



**Clackmannanshire  
Council**

www.clacksweb.org.uk

## **Clackmannanshire Council Housing Service**

### **Performance Report 2012 - 2013**

2012 - 2013 was an eventful year for the Housing Service. We started by looking for your views on what our priorities should be for Council Housing. You may have seen us at the Alloa Jubilee Gala and the Tillicoultry Gala day. This helped us to shape our approach to reviewing the Housing Revenue Account Financial Business Plan and the Clackmannanshire Housing Strategy. These reviews have now been carried out and again, with your input, we have determined recommended rent increases and capital investment, including building new properties, over the next 30 years. This helps us to plan our business to provide you with the services you need.

In April 2012 we launched the Common Housing Register (CHR) with our partners Ochilview Housing Association and Paragon Housing Association. The CHR allows applicants to submit housing applications to all three housing providers by completing just one form. We are currently reviewing the CHR and will tell you about any improvements we make.

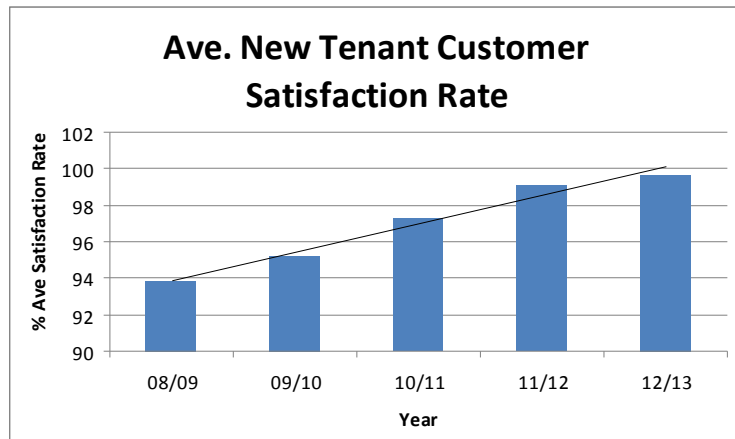
As well as reviewing the way you can apply for Housing, we have been working on reviewing the way we allocate properties. Our Allocation Policy has been reviewed and updated. You can see the changes we have made on [Clacksweb](#)

The Scottish Social Housing Charter came into effect on 1st April 2012. We have, like all social landlords, been working towards an approach to measure our success against the Charter. This work will come to fruition during 2013 - 2014 with our first report on the Charter due next year. We will be looking for your input into how this report will look and what information is included in it.



## New Tenants

After 6 weeks in their tenancy, we ask our new tenants to rate their satisfaction on the application process, the sign-up meeting and the lettable standard. This provides us with an average new tenant customer satisfaction rate.



99.67% of our new tenants were satisfied when they moved into their new home.

Following some analysis of our new tenants, we decided to improve our approach to supporting new tenants when they take up their tenancy. This support takes the form of extra visits during the first year of the tenancy.

We also ask how satisfied new tenants are with the service they have received during the first year of their tenancy. We have only collected this over the last year but so far the feedback is positive with 87% of respondents satisfied with the New tenancy process.

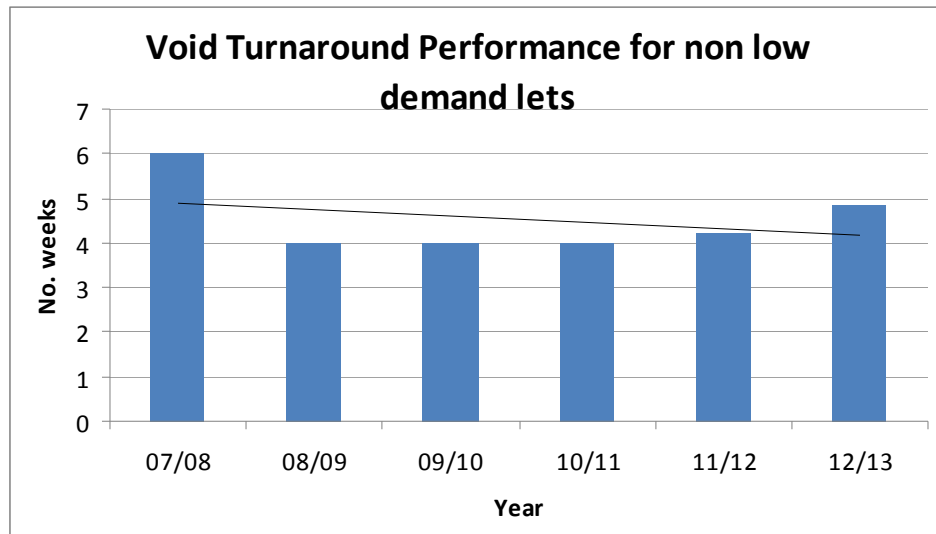


## Void Performance

We have 2 main indicators for measuring void performance, void turnaround time and void rent loss.

### Void Turnaround Time Performance 2006 – 2013

This indicator measures the time we take to get a property ready for let. Over the past 3 years we have performed well and have achieved our target of letting houses within four weeks.



In 12/13 the average time taken was 5 weeks. Some reasons for this change are:

- We had more people terminate their tenancies - 426 compared to 352 terminations during 2011/12. This increase placed extra pressure on Facilities Management who deliver our repairs service. We also took the strategic decision to replace kitchens, bathrooms and heating systems where required during the void period to reduce disruption to tenants once they had moved in.
- 27 new build units became available during this period. This had an impact on resources in the voids and allocations team.

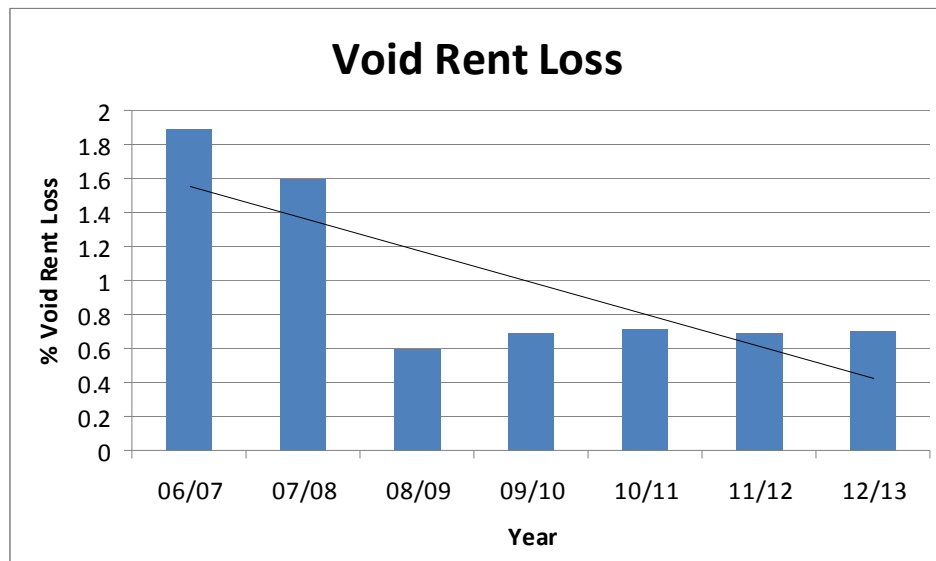
### How do we compare?

We compare our performance against other Scottish landlords through the Scottish Housing Best Value Network. The Scottish Average also dipped slightly, therefore Clackmannanshire achieved the average void letting period.



## Rent Loss due to Unoccupied Dwellings Performance 2006-13

This indicator is the level of rent lost due to our properties remaining empty when they are unavailable for letting. It indicates how efficiently we identify new tenants and identify and carry out any repairs necessary before a new tenant can move in. The better our performance in this area, the less income is lost and we have more money to invest in your home. As expected due to the slight increase in void time, the rent loss has also increased slightly.



### Addressing Void performance

To help us to improve our performance in managing void properties, we have introduced the following:

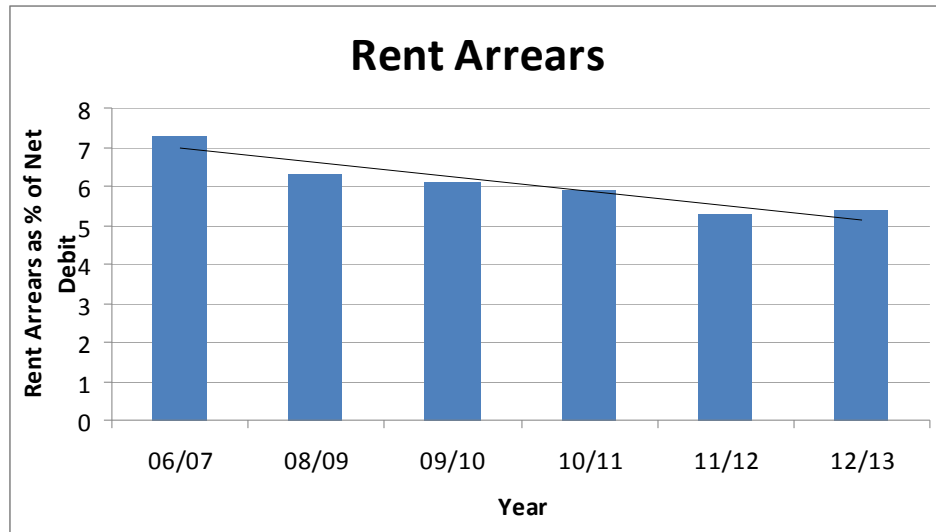
- A new system that allows us to monitor void properties more closely.
- Increased our meetings with Facilities Management to ensure work is completed on time.
- Directed more resource to create a focus on improving void performance.

### How do we compare?

Although our void rent loss has increased slightly, we are still among the top performers in Scotland.



## Rent Arrears Performance 2006-13



From the graph, you can see that rent arrears increased slightly in comparison with 2011/12.

We are working closely with our colleagues in Revenue Services to ensure we do everything we can to support our tenants to pay their rent.

### **How do we compare?**

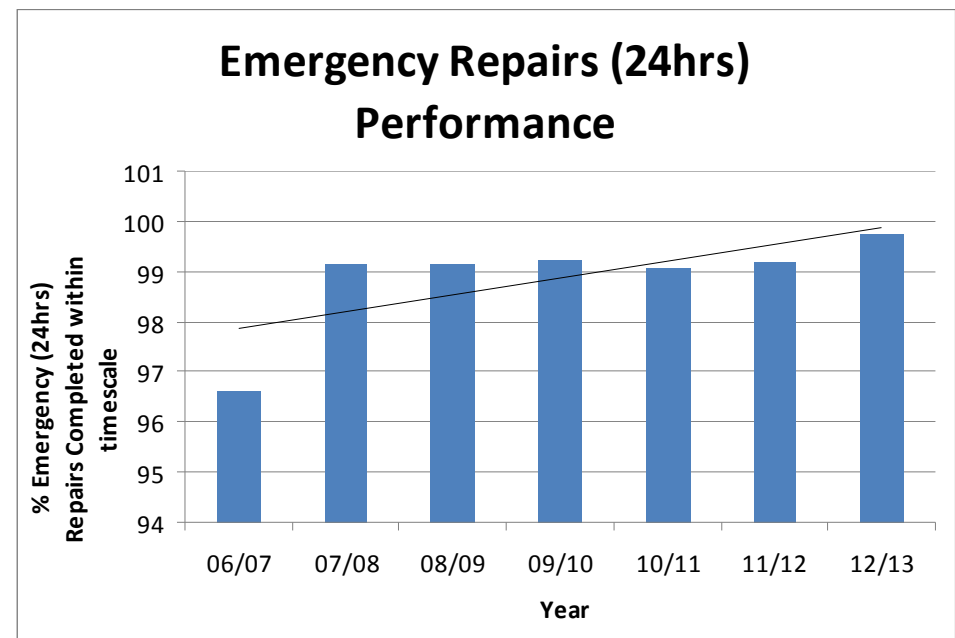
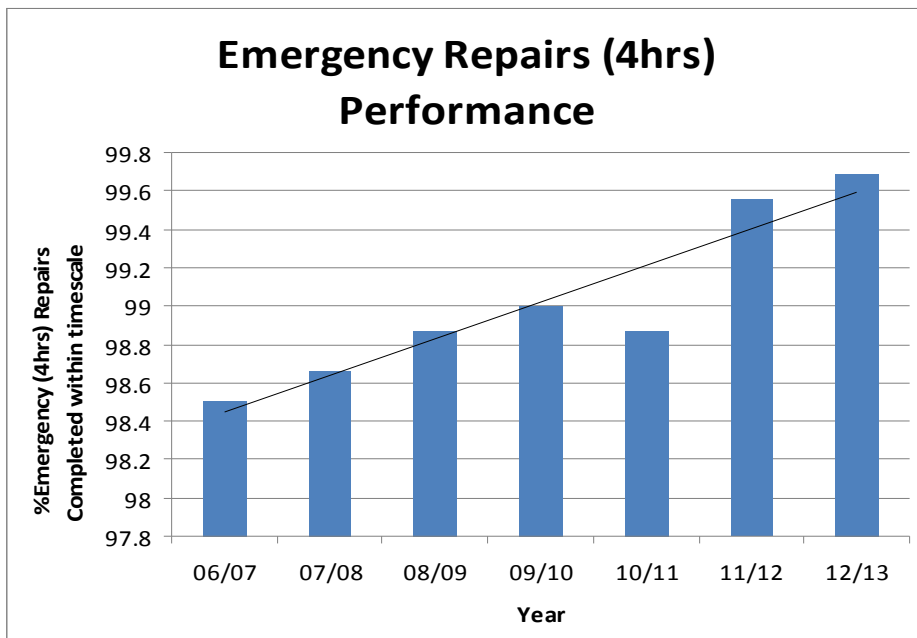
We still compare favourably with the rest of Scotland as the average rent arrears were 7.09%. Our figure of 5.41% at the year end kept us well below the Scottish average.



## Repairs Satisfaction

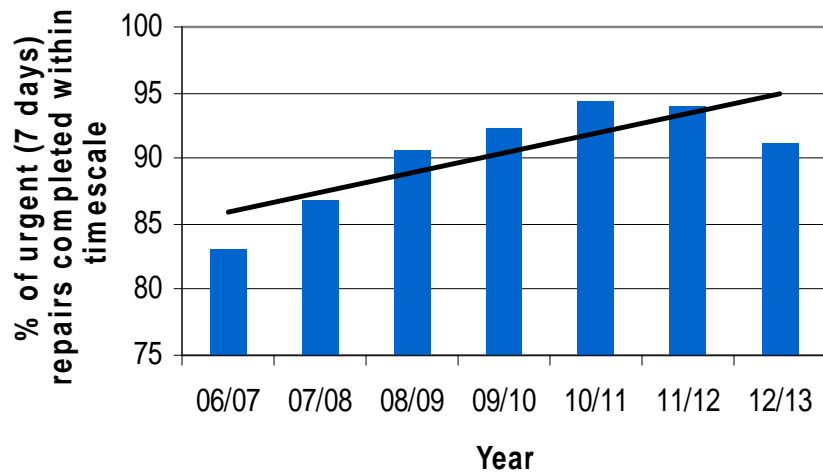
We check tenant satisfaction with the repair process with a random sample of tenants who have recently had a repair completed. 94% of tenants surveyed in 2012/13 rate the overall repairs service as excellent, very good or good.

## Repairs Performance 2006-13

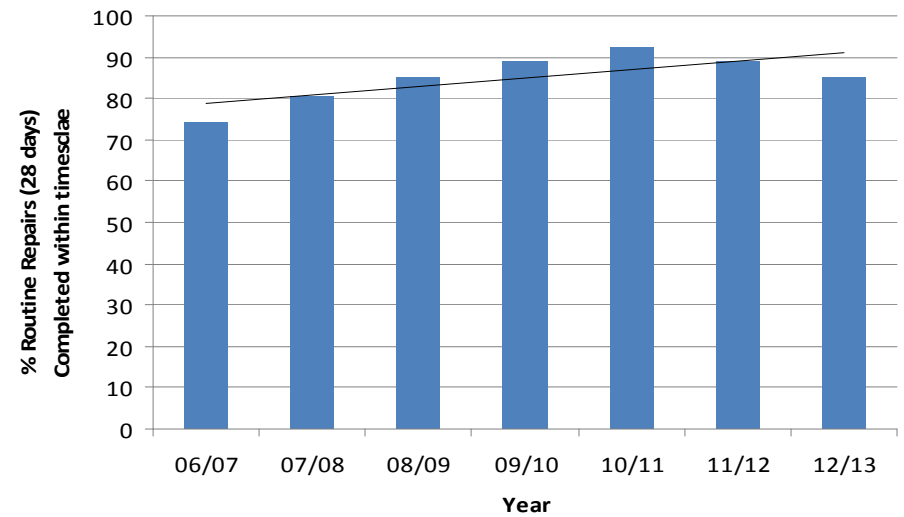




### Urgent Repairs (7 days) Performance

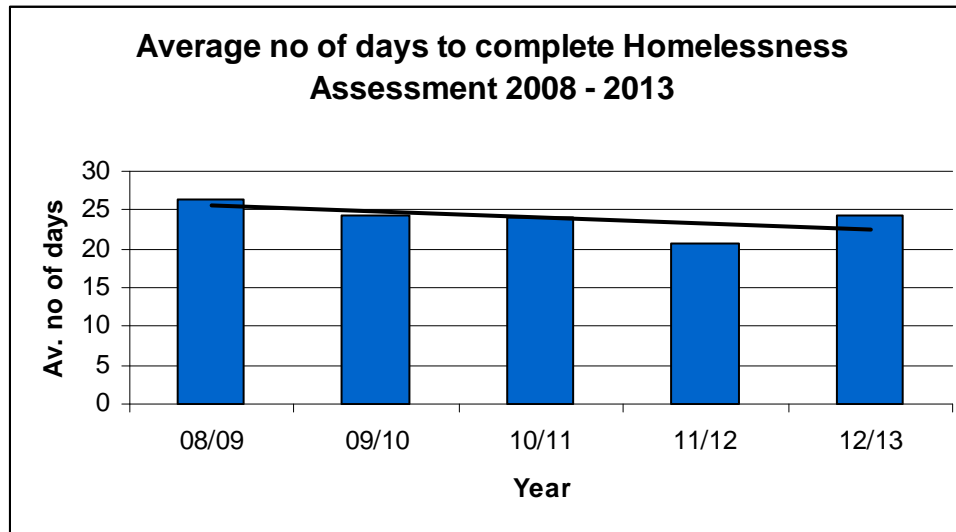


### Routine Repairs (28 days) Performance





## Homelessness Performance 2012/13



We collect lots of information about monitoring Homeless applications. This indicator shows how long on average we have taken to complete a Homeless application. During 2012 / 13 our performance has dipped in this area.

### Addressing Homeless performance

- We have recognised that we need to improve our case management so we have put in place a better trigger system to ensure cases are managed more effectively.

## What's coming in 2013 / 14?

As a Council, we are all working together to Make Clackmannanshire Better. During the year 2013 / 14, priorities for Housing are:

- Working together better to provide excellent services at reduced cost
- Making our "Housing Options" service recognised as an example of best practice in the sector
- Ensuring our residents have access to a good range of support and advice services
- Providing high quality homes that we are proud of
- Making our communities safer, and more inclusive.





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### **Further Information**

If you require further information about anything contained in this document, please contact

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