided by other housing providers: the Scottish Housing Network average (SHN). We also look at the performance of other Housing Associations similar to Dunbritton: The Rural Housing Association average (Benchmark).



*Together
we can...*

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2021/2022 Headlines



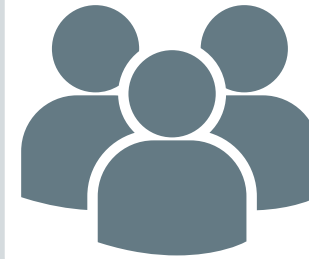
66

properties
let in year



92%

Tenants satisfied with
our overall service



22

staff

£4,486,115



in rental
income



98%



anti-social
behaviour complaints
completed on time



4.2%

rent increase
applied 20/21

91%



satisfied with home
when moving in



95%

repairs
right first
time

Neighbourhood
satisfaction 2021/22

91%



Our Homes and Rents



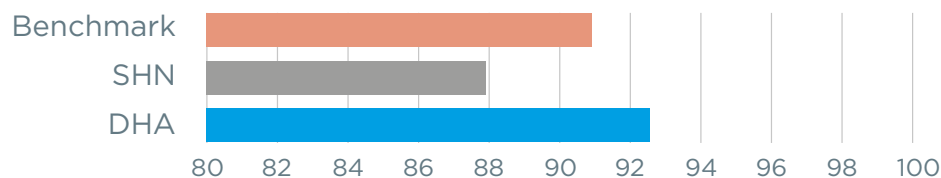
The table below details the number of properties we have, our stock type and our average rents

	House	Tenement	4 In a Block	Other Flat	Total Units	Average Weekly Rent £
2 apt	12	151	55	16	234	£85.39
3 apt	160	177	101	0	438	£89.54
4 apt	208	21	1	0	230	£95.62
5 apt+	77	0	0	0	77	£101.86
Total	457	349	157	16	979	£90.95

Tenant Satisfaction

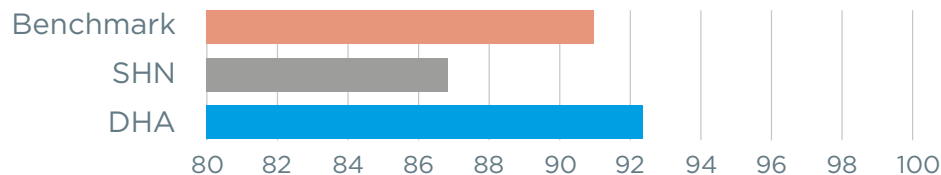
In spite of the difficulties faced this year, overall customer satisfaction at Dunbritton remained high. Our aim is to deliver services that meet the needs and expectations of you, our customers. To allow us to ensure we are delivering the service that you expect, we have instructed an independent survey provider to conduct a survey of all of our tenants.

% Satisfaction with Service



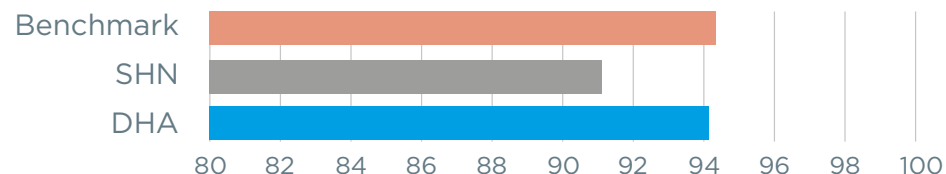
We are delighted that Dunbritton's tenants have detailed a higher level of satisfaction with our service than both the national average and our Rural Benchmark group.

% Satisfied with Opportunity to Participate



As a Registered Social Landlord, we are run by volunteers on our Board. There are opportunities to participate at all levels of the Association, from completing surveys, and participating in our scrutiny panel, to standing for election to our Board of Management. If you would like more details on how to participate at DHA, call our Corporate Team on 01389 761 486 (option 5).

Keeping Tenants Informed (%)



We strive to keep tenants informed and up to date with all the news from Dunbritton Housing Association. We look to do so through newsletters, our website, and social media. It is important as we want you to be aware of the opportunities available for you to participate in our decision-making so that you can get involved, we want to be delivering services that tenants have shaped and influenced.



Rent Management

After getting through the worst of Covid and seeing some light at the end of the tunnel, the world's financial markets are in turmoil with the UK inflation peaking at a 40-year high.

This has been particularly challenging and is probably set to get worse, Inflation rising from 3.1% this time last year currently sitting at 9.9% (Aug 22). This soaring inflation is due to increasing energy prices, the current cost of living, the Ukraine conflict, and Brexit. Despite these challenges, we constantly strive to improve our performance. The Housing Services Team is always working to help tenants that are struggling financially with paying their rent and other bills.

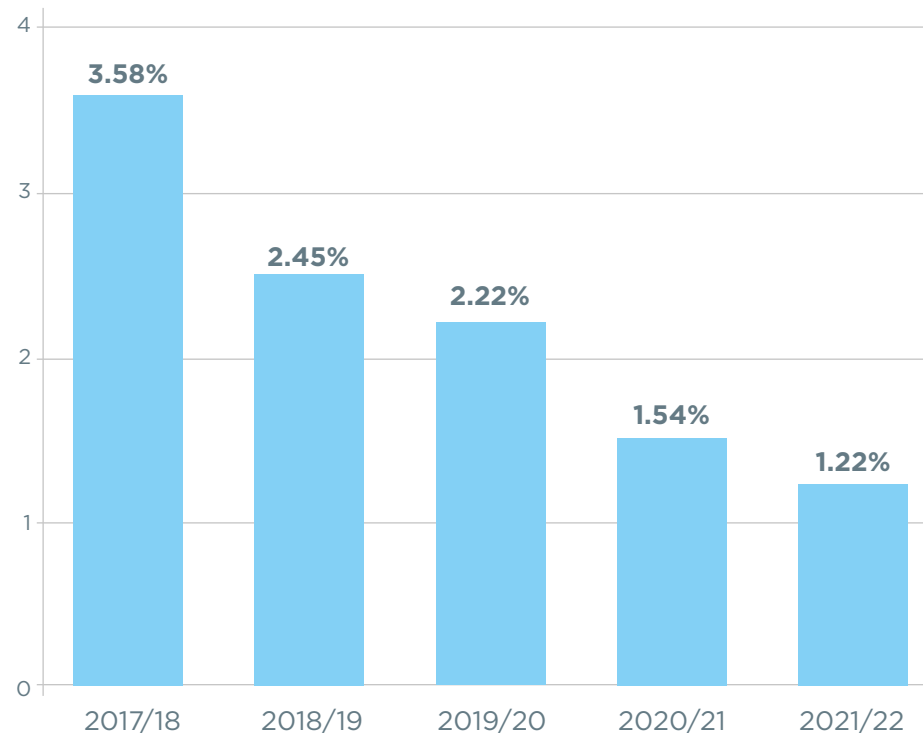
This has been achieved through our excellent partnership working with agencies such as the Citizens Advice Bureau, local authority Welfare Rights Services, and other local voluntary agencies. We will endeavour to work with our Partners to increase welfare provisions where possible for our tenants.

Despite all of the above, we still managed to reduce our rent arrears again for the 7th consecutive year (only the past 5 years listed);

Rent Arrears analysis 2017-2022

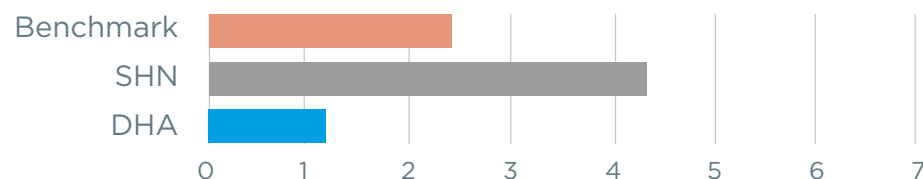
Year	Arrears as a %
2017-18	3.58%
2018-19	2.45%
2019-20	2.22%
2020-21	1.54%
2021-22	1.22%

Rent Arrears analysis 2017-2021



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 recently created “Money Matters”, an information magazine detailing where to access help & support for those who are experiencing financial difficulties. This was distributed in our Summer Newsletter, however, if you did not receive a copy, please contact our team on 01389 761486 option 2 and one will be sent to you.



Argyle & Bute and
West Dunbartonshire
coming together @

Dunbritton

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](https://www.argyll-bute.gov.uk)
- Advice services – [argyll-bute.gov.uk](https://www.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

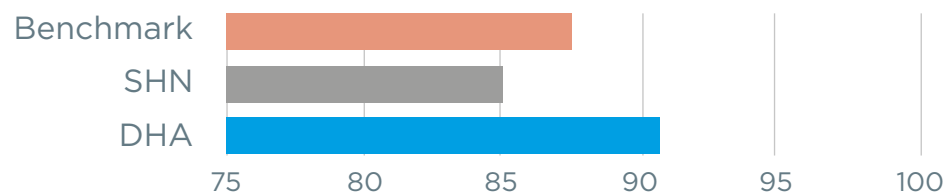
Estate Management

The Covid outbreak restricted the amount we were able to carry out on-site visits, including neighbourhood inspections. Nationally this resulted in a drop in satisfaction levels.

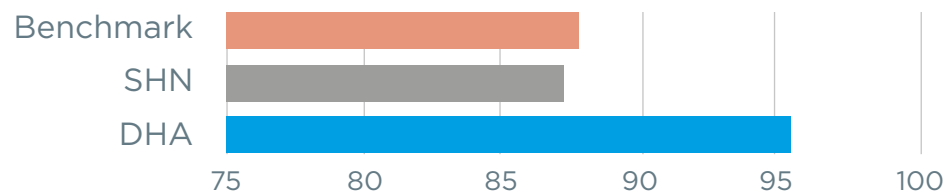
This year's satisfaction chart below shows our performance satisfaction rating at 90.51%, and although below last year's figure, it is still an outstanding rating as demonstrated against our peers. If we make a comparison with last year's figures, we can see the satisfaction rating dip across the board.

You may have seen your Housing Officer back out and about on the estate, and if not, it will not be long before you do. We were delighted to note that over 90% of DHA 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.

Tenant Satisfaction with Management of Neighbourhood % - 2021/22



Tenant Satisfaction with Management of Neighbourhood % - 2020/21



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.

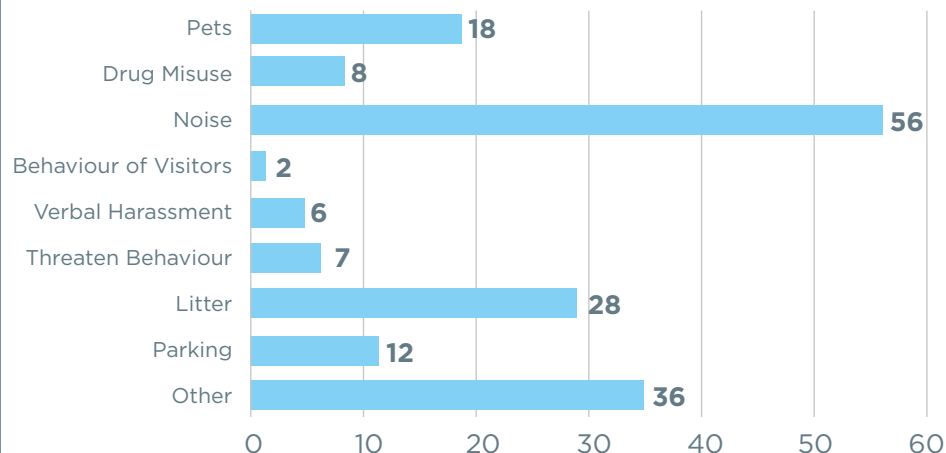
We understand from time-to-time neighbours may find themselves in dispute, whilst we are happy that the levels of such dispute are low across all of our areas, we continue to take anti-social complaints very seriously. The majority of neighbour complaints we receive are low-level (category C) and relate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

We received 173 neighbour complaints in the year, 98.27% of which were addressed within locally agreed timescales.

Neighbour Complaints responded to within timescale

98.27%

Neighbour Complaints by Category



Allocations 2021/2022

This year saw us return to some sort of normality in terms of our allocations function with performance returning to our normal outstanding levels.

With most RSLs suffering from the legacy of Covid, allocations were one area of our business which was impacted greatly in terms of the amount of time taken to relet our properties (days taken to let).

Throughout last year we steadily gained momentum allowing us to reduce our “days taken to let” from 12 days in 2020/21 to 6.24 days last year which was an excellent performance from the team.

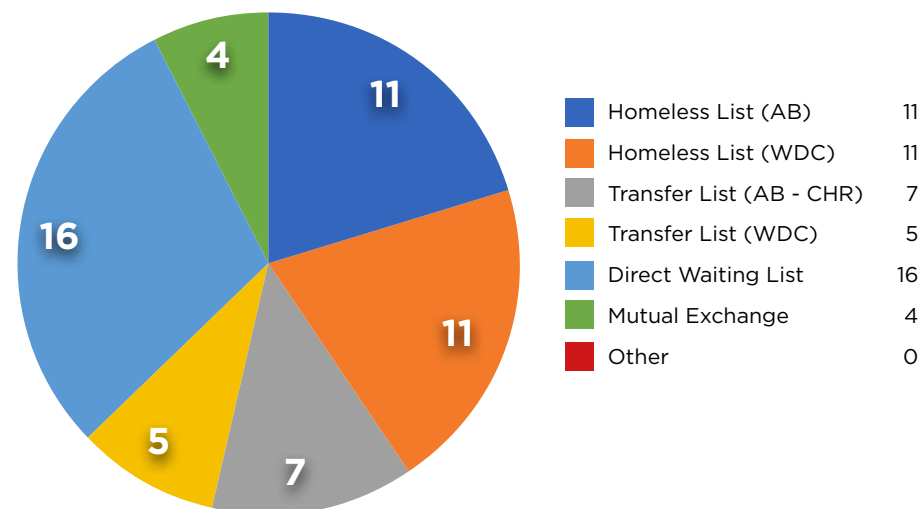
Last year we identified some properties which were restricting the Association from meeting its contractual requirements as set out in the Tenancy Agreement. These properties were not financially viable to relet, as a result of this, the Board approved these properties to be disposed of (sold on the open market).

Our lets resulted in a total of 50 mainstream lets for the year which is similar with last year’s 53 vacant properties re-let.

Our mainstream lets were let to the following groups;

Group	Number of Lets
Homeless List (AB)	11
Homeless List (WDC)	11
Transfer List (AB - CHR)	7
Transfer List (WDC)	5
Direct Waiting List	16
Mutual Exchange	4
Other	0

Allocation of Housing List



Housing Services

GARDEN COMPETITION AND GOOD NEIGHBOUR AWARDS 2021/22

The west coast of Scotland is amongst the best scenery and landscapes in the UK. Our tenants enjoy playing their part in making their neighbourhoods and gardens look beautiful.



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 2021/22 were:



Aileen Deeley from West Dunbartonshire



Linsey McCartney from Argyll and Bute.

Well done to Aileen and Linsey, each received a £50 shopping voucher which would normally be presented at our AGM but unfortunately due to Covid-19 restrictions, our AGM was held via Zoom and no formal presentation was possible.

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

This year we recognised Margaret Butler from Argyll & Bute 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

Near Me for Housing Services.

Dunbritton Housing Association has signed up to a new digital service Near Me, a free video appointment service to communicate with our tenants and customers using devices such as mobile phones, tablets, iPads, and computers with a webcam. This service will allow a virtual appointment to meet to discuss housing matters, such as rent arrears, neighbour disputes, allocations and applications.

Near Me was created by the NHS originally to aid doctors, nurses, and GPs to meet patients during the covid pandemic to provide help and support. The NHS seen the benefit of virtual appointments and have partnered up with the social housing sector to introduce this service in organisations.

Many organisations including local authorities and housing associations across Scotland are using Near Me and seeing great benefits. Due to our geographical location, it takes up a lot of staff time travelling to appointments, the Near Me tool prevents travel time, costs and enables you to have a longer appointment to resolve any issues.

The service can make communication and exchanges between staff and tenants more personal than over the telephone, which is great if you are feeling vulnerable or if there is a sensitive issue to discuss.



Becoming more digital will bring several advantages to you and Dunbritton, the main feature increasing interactions with our tenants and increasing our services and support to sustain their tenancies, for them to feel heard and part of the organisation.

If you wish to arrange an appointment using Near Me, please contact us on **01389 761486** and choose option 2 or email **housingmanagement@dunbritton.org.uk** and a staff member from the Housing Team will arrange an appointment and send you the details either via text or email to join the call on the agreed date and time.

Housing Services

We were delighted to welcome two new members to the Housing Services Team.

Michelle Johnstone joins us with a wealth of experience having worked in Social Housing for over thirty years. She had recently worked as a Housing Officer at River Clyde Homes and is looking forward to bringing all of her experience to use in assisting DHA's tenants and customers.

Gemma Connell comes to us having worked with the Scottish Federation of Housing Associations and prior to this, locally with Clydebank Housing Association. She is also studying for a degree in Business Management at the Open University.

Both Michelle and Gemma join the team as Housing Services Assistants and will be available to help customers with all housing related enquires from allocations to rent management.



Michelle Johnstone



Gemma Connell

Tenants Participation

Dunbritton Housing Association's aims to provide the highest possible standards of service to our tenants.

Our overall purpose of supporting tenants to have a better quality of life, whilst living in their homes, means that we are committed to:

- Working with our tenants, staff, and partners to achieve our vision.
- Providing good quality housing and services that are affordable and accessible to all.
- Supporting the physical, social, economic, and environmental regeneration of our estates and communities.
- Enhancing the quality of life in diverse communities that are safe, sustainable, and attractive.

We understand and recognise that to achieve this and our ethos of "Together We Can", it is important to seek and listen to your views to help us shape and continue to improve your homes, communities, and the services we deliver.

We aim to ensure our tenants and customers are at the heart of our decision making. During 2021/22 we engaged the services of the Tenants Information Service (TIS) to develop our temporary Participation Strategy. During 2022 we plan to work together to redevelop our Tenants Scrutiny Panel and progress with our Tenant Participation Strategy.

Dunbritton's Tenant Scrutiny Group: Why you should get involved...

Tenant scrutiny is about tenants being actively involved in reviewing how housing services are being delivered, and even more importantly, how they can be improved.

Tenants of housing associations and councils across Scotland have been part of scrutiny groups for many years now, leading to improved housing services, policies, and procedures. At Dunbritton, the scrutiny group is looking for new members to get involved, following a hiatus during the Covid-19 Pandemic.

We would love to see more tenants join the group to review how Dunbritton's services are working, how satisfied tenants are, and to give their views on how Dunbritton could improve.

Meetings will be held throughout the year and will last for a couple of hours, and options on how to join in the activities can be developed to suit you. If you would like to find out more and get involved, please contact the Housing Team on 01389 761 486, selecting option 2.

This is a fantastic opportunity to meet fellow tenants, Dunbritton Staff and the Tenant Information Service and to share your views and ideas. So, go on, why not give it a go?

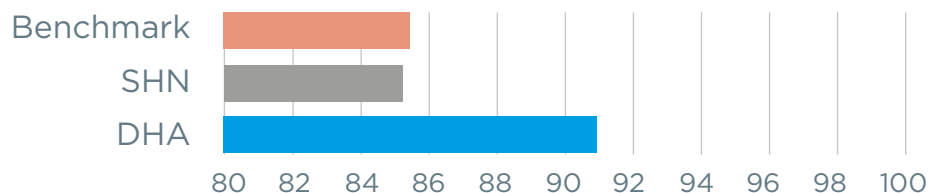


Satisfaction Surveys

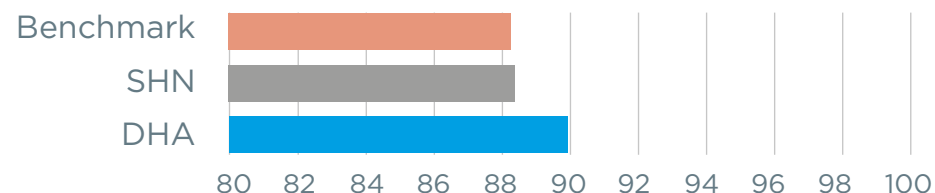
Independent satisfaction surveys are conducted, on a rolling basis, over a three-year period. You will also receive a survey form when reporting a repair. This survey asks for your comments on the repairs service, both positive and negative survey results help us to improve the service we provide to our customers.

The results of the independent survey relating to Asset Management are shown below. These figures have been collated by the Scottish Housing Network, (SHN), and are compared with all other Registered Social Landlords (RSLs).

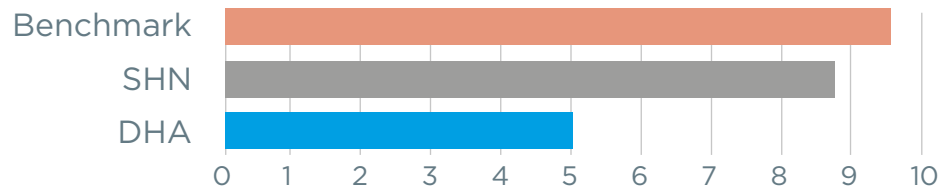
Satisfaction with the Quality of Home (%)



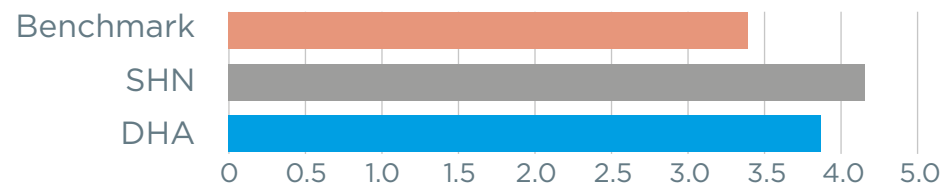
Satisfaction with the Repairs Service (%)



Timescale for Completing Non-Emergency Repairs (days)



Timescale for Completing Emergency Repairs (hours)



DHA tenant satisfaction levels are high: both with the quality of our homes; and the repairs service.

Repairs Surveys

We are grateful to our customers who completed and returned a repairs survey form. Your participation is appreciated. These comments were received during the year.

City Technical:

"Repair completed, very pleasant worker, did job quickly"

"A very pleasant and helpful young man. He even came back two days later to see if I was all right. I was very touched he did this off his time. Delightful and a true professional. Thank you so much."

"Came out very quickly and carried out the job in record time, I was very pleased with the jobs."

"Just over 2 1/2 hours from reporting the fault till the job was complete."

"Great service. Job well done"

Ledgerwood Electrical:

"a very long repair with problems in compatibility with the new shower whale pump but Stephen at Ledgerwood Electrical could not have been more helpful 10/10."

"Really quick and efficient service. Thank you."

"First class attitude & very polite & friendly. Service - excellent"

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

J Duff Joiners:

"The two workers were fantastic and worked all morning to replace the kitchen floor. They were fantastic at working away to complete the job."

"pleasant/courteous contractor - very happy with service"

"John Duff - Outstanding contractor"

"Absolutely delighted with the work done"

Asset Management

Covid 19 again caused challenges throughout the year. Contractors had difficulty sourcing materials, and staff sickness and isolation due to the pandemic affected both our contractors and the Association. Despite these setbacks, our repair response times remain low, and we will continue to work with our contractors and monitor our performance to deliver continuous improvements to the repair service.

Service Complaints

In the year we received 42 complaints.

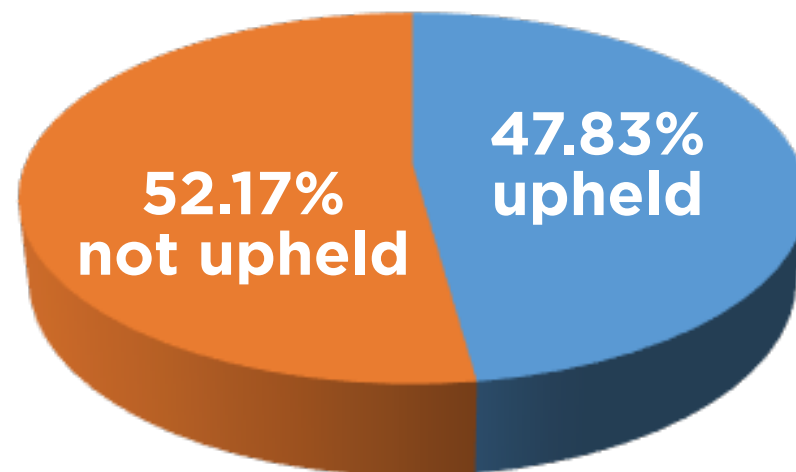
30 of these were stage 1 complaints, these are frontline resolution complaints which we look to resolve within 5 days.

12 were stage 2 complaints, these are more complex complaints which require an investigation, and we look to resolve these within 20 days.

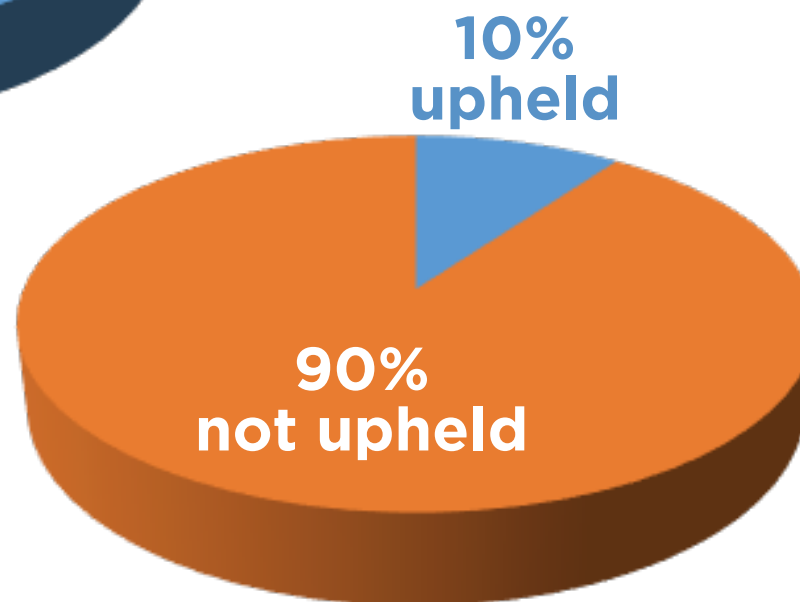
All of our complaints were resolved within these timescales, the average working days to resolve a stage 1 complaint was 3.23 days, and stage 2 was 8.33 days.

Service Complaints
responded to
within timescale
100%

COMPLAINTS



Stage 1



Stage 2

Cyclical works

Gas Servicing

The Association has a statutory duty to conduct an annual gas inspection at all relevant residential properties. As of the 31st of March 2022, all inspections were carried out within the required timescale.

Grounds Maintenance

Due to the pandemic, travel restrictions between areas caused difficulty for our contractor.

Despite this, our contractor conducted a programme of works that ensured our estates were maintained to the required standard.



Aids and Adaptations

The Association completed 18 Medical Adaptations in West Dunbartonshire and Argyll & Bute, during 2021/22. Stage 3 adaptations funding was provided by the Scottish Government. The adaptations included the conversion of bathrooms to wet rooms, and the installation of stair lifts.



Planned Maintenance Programme



Electrical Upgrades

To comply with new regulations which required properties to have interlinked smoke, heat and Carbon Monoxide detectors, DHA engaged Ledgerwood electricians & electrical contractors to upgrade our properties to the required standard. We completed this programme in March, meeting the Government's deadline. We are required by law to have a full Electrical installation condition report (EICR) conducted every five years. While conducting the fire alarm upgrades, our contractor also conducted a full electrical check and provided a current EICR. Our properties are fully compliant with current electrical legislation.

In accordance with our thirty-year lifecycle programme and audits of the existing electrical certification, we upgraded the domestic wiring in most of our properties at the Churchill Estate in Helensburgh. This project is ongoing.

Kitchen Replacements



Following a tenant consultation exercise by Magnet Kitchen, BRB Ltd installed new kitchens in fifty-seven of our properties at Cardross and Alexandria. Despite delays with the supply chain, we are pleased there was no effect on the service delivery.

Common Paint Works

After consultation with our tenants at 12 East Montrose Street, we engaged Bell Decorating to undertake internal painting works at this location following consultation. The paint colour was decided by a majority of residents.

The painting took place over the four floors of the block, including the stairwells and the front entrance. The standard of work was excellent, and the tenants were delighted with the end results.

Chief Executive's Summary

Dear Tenant,

During 2022 we will be celebrating 30 years as a housing association. Dunbritton over the years has developed as a thriving Registered Social landlord to provide high-quality affordable housing to the people of Argyll & Bute and West Dunbartonshire.

Since our inception, we have grown to now have over 1000 properties in our 30th year. Despite the changing economic environment, we remain committed to the development of good quality affordable homes in the communities we serve.

This achievement would not have been possible without the involvement of our tenants and Board members in shaping the services and standards that we have achieved.

Whilst we were still dealing with the pandemic at the start of April 2021 by September 21 the situation had eased, and we were finally able to open our offices to the public. In some ways, we had turned a corner and were almost, after 2 years, back to a normal working environment.

These have been challenging times, but we have strived to ensure a culture of “business as usual.” We have stayed focused on our strengths and our service provisions. You will see from the report that our satisfaction and performance levels remain high with no concerns for the Board or staff.

During 2021/22 we were still restricted due to lockdowns and social distance restrictions in relation to our repairs and maintenance services however despite this we did carry out more repairs than the previous year.

Value for money is always high on the Association's agenda and during 21/22 we engaged an external consultant to review and audit our existing service charge levels to ensure full

cost recovery. I am pleased to report that we received a good audit and have introduced an annual audit of service charges. In addition, our rent levels benchmark well with other housing Associations.

In pursuit of value for money, we continue to collaborate with external partners, stakeholders, and the private sector to ensure we can deliver effective affordable services.

Tenant Participation will be a firm focus for the Association during 2022/23. In 2021 we worked with the Tenant Information Service to develop our interim Tenant Participation Strategy. In 2022 we plan to redevelop our tenant's Scrutiny Panel and progress our Tenants' Participation Strategy.

Once again, I would like to take this opportunity to thank everyone associated with the Association whose hard work and determination have ensured Dunbritton has continued to be recognised as a reputable and respected Association in the housing sector.

Thank you



Allan Murphy
Chief Executive Officer



Community Support Fund



We at Dunbritton believe in building dynamic communities, and we realise that the key to this lies in assisting local community groups. Each year we offer grant funding of up to £500. This is available to schools, local 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 to:

- The Army Cadets,
- Grey Matters Active Ageing,
- Cardross Climate Action network,
- and funded food parcels and Xmas gifts to those in need.



Our Staff



Allan Murphy
- Chief Executive Officer

Housing Services



Robert Murray - Housing Services Manager

Lindsay Reid - Housing Officer

Gemma Connell - Housing Officer (Temporary)

Sharon Kane - Housing Officer

Lyndsay McGillion - Housing Officer

Kirsty McGlashan (Maternity leave)
- Housing Officer

Maureen Dods - Housing Services Assistant

Michelle Johnstone - Housing Services Assistant

Yvonne Sweeney - Housing Services Assistant

Asset Management



Paul Sweeney - Asset 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

Finance



Heather Maitz - Finance Manager

Marie Clare Freke - Finance Officer

Una Renfrew - Finance Officer

Samantha Degan - Finance Officer

Kevin Downie - Finance Assistant

Corporate Services



Daniel Wilson - Corporate Services Manager

Claire Samain - Corporate Services Officer

Anita Williamson - Corporate Services Assistant (am)

Elaine MacKechnie - Corporate Services Assistant (pm)

OUR BOARD OF MANAGEMENT

OFFICE BEARERS

Sephton MacQuire - Chair

Elizabeth McCurdy - Vice-Chair

BOARD MEMBERS

Alistair Tuach

Sonja Aitken

Chris Chalk

Elizabeth McCurdy

George Morrison

Julie Smillie

Fiona Craig

Andrew Cameron

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)

