



**Dalmuir Park**  
Housing Association  
*Your Future Our Future*

Assurance Statement, Annual Report  
and Annual Return on the Charter

**2022/23**



# Annual Assurance Statement 2022

Following a detailed and comprehensive review process, the Board of Management is satisfied that DPHA is **compliant** with:

- All relevant requirements as set out in Chapter 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant statutory obligations and duties.

The Board has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. The evidence bank combines reports, policies, advice, and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that DPHA is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of DPHA's business and governance activities. Our ongoing self-assessment and scrutiny processes, including Internal Audit, have also informed our view.

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data and that we are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We currently have a number of properties which do not have a valid EICR. We have a programme of works in place and all outstanding inspections are scheduled to be completed by 31 March 2023.

As part of our review of compliance, we have adopted an improvement focus and have also identified a number of areas for improvement, which we will progress during the course of the year. These areas for improvement form an Improvement Plan, which will be monitored by the Board at agreed intervals to ensure successful achievement. We are satisfied that none of these areas for improvement represents a material area of non-compliance.

In considering our compliance with our legal and regulatory requirements in 2022, we have taken account of the ongoing impact of COVID-19; the Scottish Government's intervention in rent setting; the broader and ever-changing economic situation including rising interest rates and rising costs, and consequent business, economic and social disruption. We have and will continue to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements.

Where we adopted revised standards of service delivery, we communicated changes clearly to our tenants and our service users.

We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

The Board of Management for DPHA met on 25 October 2022 and agreed to submit this Annual Assurance Statement to the SHR by the deadline date of 31 October 2022. A copy of this statement was also published on our website on the same date.

We are pleased to confirm that all EICR inspections were completed by the deadline date of 31 March 2023 and will be reflected in our 2023 Annual Assurance Statement.

## Equality & Human Rights Statement

The Association is committed to promoting an environment of respect and understanding, where diversity is encouraged, and discrimination is avoided. This commitment covers all areas of our work, as an employer of staff, as a landlord and provider of services.

A copy of our Equality and Human Rights Policy can be found at: [www.dpha.org](http://www.dpha.org)

# Welcome from your Chairperson

My Chairperson's report will focus on the work DPHA has undertaken from the 1 April 2022 to 31 March 2023.

This has been another challenging, yet successful year for the Association. We have focussed a lot of our energy on supporting our tenants and the Dalmuir community through the ongoing cost-of-living crisis, which has been felt by us all, with higher food, energy and general day-to-day costs soaring.

We applied to and were successful in receiving £34,815 of external funding throughout the year, which has allowed us to support our tenants and the Dalmuir community. Here is a summary of the external funding we received for the financial year 2022/2023:

- Cash for Kids: We received £4,815, which allowed us to support 107 children.
- National Lottery, Investing in Communities Fund: We got £10k, which allowed us to continue delivering the Dalmuir Dinners events, based at the Golden Friendship Club.
- National Lottery, Cost of Living Community Anchor Fund: We were successful in getting £20k, which allowed us in partnership with Trafalgar Housing Association, to provide tenants with a range of items, including bedding, slow cookers, vouchers and food.

A lot of our contractors continued to experience problems during the year with material shortages and cost increases. This did have a direct impact on our window replacement programme, however we still invested in our properties by spending £464K delivering kitchens, bathrooms, boilers, and roof replacements.

One of our biggest asset management related achievements during the year was securing £278K in funding from the Scottish Government's Social Housing Net Zero Fund. This funding is for the provision of internal and external insulation works being carried out at some of our Dumbarton Road & Scott Street properties. The project is currently on-site.

We met our legal obligation to ensure each of our properties had a valid electrical certificate, which we must now carry out every 5 years. I would like to thank all of our tenants for allowing contractors access to your home to carry out the necessary electrical inspections.

Dalmuir Out of School Care Group continued to recover from the impact of COVID in terms of the number of children attending the service, and in September 2022 the Care Inspectorate carried out an unannounced inspection visit, and I am delighted to advise that out of the five areas that the Care Inspectorate looked at, four were given a Very Good grade, with one area being graded as Good.

During the year new staff joined our Sheltered Housing care team, and we organised and delivered a range of social events, which were very well attended.



I mentioned earlier that we have focussed a lot of our energy on supporting our tenants through the ongoing cost of living crisis, this includes our Housing Officers referring tenants to our Tenancy Sustainment Officer, C.A.B and Energy Advisors. We have seen an increase in our gross rent arrears, which at the year-end were 6.7% [4.82% at the end of 2022]. This is in part a reflection of the financial difficulties faced by a lot of our tenants. That said, we continue to pursue tenants who owe unpaid rent to us.

During the year we maintained our Compliant status with the Scottish Housing Regulator's Regulatory requirements, which we are delighted with and reflects the good governance that runs throughout the organisation. We were also delighted when we achieved a clean external audit at the financial year-end, with no recommendations in the Management Letter.

As you will be aware that the Association is run by a voluntary Board of Management and during the year two new Board members were Elected to the Board, with another two members being Appointed during the year, one of whom is a tenant of the Association. Being a Board member is an excellent way of giving back to your community and helping to shape and improve the Association's service delivery. If you would like to find out more about becoming a Board member please pop into our office, or email [admin@dpha.org.uk](mailto:admin@dpha.org.uk).

Our Chief Executive, Anne Marie Brown, supported by her Leadership Team, continues to lead the Association from the front and ensures our strategic business objectives are delivered where possible. At the end of March 2023, 95.1% [91.9% in 2021/22] of our tenants were satisfied with the overall service provided by the Association which is remarkable given the many challenges faced over the last year or so.

As your Chairperson, I would like to take this opportunity to thank all of the Board for their continued support during the last year and for volunteering their time, which is very much appreciated. I would also like to give a specific thanks to all of the Association's staff team for their hard work during continued challenging times.

I hope you enjoy reading our Annual Report, and finally, on behalf of the Board of Management and the staff team, I would like to take this opportunity to thank each of you for the continued support you show to Dalmuir Park Housing Association.

Very best wishes,

**Gavin Waddell**  
Chairperson 2023/24

# Factoring

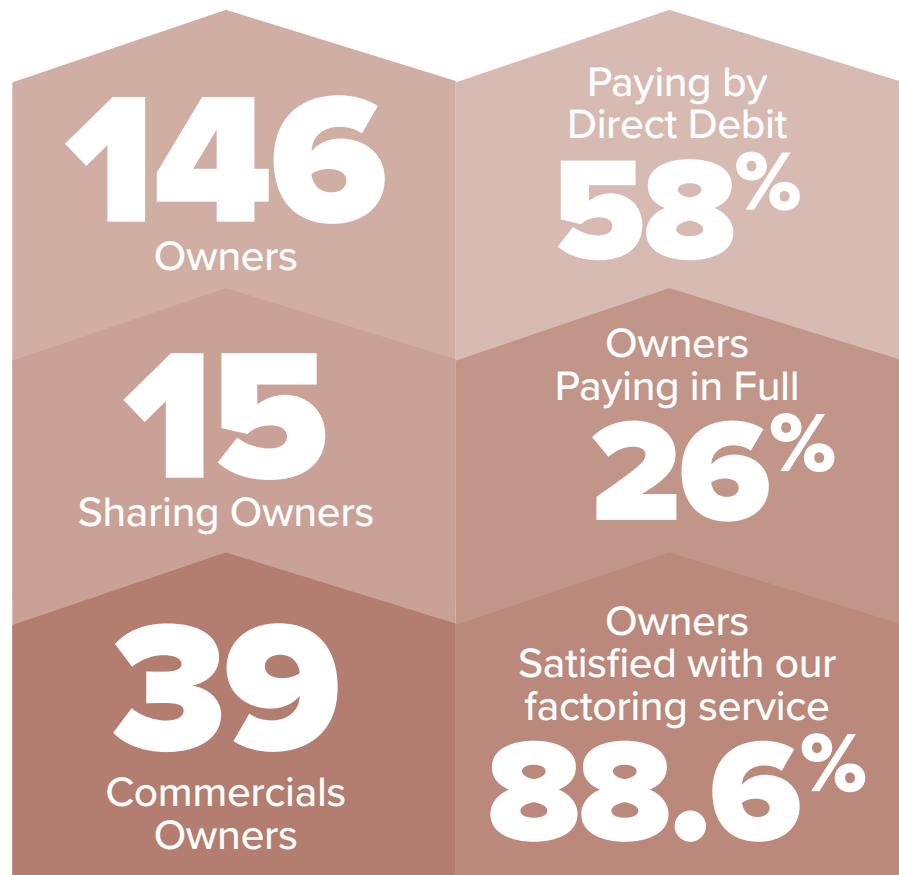
As a landlord and Property Factor, we accept the responsibility for providing a range of services for all properties under our control. Costs to residential or commercial owners in respect of common repairs and planned maintenance, including major repairs, will be borne in the first instance by the Association then recharged accordingly.

We provide various services for properties where we act as factor including;

- Grounds Maintenance
- Stair Cleaning & Bin Management
- Estate Lighting, Door Entry, TV Aerial & Common Ventilation
- Buildings Insurance
- Routine Common Repairs
- Cyclical Maintenance to Common Areas
- Major Repairs

Annual factoring invoices included service charges, buildings insurance premium and our management fee and are distributed in May each year. There is an option to pay in full or to pay via direct debit.

An independent satisfaction survey was conducted in October 2022 engaging with 61 owners. The response was very encouraging with 88.5% of owners being very satisfied or satisfied with the factoring service we provide. Feedback on how satisfied or dissatisfied our owners are with our service is very important to our continued progress. Whilst the current results are very satisfying, our focus remains on improving in every area.



2022	Number	%
Very Satisfied	27	44.3
Fairly satisfied	27	44.3
Neither / Nor	4	6.6
Fairly dissatisfied	0	0
Very dissatisfied	3	4.8

## Customer complaints

	2021/22		2022/23	
	Stage 1	Stage 2	Stage 1	Stage 2
Complaints received in the reporting year	19	8	18	5
Number upheld	9	3	14	2
Responded within target	73%	83%	100%	100%

# Financial Performance

The Board were satisfied with the financial performance during the year and are pleased to report a surplus for the year of £296,747 (2022 – surplus £563,678).

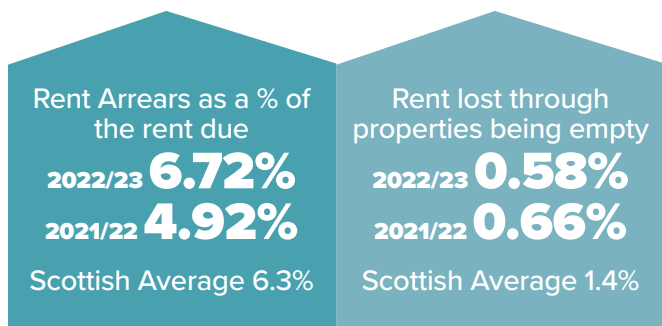
Turnover for the year decreased by 0.28% to £4,114,113 and operating costs increased by 5.21% to £3,683,046 resulting in an operating surplus of £431,067 (2021 – £624,620). This presents a strong position with a closing Cash Balance of £5,986,559 and Capital & Reserves of £8,595,162.

Statement of Comprehensive Income	2023 £	2022 £
Revenue	4,114,113	4,125,490
<b>Operating Costs</b>	<b>(3,683,046)</b>	<b>(3,500,870)</b>
Operating Surplus	431,067	624,620
Loss on Sale of Property, Plant & Equipment	(31,095)	(23,828)
Interest Receivable and Other Income	12,724	710
Interest Payable	(115,949)	(35,824)
Other Finance Charges	-	(2,000)
<b>Surplus/(Deficit) for the year</b>	<b>296,747</b>	<b>563,678</b>
Other Comprehensive Income	(81,000)	65,000
<b>Total Comprehensive Income</b>	<b>215,747</b>	<b>628,678</b>

Statement of Financial Position	2023 £	2022 £
Housing Properties	18,479,441	18,725,470
Other Tangible Fixed Assets	150,545	165,223
Current Assets	6,346,460	6,173,471
Current Liabilities	(933,157)	(680,288)
<b>Total Assets Less Current Liabilities</b>	<b>24,043,289</b>	<b>24,383,876</b>
Creditors: amounts falling due after more than one year	(3,000,000)	(3,000,000)
Provision for Liabilities	(41,000)	-
Deferred Income (Other & Social Housing Grant)	(12,407,053)	(13,004,367)
<b>Net Assets</b>	<b>8,595,236</b>	<b>8,379,509</b>
<b>Capital and Reserves</b>	<b>8,595,236</b>	<b>8,379,509</b>

# Customer Services

During continued challenging times with the ongoing cost of living crisis, the Housing Team has built upon achievements made in the previous year in all areas except rent arrears. Whilst the figures below show maintained performance in relation to rent collection the gross rent arrears figure has increased over the period due to a combination of increasing current tenant & former tenant arrears and a higher proportion of debt being written off. Additional resources have been brought in, in order to tackle the increase in current tenant arrears.



Stock breakdown	
1 apartment	9
2 apartment	331
3 apartment	254
4 apartment	68
5+ apartment	11

Allocation by house size	
2 apartment	33
3 apartment	13
4 apartment	4
5+ apartment	1
<b>Total</b>	<b>51</b>

Housing Stock	
General	597
Supported	6
Sheltered	70

Our Tenants Satisfaction Survey Results reported within our Annual Return to the Charter can be seen on pages 12-15.

## Tenant Safety Compliance

### Gas Appliance Servicing

Dalmuir Park Housing Association achieved a 99.85% Gas servicing compliance this year.

All gas boilers within our properties require to be serviced once every 12 months. We aim to gain entry on a 10-month cycle where possible and tenants are contacted by the contractor beforehand, to arrange access.

Our Gas Servicing Policy includes a procedure for forcing entry where required, this would only be enforced after repeated failures to allow access to carry out these essential works.

Forced entry is used as a last resort and can be expensive therefore, the full cost of this work would be charged back to the tenant. Ensuring compliance with our legal obligations and increasing the safety of all residents is of paramount importance to the Association.



Year	No of Properties	No. of failed visits	% completed within time scale
<b>2021-2022</b>	<b>667</b>	<b>1</b>	<b>99.85%</b>
2020-2021	666	2	99.70%

It is with our tenant's co-operation that we aim to achieved 100% compliance in 2023/24.

# Reactive Maintenance

Category of Repair (target timescales)	Number of repairs 2022-23	completed within timescale 2022-3	Number of repairs 2021-22	Completed within timescale 2021-22
Emergency (4 Hours)	269	85.5%	316	88.29%
Right to repair (1 day)	29	96.6%	111	96.39%
Right to repair (3 day)	0	0	0	
Urgent (3 Days)	370	81.89%	462	89.88%
Routine (10 Days)	582	86.77%	627	92.7%
<b>Total</b>	<b>1250</b>	<b>85.28%</b>	<b>1516</b>	<b>91.84%</b>

# Investment & Upgrades

## Planned & Cyclical Maintenance

### Component Replacement Spend - £464,188

<b>£95,346</b>	installing 35 new kitchens.
<b>£218,835</b>	on 47 new bathrooms
<b>£7,961</b>	spent on upgrading 1 heating system at The Crescent
<b>£57,544</b>	spent on new boilers upgrades.
<b>£18,022</b>	spent on windows upgrades.
<b>£66,480</b>	spent on new roofs to 4 properties.

### Major Repairs Spend - £52,133

<b>£31,820</b>	spent on essential stonework repairs inclusive of the hire of scaffolding for protective walkway at 824-830 Dumbarton Road
<b>£20,313</b>	spent on electrical testing for EESH compliance

### Cyclical Repairs Spend - £91,584

<b>£36,494</b>	spent on annual cleaning/safety checks on our gutters and roof anchors
<b>£32,695</b>	on annual safety checks on our gas fire and central heating systems
<b>£9,254</b>	spent on door entry systems, asbestos safety checks and communal fans
<b>£3,984</b>	on our annual fire equipment maintenance checks including our complexes and HMO's
<b>£9,157</b>	on community alarms

# Sheltered Housing:

## Duty of candour:



All health and social care services in Scotland have a Duty of Candour. This is a legal requirement, under the health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. Which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology and that organisation learns how to improve for the future.

Duty of Candour Incidents 2022/2023 Care Services:

Between 1 April 2022 and 31 March 2023, there were one Notifiable Event to the Care Inspectorate that triggered a Duty of Candour.

### Duty of Candour Incidents:

1 April 2021 and 31 March 2022		1 April 2022 and 31 March 2023	
<b>SHELTERED HOUSING</b>		<b>SHELTERED HOUSING</b>	
Adverse	1	Adverse	0
<b>DOSCG</b>		<b>DOSCG</b>	
Adverse	0	Adverse	1
<b>Total</b>	<b>1</b>	<b>Total</b>	<b>1</b>

### DPHA made changes following our review of the Duty of Candour event.

There are significant changes to be highlighted:

- Following an incident at our Sheltered Housing Service, where a fault in the new Telecare System had not been addressed by staff and left a tenant who required support unable to contact our out of hours service.
- We have implemented a robust procedure to cover a step-by-step guide for going off-site, and what to do if the system fails to go off site for staff.

- Further staff training on the new Telecare system has been completed.
- Reviewed the Sheltered Housing Handbook with up-to-date emergency contact numbers.





# Dalmuir Out of School Care Group (DOSCG)

DOSCG operates from Dalmuir Community Education Centre and is registered to care for 70 children, all primary school age. DOSCG provides out of school care facilities, serving 3 local primary schools Clydemuir, St Stephens and Our Lady of Loretto during term time. The group also offer a quality Playscheme during holiday periods incorporating the wider community.



The service aims to, 'provide a safe and stimulating environment for children with planned specialised and free play activities. All staff are fully qualified and registered with SSSC. The group has an active Pupil Council and Parents Forum.

The most recent Care Inspectorate unannounced visit took place on 15 September 2022 this provided crucial feedback which allowed us to better understand the importance of the group within the local area. The grades are listed below:

In evaluating quality, the Care Inspectorate use a six-point scale where 1 is unsatisfactory and 6 is excellent.

Quality theme:	Grade:
How good is our care, play and learning?	5- Very Good
How good is our setting?	4-Good
How good is our leadership?	5- Very Good
How good is our staff team?	5- Very Good



We had not requirements or recommendations made on this inspection.

## Some of the feedback from the Care Inspector:

*We observed nurturing care and support with children exploring the club environment. They were happy, having fun and playing with their friends.*

*Children had access to a range of resources which reflected their age and stage of development. We saw children move freely and with confidence between playrooms with designated play and learning themes, they included home, games, and construction.*

*Staff knew the children very well, they confidently discussed children's individual needs and requirements.*

Staff were appropriately deployed across the setting.

Quality assurance and improvement are led well by the manager and lead practitioner. We found management responsibilities and cover were shared which supported the continuity of service provision.

## Some of the feedback from the children at DOSCG:

*We could choose what they wanted to do.*

*One child said, "I met my best friend here when I started in primary one".*

*Children told us they loved visiting the garden and were planting, growing, and developing the area with staff. Their achievement was celebrated in the Dalmuir Park Housing Association newsletter.*

*Some of the family's feedback:*

*Several parents told us staff knew their children well and felt they were always supported.*

*One parent said, "my son's needs are cared and catered for, and staff know his personality, strengths and struggles."*

# Wider Role

The Association has always prided itself in organising a wide range of activities, events and projects involving individuals, schools and local groups. We have always believed that our Wider Role Programme strengthens the local community and each year we strive to enhance it, giving everyone the opportunity to participate. We are grateful to all contractors, suppliers and consultants as well as local businesses in the local area who support our programme, financially or in kind.

## Pupil of The Year

Added to our Wider Role program in 2010, pupils from St Stephen's, Clydemuir & Our Lady of Loretto Primary school participate in this awards activity in community partnership with Golden Jubilee Conference Hotel.



## Summer Social

A long-standing activity in our wider role programme with expected attendance of 70 special needs and elderly tenants each year. Organised in the summer months with a three-course meal, entertainment, social activities with transport provided to and from venue.



## Christmas Vouchers

Over 200 Christmas Vouchers are distributed to elderly and additional needs tenants.



## Dalmuir in Bloom

Working in partnership with our grounds maintenance contractors, the Association erect over 50 Hanging Baskets and Window Boxes throughout the local area in June each year as part of our Dalmuir in Bloom project.



## Garden Competition

Our Customer Service staff inspect residents' gardens in the summer months with vouchers presented to the winning categories.



## Grant Funding

The Association were again successful in securing grant funding to assist and support our residents and tenants as well as our Out of School Care Group and local schools. Funding partners were sought and £34.8k was achieved for the period April 22 to March 23.

Our main funders were the National Lottery Cost of Living Anchor Fund (£20k), Cash for Kids (£4.8k) and the National Lottery Awards for All (£10k). All funding received provided huge opportunities and support to tenants and people residing in the wider community.

### Cash for Kids

**£4.8k**

ASDA Vouchers	Number Distributed	107	£4.8k
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### National Lottery, Cost of Living Community Anchor Fund

**£20k**

Bedding	£3k	Supermarket Vouchers	£6k
Households Benefitting	50	Household Benefitting	150
Essential Household Bags	£2k		
Households Benefitting	50		
Cash Payments	£6k		
Households Benefitting	150		



In addition to the items above the Association received £3,000 to create a Cook School. A 10-week pilot project designed to educate attendees on food waste reduction, cooking on a budget and ways to reduce energy bills through alternative cooking methods.

### National Lottery - Awards for All

**£10k**

The Association's Dalmuir Diners project commenced in February with unprecedented number attending. Working in Partnership with Golden Friendships the project served meals to 3,600 people on Tuesday and Thursday evenings through the funded period.

Tuesday Attendees	1,500
Thursday Attendees	2,100



# Board Members & Staff

## Board 2022-2023

**Jordan Henderson** – Chairperson  
**Gavin Waddell** – Vice Chairperson  
**Michelle Donnelly** – Elected Member  
**Nicola Gerrard** – Elected Member  
**Karen Johnson** – Elected Member  
**John Lennox** – Elected Member  
**David McIndoe** – Elected Member  
**Francis Polding** – Elected Member  
**Anita Williamson** – Elected Member

## Chief Executive

**Anne Marie Brown**

## Leadership Team

**Carla Cameron** – Finance & Corporate Services Manager  
**Arlene Dickson** – Care Service Manager  
**Dougie Wilson** – Customer Services Manager

## Finance Team

**Gary Earl** – Finance Officer  
**Conor Fox** – Assistant Finance Officer  
**Ryan Shields** – Finance Assistant

## Corporate Services

**Pauline McDaid** – Corporate Services Assistant  
**Jess Shute** – Corporate Services Assistant  
**Kimberley Tennant** – Corporate Services Officer

## Customer Services

**Jennie Cameron** – Housing Officer  
**Donna Drain** – Housing Officer  
**Laura Greenlees** – Customer Advisor  
**Harmony Madek** – Customer Services Advisor (temp)  
**Donald McKerry** – Gardener  
**Anthony Pirrie** – Gardener  
**Angus Robertson** – Housing Officer  
**Kirsty Swan** – Customer Advisor  
**Andy Taggart** – Asset Officer  
**Stuart Yates** – Asset Officer

## Care Services – Sheltered Housing

**Mary Jane Anderson** – Support Worker  
**Eric Gibson** – Support Worker  
**Christine Hendry** – Support Worker  
**Yvonne Mathieson** – Support Worker  
**Angela McNairn** – Housing Support Assistant  
**Karen Thomson** – Support Worker

## Care Services – Dalmuir Out of School Care Group

**Lorraine Browning** – Playworker  
**Briony Carline** – Playworker  
**Sylvia Elliot** – Playworker  
**Liam Hamilton** – Sessional Playworker  
**Elaine Kelly** – Project Coordinator  
**Yvonne Mathieson** – Playworker  
**Chelsey McDowall** – Playworker  
**Channa Taylor** – Sessional Playworker

## Staffing Support Consultants

**Wylie Bisset** – Internal Auditors  
**Graeme Bruce** – Lethame Business Services  
**French Duncan** – External Auditors  
**TC Young Ltd** – Solicitors

## Leavers

**Briony Carline** – Cleaner  
**Megan Hampton** – Support Worker  
**Elaine Haughey** – Support Worker  
**Levi MacLean** – Playworker  
**Lauren McLaren** – Housing Officer  
**Nick Smart** – Building Surveyor

# Annual Return on the Charter

## Who we are and tenant satisfaction

We are pleased to present our Annual Return to the Charter statistics for 2022/23.

As of 31 March 2023, we owned

# 667 homes

Total rent due from them was

# £2,997,606

## Our Homes

Size of home	No Owned by	Weekly Rent*	Scottish Average	Difference
1 apartment	9	£68.38	-	-
2 apartment	331	£85.37	£79.31	+£6.06
3 apartment	254	£87.00	£82.09	+£4.91
4 apartment	66	£97.77	£88.57	+£9.20
5+ apartment	7	£116.15	£98.42	+£17.73

General Needs 591

Support accommodation 6

Sheltered Housing 70

## Tenant Satisfaction

**96.7%** of our tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the local average of **92%**.



**88.6%** of our tenants satisfied their rent represents good value for money.

2021/22 **88.7%**

**5%** was our rent increase from the previous year.

2021/22 **3.9%**

**95.1%** of our tenants are **satisfied** with our **overall service** compared to the local average of **87.2%**.

2021/22 **91.9%**

**96.2%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the local average of **91%**.

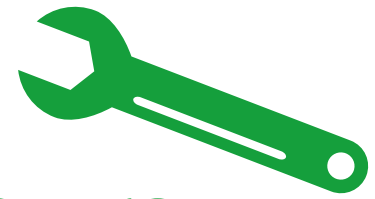
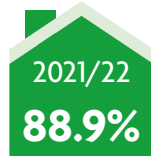
2021/22 **96.8%**

## Quality and Maintenance of Homes



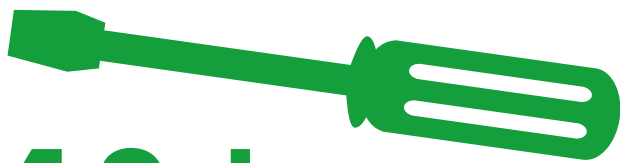
# 93.6%

**Satisfaction with our repairs** service based on the last time you had a repair or maintenance carried out. Local average **88.9%**.



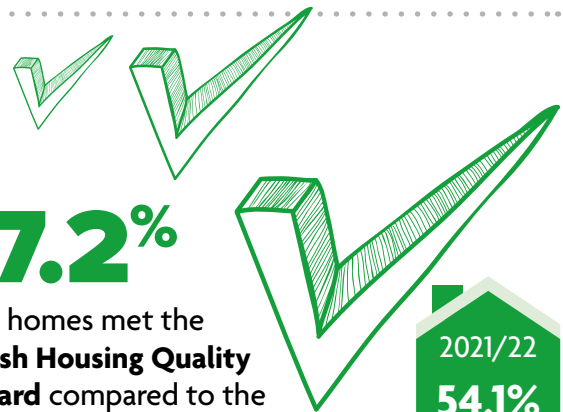
# 2.7 hours

to complete **emergency repairs** compared to the local average of **3.08 hours**.



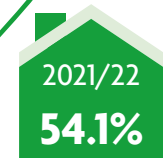
# 4.9 days

to complete **non-emergency repairs** compared to the local average of **6.7 days**.



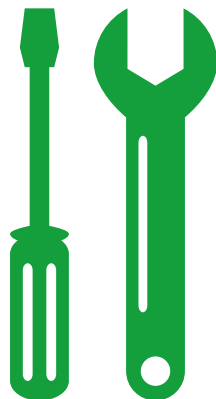
# 97.2%

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **79.0%**.



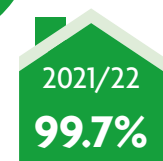
# 81.5%

Reactive repairs completed **Right First Time**. Compared to the local average of **87.4%**.



# 99.8%

**gas safety checks** completed (within 12 months).



We will be continuing to work towards 100% compliance for the new Energy Efficiency Standards for Social Housing (ESSH2) and await further guidance which should be available later this year. More information on ESSH2 can be found here:

<https://www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-social-housing/>

For the year ahead the main priority for the Customer Services Team is to deliver the programme of investment in line with current legislation. Providing routine and planned maintenance for our tenants, owners and residents that is value for Money whilst retaining our high standards of satisfaction.

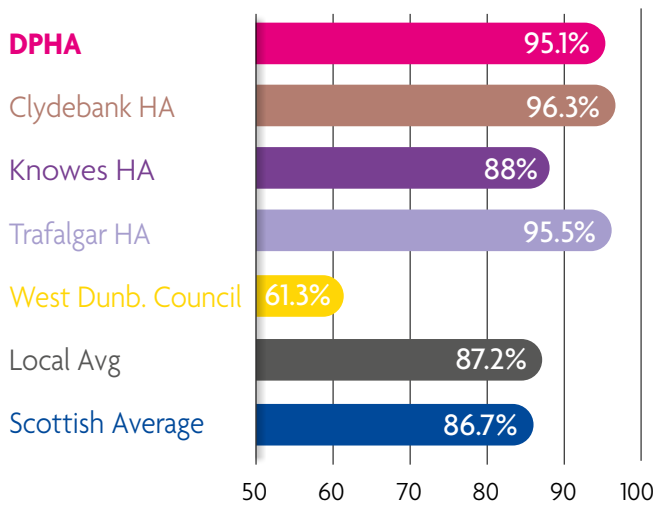
### How we compare locally

Over the next couple of pages we will compare the information that you have already seen on the previous pages. It look at how Dalmuir Park Housing Association compares with core business of Tenant Satisfaction, Rents, Allocations across the local Registered Social Landlords in West Dunbartonshire, these landlords are: West Dunbartonshire Council, Clydebank Housing Association, Knowes Housing Association and Trafalgar Housing Association.

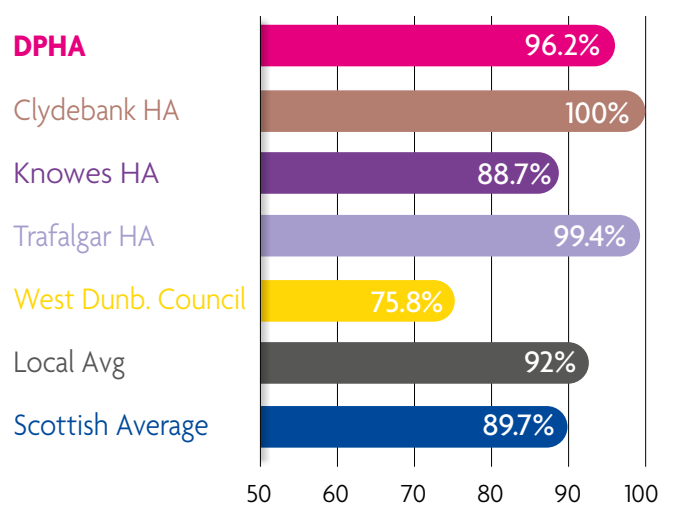
# How we compare locally

Over the next couple of pages we will compare our performance in key service areas against the performance of other local Registered Social Landlords. These landlords are: Clydebank Housing Association, Knowes Housing and Trafalgar Housing Association.

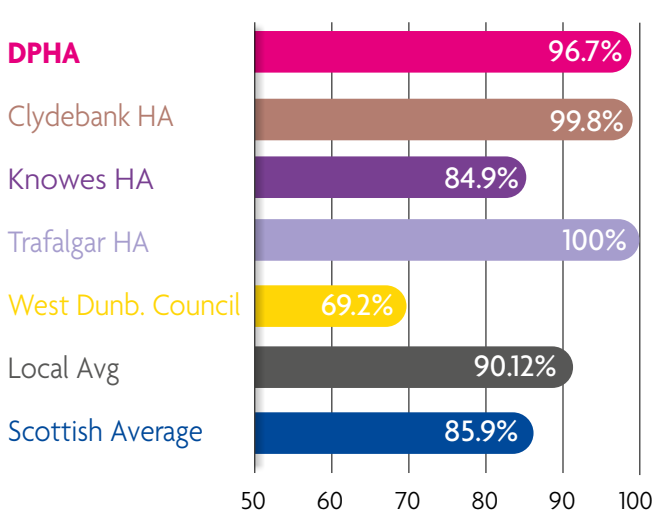
## Percentage tenants satisfied with overall service provided by landlord



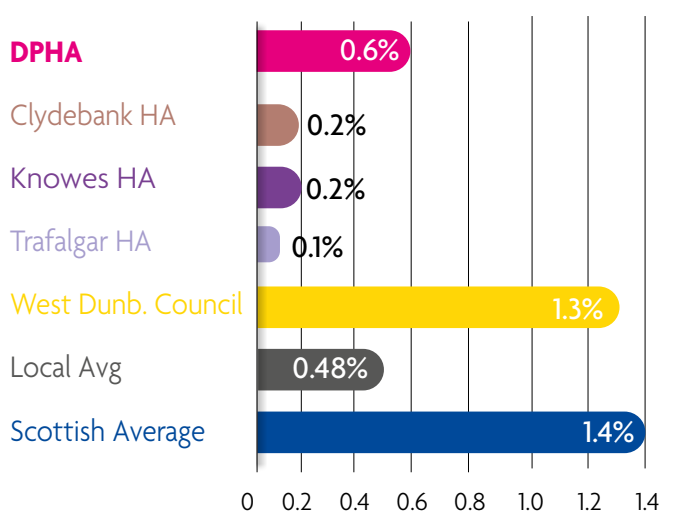
## Percentage tenants who feel landlord is good at keeping them informed about services and decisions



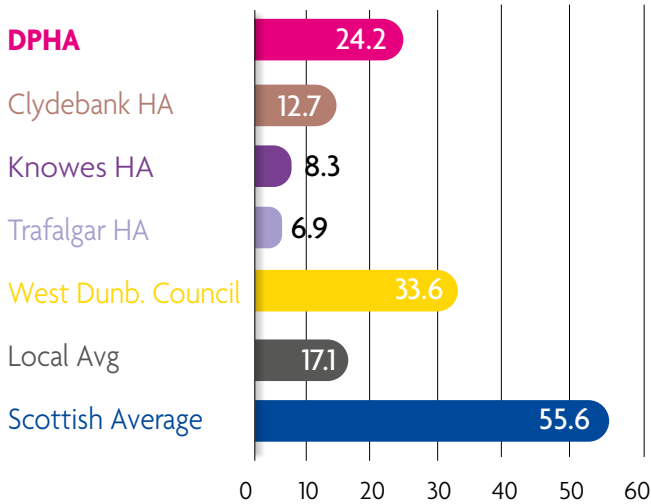
## Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



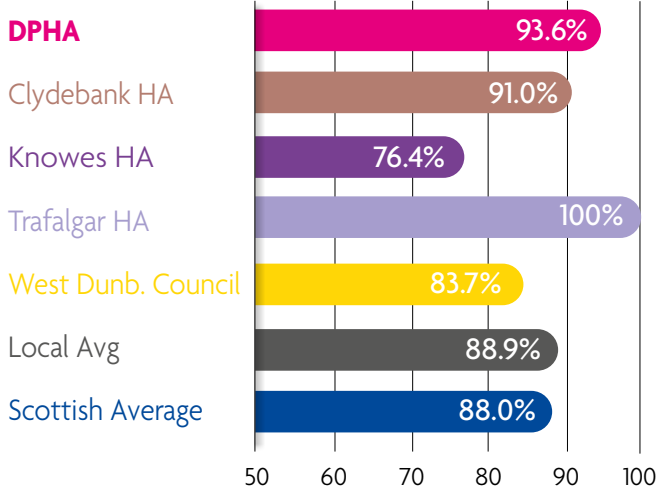
## Percentage of rent due not collected through homes being empty in the last year



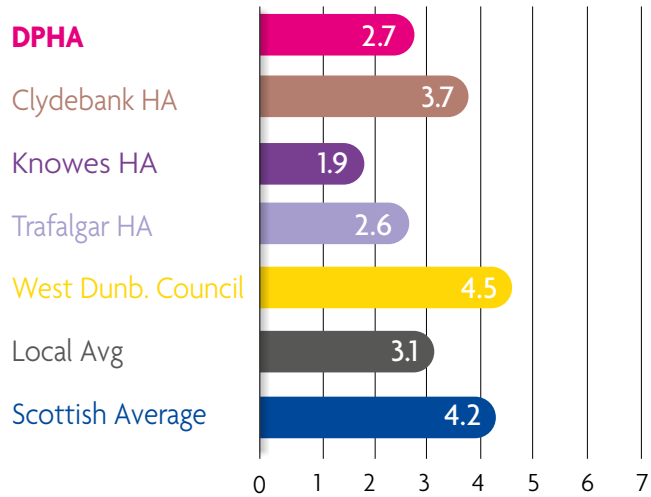
**Average calendar days to re-let properties**



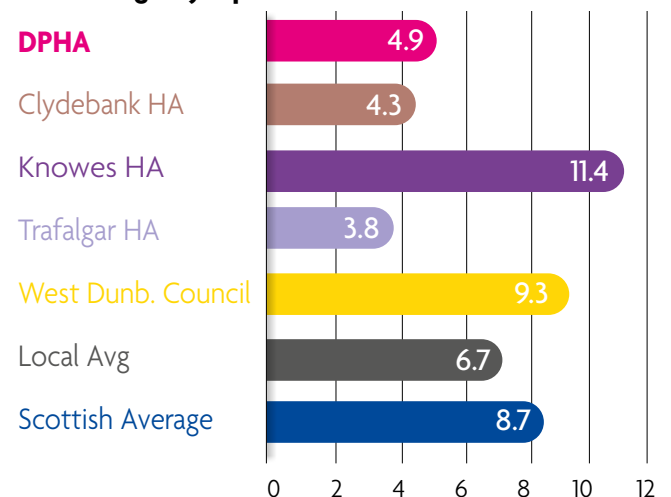
**Percentage tenants who had repairs or maintenance carried out that were satisfied with the service**



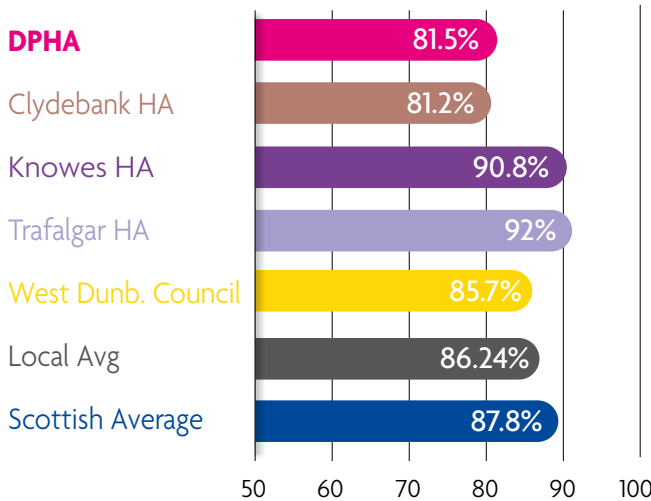
**Average hours to complete emergency repairs**



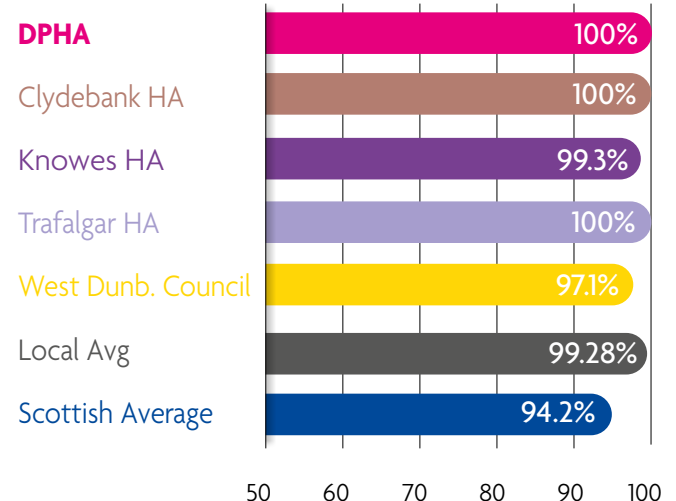
**Average working days to complete non-emergency repairs**



**Percentage reactive repairs completed right first time**



**Percentage of ASB cases resolved within timescale**





# Dalmuir Park Housing Association

*Your Future Our Future*

## Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU  
www.dpha.org • Tel 0141 952 2447 • Email admin@dpha.org.uk

Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

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