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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

3

C1.1 the name of Chief Executive

Irene Campbell

C1.2.2 the number of office based staff

21.4

C1.2.3 the number of care / support staff

6.5

C1.2.4 the number of concierge staff

0

C1.2.5 the number of direct labour staff

2

C1.2.6 the total number of staff

32.9

**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

0



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

5.48





## ***Governance***

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

***Parent, subsidiary and other connected organisations (Indicator C2)***

**If parent organisation**

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

C2.2.1 the name of the parent organisation

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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	
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***RSL members (Indicator C4)***

**Please state:**

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

164

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

24



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

**Please state:**

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

9

C5.2 The number of candidates for the vacancies

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

127

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

5

***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

15

C8.2 The number of lets to housing list applicants

89

C8.3 The number of mutual exchanges

2

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

28

C8.5.2 nominations from the local authority

0

C8.5.3 other

0

C8.6 the number of other nominations from local authorities

0



***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

132

## ***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)

499

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

816

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

78

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

546

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

66



## ***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		51		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	30	0	0	30	26	50.76
2 Apt	0	0	371	1	36	408	387	62.26
3 Apt	55	111	439	12	8	625	602	72.61
4 Apt	28	0	62	0	1	91	88	79.65
5 Apt +	2	0	0	0	0	2	2	97.3
Total SC	85	111	902	13	45	1156	1105	69.08

Number of lettable non self contained units at year end

19

Number of lettable non self contained bed spaces at year end

19

Average weekly rent charge per bed space for the reporting year

195.3

***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	735	95	217	12	85	12	1156
C19.2 The number of non self-contained units	0	0	0	0	19	0	19
C19.2 The number of non self-contained bed spaces	0	0	0	0	19	0	19

***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.**

The responsibility for maintaining the membership has been transferred from the finance team to business support and to this end a full audit of the membership was completed this year alongside the share book to ensure accuracy in reporting.



## ***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

308

1.1.2 the fieldwork dates of the survey

May 2018

1.1.3 the method(s) of administering the survey

Telephone  
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

147

1.2.2 fairly satisfied

136

1.2.3 neither satisfied nor dissatisfied

9

1.2.4 fairly dissatisfied

14

1.2.5 very dissatisfied

2



1.2.6 no opinion

0

308

<b>Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)</b>	91.88	%
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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.

### Indicator 1

The Association has established a system of continuous monitoring of tenant satisfaction levels. This has been implemented to gather regular, up to date information on levels of customer satisfaction with our services and help us determine future service standards. It will enhance and improve on the tenant satisfaction surveys currently undertaken on most processes carried out by the Association. Continuous monitoring is based on quarterly surveys of a sample of tenants in order to generate 'real-time' feedback from customers.

As at 31st March 2018 there has been 308 face to face interviews carried out. An average of 77 cases were sampled each quarter. The work is undertaken by an independent contractor, they select the samples, design the questionnaires in conjunction with ourselves and undertake the fieldwork analysis. Reporting of the outcomes is carried out by the Association and tenants are contacted in person at their home.

The continuous monitoring provides information on the social, economic and demographic characteristics of tenants; their views on whether the rent is value for money; views on the quality of information provided by the Association; preferred methods of consultation and involvement; views about current services and how they could be improved; and attitudes towards tenants own homes, their location and general environment and how these could be improved. The main strengths of this process are the regular and ongoing focus on tenant satisfaction issues and the provision of regular information. The fact that it is independently conducted is regarded as good practice, as it provides an externally validated assessment of tenants' views. The process is flexible and can be adapted as needs change; for example we can include specific questions on a certain topic where required.



## ***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	1005	745	80	13
	(a) Scottish	35	971	653	73	9
	(b) Other British	0	4	38	3	3
	(c) Irish	0	3	0	0	0
	(d) Gypsy/traveller	0	0	0	0	0
	(e) Polish	0	10	25	2	0
	(f) any other white background	0	17	29	2	1
<b>2.1.2</b>	<b>Mixed or multiple ethnic background</b>	0	1	3	1	0
	<b>Asian, Asian</b>					



	<b>Scottish, Asian British (total)</b>					
	(a) Indian	0	2	3	0	0
	(b) Pakistani	0	0	2	0	0
	(c) Bangladeshi	0	0	0	0	0
	(d) Chinese	0	1	2	0	0
	(e) Any other Asian background	0	4	18	1	0
<b>2.1.4</b>	<b>Black, Black Scottish, Black British (total)</b>	0	5	24	3	0
	(a) Caribbean	0	0	2	0	0
	(b) African	0	4	21	3	0
	(c) Any other black background	0	1	1	0	0
<b>2.1.5</b>	<b>Other ethnic background</b>	0	6	5	1	0
	(a) Arab, Arab Scottish or Arab British	0	0	1	0	0
	(b) any other group	0	6	4	1	0
<b>2.1.6</b>	<b>Unknown</b>	0	16	20	48	0
<b>2.1.7</b>	<b>Total</b>	35	1040	822	134	13

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	2	0	0	0	2

***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?" 308

3.2 Of the tenants who answered, how many said that their landlord was:  
3.2.1 very good at keeping them informed 166

3.2.2 fairly good at keeping them informed 116

3.2.3 neither good nor poor at keeping them informed 8

3.2.4 fairly poor at keeping them informed 17

3.2.5 very poor at keeping them informed 1

308

<b>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)</b>	91.56	%
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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?"	308
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	160
6.2.2 fairly satisfied	134
6.2.3 neither satisfied nor dissatisfied	11
6.2.4 fairly dissatisfied	3
6.2.5 very dissatisfied	0
	308

<b>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)</b>	95.45	%
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### ***Comments (The customer / landlord relationship)***

#### Indicators 3 & 6

The Association has established a system of continuous monitoring of tenant satisfaction levels. This has been implemented to gather regular, up to date information on levels of customer satisfaction with our services and help us determine future service standards. It will enhance and improve on the tenant satisfaction surveys currently undertaken on most processes carried out by the Association. Continuous monitoring is based on quarterly surveys of a sample of tenants in order to generate 'real-time' feedback from customers.

As at 31st March 2018 there has been 308 face to face interviews carried out. An average of 77 cases were sampled each quarter. The work is undertaken by an independent contractor, they select the samples, design the questionnaires in conjunction with ourselves and undertake the fieldwork analysis. Reporting of the outcomes is carried out by the Association and tenants are contacted in person at their home.

The continuous monitoring provides information on the social, economic and demographic characteristics of tenants; their views on whether the rent is value for money; views on the quality of information provided by the Association; preferred methods of consultation and involvement; views about current services and how they could be improved; and attitudes towards tenants own homes, their location and general environment and how these could be improved. The main strengths of this process are the regular and ongoing focus on tenant satisfaction issues and the provision of regular information. The fact that it is independently conducted is regarded as good practice, as it provides an externally validated assessment of tenants' views. The process is flexible and can be adapted as needs change; for example we can include specific questions on a certain topic where required.



## ***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

November 2016

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

126

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

November 2018

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

C.24

As part of the Association's ongoing commitment to build on its previous stock condition surveys carried out by JMP. LHA have undertaken an extensive contract of planned renewal works of electrical upgrades, kitchen & bathroom renewals and energy efficient boilers all 256 properties included in the scope of works have been individually surveyed to identify works required on the failure elements of SHQS. The valuable information gained from the surveys is recorded held on our HUB software. In addition to this when a property becomes void the inspection of this covers all 55 elements of SHQS and again is recorded on HUB.

C24.2

This indicator relates to the % of properties surveyed in last 4 years. 86% was reported to 31 Mar 16 which was 40% derived from SCS and a further 46% on void surveys. To March 2017 the overall figure was 105% taking into account further void surveys. We reported a doubling of surveys as addresses were subject to both SCS and voids. As part of our ongoing planned renewals a further 21% of properties were surveyed to March 2018 as part of this current contract, again there is a duplicity of surveys as much of the stock surveyed had been identified as requiring works to bring them up to SHQS standards. The use of this information has formed addressing SHQS but also customers concerns relative to the quality of their homes.

C24.4

The % of the next stock survey is planned at 20% of the overall stock with the main focus being to address the stock contained within the multi storey blocks consisting of 112 properties.

C24.5

LHA continue to use and develop the software package HUB by JMP and records all works and surveys electronically. This sophisticated software enables us to plan and prepare financially for our obligations to meet SHQS and to deliver quality and value to our customers. Developing and expanding our stock knowledge through these surveys will ensure that our information is accurate for forming and updating our asset management strategies.



**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	1175	1175
C25.2 Self-contained stock exempt from SHQS	21	0
C25.3 Self-contained stock in abeyance from SHQS	1	1
C25.4.1 Self-contained stock failing SHQS for one criterion	241	32
C25.4.2 Self-contained stock failing SHQS for two or more criteria	10	6
C25.4.3 Total self-contained stock failing SHQS	251	38
C25.5 Stock meeting the SHQS	902	1136

**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	902	1136
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	0	0
West Lothian	0	0
Totals	902	1136

**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	44	18
C26.3 Because they were not energy efficient	17	3
C26.4 Because they did not have modern facilities and services	61	19
C26.5 Because they were not healthy, safe and secure	139	7
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>C26.6</p> <p>The information supplied here is taken from our HUB Asset Mg Software and as we have these recorded fails we have included all of these in our current planned renewals due for completion in June 2018. This contract will deliver a further 176 properties in the period April to June 18. The tenement refurbishment due for completion will deliver a further 21 properties and along with the further 130 properties to be included in our next planned renewals this takes our planned total to 327. The figure of 327 does not include possible</p>	



	<p>voids that will be picked up also during the reporting year. Combined these figures may well allow us to exceed this and next year's projections.</p>	
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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?

277

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

101

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

C27.3

The number of properties brought up to standard is lower due to the delayed starting date of the planned renewal contract and part grant funded tenement refurbishment contracts both of which commenced January 2018 and are ongoing through to June 2018 and March 2019.

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

130

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

C27.5

As LHA continues this financial year with planned works as a carryover from our 2 main planned contracts as noted above this along with a strategy to include a further 130 properties on top of this will enable us to meet the projected figures as set out.

## **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

21

C28.1.2 The range of elements not met

B Free from Serious Disrepair: 13 Wall structure, B Free from Serious Disrepair: 28 Windows & doors of individual dwellings, C Energy Efficiency: 34a Full central heating, C Energy Efficiency: 34b Efficient central heating, D Modern Facilities and Services: 36 A-D Bathroom Condition, D Modern Facilities and Services: 37 A-C Kitchen Condition, D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements, D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets, D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space

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

(d) Any other reasons

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

C28.1

LHA will eliminate the 21 exemptions with the completion of the 21 property tenement refurbishment that is currently on site and due for completion in March 2019.

**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

1

C28.2.2 The range of elements not met

C Energy Efficiency: 34b Efficient central heating

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

LHA will continue to liaise with this tenant to encourage installment of an energy efficient system.

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

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	14	16071	18	30801
C29.3 Because they were/are not energy efficient	22	29009	3	4273
C29.4 Because they did/do not have modern facilities and services	46	144900	19	75467
C29.5 Because they were/are not healthy, safe and secure	101	51110	7	21750
C29.6 The total number of properties improved	183	241090	47	132291
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

1175

7.1.2 projected to the end of the next reporting year

1175

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

902

7.2.2 projected to the end of the next reporting year

1136

<b>Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)</b>	76.77	%
--	-------	---

<b>Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)</b>	96.68	%
---	-------	---

**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

1175
------

8.1.2 projected to the end of the next reporting year

1175
------

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

1175
------

8.2.2 projected to the end of the next reporting year

1175
------

<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>	100.00	%
--	--------	---

<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>	100.00	%
--	--------	---

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

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

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

97

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

**9.2.1 very satisfied**

48

**9.2.2 fairly satisfied**

39

**9.2.3 neither satisfied nor dissatisfied**

5

**9.2.4 fairly dissatisfied**

3

**9.2.5 very dissatisfied**

2

97

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

89.69

%

***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?"

308

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

**10.2.1 very satisfied**

122

**10.2.2 fairly satisfied**

127

**10.2.3 neither satisfied nor dissatisfied**

9

**10.2.4 fairly dissatisfied**

35

**10.2.5 very dissatisfied**

15

<b>Percentage of tenants satisfied with the quality of their home (Indicator 10)</b>	80.84	%
--	-------	---



## ***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

4296.0

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

1116

<b>Average number of reactive repairs completed per occupied property (Indicator C13)</b>	3.85	
---	------	--

***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

919

11.2 The total number of hours taken to complete emergency repairs

2151

<b>Average length of time taken to complete emergency repairs (Indicator 11)</b>	2.34	<b>hours</b>
--	------	--------------

***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

3377

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

12897

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

3.82

**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

2970

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

3188

<b>Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)</b>	93.16	%
--	-------	---

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

**Please state:**

14.1 Does your organisation operate a repairs appointment system?
---

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

1041
------

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

1029
------

<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>	98.85	%
---	-------	---

***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?"

187

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

**16.2.1 very satisfied**

99

**16.2.2 fairly satisfied**

55

**16.2.3 neither satisfied nor dissatisfied**

5

**16.2.4 fairly dissatisfied**

17

**16.2.5 very dissatisfied**

11

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

82.35

%

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

### Indicator 10 & 16

The Association has established a system of continuous monitoring of tenant satisfaction levels. This has been implemented to gather regular, up to date information on levels of customer satisfaction with our services and help us determine future service standards. It will enhance and improve on the tenant satisfaction surveys currently undertaken on most processes carried out by the Association. Continuous monitoring is based on quarterly surveys of a sample of tenants in order to generate 'real-time' feedback from customers.

As at 31st March 2018 there has been 308 face to face interviews carried out. An average of 77 cases were sampled each quarter. Of the 308 interviewed, 187 tenants have had a repair carried out in the previous 12 months (Indicator 16). The work is undertaken by an independent contractor, they select the samples, design the questionnaires in conjunction with ourselves and undertake the fieldwork analysis. Reporting of the outcomes is carried out by the Association and tenants are contacted in person at their home.

The continuous monitoring provides information on the social, economic and demographic characteristics of tenants; their views on whether the rent is value for money; views on the quality of information provided by the Association; preferred methods of consultation and involvement; views about current services and how they could be improved; and attitudes towards tenants own homes, their location and general environment and how these could be improved. The main strengths of this process are the regular and ongoing focus on tenant satisfaction issues and the provision of regular information. The fact that it is independently conducted is regarded as good practice, as it provides an externally validated assessment of tenants' views. The process is flexible and can be adapted as needs change; for example we can include specific questions on a certain topic where required.

### Indicator 14

We do not currently operate a repairs appointment system. However, all customers are accommodated with the option of an AM/PM slot, although we do not currently monitor this.

### Indicator 15

Of the 12 failings identified a number of factors have contributed to this consisting of:

Failure to obtain a CP12 following installation of new boilers.

No CP12 provided by the previous Contractor at service date.

Failure to gain access to property at anniversary date of service.

LHA property and Estates Officer (PESO) responsible for gas servicing programme went off long term sick leave on 27/11/17. LHA procured a new gas servicing Contractor who commenced with the new servicing arrangements on 22.12.17. We enhanced our in-house maintenance team and implemented a new approach in gas management following our gas audit carried out in August 2017. The new staff started 18.12.17 and 4.01.18 and have focused on improving the gas management at LHA.

All of the 12 fails now have valid CP12 and LHA have alerted the former Contractor of their non-compliance

procedure re: CP12 for new installations. The new contractor and staff procedures in place will ensure 8 fails due to a CP12 not being issued will not happen again. LHA currently has a detailed Maintenance Improvement Plan and has started a staff structure review, with recruitment of a Director of Asset Management/Depute CEO scheduled for June 2018. The Director will lead on developing a new asset management team.

C25.2

The 21 exemptions relate to the properties that are still currently on site as part of our tenement refurbishment contract due for completion March 2019. This contract had a delayed start resulting in the exemptions.



## ***Neighbourhood and Community***

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



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

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



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

**Equalities related issues:**

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

**Other issues:**

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	92	N/a	9	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	91	98.91	9	100.0

4.2.4 Complaints upheld by the landlord in the reporting year	65	71.43	4	44.44
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	91	100.0	9	100.0

**All complaints:**

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	92	N/a	9	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	91	98.91	9	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	65	71.43	4	44.44
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	91	100.0	9	100.0

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

<b>Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	98.91	%
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<b>Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 &amp; 5)</b>	0	%
--	---	---



Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	71.43	%
--	-------	---

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

Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
--	-------	---

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

Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	44.44	%
--	-------	---

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

Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
---	-------	---

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

Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
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***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?"

308

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

**17.2.1 very satisfied**

155

**17.2.2 fairly satisfied**

118

**17.2.3 neither satisfied nor dissatisfied**

11

**17.2.4 fairly dissatisfied**

21

**17.2.5 very dissatisfied**

3

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

88.64

%

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

**Please state:**

18.1 The number of tenancy offers made during the reporting year

230

18.2 The number of tenancy offers that were refused

96

<b>Percentage of tenancy offers refused during the year (Indicator 18)</b>	41.74	%
--	-------	---

***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

68

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

63

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

63

<b>Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)</b>	92.65	%
---	-------	---

92.65

%

***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

11

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

3

24.2.2 because of anti-social behaviour

0

24.2.3 for other reasons

0

<b>Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)</b>	27.27	%
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27.27

%

<b>Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)</b>	0.0	%
---	-----	---

0.0

%

<b>Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)</b>	0.0	%
--	-----	---

0.0

%

<b>Percentage of the court actions initiated which resulted in eviction (Indicator 24)</b>	27.27	%
--	-------	---

27.27

%

### ***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

15
----





***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

19

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

5

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

### Indicator 17

The Association has established a system of continuous monitoring of tenant satisfaction levels. This has been implemented to gather regular, up to date information on levels of customer satisfaction with our services and help us determine future service standards. It will enhance and improve on the tenant satisfaction surveys currently undertaken on most processes carried out by the Association. Continuous monitoring is based on quarterly surveys of a sample of tenants in order to generate 'real-time' feedback from customers.

As at 31st March 2018 there has been 308 face to face interviews carried out. An average of 77 cases were sampled each quarter. The work is undertaken by an independent contractor, they select the samples, design the questionnaires in conjunction with ourselves and undertake the fieldwork analysis. Reporting of the outcomes is carried out by the Association and tenants are contacted in person at their home.

The continuous monitoring provides information on the social, economic and demographic characteristics of tenants; their views on whether the rent is value for money; views on the quality of information provided by the Association; preferred methods of consultation and involvement; views about current services and how they could be improved; and attitudes towards tenants own homes, their location and general environment and how these could be improved. The main strengths of this process are the regular and ongoing focus on tenant satisfaction issues and the provision of regular information. The fact that it is independently conducted is regarded as good practice, as it provides an externally validated assessment of tenants' views. The process is flexible and can be adapted as needs change; for example we can include specific questions on a certain topic where required.



### ***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

111
-----

<b>Percentage of lettable houses that became vacant in the last year (Indicator 21)</b>	10.05	%
---	-------	---

***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

125

35.2 The total number of calendar days properties were empty

2877

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

23.02

**days**

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

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

- impairment
- ill health
- traumatic injury
- ageing

Please state:

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

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

23.1 The total number of days taken to complete approved applications

23.2 The number of medical adaptations completed in the reporting year

<b>Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)</b>	100.00	%
---	--------	---

<b>Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)</b>	152.72	days
--	--------	------

***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

17

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

6

20.1.3 applicants from your organisation's housing list

99

20.1.4 nominations from local authority

0

20.1.5 others

2

**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

16

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

6

20.2.3 applicants from your organisation's housing list

80



20.2.4 nominations from local authority

0

20.2.5 others

1

<b>Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)</b>	94.12	%
--	-------	---

<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>	100.00	%
---	--------	---

<b>Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)</b>	80.81	%
---	-------	---

<b>Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)</b>	0.0	%
---	-----	---

<b>Percentage of new tenancies to others sustained for more than a year (Indicator 20)</b>	50.00	%
--	-------	---

***Comments (Access to housing and support)***

Indicators 22 & 23

During the financial year 17/18 LHA reviewed procurement for all aspects of the business with a focus on maintenance to comply with legal requirements and best practice. This included the medical adaptation contract resulting in a delay to carry out the works. We have now appointed a new contactor who has completed backlogs and new applications are typically completed within one month of receipt of referral.



## ***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?"

308

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

**29.2.1 very good value for money**

102

**29.2.2 fairly good value for money**

151

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

18

**29.2.4 fairly poor value for money**

33

**29.2.5 very poor value for money**

4

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

82.14

%

***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?"

94

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

**33.2.1 very satisfied**

32

**33.2.2 fairly satisfied**

33

**33.2.3 neither satisfied nor dissatisfied**

15

**33.2.4 fairly dissatisfied**

5

**33.2.5 very dissatisfied**

9

<b>Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)</b>	69.15	%
---	-------	---



## ***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

4075151

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

4128030

<b>Rent collected as percentage of total rent due in the reporting year (Indicator 30)</b>	98.72	%
--	-------	---



***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

346277

31.2 The total rent due for the reporting year

4166040

<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>	8.31	%
--	------	---

***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

487

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

53350

<b>Average annual management fee per factored property (Indicator 32)</b>	<b>£</b>	109.55	
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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

4166040.0

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

38010

<b>Percentage of rent due lost through properties being empty during the last year (Indicator 34)</b>	0.91	%
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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

2.9
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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

717

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

2030458

***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

138237

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

61191

<b>Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)</b>	44.27	%
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## ***Comments (Getting good value from rents and service charges)***

### Indicator 29

The Association has established a system of continuous monitoring of tenant satisfaction levels. This has been implemented to gather regular, up to date information on levels of customer satisfaction with our services and help us determine future service standards. It will enhance and improve on the tenant satisfaction surveys currently undertaken on most processes carried out by the Association. Continuous monitoring is based on quarterly surveys of a sample of tenants in order to generate 'real-time' feedback from customers.

As at 31st March 2018 there has been 308 face to face interviews carried out. An average of 77 cases were sampled each quarter. The work is undertaken by an independent contractor, they select the samples, design the questionnaires in conjunction with ourselves and undertake the fieldwork analysis. Reporting of the outcomes is carried out by the Association and tenants are contacted in person at their home.

The continuous monitoring provides information on the social, economic and demographic characteristics of tenants; their views on whether the rent is value for money; views on the quality of information provided by the Association; preferred methods of consultation and involvement; views about current services and how they could be improved; and attitudes towards tenants own homes, their location and general environment and how these could be improved. The main strengths of this process are the regular and ongoing focus on tenant satisfaction issues and the provision of regular information. The fact that it is independently conducted is regarded as good practice, as it provides an externally validated assessment of tenants' views. The process is flexible and can be adapted as needs change; for example we can include specific questions on a certain topic where required.



### ***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	
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***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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