



The Scottish Social Housing Charter
... how well are we doing?



Welcome

Welcome to Almond Housing Association's Charter Report to Tenants. The 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 delivering 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 2014-15 but we know that we can always do better.

We hope that you find this report interesting and would 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.

Almond at a Glance:



2,424 homes



£74.97 average weekly rent



2.6% rent increase for 2015-16



£9,518,459 total rent due



156 tenancy offers made



82 medical adaptations completed

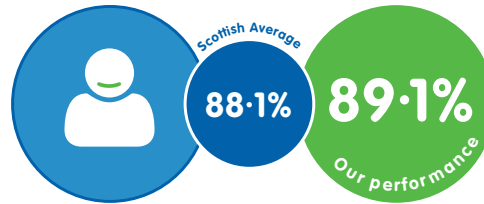


factoring services provided to 187 properties

How satisfied were you with...

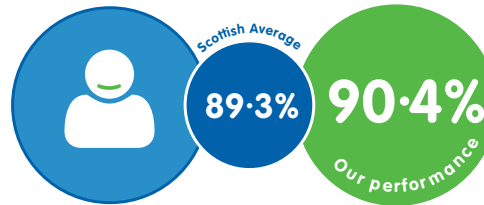
...our overall service?

We carried out 1154 face to face interviews as part of our tenant satisfaction survey in December 2013. We used the results from this survey to improve the services we provide including extending our office opening hours and introducing an extended repairs appointments system. We would like to improve our response rate next year so please take part and let us know what we can do to offer an even better service.



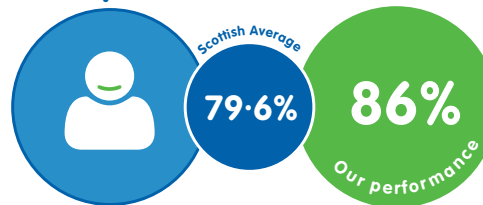
...how well we kept you informed?

We recognise the importance of keeping you informed of changes, improvements and developments within the organisation. We do this through our newsletter, Almondview, which is sent out 4 times a year. We also keep the website updated with important information and news stories.



...the opportunity to have your say?

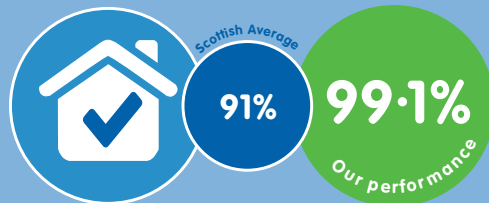
We encourage you to get involved in shaping the direction of the organisation and one of the many ways to do that is through the Tenant Focus Group. You can also become a member of the Association and apply to join the Board of Management. We offer regular opportunities to take part in surveys and consultations. We always want to hear your views, so please get in touch at any time and let us know how we're doing.



How well did we look after your homes...

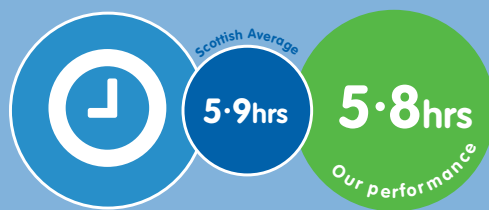
...did we meet the Scottish Housing Quality Standard?

We have made significant investments in your homes to ensure that they are of a decent standard and are healthy, safe and secure. We will continue to invest in properties through our rolling capital works programme.



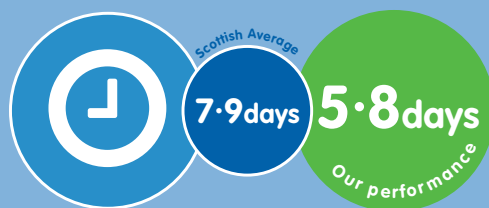
...did we complete emergency repairs on time?

We strive to run a comprehensive repairs service and this is a priority for our Repairs & Maintenance team. We continue to work with our contractors to improve this invaluable service.



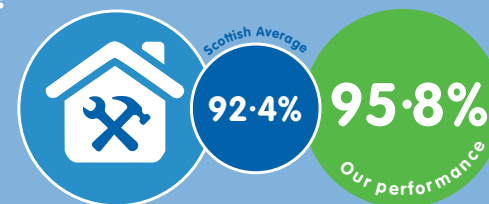
...did we complete non-emergency repairs on time?

Similarly, we are committed to improving all aspects of the repairs service, including reactive repairs.



...did we keep our appointments?

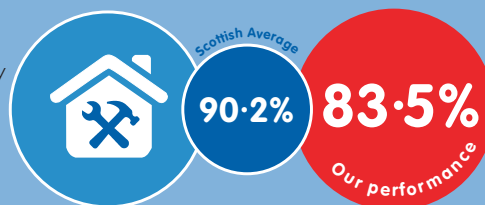
We understand the importance of carrying out repairs at a time that is convenient for you. We hope to better the service we provide by improving how we schedule repairs in the future.



How well did we look after your homes... (contd.)

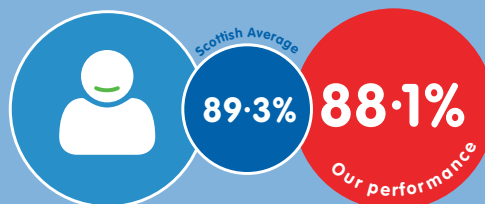
...were your repairs completed right first time?

We continue to work with our contractors to improve performance so you can be assured that repairs will be completed as quickly and efficiently as possible. We will monitor this through regular update meetings with our contractors and by carrying out inspections once the repairs have been completed.



...were you happy with the repairs service?

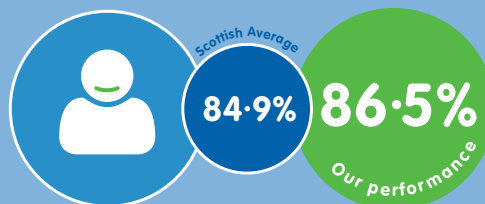
By continuing to improve our repairs service, working with contractors and monitoring the quality of work carried out, we aim to improve the level of satisfaction.



How well did we look after your neighbourhood...

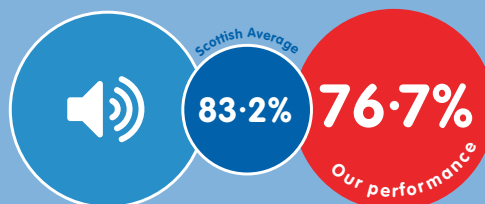
...were you happy with how we managed your area?

We want you to feel that you live in a safe environment that you are proud to call home. By working with local partners such as Almond Enterprises and West Lothian Council we will do our best to ensure that our neighbourhoods are managed to the highest standard.



...did we solve your anti-social behaviour complaints on time?

We have worked hard over the last year to improve how quickly we deal with anti-social behaviour. Our Tenant Focus Group agreed on a target of 28 days to resolve cases and our Housing Officers will always aim to deal with ASB complaints within that time. We will monitor this and work on further ways to improve our performance.

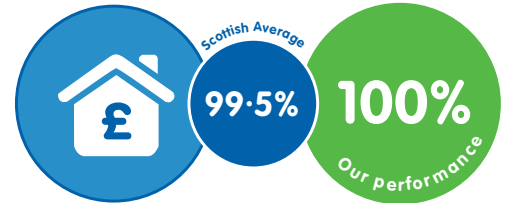


3.5 cases reported for every 100 homes

Did we offer good value for money...

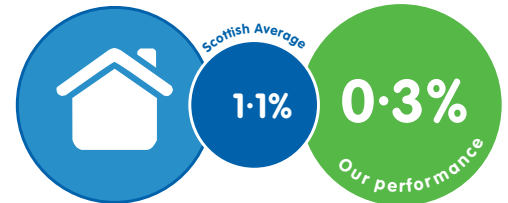
...how much rent did we collect?

The rent that we collect 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 tenants' homes and the communities we serve.



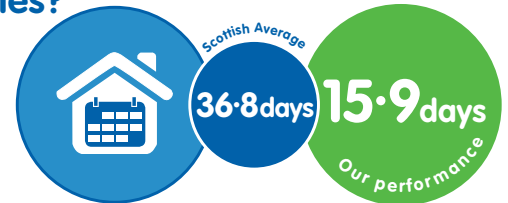
...how much rent did we lose due to homes being empty?

Our low rent loss levels are a testament to our Housing Management and Asset Management teams who work hard to get properties let as soon as possible after they become empty.



...how long did we take to relet homes?

We continually strive to relet properties as quickly as possible as evidenced by our low relet time.



2014-15 improvements

- 30** new boilers
- 59** external roughcast
- 17** front entrance doors
- 13** common stair upgrades
- 101** electric heating upgrades
- 24** garage roofs
- 76** external wall insulation and roofs



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.

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