

Annual Report to Tenants

Dunedin Canmore Housing Association
Highlights and performance 2018/19

Welcome to the Annual Report to Tenants. This year we have combined our Annual Highlights with our Report to Tenants about how we have performed.

In some sections you'll also see feedback from our Customer Panel and our Scrutiny Panel, groups made up of customers which meet regularly to review Wheatley Group's performance and services.

We hope you enjoy reading about what we achieved in the year and taking a look at how we performed on the key indicators we give the Scottish Housing Regulator each year.



What's inside?

Chair's welcome	3
Our journey to excellence	4
Homes and communities	6
Photo gallery	8
Your repairs service	12
Rent and value for money	14
Engaging with customers	16
Supporting customers	18

Welcome
from Dunedin Canmore Chair
Mary Mulligan



Looking back over the year 2018/19 there is much to be proud of at Dunedin Canmore.

Our new-build housing programme went from strength to strength as we completed over 200 more affordable homes in Edinburgh and the Lothians while also carrying out £7.6million of planned improvements to existing homes. Our repairs and maintenance service improved further still with an increase in our multi-skilled workforce, and we continued our work to engage and involve tenants more closely in decision-making.

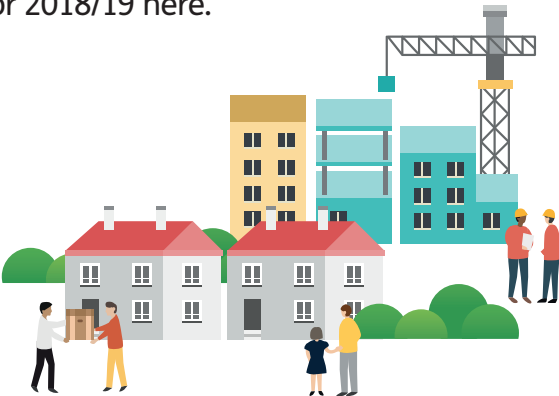
The roll-out of Universal Credit continued to present new challenges and hardship for many. We supported our customers and their families through this and many other challenges with personalised help delivered by our housing officers. Our wraparound advice services, from money, benefits and fuel advice to help with furnishing their homes, became more important than ever, particularly for those making the transition on to the new benefit.

We helped 22 people from our homes into work or training either through opportunities created by our investment and new-build contracts or through our employability schemes such as our Modern Apprenticeships.

I'm delighted that we can report strong performance, and in some cases further improvements, across a number of the areas we measure, including satisfaction with repairs and the number of tenants satisfied with opportunities for participating in decision-making. Overall, our customer satisfaction stood at 87%.

On behalf of the Dunedin Canmore Board, I would like to thank all staff for their continuing hard work and commitment to delivering services to tenants across their communities.

You can read about some of the highlights for 2018/19 here.

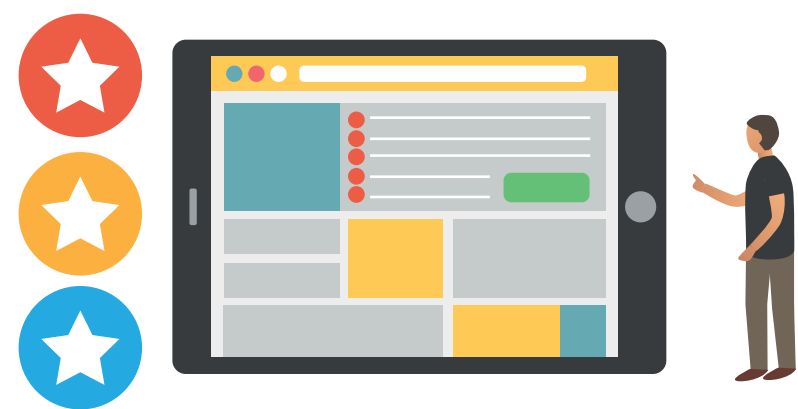


Landlord self-assurance is at the heart of the Scottish Housing Regulator's approach to regulation. An important element of this is our Annual Assurance Statement. We have assessed compliance against the relevant regulatory requirements and the Wheatley Group Audit Committee considered evidence at its meeting on 7 August 2019. The Group Audit Committee has confirmed that all Registered Social Landlords which are part of Wheatley Housing Group Limited – GHA, Dunedin Canmore Housing, Cube Housing Association, Loretto Housing Association, West Lothian Housing Partnership and Barony Housing Association – comply with all relevant requirements set out in the regulatory framework. The full statement is available to view at www.wheatley-group.com We also comply with the Scottish Social Housing Charter. This Annual Report provides an assessment of our performance against the outcomes and standards.

Our journey to excellence

We achieved a major milestone in our journey to excellence in July when we gained the European Foundation for Quality Management’s Recognised for Excellence five-star status and then went on to take home the top Scottish Award for Business Excellence prize as well as the ‘Adding Value for Customers Good Practice’ award.

87%
tenants satisfied overall
with Dunedin Canmore



We reported strong performance, and in some cases further improvements, across a number of the areas we measure. They included:

- Satisfaction with repairs, which remained high at 93%
- the number of days taken to re-let our homes, which stood at 10.2 days, down from 13.6 days the previous year
- the number of tenants satisfied with opportunities for participating in decision-making increased to 85%, reflecting our focus on engaging and listening ever more closely to our customers.

Overall, our customer satisfaction stood at 87%, down from 94% last year. We will be working closely with our customers over the next 12 months to improve on this.



85%
tenants satisfied with
opportunities to participate
in decision making



Dunedin
Canmore
Customer
Panel

The Panel is pleased to see continued strong performance in customer satisfaction. Over the coming year we will monitor performance across all aspects of customer satisfaction, including satisfaction with opportunities to participate and with rent as value for money.

Homes and communities

Building and improving homes

Dunedin Canmore built 218 new homes over the year, 150 of them for social rent and 68 for mid-market rent, across Edinburgh and the Lothians.

The new affordable homes which were completed included:

- the final 56 at an 111-home development in Craigmillar in Edinburgh, the first phase of a multi-million pound transformation of the community
- 20 at the Wisp in the east of Edinburgh
- 24 at Moredun and Hyvots, the final piece of a £70m transformation of the community which has spanned two decades
- 28 energy-efficient houses in Wallyford in East Lothian, also part of a wider regeneration project which will see almost 1500 new homes, new schools and sports facilities.

We also completed 18 new homes at Dewar Park in Gorebridge; 24 at Gorton Loan, Rosewell; seven at Greendykes in Edinburgh; 21 in Balerno across two sites; and another 20 new homes at the second phase of North Berwick.

Hundreds more homes are being built over the next few years with over 280 planned in 2019/20 and a further 50 the following year.

In 2018/19 Dunedin Canmore invested £7.6m improving its homes and communities. This included 300 new kitchens, 210 bathroom upgrades, 208 new front doors and new windows for 178 homes. We also completed 30 major medical adaptations helping these customers to remain in their homes.

Our improvement programme for pre-1919 tenements continued with roof and stonework repairs to a further five blocks. Residents at Merchiston Avenue and Stenhouse Mill Crescent in Edinburgh also benefited from new roofs and render improvements.

In addition we installed 35 new gas central heating systems and 70 new efficient gas boilers; fitted 65 homes with new efficient Quantum Electric heating systems; improved 32 common stairs, including redecoration, new main entrance doors, controlled entry and LED lighting; and helped keep our tenants safe by fitting new improved smoke and heat detection systems in 600 homes.

218
new homes built
in 2018/19

Dunedin
Canmore
Customer
Panel

We know local services and improvements are very important to tenants and we welcome the opportunity for tenants to improve their neighbourhoods. We will continue to review customer satisfaction with the management of neighbourhoods over the coming year.

Improving our neighbourhoods

Creating clean, green and safe neighbourhoods where people are proud to live remained one of our priorities.

Our pioneering partnership with Keep Scotland Beautiful saw both staff and customers assess our environments. We were delighted that Dunedin Canmore's neighbourhoods achieved a 5-star award.

Wheatley's Community Improvement Partnership (CIP) – made up of seconded police and fire officers and our own staff – worked with us to tackle anti-social behaviour, crime and fire safety.

Our Stay Safe campaign encourages our tenants to get a home safety visit. The visits are carried out by an officer from Scottish Fire and Rescue Service and are key to helping prevent fires in our homes. We introduced this service for Dunedin Canmore tenants in 2018/19 with the first households taking this up.

We resolved 99% of all anti-social cases reported to us within timescales agreed locally, up from 92.8% the previous year.

A total of 86% of tenants were satisfied with the management of their neighbourhood, down slightly from 88% the previous year.



No. of lettable units		Average weekly rent £
1 apartment	28	£87.45
2 apartment	2777	£89.59
3 apartment	1554	£99.32
4 apartment	568	£107.21
5+ apartment	117	£113.82

Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	2	43	262	362	116	785
High-rise	0	0	0	0	0	0
Tenement	15	2345	1056	198	1	3615
Four-in-a-block	0	271	224	8	0	503
Other flat/maisonette	12	124	12	0	0	148
Total owned	29	2783	1554	568	117	5051
No of lettable units	28	2777	1554	568	117	5044



Dunedin Canmore has been amazing. This place is perfect

John Dunbar, Craigmillar



I think it's great Dunedin Canmore are investing in people's futures and giving people the chance to better themselves

Justine Gordon, Gilmerton





I'm very happy with the new kitchen. The cooker has a cut out underneath the hob so my wheelchair can fit under it

*Richard Croxford,
Moremun Hyvots*



The help we've had is just incredible. I'm so grateful for the support

Natasha Robins, Dunedin Harbour



Your repairs service

We continued our mission to improve our repairs and maintenance service because customers have told us this is a top priority for them.



We were delighted that tenant satisfaction with the service remained at 93% for the second year in a row.

We cut the average time taken for both emergency repairs and non-emergency repairs to be carried out.

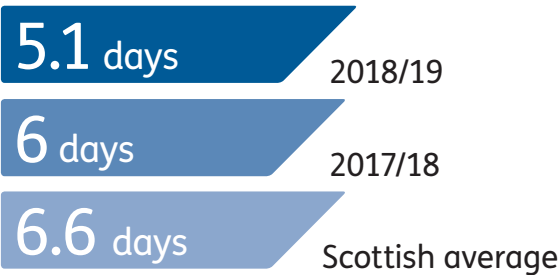
Emergency repairs were completed in an average of 2.6 hours compared with 3.3 hours the previous year. Non-emergency repairs were

carried out in an average of 5.1 working days, down from six working days the previous year, while 97% of repairs were completed right first time.

We continued working with our partners in our parent company Wheatley Group on further improving and modernising the service to make the overall customer experience even better over the next year.

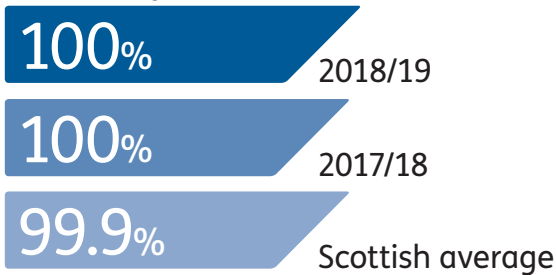
Non-emergency repairs

Average time to complete non-emergency repairs



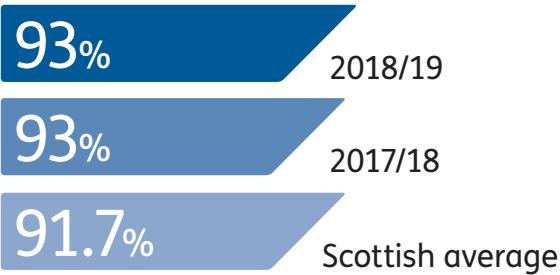
Gas safety

Percentage of properties requiring a gas safety record which had gas safety check by anniversary date



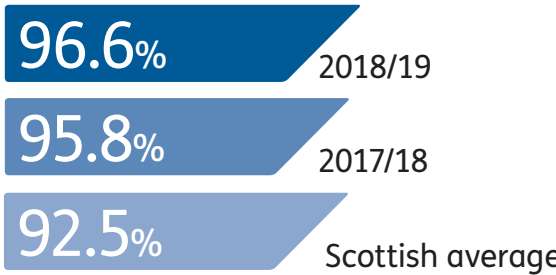
Repairs and maintenance

Satisfaction with repairs or maintenance in last 12 months



Reactive repairs

Reactive repairs completed right first time



Dunedin Canmore Customer Panel

The Customer Panel were heavily involved in the review of the repairs service carried out from a customer point of view across the Wheatley Group, including repairs completed right first time and quality of repair. Our aim was to identify what works well and what needs to be improved. We found current level of performance is good and generally improving. We will continue to review the take-up and refinement of online self-service and customer satisfaction with the service over the next 12 months.

Rent and value for money

We want our tenants to feel their home and services are good value for money.

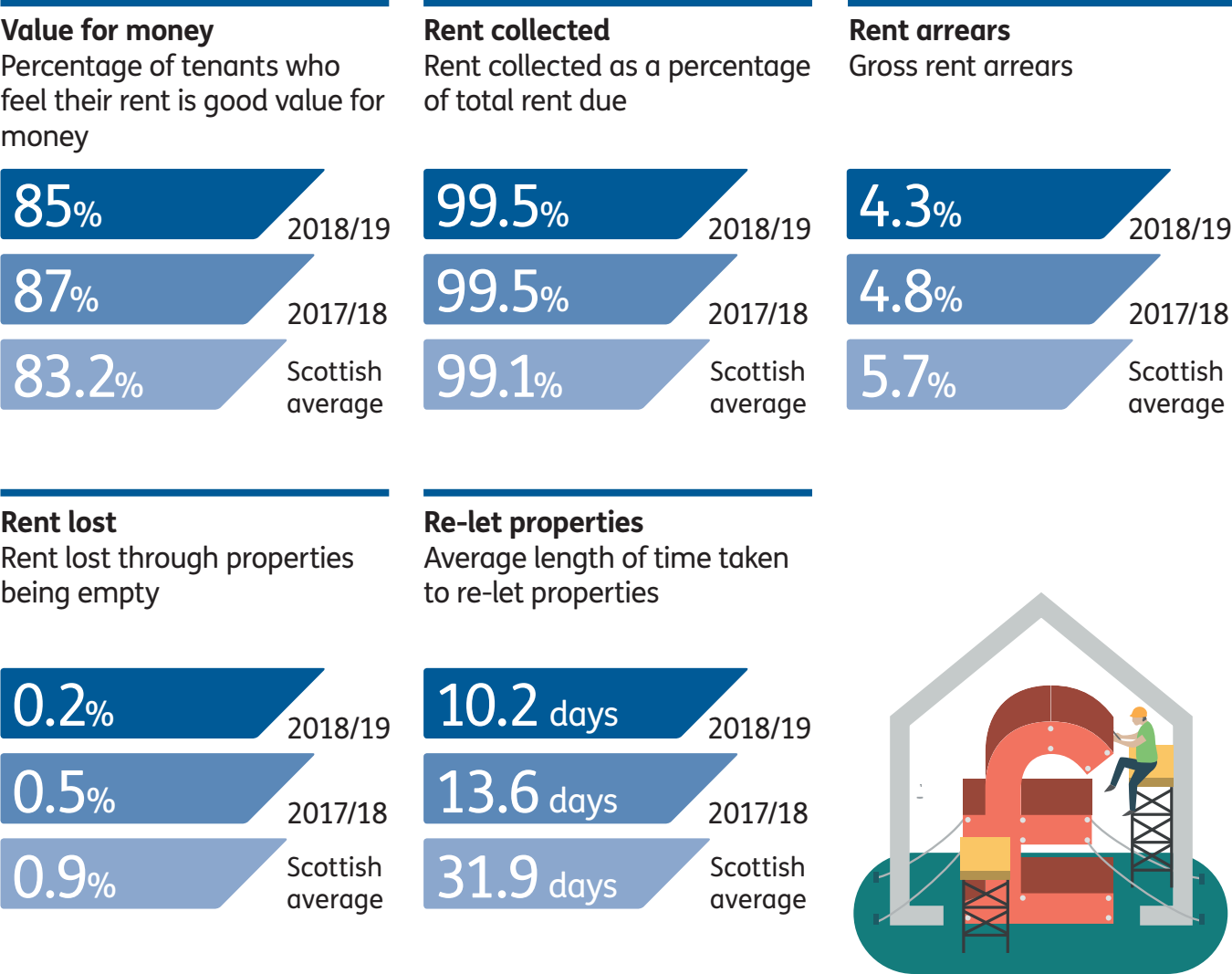


In 2018/19 the percentage of tenants who felt the rent for their home represented good value for money was 85%. While it's not as high as the previous year, when 87% of tenants reported feeling their home was good value for money, it has improved over the last five years. For example in 2013/14 only 80% of tenants were positive about the value their home brought them.

We will continue to work with customers over the next year to develop an action plan to ensure they get as much value from their home and our services as they can.

Moving on to Universal Credit caused unprecedented challenges for many of our customers and we worked hard to help them access support available and to pay their rent and other household bills. Despite the difficulties faced by people in our communities due to the impact of welfare reform, our gross rent arrears fell to 4.3%, from 4.8% the previous year, and rent collection remained steady at 99.5% for the second year in a row.

We introduced a new online discounts scheme, MySavings, to help customers make their money go further and cut the cost of their weekly shop.



Engaging with customers

Engaging more effectively with our communities was high on our agenda, with a renewed focus on engaging in new and innovative ways.



Our Customer Forum and Customer Panel continue to meet and shape what we do. The Customer Panel works closely with the Wheatley Scrutiny Panel which has led to improved sharing of information and increased good practice by connecting all tenants of Wheatley Group and benchmarking performance across the different landlords.

In April 2018 our housing officers began working with new tablet computers. This gives them much more scope to be out and about engaging directly with customers in their homes, helping them access services and supporting them to get online.

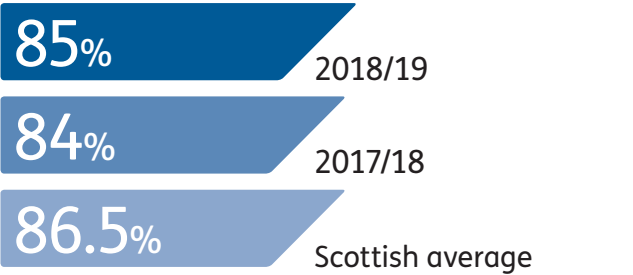
We also reached out to more tenants through online channels, with nearly 1600 people following us on our social media channels – an increase of around 300 in the last financial year – and our website audience growing steadily with around 4415 visitors a month. Our new

website sections proved popular with tenants. We added our Stay Safe campaign, expert advice and support for people affected by Universal Credit and Community News pages from around our neighbourhoods.

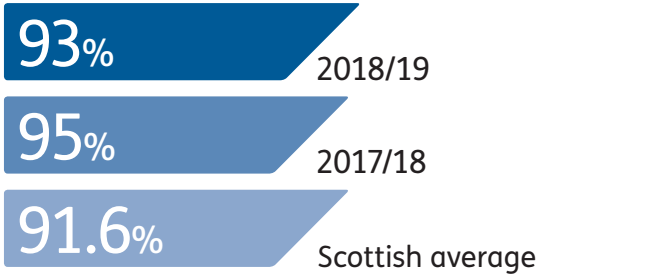
The number of tenants registered for online self-service at the end of the financial year more than trebled to 1575. Over £1.7million was paid online by customers using a My DC online account.

The percentage of tenants who felt Dunedin Canmore was good at keeping them informed about their services and decisions was 93% while the percentage of tenants satisfied with opportunities to participate in decision-making was 85%, up from 84% the previous year.

Decision making
Tenants who were happy with opportunities to participate



Keeping you informed
Tenants who were satisfied with their landlord keeping them informed about their services and decisions



Supporting customers

As Universal Credit was rolled out in our communities, affecting thousands of households, it became more important than ever to support tenants and their families.



Dunedin
Canmore
Customer
Panel

The Customer Panel engage with staff to find out how tenants are supported. We welcome the range of services tenants can receive, especially those which help with money , budgeting and longer term support which can help people who find themselves in challenging circumstances.

We brought the delivery of all our support and wraparound services together in a new division – Wheatley 360 – making it easier for people to access the right package of services at any one time, including benefits, money and fuel advice, help with furniture or support to put food on the table.

In November, we launched MyHousing across our West Lothian area. This is our new online advice, information and letting service, which gives people tailored help with their housing and an improved website for people to apply for housing, view available homes and note interest.

Through our Wheatley Works service, run by our charitable trust the Wheatley Foundation, we supported hundreds of our customers into work and training.

Working with Wheatley Foundation and Wheatley 360, we:

- supported 22 of our customers to get into work or training
- helped 155 new tenants with household budgeting, running a home and settling into their community through My Great Start
- provided 24 veterans with support to settle back into civilian life
- gave four tenants upcycled furniture through our Home Comforts service
- awarded one young person a bursary to go to university
- provided free books every month to 56 children under five in our homes through the Dolly Parton Imagination Library initiative.

Overall satisfaction

Tenants satisfied with the overall service

87% 2018/19

94% 2017/18

90.1% Scottish average

Medical adaptations

Average time to complete approved applications for medical adaptations (calendar days)

7.6 days 2018/19

11 days 2017/18

49.4 days Scottish average

Complaints

Stage 1 complaints responded to in full within SPSO timescales

97.5% 2018/19

95.2% 2017/18

86.9% Scottish average

Are you happy with how information is presented in this report? We can use your feedback to help improve things for other people. Email us at talk@dunedincanmore.org.uk or phone us on 0800 561 0088.

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