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Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

Staff information, staff turnover and sickness rates (Indicator C1)

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

C1.2 Staff employed by the RSL:

C1.2.1 the number of senior staff

4

C1.1 the name of Chief Executive

Margaret Torrance

C1.2.2 the number of office based staff

17.6

C1.2.3 the number of care / support staff

0

C1.2.4 the number of concierge staff

0

C1.2.5 the number of direct labour staff

0

C1.2.6 the total number of staff

21.6

C1.3 Staff turnover and sickness absence:

C1.3.1 the percentage of senior staff turnover in the year to the end of the reporting year

0

C1.3.2 the percentage of total staff turnover in the year to the end of the reporting year

13.88



C1.3.3 the percentage of days lost through staff sickness absence in the reporting year

5.81



Governance

The information you give us here will tell us about your governing body and how your organisation is structured.

Parent, subsidiary and other connected organisations (Indicator C2)

If parent organisation

C2.2 If subsidiary of another organisation, please state:

C2.2.1 the name of the parent organisation

C2.2.2 the address of the parent organisation

If connected with another organisation, please state:

Agent employed by the landlord to provide all of its services (Indicator C3)

If an agent is employed by the landlord to provide all its services, please state:

(i) the name of the organisation

(ii) contact details of the organisation

C3.1 The name of organisation	
-------------------------------	--

C3.2 Contact name:
C3.2.1 title
(Select)

C3.2.2 forename	
-----------------	--

C3.2.3 surname	
----------------	--

RSL members (Indicator C4)

Please state:

C4.1 The total number of RSL members as at the time of the last Annual General Meeting

192

C4.2 The number of members attending last RSL Annual General Meeting

39

Governing body appointments (Indicator C5)

Please state:

C5.1 The number of governing body vacancies at last Annual General Meeting

9

C5.2 The number of candidates for the vacancies

3

C5.3 The number of vacancies filled

3



Lets

The information you give us here will allow us to build a profile of your lets.

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

150

C7.2 The number of 'supported housing' lets during the reporting year

3

The number of lets during the reporting year by source of let (Indicator C8)

Please state:

C8.1 The number of lets to existing tenants

5

C8.2 The number of lets to housing list applicants

64

C8.3 The number of mutual exchanges

11

C8.4 The number of lets from other sources

1

C8.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:

C8.5.1 section 5 referrals

29

C8.5.2 nominations from the local authority

0

C8.5.3 other

5

C8.6 the number of other nominations from local authorities

49

Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state, excluding mutual exchanges:

C9.1 The number of occupancy agreements granted in the reporting year

0

C9.2 The number of short SSTs granted in the reporting year

0

C9.3 The number of SSTs granted in the reporting year

153

Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate (select all that apply)

Your own housing list,Common housing register,Mutual exchange scheme

C10.2 The number of new applicants added to the housing list(s)

799

C10.3 The number of applicants on the housing list(s) at end of reporting year

823

C10.4 The number of suspensions from the housing list at end of reporting year

49

C10.5 The number of applications cancelled from the housing list during the reporting year

1498

C10.6 The number of Section 5 referrals received during the last reporting year

41

Stock

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

The landlord's wholly owned stock (Indicator C14)

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		Of the stock at year end:					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	69		0		0	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	0	0

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only. For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	0	0	0	0	8	8	8	60.35
2 Apt	41	0	71	4	47	163	163	65.35
3 Apt	436	0	217	0	38	691	691	73.52
4 Apt	343	0	83	44	48	518	518	84.76
5 Apt +	41	0	0	0	1	42	42	98.59
Total SC	861	0	371	48	142	1422	1422	77.34

Number of lettable non self contained units at year end

0

Number of lettable non self contained bed spaces at year end

0

Average weekly rent charge per bed space for the reporting year

The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre- 1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post- 2002	Total
C19.1 The number of self-contained units	7	7	848	469	41	50	1422
C19.2 The number of non self-contained units	0	0	0	0	0	0	0
C19.2 The number of non self-contained bed spaces	0	0	0	0	0	0	0

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)

Please state the number of self-contained properties that:

C20.1 were void at the year end

C20.2 have been void for more than six months

Development programme – New units and value (excluding Scottish Government funded developments) (Indicator C32)

Please state:

	in the current reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the next reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the following year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	in the current reporting year	projected for the next reporting year	projected for the following year
C32.2.1 funded through own cash / reserves	0	0	0
C32.2.2 funded through private finance	0	0	0
C32.2.3 funded through other grants / sources	0	0	0
C32.2.4 funded through sales	0	0	0



Comments (Social landlord contextual information)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.



Overall satisfaction

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1 In relation to the overall tenant satisfaction survey carried out, please state:

1.1.1 the number of tenants who were surveyed

491

1.1.2 the fieldwork dates of the survey

November 2018

1.1.3 the method(s) of administering the survey

Post
Telephone
Online

1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:

1.2.1 very satisfied

218

1.2.2 fairly satisfied

175

1.2.3 neither satisfied nor dissatisfied

27

1.2.4 fairly dissatisfied

45

1.2.5 very dissatisfied

24



1.2.6 no opinion

2

491

**Percentage of tenants satisfied with the overall service provided by their landlord
(Indicator 1)**

80.04

%

Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

Initial analysis of our Tenant Satisfaction Survey survey 2019 shows wide variance of satisfaction rates both geographically and in terms of tenant profile
When commissioning this latest survey we built in a number of 'reality checks' to be undertaken on a regular basis over the next 3 years. We will be developing a detailed improvement plan in response to the survey and will be using the reality checks to assess progress before the commissioning of the next full survey.



The Customer/Landlord relationship

The information you give us here will tell us about the relationships you have with your tenants and other service users.

Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

2.2 The number of people who consider themselves to have a disability by:

		(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
2.1.1	White (total)	22	558	616	117	10
	(a) Scottish	20	460	521	105	10
	(b) Other British	1	21	28	5	0
	(c) Irish	0	1	2	1	0
	(d) Gypsy/traveller	0	0	0	0	0
	(e) Polish	0	65	38	4	0
	(f) any other white background	1	11	27	2	0
2.1.2	Mixed or multiple ethnic background	0	0	2	0	0
	Asian, Asian					

	Scottish, Asian British (total)					
	(a) Indian	0	0	0	0	0
	(b) Pakistani	0	2	2	1	0
	(c) Bangladeshi	1	0	0	0	0
	(d) Chinese	0	0	0	0	0
	(e) Any other Asian background	0	4	1	0	0
2.1.4	Black, Black Scottish, Black British (total)	0	3	1	2	0
	(a) Caribbean	0	0	0	0	0
	(b) African	0	0	0	0	0
	(c) Any other black background	0	3	1	2	0
2.1.5	Other ethnic background	0	1	3	1	0
	(a) Arab, Arab Scottish or Arab British	0	1	1	1	0
	(b) any other group	0	0	2	0	0
2.1.6	Unknown	0	851	247	32	0
2.1.7	Total	23	1419	872	153	10

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	0	69	60	16	3

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 "How many tenants answered the question How good or poor do you feel your landlord is at keeping you informed about their services and decisions?" 480

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed 264

3.2.2 fairly good at keeping them informed 154

3.2.3 neither good nor poor at keeping them informed 45

3.2.4 fairly poor at keeping them informed 11

3.2.5 very poor at keeping them informed 6

480

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	87.08	%
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Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)

In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:

6.1 "How many tenants answered the question How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	443
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	144
6.2.2 fairly satisfied	166
6.2.3 neither satisfied nor dissatisfied	117
6.2.4 fairly dissatisfied	10
6.2.5 very dissatisfied	6
	443

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	69.98	%
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Comments (The customer / landlord relationship)

Whilst the tenant satisfaction survey did not see an improvement in levels of overall satisfaction we did see an improvement in the 'keeping tenants informed' and 'satisfaction with opportunities to participate' questions. Overall positive expressions of dissatisfaction levels remain low but we have seen a higher than expected level of 'neither / nor' response against some questions. The Association was delighted to be selected for the Next Steps Programme and is currently working with the Tenants Information Service to develop a detailed action plan. Meantime continuing detailed analysis of the Tenant Satisfaction Survey is identifying wide variations both geographically and in terms of tenant profile.



Housing Quality and Maintenance

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.



Quality of Housing

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C24)

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

March 2019

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

77.9

C24.3 The date of your next scheduled stock condition survey or assessment

March 2019

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

100

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

The creation and use of our survey database has enabled us to continue to report on all key elements within the standard. The database is also used to monitor progress against achieving/maintaining the standard whilst informing the investment programme & decisions. The data required for the EESSH is maintained on a separate database created by Energy Action Scotland and is updated annually to reflect the investment made to the stock. The ARC collection and reporting was reviewed by our internal auditors TIAA 2016/17 and found to have appropriate arrangements in place and this continues to be used to date. It remains our intention to import the data being collected into our Aaereon QL system with the next few years.

It is the Associations intention to appoint independant consultants to undertake a full 100% stock condition survey (subject to access) during 2019/20. the outcome of this, along with the surveys undertaken annually will be used to update the ARC data and Investment programme going forward.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock	1422	1427
C25.2 Self-contained stock exempt from SHQS	0	0
C25.3 Self-contained stock in abeyance from SHQS	123	115
C25.4.1 Self-contained stock failing SHQS for one criterion	0	0
C25.4.2 Self-contained stock failing SHQS for two or more criteria	0	0
C25.4.3 Total self-contained stock failing SHQS	0	0
C25.5 Stock meeting the SHQS	1299	1312

C25.6 Total self-contained stock meeting the SHQS by local authority

Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	416	416
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0

East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	724	737
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0
North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	159	159
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1299	1312

**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	0	0
C26.4 Because they did not have modern facilities and services	0	0
C26.5 Because they were not healthy, safe and secure	0	0
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these.		

**Scottish Housing Quality Standard (SHQS) – Working towards the standard
(Indicator C27)**

Please state:

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

5

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year?

3

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

The 2 elements where the association have applied for abeyances are Element 54, Security where we have 122 flatted tenanted properties within 28 Multi Tenure blocks with 69 owners unwilling to participate. This followed a lengthy DES Strategy consultation exercise with all residents within the blocks. Annually we contact all owners for any change of circumstances and where owners agree to participate, budget provision is made for the oncoming financial year to complete DES at individual blocks.

With regards to the 5 properties planned to bring up to SHQS through Element 35 Energy Efficiency in 2018/19, this relates to the 5 individual properties where the sitting tenants have refused to allow the renewal of the heating with new energy efficient heating previously. In 2018/19, all 5 were contacted and agreed to have the new heating installed. On the day of the planned installs only 3 of the 5 tenants allowed access to complete the works. As with our DES process, we will continue annually to contact the 2 tenants and provide as much support as required to ensure both these properties receive the new energy efficient heating during 2019/20 which will also help meet the EESSH target set for December 2020.

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year?

8

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

At the point of completing this return, the annual letters to all owners and tenants have not been issued. However, through the introduction of the Association's new Buy Back On Open Market (BBOOM) Policy, we have purchased 7



flatted properties within 5 multi tenure blocks which will now enable some new DES to be installed through the Association now having 100% ownership in some of the blocks.

In addition to our BBOOM Policy and the annual letters to the owners, we have in our investment programme DES Elemental Replacements (BAU) from 2022-2025.

Scottish Housing Quality Standard (SHQS) (Indicator C28.1)

Please state:

C28.1.1 The number of self-contained properties with exemptions at the year end

0

C28.1.2 The range of elements not met

C28.1.3 The reason(s) the elements are not met

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

**Scottish Housing Quality Standard (SHQS) – Abeyances at the year end
(Indicator C28.2)**

Please state:

C28.2.1 The number of self-contained properties with abeyances at the year end

123

C28.2.2 The range of elements not met

C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

C28.2.3 The reason(s) the elements are not met

(a) Work cannot be done because the tenants objects,(b) Work cannot be done because owners object to common repairs

C28.2.4 What action is your organisation taking or planning to take to address these abeyances

Actions taken to address abeyances:

Budget provision in place to enable Element 35 to be dealt with as one offs should the tenant's circumstances change or the property becomes void. In addition to this, individual letters will be issued annually as a reminder should the tenant's circumstances change as well as business as usual as part of our investment programme. To date we have reduced the 5 properties to 2 through this process.

Element 54: In addition to Business as Usual for elemental replacements, budget provision has been made in our business plan going forward to include blocks where owners have been unwilling to participate should owner's circumstances change.

As with element 35 an annual letter will be issued to all owners.

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	116	460870	140	656000
C29.3 Because they were/are not energy efficient	117	585988	183	507350
C29.4 Because they did/do not have modern facilities and services	61	136381	100	203200
C29.5 Because they were/are not healthy, safe and secure	525	511425	600	500000
C29.6 The total number of properties improved	644	1694664	500	1866550
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0

**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)
(Indicator 7)**

For properties within scope of the SHQS, please state:

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

1422

7.1.2 projected to the end of the next reporting year

1427

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

1299

7.2.2 projected to the end of the next reporting year

1312

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	91.35	%
--	-------	---

Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	91.94	%
---	-------	---

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

1422

8.1.2 projected to the end of the next reporting year

1427

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

1420

8.2.2 projected to the end of the next reporting year

1427

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)	99.86	%
--	-------	---

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year(Indicator 8)	100.00	%
--	--------	---

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

107

9.2 Of the tenants who answered, how many said that they were:

9.2.1 very satisfied

75

9.2.2 fairly satisfied

25

9.2.3 neither satisfied nor dissatisfied

3

9.2.4 fairly dissatisfied

2

9.2.5 very dissatisfied

2

107

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

93.46

%

Percentage of tenants satisfied with the quality of their home (Indicator 10)

In relation to tenant satisfaction with the quality of their home, please state:

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

475

10.2 Of the tenants who answered, how many said that they were:

10.2.1 very satisfied

153

10.2.2 fairly satisfied

207

10.2.3 neither satisfied nor dissatisfied

47

10.2.4 fairly dissatisfied

49

10.2.5 very dissatisfied

19

Percentage of tenants satisfied with the quality of their home (Indicator 10)

75.79

%

Repairs, Maintenance & Improvements

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

***Average number of reactive repairs completed per occupied property
(Indicator C13)***

Please state:

C13.1 The total number of reactive repairs completed during the reporting year

6921.0

C13.2 The number of occupied properties during the reporting year

1422

Average number of reactive repairs completed per occupied property (Indicator C13)	4.87	
---	------	--

Average length of time taken to complete emergency repairs (Indicator 11)

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Please state:

11.1 The number of emergency repairs completed in the reporting year

1397

11.2 The total number of hours taken to complete emergency repairs

2345

Average length of time taken to complete emergency repairs (Indicator 11)	1.68	hours
--	------	--------------

Average length of time taken to complete non-emergency repairs (Indicator 12)

Non-emergency repairs are reactive repairs that are not categorised as emergency.

Please state:

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

5524

12.2 The total number of working days taken to complete non-emergency repairs

30825

Average length of time taken to complete non-emergency repairs (Indicator 12)

5.58

days

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)

Please state:

13.1 The number of reactive repairs completed right first time during the reporting year

5431

13.2 The total number of reactive repairs completed during the reporting year

5524

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	98.32	%
--	-------	---

Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?

Yes

14.2 The number of reactive repairs appointments made in the reporting year

347

14.3 The number of reactive repair appointments kept in the reporting year

347

Percentage of repairs appointments kept (Indicator 14)	100.00	%
---	--------	---

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

1386

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

1386

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	100.00	%
---	--------	---

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:

16.1 Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"

379

16.2 Of the tenants who answered, how many said that they were:

16.2.1 very satisfied

238

16.2.2 fairly satisfied

103

16.2.3 neither satisfied nor dissatisfied

17

16.2.4 fairly dissatisfied

16

16.2.5 very dissatisfied

5

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

89.97

%

Comments (Housing quality and maintenance)

Performance in the delivery of reactive repairs continued to improve in 2018/19, 100% of Repair by Appointment appointments were delivered on time whilst both the percentage of repairs delivered right first and the percentage of tenants satisfied with repairs remained similar to those reported last year. We currently issue repair satisfaction surveys to all tenants where reactive repairs are undertaken.

Satisfaction with quality of home has increased in the new tenant satisfaction survey and we continue to work towards improvement. . All tenants were issued with a newsletter at the end of February telling them what investment was planned for their individual property and estate over the next 5 years as part of our feedback on the outcomes of rent increase consultation. Ongoing detailed analysis of the tenant satisfaction survey results and other sources of information will be used to inform a review of the business plan and feed into the improvement plan.



Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.



Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

The information you give us here will tell us about the neighbourhoods and communities you manage.

***Percentage of 1st and 2nd stage complaints resolved by the landlord
(Indicators 4 & 5)***

Equalities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	0	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	0	0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	138	N/a	20	N/a
Carried forward from the previous reporting year	2	N/a	2	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	138	98.57	19	86.36

4.2.4 Complaints upheld by the landlord in the reporting year	88	63.77	16	84.21
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	131	94.93	18	94.74

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	138	N/a	20	N/a
Carried forward from the previous reporting year	2	N/a	2	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	138	98.57	19	86.36
4.3.4 Complaints upheld by the landlord in the reporting year	88	63.77	16	84.21
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	131	94.93	18	94.74

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
--	---	---

Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	98.57	%
---	-------	---

Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
--	---	---

Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	63.77	%
---	-------	---

Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
--	---	---

Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	86.36	%
---	-------	---

Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
--	---	---

Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	84.21	%
---	-------	---

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
---	---	---

Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	94.93	%
--	-------	---

Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
---	---	---

Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	94.74	%
--	-------	---

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?"

461

17.2 Of the tenants who answered, how many said that they were:

17.2.1 very satisfied

162

17.2.2 fairly satisfied

172

17.2.3 neither satisfied nor dissatisfied

83

17.2.4 fairly dissatisfied

31

17.2.5 very dissatisfied

13

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

72.45

%

Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year

216

18.2 The number of tenancy offers that were refused

63

Percentage of tenancy offers refused during the year (Indicator 18)	29.17	%
--	-------	---

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year

125

19.2 Of those at 19.1, the number of cases resolved in the reporting year

121

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year

114

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	91.20	%
---	-------	---

91.20

%

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year

38

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

10

24.2.2 because of anti-social behaviour

0

24.2.3 for other reasons

0

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)

26.32

%

Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)

0.0

%

Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)

0.0

%

Percentage of the court actions initiated which resulted in eviction (Indicator 24)

26.32

%

Abandoned properties (Indicator C11)

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

the property is unoccupied; and

the tenant does not intend to occupy the property as their home

Please state:

C11.1 The number of properties abandoned during the reporting year

12

Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant. Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.

Please state:

C12.1 The number of notices of proceedings issued during the reporting year

106

C12.2 The number of orders for recovery of possession granted during the reporting year

20

Comments (Neighbourhood & community)

Performance in the management of ASB cases continued to improve in 2018/19. Satisfaction with neighbourhood management has decreased slightly in the 2018/19 survey. There are geographical variations in results. Of note is the high level (18%) of neither nors being recorded whilst 20 of the 47 schemes record overall satisfaction levels of 85% or higher. As detailed analysis of the survey continues the Association will be continuing to look at what it's doing well in the areas with high level of satisfaction than can be carried across to areas where satisfaction levels are lower and as part of reality checks we will be considering the responses to the new indicators in this area of performance.

Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.



Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

Percentage of lettable houses that became vacant in the last year (Indicator 21)

Please state:

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

123

Percentage of lettable houses that became vacant in the last year (Indicator 21)	8.65	%
---	------	---

Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year

124

35.2 The total number of calendar days properties were empty

4502

Average time to re-let properties in the last year (Indicator 35)	36.31	days
--	-------	-------------

Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

A 'medical adaptation' is a collective term for a broad range of products (including assistive technology) and changes to the fabric of a building that enable people of all ages to carry out ordinary, daily activities that have been affected by:

- impairment
- ill health
- traumatic injury
- ageing

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year

22.2 The number of approved applications completed between start and end of the reporting year

23.1 The total number of days taken to complete approved applications

23.2 The number of medical adaptations completed in the reporting year

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	58.46	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	154.97	days
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***Percentage of new tenancies sustained for more than a year, by source of let
(Indicator 20)***

Please state:

20.1 The number of tenancies which began in the previous reporting year by:

20.1.1 existing tenants

13

20.1.2 applicants who were assessed as statutory homeless by the local authority

15

20.1.3 applicants from your organisation's housing list

60

20.1.4 nominations from local authority

30

20.1.5 others

1

20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:

20.2.1 existing tenants

13

20.2.2 applicants who were assessed as statutory homeless by the local authority

12

20.2.3 applicants from your organisation's housing list

53

20.2.4 nominations from local authority

26

20.2.5 others

1

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	100.00	%
--	--------	---

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	80.00	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	88.33	%
---	-------	---

Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)	86.67	%
---	-------	---

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	100.00	%
--	--------	---

Comments (Access to housing and support)

We remain committed to working closely with all 3 local authorities to increase the number of homeless nominations and Section 5 referrals. We note that this is the last year this information will be recorded in this way and it is interesting to note that of the 36 Section 5 referrals we received in 2018/19 all (100%) were converted into an offer of tenancy and 29 (80.55%) resulted in a tenancy being established.

The average relet time of 36.31 days whilst an improvement on last year's figure does not fully reflect the continued improvement in reducing relet times. 79 of the 124 (63.7%) re-lets were let in 36 days or less, and 60 (48.38%) were let within the Association's current 28 day target.



Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.



Value for money

The information you give us here will tell us about the value for money you achieve.

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"

480

29.2 Of the tenants who answered, how many said that their rent represented:

29.2.1 very good value for money

129

29.2.2 fairly good value for money

209

29.2.3 neither good nor poor value for money

87

29.2.4 fairly poor value for money

40

29.2.5 very poor value for money

15

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

70.42

%

***Percentage of factored owners satisfied with the factoring service they receive
(Indicator 33)***

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"

27

33.2 Of the factored owners who answered, how many said that they were:

33.2.1 very satisfied

5

33.2.2 fairly satisfied

13

33.2.3 neither satisfied nor dissatisfied

3

33.2.4 fairly dissatisfied

5

33.2.5 very dissatisfied

1

**Percentage of factored owners satisfied with the factoring service they receive
(Indicator 33)**

66.67

%



Rents and service charges

The information you give us here will tell us about how you maximise your income.

Rent collected as percentage of total rent due in the reporting year (Indicator 30)

Please state:

30.1 The total amount of rent collected in the reporting year

5767852

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

5693246

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	101.31	%
--	--------	---

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

384699

31.2 The total rent due for the reporting year

5745436

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	6.70	%
--	------	---

Average annual management fee per factored property (Indicator 32)

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

Please state:

32.1 The number of residential properties factored

96

32.2 The total value of management fees invoiced to factored owners in the reporting year

5340

Average annual management fee per factored property (Indicator 32)	£	55.62	
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Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year

5745436.0

34.2 The total amount of rent lost through properties being empty during the reporting year

49190

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.86	%
---	------	---

Rent increase (Indicator C21)

Please state:

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

2.9



The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

775

C22.2 The value of direct housing cost payments received during the reporting year

2420194

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)

Please state:

C23.1 The total value of former tenant arrears at year end

160459

C23.2 The total value of former tenant arrears written off at year end

51314

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	31.98	%
--	-------	---

Comments (Getting good value from rents and service charges)

Whilst the Association continues to prioritise rent collection we have continued to experience the negative impact of welfare reform and as such are pleased that gross arrears levels have remained relatively stable with a slight reduction.

The % of tenants satisfied with the value for money their rent represented increased by 1% to 70% and again, the negative impact of the neither /nors is noted with the percentage feeling that the value for money was fairly or very poor dropping by 3% to 11%. As with other elements of the tenant satisfaction survey there are some significant variations within household type.. The Association is in the process of undertaking value for money review during 2019/20.



Other Customers

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes.
Please state:

36.1 The total amount of rent set for all pitches during the reporting year

36.2 The total number of pitches

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	£	0.0	
--	---	-----	--

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

37.2 Of the Gypsies/Travellers who answered, how many said that they were:
37.2.1 very satisfied

37.2.2 fairly satisfied

37.2.3 neither satisfied nor dissatisfied

37.2.4 fairly dissatisfied

37.2.5 very dissatisfied

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	0.0	%
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Comments (Other customers)

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