



Landlord name: Clydebank Housing Association Ltd

RSL Reg. No.: 86

Report generated date: 21/05/2020 19:59:52

Approval

A1.1	Date approved	
A1.2	Approver	Sharon Keenan
A1.3	Approver job title	Chief Executive
A1.4	Comments	



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mrs Sharon Keenan	
C1.2.1	C1.2 Staff employed by the RSL:	2018/19	2019/20
	the number of senior staff	5.00	5.00
C1.2.2	the number of office based staff	20.93	20.43
C1.2.3	the number of care / support staff	0.00	0.00
C1.2.4	the number of concierge staff	6.43	7.43
C1.2.5	the number of direct labour staff	0.00	0.00
C1.2.6	the total number of staff	32.36	32.86
C1.3.1	Staff turnover and sickness absence:		
	the percentage of senior staff turnover in the year to the end of the reporting year	0.00 %	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	9.27 %	15.22%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.64 %	7.50%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)
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		2018/19	2019/20
C3.1	The number of 'general needs' lets during the reporting year	136	91
C3.2	The number of 'supported housing' lets during the reporting year	2	0
Indicator C3		138	91



The number of lets during the reporting year by source of let (Indicator C2)

		2018/19	2019/20
C2.1	The number of lets to existing tenants	6	6
C2.2	The number of lets to housing list applicants	65	40
C2.3	The number of mutual exchanges	4	2
C2.4	The number of lets from other sources	0	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	63	45
C2.5.2	nominations from the local authority	0	0
C2.5.3	other	0	0
C2.6	the number of other nominations from local authorities	4	0
C2.7	Total number of lets excluding exchanges	142	91



Comments (Social landlord contextual information)

**Overall satisfaction****All outcomes**

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	450
1.1.2	the fieldwork dates of the survey	05/2019
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: 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
1.2.7	Total	450

Indicator 1	93.33%
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Comments (Overall satisfaction)



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	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
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	298
2.2.2	fairly good at keeping them informed	143
2.2.3	neither good nor poor at keeping them informed	8
2.2.4	fairly poor at keeping them informed	1
2.2.5	very poor at keeping them informed	0
2.2.6	Total	450

Indicator 2	98.00%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	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
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	227
5.2.2	fairly satisfied	177
5.2.3	neither satisfied nor dissatisfied	42
5.2.4	fairly dissatisfied	3
5.2.5	very dissatisfied	1
5.2.6	Total	450

Indicator 5	89.78%
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Comments (The customer / landlord relationship)



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	08/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	30.00
C8.3	The date of your next scheduled stock condition survey or assessment	09/2020
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	50.00
C8.5	Comments on method of assessing SHQS compliance.	
Stock condition survey carried out by independent surveyors. Access to tenant's homes required for surveys and therefore Covid-19 circumstances may delay scheduled survey in September.		



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	1,126	1,126
C9.2	Self-contained stock exempt from SHQS	33	33
C9.3	Self-contained stock in abeyance from SHQS	3	0
C9.4.1	Self-contained stock failing SHQS for one criterion	5	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	5	0
C9.5	Stock meeting the SHQS	1,085	1,093



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
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	1,085	1,093
West Lothian	0	0
Totals	1,085	1,093

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

		2018/19	2019/20
6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,122	1,126
6.1.2	projected to the end of the next reporting year	1,122	1,126
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,027	1,085
6.2.2	projected to the end of the next reporting year	1,043	1,093
Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year		91.53%	96.36%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year		92.96%	97.07%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	450
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	261
7.2.2	fairly satisfied	133
7.2.3	neither satisfied nor dissatisfied	41
7.2.4	fairly dissatisfied	8
7.2.5	very dissatisfied	7
7.3	Total	450

Indicator 7	87.56%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

		2018/19	2019/20
8.1	The number of emergency repairs completed in the reporting year	444	460
8.2	The total number of hours taken to complete emergency repairs	1,065	940

	Indicator 8	2.4 hours	2.04
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Average length of time taken to complete non-emergency repairs (Indicator 9)

		2018/19	2019/20
9.1	The total number of non-emergency repairs completed in the reporting year	2,830	2,994
9.2	The total number of working days taken to complete non-emergency repairs	9,570	9,829

	Indicator 9	3.38 days	3.28
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

		2018/19	2019/20
10.1	The number of reactive repairs completed right first time during the reporting year	2,702	2,771
10.2	The total number of reactive repairs completed during the reporting year	2,825	2,987
Indicator 10		95.65%	92.77%



How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	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
12.2	Of the tenants who answered, how many said that they were:	155
12.2.1	very satisfied	
12.2.2	fairly satisfied	36
12.2.3	neither satisfied nor dissatisfied	6
12.2.4	fairly dissatisfied	10
12.2.5	very dissatisfied	4
12.2.6	Total	211

Indicator 12	90.52%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	Total
Flats	362	533	0	895
Four-in-a-block	154	1	0	155
Houses (other than detached)	71	5	0	76
Detached houses	0	0	0	0
Total	587	539	0	1,126

C10.2	Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	362	533	0	895
Four-in-a-block	154	1	0	155
Houses (other than detached)	71	5	0	76
Detached houses	0	0	0	0
Total	587	539	0	1,126

C10.4	Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	2	0	0	2
Houses (other than detached)	1	0	0	1
Detached houses	0	0	0	0
Total	3	0	0	3

**C10.4.21** Where EESSH compliance is unknown for any properties, please explain why

The 3 properties showing unknown data are properties where no data is known due to no access for energy surveys has been provided by the tenants and data cannot be cloned from any other property

C10.5 Number of properties in scope of the EESSH that do not meet the standard

	Gas	Electric	Other fuels	Total
Flats	8	5	0	13
Four-in-a-block	9	0	0	9
Houses (other than detached)	3	1	0	4
Detached houses	0	0	0	0
Total	20	6	0	26

C10.6 Number of properties in scope of the EESSH that are exempt the standard

	Gas	Electric	Other fuels	Total
Flats	19	21	0	40
Four-in-a-block	2	0	0	2
Houses (other than detached)	16	3	0	19
Detached houses	0	0	0	0
Total	37	24	0	61

C10.7 Number of properties in scope of the EESSH that meet the standard

	Gas	Electric	Other fuels	Total
Flats	335	507	0	842
Four-in-a-block	141	1	0	142
Houses (other than detached)	51	1	0	52
Detached houses	0	0	0	0
Total	527	509	0	1,036

2019/20**2018/19**

C10 92.0%

89.8%



Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	19	21	0	40
Four-in-a-block	4	0	0	4
Houses (other than detached)	17	3	0	20
Detached houses	0	0	0	0
Total	40	24	0	64

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	23	
Social	7	
Excessive cost	34	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	0	
Total	64	

C11.3	If other reason or unknown, please explain



Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	88	23
C	871	214
D	160	35
E	3	0
F	1	0
G	0	0
Total	1,123	272

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	29	
SAP 2009	90	
SAP 2012	1,004	
Other procedure / unknown	0	
Total	1,123	

C12.3	If other procedure or unknown, please explain

Indicator C12

99.7%



Comments (Housing quality and maintenance)



Neighbourhood & community

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

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	2019/20		2018/19	
	1st stage	2nd stage		
Complaints received in the reporting year	56	7		
Complaints carried forward from previous reporting year	0	1		
All complaints received and carried forward	56	8	86	18
Number of complaints responded to in full by the landlord in the reporting year	55	7		
Time taken in working days to provide a full response	142	111		

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.21%	100%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	87.50%	100%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.58	
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	15.86	



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	450
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	248
13.2.2	fairly satisfied	163
13.2.3	neither satisfied nor dissatisfied	25
13.2.4	fairly dissatisfied	13
13.2.5	very dissatisfied	1
13.2.6	Total	450

Indicator 13	91.33%
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Percentage of tenancy offers refused during the year (Indicator 14)

		2018/19	2019/20
14.1	The number of tenancy offers made during the reporting year	234	124
14.2	The number of tenancy offers that were refused	94	37

	Indicator 14	40.17%	29.84%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

		2018/19	2019/20
15.1	The number of cases of anti-social behaviour reported in the last year	53	51
15.2	Of those at 15.1, the number of cases resolved in the last year	52	51

	Indicator 15	98.11%	100.00%
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Abandoned homes (Indicator C4)

		2018/19	2019/20
C4.1	The number of properties abandoned during the reporting year	9	7



Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	22
22.2.1	The number of properties recovered: because rent had not been paid	6
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	27.27%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	27.27%



Comments (Neighbourhood & community)



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)

		2018/19	2019/20
17.1	The total number of lettable self-contained stock	1,122	1,126
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	119	85

Indicator 17		10.61%	7.55%
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Number of households currently waiting for adaptations to their home (Indicator 19)

2018/19 **2019/20**

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	68	34
19.2	The number of approved applications completed between the start and end of the reporting year	53	19
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	15	15
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.		

Indicator 19

15



Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£34,639
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£34,639
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The average time to complete adaptations (Indicator 21)

		2018/19	2019/20
21.1	The total number of working days taken to complete all adaptations.	7,486	2,010
21.2	The total number of adaptations completed during the reporting year.	53	19

	Indicator 21	141.25	105.79
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	63
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	63
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	45
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	45
23.7	The total number of accepted offers.	45

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	71.43%
Indicator 23 - The percentage of those offers that result in a let	100.00%



Average length of time to re-let properties in the last year (Indicator 30)

		2018/19	2019/20
30.1	The total number of properties re-let in the reporting year	114	91
30.2	The total number of calendar days properties were empty	1,716	1,331
Indicator 30		15.05 Days	14.63

**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

		2018/19	2019/20
16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	9	6
16.1.2	applicants who were assessed as statutory homeless by the local authority	57	63
16.1.3	applicants from your organisation's housing list	49	65
16.1.4	nominations from local authority	1	4
16.1.5	other	0	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	9	6
16.2.2	applicants who were assessed as statutory homeless by the local authority	52	56
16.2.3	applicants from your organisation's housing list	45	57
16.2.4	nominations from local authority	1	3
16.2.5	other	0	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	91.23%	88.89%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.84%	87.69%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%	75.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year		



Comments (Access to housing and support)



Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

		2018/19	2019/20
26.1	The total amount of rent collected in the reporting year	£4,007,037	£4,168,253
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,067,068	£4,214,934

	Indicator 26	98.52%	98.89%
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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 27)

		2018/19	2019/20
27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£156,922	£174,179
27.2	The total rent due for the reporting year	£4,084,525	£4,227,559

	Indicator 27	3.84%	4.12%
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Average annual management fee per factored property (Indicator 28)

		2018/19	2019/20
28.1	The number of residential properties factored	614	612
28.2	The total value of management fees invoiced to factored owners in the reporting year	£10,762	£11,943

	Indicator 28	£17.53	£19.51
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

		2018/19	2019/20
18.1	The total amount of rent due for the reporting year	£4,084,525	4,227,559
18.2	The total amount of rent lost through properties being empty during the reporting year	£17,457	12,625

Indicator 18	0.43%	0.30%
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Rent increase (Indicator C5)

		2018/19	2019/20
C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.00%	2.50%



The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

		2018/19	2019/20
C6.1	The number of households the landlord received housing costs directly for during the reporting year	656	634
C6.2	The value of direct housing cost payments received during the reporting year	£1,843,978	£1,853,069



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

		2018/19	2019/20
C7.1	The total value of former tenant arrears at year end	£72,710	£74,186
C7.2	The total value of former tenant arrears written off at year end	£26,197	£26,829

	Indicator C7	36.03%	36.16%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	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
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	161
25.2.2	fairly good value for money	239
25.2.3	neither good nor poor value for money	42
25.2.4	fairly poor value for money	7
25.2.5	very poor value for money	1
25.3	Total	450

Indicator 25	88.89%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

		2018/19	2019/20
29.1	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	268
29.2.1	29.2 Of the factored owners who answered, how many said that they were:		
	very satisfied	84	112
29.2.2	fairly satisfied	1	130
29.2.3	neither satisfied nor dissatisfied	0	14
29.2.4	fairly dissatisfied	4	5
29.2.5	very dissatisfied	4	7
29.3	Total	93	268

	Indicator 29	91.40%	90.30%
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Comments (Getting good value from rents and service charges)

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	

	Indicator 31	
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were:	
	very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
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Comments (Other customers)