



WALKING THE WALK

2019 REPORT TO TENANTS

When Melville asked the Tenant Reps group for our thoughts on this year's report to tenants and how involved we'd like to be with it, it seemed like an odd question. After all, it's Melville's job to let tenants know how it's performing, not ours. But when we thought about what the report is supposed to be – a report for tenants, including information that tenants want to know – it made a lot more sense for the group to get involved.

We pored over the findings of this year's satisfaction survey which made interesting reading. They told us that Melville is doing a decent job but that there are areas for improvement. Overall satisfaction could be better as could repairs and new homes. We'll be working with Melville over the coming months to see if we can come up with ideas on how these areas can be improved.

We also thought long and hard about how the report should be delivered this year. Over the past few years Melville has looked at ways of making it cheaper to produce and distribute but has never received much feedback once it's been posted out. This year we agreed that we would try producing a digital version that is only available online. This will deliver environmental benefits by saving on paper, envelopes, energy consumption and vehicle emissions. Melville will still be happy to provide a paper copy to anyone who wants one, but for everyone else the report will be available online, saving around £1,500.

We hope you find this year's report interesting and informative. Please get in touch if you have any thoughts on the report, 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



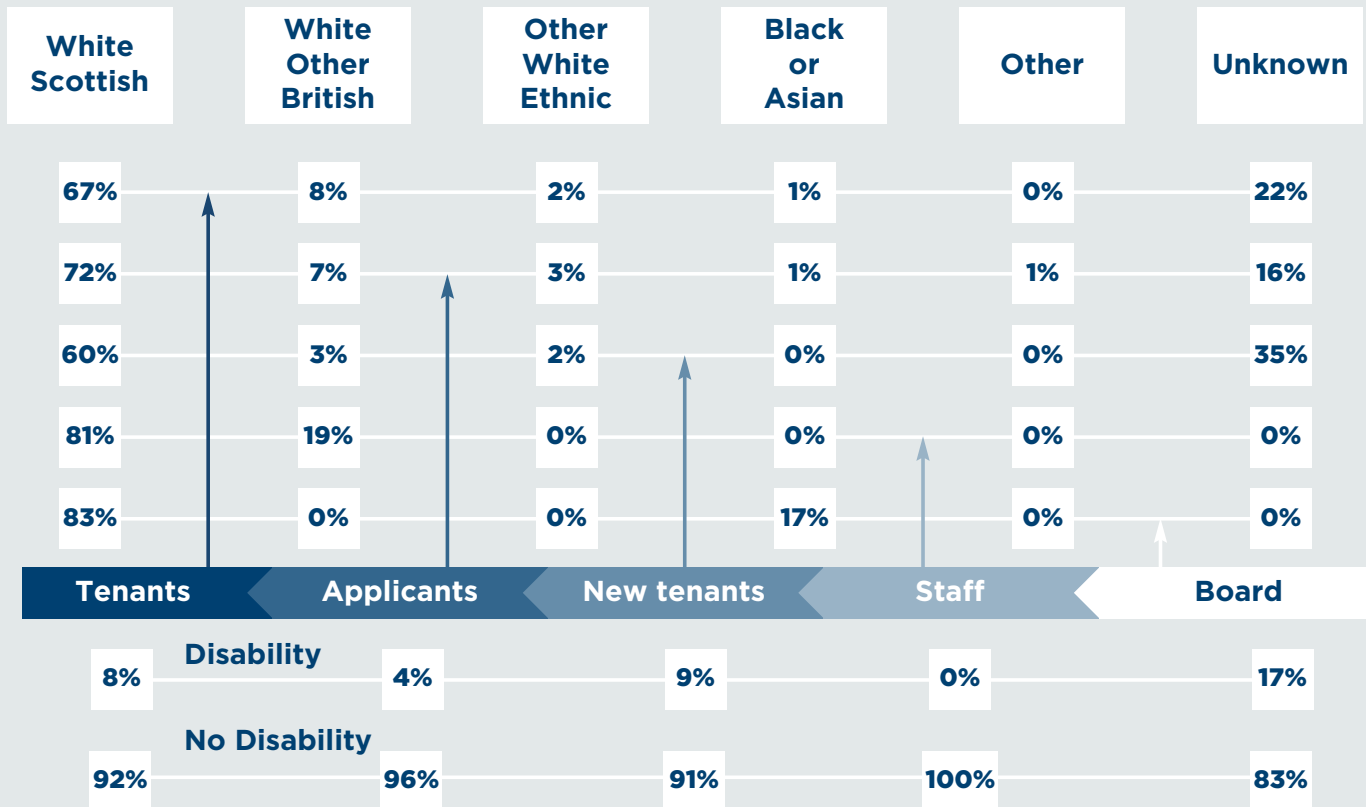
1. Equalities
2. Communication
3. Participation
4. Quality of Housing
5. Repairs, maintenance and improvements
6. Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes
7. Access to social housing
8. Tenancy sustainment
9. Value for money
10. Rent and service charges





1 > Equalities

Ethnic origins and disability details



2 > Communication

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



96%

2018/2019



97%

2017/2018

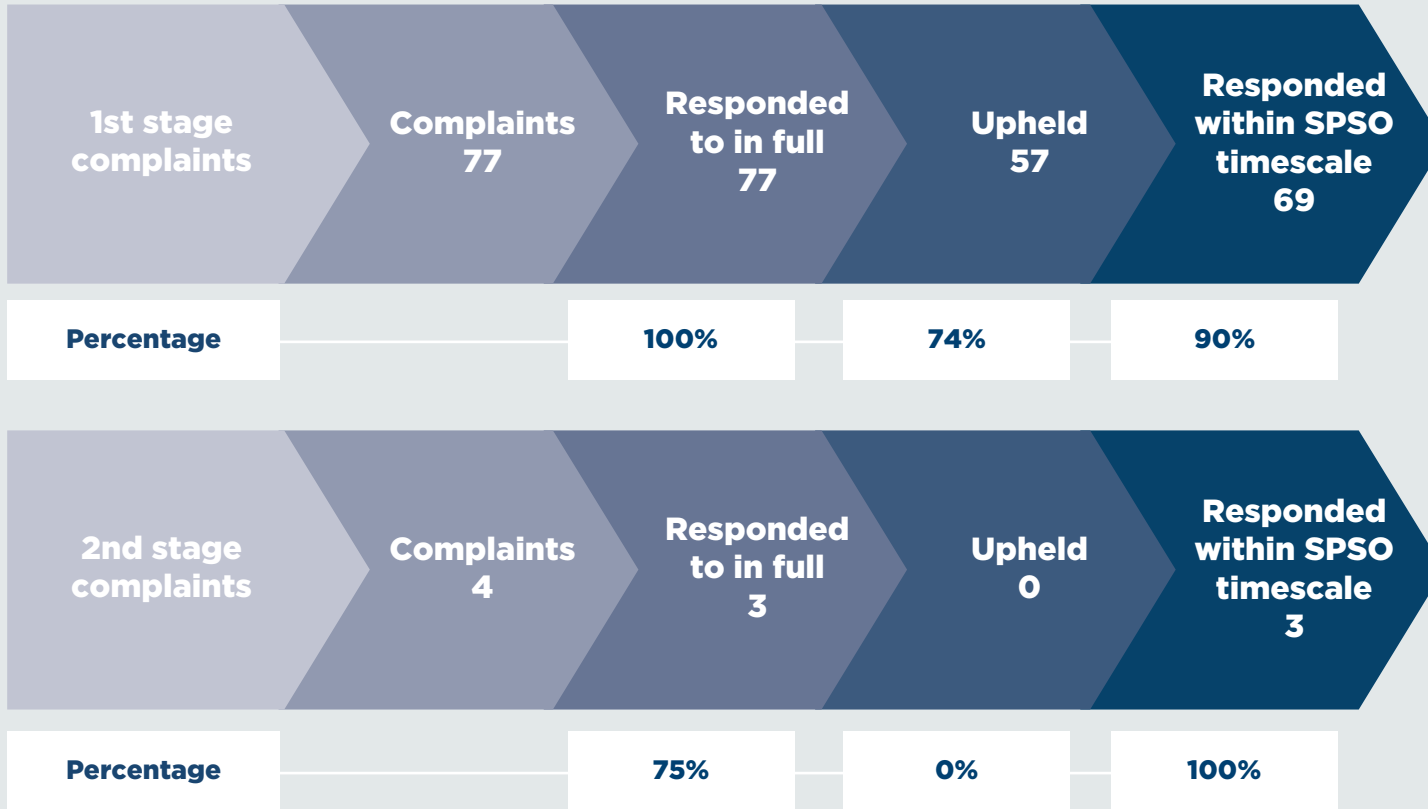


92%

Scottish Average



Complaints



We received no equalities-related complaints last year





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

Number of shareholding members of Melville Housing Association	123
New memberships during the year	0
Cancelled memberships during the year	4

4 > Quality of Housing

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

2018/2019	2017/2018	Scottish Average
97%	95.5%	94%

Percentage of properties at or above the appropriate National Home Energy Rating or Standard Assessment Procedure ratings specified in element 35 of the SHQS, as at 31 March each year

2018/2019	2017/2018	Scottish Average
99%	97%	98%





4 > Quality of Housing

Percentage of tenants satisfied with the standard of their home when moving in

2018/2019	2017/2018	Scottish Average
79%	64%	91%

Percentage of existing tenants satisfied with the quality of their home

2018/2019	2017/2018	Scottish Average
89%	93%	88%



5 > Repairs, Maintenance and Improvements

Average length of time taken to complete emergency repairs

2018/2019	2017/2018	Scottish Average
-----------	-----------	------------------



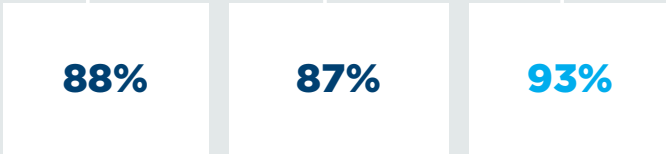
Average length of time taken to complete non-emergency repairs

2018/2019	2017/2018	Scottish Average
-----------	-----------	------------------



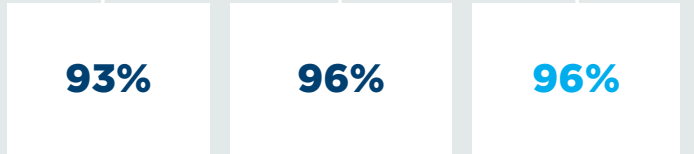
Percentage of reactive repairs carried out in the last year completed right first time

2018/2019	2017/2018	Scottish Average
-----------	-----------	------------------



Percentage of repairs appointments kept

2018/2019	2017/2018	Scottish Average
-----------	-----------	------------------





5 > Repairs, Maintenance and 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

2018/2019	2017/2018	Scottish Average	2018/2019	2017/2018	Scottish Average
100%	100%	100%	83%	84%	92%



6 > Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

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

2018/2019
92.5%

2017/2018
93%

Scottish Average
88%

Percentage of tenancy offers refused during the year

2018/2019
7%

2017/2018
12%

Scottish Average
36%

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

2018/2019
86%

2017/2018
95%

Scottish Average
88%

7 > Access to Social Housing

Number of exchanges completed





8 > Tenancy Sustainment

Percentage of new tenancies sustained for more than a year			Percentage of lettable houses that became vacant in the last year		
2018/2019	2017/2018	Scottish Average	2018/2019	2017/2018	Scottish Average
97%	95%	89%	5%	5%	9%

Percentage of approved applications for medical adaptations completed during the reporting year			Percentage of court actions which resulted in eviction		
2018/2019	2017/2018	Scottish Average	2018/2019	2017/2018	Scottish Average
93.5%	90%	85%	37%	9%	20%

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

2018/2019
121

2017/2018
116

Total financial gain for Melville tenants

2018/2019
£883,000

2016/2017
£762,000

Number of evictions carried out during the year



7 ———> 2018/2019



8 ———> 2017/2018





9 > Value for Money

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

2018/2019
79%

2017/2018
76%

Scottish Average
83%

Percentage of tenants satisfied with the overall service provided by Melville

2018/2019
89%

2017/2018
94%

Scottish Average
90%

10 > Rent and Service Charges

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

2018/2019	2017/2018	Scottish Average
99.5%	99%	99%

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

2018/2019	2017/2018	Scottish Average
4.6%	4.7%	5.7%





10 > Rent and Service Charges

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

2018/2019	2017/2018	Scottish Average
0.15%	0.13%	0.88%

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

2018/2019	2017/2018	Scottish Average
12 days	10 days	32 days

Financial Summary

	2019	2018
	£'000	£'000
Total income	£13,608	£8,617
Total spending	£7,018	£3,982
Surplus for year	£6,590	£4,635

We also spent money on:

• major improvements to properties	£2,390	£2,242
• building new homes	£5,194	£3,560
Net cash surplus/ (deficit)	(£994)	(£1,166)

- The financial deficits for both 2019 and 2018 are the result of grant money received during each 12 month period but not shown in that year's figures.





Income:	2019	2018
	£'000	£'000
Net income from rent and service charges	£8,607	£8,362
Scottish Government grants	£4,364	£105
Heritage Lottery funding/SLAB	£0	£53
Other income	£93	£94
Interest	£8	£3
Property/land sale income	£536	£0
Total income	£13,608	£8,617

Spending:	2019	2018
	£'000	£'000
Management costs	£2,147	£2,101
Bad debts	£44	£62
Tenancy support services	£90	£90
Planned maintenance	£741	£759
Day to day maintenance	£967	£954
Other activities	£78	£130
Interest payments	£1,598	£1,582
Depreciation	£1,213	£1,039
FRS102 adjustments	£140	(£1,653)
Reversal of revaluation losses	£0	(£1,082)
Total spending	£7,018	£3,982

Surplus before capital expenditure	£6,590	£4,635
---	---------------	---------------

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 | 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. Our contact details are at the bottom of the page.



The Corn Exchange | 200 High Street | Dalkeith | Midlothian | EH22 1AZ | 0131 654 2733 | info@melville.org.uk | www.melville.org.uk

Melville Housing Association Ltd | Scottish Charity No. SC032755 | Scottish Housing Regulator Reg. No. 286 | Registered Society No. 2466 R (S)