



Table Of Contents

1. Social landlord contextual information
2. Staff information, staff turnover and sickness rates (Indicator C1)
3. Governance
4. Parent, subsidiary and other connected organisations (Indicator C2)
5. Agent employed by the landlord to provide all of its services (Indicator C3)
6. RSL members (Indicator C4)
7. Governing body appointments (Indicator C5)
8. Lets
9. Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)
10. The number of lets during the reporting year by source of let (Indicator C8)
11. Types of tenancies granted for lets during the reporting year (Indicator C9)
12. Housing lists (Indicator C10)
13. Stock
14. The landlord's wholly owned stock (Indicator C14)
15. Stock by house types, apartment sizes and average weekly rents (Indicator C17)
16. The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)
17. 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)
18. Development programme – New units and value (excluding Scottish Government funded developments) (Indicator C32)

19. Comments (Social landlord contextual information)
20. Overall satisfaction
21. Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
22. Comments (Overall satisfaction)
23. The Customer/Landlord relationship
24. Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)
25. Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)
26. Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)
27. Comments (The customer / landlord relationship)
28. Housing Quality and Maintenance
29. Quality of Housing
30. Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C24)
31. Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)
32. Scottish Housing Quality Standard (SHQS) – Stock failing by criterion (Indicator C26)
33. Scottish Housing Quality Standard (SHQS) – Working towards the standard (Indicator C27)
34. Scottish Housing Quality Standard (SHQS) (Indicator C28.1)
35. Scottish Housing Quality Standard (SHQS) – Abeyances at the year end (Indicator C28.2)
36. Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)
37. Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 7)

38. 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)
39. Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)
40. Percentage of tenants satisfied with the quality of their home (Indicator 10)
41. Repairs, Maintenance & Improvements
42. Average number of reactive repairs completed per occupied property (Indicator C13)
43. Average length of time taken to complete emergency repairs (Indicator 11)
44. Average length of time taken to complete non-emergency repairs (Indicator 12)
45. Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)
46. Percentage of repairs appointments kept (Indicator 14)
47. Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)
48. Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)
49. Comments (Housing quality and maintenance)
50. Neighbourhood and Community
51. Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes
52. Percentage of 1st and 2nd stage complaints resolved by the landlord (Indicators 4 & 5)
53. Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)
54. Percentage of tenancy offers refused during the year (Indicator 18)
55. Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)
56. Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

57. Abandoned properties (Indicator C11)
58. Number of notices of proceedings issued and court action initiated (Indicator C12)
59. Comments (Neighbourhood & community)
60. Access to housing and support
61. Housing Options and Access to Social Housing
62. Percentage of lettable houses that became vacant in the last year (Indicator 21)
63. Average time to re-let properties in the last year (Indicator 35)
64. Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)
65. Percentage of new tenancies sustained for more than a year, by source of let (Indicator 20)
66. Comments (Access to housing and support)
67. Getting good value from rents and service charges
68. Value for money
69. Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)
70. Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)
71. Rents and service charges
72. Rent collected as percentage of total rent due in the reporting year (Indicator 30)
73. Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)
74. Average annual management fee per factored property (Indicator 32)
75. Percentage of rent due lost through properties being empty during the last year (Indicator 34)
76. Rent increase (Indicator C21)

77. 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)
78. Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)
79. Comments (Getting good value from rents and service charges)
80. Other Customers
81. Gypsies/travellers – Average weekly rent per pitch (Indicator 36)
82. For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37)
83. Comments (Other customers)

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

6

C1.1 the name of Chief Executive

Patricia Cahill

C1.2.2 the number of office based staff

44.58

C1.2.3 the number of care / support staff

2.26

C1.2.4 the number of concierge staff

0

C1.2.5 the number of direct labour staff

0

C1.2.6 the total number of staff

52.84

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

30.77

C1.3.2 the percentage of total staff turnover in the year to the end of the reporting year

22.06



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

2.67

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

C2.1	C2.1.2	C2.1.3	C2.1.4
Sanctuary Homes (Scotland) Ltd	Not Registered	Not Charitable	ownership of mid-market rent – low cost home ownership properties

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

C2.2.1 the name of the parent organisation

Sanctuary Housing Association

C2.2.2 the address of the parent organisation

Sanctuary House, Chamber Court, Castle Street, Worcester, WR1 3ZQ

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	Sanctuary Housing Association
-------------------------------	-------------------------------

C3.2 Contact name:
C3.2.1 title
Mrs

C3.2.2 forename	Patricia
-----------------	----------

C3.2.3 surname	Cahill
----------------	--------

RSL members (Indicator C4)

Please state:

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

12

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

5

Governing body appointments (Indicator C5)

Please state:

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

2

C5.2 The number of candidates for the vacancies

7

C5.3 The number of vacancies filled

1



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

760

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

32

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

14

C8.2 The number of lets to housing list applicants

508

C8.3 The number of mutual exchanges

32

C8.4 The number of lets from other sources

11

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

C8.5.1 section 5 referrals

126

C8.5.2 nominations from the local authority

11

C8.5.3 other

19

C8.6 the number of other nominations from local authorities

103

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

792

Housing lists (Indicator C10)

Please state:

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

Your own housing list,Common housing register,Choice based lettings

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

1629

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

7873

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

86

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

617

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

126



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:

		Of the stock at year end:					
		(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	252		123		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	56	0	0	56	56	60.39
2 Apt	338	16	339	129	105	927	927	76.48
3 Apt	1484	619	951	97	63	3214	3094	87.98
4 Apt	1941	69	101	147	7	2265	2263	96.53
5 Apt +	381	22	1	0	0	404	403	102.75
Total SC	4144	726	1448	373	175	6866	6743	89.92

Number of lettable non self contained units at year end

14

Number of lettable non self contained bed spaces at year end

37

Average weekly rent charge per bed space for the reporting year

120.52

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	15	25	820	1737	1031	3238	6866
C19.2 The number of non self-contained units	1	1	2	0	3	7	14
C19.2 The number of non self-contained bed spaces	4	3	5	0	10	15	37



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

32

C20.2 have been void for more than six months

2

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.

Movement between property type categories detailed in C17. A detailed review of property characteristic data held and a more standardised approach to the allocation to property type categories, means that a number of blocks of flats that were previously recorded in the Other category are now classified more accurately as High Rise, Tenement or 4 in a block.

There has been a significant increase in applicants registering with Sanctuary for 18/19, this is in part due to the new build developments where a lot of applicants have expressed an interest in these properties. There have been 1569 applications from Non-Sanctuary Tenants and 60 Tenants who have requested a transfer.



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

803

1.1.2 the fieldwork dates of the survey

January 2019

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

350

1.2.2 fairly satisfied

260

1.2.3 neither satisfied nor dissatisfied

63

1.2.4 fairly dissatisfied

53

1.2.5 very dissatisfied

75



1.2.6 no opinion

2

803

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

75.97

%

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.

While at Sanctuary Scotland level the overall customer satisfaction indicator has decreased, behind these top level figures there are marked regional variations in satisfaction levels; form 84% in Cumbernauld to 66% in the North East region (formerly Tenants First Housing Co-operative properties). The responses to the overall satisfaction question also appear to contradict the improvement in the ratings provided in response to other questions included in the survey. We are therefore looking at the results in detail.

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
2.1.1	White (total)	59	5247	1720	364	9
	(a) Scottish	0	0	0	0	0
	(b) Other British	57	5027	1616	348	9
	(c) Irish	0	26	3	2	0
	(d) Gypsy/traveller	0	0	0	0	0
	(e) Polish	0	0	0	0	0
	(f) any other white background	2	194	101	14	0
2.1.2	Mixed or multiple ethnic background	0	25	12	1	0
	Asian, Asian					



	Scottish, Asian British (total)					
	(a) Indian	0	8	18	0	0
	(b) Pakistani	1	27	44	1	0
	(c) Bangladeshi	0	3	1	0	0
	(d) Chinese	0	10	8	0	0
	(e) Any other Asian background	0	33	20	0	0
2.1.4	Black, Black Scottish, Black British (total)	1	52	63	0	0
	(a) Caribbean	0	2	1	0	0
	(b) African	1	40	48	0	0
	(c) Any other black background	0	10	14	0	0
2.1.5	Other ethnic background	0	30	28	2	0
	(a) Arab, Arab Scottish or Arab British	0	10	15	1	0
	(b) any other group	0	20	13	1	0
2.1.6	Unknown	3	1312	5959	455	0
2.1.7	Total	64	6747	7873	823	9

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	6	715	67	31	0

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?" 803

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed 342

3.2.2 fairly good at keeping them informed 376

3.2.3 neither good nor poor at keeping them informed 30

3.2.4 fairly poor at keeping them informed 26

3.2.5 very poor at keeping them informed 29

803

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	89.41	%
--	-------	---

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?"	803
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	373
6.2.2 fairly satisfied	349
6.2.3 neither satisfied nor dissatisfied	58
6.2.4 fairly dissatisfied	8
6.2.5 very dissatisfied	15
	803

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	89.91	%
--	-------	---



Comments (The customer / landlord relationship)

Housing Quality and Maintenance

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.



Quality of Housing

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

***Scottish Housing Quality Standard (SHQS) – Stock condition survey
information (Indicator C24)***

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

March 2019

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

26.6

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

August 2019

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

25

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

Survey information is uploaded on to the Sanctuary Group in house asset management database. This allows reports to be run to ensure housing stock is SHQS compliant.

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	6866	7096
C25.2 Self-contained stock exempt from SHQS	116	0
C25.3 Self-contained stock in abeyance from SHQS	0	0
C25.4.1 Self-contained stock failing SHQS for one criterion	19	0
C25.4.2 Self-contained stock failing SHQS for two or more criteria	0	0
C25.4.3 Total self-contained stock failing SHQS	19	0
C25.5 Stock meeting the SHQS	6731	7096

C25.6 Total self-contained stock meeting the SHQS by local authority

Aberdeen City	701	701
Aberdeenshire	746	770
Angus	53	53
Argyll & Bute	0	0
City of Edinburgh	24	24
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	924	925
East Ayrshire	0	0
East Dunbartonshire	36	36

East Lothian	0	0
East Renfrewshire	2	2
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	1445	1562
Highland	0	0
Inverclyde	0	8
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0
North Lanarkshire	1956	2085
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	841	927
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	3	3
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	6731	7096

**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	19	0
C26.4 Because they did not have modern facilities and services	0	0
C26.5 Because they were not healthy, safe and secure	0	0
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these.	Failing properties will continue to be addressed as part of our wider reinvestment and EESSH improvement programmes	

**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?

39

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

20

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

The variance is a result of issues with gaining access or tenant refusal. We continue to work with tenants to enable the required work to be completed.

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

19

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

The stock meeting the standard at the end of the next reporting year as detailed in 25.5 includes projected new build properties which will come in to management during the year that will be included in the count of stock meeting the standard.

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

116

C28.1.2 The range of elements not met

B Free from Serious Disrepair: 17 Principal roof covering, B Free from Serious Disrepair: 21 External wall finish

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

These properties are all in high rise blocks which are pending demolition as a part of a large regeneration programme.

**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

0

C28.2.2 The range of elements not met

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

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

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	1	12959	0	0
C29.3 Because they were/are not energy efficient	0	0	0	0
C29.4 Because they did/do not have modern facilities and services	32	136237	0	0
C29.5 Because they were/are not healthy, safe and secure	0	0	0	0
C29.6 The total number of properties improved	0	149196	0	0
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

6866

7.1.2 projected to the end of the next reporting year

7096

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

6731

7.2.2 projected to the end of the next reporting year

7096

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	98.03	%
--	-------	---

Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	100.00	%
---	--------	---

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

6866

8.1.2 projected to the end of the next reporting year

7096

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

6847

8.2.2 projected to the end of the next reporting year

7096

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)	99.72	%
--	-------	---

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)	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?"

235

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

9.2.1 very satisfied

167

9.2.2 fairly satisfied

63

9.2.3 neither satisfied nor dissatisfied

1

9.2.4 fairly dissatisfied

1

9.2.5 very dissatisfied

3

235

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

97.87

%

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?"

803

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

10.2.1 very satisfied

431

10.2.2 fairly satisfied

225

10.2.3 neither satisfied nor dissatisfied

63

10.2.4 fairly dissatisfied

52

10.2.5 very dissatisfied

32

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

81.69

%



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

28978.0

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

6711

Average number of reactive repairs completed per occupied property (Indicator C13)	4.32	
---	------	--

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

6653

11.2 The total number of hours taken to complete emergency repairs

35073

Average length of time taken to complete emergency repairs (Indicator 11)	5.27	hours
--	------	--------------

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

22325

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

174999

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

7.84

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

20259

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

22325

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	90.75	%
--	-------	---

Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?

Yes

14.2 The number of reactive repairs appointments made in the reporting year

18128

14.3 The number of reactive repair appointments kept in the reporting year

16255

Percentage of repairs appointments kept (Indicator 14)

89.67

%

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

6513

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

6421

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	98.59	%
---	-------	---

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?"

1607

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

16.2.1 very satisfied

976

16.2.2 fairly satisfied

414

16.2.3 neither satisfied nor dissatisfied

59

16.2.4 fairly dissatisfied

69

16.2.5 very dissatisfied

89

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

86.50

%

Comments (Housing quality and maintenance)

98.59% properties had their gas safety record renewed by the anniversary date. Details of the reasons why a number of properties were not serviced before the anniversary have been provided earlier in the year.

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	225	N/a	65	N/a
Carried forward from the previous reporting year	3	N/a	20	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	225	98.68	75	88.24

4.2.4 Complaints upheld by the landlord in the reporting year	119	52.89	52	69.33
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	211	93.78	71	94.67

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	225	N/a	65	N/a
Carried forward from the previous reporting year	3	N/a	20	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	225	98.68	75	88.24
4.3.4 Complaints upheld by the landlord in the reporting year	119	52.89	52	69.33
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	211	93.78	71	94.67

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

Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	98.68	%
---	-------	---

Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
--	---	---

Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	52.89	%
--	-------	---

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)	88.24	%
--	-------	---

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)	69.33	%
--	-------	---

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)	93.78	%
---	-------	---

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)	94.67	%
---	-------	---

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?"

803

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

17.2.1 very satisfied

313

17.2.2 fairly satisfied

331

17.2.3 neither satisfied nor dissatisfied

80

17.2.4 fairly dissatisfied

51

17.2.5 very dissatisfied

28

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

80.20

%

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

Please state:

18.1 The number of tenancy offers made during the reporting year

1221

18.2 The number of tenancy offers that were refused

195

Percentage of tenancy offers refused during the year (Indicator 18)	15.97	%
--	-------	---

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

453

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

447

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

415

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	91.61	%
---	-------	---

91.61

%

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

71

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

27

24.2.2 because of anti-social behaviour

0

24.2.3 for other reasons

0

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)	38.03	%
---	-------	---

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

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

Percentage of the court actions initiated which resulted in eviction (Indicator 24)	38.03	%
--	-------	---

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

40

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

604

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

71

Comments (Neighbourhood & community)

ASB has increased in all areas, particularly within Scotland West where recorded cases increased from 35 in 17/18 to 105 in 18/19. All types of ASB have seen an increase but the most notable increase has been around Noise (101 cases in 17/18 compared to 163 in 18/19).



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

444

Percentage of lettable houses that became vacant in the last year (Indicator 21)	6.58	%
---	------	---

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

446

35.2 The total number of calendar days properties were empty

11316

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

25.37

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	260
22.2 The number of approved applications completed between start and end of the reporting year	215
23.1 The total number of days taken to complete approved applications	13616
23.2 The number of medical adaptations completed in the reporting year	300

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	82.69	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	63.33	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

13

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

35

20.1.3 applicants from your organisation's housing list

424

20.1.4 nominations from local authority

86

20.1.5 others

3

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

13

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

33

20.2.3 applicants from your organisation's housing list

394

20.2.4 nominations from local authority

83

20.2.5 others

3

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

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	94.29	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	92.92	%
---	-------	---

Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)	96.51	%
---	-------	---

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	100.00	%
--	--------	---

Comments (Access to housing and support)



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?"

803

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

29.2.1 very good value for money

147

29.2.2 fairly good value for money

400

29.2.3 neither good nor poor value for money

132

29.2.4 fairly poor value for money

99

29.2.5 very poor value for money

25

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

68.12

%

**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?"

157

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

33.2.1 very satisfied

19

33.2.2 fairly satisfied

45

33.2.3 neither satisfied nor dissatisfied

21

33.2.4 fairly dissatisfied

39

33.2.5 very dissatisfied

33

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

40.76

%



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

31063911

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

30601536

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	101.51	%
--	--------	---

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

1767927

31.2 The total rent due for the reporting year

30762091

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	5.75	%
--	------	---

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

1760

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

198048

Average annual management fee per factored property (Indicator 32)	£	112.53	
---	----------	---------------	--

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

30762091.0

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

132922

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.43	%
---	------	---



Rent increase (Indicator C21)

Please state:

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

3.70

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

3810

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

13658025

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

543448

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

394874

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	72.66	%
--	-------	---



Comments (Getting good value from rents and service charges)

The percentage of tenants who feel that the rent for the property represents good value for money has seen a decrease from 80% to 68%. We have worked with the external agency commissioned to complete the survey in order to understand in detail the key factors that are impacting on this change in tenants' views.



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

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	£	0.0	
--	---	-----	--

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

37.2 Of the Gypsies/Travellers who answered, how many said that they were:
37.2.1 very satisfied

37.2.2 fairly satisfied

37.2.3 neither satisfied nor dissatisfied

37.2.4 fairly dissatisfied

37.2.5 very dissatisfied

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	0.0	%
--	-----	---

Comments (Other customers)

--