

## Scottish Veterans Housing Association

This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The Inspection of Scottish Veterans Housing Association took place in October 2005.

Scottish Veterans Housing Association owns two licensed Houses of Multiple Occupation (HMO) - Whitefoord House in the Canongate, Edinburgh; and Rosendael in Broughty Ferry, Dundee. It has 135 single rooms, most with ensuite facilities, and it completed 10 flats for let in July 2005 at Whitefoord House. The Association is registered with the Care Commission and provides full board and supported accommodation in the HMOs, and independent living in its flats, primarily for former members of the Armed Forces and Merchant Marines.

An experienced voluntary management committee of 15 members governs the Association. It is made up of professionals who have experience of business and the armed forces. At the time of the inspection Scottish Veterans Housing Association had 42 full time employees made up of office based, support and direct labour staff. The Association receives its financial management services from a chartered accountancy firm and retains the services of a chartered architect and quantity surveyor for administrating larger repairs and development projects.

The table below shows some key facts about Scottish Veterans.

Key facts	2002-2003	2003-2004	2004-2005
HMO	2	2	2
Total bed spaces	149	139	135
Staff accommodation owned	4	4	4
Flats	0	0	10
Employees	46	46	44
Annual turnover (£000's)	1,252	1,300	1,424
Total possible rental income (£000's)	1,526	1,617	1,614
Total Arrears (£'s)	0.00	0.00	44,441.00
Average weekly rent for bed spaces (£'s)	214.00	224.76	240.98
Average weekly rent for flats (£)	N/A^	N/A^	70.00
Bed spaces re-let	57	49	30
Average days to re-let	14	14	14
Responsive repairs carried out	132	314	566

Source: Annual Performance & Statistical Returns (APSR) & annual accounts

^ not applicable

## Inspection Findings

Overall, we found that Scottish Veterans provides fair access to its services. It lets to those in housing need and provides excellent accommodation and communal facilities. We found that it needs to review its allocation policy to ensure that access and allocations comply with the Housing (Scotland) Act 2001. Scottish Veterans is good at taking account of its residents' and tenants' views and as a result, improving its services and facilities. It regularly monitors payments of rent and uses early face to face contact to tackle arrears. It completes all its responsive repairs within published target timescales.

Scottish Veteran's financial framework is generally good and projections show it is financially viable. The Association is good at strategic planning and taking risk into consideration, but it does not produce or publish performance monitoring information for its housing management and property maintenance services, from which weaknesses could be identified or improvements measured.

Key strengths in Scottish Veterans Housing Association's services are:

- it provides excellent accommodation and communal areas;
- it provides good face to face information and support to residents and tenants;
- it lets its empty rooms quickly;
- it lets its rooms to people in housing need;
- it carries out its repairs quickly and within target; and
- it will only end a resident's occupancy as a final resort.

The key areas for improvement in Scottish Veterans Housing Association's services are:

- its requirement for residents to complete a 6 week trial period before they know whether they can stay;
- its allocation system for its flats, to ensure that applicants in housing need are not bypassed by applicants with less housing need;
- its advice on the Right to Repair; and
- its compliance with statutory duties on asbestos management.

## Next steps

Scottish Veterans Housing Association should respond to our findings by submitting an improvement plan for agreement with us within 8 weeks of the publication of this report. We require Scottish Veterans to give this summary of the inspection report to all its tenants.

## How to get more information and contact details

If you would like to see Scottish Veterans Housing Association's improvement plan you should contact the Chief Executive at:

Scottish Veterans Housing Association  
Registered Office  
53 Canongate  
Edinburgh  
EH8 8BS  
Telephone:0131 556 0091

The full report is on our website at <http://www.communitiesscotland.gov.uk> .  
This Summary can also be made available on tape, in Braille, large print and  
community languages. For information please contact Janette Campbell on 0131  
479 5162 or email: [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk).

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করবেন।

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