



Landlord name: Clydebank Housing Association Ltd

RSL Reg. No.: 86

Report generated date: 24/05/2021 15:31:11

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
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: the number of senior staff	5.00
C1.2.2	the number of office based staff	24.50
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	7.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	36.50
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%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	11.34%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	10.63%

**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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C3.1	The number of 'general needs' lets during the reporting year	67
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		67



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	5
C2.2	The number of lets to housing list applicants	29
C2.3	The number of mutual exchanges	0
C2.4	The number of lets from other sources	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	33
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	67

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Comments (Social landlord contextual information)

C3 - The drop in re-lets for this year is in direct correlation with the reduced number of void properties. This appears to be as a result of the Covid-19 pandemic and associated lockdowns, where less of our tenants have given up their homes. This was particularly evident during quarters 1 and 2 of the financial year.

Stock levels - Our stock increased by one unit over the last year, a shared ownership buy back. This was taken on with a sitting tenant (not re-let and no void period) and is therefore not included in any letting statistics.

**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:	268
	very satisfied	
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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Annual Return on the Charter (ARC) 2020-2021

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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Annual Return on the Charter (ARC) 2020-2021

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	09/2019
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	05/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	40.00
C8.5	Comments on method of assessing SHQS compliance.	

2020-21 Survey postponed due to COVID-19. Properties that were included within this survey have now been included in upcoming survey being carried out.



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	1,127	1,166
C9.2	Self-contained stock exempt from SHQS	82	82
C9.3	Self-contained stock in abeyance from SHQS	5	5
C9.4.1	Self-contained stock failing SHQS for one criterion	29	29
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	29	29
C9.5	Stock meeting the SHQS	1,011	1,050

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	1,011	1,050
West Lothian	0	0
Totals	1,011	1,050



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,127
6.1.2	projected to the end of the next reporting year	1,166
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,011
6.2.2	projected to the end of the next reporting year	1,050

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	89.71%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	90.05%



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)		
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8.1	The number of emergency repairs completed in the reporting year	572
8.2	The total number of hours taken to complete emergency repairs	2,229

Indicator 8		3.90
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	1,891
9.2	The total number of working days taken to complete non-emergency repairs	7,959

Indicator 9		4.21
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	1,480
10.2	The total number of reactive repairs completed during the reporting year	1,887

Indicator 10		78.43%
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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.	10
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>Ten failures recorded mainly due to tenants shielding or suffering from symptoms of COVID-19. We now have safe working practices in place to ensure that our gas maintenance procedures are fully followed.</p>		

Indicator 11		10
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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?"	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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ESSH

Percentage of properties meeting the ESSH (Indicator C10)

C10.1 Number of self contained properties				
	Gas	Electric	Other fuels	Total
Flats	361	533	0	894
Four-in-a-block	155	1	0	156
Houses (other than detached)	71	6	0	77
Detached houses	0	0	0	0
Total	587	540	0	1,127

C10.2 Number of self contained properties not in scope of the ESSH				
	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 ESSH				
	Gas	Electric	Other fuels	Total
Flats	361	533	0	894
Four-in-a-block	155	1	0	156
Houses (other than detached)	71	6	0	77
Detached houses	0	0	0	0
Total	587	540	0	1,127

C10.4 Number of properties in scope of the ESSH where compliance is unknown				
	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



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	12	4	0	16
Four-in-a-block	8	0	0	8
Houses (other than detached)	3	1	0	4
Detached houses	0	0	0	0
Total	23	5	0	28

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	17	24	0	41
Four-in-a-block	3	0	0	3
Houses (other than detached)	17	4	0	21
Detached houses	0	0	0	0
Total	37	28	0	65

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	332	505	0	837
Four-in-a-block	144	1	0	145
Houses (other than detached)	51	1	0	52
Detached houses	0	0	0	0
Total	527	507	0	1,034

	C10	91.7%
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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	17	24	0	41
Four-in-a-block	3	0	0	3
Houses (other than detached)	17	4	0	21
Detached houses	0	0	0	0
Total	37	28	0	65

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		23
Social		5
Excessive cost		37
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		65

C11.3 If other reason or unknown, please explain

N/A



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	67	0
C	749	17
D	110	2
E	4	0
F	1	0
G	0	0
Total	931	19

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	0	
SAP 2009	82	
SAP 2012	849	
Other procedure / unknown	0	
Total	931	

C12.3	If other procedure or unknown, please explain	
	N/A	

Indicator C12

82.6%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	0
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£0
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£0

C13.3 Please give reasons for any investment which came from another source

N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Housing quality and maintenance)

SHQS indicators - a change in figures for this year relates directly to the change in targets for energy efficiency linking them directly to the EESSH from 31/12/2020.

EESSH & SHQS - the Covid-19 pandemic and associated lockdowns impacted our ability to carry out planned programmes to improve energy efficiency, i.e. no access possible to properties, furlough of contractors staff etc.

Overall repairs - the Covid-19 pandemic and associated lockdown resulted in an overall drop in the number of repairs reported and carried out, i.e. limit on materials, lack of access to properties, tenants not reporting, carry over of non-essential repairs as a result.

Indicator 11 - all reported gas service failures were as a direct result of tenants refusing access or being unable to grant access due to Covid-19 pandemic restrictions and/or associated illness. All reported failures are now complete at the time of writing.

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)

	1st stage	2nd stage
Complaints received in the reporting year	67	2
Complaints carried forward from previous reporting year	1	1
All complaints received and carried forward	68	3
Number of complaints responded to in full by the landlord in the reporting year	68	3
Time taken in working days to provide a full response	173	33

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.54
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	11.00



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)

14.1	The number of tenancy offers made during the reporting year	99
14.2	The number of tenancy offers that were refused	34

Indicator 14		34.34%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	29
15.2	Of those at 15.1, the number of cases resolved in the last year	22

Indicator 15		75.86%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	4
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)
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22.1	The total number of court actions initiated during the reporting year	0
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
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	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Neighbourhood & community)

Indicator 15 - the 7 ASB cases not resolved were all reported to us during March 2021. All 7 were within our internal targets and remained open cases for investigation/action at the end of the year. These cases were all resolved in April 2021. This is the reason why our performance is showing at 75%, down from last year. These 7 cases will be reported as concluded (not reported) cases for 2021/22.

Indicator 15 - Generally, the Covid-19 Pandemic and associated lockdowns has resulted in a noticeable decrease in the number of ASB cases reported to us, although we expect cases to rise again as restrictions continue to be removed.

Indicator 22 - The Covid-19 Act passed by the Scottish Government limited our ability to take court action for rent arrears cases during the pandemic. It is expected that our court actions will increase following the withdrawal or easing of this legislation.



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)	
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17.1	The total number of lettable self-contained stock	1,127
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	78

Indicator 17		6.92%
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Number of households currently waiting for adaptations to their home (Indicator 19)

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.	27
19.2	The number of approved applications completed between the start and end of the reporting year	17
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	10
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

10



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

20.1	The cost (£) that was landlord funded;	£71
20.2	The cost (£) that was grant funded	£29,977
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£30,048
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	3,344
21.2	The total number of adaptations completed during the reporting year.	20

		Indicator 21	167.20
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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.	35
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.	35
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	34
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.	34
23.7	The total number of accepted offers.	33

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	97.14%
Indicator 23 - The percentage of those offers that result in a let	97.06%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	67
30.2	The total number of calendar days properties were empty	2,165

Indicator 30		32.31
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**Tenancy sustainment**

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

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	6
16.1.2	applicants who were assessed as statutory homeless by the local authority	45
16.1.3	applicants from your organisation's housing list	40
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	6
16.2.2	applicants who were assessed as statutory homeless by the local authority	41
16.2.3	applicants from your organisation's housing list	38
16.2.4	nominations from local authority	0
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	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	91.11%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.00%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

Indicator 17 - the number of properties being given up, we believe, was greatly reduced as a result of the Covid-19 pandemic and associated lockdowns. This is emphasised during Q1 and Q2 where only 26 voids occurred against 52 in the previous financial year.

Indicator 30 - The number of days to let was impacted greatly by the Covid-19 pandemic and associated lockdowns. Some examples of the impacts are:

- Limits on one contractor at a time being allowed to work in voids in line with recommended Health & Safety practice
- Issues with limited contractor availability during Q1 and Q2
- Issues with contractors being unable to access some required materials
- Issues with applicants not wanting to move due to the pandemic, but still accepting the offer of a house
- Inability for new tenants to move into properties during the early pandemic stages as a result of no moving firms being available or willing to operate
- Time taken to amend our procedures to cope with the digital logistics of socially distanced sign ups, accompanied viewings etc

All of the above factors have contributed to the increase in our days to let, particularly during Q1, when no lets were possible. Improvements in performance have been noted as restrictions eased and we expect this to improve further going forward.



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)

26.1	The total amount of rent collected in the reporting year	£4,331,390
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,355,536

Indicator 26		99.45%
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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)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£193,069
27.2	The total rent due for the reporting year	£4,355,536

	Indicator 27	4.43%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	613
28.2	The total value of management fees invoiced to factored owners in the reporting year	£11,262

Indicator 28		£18.37
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£4,355,536
18.2	The total amount of rent lost through properties being empty during the reporting year	£25,359

Indicator 18		0.58%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	0.70%
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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 C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	636
C6.2	The value of direct housing cost payments received during the reporting year	£1,990,179



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

C7.1	The total value of former tenant arrears at year end	£61,991
C7.2	The total value of former tenant arrears written off at year end	£28,605

	Indicator C7	46.14%
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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)

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?"	268
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	112
29.2.2	fairly satisfied	130
29.2.3	neither satisfied nor dissatisfied	14
29.2.4	fairly dissatisfied	5
29.2.5	very dissatisfied	7
29.3	Total	268

	Indicator 29	90.30%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)

Indicator 27 - although not as significant as some in the sector, we experienced an increase in gross rent arrears. This was as a result of the Covid-19 pandemic, associated lockdowns and the temporary changes in legislation on evictions, court actions and notice of proceedings. To further expand on this, the main factors affecting us were:

- Delays in Universal Credit payments
- Delays in Housing Benefit payments to landlords (e.g. discretionary housing payments still have a ten month backlog within our local authority at the time of writing amounting to approximately c.£6k).
- Furloughed tenants unable to pay in full or not paying at all
- Some tenants misconceiving that they do not need to pay because of the pandemic (despite there being no rhetoric from the Scottish Government or ourselves to this effect).
- Low levels of staff within the local Council and DWP available to process HB & UC claims etc.
- Scottish Government Covid-19 Act legislation affecting notice of proceedings (now 6 months notice instead of 1 for arrears)
- Suspension of all court action cases for rent arrears (all sisted). Although now lifted, this impacted on 8 large arrears cases.
- Ban on evictions as things stand

Indicator 18 - Issues affecting void loss are in keeping with the comments we have made for Indicator 30.



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	
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)
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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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Annual Return on the Charter (ARC) 2020-2021

Comments (Other customers)