



DUNBRITTON
HOUSING ASSOCIATION

Dunbritton Tenants
Report 2020/21

*Together
we can...*

Tenants Report

The Report looks at how Dunbritton performed in the year from April 2020 to March 2021.

Every year, housing associations are required to report to the Scottish Housing Regulator on how they have performed, this report is called the Annual Report on the Charter (ARC).

Whilst this Report provides key information on how we are performing, within this Report we also provide data of the average results across the Scottish Housing Network (SHN), and the average performance of rural housing associations.

This data is detailed in the following graphs, showing our performance, the SHN and the Benchmark.

The results we have provided were selected by the Tenant Scrutiny Panel to provide an over view of the Association's performance.

*Together
we can...*

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2020/2021 Headlines



165

properties
let in year



95%

Tenants satisfied with
our overall service



23

staff



£4
million

in rental
income

99%



anti-social
behaviour complaints
completed on time



0.5%

rent increase
applied 20/21

92.9%



satisfied with home
when moving in



93%

repairs
right first
time

**Neighbourhood
satisfaction**

95%	2020/21
90%	2019/20
92.1%	2018/19

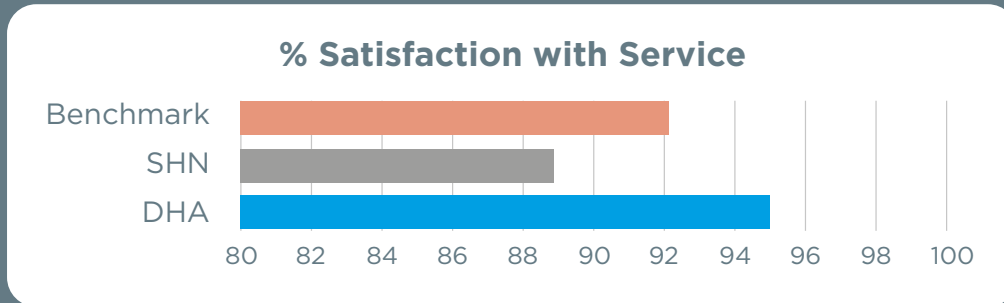
Our Homes and Rents

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

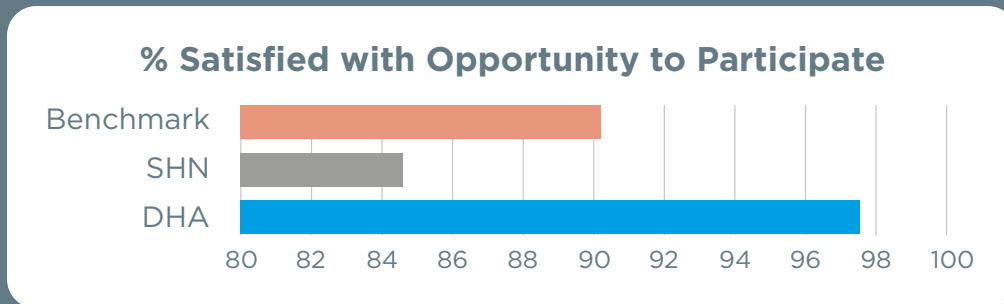
	House	Tenement	4 In a Block	Other Flat	Total Units	Average Weekly Rent £
2 apt	12	151	55	16	234	£81.95
3 apt	160	177	101	0	438	£85.93
4 apt	208	21	1	0	230	£91.77
5 apt+	77	0	0	0	77	£97.75
Total	457	349	157	16	979	£87.31

Tenant Satisfaction

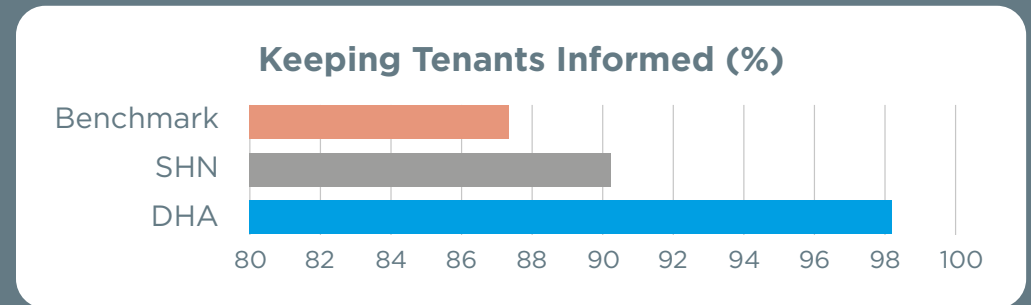
On an annual basis we employ an external agency to survey our tenants to ensure that satisfaction levels with the services we provide remain high.



The satisfaction level amongst our tenants continues to remain higher than both the rural benchmark and the national average.



It is important for us that we are open and accountable to our tenants. We look to offer opportunities for tenants to become more involved in the decision making of the Association, including opportunities to participate on our Scrutiny Panel and Board of Management, and we were delighted to see familiar faces in attendance at our virtual AGM.



At a time of isolation, we actively sought to increase the amount of contact we had with our tenants. This included our Covid bulletins, phone calls from the Housing Services Team and our newsletters, and we were happy to see this was reflected in the survey which detailed that the vast majority of our tenants feel we are doing a great job at keeping them informed.

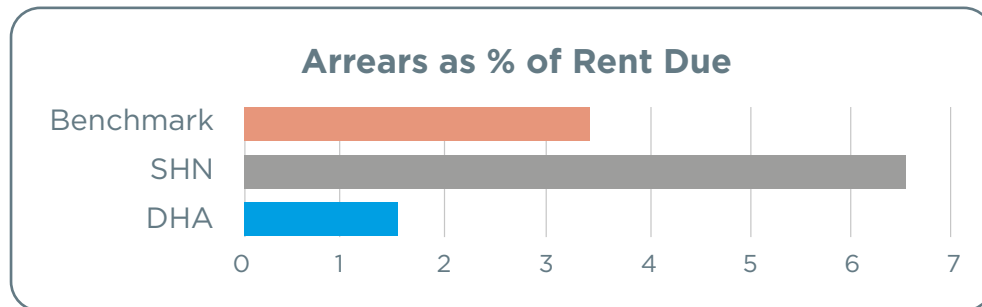


Rent Management

Last year was difficult for most people, particularly for those tenants on low incomes.

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 a particular challenge this year as tenants have been impacted by lockdown following the Covid-19 outbreak. Housing Officers have been in contact with tenants throughout the pandemic offering help and advice to those who are struggling financially, including those that have been made unemployed, furloughed or found their incomes reduced.

Through their hard work and your assistance, this was reflected in our benchmarking results;

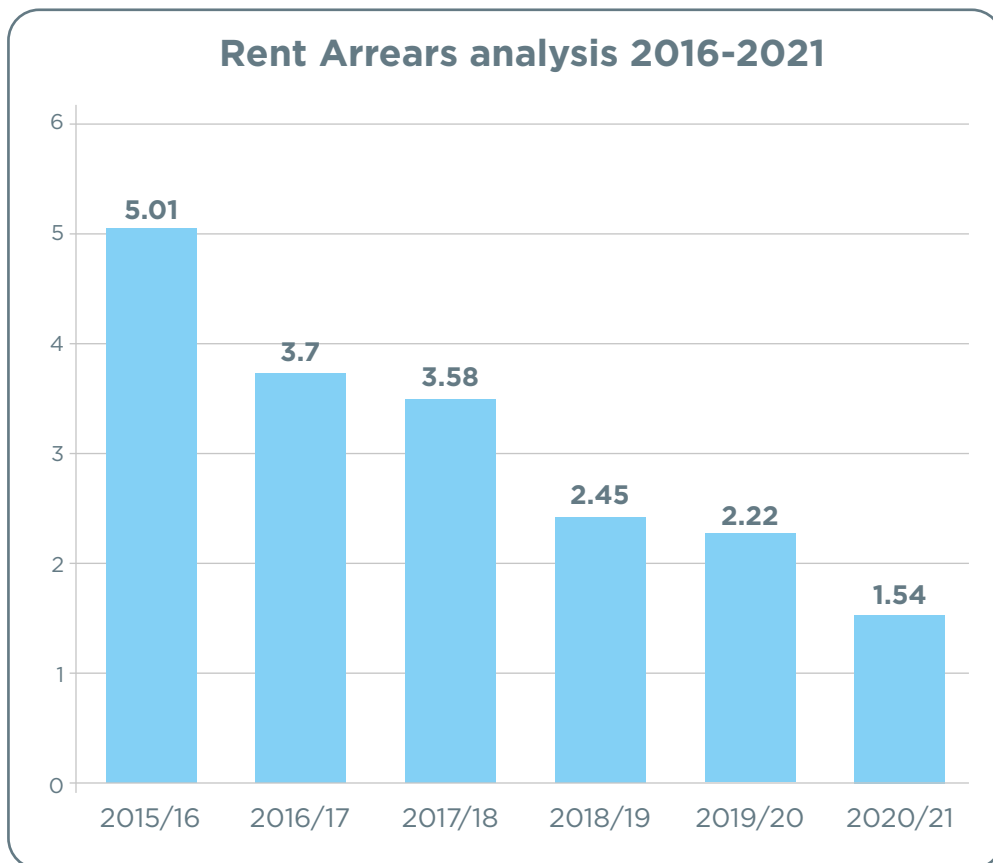


This has been achieved through our excellent partnership working with agencies such as: Citizens Advice Bureau, Local Authority Welfare Rights Services, and other local voluntary agencies. Local authorities were awarded funding through the Scottish Government which was also used to offset tenants debts affected by Covid-19.



Rent Management

Despite Covid-19 and all the restrictions, unemployment, furlough etc. we still managed to reduce our rent arrears level again as demonstrated below for the 6th consecutive year;



Here are some of the services that are available and their contact details:

Local Citizen Advice Bureau

<http://www.cas.org.uk/>

Citizen Advice Bureau - Benefits List page

<https://www.citizensadvice.org.uk/benefits/>

Department for Work and Pensions

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Tel: 0845 605 7064

What benefits you are entitled to online.

<http://www.entitledto.co.uk>

Government UK Benefits - For all advice on benefits.

<https://www.gov.uk/browse/benefits>

Turn2Us - For the full news and benefit changes visit.

<https://www.turn2us.org.uk/>

HM Revenue & Customs change to benefits.

<https://www.gov.uk/government/organisations/hm-revenue-customs>

Universal Credit

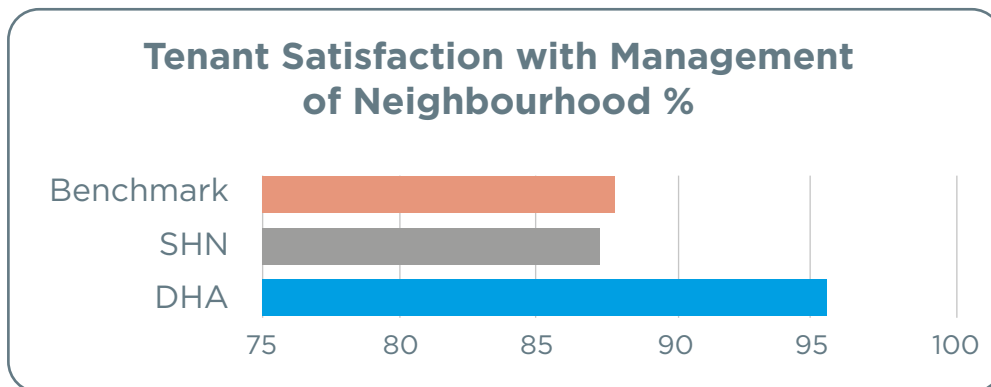
<https://www.gov.uk/universal-credit>

If you are not sure what service will work best for you, give us a call - we are here to help.

Neighbourhood Management

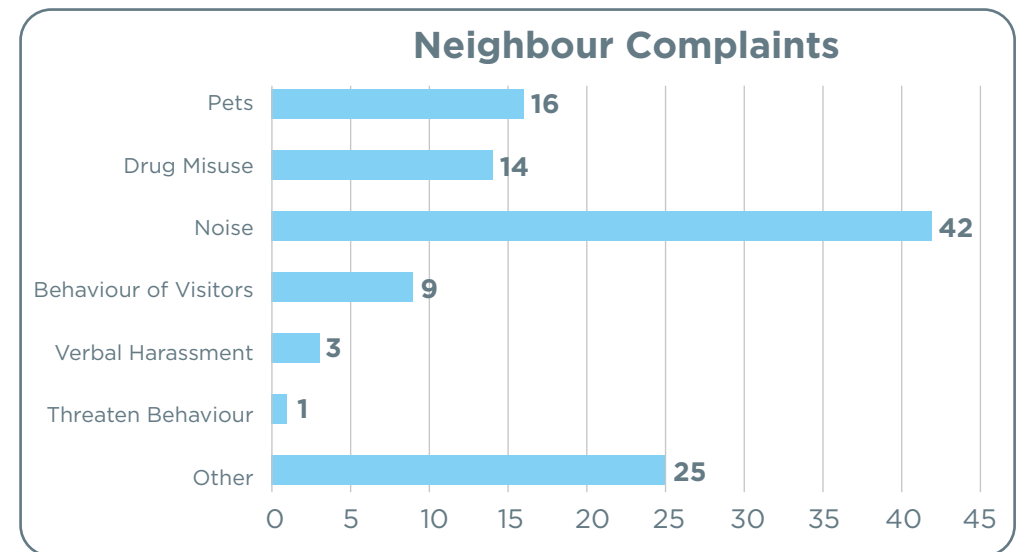
With the pandemic came two separate lockdowns, both of which meant tenants were in their properties for longer periods of time, which inevitably led to a national increase in reports of anti-social behaviour.

To ensure that our tenants continue to live in secure, safe environments where communities work together and flourish, we are committed to working with our partners: West Dunbartonshire Council, Argyll and Bute Council, Police Scotland, support agencies and neighbouring Housing Associations to achieve positive results. This has ensured that we delivered great neighbourhoods and communities in which people want to live. Our achievement of this can be seen in our improved performance satisfaction rating which increased from 89.83% last year to 95.37% this year.



We were delighted to note that tenants were satisfied with their neighbourhood. If you feel there is a way that 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 on 01389 761 486, selecting option 2.

We understand that from time to time neighbours may find themselves in dispute, whilst we are happy that the levels of such disputes 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 110 neighbour complaints in the year, 99% of which were addressed within locally agreed timescales.

Neighbour Complaints responded to within timescale

99%

Customer Services



Garden Competition and Good Neighbour Awards 2020-21

We are based in one of the most scenically beautiful areas of Scotland, enjoying impressive views of the hills and lochs. Our tenants' enjoy playing their part in making their neighbourhoods and gardens look beautiful.

Our tenant's 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 2020-21 were-

- Jacqueline Bourgaize from West Dunbartonshire
- Heather Le Sommer from Argyll and Bute.



Well done to Jacqueline & Heather, each received a £50.00 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 important role tenants play in the lives of their neighbours. Many of our tenants go out of their way to help older neighbours maintain their gardens to assist with shopping, no more so than last year during the pandemic.

This year we recognised Mr Jason Young from Argyll & Bute as our Good Neighbour winner in reflection of the hard work he has put into helping improve the lives of the people in the area.



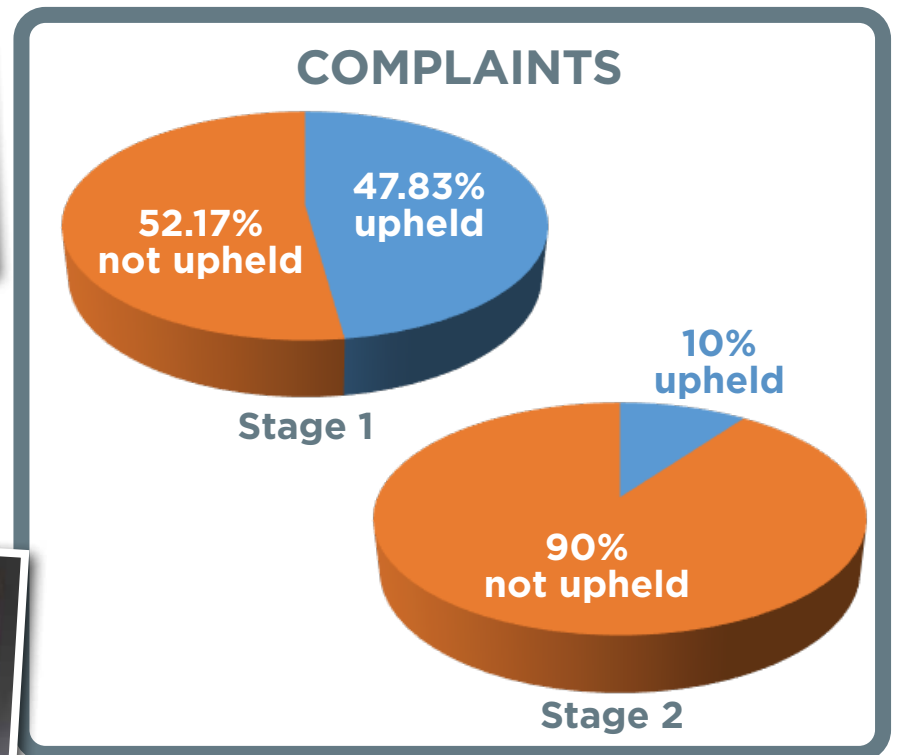
Service Complaints

We consider complaints as an opportunity to learn and to improve. In the year, we received 33 complaints. There were 23, stage one, front line complaints, all of which were resolved within the 5 day target. It took an average of 2.48 days to complete a stage one complaint.

There were 10 stage two complaints, and these were completed within the twenty day time limit with an average time of 4.9 days.

Service Complaints responded to within timescale

100%



Allocations

We started last financial year in lockdown (April 2020) – not the best start to the year!

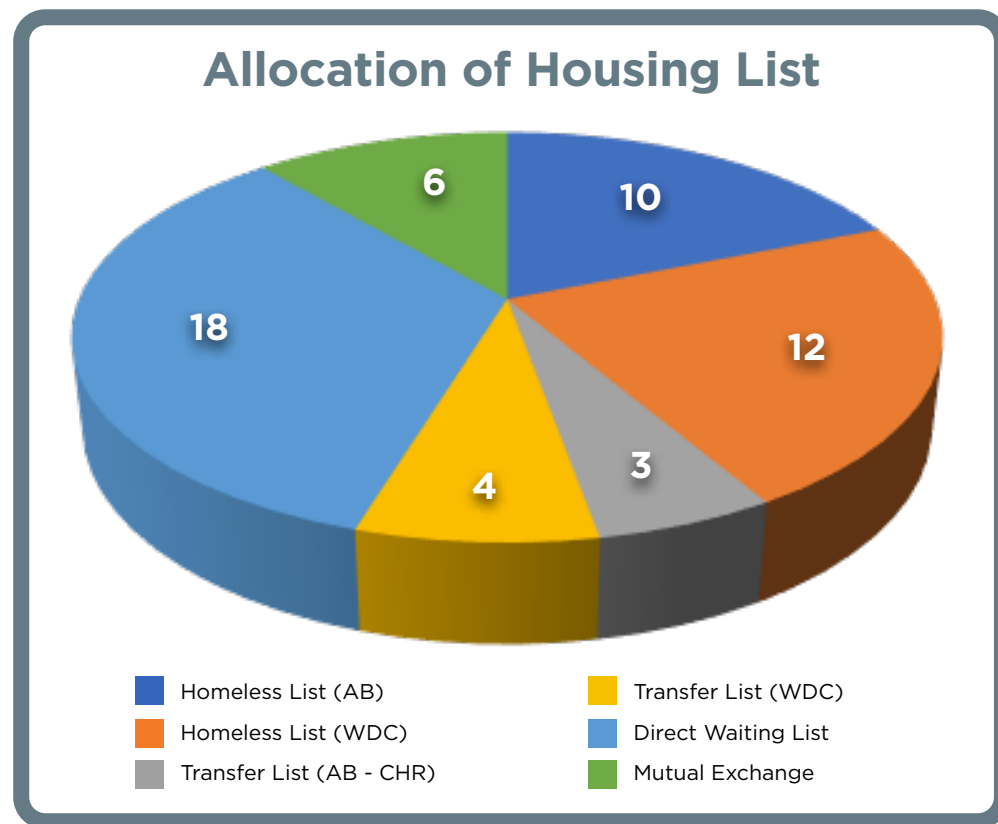
During the first quarter (April, May & June), lettings became virtually impossible, resulting in 3 properties being let in comparison to our normal average of 22 the previous year.

To reduce lost income, we seek to let properties as quickly as possible. We were faced with new challenges as we had to leave properties empty for a 72 hour settling period due to Covid. We also had to change the ways in which we worked

such as virtual viewings of vacant properties, and signing legal documentation electronically.

As restrictions eased throughout the year, our lettings and overall performance were enhanced resulting in a total of 53 mainstream lets for the year. This was over and above the majority of our 150 properties also being let at the new Harbour Development.

Our mainstream lets were let to the following groups;



Asset Management

This year has been challenging, with the Covid-19 pandemic impacting the repairs service we provide to our customers. Essential repair work has carried on throughout this difficult time, however, routine work has been affected. Thank you for your patience and understanding during this period.

Despite the disruption, we've received positive feedback from many of our customers.

Ledgerwoods:

"Helpful, efficient and covid friendly." -
Westbridgend, Dumbarton

"Always find Ledgerwood's very helpful and considerate and a pleasure to have in my home" -
Round Riding Road, Dumbarton

"Carried out work to a high standard" - Peters Ave,
Alexandria

Shiels Builders

"All went well, good job" - Braehead, Alexandria

City Technical:

"Engineer had a mask on and carried out the repair to our entire satisfaction" - Westbridgend, Dumbarton

"Very professional and courteous as usual"
- Davies Dr, Alexandria

"Very fast and efficient" - Hepburn Rd, Garelochhead

J Duff

"As always, courteous, polite and do a good job, excellent company" - Feorlinbreck, Garelochhead

"Very high standard and helpful" - Kennedy Court, Alexandria

"Repairs carried out promptly" - Levenbank Terr, Alexandria

DAS Contractors

"Fabulous workmen, job completed in uber-fast time" - Malcolm Pl, Helensburgh

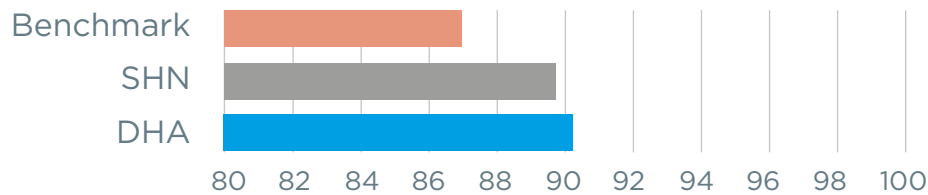
Satisfaction Surveys

Throughout the year we have independent satisfaction surveys carried out. We look to survey every tenant at least once in a three-year period. In addition, when you report a repair, you will receive a repairs survey for your comments on how satisfied you are with the repair and the reporting process. The results and comments input by customers to the

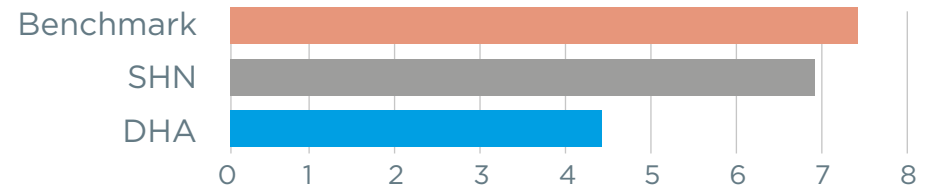
repairs survey, allow us to assess our repairs performance and highlight areas for improvement.

We wish to thank everyone who took the time to complete and return a repairs survey form. Your participation is greatly appreciated.

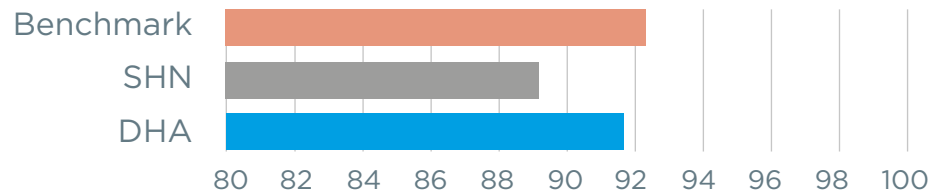
Satisfaction with the Quality of Home (%)



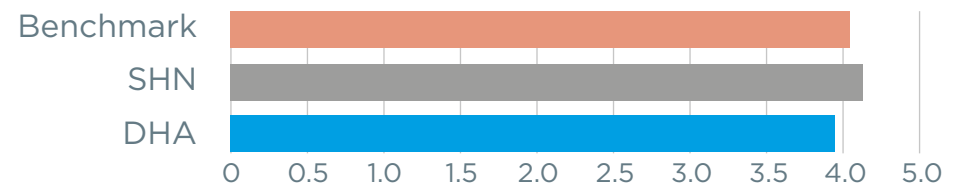
Timescale for Completing Non-Emergency Repairs (days)



Satisfaction with the Repairs Service (%)



Timescale for Completing Emergency Repairs (hours)



Despite the disturbance caused by the Covid-19 pandemic, satisfaction levels remain high: both with the quality of our homes and the repairs service.

It's been a challenging year for Dunbritton Housing Association and our contractors. Throughout this period, we have worked together to ensure that our properties remain in good repair, notwithstanding lockdowns, staff absence due to sickness and self-isolation, disruption to the supply chain affecting the provision of parts and equipment, and labour shortages. We are pleased that our average repairs response times have remained below both the Scottish and rural benchmark averages.

Electrical Safety Works and Planned Maintenance Appointments

Fire legislation

Following the tragedy at Grenfell Tower in June 2017, the Scottish Government made an amendment to the Housing Scotland Act, adding legislation which now requires all social landlords to provide enhanced fire safety equipment in all properties.

In line with this new legislation, we have been carrying out electrical upgrades at all of our properties. Most of our properties have now had this upgrade and we would like to thank our tenants for their cooperation in providing access to our contractor Ledgerwoods Electrical.

There are still a small number of our tenants who have failed to provide access for this essential work. This work is essential due to recent changes in legislation and also extremely important for the safety of all those residing in the home. If you have not yet made an appointment for this work, we would urge you to please contact our Asset Management Team on 01389 761486, option 1 or asset@dunbritton.org.uk to arrange a suitable appointment.

Kitchen Renewals Braehead 2021

In 2019 The associations procured a contract to install kitchens in various areas throughout our stock in both Argyll and Bute and West Dunbartonshire over a three-year period, unfortunately in 2020 the deadly virus COVID-19 took over the world leading to national lockdowns and restrictions on visitations to people's homes, measures to distance from each other and travel bans between different geographical locations. This led to a complete halt in the kitchen installation programme for 15 months.

Following the most recent easing of restrictions in June 21, the Association was able to continue with our kitchen renewal contract, while working safely within government guidelines.

Working closely with BRB Ltd and Magnet kitchens we have carried out surveys in upper and lower Braehead. Tenants have made their preferred choice from the range of three options made available on this contract.

25 installations are programmed over a six-week period. The feedback has been positive and we positive that our tenants will be happy with the newly fitted kitchens.



Chief Executive's Summary

Dear Tenant,

Unfortunately, 20/21 was just as difficult as the previous year with everyone adjusting to living and working during a worldwide pandemic.

In very difficult circumstances people pull together and I can honestly say the tenants', Dunbritton's Board and the staff have worked exceptionally well to ensure that we continued, despite restrictions, to provide support and a good quality service to all of our tenants.

Our new office located on the harbour development was completed in June 20 and the harbour development of 150 quality affordable homes was completed by 31 March 2021. I am pleased to report the development is fully let and demand remains high.

Our tenants and the communities we serve are important to us and following a successful bid to the Heritage Lottery we supported our most vulnerable tenants with

food vouchers, fuel payments and children's activity packs for all families. Within the local community, we provided a substantial financial donation to foodbanks in West Dunbartonshire and Argyll & Bute and provided 979 hot meals to residents and their support staff in local nursing homes.

Our Housing Services Team has worked closely with tenants facing uncertainty in employment or financial hardship, to ensure all relevant benefits are sourced. They have also ensured that all anti-social behaviour and neighbour complaints were addressed well within timescale.

We have continued to carry out emergency repairs and worked efficiently through the backlog of non-emergency repairs as soon as it became possible for us to do so.

It is difficult to talk about business as usual, in such challenging times, however, we have endeavoured to deliver for our tenants, and I was very pleased to see tenant



satisfaction levels have remained high throughout the year, which is reflected within this Tenants report.

Finally, I wished to thank all our tenants for their resilience and patience during the year, which has been very much appreciated by all the team at Dunbritton.

Thank you

Allan Murphy

Chief Executive Officer

OUR STAFF



Allan Murphy
- Chief Executive Officer

HOUSING SERVICES



Robert Murray
- Housing Services Manager

Lindsey Reid - Housing Officer

Sharon Kane - Housing Officer

Laura Cuthbertson - Housing Officer

Kirsty McGlashan - Housing Officer

Maureen Dods - Housing Services Assistant

Michelle Johnstone - Housing Services Assistant

Gemma Connell - 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

Leah Mackenzie - 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

Elaine MacKechnie - Corporate Services Assistant

OUR BOARD OF MANAGEMENT 2021-22

OFFICE BEARERS

Sephton MacQuire - Chair

Alistair Tuach - Vice-Chair

BOARD MEMBERS

Sonja Aitken

Chris Chalk

Elizabeth McCurdy

George Morrison

Julie Smillie

Fiona Craig

Andrew Cameron

Derek Caldwell

Councillor Gary Mulvaney

- Co-optee - representing
Argyll & Bute Council

Councillor Brian Walker

- 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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