

# REPORT FOR TENANTS - 2023



# Strong performance despite tough times

Welcome to our annual tenant report that shows how Melville has performed over the past 12 months (ending 31 March 2023).

In October we sat down with our tenant reps and went through the performance figures for the year. These were gathered through a tenant satisfaction survey carried out in 2022 as well as figures we and our contractors record as part of day-to-day activities. We looked at the areas where we've performed well and the areas where performance hasn't been quite so strong.

There are a couple of areas where performance hasn't been as good as we would expect. The repairs service has continued to struggle due to cost and staffing pressures resulting from the pandemic and rising inflation. Overall repairs satisfaction is good however response times for both emergency and routine repairs have fallen (although both remain significantly better than the Scottish average) and this is something we're already working on.

Performance has also dipped with empty homes. We saw an increase in the number of days taken to get new tenants into homes, and also an increase in the percentage of refusals for our properties. We're still performing much better than most in the sector in both of these areas however we're working closely with contractors to improve void turn around times and looking into the reasons more people are refusing offers of housing.

These areas aside, and despite a number of continuing challenges, overall performance has continued to be excellent over the past 12 months, and we're performing well above the Scottish average in most areas. During tough times we've been really pleased to have been able to provide high levels of practical and financial support to tenants. Sadly not everyone will engage with us and we were forced to evict one tenant during the year for non-payment of rent.

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'd like 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.

Enjoy reading

Melville Housing

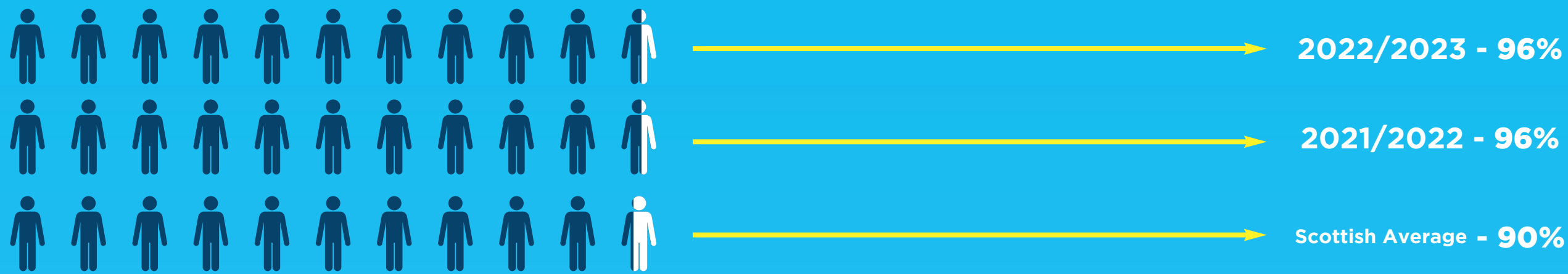


1. Communication
2. Participation
3. Quality of Housing
4. Repairs, maintenance and improvements
5. Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes
6. Access to social housing
7. Tenancy sustainment
8. Value for money
9. Rent and service charges
10. Financial summary



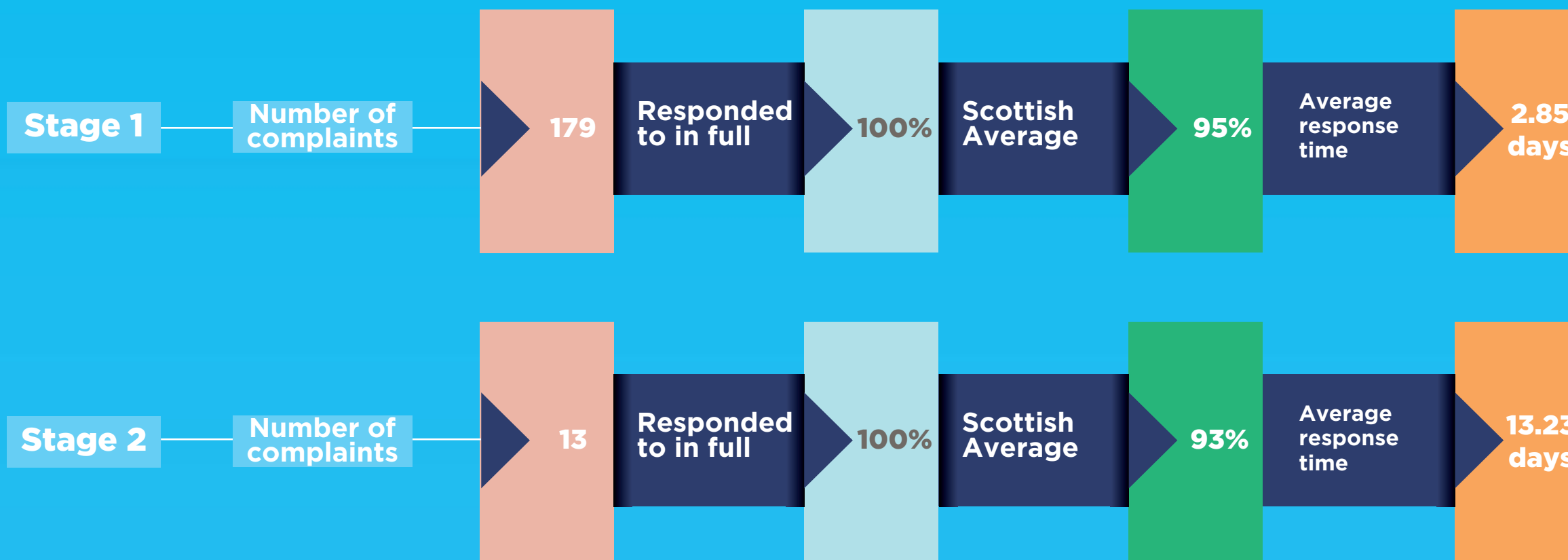
# 1 | Communication

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



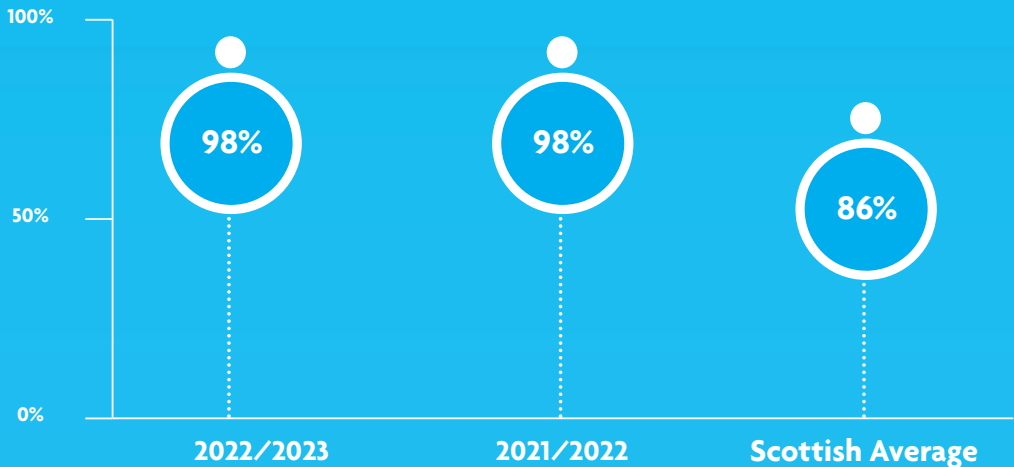


# 1 | Communication



# 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 phone Maxine Mason on 0131 654 2733 or send an email to [mmason@melville.org.uk](mailto:mmason@melville.org.uk).



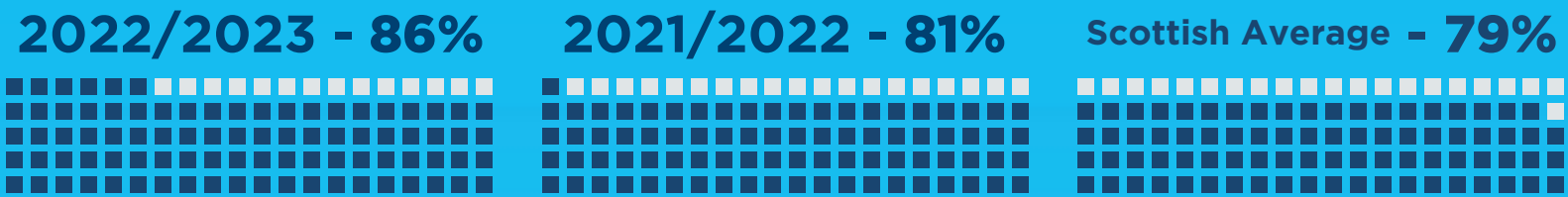
Percentage of tenants satisfied with the opportunities given to them to participate in Melville’s decision making processes

Number of shareholding members of Melville Housing Association	49
New memberships during the year	8
Cancelled memberships during the year	23

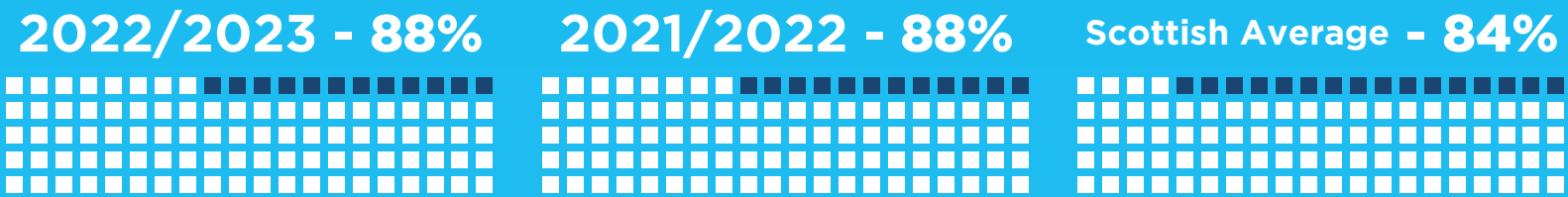


# 3 | Quality of housing

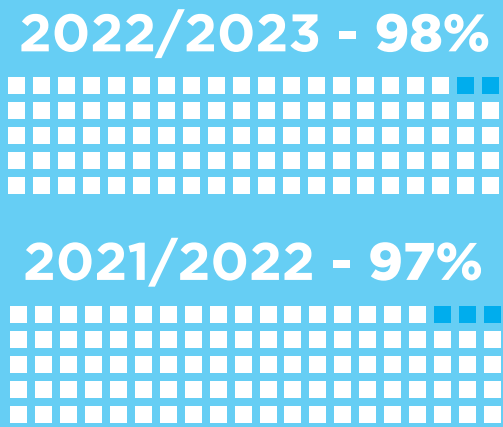
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)



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

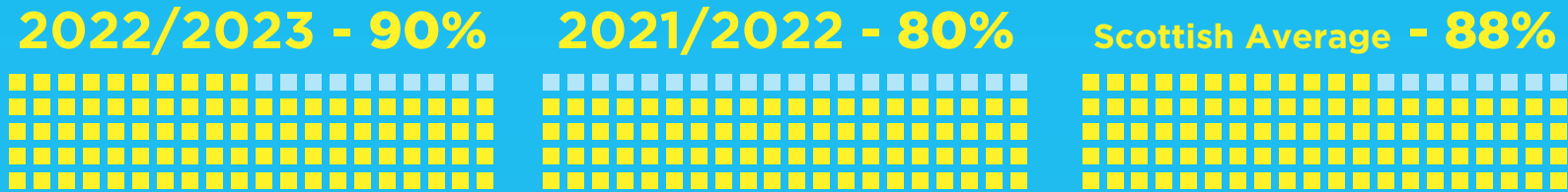
Gas safety checks recorded and completed by the anniversary date

2022/2023 - 0 missed

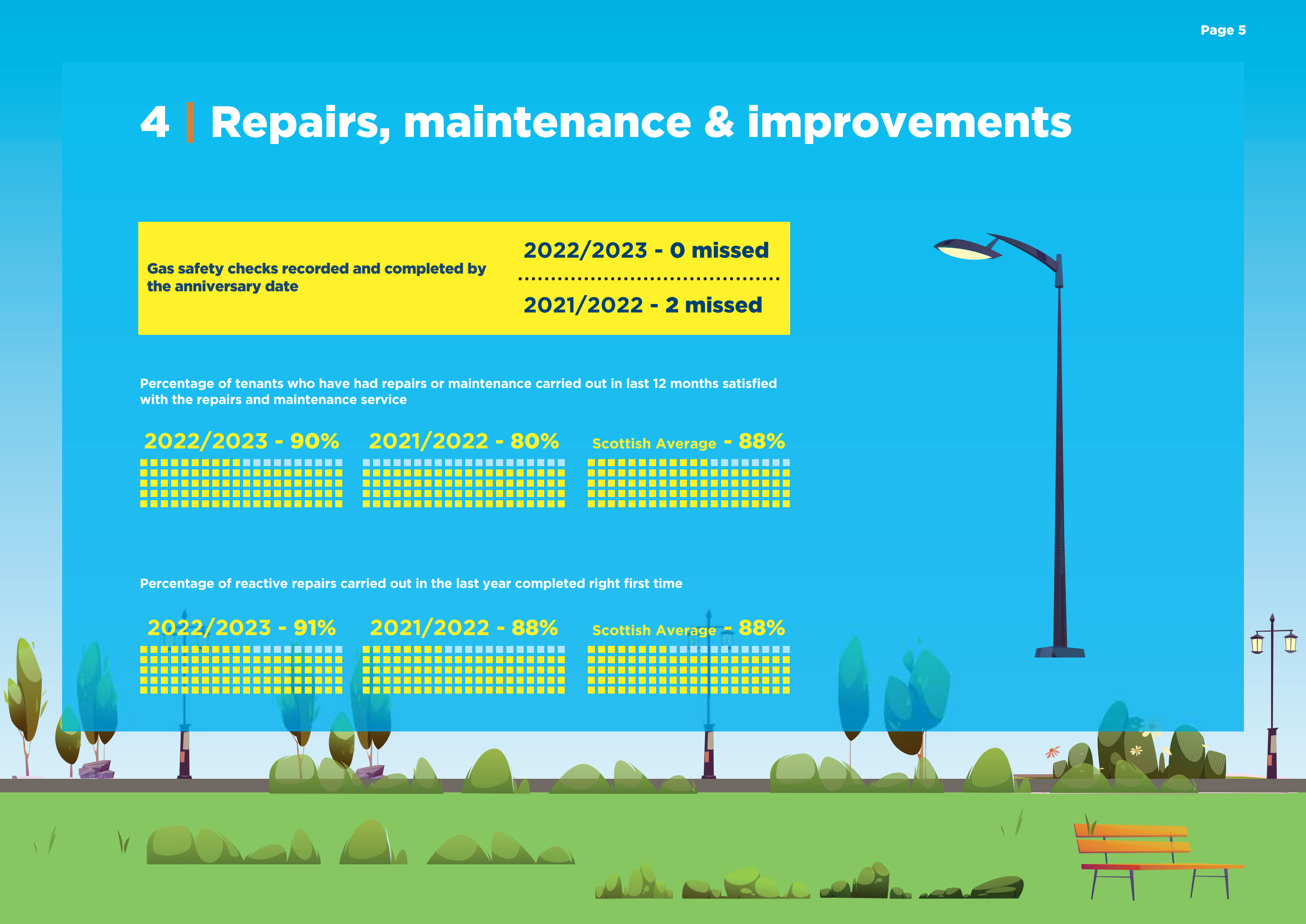
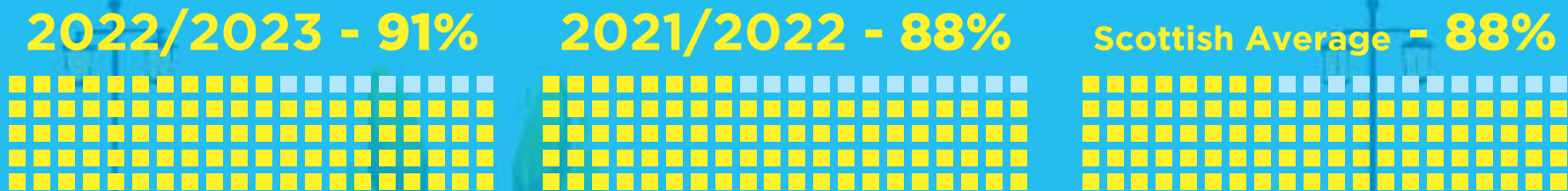
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2021/2022 - 2 missed

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

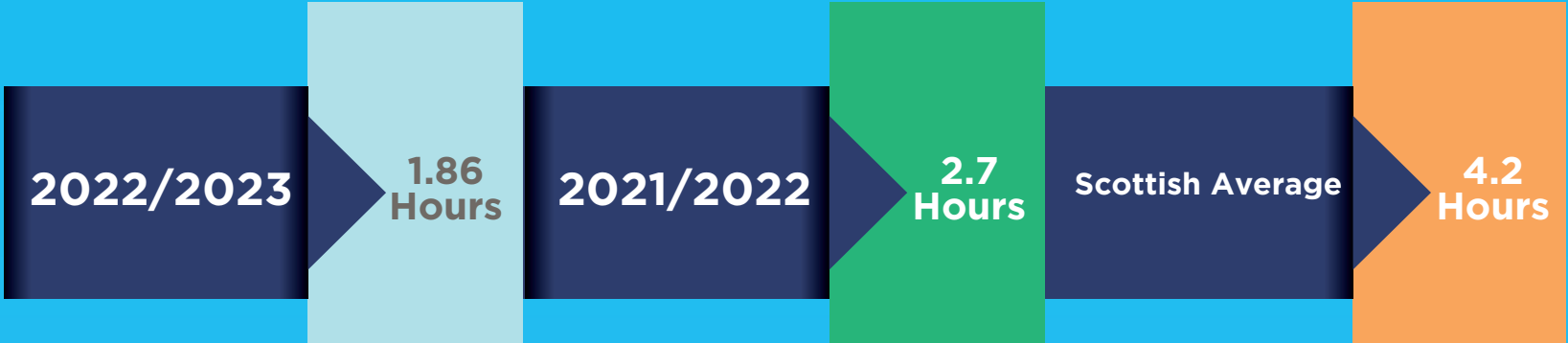


# 4 | Repairs, maintenance & improvements

Average length of time taken to complete non-emergency repairs



Average length of time taken to complete emergency repairs





# 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.

	2022/23	2021/22	2020/21	2019/20	2018/19
Number of exchanges completed	15	19	13	24	21



## 7 | Tenancy sustainment

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

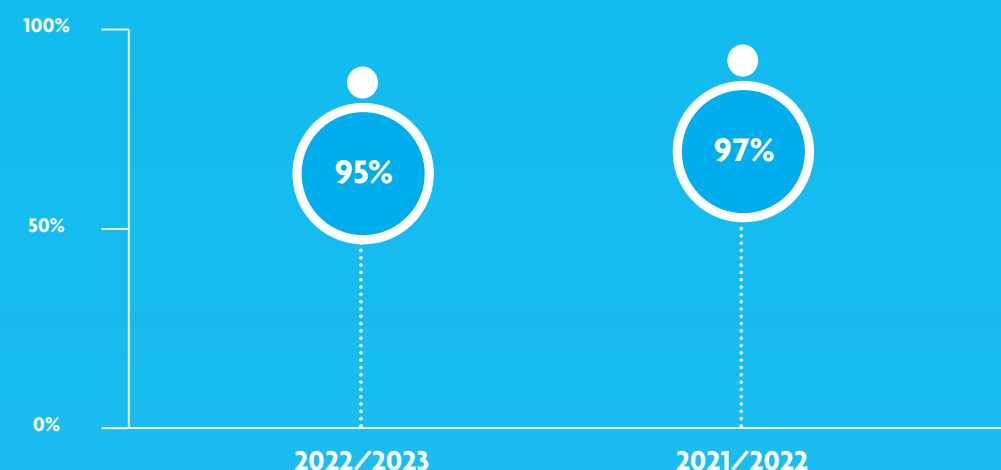
# 52

Average time to complete adaptations

2022/2023  
24 Days

Scottish Average  
47 Days

Percentage of new tenancies sustained for more than a year



# £67,000

spent on adaptations to help tenants stay in their homes

Melville works closely with the Scottish Government who provide funding each year that pays for adaptations, allowing tenants to stay in their homes.

# 7 | Tenancy sustainment

Number of evictions carried out during the year

             1 —→ 2022/2023

             0 —→ 2021/2022

             1 —→ 2020/2021

Number of lettable  
houses that became  
vacant in the last year

 95



# 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



Total financial gain for Melville tenants



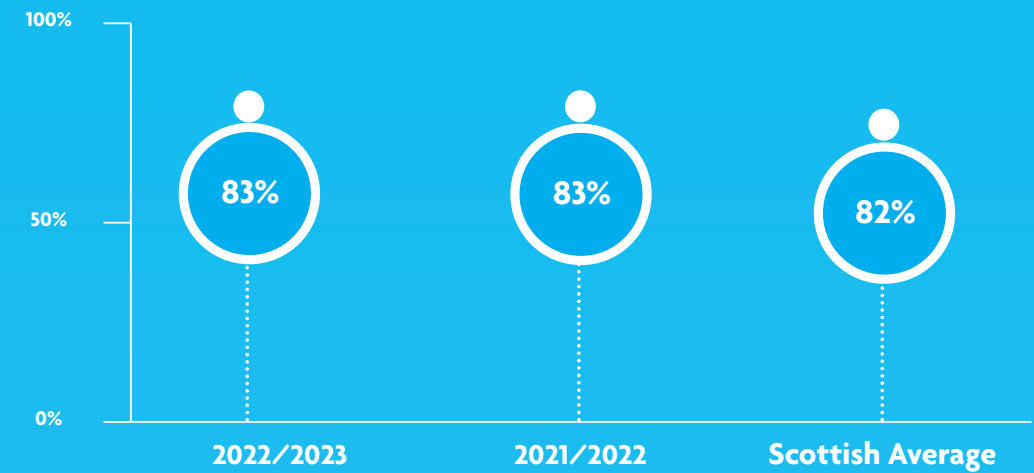
Help with energy costs - £23,148



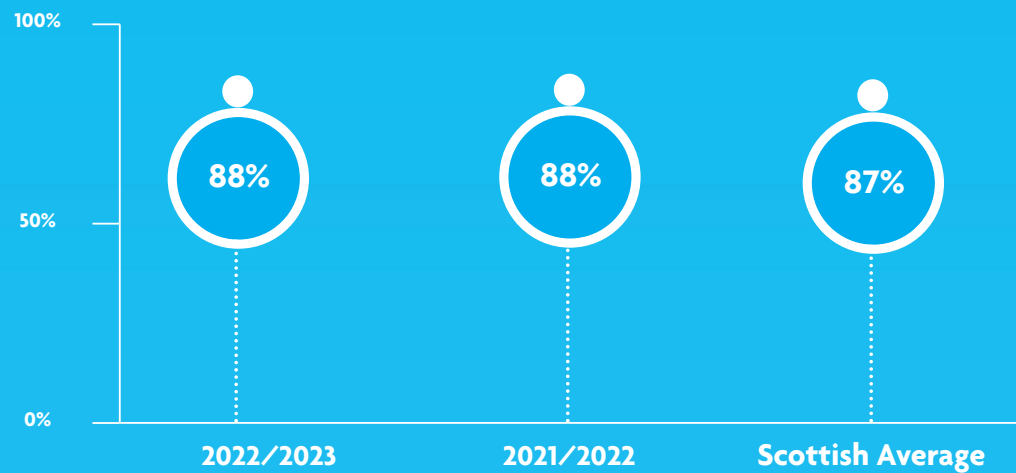


# 8 | Value for money

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



Average weekly rent £89



# 9 | Rent and service charges

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

0.2%

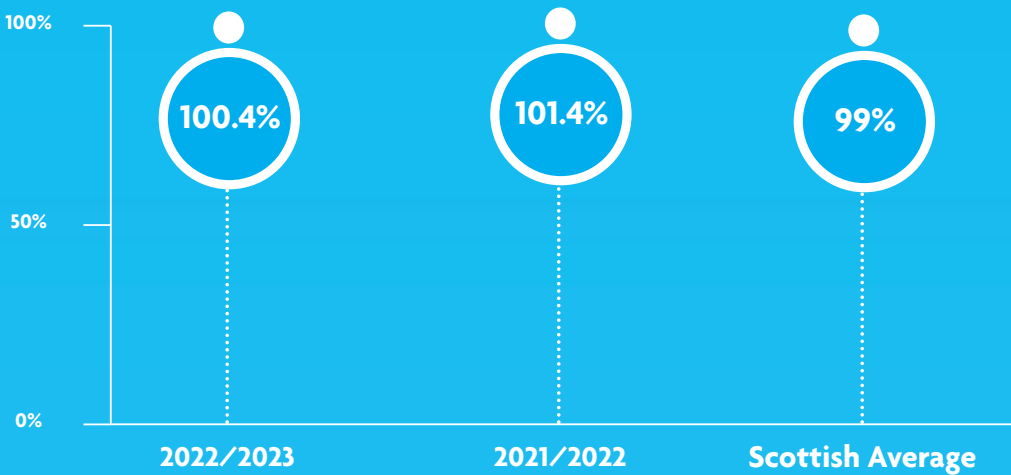
Average length of time taken to re-let properties in the last year

17 days

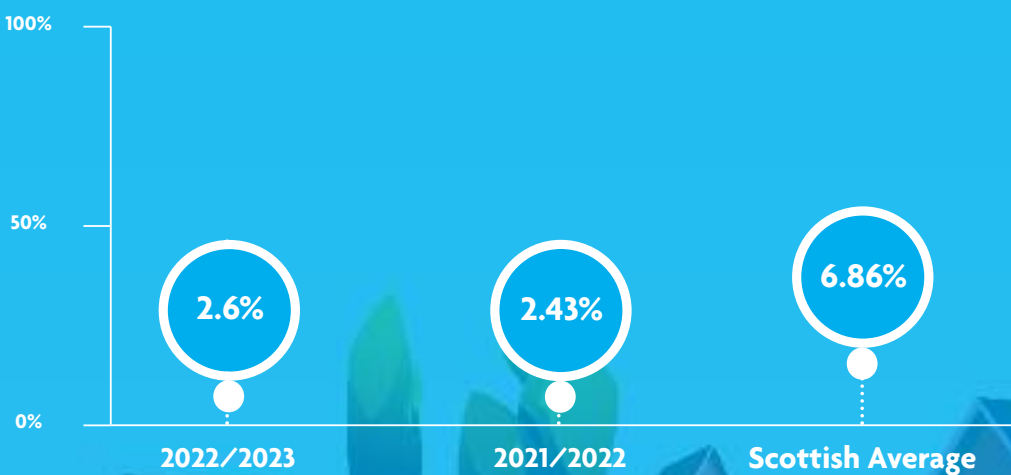
Average length of time taken to re-let properties in the previous year

13 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

	2023	2022
	£'000	£'000
Total income	£11,264	£12,943
Total spending	£4,528	£7,099
Surplus for year	£6,736	£5,844



# 10 | Financial summary

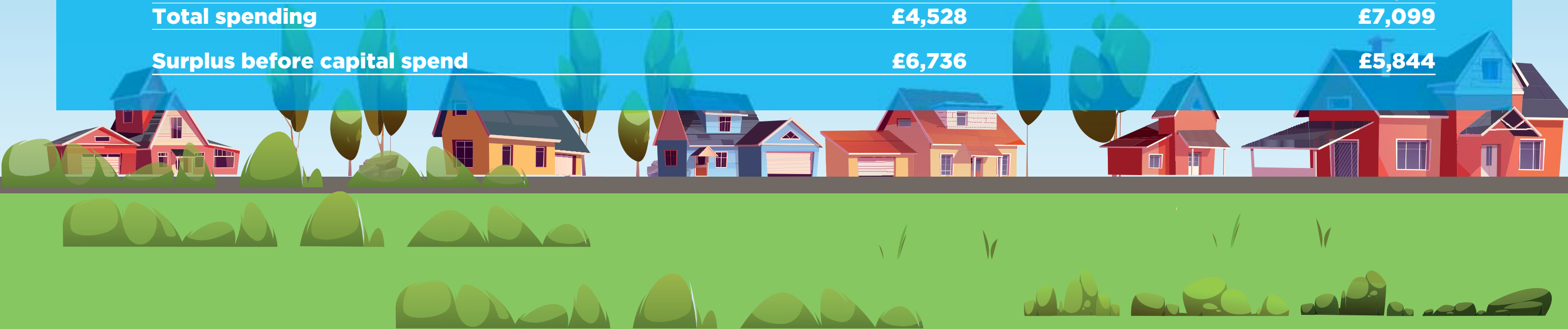
Income:

	2023	2022
	£'000	£'000
Net income from rent and service charges	£9,637	£9,337
Scottish Government Grants	£67	£82
Other Grants (HAG)	£1,309	£3,407
Other income	£167	£117
Interest	£13	£0
Property/land sale income	£71	£0
<b>Total income</b>	<b>£11,264</b>	<b>£12,943</b>

Spending:

	2023	2022
	£'000	£'000
Management costs	£2,822	£2,415
Bad debts	£42	(£11)
Tenancy support services	£92	£90
Planned maintenance	£849	£864
Day to day maintenance	£1,219	£899
Other activities	£88	£73
Interest payments	£1,636	£1,539
Depreciation	£1,655	£1,529
FRS102 adjustments	(£3,875)	(£2,967)
Reversal of revaluation losses	£0	£2,668
<b>Total spending</b>	<b>£4,528</b>	<b>£7,099</b>

<b>Surplus before capital spend</b>	<b>£6,736</b>	<b>£5,844</b>
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# 10 | Financial summary

## How each £1 is spent

	2023	2022
Management costs	£0.26	£0.23
Planned maintenance	£0.23	£0.27
New developments	£0.23	£0.26
Day to day maintenance	£0.11	£0.09
Interest payments	£0.15	£0.15
Other activities	£0.01	£0.01
Tenancy support services	£0.01	£0.01
Bad debt	£0.00	£0.00





**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.gov.scot](mailto:ask@spsso.gov.scot) | [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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