

CLYDEBANK HOUSING ASSOCIATION LTD.

TO: Management Committee (23-June-2020)

DATE: 19.06.2020

FROM: Chief Executive

SUBJECT: ARC Update (Decision required)

The Annual Return on the Charter was approved at May's Management Committee meeting, however, at that time we were still awaiting the receipt of results of an independent survey to enable Indicator 12 (**Percentage of tenants who have had repairs of maintenance carried out in last 12 months satisfied with the repairs and maintenance service**), to be completed. This information is detailed below: -

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?"	220
	12.2 Of the tenants who answered, how many said that they were:	139
12.2.1	very satisfied	
12.2.2	fairly satisfied	62
12.2.3	neither satisfied nor dissatisfied	4
12.2.4	fairly dissatisfied	10
12.2.5	very dissatisfied	5
12.2.6	Total	220

Indicator 12	91.36%
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The satisfaction results for this indicator have increased by 0.84% from the last survey.

Following further scrutiny of our updated stock condition survey and individually checking information with tenants as well as a review of the ARC guidance, amendments have been made to the data presented to the Management Committee in May. These amendments affect Indicators C9 (SHQS – stock summary), Indicator 6 (Percentage of stock meeting the SHQS), Indicator C11 (Anticipated exemptions from the ESSH) and Indicator C12 (Energy Performance Certificates). Please see information below.

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	9	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	9	0
C9.5	Stock meeting the SHQS	1,081	1,093

Four further properties were identified as failing the SHQS in the stock condition survey and therefore the **stock meeting the SHQS at the end of the reporting year** decreased by 4, to 1,081 (1,085 reported to MC in May).

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)		
6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,126
6.1.2	projected to the end of the next reporting year	1,126
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,081
6.2.2	projected to the end of the next reporting year	1,093
Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year		96.00%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year		97.07%

The 4 properties which failed are reflected in the above date also (1,081 properties meeting the SHQS as opposed to 1,085) and this subsequently affected the **percentage of stock meeting the SHQS** which is down to 96% from the 96.36% reported in May.

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	2	0	0	2
Houses (other than detached)	16	3	0	19
Detached houses	0	0	0	0
Total	37	24	0	61

C11.2	The reasons properties anticipated to require an exemption
	Number of Properties
Technical	23
Social	4
Excessive cost	34
New technology	0
Legal	0
Disposal	0
Long term voids	0
Unable to secure funding	0
Other reason / unknown	0
Total	61

3 properties were subsequently identified as not being **exempt from the EESSH** (the status of these properties are “unknown” and will be categorised when we are able to access the properties) these therefore have to be deducted from the data per the ARC guidance (64 reported in May).

Energy Performance Certificates (EPCs) (Indicator C12)
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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	855	213
D	159	26
E	3	0
F	1	0
G	0	0
Total	1,106	262

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	84
SAP 2012	993
Other procedure / unknown	0
Total	1,106

Indicator C12	98.2%
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Following a review of EPCs it was established that the data presented in May included “cloned” properties where we did not have a physical EPC certificate. Although it is acceptable to clone properties (assume the rating based on other similar properties), the ARC guidance precludes these from being included in the data. The **number of properties with a valid EPC** therefore fell from the 1,123 reported in May to 1,106 and the **number of EPCs lodged** in the year fell from 272 reported in May to 262.

I would recommend that these amendments are approved to enable the ARC to be submitted to the Scottish Housing Regulator once the audit is completed at the beginning of July. Any further amendments as required following the ARC audit will be sent to the Management Committee by email for approval but we are hopeful these will be minimal if any at all.

I would also suggest that the approval date is recorded as 23 June 2020 on the portal given the changes above.