



REPORT FOR TENANTS - 2024

Hard work leads to excellent results

Welcome to our annual tenant report that shows how Melville has performed over the past 12 months (April 2023 to March 2024).

We met up with our tenant reps in October and had a look at the performance figures for the year. These came from a tenant satisfaction survey that we carried out in 2022 as well as figures we and our contractors record as part of day-to-day activities. We examined the areas where we've performed strongly as well as the areas where results haven't been quite so good.

Overall our performance was very good over the year and in almost all areas was better than the Scottish average and better than other landlords in Midlothian.

To the positives first. Investment in homes is paying off with the percentage of homes meeting the Scottish Government's housing standard (the SHQS) hitting an all time high of 95%. This is far better than the Scottish average of 84%. We also saw an increase in satisfaction with our repairs service with 94% happy, up from 90% the year before and comparing favourably with the Scottish average of 87%. Our performance on both emergency and non-emergency repairs was also very good and much better than the Scottish average.

To counter the ongoing cost of living crisis we are also working harder than ever to help struggling tenants. We supported significantly more tenants last year and provided nearly £82,000 to help with energy costs, this is on top of £576,000 in unclaimed benefits. We also helped 61 tenants to stay in their homes by working with the Scottish Government to provide adaptations which were completed in an average of 21 days, less than half the time taken across Scotland. Rent collection continued to be excellent but sadly not everyone will engage with us and we were forced to evict three tenants during the year for non-payment of rent, up from one the previous year.

On the negative side 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 our new contractor to improve void turn around times and looking at longer term solutions for the unpopularity of certain property types.

We hope you enjoy reading about our performance and find this year's report interesting and informative. Next year we'll have all new figures as early in 2025 we will be carrying out a comprehensive tenant survey so if you're approached, please take ten minutes or so to answer the questions.

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, please get in touch in any of the usual ways.

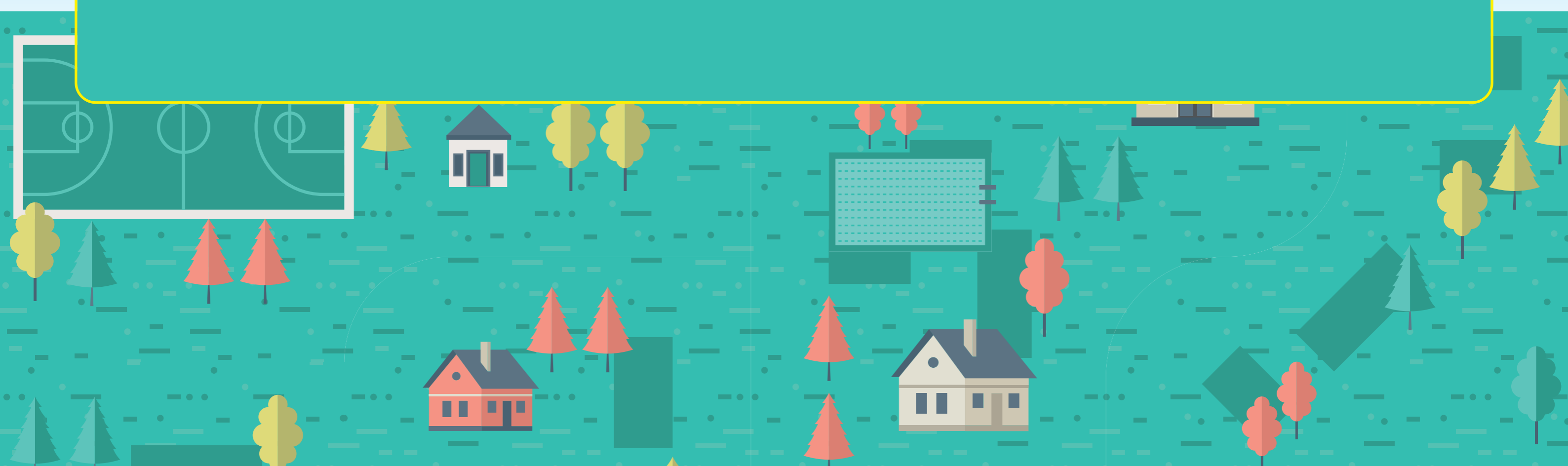
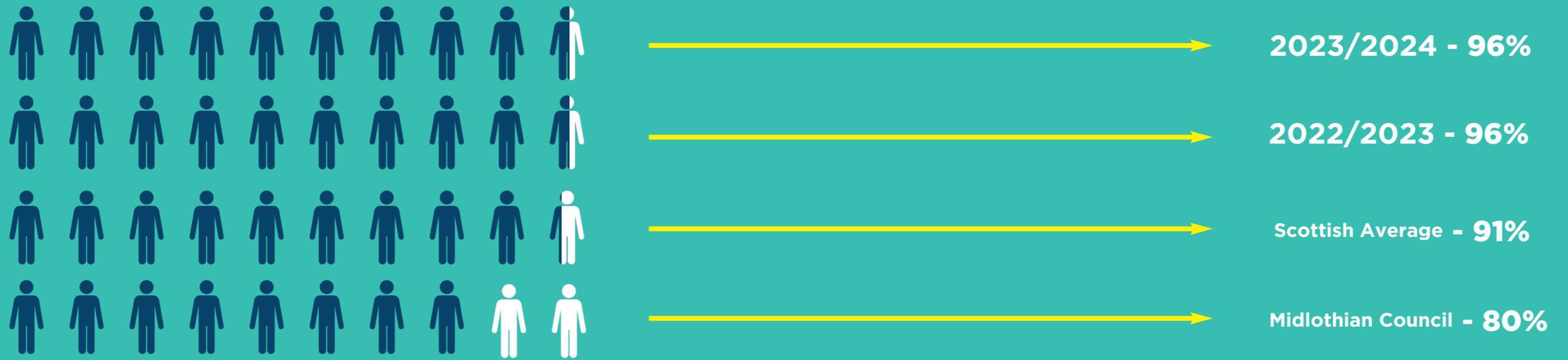
Enjoy reading

Your Melville Housing team

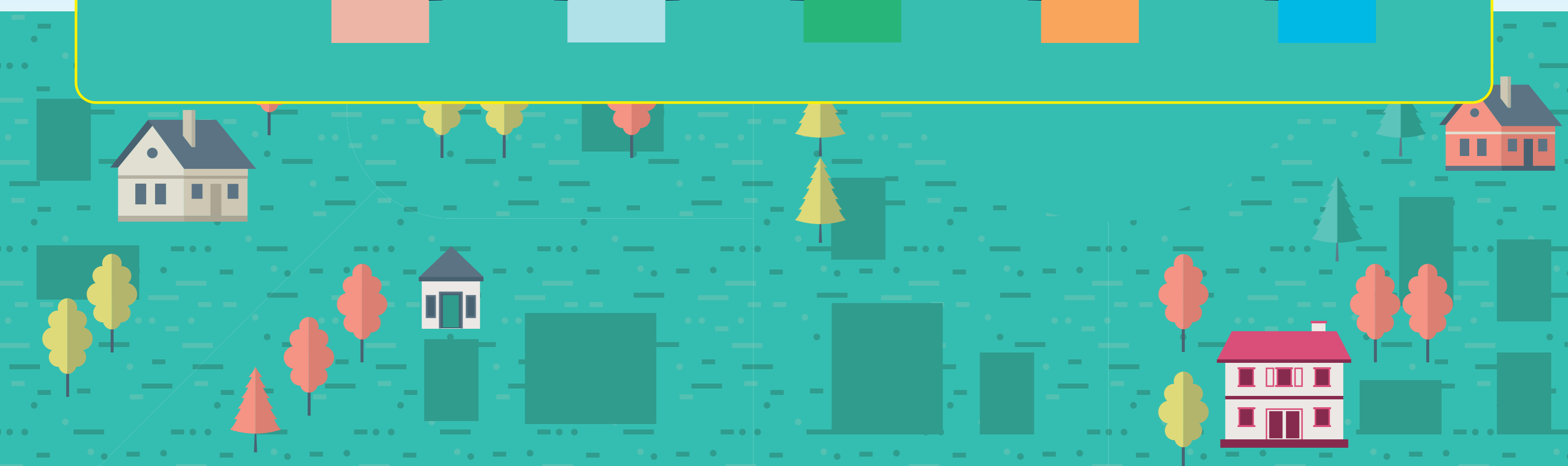
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1 | Communication

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

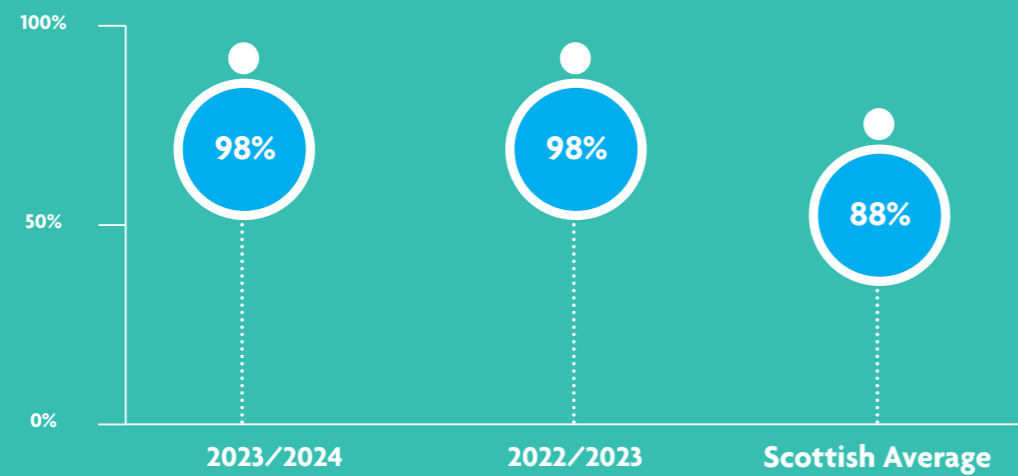


1 | Communication



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 phone Maxine Mason on 0131 654 2733 or send an email to mmason@melville.org.uk.



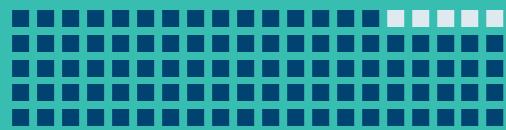
Percentage of tenants satisfied with the opportunities given to them to participate in Melville's decision making processes

Number of shareholding members of Melville Housing Association	49
New memberships during the year	5
Cancelled memberships during the year	5

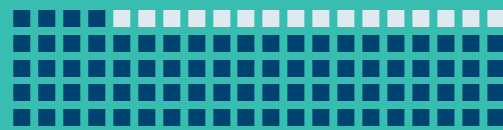
3 | Quality of housing

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

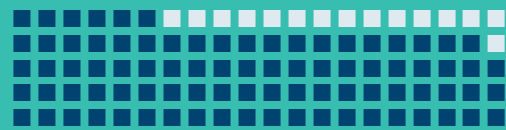
2023/2024 - 95%



2022/2023 - 86%

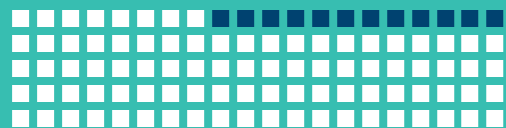


Scottish Average - 84%

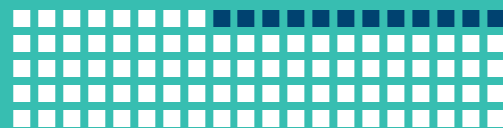


Percentage of existing tenants satisfied with the quality of their home

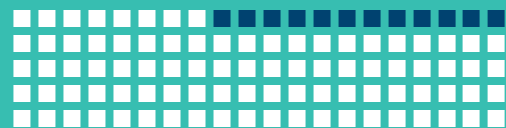
2023/2024 - 88%



2022/2023 - 88%

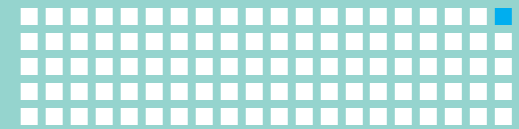


Scottish Average - 88%

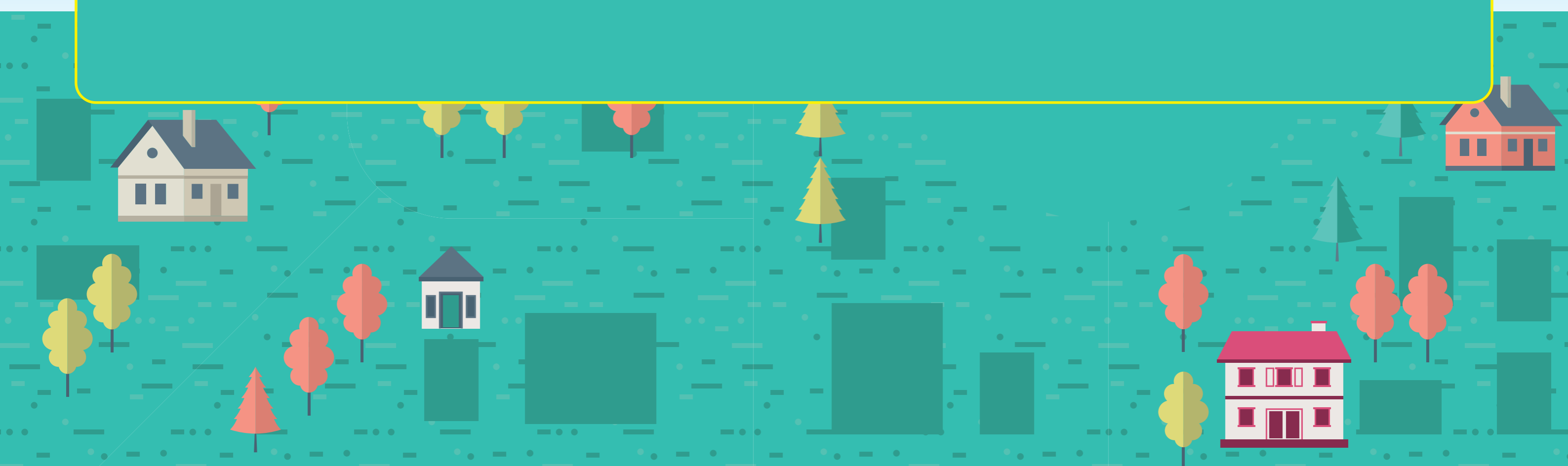


Percentage of properties in scope of the EESSH that meet the standard

2023/2024 - 99%



2022/2023 - 98%



4 | Repairs, maintenance & improvements

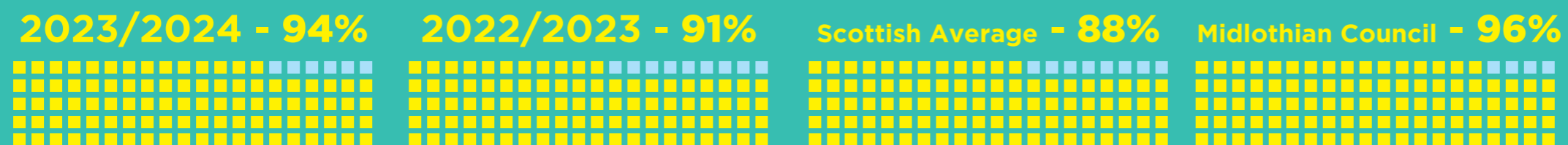
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date

2023/2024 - 0 missed
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2022/2023 - 0 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.

	2023/24	2022/23	2021/22	2020/21	2019/20
Number of exchanges completed	19	15	19	13	24

7 | Tenancy sustainment

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

61

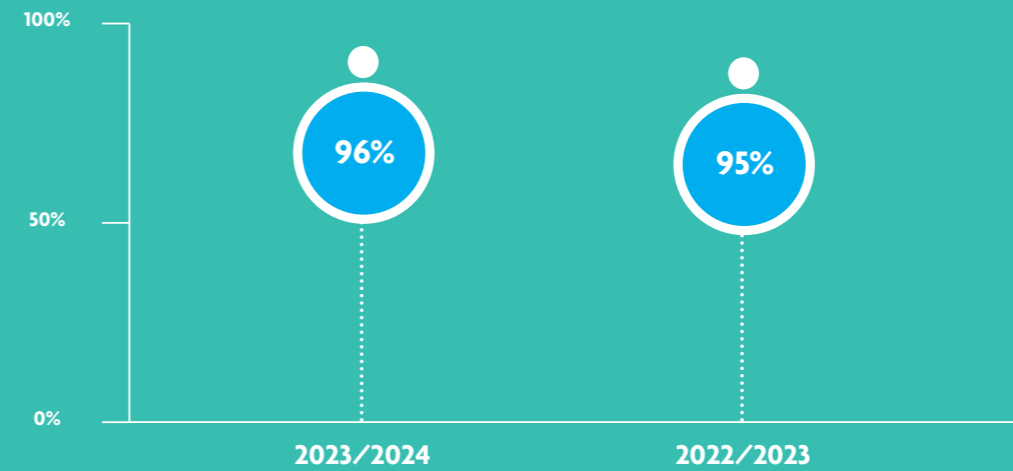
Average time to complete adaptations

2023/2024
21 Days

Scottish Average
45 Days

Midlothian Council
113 Days

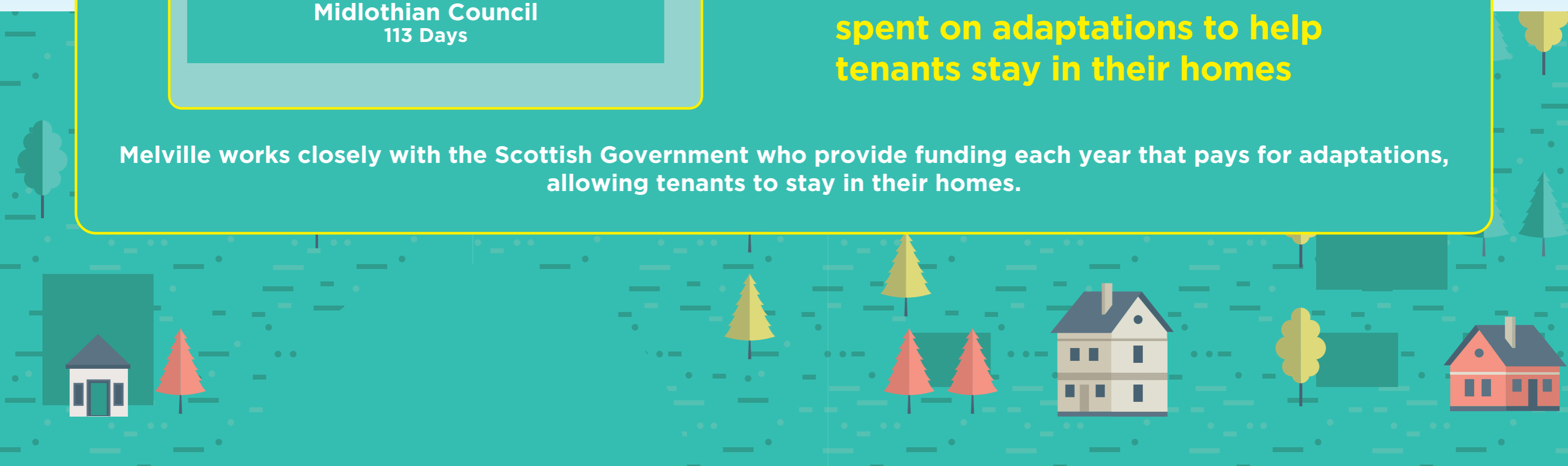
Percentage of new tenancies sustained for more than a year



£54,000

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.

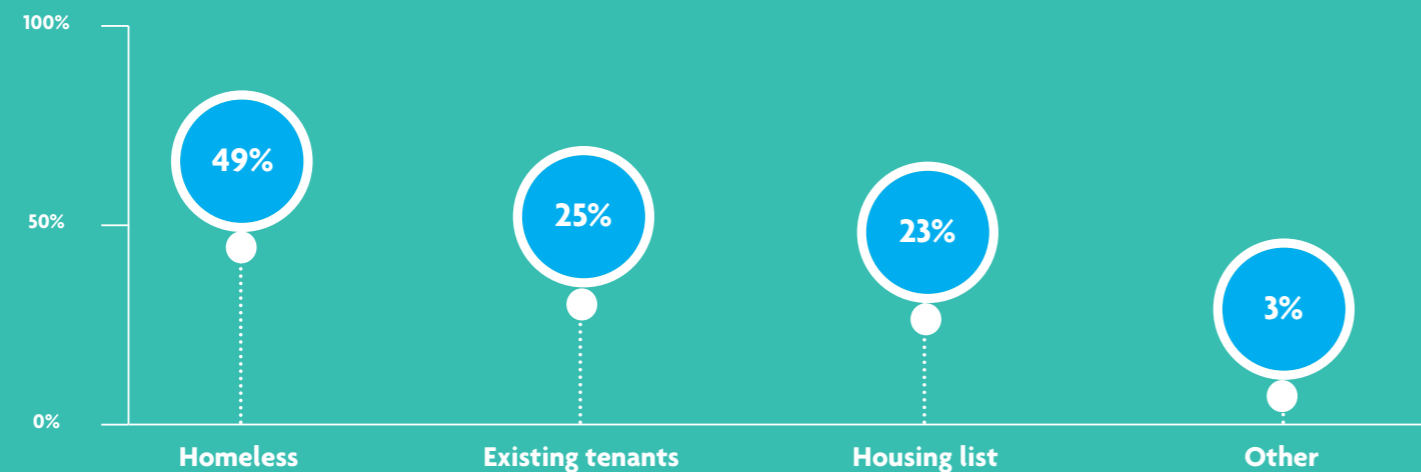


7 | Tenancy sustainment

Number of evictions carried out during the year (all for rent arrears)



Tenancies begun during year

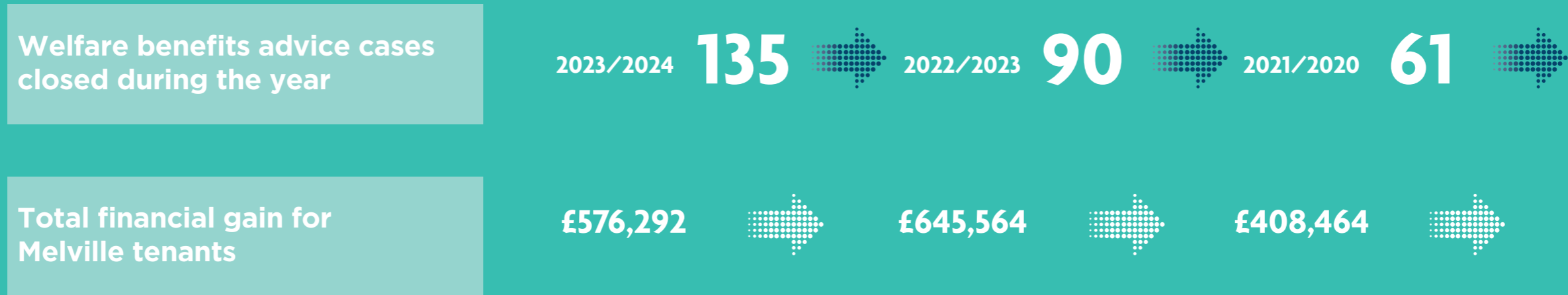


Number of lettable houses that became vacant in the last year

 81

7 | Tenancy sustainment

In order to help tenants with their finances, and sustain tenancies, Melville provides a welfare benefits advice service which is available to all tenants.

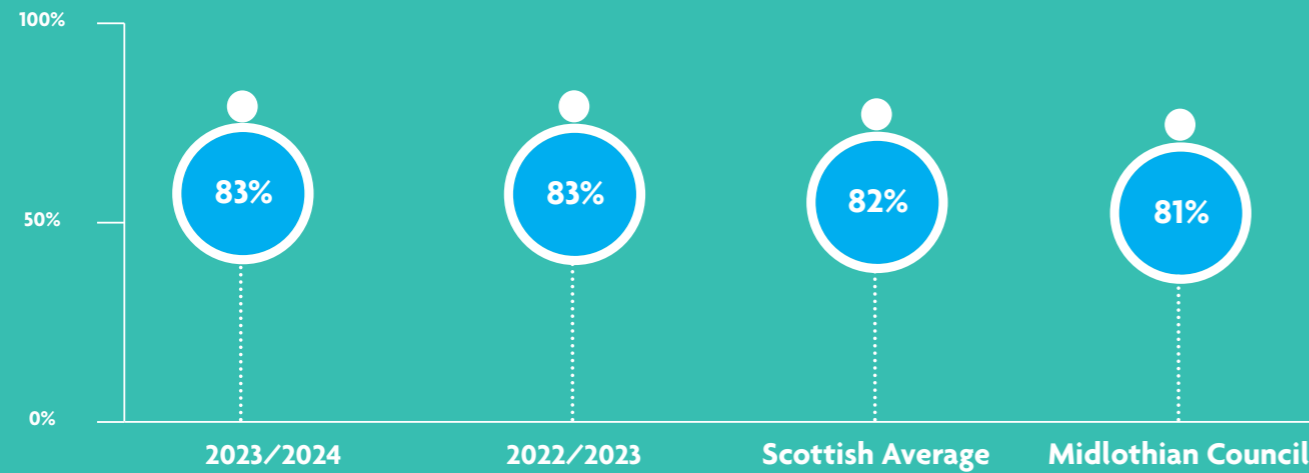


Help with energy costs - **£81,918**

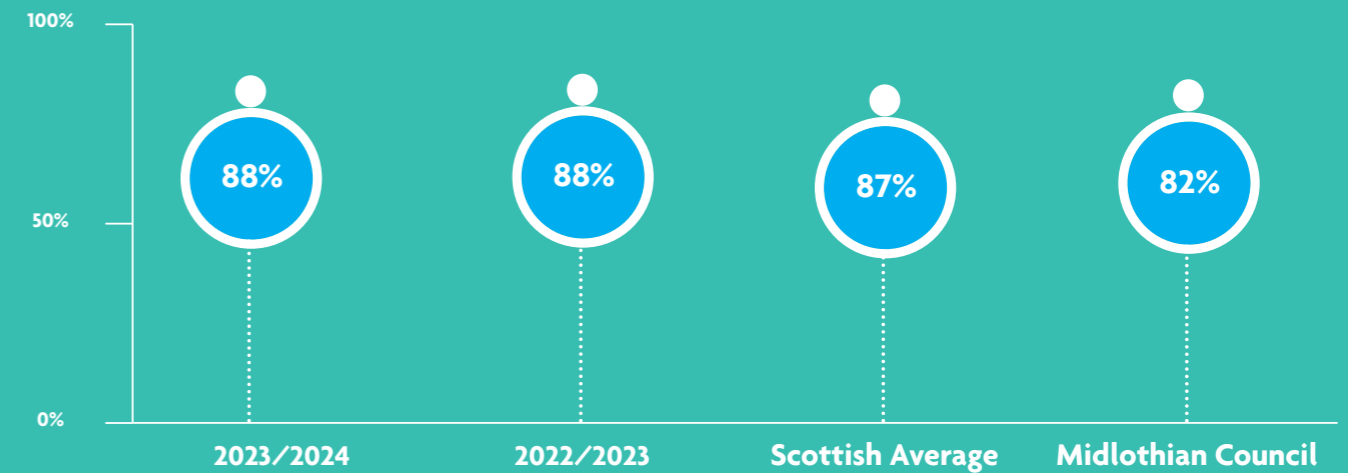


8 | Value for money

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 £95

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

19 days

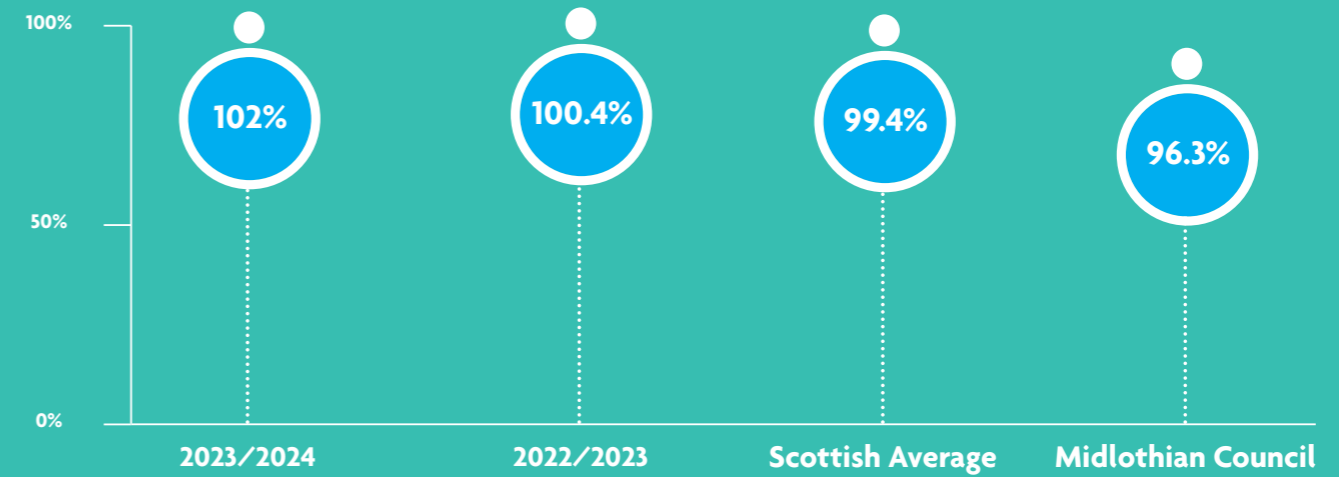
Average length of time taken to re-let properties in the previous year

17 days

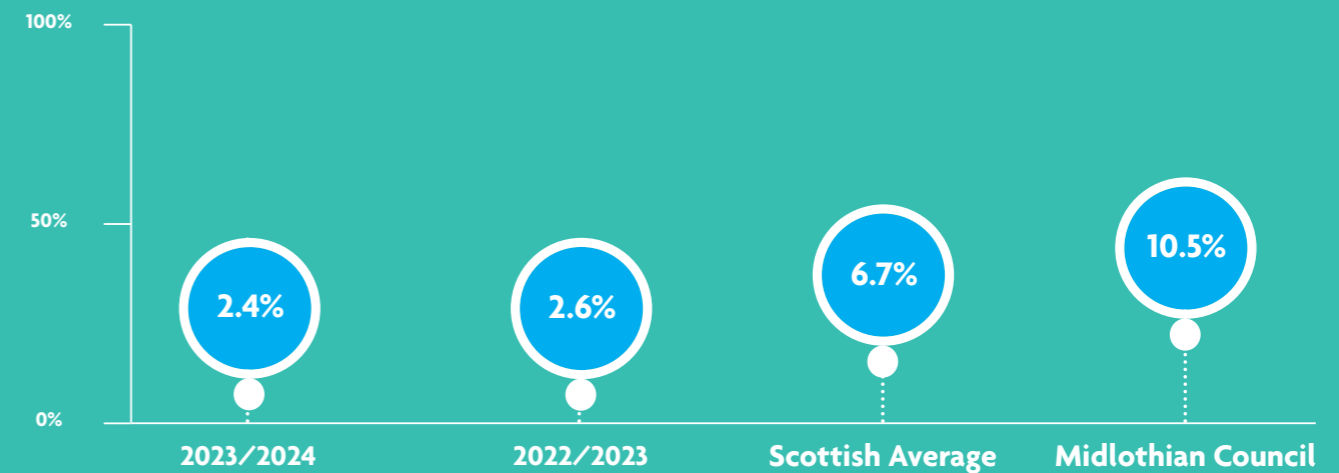
Scottish Average 57 DAYS

Midlothian Council 38 DAYS

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



Gross rent arrears as a percentage of rent due



10 | Financial summary

	2024	2023
	£'000	£'000
Total income	£11,317	£11,264
Total spending	£9,726	£4,528
Surplus for year	£1,591	£6,736

10 | Financial summary

Income:

	2024	2023
	£'000	£'000
Net income from rent and service charges	£9,906	£9,637
Scottish Government Grants	£54	£67
Other Grants (HAG)	£1,007	£1,309
Other income	£175	£167
Interest	£175	£13
Property/land sale income	£0	£71
Total income	£11,317	£11,264

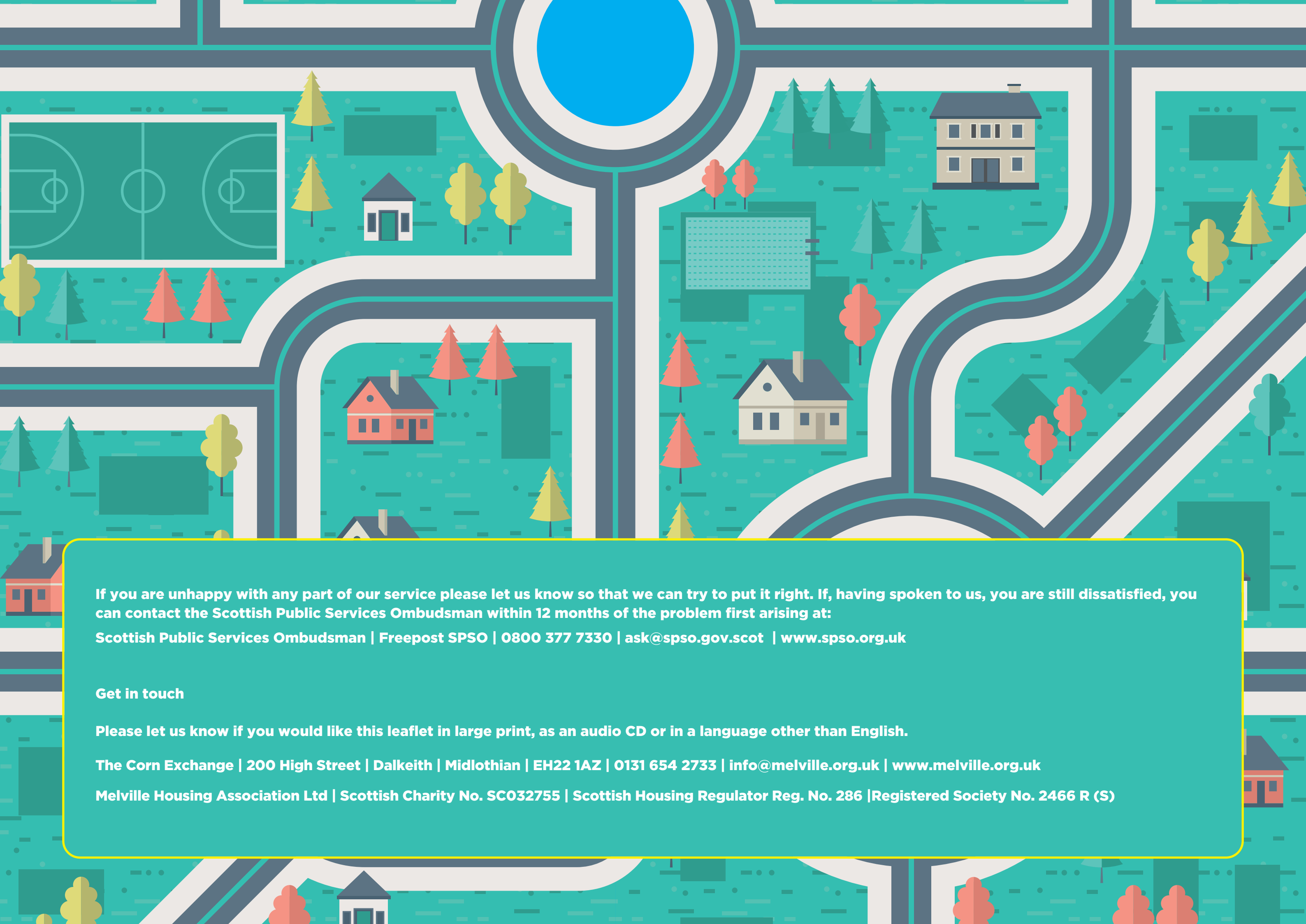
Spending:

	2024	2023
	£'000	£'000
Management costs	£2,584	£2,822
Bad debts	£2	£42
Tenancy sustainment	£90	£92
Planned maintenance	£868	£849
Day to day maintenance	£1,364	£1,219
Other activities	£76	£88
Interest payments	£1,779	£1,636
Depreciation	£1,764	£1,655
FRS102 adjustments	(£613)	(£3,875)
Revaluation losses	£1,813	£0
Total spending	£9,726	£4,528
Surplus before capital spend	£1,591	£6,736

10 | Financial summary

How each £1 is spent

	2024	2023
Management costs	£0.18	£0.26
Planned maintenance	£0.19	£0.23
New developments	£0.40	£0.23
Day to day maintenance	£0.09	£0.11
Interest payments	£0.12	£0.15
Other activities	£0.01	£0.01
Tenancy support services	£0.01	£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 SPSO | 0800 377 7330 | ask@spsso.gov.scot | 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.

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