



Our charter report card
2020/21



OUR PERFORMANCE

In this report we will let you know how we performed on the standards and outcomes set out in the Scottish Social Housing Charter (the Charter) in 2020/21.

We report to the Scottish Housing Regulator (SHR) each year and you can see the full report on the SHR's website www.scottishhousingregulator.gov.uk/for-tenants. The website also has a comparison tool you can use to find out how other landlords perform.

WHAT WE HAVE REPORTED ON

We asked you for feedback on our previous charter report cards and, as a result, have focussed on the following standards:

- Tenant satisfaction
- Our relationship with you
- Housing quality and maintenance
- Neighbourhood and community
- Value for money (VFM)

We have also included additional information so you are able to see where we are doing well and where we need to improve. This includes:

- How we compare to other landlords
- The previous year's performance
- Ratings for performance
- The actions we are taking to improve performance

HOW WE MEASURE OUR PERFORMANCE

Our performance information comes from a range of sources. We carry out an independent tenant survey every three years to measure our performance.

In November 2018, we commissioned an independent company, Research Resource, to complete a customer satisfaction survey for us. Most of the customer satisfaction information for 2020/21 is based on the November 2018 survey. Customer satisfaction with repairs is measured using in-house tenant surveys completed throughout the year.

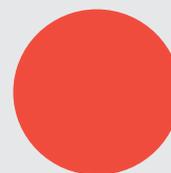
The ratings



We are doing well



We are doing ok



We could do better

In most instances, we compared ourselves with the SHR's Scottish average (which includes all councils and housing associations (HAs)). However, when it comes to comparing our rents, we have also included the HA average (all Scottish HAs). In some instances, as suggested by our Tenant Service Improvement Group, we have also compared ourselves with local housing associations.

OUR RELATIONSHIP WITH YOU

INDICATOR: Percentage of tenants satisfied with the overall service provided by their landlord

Larkfield 2019/20	Larkfield 2020/21	River Clyde Homes	Cloch HA	Oaktree HA	Scottish average 2020/21
94.5%	94.5%	89.3%	91.3%	92.2%	89.2%

We continue to encourage our tenants to participate with us in different ways, for example, surveys, our service improvement group, service reviews, local meetings, and tenant open days.

Due to the ongoing Covid restrictions, we will be looking at alternative ways to engage with our tenants and developing our digital platforms.

INDICATOR: Percentage of tenants who feel their landlord is good at keeping them informed about services and outcomes

Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
96.6%	96.6%	91.7%

INDICATOR: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes

Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
100%	100%	86.6%



HOUSING QUALITY & MAINTENANCE

INDICATOR: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	94.5%	94%	91%

Almost all our properties meet the Scottish Housing Quality Standard (SHQS). There are a small number that still require external improvements within mixed tenure blocks or energy efficiency improvement works.

We will continue to work with other key stakeholders to promote joint projects and engage owner occupiers to participate to allow these works to be carried out.

INDICATOR: Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSSH)	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	94%	96%	89%

INDICATOR: Percentage of tenants satisfied with the quality of their home	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	96.2%	96.2%	87.1%



Last year, we invested £237,000 in planned maintenance works across our stock.

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

Larkfield 2019/20	Larkfield 2020/21	River Clyde Homes	Cloch HA	Oaktree HA	Scottish average 2020/21
97.9%	87.8%	89.2%	86.8%	87.9%	90.1%

Satisfaction with our repairs service fell slightly below the Scottish average. Our repairs service was affected by Covid-19 and some non-emergency repairs were suspended, in line with Scottish Government guidelines, during periods of lockdown.

This year, we have reduced the average length of time taken to complete emergency repairs.

INDICATOR: Average length of time taken to complete emergency repairs	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	3.3 hours	2.9 hours	4.2 hours

INDICATOR: Average length of time taken to complete non-emergency repairs	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	7.4 days	10.9 days	6.7 days

Our average length of time to complete non-emergency repairs increased from last year. We continue to work with our reactive repairs contractors to improve performance to complete non-emergency repairs response times and increase the percentage of repairs completed right first time.

INDICATOR: Percentage of reactive repairs carried out in the last year completed right first time	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	91.6%	79.1%	91.5%

NEIGHBOURHOOD & COMMUNITY

INDICATOR: Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	100%	94.4%	94.4%

INDICATOR: Percentage of tenants satisfied with the management of the neighbourhood they live in	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	99%	99%	86.1%

VALUE FOR MONEY

Rent is our main source of income, we use it to carry out repairs, maintain your home, manage neighbourhoods and provide housing management services.

Our average rent is calculated for all properties of the same size across all areas.

Size	No. of properties	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21	Scottish HA average 2020/21
1 bedroom	12	£60.79	£62.82	£79.48	£85.59
2 bedroom	127	£84.74	£87.09	£82.60	£88.15
3 bedroom	212	£98.17	£100.62	£89.81	£97.46
4 bedroom+	31	£110.63	£113.81	£99.97	£109.51

Although our rents for two, three and four-bedroom homes are above the Scottish and housing association average, the increases we applied, for five out of the last six years, were below the Scottish Average.

INDICATOR: Percentage average weekly rent increase to be applied

Larkfield 2019/20	Larkfield 2020/21	River Clyde Homes	Cloch HA	Oaktree HA	Scottish average 2020/21
2%	1.5%	1.8%	1%	1%	1.2%

We consider affordability of rents, together with investment requirements, to maintain the quality of our homes, prior to setting rents. Our 2020 /21 rent increase was slightly above the Scottish average.

We strive to keep our rents affordable and will consult on our April 2022 rent increase in the coming months to get a better understanding of what affordability means to you.

The average length of time taken to re-let properties increased significantly from the previous year, largely because of Covid-19, which led to a suspension of allocations during lockdown and some delays in the completion of void repairs during the year.

INDICATOR: Average length of time taken to re-let properties	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	28.8 days	50.6 days	56.3 days

Our total re-let time also includes time taken to complete major works carried out prior to the start of the tenancy, for example kitchen, bathroom and central heating improvement works to minimise disruption to new tenants before moving in.

INDICATOR: Amount of rent lost due to homes being empty as percentage of total rent due	Larkfield 2019/20	Larkfield 2020/21	Scottish average 2020/21
	0.6%	0.5%	1.4%



WHAT DO YOU THINK?

To improve the information we provide on our performance in the future we want to know what you think of this report.

If there is anything you would like to ask or discuss in more detail, then please get in touch – we would be delighted to hear from you.

Call us on **01475 630930**
Email **info@larkfieldha.org.uk**
Write to us at **14 Lothian Road, Greenock, PA16 0PG**
Visit **www.larkfieldha.org.uk**



MyLarkfield

DAY OR NIGHT...

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Larkfield is part of the Link group of social enterprises.



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