

2017/18 CHARTER IMPROVEMENT PLAN UPDATE & 2018/19 ACTIONS

CORDALE HOUSING ASSOCIATION

OUTCOME	DEFINITION	KEY IMPROVEMENT ACTIONS FROM CHARTER 2017/2018	TIMEFRAME	ACTION ACHIEVED 2017/2018	KEY IMPROVEMENT ACTIONS FOR CHARTER 2018/2019	2018/19 TIMESCALE
1- Equalities	<i>Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.</i>	We have identified the need to develop a new Equalities Action Plan that complements our Equalities Policy Statement and enhances our systems and working practices.	March 2018	YES – We reviewed the Group Equality and Diversity Policy Statement in June 2018 and were satisfied that it remained compliant and that it covered the statutory provisions of the Equality Act 2010, as well as more generally conveying our approach to ensuring equalities and diversity principles underpin all that we do as housing organisations. We made provisions within our revised Tenant Participation Action Plan 2017/18 that we would ensure our opportunities to engage did not exclude any minority groups, young people or elderly or disabled.	We will develop our new office premises by December 2018 which will provide greater accessibility for people with disabilities and mobility problems. We will ensure that our tenant participation activities are open to all and that arrangements will be made to accommodate individual needs. We will review our policy and practices to ensure alignment with the Scottish Housing Regulator’s new regulatory framework due to be published this year.	JANUARY 2019

		We will develop new office premises by November 2018 which will provide greater accessibility for people with disabilities and mobility problems.	November 2018	YES – This action is in progress and has accommodated the desired design to meet this objective.		
2 – Communication	<i>Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.</i>	We will commission a comprehensive customer satisfaction survey to gather intelligence from our tenants on how effective our communications methods are and what methods are preferred.	December 2017	YES – Final report published May 2018	Will continue to develop and enhance how we keep tenants and service users informed. We will regularly review the content of our web-site; we will continue to develop our social media channels; we will consult on our new proposed business plan for the coming year and provide a Business Plan summary; we will issue a minimum of 4 newsletters a year. We will develop modern digital portals which gives customers easier access to our services and information. We will develop further our Customer First change programme which involves gathering greater customer intelligence which will help to improve services by providing a personalised and tailored approach. We will continue to value complaints and continue to development our complaints management system and	ONGOING 2018/19

					publish regular complaint reports.	
3 – Participation	<i>Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.</i>	We will carry out a comprehensive review of our Tenant Participation Strategy and associated action plan to ensure it is delivering the desired outcomes.	March 2018	YES – Review completed and approved by committee and revised TP Policy approved.	We will review our Tenant Participation Action Plan to ensure it is delivering the desired outcomes. We will develop further the Associations CHAT group (Cordale Housing Association Tenants). We will continue to develop the Village of Renton Integration Project by developing a local community garden for local residents to share and enjoy.	MARCH 2019 ONGOING
4 – Quality of Housing	<i>Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015, and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.</i>	We will develop a new 5 year major repair programme in consultation with tenants that provides clarity and transparency as to planned improvement work	FEBRUARY 2018	Yes – Stock condition analysis complete with new 5 year financial projections in place. Committee approved the financial statements. We will continue to measure information received from tenants against the stock condition survey's records to improve where necessary. We achieved 92% tenant satisfaction with the quality of housing, this being above the national average.	We will continue to review the programme and 5 year investment plans to ensure customers and tenants are at the forefront of our minds. We will continue to use satisfaction information to gage the demands and needs of our tenants. We will continue to exercise our responsibility for tenant safety and we will ensure that we comply with the new legislation on smoke detectors and alarms in the home. We will continue to enhance satisfaction with the quality of our homes through our large planned and cyclical investment programme in 18/19 and new	MARCH 2019 ONGOING

					and improved measures to obtain better tenant feedback.	
5 - Repairs, Maintenance & Improvements	<i>Social landlords manage their businesses so that tenants' homes are well maintained; with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.</i>	We will complete a strategic review of our new reactive maintenance contract to ensure we are delivering a continuously improving service that offers value for money.	APRIL 2018	Yes – Review completed and monitored accordingly. We appointed a new reactive maintenance contractor. Additionally, performance is presented to committee quarterly.	We will continue to monitor the effects of our current contractual arrangements to ensure tenants are satisfied, along with always looking for continuous improvements. Customer feedback will be reviewed frequently to help shape how we achieve improvements.	2018/19 ONGOING
6 – Estate Management, Anti-Social Behaviour, Neighbour Nuisance, and Tenancy Disputes	<i>Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well maintained neighbourhoods where they feel safe.</i>	We will introduce improved customer feedback opportunities regarding the estates and antisocial behaviour management by introducing customer feedback surveys. We will design and publish tenant information leaflets to raise the profile of antisocial behaviour issues and how we can respond to help resolve issues. We will review our Anti-Social Behaviour and Estate Management Policy.	March 2018	YES – Survey Monkey introduced, revised leaflets published, Anti-Social Behaviour Policy and Estate Management Policy reviewed, consulted and approved. We completed a comprehensive review of our estates environmental and common space landscaping services resulting in the appointment of a new environmental maintenance contractor delivering greater value for money and increased satisfaction.	We will continue to support attendance at the West Dunbartonshire Anti-Social Behaviour Forum working with Police Scotland to ensure there remains a joined up approach to local issues. We will continue to promote and service community estate walkabouts to inform our continuous improvements in neighbourhood standards.	2018/19 ONGOING
7, 8 and 9 – Housing Options	<i>Social landlords work together to ensure that people looking for housing get information</i>	The Association in partnership with Caledonia Housing Association and West Dunbartonshire Council	2018	YES – 80 units in total completed and allocated to those with unmet housing need.	The Association have renewed our Nominations Agreement with West Dunbartonshire Council and we will continue to	2018/2019

	<i>that helps them make informed choices and decisions about the range of housing options available to them; and tenants and people on housing lists can review their housing options. Social landlords ensure that people at risk of losing their homes get advice on preventing homelessness.</i>	will develop and progress plans to increase the supply of mixed tenure housing in Renton and Alexandria to provide wider housing options to local people.			seek improvements in this partnership to increase housing options for those in housing need. The Association in partnership with Caledonia Housing Association, West Dunbartonshire Council and the Scottish Government will continue to develop and progress plans to increase the supply of mixed tenure housing in Renton and Dalquhurn to provide wider housing options to local people.	
10 – Access to Social Housing	<i>Social landlords ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.</i>	We will advertise in the local press Cordale Housing Association promoting access to housing. We will review our application packs to ensure they provide the right information to make access to housing options transparent.	Regular Intervals 2017/2018	YES – We have publicised good news stories in the media raising Cordale’s profile whilst advertising our local presence. New Allocations policy and review completed to ensure access and transparency.	We have introduced a new housing allocations IT system which will streamline administrative activities and provide greater value for money from our IT resources. We will continue to advertise and promote Cordale Housing Association in the local press, promoting access to housing, good news stories and regeneration updates.	Regular Intervals 2018/19
11 – Tenancy Sustainment	<i>Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly</i>	We will develop further our relationship with other agencies which can support tenants sustain their tenancies, including agencies like Citizen Advice Bureau, Social Work Services and West Dunbartonshire’s	Ongoing Development 2017/2018	YES – We revised our WDC Nominations agreement to reflect current legislation and practice and make provisions for housing support via WDC as required. We have secured a further year of CAB	We will ensure our staff are trained and aware of current sustainment issues and related supporting resources. We will develop further our relationship with other agencies which can support tenants sustain their tenancies, including agencies	

	<i>by the landlord and by other organisations.</i>	Homeless Casework Team support services.		service and have accessed Social Services to help support tenancies at risk. We completed a comprehensive review of our Service Level Agreement with Carman Care, helping to support our tenants in Waterside View. Our property turnover is comparatively low and sustainment performance is strong.	like Citizen Advice Bureau, Social Work Services and West Dunbartonshire's Homeless Casework Team support services.	
13 – Value for Money	<i>Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.</i>	Value for Money drives our strategy. We will continue to strive to demonstrate greater efficiency and effective use of our resources. We will carry out a comprehensive survey that will gather tenants views if we are providing continually improving value for rent and service charge paid.	DECEMBER 2017	YES – Survey completed February 2018 and satisfaction levels high. We received a 14% increase in overall satisfaction, significantly higher than national average.	Value for Money drives our strategy. We will continue to strive to demonstrate greater efficiency and effective use of our resources. We will develop a Customer First approach to our services in partnership with Bellsmyre and Caledonia Housing Associations to seek greater group efficiencies.	MARCH 2019 ONGOING
14 & 15 – Rents and Service Charges	<i>Social landlords set rents and service charges in consultation with their tenants and other customers so that a balance is struck between level of service provided, the costs of the services, and how far current and prospective tenants and service users can afford</i>	New guidance relating to rent and service charging will be factored into our 2017/18 rent review.	February 2017	YES – Reviewed, consulted, approved and implemented.	We will review our rent setting policy to ensure it addresses affordability and value for money when setting rents for new build properties and considering annual rent increases. We will consult with tenants through our newsletters and direct mailing issues relating to rent setting.	FEBRUARY 2019

	<i>them; and that tenants get clear information on how rents and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.</i>				We will review our service charge structures and ensure that they remain value for money	
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Colour Key

- Red: action item to be carried forward into 2018/19 Charter Year
- Green: Outcome achieved
- Blue: New Continuous Improvement Actions set for 2018/19