



**Landlord name:** Southside Housing Association Ltd

**RSL Reg. No.:** 186

**Report generated date:** 30/05/2023 08:42:18

**Approval**

A1.1	Date approved	25/05/2023
A1.2	Approver	Paul McVey
A1.3	Approver job title	Chief Executive Officer
A1.4	Comments (Approval)	
Approved		



Comments (Submission)

Approved at Management Committee meeting dated 25th May 2023



## Social landlord contextual information

### Staff

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

C1.1	the name of Chief Executive	Mr. Paul McVey
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.81
C1.2.2	the number of office based staff	58.70
C1.2.3	the number of care / support staff	1.91
C1.2.4	the number of concierge staff	26.00
C1.2.5	the number of direct labour staff	3.17
C1.2.6	the total number of staff	94.59
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	20.80%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	21.88%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.40%

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

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	178
C3.2	The number of 'supported housing' lets during the reporting year	14
Indicator C3		192



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	36
C2.2	The number of lets to housing list applicants	63
C2.3	The number of mutual exchanges	2
C2.4	The number of lets from other sources	22
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	68
C2.5.2	nominations from the local authority	3
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	192

## Annual Return on the Charter (ARC) 2022-2023

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

Increase in general needs let - new build development and rehab programmes have contributed towards this.

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

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	948
1.1.2	the fieldwork dates of the survey	03/2023
1.1.3	The method(s) of administering the survey: Post	<input checked="" type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	400
1.2.2	fairly satisfied	398
1.2.3	neither satisfied nor dissatisfied	64
1.2.4	fairly dissatisfied	50
1.2.5	very dissatisfied	31
1.2.6	no opinion	5
1.2.7	Total	948

Indicator 1	84.18%
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## Annual Return on the Charter (ARC) 2022-2023

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

Updated Tenant Satisfaction Survey early 2023 - with 948 tenants surveyed.





## The customer / landlord relationship

### Communication

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

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	948
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	460
2.2.2	fairly good at keeping them informed	424
2.2.3	neither good nor poor at keeping them informed	37
2.2.4	fairly poor at keeping them informed	16
2.2.5	very poor at keeping them informed	11
2.2.6	Total	948

	Indicator 2	93.25%
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## Participation

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

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	948
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	508
5.2.2	fairly satisfied	423
5.2.3	neither satisfied nor dissatisfied	10
5.2.4	fairly dissatisfied	4
5.2.5	very dissatisfied	3
5.2.6	Total	948

	Indicator 5	98.21%
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## Annual Return on the Charter (ARC) 2022-2023

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

New survey carried out in 2023



## Housing quality and maintenance

### Quality of housing

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

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	12/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	60.20
C8.3	The date of your next scheduled stock condition survey or assessment	12/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	50.00
C8.5	Comments on method of assessing SHQS compliance.	

The Association carried out a full Stock Condition Survey in 2019-2020 to identify compliance with Scottish Housing Quality Standards and Energy Efficiency standard. The Association's Stock Condition database details the condition and life expectancy of each element as it relates to Scottish Housing Quality Standards. This information is built up from the Stock Condition Surveys, surveys carried out by the Association staff during void or pre-contract inspections and life cycle/planned maintenance validation surveys.

The Association further commissioned a desk top review of the existing stock condition information in February 2023 to identify 100% accuracy to comply with new changes made in Scottish Housing Quality Standard in 2020.

The Association has short, medium and longer term investment programmes to improve the properties which do not meet current Scottish Housing Quality Standard.

The Association will conduct a stock condition survey in 2024- 25 on the basis of a 50% stock survey, however it is likely that the final stock % shall be agreed nearer the time to ensure a robust representation of stock performance.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,165	2,287
C9.2	Self-contained stock exempt from SHQS	105	14
C9.3	Self-contained stock in abeyance from SHQS	39	0
C9.4.1	Self-contained stock failing SHQS for one criterion	202	228
C9.4.2	Self-contained stock failing SHQS for two or more criteria	358	0
C9.4.3	Total self-contained stock failing SHQS	560	228
C9.5	Stock meeting the SHQS	1,461	2,045

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
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	1,461	2,045
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,461	2,045

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,165
6.1.2	projected to the end of the next reporting year	2,287
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,461
6.2.2	projected to the end of the next reporting year	2,045

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	67.48%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	89.42%





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

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	948
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	316
7.2.2	fairly satisfied	414
7.2.3	neither satisfied nor dissatisfied	130
7.2.4	fairly dissatisfied	61
7.2.5	very dissatisfied	27
7.3	Total	948

	Indicator 7	77.00%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	2,917
8.2	The total number of hours taken to complete emergency repairs	10,312

Indicator 8		3.54
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	4,276
9.2	The total number of working days taken to complete non-emergency repairs	36,446

Indicator 9		8.52
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)
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10.1	The number of reactive repairs completed right first time during the reporting year	3,020
10.2	The total number of reactive repairs completed during the reporting year	4,276

	Indicator 10	70.63%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

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

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

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	948
	12.2 Of the tenants who answered, how many said that they were:	483
12.2.1	very satisfied	
12.2.2	fairly satisfied	190
12.2.3	neither satisfied nor dissatisfied	76
12.2.4	fairly dissatisfied	105
12.2.5	very dissatisfied	94
12.2.6	Total	948

	Indicator 12	70.99%
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## Annual Return on the Charter (ARC) 2022-2023

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

During COVID and beyond there have been problems with our main reactive and voids maintenance contractor, which was reported to SHR. While we are continuing to work with the existing contractor we are currently engaged in a robust procurement process involving a range of contractors across our stock and splitting reactive repairs from voids from out of hours and on a neighbourhood basis. This is expected to go live in September 2023.

We understand the drop in satisfaction and are confident that the plans in place will need to an improved service delivery.

We have had an increase in EICR non-compliance which is largely due to our contractor failing and withdrawing from our contract. We have procured a new contractor who is making inroads in dealing with this work and due to the volume will utilise other electrical contractors to ensure we attain compliance.



## Neighbourhood & community

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

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

	1st stage	2nd stage
Complaints received in the reporting year	175	56
Complaints carried forward from previous reporting year	4	1
All complaints received and carried forward	179	57
Number of complaints responded to in full by the landlord in the reporting year	174	55
Time taken in working days to provide a full response	985	982

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	97.21%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	96.49%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.66
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.85





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

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	948
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	457
13.2.2	fairly satisfied	420
13.2.3	neither satisfied nor dissatisfied	51
13.2.4	fairly dissatisfied	13
13.2.5	very dissatisfied	7
13.2.6	Total	948

	Indicator 13	92.51%
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## Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	316
14.2	The number of tenancy offers that were refused	95

Indicator 14		30.06%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	203
15.2	Of those at 15.1, the number of cases resolved in the last year	202

	Indicator 15	99.51%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	16
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## Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	4
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	25.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	25.00%

## Annual Return on the Charter (ARC) 2022-2023

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

Notable improvement in level of refusals.



## Access to housing and support

### Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	2,105
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	144

Indicator 17		6.84%
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Number of households currently waiting for adaptations to their home (Indicator 19)
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	70
19.2	The number of approved applications completed between the start and end of the reporting year	49
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	21
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

	Indicator 19	21
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## Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£71,537
20.2	The cost (£) that was grant funded	£86,179
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£157,716
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	8,989
21.2	The total number of adaptations completed during the reporting year.	88

		Indicator 21	102.15
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	69
23.2	The total number of individual homeless households referrals received under other referral routes.	25
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	94
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	69
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	25
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	94
23.7	The total number of accepted offers.	93

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	98.94%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	147
30.2	The total number of calendar days properties were empty	8,800

Indicator 30		59.86
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	28
16.1.2	applicants who were assessed as statutory homeless by the local authority	72
16.1.3	applicants from your organisation's housing list	32
16.1.4	nominations from local authority	14
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	28
16.2.2	applicants who were assessed as statutory homeless by the local authority	66
16.2.3	applicants from your organisation's housing list	29
16.2.4	nominations from local authority	9
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	91.67%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	90.62%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	64.29%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

## Annual Return on the Charter (ARC) 2022-2023

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

There have been real improvements in our response to rehousing homeless households and also tenancy sustainment - which has been the result of a concerted effort by our staff and Glasgow HSCP. The relet time is largely down to poor contractor performance and the need to use other contractors as a result. However, added to this our own processes have been reviewed recently to ensure that we manage void performance more successfully from notice of termination through to date of entry.

**Getting good value from rents and service charges****Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£9,724,043
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£9,747,223

Indicator 26		99.76%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£716,648
27.2	The total rent due for the reporting year	£9,852,601

Indicator 27		7.27%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	947
28.2	The total value of management fees invoiced to factored owners in the reporting year	£150,759

Indicator 28		£159.20
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## Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£9,852,601
18.2	The total amount of rent lost through properties being empty during the reporting year	£105,377

Indicator 18		1.07%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,514
C6.2	The value of direct housing cost payments received during the reporting year	£6,295,933



## Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£174,885
C7.2	The total value of former tenant arrears written off at year end	£69,961

	Indicator C7	40.00%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	948
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	234
25.2.2	fairly good value for money	410
25.2.3	neither good nor poor value for money	208
25.2.4	fairly poor value for money	63
25.2.5	very poor value for money	33
25.3	Total	948

Indicator 25	67.93%
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## Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	301
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	118
29.2.2	fairly satisfied	109
29.2.3	neither satisfied nor dissatisfied	31
29.2.4	fairly dissatisfied	28
29.2.5	very dissatisfied	15
29.3	Total	301

	Indicator 29	75.42%
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## Annual Return on the Charter (ARC) 2022-2023

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

Value for Money deterioration noted in recent TSS - significant investment due in forthcoming years to key elements of properties which should improve VFM perception.  
Increase in rent arrears will be a focus moving forward and result in changes to our approach to rent management.





**Other customers**

**Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)
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32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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## Annual Return on the Charter (ARC) 2022-2023

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