



REPORT FOR TENANTS 2021





Better times ahead

Welcome to our annual tenant report that shows how Melville has performed over the past 12 months (ending 31 March 2021).

Melville's performance over the past year has been pretty good, given the obstacles we've all faced. Performance has been strong in comparison to other Scottish landlords, represented in the report by the Scottish average figure and also against the performance of Fyne Homes, a similarly sized landlord to Melville. For the first time you can see how our performances compare throughout the report.

In keeping with the theme of this year's report, there have been a few bumps in the road over the past 12 months. You'll see that there have been dips in repairs performance, including 60 missed gas servicing appointments, an increase in relet times for empty homes and a drop in satisfaction levels for the repairs service. These can all be directly attributed to COVID but now that services have returned to normal we'll expect to see improvements in all these areas and we'll be keeping a close eye on them over the next year.

For some of the figures in the report you'll see there's been no change over the past couple of years. That's because these figures are gathered through our comprehensive tenant survey that takes place every three years. Our next survey is due to be carried out shortly so you'll see different figures next year. If you're approached to take part in the survey we'd urge you to do so as it will help Melville identify service areas that need improving.

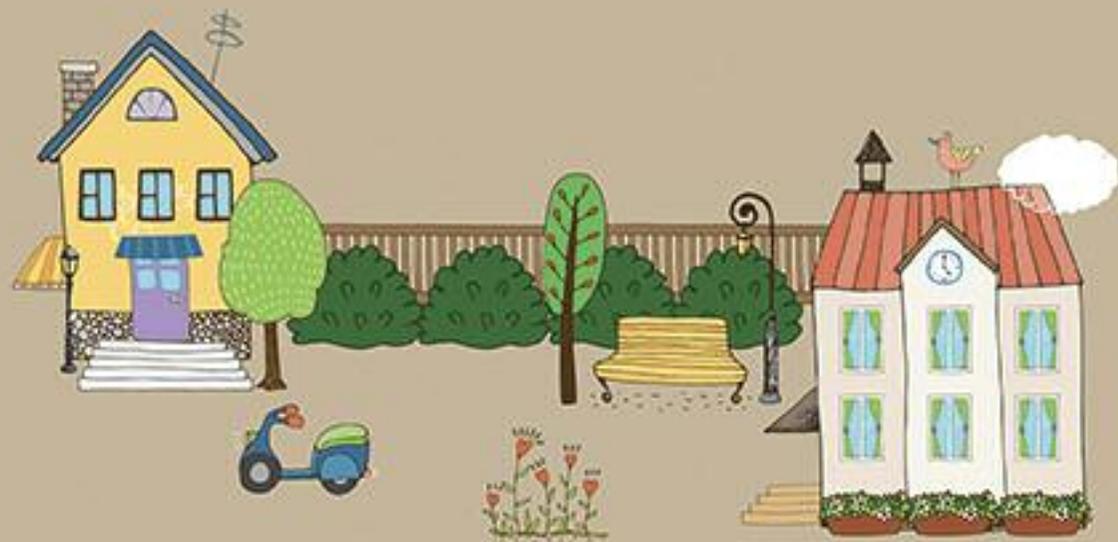
We hope you find this year's report, which once again is available digitally through Melville's website, interesting and informative. Please get in touch if you would like to request a paper copy of the report, have any thoughts on the contents, on Melville's performance in general or about how homes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

Thanks for reading

Your Melville Tenant Rep Group

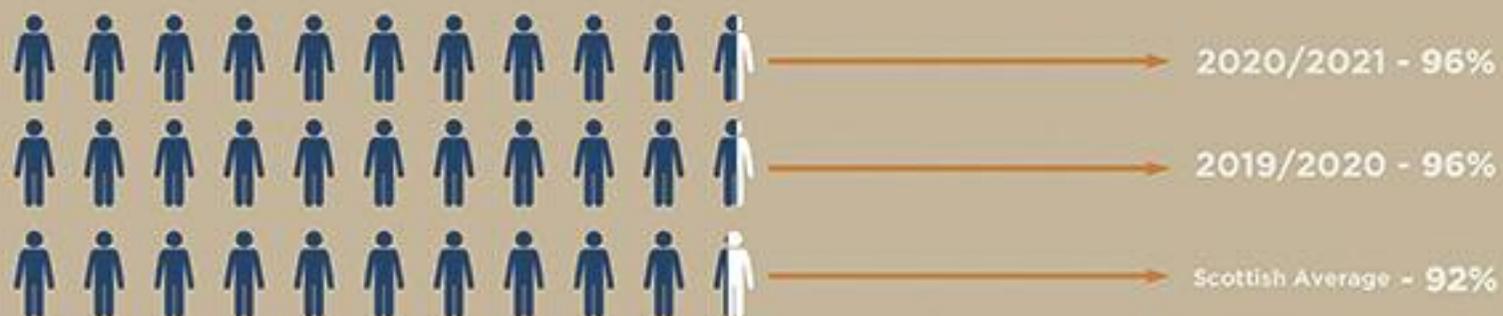


1. Communication
2. Participation
3. Quality of Housing
4. Repairs, maintenance and improvements
5. Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes
6. Access to social housing
7. Tenancy sustainment
8. Value for money
9. Rent and service charges
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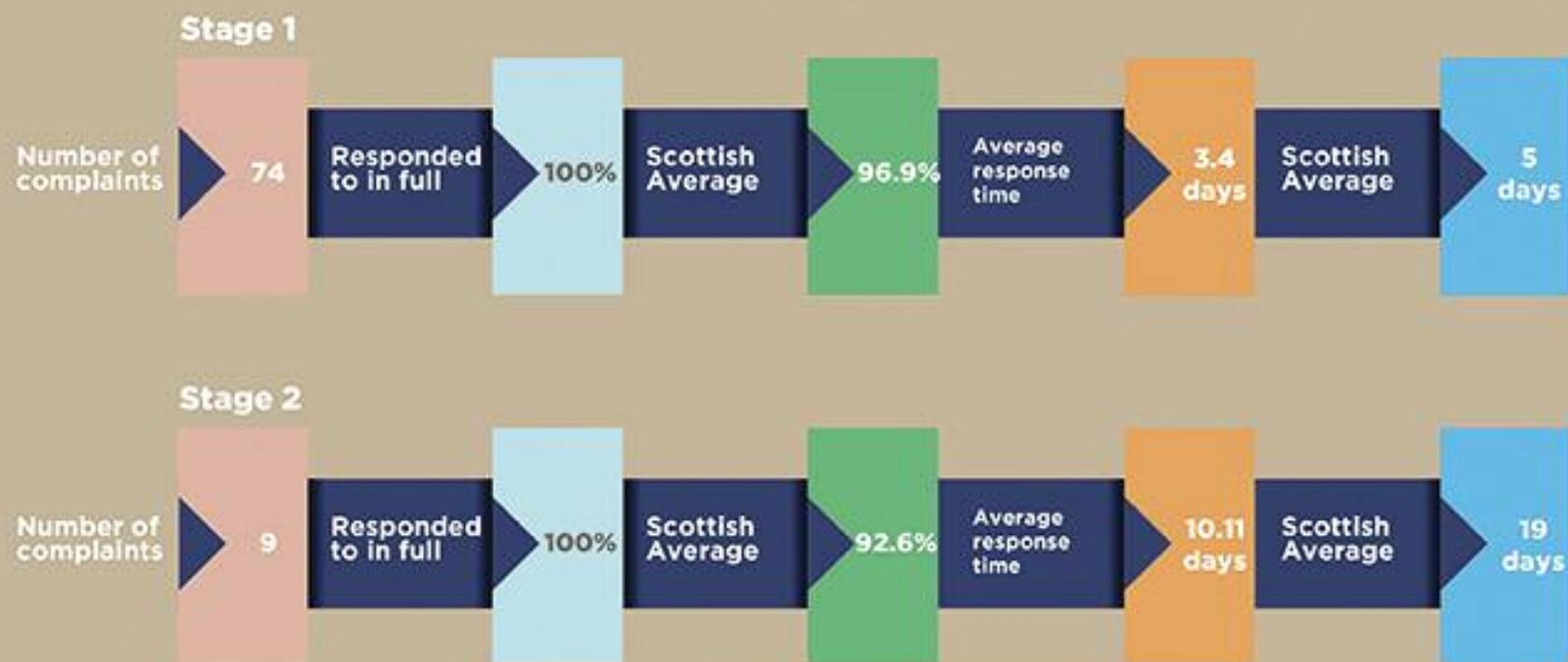


1 | Communication

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



1 | Communication



2 | Participation

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 send an email to mmonteith@melville.org.uk or phone Mary Monteith on 0131 654 2733.



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

Number of shareholding members of Melville Housing Association

118

New memberships during the year

4

Cancelled memberships during the year

56

Cancellations are high as we did a membership review during March of this year



3 | Quality of housing



Grants received from Renewable Heating Incentive for installation of Air Source Heat Pumps in area where there is no mains gas

£19,522

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

2020/2021 - 97%



2019/2020 - 97%



Similar RSL - **95%**



Percentage of existing tenants satisfied with the quality of their home

2020/2021 - 89%



2019/2020 - 89%



Similar RSL - **88%**



Percentage of properties in scope of the Energy Efficiency Standard for Social Housing (EESH) that meet the standard

2020/2021 - 96%



Similar RSL - **88%**



Total amount invested in bringing properties up to the EESH

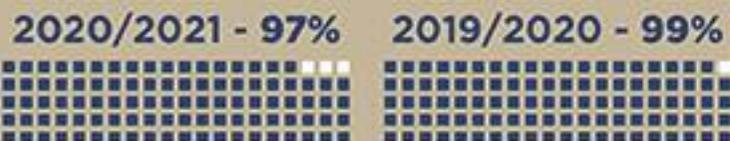
£211,844



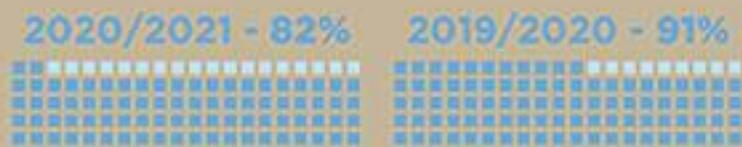
4 | Repairs, maintenance & improvements



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



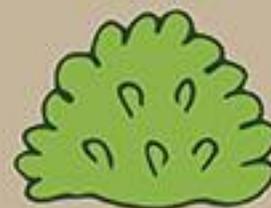
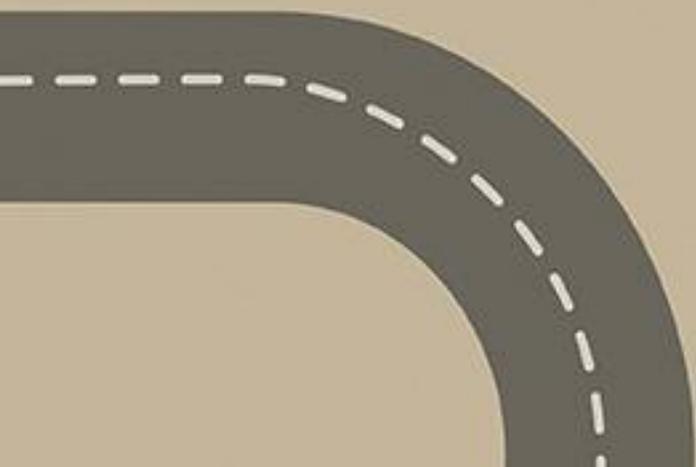
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service



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



4 | Repairs, maintenance & improvements



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 | Access to social housing



If you're not happy with your home, the quickest way of moving is usually by exchanging with another tenant who also lives in social housing, either locally or elsewhere in the UK. Swapping is an easy and reasonably cheap way to move home and can be much quicker than applying for a transfer.

Number of exchanges completed

Thirteen



7 | Tenancy sustainment

Number of approved applications for medical adaptations completed during the reporting year

62

Average time to complete adaptations

2020/2021
17.61 Days

Scottish Average
58 Days

Percentage of new tenancies sustained for more than a year



Percentage of court actions which resulted in eviction



7 | Tenancy sustainment



Number of evictions carried out during the year



Number of lettable houses that became vacant in the last year



99



7 | Tenancy sustainment

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

2020/2021 **88** → 2019/2020 **119** → 2018/2019 **121** →

Total financial gain for Melville tenants

£778,158 →

£839,000 →

£883,000 →



Average weekly rent

£83.70

8 | 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



9 | Rent and service charges

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

0.2%

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

17 days

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



10 | Financial summary

	2021	2020
	£'000	£'000
Total income	£9,528	£9,520
Total costs	(£498)	£8,598
Surplus for year	£10,026	£922

We also spent money on:

• major improvements to properties	£1,188	£1,922
• building new homes	£2,367	£2,340
Net cash surplus/ (deficit)	£6,472	(£3,340)



10 | Financial summary

Income:

	2021	2020
	£'000	£'000
Net income from rent and service charges	£9,093	£8,955
Scottish Government Grants	£80	£101
Other Grants (HAG)	£164	£148
E-car club grant	£0	£108
Other income	£120	£103
Interest	£1	£5
Property/land sale income	£70	£100
Total income	£9,528	£9,520

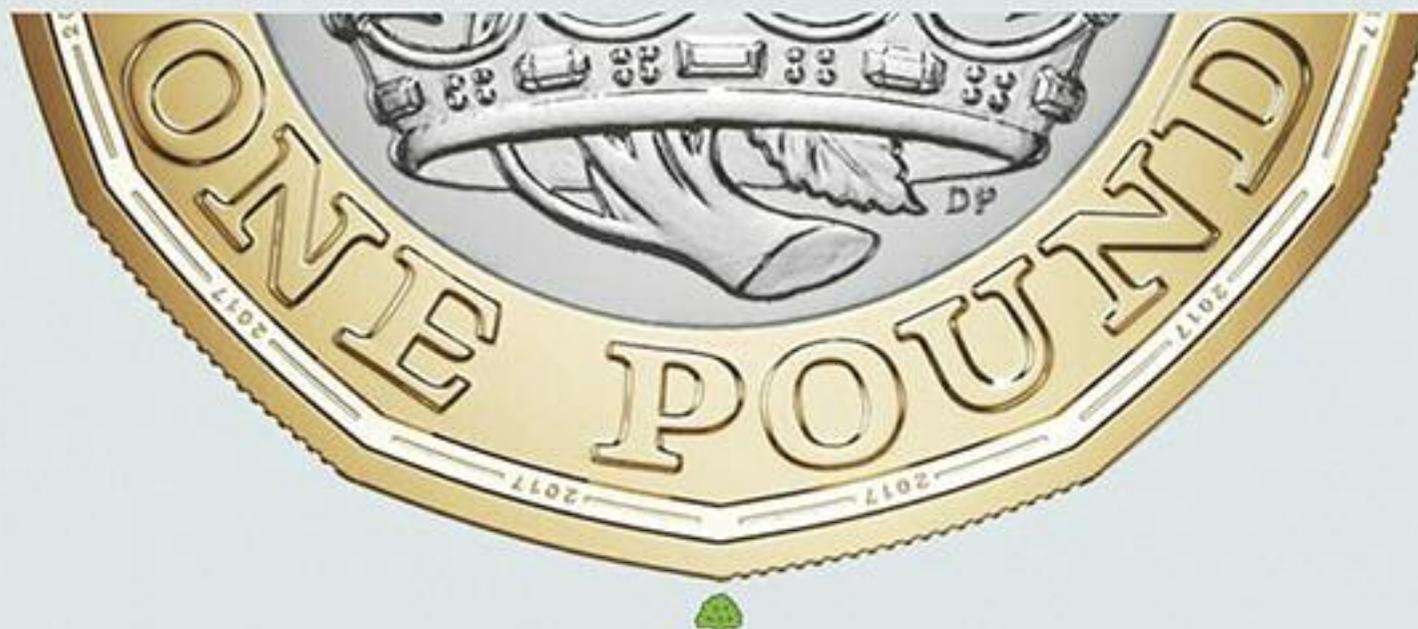
Costs:

	2021	2020
	£'000	£'000
Management costs	£2,267	£2,334
Bad debts	(£24)	£83
Tenancy support services	£90	£90
Planned maintenance	£974	£1,043
Day to day maintenance	£943	£913
Other activities (includes E-cars in 2020)	£105	£194
Interest payments	£1,548	£1,621
Depreciation	£1,342	£1,289
FRS102 adjustments	(£2,062)	£1,030
Reversal of revaluation losses	(£5,680)	£0
Total costs	(£498)	£8,598
Surplus before capital spend	£10,026	£922



10 | Financial summary

How each £1 is spent	2021	2020
Management costs	£0.24	£0.22
Planned maintenance	£0.23	£0.28
New developments	£0.25	£0.22
Day to day maintenance	£0.10	£0.09
Interest payments	£0.16	£0.15
Other activities	£0.01	£0.02
Tenancy support services	£0.01	£0.01
Bad debt	£0.00	£0.01





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 SP50 | 0800 377 7330 | ask@spso.gov.scot | www.spso.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 | www.melville.org.uk

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