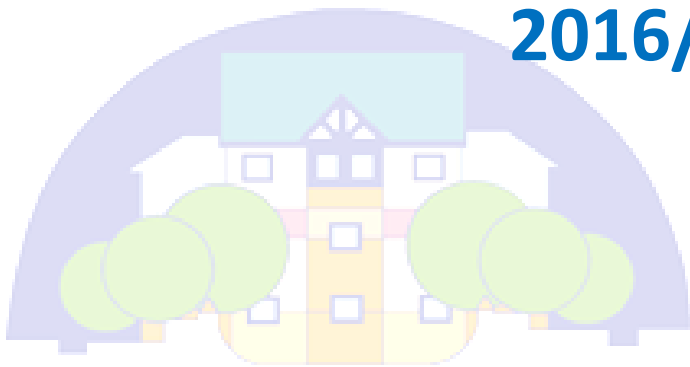


Meeting the Scottish Social Housing Charter 2016/2017



EASTHALL
PARK

“Our Report to our Tenants”



Easthall Park Housing Co-operative

“Making a difference to **our** Community”



Organisational Values:

- People focused
- Excellent customer services
- Equality and fairness
- Community Focussed

Key Strategic Objectives:

- Delivering excellent housing services
- Providing quality homes and an attractive environment
- Strong financial management and value for money
- People development and strong governance
- More than a landlord - maintaining a strong and vibrant community

Our Performance Highlights

2016-17

Easthall Park Housing Co-operative Report to Tenants on the Charter

Welcome to our Landlord Report to Tenants for 2016/17. This report is a requirement of the Scottish Social Housing Charter which sets the standards and outcomes that all Housing Associations and Co-operatives should aim to achieve when providing services to its Tenants. We have reported our performance against the Charter annually to the Scottish Housing Regulator and the information contained in this report is to let you, our Tenants know how we are performing as your Landlord.

We have given you information in this report to help you assess how good our service is. We hope that you find the information interesting and recommend that you visit the Scottish Housing Regulator's website www.scottishhousingregulator.gov.uk "finding out about your landlords performance". We have enclosed, the Scottish Housing Regulator Landlord Report for your information.

Easthall Park are always keen to encourage feedback from Tenants on our services, policies and publications. Please let us know if you have any questions about our Landlord Report to Tenants for 2016/17.

Customer Service

95.31

%

Tenant satisfaction with our overall service

77.62

%

Of tenants feel their rent offers value for money

99.28

%

Of tenants feel we are good at keeping them informed about service decisions

84.92

%

Of complaints were responded to within timescale

46.03

%

Of complaints were upheld

Repairing Homes

97.14

%

Tenant satisfaction with our repair service in the last 12 months

2.58

hours

Is the average time taken to complete emergency repairs

3.82

days

Is the average time taken to complete non-emergency repairs

91.61

%

Reactive repairs completed first time

£853,248

Spent on investment

Our Performance Highlights

2016-17

Community

96%

Of tenants felt safe in their community (day)

95%

Of tenants felt safe in their community (night)

85.71 %

Owner satisfaction with overall service

99%

Of tenants were very or fairly satisfied with customer care provided

98%

Of tenants were very or fairly satisfied we treat them fairly

Maintaining Homes

98.56 %

Of tenants satisfied with the quality of their home

100%

Of housing stock meets the Scottish Housing Quality Standard

93.06 %

Of our housing stock meets required energy efficiency

£311,896

Day-to-day spend, including voids

100%

Of our properties have current gas safety certificates

79.41 %

Of new tenants within the past year were satisfied with the standard of their home

Managing Tenancies

79.46 %

Of anti-social behaviour cases resolved

98.19 %

Tenant satisfaction with our neighbourhood

14.41 days

Was the average time to relet a property

0.24%

Of rental income was lost due to properties being empty

95.67 %

Tenant satisfaction with participation opportunities in their landlords decision making process

Rental Income

3.02%

Gross rent arrears

100.18 %

Rent collected

£19,845

Former tenant arrears

£9,081

Bad debt written off

96%

Felt they had enough information about the rent they pay



Thank you for reading our 2016/2017 Residents Report on the charter. We hope you found the report useful and easy to understand.

Since 2014 we have produced a report on how we are meeting the Scottish Social Housing Charter. This year we are going to be producing two in recognition of us celebrating our 25 year anniversary.

Please look out for our more detailed report, that will give fuller information. This will be popping through your door later in the year. If there is anything you would like to see in this report we would love to hear from you.



Getting in touch

Do you know you can email/text us.
Also we are on facebook and twitter.

By email
enquiries@easthallpark.org.uk

By Text 07717 767 618

via Facebook or Twitter #Easthallpark

We welcome all comments/complaints
and a chance to put things right if they
have gone wrong.

Copies of Scottish Housing Regulator Charter can be found on their website

<https://www.scottishhousingregulator.gov.uk>