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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

5

C1.1 the name of Chief Executive

Sharon Keenan

C1.2.2 the number of office based staff

20.93

C1.2.3 the number of care / support staff

0

C1.2.4 the number of concierge staff

6.43

C1.2.5 the number of direct labour staff

0

C1.2.6 the total number of staff

32.36

**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

9.27



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

5.64



## ***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**

<b>C2.1</b>	<b>C2.1.2</b>	<b>C2.1.3</b>	<b>C2.1.4</b>
CHA Power Limited	Not Registered	Not Charitable	other business activities
Radnor Park Homes Limited	Not Registered	Not Charitable	other business activities

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

C2.2.1 the name of the parent organisation

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C2.2.2 the address of the parent organisation

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**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	
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C3.2 Contact name:
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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

160

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

34

***Governing body appointments (Indicator C5)***

**Please state:**

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

10

C5.2 The number of candidates for the vacancies

7

C5.3 The number of vacancies filled

7



## ***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

136

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

2

***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

6

C8.2 The number of lets to housing list applicants

65

C8.3 The number of mutual exchanges

4

C8.4 The number of lets from other sources

0

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

C8.5.1 section 5 referrals

63

C8.5.2 nominations from the local authority

0

C8.5.3 other

0

C8.6 the number of other nominations from local authorities

4



***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

138

### ***Housing lists (Indicator C10)***

**Please state:**

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

Your own housing list, Mutual exchange scheme

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

634

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

772

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

32

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

538

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

73



## ***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:

		<b>Of the stock at year end:</b>					
		(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	0		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	0	0	0	
2 Apt	0	0	286	34	67	387	387	65.25
3 Apt	3	390	98	48	30	569	569	68.77
4 Apt	50	0	4	73	16	143	143	83.97
5 Apt +	22	0	0	1	0	23	23	101.24
Total SC	75	390	388	156	113	1122	1122	70.16

Number of lettable non self contained units at year end

2

Number of lettable non self contained bed spaces at year end

10

Average weekly rent charge per bed space for the reporting year

18.99

***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	112	40	208	439	239	84	1122
C19.2 The number of non self-contained units	2	0	0	0	0	0	2
C19.2 The number of non self-contained bed spaces	10	0	0	0	0	0	10

***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.

Indicator C.17 - we continue to undertake a rent harmonisation exercise, meaning some rents have changed at the point of re-let during the year. This means that any increase in our average rent figures does not exactly match the annual rent increase applied.



## ***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

450

1.1.2 the fieldwork dates of the survey

March 2019

1.1.3 the method(s) of administering the survey

Face-to-Face

**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

268

1.2.2 fairly satisfied

152

1.2.3 neither satisfied nor dissatisfied

17

1.2.4 fairly dissatisfied

8

1.2.5 very dissatisfied

0

1.2.6 no opinion

5

450

<b>Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)</b>	93.33	%
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***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.

## ***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
<b>2.1.1</b>	<b>White (total)</b>	35	1089	684	131	9
	(a) Scottish	30	1029	633	126	9
	(b) Other British	3	25	19	0	0
	(c) Irish	1	9	4	0	0
	(d) Gypsy/traveller	0	0	0	0	0
	(e) Polish	0	20	20	5	0
	(f) any other white background	1	6	8	0	0
<b>2.1.2</b>	<b>Mixed or multiple ethnic background</b>	0	1	6	1	0
	<b>Asian, Asian</b>					



	<b>Scottish, Asian British (total)</b>					
	(a) Indian	0	0	2	0	0
	(b) Pakistani	0	1	0	0	0
	(c) Bangladeshi	0	0	0	0	0
	(d) Chinese	0	0	1	0	0
	(e) Any other Asian background	0	3	3	0	0
<b>2.1.4</b>	<b>Black, Black Scottish, Black British (total)</b>	1	9	9	3	0
	(a) Caribbean	0	0	0	0	0
	(b) African	1	9	8	3	0
	(c) Any other black background	0	0	1	0	0
<b>2.1.5</b>	<b>Other ethnic background</b>	0	4	13	3	0
	(a) Arab, Arab Scottish or Arab British	0	3	6	3	0
	(b) any other group	0	1	7	0	0
<b>2.1.6</b>	<b>Unknown</b>	2	4	54	0	2
<b>2.1.7</b>	<b>Total</b>	38	1111	772	138	11

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	3	306	208	31	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?" 450

3.2 Of the tenants who answered, how many said that their landlord was:  
3.2.1 very good at keeping them informed 298

3.2.2 fairly good at keeping them informed 143

3.2.3 neither good nor poor at keeping them informed 8

3.2.4 fairly poor at keeping them informed 1

3.2.5 very poor at keeping them informed 0

450

<b>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)</b>	98.00	%
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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?"	450
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	227
6.2.2 fairly satisfied	177
6.2.3 neither satisfied nor dissatisfied	42
6.2.4 fairly dissatisfied	3
6.2.5 very dissatisfied	1
	450

<b>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)</b>	89.78	%
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***Comments (The customer / landlord relationship)***

Indicator 6: The Association is aware that this percentage has dropped by c. 7% in the most recent survey and we will be assessing the results and individual comments in the coming weeks to address. The Association has a variety of mechanisms to allow tenants/customers the opportunity to participate in our decision making processes including involvement through our consultation register (surveys), liaison with RTO, CHA's Tenant Panel, Focus Groups, etc.



## ***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 2018

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

10

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

September 2019

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

20

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

We ensured that the stock survey represented all house types, apartment sizes and schemes throughout our stock. Along with the report a database was provided identifying necessary works in relation to SHQS compliance. Additionally, we continually assess SHQS compliance through the void process (c.100 voids pa), routine inspections, cyclical maintenance and major repair programmes.

**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	1122	1122
C25.2 Self-contained stock exempt from SHQS	23	23
C25.3 Self-contained stock in abeyance from SHQS	56	56
C25.4.1 Self-contained stock failing SHQS for one criterion	16	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	16	0
C25.5 Stock meeting the SHQS	1027	1043

**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	0	0
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	0	0
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	0	0
West Dunbartonshire	1027	1043
West Lothian	0	0

Totals	1027	1043
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**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	14	0
C26.4 Because they did not have modern facilities and services	2	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.	<p>The Association has identified 14 properties that currently do not meet SHQS requirements for energy efficiency. All 14 properties have been identified to have energy efficiency works carried out with 10 of the 14 already involved in programmes of works that have commenced early in the current reporting year.</p> <p>A further 2 properties were identified during the recent stock condition survey as not meeting the standard for modern facilities and services. Both properties had work instructed during 2018/19 however the contractor was unable to gain</p>	



	access to the home until early in the current reporting year to carry out necessary repairs.	
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**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?

10

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

8

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

During the year 2018-19 the Association requested work to be carried out to 10 properties as stated within the previous years' submission. Of the 10 properties works was completed to 8 with the remaining 2 properties not having works completed until early in the current reporting year.

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

16

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

During 2018/19 the Association carried out a programme of energy performance surveys to include all properties which did not currently have a valid EPC certificate. As a result of the programme the Association identified a further 14 properties which did not meet the required rating set out in element 35 of the guidance. A further 2 properties which were identified for work during the 2017/18 submission was not carried out during 2018/19 and have been added to the calculation for the figure submitted in C27.4.

## **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

23

C28.1.2 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),D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements,D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space

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

(b) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building

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

The Association will continue to work alongside external agencies to identify the new technologies to improve energy efficiency within our stock.  
Of the 23 exemptions, 17 of the properties are located at the top floor of our Multi-Storey Flats and information provided on the Energy Performance Certificate states that the set targets are unreachable. It should be noted that all properties at our multi storey flats have access to a community heating system which has a set monthly fee regardless of usage. These properties are therefore not financially burdened by the lower energy performance of their home.

**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

56

C28.2.2 The range of elements not met

A Below Tolerable Standard: 1 - 12 Tolerable Standard, C Energy Efficiency: 34b Efficient central heating, 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), D Modern Facilities and Services: 36 A-D Bathroom Condition

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

(a) Work cannot be done because the tenants objects

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

As per our current procedures, all properties with abeyances recorded against them are to be lettered on a 6 monthly basis. All abeyances recorded are as a result of refusal for works to proceed, in the even that the tenants change their mind and wish for work to proceed the Association will arrange for work to be carried out either within a major repairs programme or on an individual basis. Additionally any works identified will be carried out during any void periods.

**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	54	152345	65	159254
C29.2 Because they were/are in serious disrepair	19	35960	0	0
C29.3 Because they were/are not energy efficient	37	387263	433	125976
C29.4 Because they did/do not have modern facilities and services	285	1109845	137	365152
C29.5 Because they were/are not healthy, safe and secure	0	0	0	0
C29.6 The total number of properties improved	395	1685413	635	650382
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

1122

7.1.2 projected to the end of the next reporting year

1122

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

1027

7.2.2 projected to the end of the next reporting year

1043

<b>Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)</b>	91.53	%
--	-------	---

<b>Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)</b>	92.96	%
---	-------	---



***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

1122
------

8.1.2 projected to the end of the next reporting year

1122
------

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

1082
------

8.2.2 projected to the end of the next reporting year

1105
------

<b>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)</b>	96.43	%
--	-------	---

<b>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)</b>	98.48	%
--	-------	---

**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?"

81

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

**9.2.1 very satisfied**

49

**9.2.2 fairly satisfied**

29

**9.2.3 neither satisfied nor dissatisfied**

1

**9.2.4 fairly dissatisfied**

2

**9.2.5 very dissatisfied**

0

81

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

96.30

%

***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?"

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

10.2.2 fairly satisfied

10.2.3 neither satisfied nor dissatisfied

10.2.4 fairly dissatisfied

10.2.5 very dissatisfied

Percentage of tenants satisfied with the quality of their home (Indicator 10)	87.56	%
---	-------	---

## ***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

3274.0

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

1117

<b>Average number of reactive repairs completed per occupied property (Indicator C13)</b>	2.93	
---	------	--

***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

444

11.2 The total number of hours taken to complete emergency repairs

1065

<b>Average length of time taken to complete emergency repairs (Indicator 11)</b>	2.40	<b>hours</b>
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***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

2830

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

9570

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

3.38

**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

2702

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

2825

<b>Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)</b>	95.65	%
--	-------	---



***Percentage of repairs appointments kept (Indicator 14)***

**Please state:**

14.1 Does your organisation operate a repairs appointment system?
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No
----

***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

588

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

585

<b>Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)</b>	99.49	%
---	-------	---

***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?"

211

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

**16.2.1 very satisfied**

155

**16.2.2 fairly satisfied**

36

**16.2.3 neither satisfied nor dissatisfied**

6

**16.2.4 fairly dissatisfied**

10

**16.2.5 very dissatisfied**

4

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

90.52

%

***Comments (Housing quality and maintenance)***

The Association no longer provides an appointment service due to the use of external contractors. Tenants are now asked for preferred access arrangements. The Right First Time Indicator 13 performance has greatly improved due to improved procedures in terms of data collection and recording during the year. Indicator 10: Results from recent TSS indicate a 5.7% drop in satisfaction and we will be analysing feedback/comments in the coming weeks in order that we can address.



## ***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	1	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	1	100.0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0.0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	1	100.0

**Other issues:**

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	86	N/a	17	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	86	100.0	16	94.12

4.2.4 Complaints upheld by the landlord in the reporting year	62	72.09	14	87.50
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	85	98.84	15	93.75

**All complaints:**

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	86	N/a	18	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	86	100.0	17	94.44
4.3.4 Complaints upheld by the landlord in the reporting year	62	72.09	14	82.35
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	85	98.84	16	94.12

<b>Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	0	%
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<b>Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	100.0	%
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<b>Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 &amp; 5)</b>	0	%
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<b>Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 &amp; 5)</b>	72.09	%
<b>Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	100.0	%
<b>Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	94.12	%
<b>Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 &amp; 5)</b>	0.0	%
<b>Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 &amp; 5)</b>	87.50	%
<b>Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 &amp; 5)</b>	0	%
<b>Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 &amp; 5)</b>	98.84	%
<b>Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 &amp; 5)</b>	100.0	%
<b>Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 &amp; 5)</b>	93.75	%

***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?"

430

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

**17.2.1 very satisfied**

271

**17.2.2 fairly satisfied**

140

**17.2.3 neither satisfied nor dissatisfied**

10

**17.2.4 fairly dissatisfied**

5

**17.2.5 very dissatisfied**

4

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

95.58

%

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

**Please state:**

18.1 The number of tenancy offers made during the reporting year

234

18.2 The number of tenancy offers that were refused

94

<b>Percentage of tenancy offers refused during the year (Indicator 18)</b>	40.17	%
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***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

53

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

52

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

46

<b>Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)</b>	86.79	%
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86.79

%

***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

17

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

7

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)**

41.18

%

**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)**

41.18

%

### ***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

9
---

***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

75

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

17

***Comments (Neighbourhood & community)***

Indicator 17: Includes statistics from March 2017 survey as our March 2019 survey included the new updated wording "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in" which will be reported in the 2019/20 ARC.



### ***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

119
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<b>Percentage of lettable houses that became vacant in the last year (Indicator 21)</b>	10.61	%
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***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

114

35.2 The total number of calendar days properties were empty

1716

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

15.05

**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 68

22.2 The number of approved applications completed between start and end of the reporting year 53

23.1 The total number of days taken to complete approved applications 7486

23.2 The number of medical adaptations completed in the reporting year 58

<b>Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)</b>	77.94	%
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<b>Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)</b>	141.25	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

9

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

57

20.1.3 applicants from your organisation's housing list

49

20.1.4 nominations from local authority

1

20.1.5 others

0

**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

9

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

52

20.2.3 applicants from your organisation's housing list

45

20.2.4 nominations from local authority

1

20.2.5 others

0

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

<b>Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)</b>	91.23	%
---	-------	---

<b>Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)</b>	91.84	%
---	-------	---

<b>Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)</b>	100.00	%
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<b>Percentage of new tenancies to others sustained for more than a year (Indicator 20)</b>	0.0	%
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***Comments (Access to housing and support)***

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## ***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?" 450

29.2 Of the tenants who answered, how many said that their rent represented:  
**29.2.1 very good value for money** 161

**29.2.2 fairly good value for money** 239

**29.2.3 neither good nor poor value for money** 42

**29.2.4 fairly poor value for money** 7

**29.2.5 very poor value for money** 1

<b>Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)</b>	88.89	%
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**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?"

93

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

**33.2.1 very satisfied**

84

**33.2.2 fairly satisfied**

1

**33.2.3 neither satisfied nor dissatisfied**

0

**33.2.4 fairly dissatisfied**

4

**33.2.5 very dissatisfied**

4

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

91.40

%



## ***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

4007037

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

4067068

<b>Rent collected as percentage of total rent due in the reporting year (Indicator 30)</b>	98.52	%
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***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

156922

31.2 The total rent due for the reporting year

4084525

<b>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)</b>	3.84	%
--	------	---

***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

614

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

10762

<b>Average annual management fee per factored property (Indicator 32)</b>	£	17.53	
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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

4084525.0

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

17457

<b>Percentage of rent due lost through properties being empty during the last year (Indicator 34)</b>	0.43	%
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***Rent increase (Indicator C21)***

**Please state:**

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

3.00
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***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

656

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

1843978

***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

72710

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

26197

<b>Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)</b>	36.03	%
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***Comments (Getting good value from rents and service charges)***



## ***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

<b>Gypsies/travellers - Average weekly rent per pitch (Indicator 36)</b>	£	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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