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Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

Staff information, staff turnover and sickness rates (Indicator C1)

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

C1.2 Staff employed by the RSL:

C1.2.1 the number of senior staff

11

C1.1 the name of Chief Executive

Helen Forsyth

C1.2.2 the number of office based staff

50

C1.2.3 the number of care / support staff

7

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

68.0

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

40

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

14.7



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

2.7



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
BHA Enterprise Ltd	Not Registered	Not Charitable	commercial activities, other business activities
Berwickshire Community Renewab	Not Registered	Not Charitable	commercial activities

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

C2.2.1 the name of the parent organisation

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C2.2.2 the address of the parent organisation

--

If connected with another organisation, please state:

Agent employed by the landlord to provide all of its services (Indicator C3)

If an agent is employed by the landlord to provide all its services, please state:

(i) the name of the organisation

(ii) contact details of the organisation

C3.1 The name of organisation	
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C3.2 Contact name:
C3.2.1 title
(Select)

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

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

RSL members (Indicator C4)

Please state:

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

137

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

26

Governing body appointments (Indicator C5)

Please state:

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

8

C5.2 The number of candidates for the vacancies

7

C5.3 The number of vacancies filled

7



Lets

The information you give us here will allow us to build a profile of your lets.

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

190

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

22

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

51

C8.2 The number of lets to housing list applicants

91

C8.3 The number of mutual exchanges

6

C8.4 The number of lets from other sources

6

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

C8.5.1 section 5 referrals

64

C8.5.2 nominations from the local authority

0

C8.5.3 other

0

C8.6 the number of other nominations from local authorities

0

Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state, excluding mutual exchanges:

C9.1 The number of occupancy agreements granted in the reporting year

3

C9.2 The number of short SSTs granted in the reporting year

1

C9.3 The number of SSTs granted in the reporting year

208

Housing lists (Indicator C10)

Please state:

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

Common housing register,Choice based lettings,Mutual exchange scheme

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

1684

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

4347

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

167

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

2598

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

115



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		4		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	5	0	5	0	35	45	44	64.07
2 Apt	232	0	18	19	177	446	444	75.11
3 Apt	547	0	5	225	31	808	808	78.34
4 Apt	465	0	0	16	8	489	488	84.70
5 Apt +	25	0	0	0	0	25	25	92.18
Total SC	1274	0	28	260	251	1813	1809	79.11

Number of lettable non self contained units at year end

2

Number of lettable non self contained bed spaces at year end

8

Average weekly rent charge per bed space for the reporting year

50.99

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	17	336	406	661	286	107	1813
C19.2 The number of non self-contained units	0	0	0	0	0	2	2
C19.2 The number of non self-contained bed spaces	0	0	0	0	0	8	8

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

33

C20.2 have been void for more than six months

7

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.



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

1759

1.1.2 the fieldwork dates of the survey

January 2019

1.1.3 the method(s) of administering the survey

Post
Telephone
Face-to-Face
Online

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

104

1.2.2 fairly satisfied

131

1.2.3 neither satisfied nor dissatisfied

2

1.2.4 fairly dissatisfied

8

1.2.5 very dissatisfied

18

1.2.6 no opinion

2

265

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

88.68

%

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 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)	67	1091	2040	341	14
	(a) Scottish	43	717	1483	281	0
	(b) Other British	24	267	410	39	0
	(c) Irish	0	5	3	0	0
	(d) Gypsy/traveller	0	0	1	0	0
	(e) Polish	0	34	56	11	0
	(f) any other white background	0	68	87	10	14
2.1.2	Mixed or multiple ethnic background	1	0	13	0	0
	Asian, Asian					

	Scottish, Asian British (total)					
	(a) Indian	0	0	1	0	0
	(b) Pakistani	0	0	1	0	0
	(c) Bangladeshi	0	0	1	0	0
	(d) Chinese	0	0	1	0	0
	(e) Any other Asian backgroun d	0	1	7	1	0
2.1.4	Black, Black Scottish, Black British (total)	0	2	22	1	0
	(a) Caribbean	0	0	4	0	0
	(b) African	0	2	17	1	0
	(c) Any other black backgroun d	0	0	1	0	0
2.1.5	Other ethnic backgrou nd	0	1	13	1	0
	(a) Arab, Arab Scottish or Arab British	0	0	4	0	0
	(b) any other group	0	1	9	1	0
2.1.6	Unknown	0	1206	2248	134	0
2.1.7	Total	68	2301	4347	478	14

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	2	397	927	14	1

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?" 253

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed 117

3.2.2 fairly good at keeping them informed 109

3.2.3 neither good nor poor at keeping them informed 11

3.2.4 fairly poor at keeping them informed 10

3.2.5 very poor at keeping them informed 6

253

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	89.33	%
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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?"	244
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	105
6.2.2 fairly satisfied	96
6.2.3 neither satisfied nor dissatisfied	27
6.2.4 fairly dissatisfied	8
6.2.5 very dissatisfied	8
	244

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	82.38	%
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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 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 2015

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

April 2020

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

100

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

In 2018 BHA appointed GEP Environmental Ltd to carry out surveys with regards compliance with the EESSH criteria, at the same time they have also carried out stock surveys to our worst rated properties. BHA have used this information to devise planned maintenance programmes to address any properties requiring improvements. The information from the surveys has also formed part of our 3 year planned and cyclical programmes for the forthcoming years as well as ensuring we are still achieving the SHQS standards to our properties. It is our intention to carry out a full stock condition survey in 2020 to assist in developing a 5 year programme of works as well as ensuring we are compliant with EESSH by the deadline and the changes to the fire detection regulations for Scotland due by Feb 2021.

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	1811	1863
C25.2 Self-contained stock exempt from SHQS	166	80
C25.3 Self-contained stock in abeyance from SHQS	6	6
C25.4.1 Self-contained stock failing SHQS for one criterion	5	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	5	0
C25.5 Stock meeting the SHQS	1634	1777

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

Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0



East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0
North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	1634	1777
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0

Totals	1634	1777
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**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	5	0
C26.3 Because they were not energy efficient	0	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.	<p>It was hoped that BHA could have completed the works to the 5 properties highlighted on last years submission but this has not been possible for a number of reasons. We have now procured a contractor via the Scottish Procurement Alliance and have a solution which involves structural external wall insulation panels. We still continue to consult with the owner occupier also affected by this and are liaising with Changeworks for possible funding streams available to them. Assuming planning and building warrant applications are approved we anticipate completion in the</p>	



	summer this year.	
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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?

100

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

78

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

BHA appointed Everwarm to carry out works to upgrade properties from electric storage heating to air source heat pumps. Our specification for heat pumps is using a Daiken heat pump unit which due to the high demand for this product it was in short supply at wholesalers in the UK. Working closely with Daiken we were able to implement a solution for this but we were delayed approximately 2 months with our installation programme. We were also delayed in completing our window replacement programme during the reporting year, this was for various reasons outwith our control but have started on site in April 2019 to ensure we are able to get back on target.

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

95

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

BHA are to complete 52 new build properties during 2019 which will increase our stock profile. We will also have addressed the 5 properties which are currently failing the standard due to structural defects, this work is currently scheduled to take place during the summer months with planning and building warrant applications already submitted. We also continue to address our properties with exemptions and abeyances and are underway installing air source heat pumps with thermal battery storage systems to address the hard to treat properties and those suffering from fuel poverty.

BHA are also continuing to look at property layouts to some of our stock to determine if they meet the needs of the modern day family life. This may allow us to increase the sizes of some kitchens to allow us to achieve the standard where it is not technically possible to do so using the current layout.

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

166

C28.1.2 The range of elements not met

C Energy Efficiency: 34b Efficient central heating,C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets,D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space

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

(b) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building,(c) Work could be done but the costs would be disproportionate

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

BHA continue to work with our energy efficiency consultants, warm homes fund and Changeworks to deliver renewable technologies in our rural communities where all properties are off the gas grid. We have also commenced installing 149 thermal heat batteries to assist our customers in reducing their fuel bills due to less reliance on the national grid. Working with these partners as well as our installing contractor Everwarm it is envisaged that we will drastically reduce the number of exemptions by the December 2020 EESSH deadline. For stock requiring exemptions for modern facilities and services this is due to the fact that the kitchens in this criteria are too small to technically deliver the standard. We continue to look to address where possible by altering the structural layout of the property to suit the family living environment.

**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

6

C28.2.2 The range of elements not met

C Energy Efficiency: 34b Efficient central heating,C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 37 A-C Kitchen Condition

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

(a) Work cannot be done because the tenants objects

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

During 2018/19 we managed to engage with several of our customers where previously they had refused work and therefore classed as abeyances. During the forthcoming year we will continue to work closely with the remaining customers who fall into this category and have already successfully carried out surveys with a view to completing the works in the forthcoming financial year. Should any of these properties become vacant we will also undertake this work.

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	67	205915	130	654600
C29.3 Because they were/are not energy efficient	309	516996	188	944073
C29.4 Because they did/do not have modern facilities and services	184	503252	121	376500
C29.5 Because they were/are not healthy, safe and secure	70	115467	498	187206
C29.6 The total number of properties improved	610	1341630	800	2162379
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

1811

7.1.2 projected to the end of the next reporting year

1863

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

1634

7.2.2 projected to the end of the next reporting year

1777

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	90.23	%
--	-------	---

Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	95.38	%
---	-------	---

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)

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

1811

8.1.2 projected to the end of the next reporting year

1863

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

1661

8.2.2 projected to the end of the next reporting year

1780

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)	91.72	%
--	-------	---

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)	95.54	%
--	-------	---

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?"

123

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

9.2.1 very satisfied

47

9.2.2 fairly satisfied

49

9.2.3 neither satisfied nor dissatisfied

17

9.2.4 fairly dissatisfied

6

9.2.5 very dissatisfied

4

123

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)	78.05	%
---	-------	---

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?"

261

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

10.2.1 very satisfied

89

10.2.2 fairly satisfied

136

10.2.3 neither satisfied nor dissatisfied

6

10.2.4 fairly dissatisfied

16

10.2.5 very dissatisfied

14

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

86.21

%



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

5390.0

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

1764

Average number of reactive repairs completed per occupied property (Indicator C13)	3.06	
---	------	--

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

652

11.2 The total number of hours taken to complete emergency repairs

4141

Average length of time taken to complete emergency repairs (Indicator 11)	6.35	hours
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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

4738

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

39453

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

8.33

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

4685

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

4738

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	98.88	%
--	-------	---

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

2392

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

2261

Percentage of repairs appointments kept (Indicator 14)

94.52

%

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

1137

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

1137

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?"

815

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

16.2.1 very satisfied

620

16.2.2 fairly satisfied

85

16.2.3 neither satisfied nor dissatisfied

58

16.2.4 fairly dissatisfied

11

16.2.5 very dissatisfied

41

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)



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	6	N/a	7	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	6	100.0	7	100.0

4.2.4 Complaints upheld by the landlord in the reporting year	5	83.33	1	14.29
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	6	100.0	7	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	6	N/a	7	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	6	100.0	7	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	5	83.33	1	14.29
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	6	100.0	7	100.0

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)	100.0	%
---	-------	---

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)	83.33	%
--	-------	---

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)	14.29	%
--	-------	---

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

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

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

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

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?"	250
17.2 Of the tenants who answered, how many said that they were:	
17.2.1 very satisfied	94
17.2.2 fairly satisfied	119
17.2.3 neither satisfied nor dissatisfied	17
17.2.4 fairly dissatisfied	6
17.2.5 very dissatisfied	14

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	85.20	%
---	-------	---

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

Please state:

18.1 The number of tenancy offers made during the reporting year

394

18.2 The number of tenancy offers that were refused

169

Percentage of tenancy offers refused during the year (Indicator 18)	42.89	%
--	-------	---

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

19

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

14

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

12

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	63.16	%
---	-------	---

63.16

%

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

15

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

1

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)	6.67	%
---	------	---

6.67

%

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

0.0

%

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

0.0

%

Percentage of the court actions initiated which resulted in eviction (Indicator 24)	6.67	%
--	------	---

6.67

%

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

4

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

39

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

7

Comments (Neighbourhood & community)

Indicator 19: Note that 3 open cases at end of year were received Feb and March therefore, whilst not resolved they are still within target currently. 1 further case is within the 6 month target and also remains open. This cannot be shown in ARC fields.



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

212

Percentage of lettable houses that became vacant in the last year (Indicator 21)	11.72	%
---	-------	---

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

181

35.2 The total number of calendar days properties were empty

3212

Average time to re-let properties in the last year (Indicator 35)	17.75	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 53

22.2 The number of approved applications completed between start and end of the reporting year 32

23.1 The total number of days taken to complete approved applications 9124

23.2 The number of medical adaptations completed in the reporting year 34

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	60.38	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	285.12	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

35

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

53

20.1.3 applicants from your organisation's housing list

87

20.1.4 nominations from local authority

0

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

35

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

49

20.2.3 applicants from your organisation's housing list

75

20.2.4 nominations from local authority

0

20.2.5 others

0

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)	92.45	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	86.21	%
---	-------	---

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

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

Comments (Access to housing and support)

With reference to Indicator 20, of the 16 tenants who did not sustain for more than one year there was 1 x death and 4 x transfers



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?"

251

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

29.2.1 very good value for money

87

29.2.2 fairly good value for money

128

29.2.3 neither good nor poor value for money

12

29.2.4 fairly poor value for money

10

29.2.5 very poor value for money

14

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	85.66	%
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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

7253601

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

7288604

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	99.52	%
--	-------	---

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

173294

31.2 The total rent due for the reporting year

7423738

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	2.33	%
--	------	---

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

67

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

25586

Average annual management fee per factored property (Indicator 32)	£	381.88	
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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

7423738.0

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

113984

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	1.54	%
---	------	---



Rent increase (Indicator C21)

Please state:

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

3

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

890

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

2679409

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

99662

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

18676

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	18.74	%
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Comments (Getting good value from rents and service charges)

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	%
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Comments (Other customers)

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