

**Landlord name:** Clackmannanshire Council**RSL Reg. No.:** 1,006**Report generated date:** 08/08/2023 14:43:10**Approval**

A1.1	Date approved	31/05/2023
A1.2	Approver	Murray SHARP
A1.3	Approver job title	Senior Manager (Housing)
A1.4	Comments (Approval)	
		N/A



Comments (Submission)

N/A

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

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)
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C3.1	The number of 'general needs' lets during the reporting year	342
C3.2	The number of 'supported housing' lets during the reporting year	9

Indicator C3		351
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The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	61
C2.2	The number of lets to housing list applicants	70
C2.3	The number of mutual exchanges	45
C2.4	The number of lets from other sources	1
C2.5	The number of lets to homeless applicants.	219
C2.6	Total number of lets excluding exchanges	351

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

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

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	917
1.1.2	the fieldwork dates of the survey	05/2023
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	410
1.2.2	fairly satisfied	440
1.2.3	neither satisfied nor dissatisfied	43
1.2.4	fairly dissatisfied	15
1.2.5	very dissatisfied	7
1.2.6	no opinion	2
1.2.7	Total	917

Indicator 1	92.69%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.



The customer / landlord relationship

Communication

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

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	917
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	547
2.2.2	fairly good at keeping them informed	342
2.2.3	neither good nor poor at keeping them informed	25
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	1
2.2.6	Total	917

Indicator 2	96.95%
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Participation

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

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	917
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	622
5.2.2	fairly satisfied	281
5.2.3	neither satisfied nor dissatisfied	14
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	917

Indicator 5	98.47%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.



Housing quality and maintenance

Quality of housing

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

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	
We are outsourcing our stock condition surveys to a third party as internal resource capacity has fallen post covid. We are aiming for a 3 year programme to survey all properties for SHQS, EESSH and Net Zero		



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

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	4,994	5,044
C9.2	Self-contained stock exempt from SHQS	13	13
C9.3	Self-contained stock in abeyance from SHQS	458	106
C9.4.1	Self-contained stock failing SHQS for one criterion	1,519	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1,040	0
C9.4.3	Total self-contained stock failing SHQS	2,559	0
C9.5	Stock meeting the SHQS	1,964	4,925



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

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	4,994
6.1.2	projected to the end of the next reporting year	5,044
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,964
6.2.2	projected to the end of the next reporting year	4,925

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	39.33%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	97.64%



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

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	917
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	336
7.2.2	fairly satisfied	513
7.2.3	neither satisfied nor dissatisfied	63
7.2.4	fairly dissatisfied	2
7.2.5	very dissatisfied	3
7.3	Total	917

Indicator 7	92.58%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
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8.1	The number of emergency repairs completed in the reporting year	6,813
8.2	The total number of hours taken to complete emergency repairs	27,060

Indicator 8		3.97
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Average length of time taken to complete non-emergency repairs (Indicator 9)
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9.1	The total number of non-emergency repairs completed in the reporting year	8,635
9.2	The total number of working days taken to complete non-emergency repairs	46,723

Indicator 9	5.41
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	8,108
10.2	The total number of reactive repairs completed during the reporting year	8,484

Indicator 10		95.57%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

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

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

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	450
12.2	Of the tenants who answered, how many said that they were:	272
12.2.1	very satisfied	
12.2.2	fairly satisfied	140
12.2.3	neither satisfied nor dissatisfied	35
12.2.4	fairly dissatisfied	3
12.2.5	very dissatisfied	0
12.2.6	Total	450

Indicator 12	91.56%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Notable drop in SHQS compliance and this in part due to electrical safety catch up works to ensure all domestic properties have a valid EICR in date. Electrical testing works paused during the Covid pandemic have created this need for catch up works and we have a planned programme of works in place and being worked through. Programme progress is reported to the SHR monthly and the issue of non compliance reported in our AAS.



Neighbourhood & community

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

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

	1st stage	2nd stage
Complaints received in the reporting year	37	8
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	37	8
Number of complaints responded to in full by the landlord in the reporting year	37	8
Time taken in working days to provide a full response	155	128

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.19
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	16.00



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

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	917
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	401
13.2.2	fairly satisfied	471
13.2.3	neither satisfied nor dissatisfied	41
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	1
13.2.6	Total	917

Indicator 13	95.09%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	514
14.2	The number of tenancy offers that were refused	163

Indicator 14		31.71%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	189
15.2	Of those at 15.1, the number of cases resolved in the last year	170

Indicator 15	89.95%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	38
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	59
22.2.1	22.2 The number of properties recovered: because rent had not been paid	23
22.2.2	because of anti-social behaviour	2
22.2.3	for other reasons	2

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	38.98%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	3.39%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	3.39%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	45.76%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	4,852
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	389

Indicator 17	8.02%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	319
19.2	The number of approved applications completed between the start and end of the reporting year	223
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	96
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	96
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£256,189
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£256,189
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	18,157
21.2	The total number of adaptations completed during the reporting year.	245

Indicator 21		74.11
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Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	35
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	0
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	35
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	438

Indicator 24.		7.99%
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Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	343
30.2	The total number of calendar days properties were empty	16,136

Indicator 30		47.04
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Tenancy sustainment

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

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	42
16.1.2	applicants who were assessed as statutory homeless by the local authority	216
16.1.3	applicants from your organisation's housing list	94
16.1.4	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	41
16.2.2	applicants who were assessed as statutory homeless by the local authority	189
16.2.3	applicants from your organisation's housing list	86
16.2.4	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	97.62%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.49%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Getting good value from rents and service charges

Rents and service charges

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

26.1	The total amount of rent collected in the reporting year	£18,966,882
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£19,350,613

Indicator 26	98.02%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£2,226,640
27.2	The total rent due for the reporting year	£19,350,613

Indicator 27		11.51%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28		N/A
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)
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18.1	The total amount of rent due for the reporting year	£19,350,613
18.2	The total amount of rent lost through properties being empty during the reporting year	£198,190

Indicator 18	1.02%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	3,383
C6.2	The value of direct housing cost payments received during the reporting year	£10,684,415



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£1,614,279
C7.2	The total value of former tenant arrears written off at year end	£0

Indicator C7	0.00%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	917
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	186
25.2.2	fairly good value for money	682
25.2.3	neither good nor poor value for money	42
25.2.4	fairly poor value for money	7
25.2.5	very poor value for money	0
25.3	Total	917

Indicator 25	94.66%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

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

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

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

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

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

	Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

Clackmannanshire Council successfully secured Scottish Government funding for the redevelopment of the Westhaugh Travellers Site, all residents have now been decanted into mainstream tenancy's elsewhere within our stock portfolio and the site is now closed for demolition works to commence and the site to be redeveloped, expected completion date by July 2024. Our 3 yearly satisfaction survey has just completed with the gypsy traveller community included within this, the overall satisfaction with the management of the site has been recorded at 75% however this was gained from a total of only 4 responses to request to participate.