



Putting our Tenants and Our Communities First

# Argyll Community Housing Association

BUTE AND COWAL COMMUNITY PLANNING  
GROUP

10<sup>TH</sup> MAY 2016

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## The Association's Investment Programme in Argyll and Bute from stock transfer to March 2015

Elements	Total Completed – November 2006 to March 2015
Windows & Doors	5,584
Kitchens & Bathrooms	9,220
Heating & Rewire	6,347
Roof & Roughcast	1,277
<b>Total elements 2006 - 2015</b>	<b>22,428</b>
Total expenditure (ex VAT)	<b>£97.22million</b>

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## The Association's Investment Programme

	Annual Targets		Current Target and Progress					
	Annual Target Spend Total £	Annual Target No.s	Target Spend by Dec 15	Target No.s by Dec 15	Actual Spend by Dec 15 £	Actual no.s Dec 15	% Spend	% No.s
<b>Elements</b>								
<b>Windows and Doors</b>	£1,486,000	771	£335,000	193	£76,793	48	23%	25%
<b>Kitchen and Bathrooms</b>	£ 390,000	90	£273,000	56	£220,976	47	81%	84%
<b>Heating and Rewire</b>	£ 657,000	145	£486,000	97	£483,178	108	99%	112%
<b>Roof and Roughcast</b>	£7,176,936	643	£5,805,000	429	£ 5,485,644	488	94%	114%
<b>Refurbishment</b>	£3,077,000	182	£1,658,000	46	£934,296	45	56%	99%
<b>Total</b>	<b>£12,786,936</b>	<b>1831</b>	<b>£8,557,000</b>	<b>820</b>	<b>£7,200,887</b>	<b>736</b>	<b>84%</b>	<b>90%</b>

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## The Association's Investment Programme 2015/16

- Small programme of completions for kitchen and bathroom renewal
- Heating, rewire, window and door completions in the remaining properties requiring it
- Significant number of roof and roughcast contracts on site in all areas
- Target spend for the investment programme in 2015/16 is £12.7million

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## New build programme

- **264 new homes built to date**
  
- **56 units currently on site;**

Glenshellach, Oban Ph2 –	17 units
St Oran’s Place, Connel Ph2 –	10 units
Tower View, Inveraray –	12 units
Sealladh na Mara, Bowmore Ph2	10 units
Tayvallich	2 units
Victoria Park, Dunoon	5 units
  
- 8 units off the shelf, Ardenslate, Dunoon, pending

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## **New build programme** (continued)

Future new build opportunities for 2015/18 period;

- Jutland Court, Helensburgh – 16 units, anticipated site start Summer 2016
- Arinagour, Coll – 2 units, anticipated site start June 2016
- St Oran's Place, Connel – 10 units, anticipated site start August 2016
- Carradale – 2 units – site option appraisal currently being carried out

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## New build programme (continued)

- The Association is currently carrying out a demand/needs analysis to inform our new build programme from 2018 to 2022.
- Financing deal with Lloyds to provide £13million to support Scottish Government and Argyll and Bute Council grant. At current grant levels this could help provide 200 new homes post 2018.
- From April 2016 per unit subsidy levels will rise by up to £14,000 per year from the Scottish Government

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# Tenant Satisfaction Survey October 2015

Indicator Number	Description	Satisfaction 2013/14	Satisfaction 2014/15	Satisfaction 2015/16	Scottish Average 2014/15	Comments
1	Percentage of tenants satisfied with the overall service provided by their landlord	73.27%	Not collected (73.27%)	<b>84.09%</b>	<b>88.09%</b>	<ul style="list-style-type: none"> <li>• <b>Increase of 10.82% from 2014/15 ARC submission</b></li> <li>• <b>4% below Scottish Average</b></li> </ul>
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	73%	Not collected (73%)	<b>85.68%</b>	<b>89.33%</b>	<ul style="list-style-type: none"> <li>• <b>Increase of 12.68% from 2014/15 ARC submission</b></li> <li>• <b>3.65% below Scottish Average</b></li> </ul>
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	61%	Not collected (61%)	<b>75.23%</b>	<b>79.58%</b>	<ul style="list-style-type: none"> <li>• <b>Increase of 14.23% from 2014/15 ARC submission</b></li> <li>• <b>4.35% below Scottish Average</b></li> </ul>
9	Percentage of tenants satisfied with the standard of their home when moving in	70.73%	77.78%	Will be available end March 2016	86.05%	<ul style="list-style-type: none"> <li>• This data is collated via other survey methods</li> <li>• information is gathered face to face at New Tenant Settling in Visit</li> </ul>



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Indicator Number	Description	Satisfaction 2013/14	Satisfaction 2014/15	Satisfaction 2015/16	Scottish Average 2014/15	Comments
10	Percentage of existing tenants satisfied with the quality of their home	71%	Not collected (71%)	76.14%	85.84%	<ul style="list-style-type: none"> <li>• Increase of 5.14% from 2014/15 ARC submission</li> <li>• 9.7% below Scottish Average</li> </ul>
16	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	96.79%	97.68%	Will be available end March 2016	89.31%	<ul style="list-style-type: none"> <li>• This data is collated via other survey methods</li> <li>• Information is gathered from the return of satisfaction cards, telephone surveys and post inspections</li> </ul>
17	Percentage of tenants satisfied with the management of the neighbourhood they live in	68%	Not collected (68%)	84.77%	84.91%	<ul style="list-style-type: none"> <li>• Increase of 16.77% from 2014/15 ARC submission</li> <li>• 0.14% below Scottish Average</li> </ul>
29	Percentage of tenants who feel that the rent for their property represents good value for money	70%	Not collected (70%)	90.68%	76.79%	<ul style="list-style-type: none"> <li>• Increase of 20.68% from 2014/15 ARC submission</li> <li>• 13.89% ABOVE Scottish Average</li> </ul>
33	Percentage of factored owners satisfied with the factoring service they receive	38.89%	45.61%	69%	62.98%	<ul style="list-style-type: none"> <li>• Increase of almost 23% from 2014/15 Arc submission</li> <li>• 6% ABOVE Scottish Average</li> </ul>
37	Percentage of gypsies/travellers satisfied with the landlord's management of the site	70%	57.14%	Will be available end March 2016	79.40%	<ul style="list-style-type: none"> <li>• This data is collated via other survey methods.</li> <li>• Future surveys will be carried out face to face</li> </ul>

• Complaints performance now on target

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## Syrian refugee initiative

- The Association housed 4 families on Bute in December 2015
- A further 5 families joined us on February 16<sup>th</sup>, again on Bute
- The Association will rehouse 6 families in Campbeltown in the Spring of 2016
- ACHA's contribution in total will be 15 homes

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## Syrian refugee initiative (continued)

- The Association has participated in the Refugee Resettlement Group
- The above has been a multi-agency partnership involving Scottish Government, Argyll and Bute Council, Health Board, Police and the voluntary sector

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### Office infrastructure and information technology

- Rothesay office conversion now on site; anticipated completion end of May 2016
- Dolphin Hall, Dunoon; status quo unless alternative better option becomes available



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### Welfare rights

Funded in 2015/16 by  
the Scottish Govt

People and  
Communities Fund

Funding of £200,000

Total client gain for  
Argyll and Bute was  
£1.8 million.



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### Welfare rights

For 2016/17 invited to apply for continuation funding

Received £170k

ACHA Welfare Rights project will continue until end of March 2017



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### AHFA

- Coming to the end of the three year contract
- Association will invoke the one year follow on for financial year 2016/17
- Intend to start negotiations for new contract August 2016
- Areas for improvement around getting homes back quicker
- Need to look at tenant satisfaction card returns



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- Anti-Social
- Continue to have success in court regarding anti social behaviour
- Drug Dealer evicted in Dunoon at end of 2015
- Interim ASBO in place in Dunoon



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## External issues

- Right to Buy to end July 2016
- Scottish Parliament elections. Housing appears to be a key manifesto issue
- If elected, SNP say they will fund 50,000 new affordable homes in the lifetime of the next Parliament. Labour are committed to 60,000
- New standards for Gypsy Traveller sites

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## External issues (continued)

- Meetings held with the Council to develop the ongoing Strategic Housing Investment Plan
- Universal Credit comes to Argyll in 2016

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### Key challenges

- Housing need; 3,116 applicants for housing in Argyll and Bute
- Health warning; high demand in many areas, low demand in Campbeltown and Bute
- Population decline substantial in certain areas
- Energy Efficiency Standard for Social Housing (ESSH) to be completed by 2020
- Voids, and lost income, improving tenant satisfaction?

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**QUESTIONS?**

