

**Melville Housing**  
SUSTAINABLE THRIVING COMMUNITIES



REPORT FOR  
TENANTS  
**2022**



# Delivering value

Welcome to our annual tenant report that shows how Melville has performed over the past 12 months (ending 31 March 2022).

In October we sat down with our tenant reps and went through the performance figures for the year, generated through a new tenant satisfaction survey carried out at the start of the year (meaning that all of the figures in this year's report are up-to-date) 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 as strong.

To the negatives first. There are a few areas where performance hasn't been quite as good as we would have liked, primarily on the repairs side of things. There are a number of factors behind this but the main reason is the performance of Novus, our main repairs contractor who have been hit by staffing issues and rising costs (like the rest of us). They are working hard to resolve these issues and we hope to see better performance in the coming months.

You might also notice a dip in the percentage of properties meeting the Scottish Housing Quality Standard (SHQS). This is due to changes in the way the SHQS is measured, rather than any fall in the quality of homes. Energy efficiency and improving the sustainability of our homes is the great challenge that faces us going forward and, provided the necessary funds are available, this will be a key focus in coming years.

Despite a number of challenges, overall performance has been good over the past 12 months, and areas that dipped due to Covid have bounced back well. This includes getting new tenants into empty homes, vital when there's such high demand for decent quality and affordable housing. On that note we're also pleased to see that value-for-money has improved and is now up to 83%. A great deal of work has been done to keep rents as low as possible, while at the same time improving the quality of homes so we're pleased to see that this work is paying off.

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

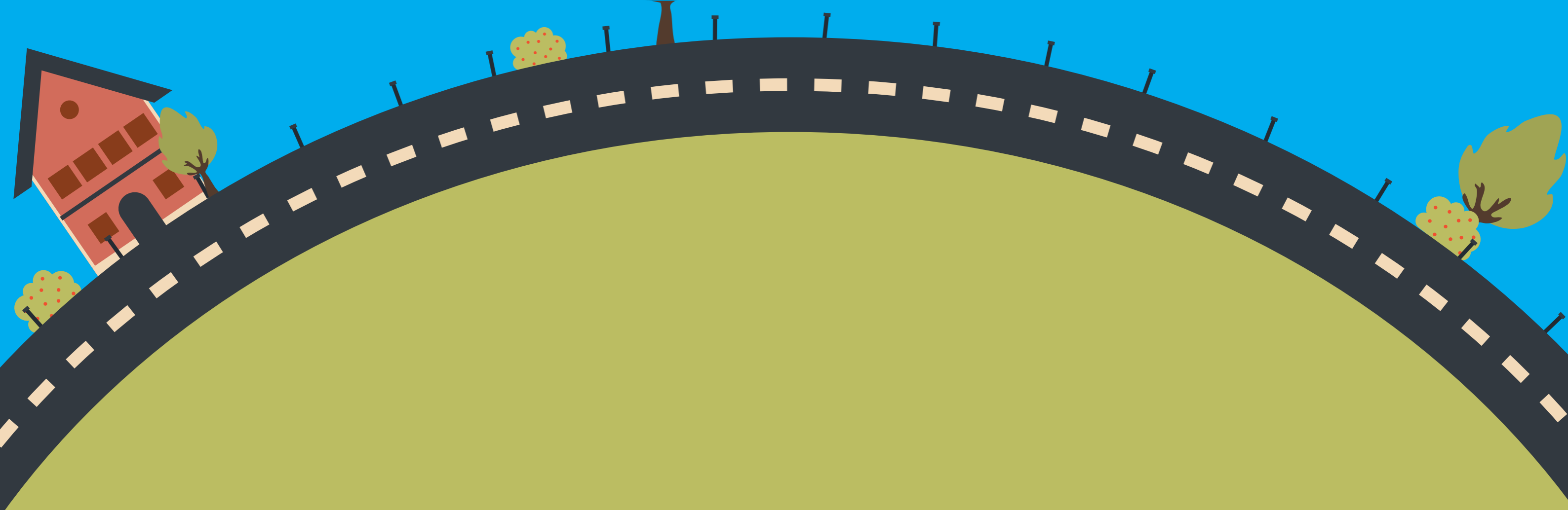
Melville Housing



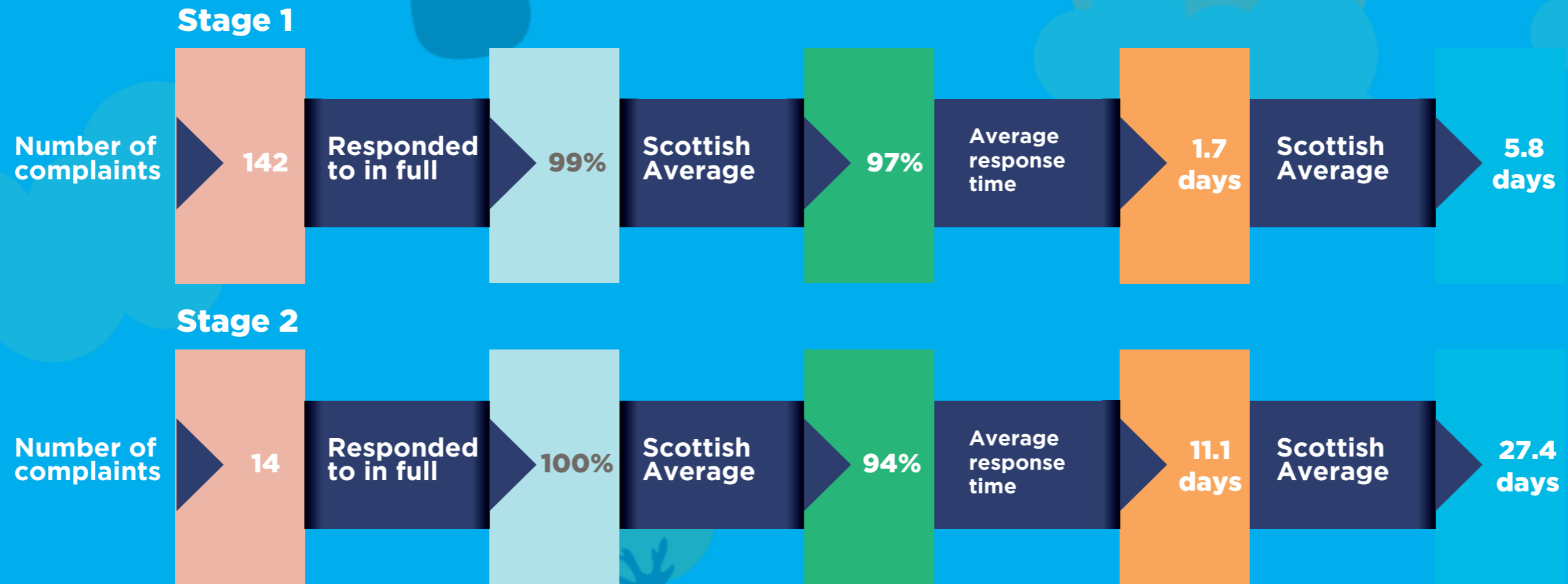
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1. **Communication**
  2. **Participation**
  3. **Quality of housing**
  4. **Repairs, maintenance and improvements**
  5. **Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes**
  6. **Access to social housing**
  7. **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

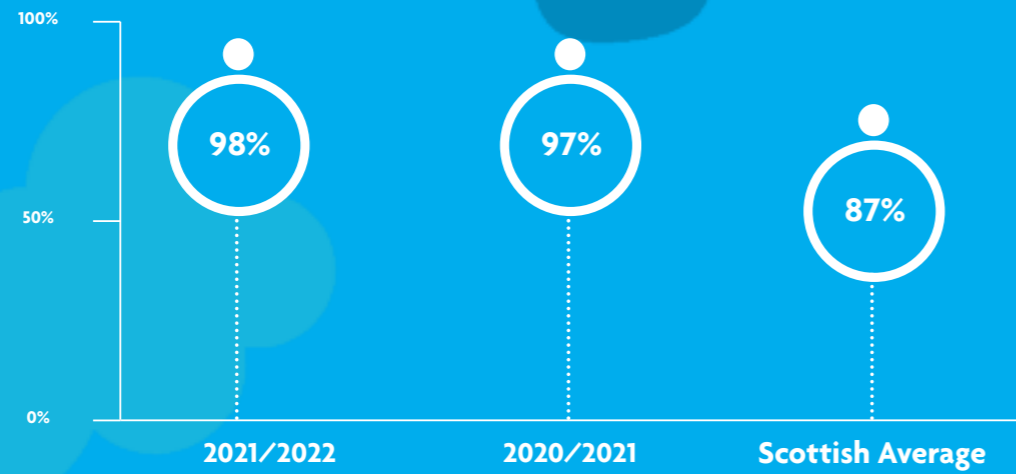


# 1 | Communication



## 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 send an email to [mmonteith@melville.org.uk](mailto:mmonteith@melville.org.uk) or phone Mary Monteith on 0131 654 2733.

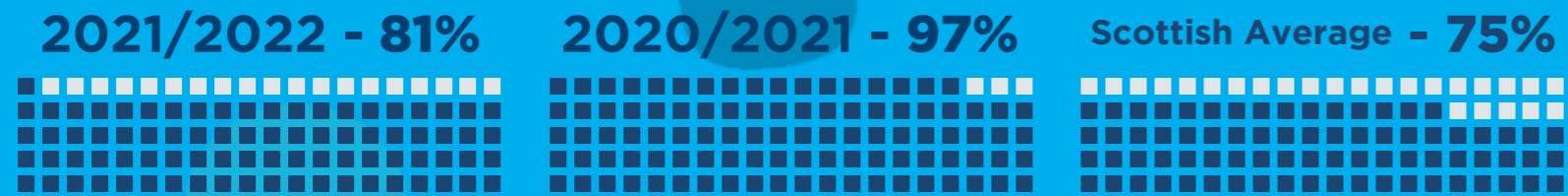


Percentage of tenants satisfied with the opportunities given to them to participate in Melville’s decision making processes

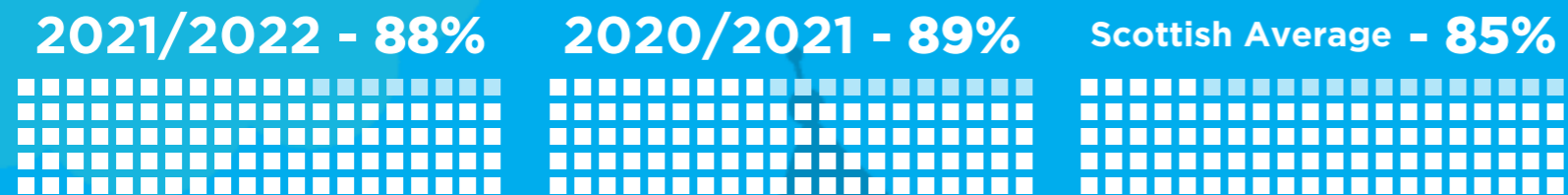
Number of shareholding members of Melville Housing Association	64
New memberships during the year	1
Cancelled memberships during the year	4

# 3 | Quality of housing

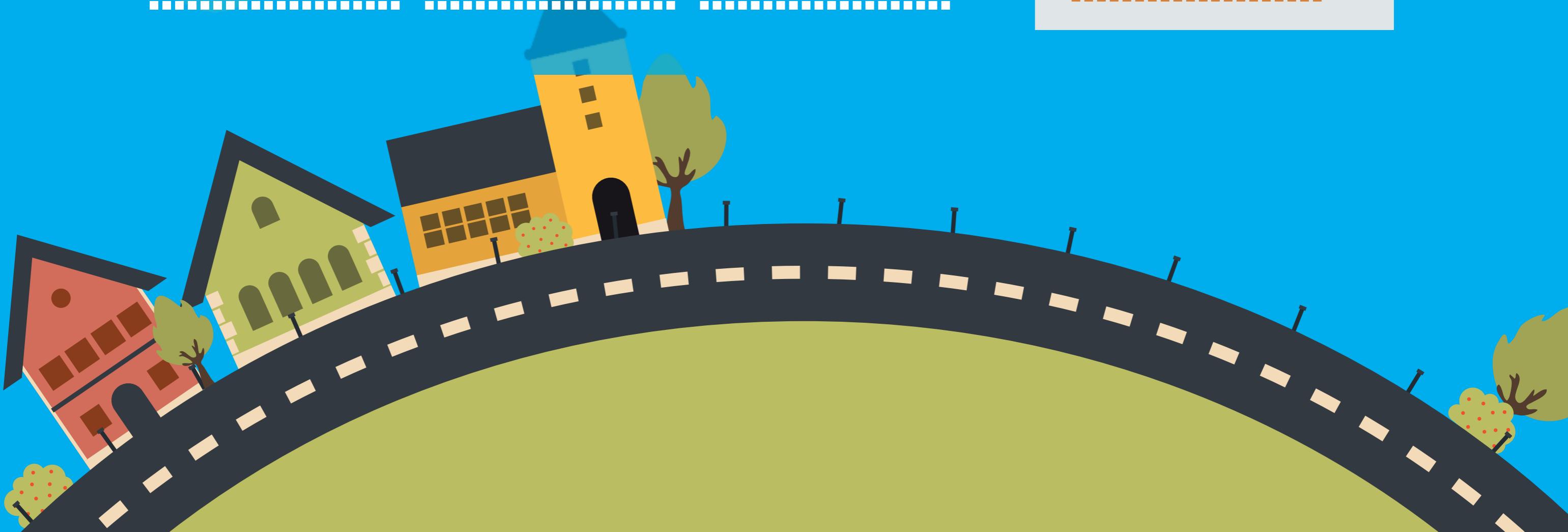
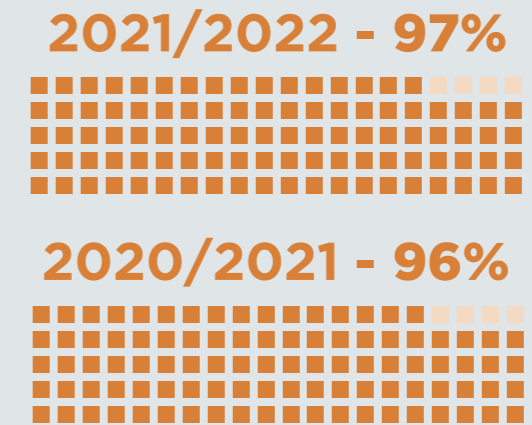
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)



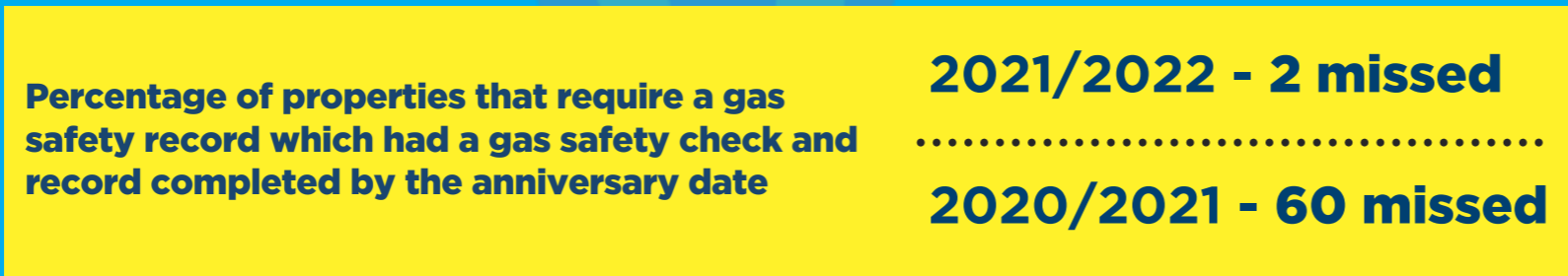
Percentage of existing tenants satisfied with the quality of their home



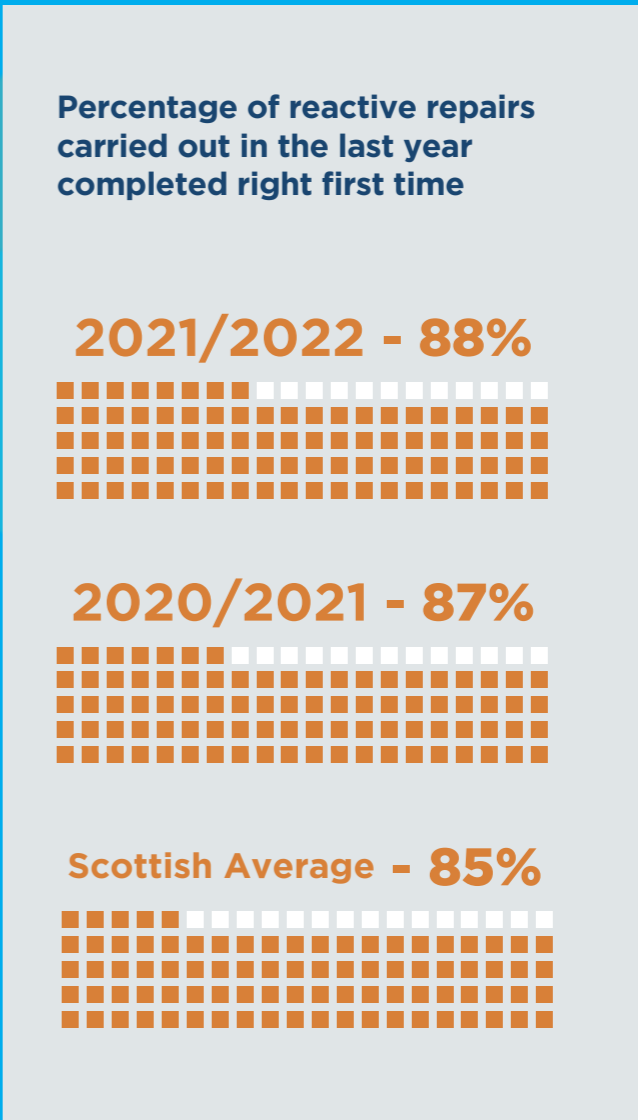
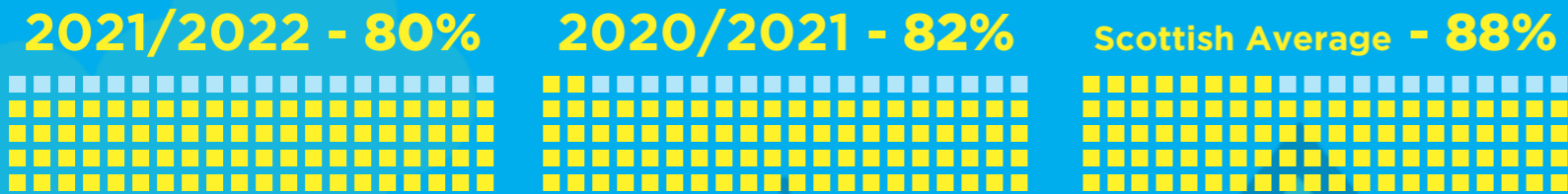
Percentage of properties in scope of the EESSH that meet the standard



# 4 | Repairs, maintenance & improvements



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





# 4 | Repairs, maintenance & improvements

Average length of time taken to complete non-emergency repairs

2021/2022

6.4 Days

2020/2021

6.95 Days

Scottish Average

8.9 Days

Average length of time taken to complete emergency repairs

2021/2022

2.7 Hours

2020/2021

1.58 Hours

Scottish Average

4.2 Hours



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

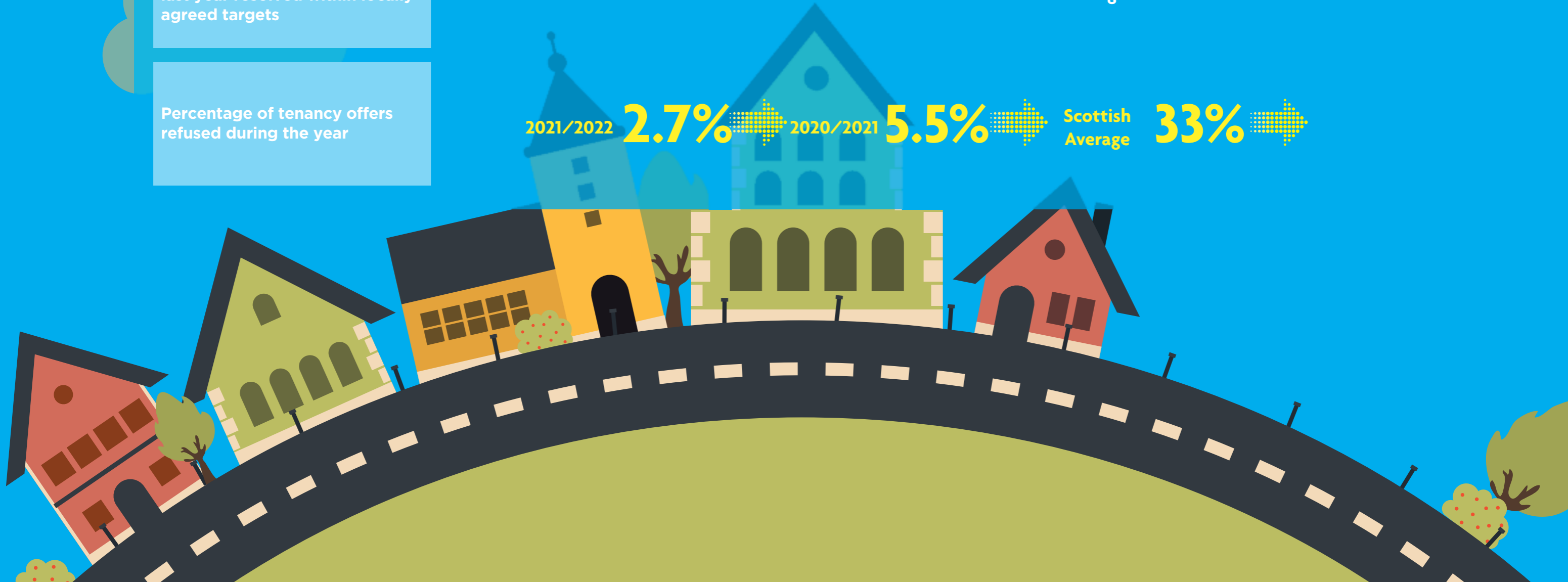
Percentage of tenants satisfied with the management of the neighbourhood they live in



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.

	2021/22	2020/21	2019/20	2018/19	2017/18
<b>Number of exchanges completed</b>	<b>19</b>	<b>13</b>	<b>24</b>	<b>21</b>	<b>13</b>



# 7 | Tenancy sustainment

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

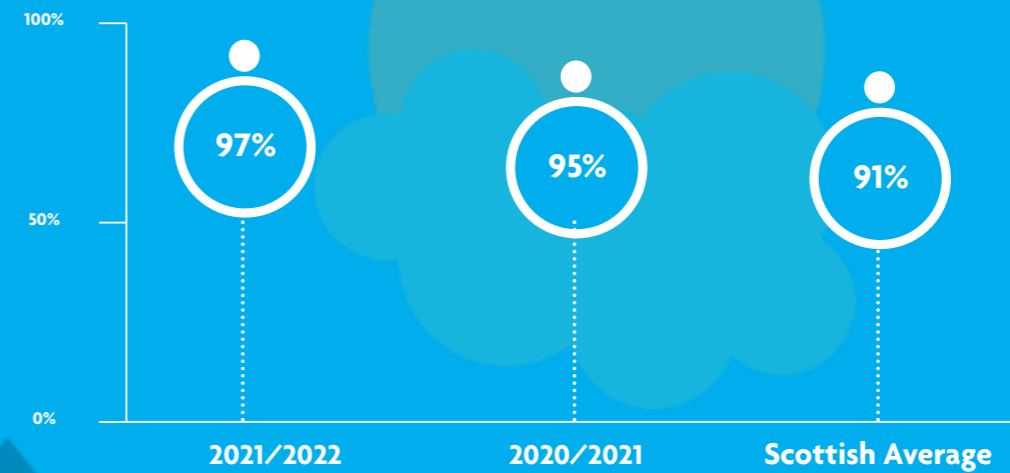
# 80

## Average time to complete adaptations

2021/2022  
21.58 Days

Scottish Average  
54.35 Days

Percentage of new tenancies sustained for more than a year



# £82,000

spent on adaptations to help tenants stay in their homes

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.

# 7 | Tenancy sustainment

Number of evictions carried out during the year



Number of lettable houses that became vacant in the last year

 **146**

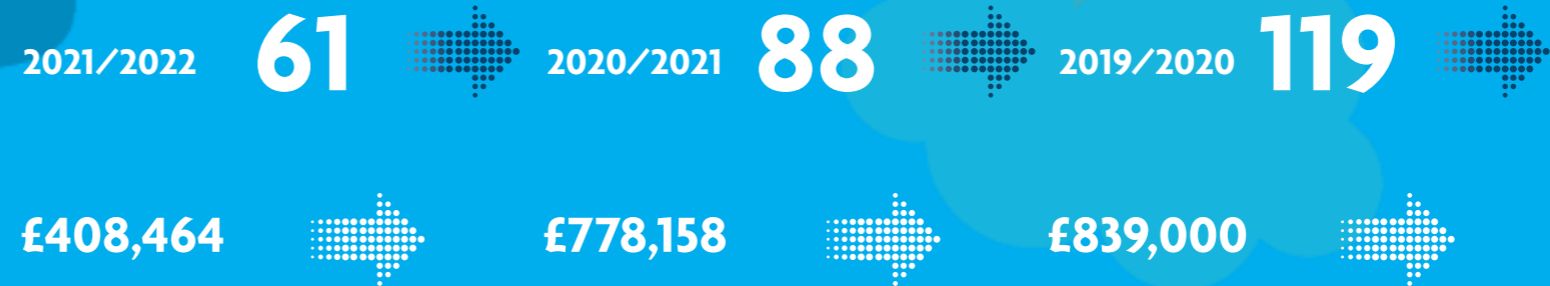


# 7 | Tenancy sustainment

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

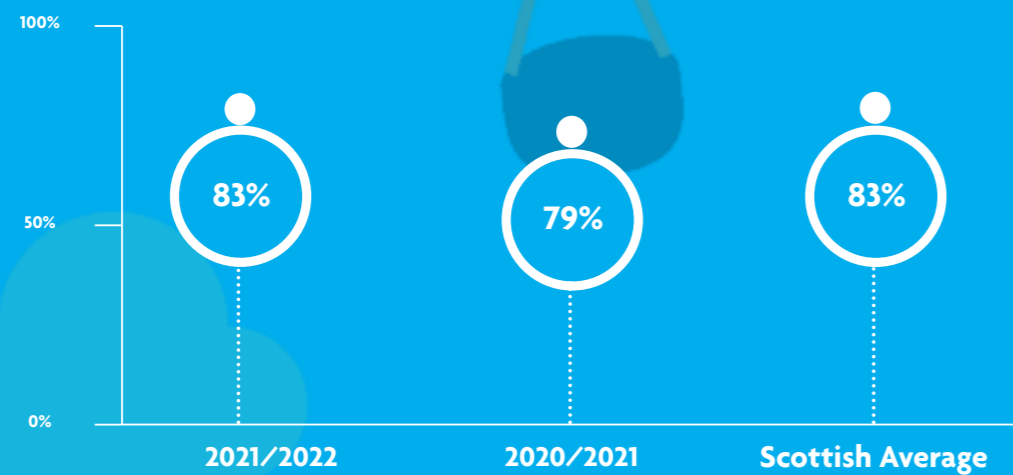
Total financial gain for Melville tenants



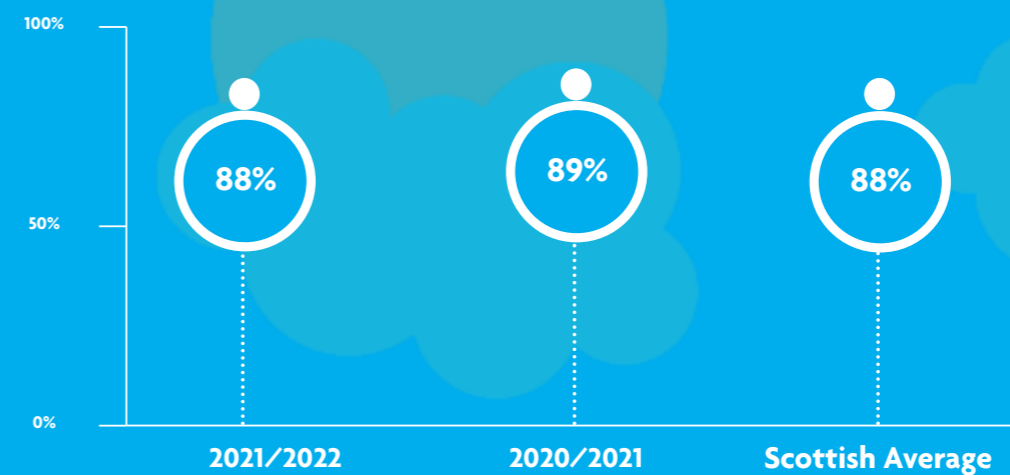
Help with energy costs  
**£35,000**

# 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 £87

# 9 | Rent and service charges

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

**0.2%**

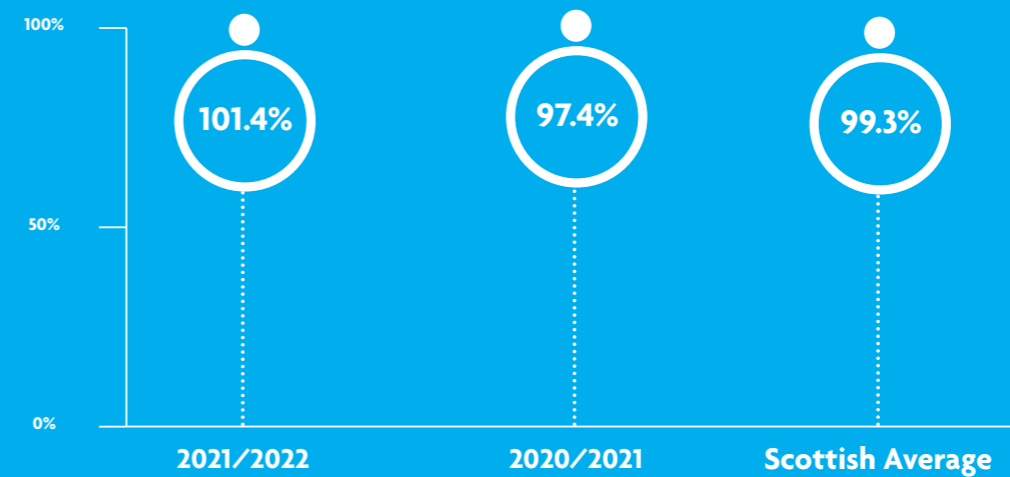
Average length of time taken to re-let properties in the last year

**13 days**

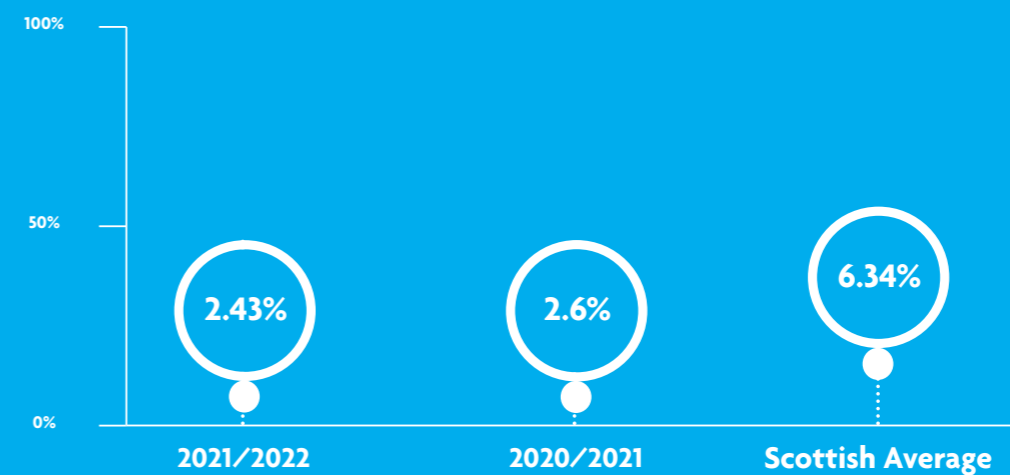
Average length of time taken to re-let properties in the previous year

**17 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

	2022	2021
	£'000	£'000
<b>Total income</b>	<b>£12,943</b>	<b>£9,528</b>
<b>Total spending</b>	<b>£7,099</b>	<b>(£498)</b>
<b>Surplus for year</b>	<b>£5,844</b>	<b>£10,026</b>
<b>We also spent money on:</b>		
• major improvements to properties	<b>£1,938</b>	<b>£1,188</b>
• building new homes	<b>£2,691</b>	<b>£2,367</b>
<b>Net cash surplus/ (deficit)</b>	<b>£1,215</b>	<b>£6,472</b>



# 10 | Financial summary

## Income:

	2022	2021
	£'000	£'000
Net income from rent and service charges	£9,337	£9,093
Scottish Government Grants	£82	£80
Other Grants (HAG)	£3,407	£164
Other income	£117	£120
Interest	£0	£1
Property/land sale income	£0	£70
<b>Total income</b>	<b>£12,943</b>	<b>£9,528</b>

## Costs:

	2022	2021
	£'000	£'000
Management costs	£2,415	£2,267
Bad debts	(£11)	(£24)
Tenancy support services	£90	£90
Planned maintenance	£864	£974
Day to day maintenance	£899	£943
Other activities	£73	£105
Interest payments	£1,539	£1,548
Depreciation	£1,529	£1,342
FRS102 adjustments	(£2,967)	(£2,062)
Reversal of revaluation losses	£2,668	(£5,680)
<b>Total spending</b>	<b>£7,099</b>	<b>(£498)</b>
<b>Surplus before capital spend</b>	<b>£5,844</b>	<b>£10,026</b>

# 10 | Financial summary

How each £1 is spent	2022	2021
Management costs	£0.23	£0.24
Planned maintenance	£0.27	£0.23
New developments	£0.26	£0.25
Day to day maintenance	£0.09	£0.10
Interest payments	£0.15	£0.16
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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