
Report to: Place Committee

Date of Meeting: 12th September 2019

Subject: Scottish Housing Regulator Annual Return of the Charter (ARC)

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1. This report asks members to note the council's annual submission of the Scottish Housing Regulator's Annual Return of Charter (ARC), attached in Appendix 1.

2.0 Recommendations

- 2.1 It is recommended that the Committee:
- 2.1.1 Retrospectively approve the submission of the 2018/19 Annual Return of the Charter (ARC) sent to the Scottish Housing Regulator on 31st May 2019, noting the relevant performance results and measures for scrutiny purposes.
- 2.1.2 Note the requirements of the Scottish Housing Regulator Annual Governance Statement (AGS), and that in future a full members briefing will be held on the ARC as close to the submission date as possible (3.5).

3.0 Considerations

- 3.1. As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.
- 3.2. The Charter was approved by resolution of the Scottish Parliament in 2012, taking effect from 1 April 2012.
- 3.3. Purpose of the Charter

The Charter aims to improve the quality and value of the services that social landlords deliver for their tenants and other customers, and supports the Scottish Government's strategic objective of a safer and stronger Scotland. It does so in the following ways:

- By providing tenants and other customers with a clear statement of what they can expect from social landlords, and helping them to hold landlords to account.
 - Focuses the efforts of social landlords on achieving outcomes that matter to their tenants and other customers.
 - Provides the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This enables the Regulator, tenants and other customers, and social landlords to identify areas of strong performance and areas where improvement is needed.
- 3.4. Reporting on performance against the Charter is undertaken via the Annual Return of Charter (ARC), which all social landlords are required to return annually by 31st May. This return is submitted to the Scottish Housing Regulator who monitors landlord performance against the Charter.
- 3.5. The Housing Regulator is introducing the requirement for landlords to produce an Annual Governance Statement (AGS), which is to be submitted by the end of October each year. This is highlighting a requirement for the ARC submission to be approved by committee, or for an RSL by their governing Board. In future years a full elected members briefing will be held as close to the submission date as possible, with the final submission being presented to committee as close to the submission date as possible.
- 3.6. The Councils response to the AGS will be presented to council on the 24th of October for approval.
- 3.7. Some key highlights from the return for 2018-19 include an excellent SHQS compliance position of 97.7% of stock meeting the standard, highlighting the significant investment made. Moreover, 98.3% of tenants were satisfied with the standard of their home when moving in, which highlights the change in practice to the Void process made over the last few years. Gas safety compliance remains steady at 100% compliant.
- 3.8. A new Allocations Policy approved by Council in February 19 allowed for a full waiting list review to be completed substantially reducing the size of the waiting list, the numbers reported in the ARC reflect this.

4.0 Sustainability Implications

- 4.1. The information contained within the ARC demonstrates that housing priorities contribute positively to sustainability.

5.0 Resource Implications

5.1. Financial Details

Finance have been consulted and have agreed the financial implications as set out in the report. Yes

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box)

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

9.0 Legality

9.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

Appendix 1 - Annual Return of Charter (ARC) 2018/19

11.0 Background Papers

11.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

Yes

No

(please list the documents below)

Author(s)

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Approved by

NAME	DESIGNATION	
Pete Leonard	Strategic Director (Place)	

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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.

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

432

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

14

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

89

C8.2 The number of lets to housing list applicants

137

C8.3 The number of mutual exchanges

49

C8.4 The number of lets from other sources

3

C8.5 The number of lets to homeless applicants

217

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

446

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
Mutual exchange scheme

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

1177

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

1195

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

0

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

1514



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	0		22		136	
	C14.2 The number of non self- contained units / bedspaces	0	0	0	0	2	3

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	13	0	0	0	18	31	27	68.94
2 Apt	569	0	0	356	432	1357	1296	70.59
3 Apt	1040	0	0	565	597	2202	2140	72.39
4 Apt	933	0	0	143	139	1215	1184	74.23
5 Apt +	130	0	0	7	1	138	138	76.32
Total SC	2685	0	0	1071	1187	4943	4785	72.45

Number of lettable non self contained units at year end

0

Number of lettable non self contained bed spaces at year end

0

Average weekly rent charge per bed space for the reporting year

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	104	1160	1699	1793	99	88	4943
C19.2 The number of non self-contained units	0	0	0	2	0	0	2
C19.2 The number of non self-contained bed spaces	0	0	0	3	0	0	3

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

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.

Housing Lists (Indicator C10)

Our Allocations Policy was reviewed and then approved at Council on 21 February 2019. Following this we carried out a waiting list review which accounts for the large movement in the number of applications cancelled. If any applicant contacts us within six month of the review we will re-open their application.



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

901

1.1.2 the fieldwork dates of the survey

July 2019

1.1.3 the method(s) of administering the survey

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

368

1.2.2 fairly satisfied

481

1.2.3 neither satisfied nor dissatisfied

17

1.2.4 fairly dissatisfied

16

1.2.5 very dissatisfied

8

1.2.6 no opinion

11

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	94.23	%
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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.

The data for 2018/19 satisfaction was collected through our Council Tenant Satisfaction and Aspiration Survey 2016.

The housing service have once again this year procured a contractor to undertake a tenant satisfaction survey to ascertain tenant views on the services that we provide, the information that we provide and satisfaction with these services. The last survey of this type was undertaken in 2016 and was very successful in harvesting tenant opinion. All questions are in line with the Scottish Social Housing Charter Outcomes. Survey is due to run from 20th May through to 1st July.



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:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants
2.1.1	White (total)	5177	1163	436
	(a) Scottish	2699	803	287
	(b) Other British	2359	320	132
	(c) Irish	6	2	0
	(d) Gypsy/traveller	2	1	1
	(e) Polish	41	16	12
	(f) any other white background	70	21	4
2.1.2	Mixed or multiple ethnic background	2	0	0
2.1.3	Asian, Asian Scottish, Asian British (total)	17	6	2
	(a) Indian	0	2	0
	(b) Pakistani	4	1	2
	(c) Bangladeshi	1	0	0
	(d) Chinese	10	2	0
	(e) Any other Asian background	2	1	0



2.1.4	Black, Black Scottish, Black British (total)	6	2	1
	(a) Caribbean	0	0	0
	(b) African	3	1	1
	(c) Any other black background	3	1	0
2.1.5	Other ethnic background	47	11	4
	(a) Arab, Arab Scottish or Arab British	2	1	1
	(b) any other group	45	10	3
2.1.6	Unknown	555	13	3
2.1.7	Total	5804	1195	446

2.2 The number of people who consider themselves to have a disability by:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants	
		242	402	19	

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?" 899

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed 225

3.2.2 fairly good at keeping them informed 606

3.2.3 neither good nor poor at keeping them informed 46

3.2.4 fairly poor at keeping them informed 15

3.2.5 very poor at keeping them informed 7

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	92.44	%
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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?"	901
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	271
6.2.2 fairly satisfied	532
6.2.3 neither satisfied nor dissatisfied	70
6.2.4 fairly dissatisfied	26
6.2.5 very dissatisfied	2

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	89.12	%
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Comments (The customer / landlord relationship)

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Housing Quality and Maintenance

The information you give us here will tell us about the quality 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?

50

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

March 2020

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

10

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

March 2019 through to March 2020, rolling annual survey programme.
We have established a rolling programme of SHQS surveying and assessment within our asset management programme aiming to survey 500 properties per year which equates to 10% of our total stock, through analysing the survey data collected we are able to confirm and assess properties for SHQS compliance.
We have surveyed 539 properties through our programme this year with a dedicated council employed surveyor undertaking all stock condition surveys. Utilising our own in house surveyor ensures consistent and accurate information is gathered across our domestic housing portfolio. We are aware of our priorities for investment moving forward, the survey data collected feeds into and helps inform our overall Capital Planning process. We are closely monitoring our external fabric elements such as wall and roof and secure door entry systems and have established a 15 year rolling kitchen replacement programme.

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 at the end of the reporting year	4943	4958
C25.2 Self-contained stock exempt from SHQS	0	0
C25.3 Self-contained stock in abeyance from SHQS	0	0
C25.4.1 Self-contained stock failing SHQS for one criterion	112	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	112	0
C25.5 Stock meeting the SHQS	4831	4958

**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	10	0
C26.3 Because they were not energy efficient	17	0
C26.4 Because they did not have modern facilities and services	0	0
C26.5 Because the 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	<ul style="list-style-type: none"> The 85 healthy safe and secure failings are due to defective secure door entry systems located within areas that require large scale regeneration. Full programmes of works are being developed for these areas and will include SDES upgrade. Owner occupiers have refused to engage in the process of shared cost repair. We are starting process early 2019. Six properties failing due to 	



	<p>serious disrepair are due to wall render failures within a mixed tenure common block of flats, we will attempt to upgrade this financial year.</p> <ul style="list-style-type: none"> • Four properties failing due to serious disrepair a external staircase collapse. This is currently awaiting building control sign off after completion of work to replace. • 17 Properties in Alva failed energy efficiency standards due to building type. Currently a programme of work has commenced to clad with thermal render system or alternatively internal wall insulation <p>The Council have created a cross department joint working group to address issues around progressing of external fabric works in mixed tenure properties. The group is made up of staff from the council's housing and legal services and has been tasked with exploring methods by which we can enable works which require private owner participation (i.e. external door entry system upgrade, external roof/wall render upgrade)</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?

372

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

277

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

The difference between planned and actual upgraded numbers is 95.

85 properties in mixed tenure blocks in abeyance for secure door entry upgrade, these require owner occupier engagement and permissions.

10 properties failing on external wall fabric condition due to lack of progress in repairing external fabric (a number of differing stakeholders involved requiring engagement).

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

127

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

N/A the difference in number of properties matches. The rolling programmes carried out are preventative work to help maintain figures.

Scottish Housing Quality Standard (SHQS) (Indicator C28.1)

Please state:

C28.1.1 The number of self-contained properties with anticipated exemptions

0

C28.1.2 The range of elements not met

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

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

N/A

**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 anticipated exemptions

0

C28.2.2 The range of elements not met

E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

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

(b) Work cannot be done because owners object to common repairs

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

Engagement process to be continued for SDES upgrade with private owners in mixed tenure common blocks. Legal discussions on taking action previously discounted

The Council have created a cross department joint working group to address issues around progressing of external fabric works in mixed tenure properties. The group is made up of staff from the council's housing and legal services and has been tasked with exploring methods by which we can enable works which require private owner participation (i.e. external door entry system upgrade, external roof/wall render upgrade)

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	76	131095	80	125000
C29.2 Because they were/are in serious disrepair	198	1134532	175	1000000
C29.3 Because they were/are not energy efficient	73	165432	125	1075000
C29.4 Because they did/do not have modern facilities and services	257	924249	260	850000
C29.5 Because they were/are not healthy, safe and secure	277	826840	450	186000
C29.6 The total number of properties improved	881	3182148	1090	3236000
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	1	100000	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

4943

7.1.2 projected to the end of the next reporting year

4958

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

4831

7.2.2 projected to the end of the next reporting year

4958

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	97.73	%
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Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	100.00	%
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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

4943

8.1.2 projected to the end of the next reporting year

4958

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

4943

8.2.2 projected to the end of the next reporting year

4958

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)	100.00	%
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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?"

411

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

9.2.1 very satisfied

309

9.2.2 fairly satisfied

95

9.2.3 neither satisfied nor dissatisfied

6

9.2.4 fairly dissatisfied

1

9.2.5 very dissatisfied

0

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

98.30

%

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?"

901

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

10.2.1 very satisfied

388

10.2.2 fairly satisfied

413

10.2.3 neither satisfied nor dissatisfied

69

10.2.4 fairly dissatisfied

24

10.2.5 very dissatisfied

7

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

88.90

%



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

18158.0

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

4893

Average number of reactive repairs completed per occupied property (Indicator C13)	3.71	
---	------	--

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

6671

11.2 The total number of hours taken to complete emergency repairs

22571

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

3.38

hours

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

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

11487

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

71474

Average length of time taken to complete non-emergency repairs (Indicator 12)	6.22	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

10679

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

11274

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	94.72	%
--	-------	---

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

8220

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

7910

Percentage of repairs appointments kept (Indicator 14)

96.23

%

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

6189

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

6189

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	100.00	%
---	--------	---

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?"

153

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

16.2.1 very satisfied

128

16.2.2 fairly satisfied

20

16.2.3 neither satisfied nor dissatisfied

2

16.2.4 fairly dissatisfied

2

16.2.5 very dissatisfied

1

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

96.73

%

Comments (Housing quality and maintenance)

Failed appointments can be attributed to the below noted areas –

- Inclement weather for external repair works (leading to cancellations)
- Pressure demand on the repairs service leading to failure to complete appointments scheduled
- IT system constraints leading to creation of appointments which are not able to be kept

The IT constraints issue is one which we are currently working with our service provider to find a solution to this problem ensuring improved operational delivery for our customers.

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	1	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	1	100.0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0.0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	1	100.0	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	26	N/a	6	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	26	100.0	6	100.0

4.2.4 Complaints upheld by the landlord in the reporting year	5	19.23	0	0.0
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	26	100.0	6	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	27	N/a	6	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	27	100.0	6	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	5	18.52	0	0.0
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	27	100.0	6	100.0

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

Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0.0	%
--	-----	---



Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	19.23	%
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)	0.0	%
Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
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	%

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?"

901

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

17.2.1 very satisfied

277

17.2.2 fairly satisfied

531

17.2.3 neither satisfied nor dissatisfied

58

17.2.4 fairly dissatisfied

31

17.2.5 very dissatisfied

4

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

89.68

%

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

Please state:

18.1 The number of tenancy offers made during the reporting year

649

18.2 The number of tenancy offers that were refused

203

Percentage of tenancy offers refused during the year (Indicator 18)	31.28	%
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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

262

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

207

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

202

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	77.10	%
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77.10

%

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 106

24.2 The number of properties recovered:

24.2.1 because rent had not been paid 35

24.2.2 because of anti-social behaviour 0

24.2.3 for other reasons 1

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)	33.02	%
---	-------	---

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)	0.94	%
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Percentage of the court actions initiated which resulted in eviction (Indicator 24)	33.96	%
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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

36

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

363

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

34



Comments (Neighbourhood & community)

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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

470

Percentage of lettable houses that became vacant in the last year (Indicator 21)	9.82	%
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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

438

35.2 The total number of calendar days properties were empty

16851

Average time to re-let properties in the last year (Indicator 35)	38.47	days
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Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

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

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	83.54	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	77.20	days
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***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

64

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

216

20.1.3 applicants from your organisation's housing list

144

20.1.5 others

0

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

60

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

190

20.2.3 applicants from your organisation's housing list

133

20.2.5 others

0

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	93.75	%
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Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	87.96	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	92.36	%
---	-------	---

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	0.0	%
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Homeless people

The information you give us here will tell us about the services you offer homeless people.

***Average length of time in temporary or emergency accommodation by type
(Indicator 25)***

For cases that were closed in the reporting year, please state:

25.1 The total number of days households spent in temporary or emergency accommodation by:	
25.1.1 Ordinary local authority dwelling	42469
25.1.2 RSL dwelling	0
25.1.3 Local authority-owned hostel	0
25.1.4 RSL-owned hostel	0
25.1.5 Other hostel	0
25.1.6 Bed and breakfast	0
25.1.7 Women's refuge	0
25.1.8 Private sector lease	0
25.1.9 Other	3416

25.2 The total number of different households who occupied temporary or emergency accommodation by:

25.2.1 Ordinary local authority dwelling	384
25.2.2 RSL dwelling	0
25.2.3 Local authority-owned hostel	0
25.2.4 RSL-owned hostel	0
25.2.5 Other hostel	0
25.2.6 Bed and breakfast	0
25.2.7 Women's refuge	0
25.2.8 Private sector lease	0
25.2.9 Other	125

Average length of time in temporary or emergency accommodation (ordinary local authority dwelling) (Indicator 25)	110.60	days
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Average length of time in temporary or emergency accommodation (RSL dwelling) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (local authority- owned hostel) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (RSL-owned hostel) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (other hostel) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (bed and breakfast) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (women's refuge) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (private sector lease) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (other) (Indicator 25)	27.33	days
Average length of time in temporary or emergency accommodation (all types) (Indicator 25)	90.15	days

Percentage of households requiring temporary or emergency accommodation to whom an offer was made and offers refused in the last year by accommodation type (Indicators 26 & 27)

Please state:

26.1 The number of households where the landlord was required to make an offer of temporary or emergency accommodation in the reporting year	682
26.2 The number of offers of temporary or emergency accommodation made in the reporting year by:	
26.2.1 Ordinary local authority dwelling	440
26.2.2 RSL dwelling	0
26.2.3 Local authority-owned hostel	0
26.2.4 RSL-owned hostel	0
26.2.5 Other hostel	0
26.2.6 Bed and breakfast	0
26.2.7 Women's refuge	0

26.2.8 Private sector lease

0

26.2.9 Other

241

27.1 The number of offers of temporary or emergency accommodation refused in the reporting year
by:

27.1.1 Ordinary local authority dwelling

35

27.2.2 RSL dwelling

0

27.2.3 Local authority-owned hostel

0

27.2.4 RSL-owned hostel

0

27.2.5 Other hostel

0

27.2.6 Bed and breakfast

0

27.2.7 Women's refuge

0

27.2.8 Private sector lease

0

27.2.9 Other

110

26.2

681

Percentage of households requiring temporary or emergency accommodation to whom an offer was made (Indicator 26)	99.85	%
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Percentage of offers of temporary or emergency accommodation refused (ordinary local authority dwelling) (Indicator 27)	7.95	%
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Percentage of offers of temporary or emergency accommodation refused (RSL dwelling) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (local authority-owned hostel) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (RSL-owned hostel) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (other hostel) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (bed and breakfast) (Indicator 27)	0.0	%
--	-----	---

Percentage of offers of temporary or emergency accommodation refused (women's refuge) (Indicator 27)	0.0	%
---	-----	---



Percentage of offers of temporary or emergency accommodation refused (private sector lease) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (other) (Indicator 27)	45.64	%
--	-------	---

Percentage of offers of temporary or emergency accommodation refused (all types) (Indicator 27)	21.29	%
--	-------	---

Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

Please state:

28.1 For each placement in temporary or emergency accommodation in the last year, how many households answered the question How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?

254

28.2 Of the households who answered, how many said that they were:

28.2.1 very satisfied

143

28.2.2 fairly satisfied

71

28.2.3 neither satisfied nor dissatisfied

16

28.2.4 fairly dissatisfied

10

28.2.5 very dissatisfied

14

Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

84.25

%



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?" 901

29.2 Of the tenants who answered, how many said that their rent represented:
29.2.1 very good value for money 197

29.2.2 fairly good value for money 643

29.2.3 neither good nor poor value for money 39

29.2.4 fairly poor value for money 16

29.2.5 very poor value for money 6

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	93.23	%
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**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?"

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

33.2.1 very satisfied

33.2.2 fairly satisfied

33.2.3 neither satisfied nor dissatisfied

33.2.4 fairly dissatisfied

33.2.5 very dissatisfied

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	0.0	%
---	-----	---



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

17431442

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

17835287

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	97.74	%
--	-------	---

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

1632129

31.2 The total rent due for the reporting year

18042803

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	9.05	%
--	------	---

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.

32.1 The number of residential properties factored

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

Average annual management fee per factored property (Indicator 32)	£	0.0
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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

18042803

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

206096

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	1.14	%
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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

2.2

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

3433

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

9371958

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

1027096

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

44047

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	4.29	%
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Comments (Getting good value from rents and service charges)

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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

71604

36.2 The total number of pitches

15

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	£	91.8	
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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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