



# PUTTING TENANTS FIRST

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2020 REPORT TO TENANTS





## Putting tenants first

### **Welcome to Putting tenants first, our tenant report for 2020, showing how Melville has performed over the past 12 months (ending on 31 March 2020).**

Once again this year (and what a year it's been...) this report is brought to you by us, your Melville tenant reps. In October we sat down with Melville, virtually of course, and went through the performance figures for the year, looking at the areas where the organisation has performed well and the areas where performance hasn't been as strong.

We were delighted to see that there were big improvements in the performance of the repairs service, with quicker response times for both emergency and non-emergency repairs as well as a significant improvement in customer satisfaction with the service as a whole. We were also pleased to see that almost all anti-social behaviour (ASB) cases were dealt with on time. Earlier in the year we heard about plans for changes to the way Melville handles ASB cases and hopefully this will improve things further going forward.

There are still areas for improvement, as there always will be, and these include overall satisfaction and value-for-money as well as the percentage of tenancy offers refused during the year. We'll be keeping an eye on these over the next 12 months and seeing what might be done to improve them.

We hope you find this year's report, which once again is available digitally through Melville's website, interesting and informative. Please get in touch if you would like to request a paper copy of the report, have any thoughts on the contents, on Melville's performance in general or about how homes and services could be improved in the future.

Thanks for reading

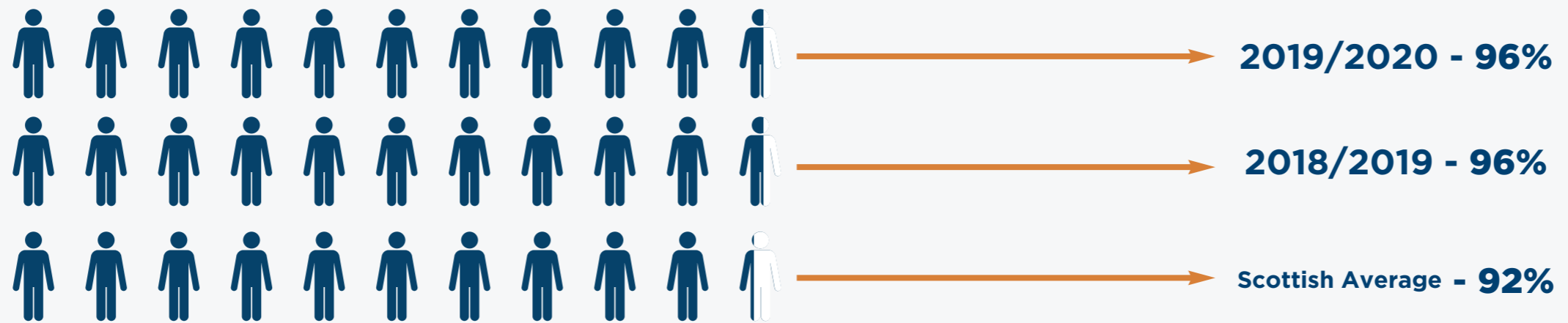
Your Melville Tenant Rep Group

1. Communication
2. Participation
3. Quality of Housing
4. Repairs, maintenance and improvements
5. Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes
6. Complaints
7. Access to social housing
8. Tenancy sustainment
9. Benefits advice
10. Rent and service charges
11. Value for money
12. Financial summary



# 1 | Communication

Percentage of tenants who feel Melville is good at keeping them informed about services and decisions

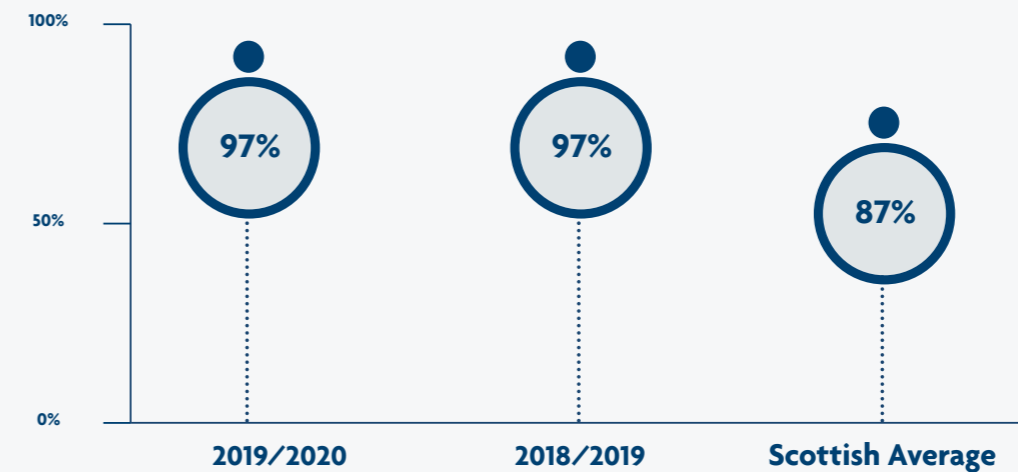




## 2 | Participation

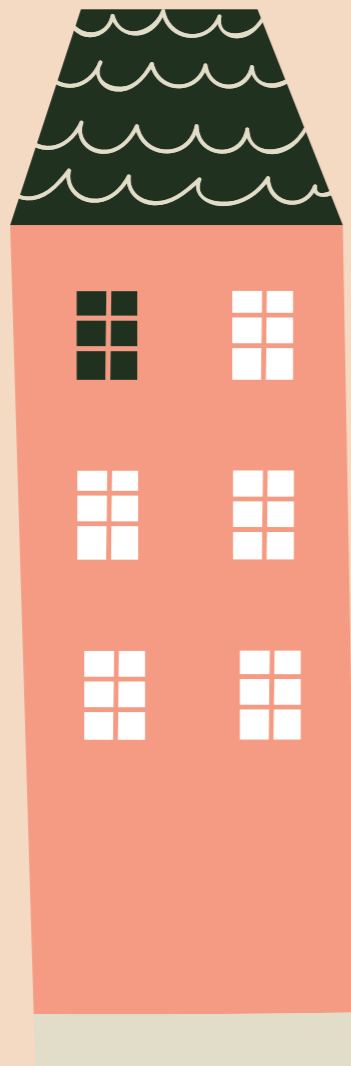
Percentage of tenants satisfied with the opportunities given to them to participate in Melville's decision making processes

Members of the Association can vote at our Annual General Meeting and put themselves forward to sit on the Board that makes decision on how we are run. **Lifetime membership costs £1**. If you would like to join please phone Mary Monteith on **0131 654 2733** or send an email to **[mmonteith@melville.org.uk](mailto:mmonteith@melville.org.uk)**



Number of shareholding members of Melville Housing Association	118
New memberships during the year	2
Cancelled memberships during the year	3

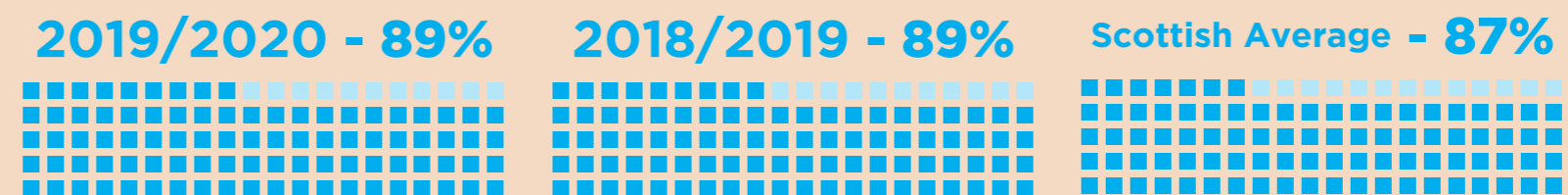
# 3 | Quality of housing



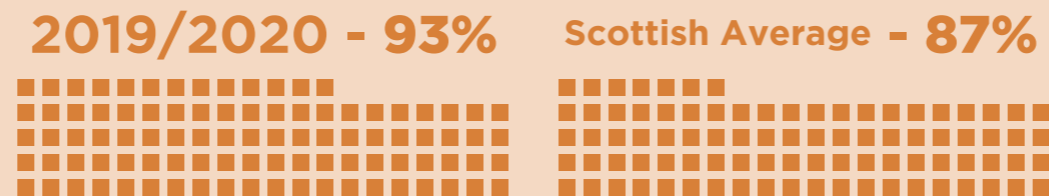
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)



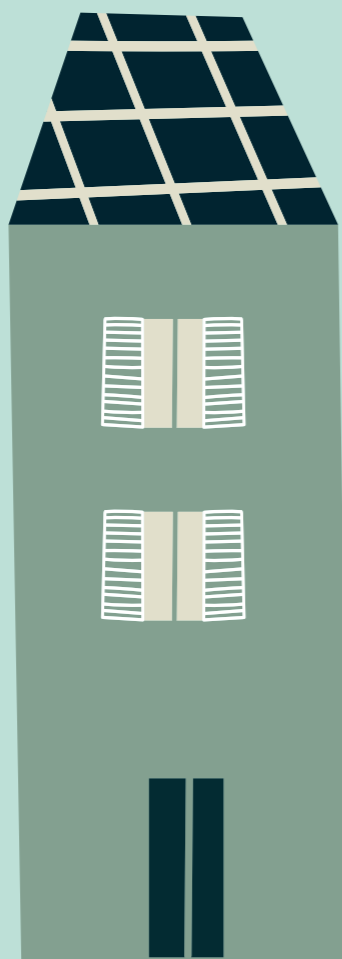
Percentage of existing tenants satisfied with the quality of their home



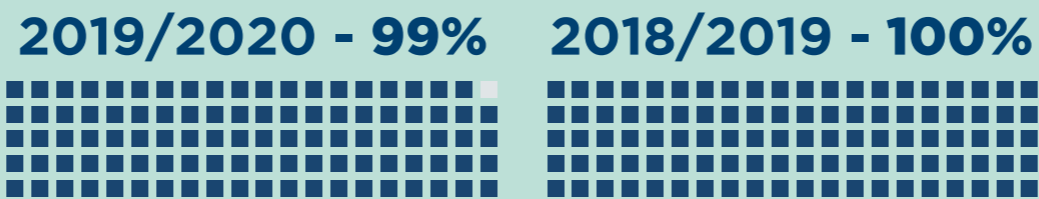
Percentage of properties in scope of the EESSH that meet the standard



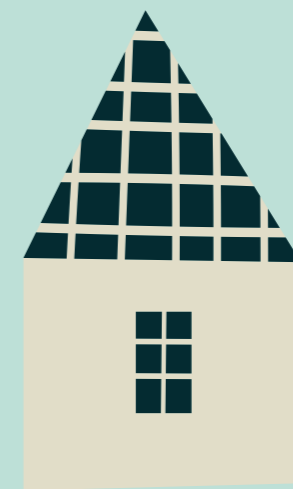
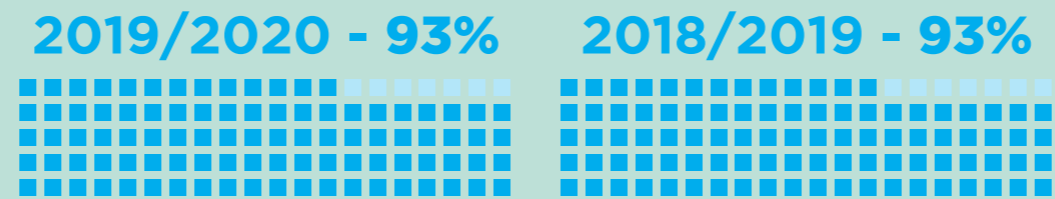
# 4 | Repairs, maintenance & improvements



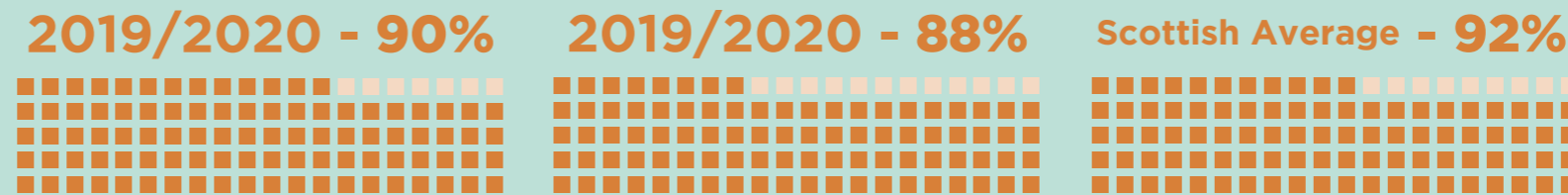
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date



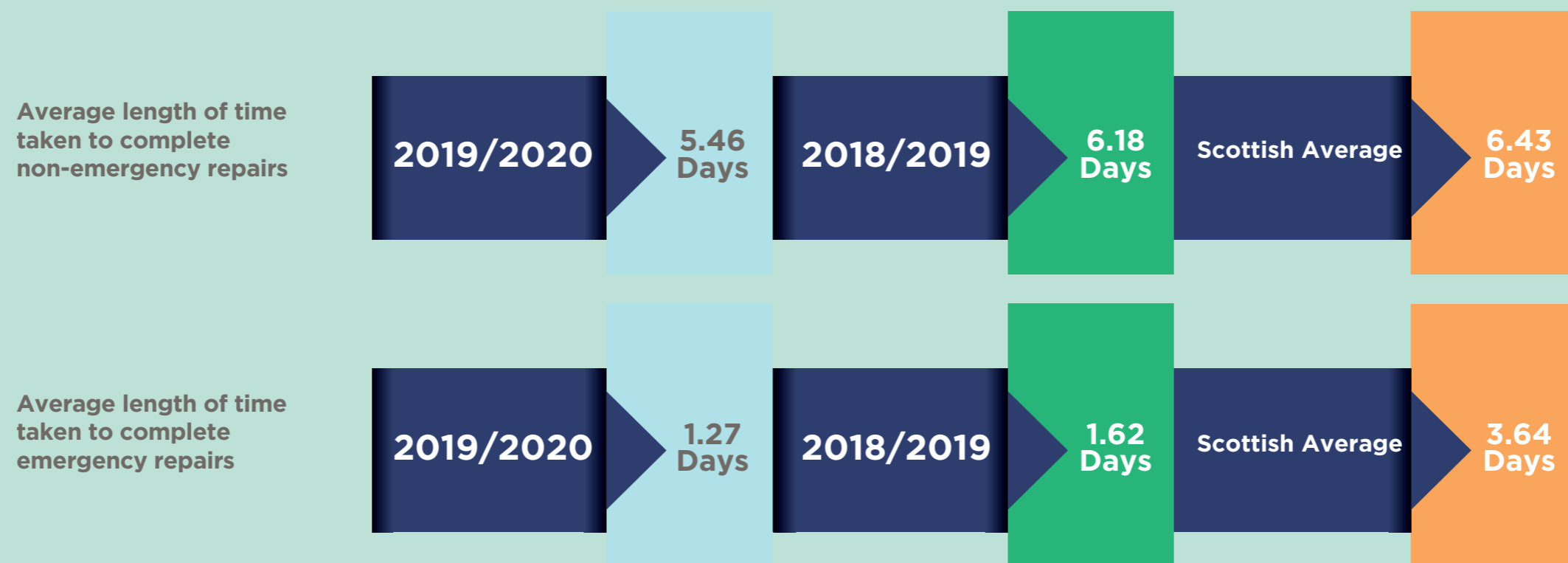
Percentage of repairs appointments kept



Percentage of reactive repairs carried out in the last year completed right first time



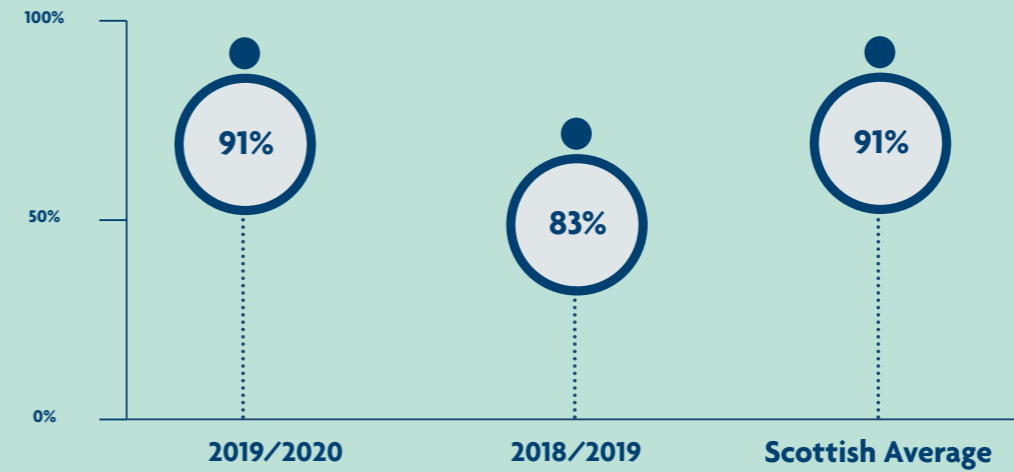
# 4 | Repairs, maintenance & improvements





# 4 | Repairs, maintenance & improvements

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service



# 5 | Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of tenants satisfied with the management of the neighbourhood they live in



Percentage of anti-social behaviour cases reported in the last year resolved within locally agreed targets

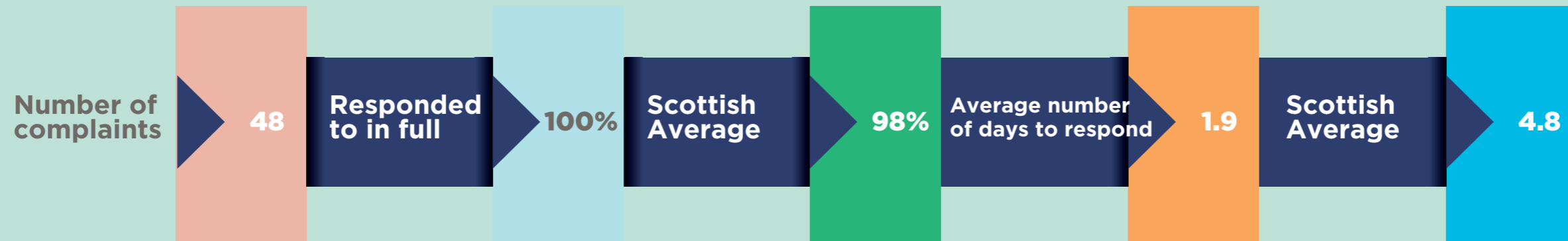


Percentage of tenancy offers refused during the year

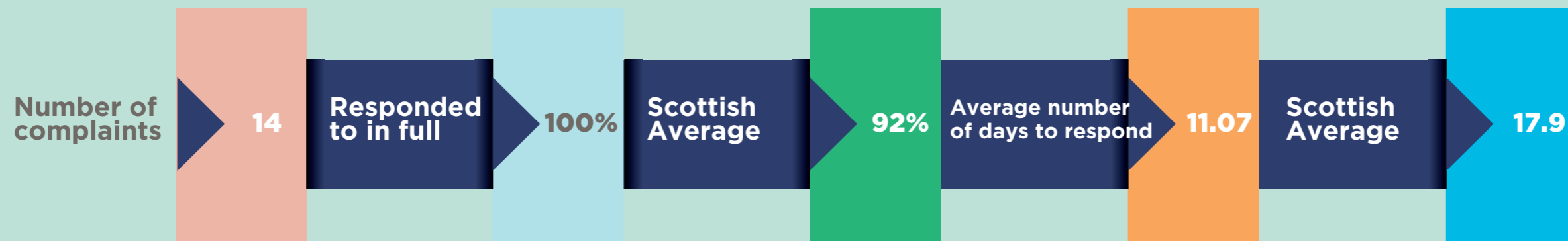


# 6 | Complaints

## Stage 1



## Stage 2





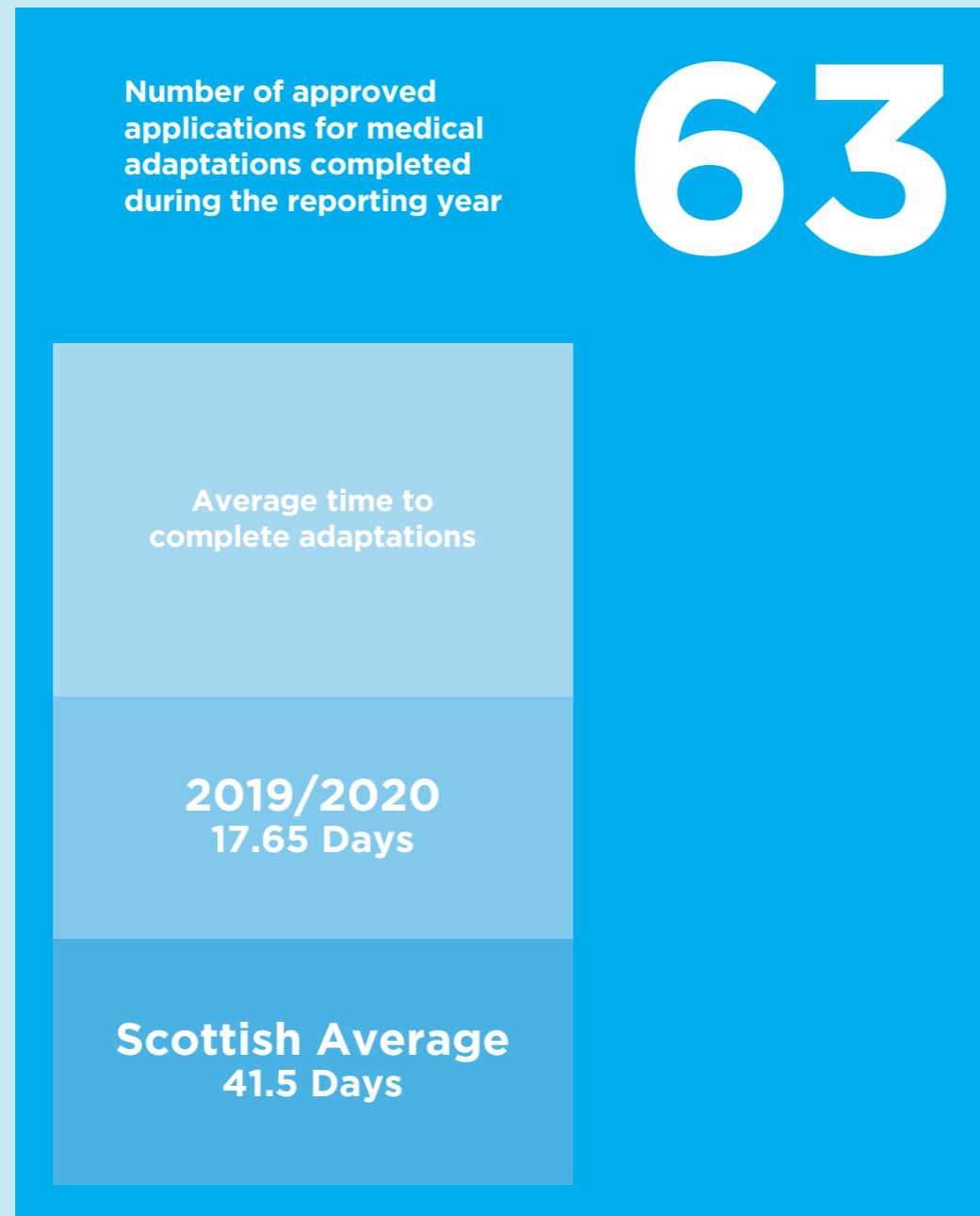
## 7 | Access to social housing



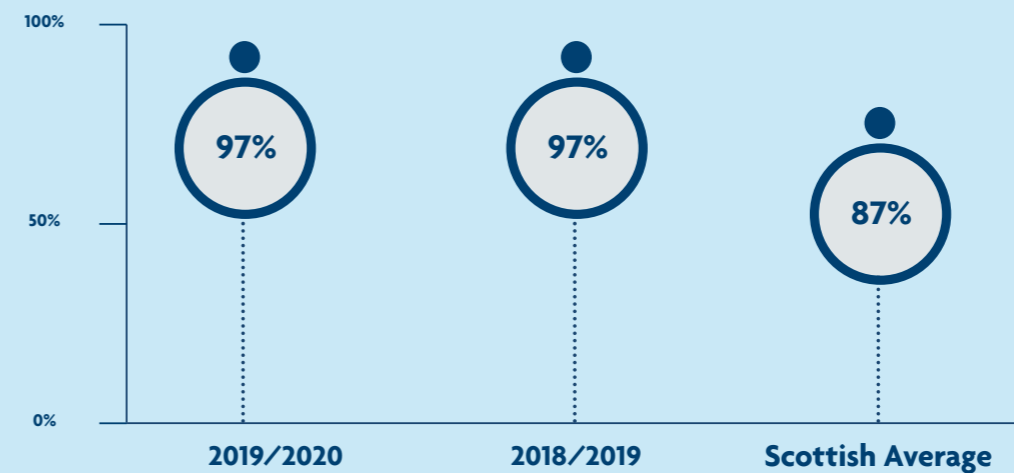
Number of exchanges completed

# Twenty Four

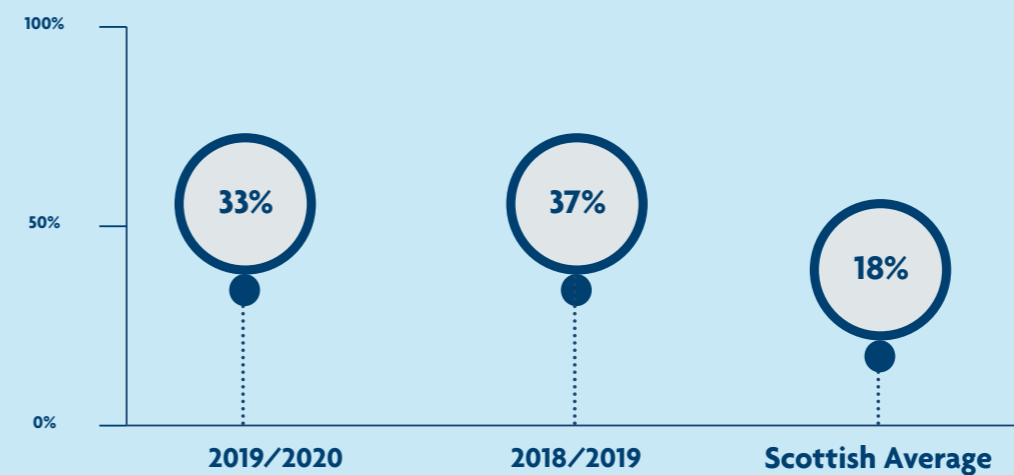
# 8 | Tenancy sustainment



Percentage of new tenancies sustained for more than a year



Percentage of court actions which resulted in eviction





# 8 | Tenancy sustainment



Number of evictions carried out during the year



Number of lettable houses that became vacant in the last year



73

# 9 | Welfare benefits advice

In order to help tenants with their finances, and sustain tenancies, Melville provides an award-winning welfare benefits advice service which is available to all tenants.

Welfare benefits advice cases closed during the year

Total financial gain for Melville tenants



# 10 | Rent and Service Charges

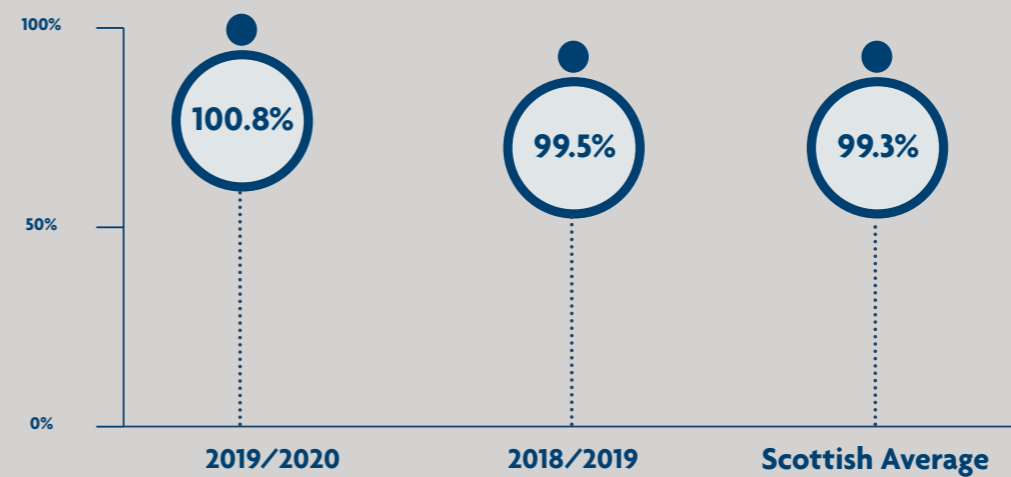
Percentage of rent due lost through properties being empty during the last year

**0.11%**

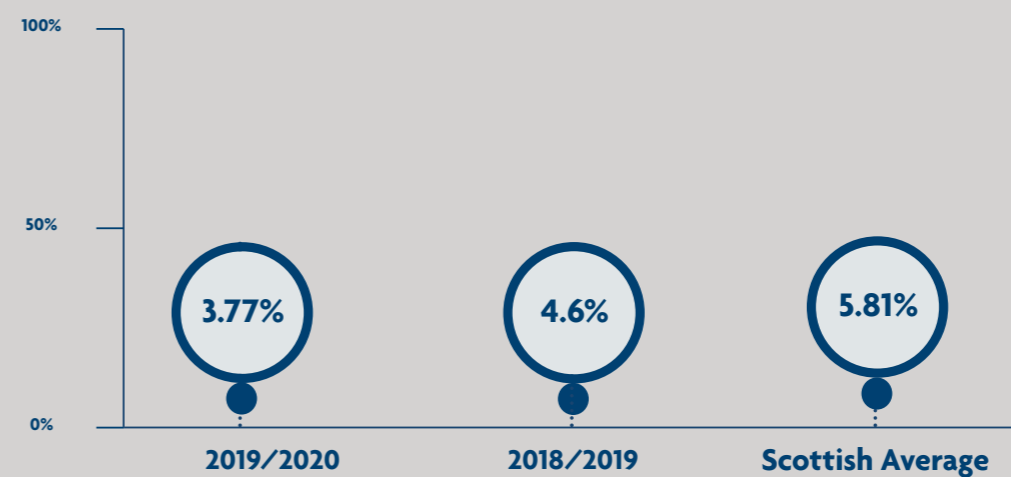
Average length of time taken to re-let properties in the last year

**12 days**

Rent collected as percentage of total rent due in the reporting year



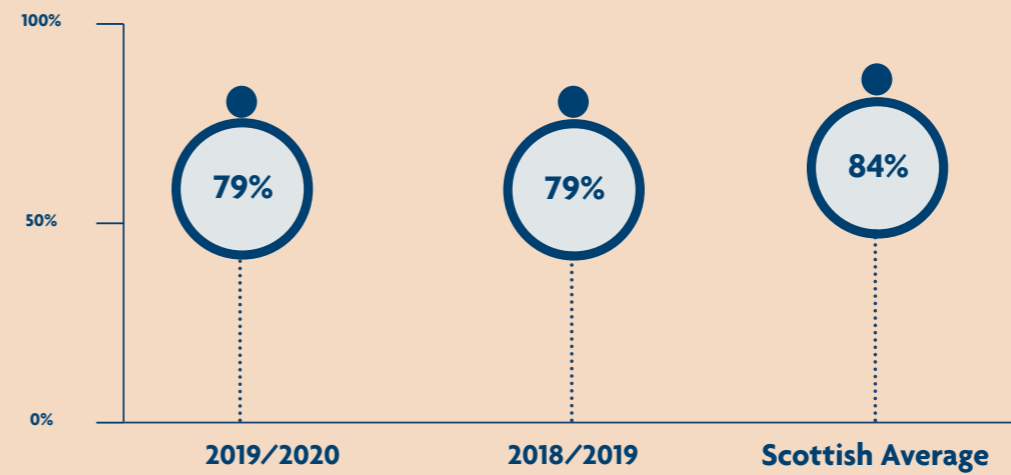
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year



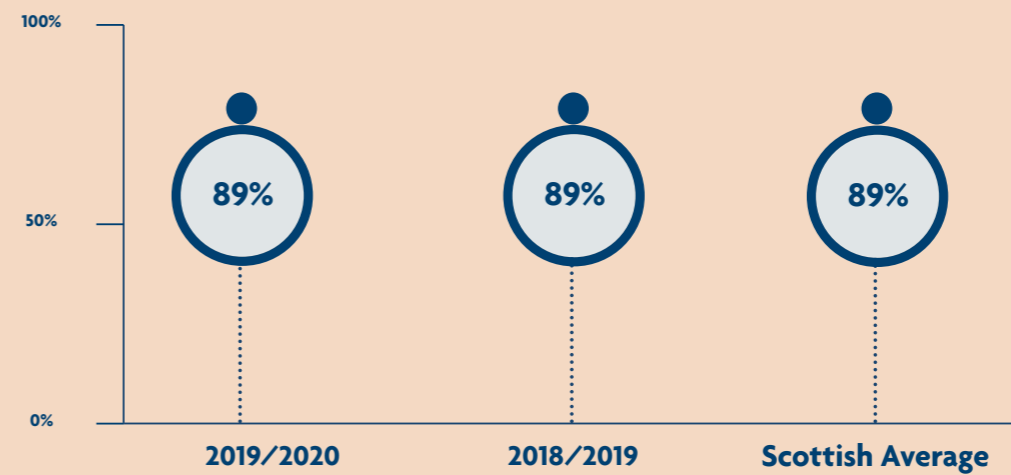
# 11 | Value for money



Percentage of tenants who feel that the rent for their property represents good value for money



Percentage of tenants satisfied with the overall service provided by Melville





## 12 | Financial Summary

	2020	2019
	£'000	£'000
<b>Total income</b>	<b>£9,520</b>	<b>£13,608</b>
<b>Total spending</b>	<b>£8,598</b>	<b>£7,018</b>
<b>Surplus for year</b>	<b>£922</b>	<b>£6,590</b>
<b>We also spent money on:</b>		
• major improvements to properties	<b>£1,922</b>	<b>£2,390</b>
• building new homes	<b>£2,340</b>	<b>£5,194</b>
<b>Net cash surplus/ (deficit)</b>	<b>(£3,340)</b>	<b>(£994)</b>





# 12 | Financial Summary

## Income:

	2020	2019
	£'000	£'000
Net income from rent and service charges	£8,955	£8,607
Scottish Government Grants	£101	£4,364
Grants for ASHP	£148	£0
E-car club grant	£108	£0
Other income	£103	£93
Interest	£5	£8
Property/land sale income	£100	£536
<b>Total income</b>	<b>£9,520</b>	<b>£13,608</b>

## Spending:

	2020	2019
	£'000	£'000
Management costs	£2,334	£2,147
Bad debts	£83	£44
Tenancy support services	£90	£90
Planned maintenance	£1,043	£741
Day to day maintenance	£913	£967
Other activities (includes E-cars in 2020)	£194	£78
Interest payments	£1,621	£1,598
Depreciation	£1,289	£1,213
FRS102 adjustments	£1,030	£140
Reversal of revaluation losses	£0	£0
<b>Total spending</b>	<b>£8,598</b>	<b>£7,018</b>

<b>Surplus before capital spend</b>	<b>£922</b>	<b>£6,590</b>
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# 12 | Financial Summary

## How each £1 is spent

<b>Management costs</b>	<b>£0.22</b>	<b>£0.16</b>
<b>Planned maintenance</b>	<b>£0.28</b>	<b>£0.24</b>
<b>New developments</b>	<b>£0.22</b>	<b>£0.39</b>
<b>Day to day maintenance</b>	<b>£0.09</b>	<b>£0.07</b>
<b>Interest payments</b>	<b>£0.15</b>	<b>£0.12</b>
<b>Other activities</b>	<b>£0.02</b>	<b>£0.01</b>
<b>Tenancy support services</b>	<b>£0.01</b>	<b>£0.01</b>
<b>Bad debt</b>	<b>£0.01</b>	<b>£0.00</b>



**If you are unhappy with any part of our service please let us know so that we can try to put it right. If, having spoken to us, you are still dissatisfied, you can contact the Scottish Public Services Ombudsman within 12 months of the problem first arising at:**

**Scottish Public Services Ombudsman | Freepost SPSO | 0800 377 7330 | [ask@spsso.org.uk](mailto:ask@spsso.org.uk) | [www.spsso.org.uk](http://www.spsso.org.uk)**

#### **Get in touch**

**Please let us know if you would like this leaflet in large print, as an audio CD or in a language other than English.**

**The Corn Exchange | 200 High Street | Dalkeith | Midlothian | EH22 1AZ | 0131 654 2733 | [info@melville.org.uk](mailto:info@melville.org.uk) | [www.melville.org.uk](http://www.melville.org.uk)**

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