

Table Of Contents

1. Social landlord contextual information
2. Staff information, staff turnover and sickness rates (Indicator C1)
3. Governance
4. Parent, subsidiary and other connected organisations (Indicator C2)
5. Agent employed by the landlord to provide all of its services (Indicator C3)
6. RSL members (Indicator C4)
7. Governing body appointments (Indicator C5)
8. Lets
9. Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)
10. The number of lets during the reporting year by source of let (Indicator C8)
11. Types of tenancies granted for lets during the reporting year (Indicator C9)
12. Housing lists (Indicator C10)
13. Stock
14. The landlord's wholly owned stock (Indicator C14)
15. Stock by house types, apartment sizes and average weekly rents (Indicator C17)
16. The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)
17. The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)
18. Development programme – New units and value (excluding Scottish Government funded developments) (Indicator C32)

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

38. Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)
39. Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)
40. Percentage of tenants satisfied with the quality of their home (Indicator 10)
41. Repairs, Maintenance & Improvements
42. Average number of reactive repairs completed per occupied property (Indicator C13)
43. Average length of time taken to complete emergency repairs (Indicator 11)
44. Average length of time taken to complete non-emergency repairs (Indicator 12)
45. Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)
46. Percentage of repairs appointments kept (Indicator 14)
47. Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)
48. Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)
49. Comments (Housing quality and maintenance)
50. Neighbourhood and Community
51. Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes
52. Percentage of 1st and 2nd stage complaints resolved by the landlord (Indicators 4 & 5)
53. Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)
54. Percentage of tenancy offers refused during the year (Indicator 18)
55. Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)
56. Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

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

77. The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)
78. Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)
79. Comments (Getting good value from rents and service charges)
80. Other Customers
81. Gypsies/travellers – Average weekly rent per pitch (Indicator 36)
82. For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37)
83. Comments (Other customers)



Social landlord contextual information

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

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

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

C1.2 Staff employed by the RSL:

C1.2.1 the number of senior staff

5

C1.1 the name of Chief Executive

PATRICK Mc GRATH

C1.2.2 the number of office based staff

55

C1.2.3 the number of care / support staff

6

C1.2.4 the number of concierge staff

20

C1.2.5 the number of direct labour staff

1

C1.2.6 the total number of staff

87.0

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

20

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

8



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

3.37



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
SFARS	Not Registered	Not Charitable	factoring services

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

C2.2.1 the name of the parent organisation

--

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	
-------------------------------	--

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

264

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

48

Governing body appointments (Indicator C5)

Please state:

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

6

C5.2 The number of candidates for the vacancies

4

C5.3 The number of vacancies filled

4



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:

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

232

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

25

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

71

C8.2 The number of lets to housing list applicants

102

C8.3 The number of mutual exchanges

4

C8.4 The number of lets from other sources

15

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

C8.5.1 section 5 referrals

69

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:

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

14

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

243

Housing lists (Indicator C10)

Please state:

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

Your own housing list, Mutual exchange scheme

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

799

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

2196

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

310

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

392



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		192		0	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	0	0

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only. For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	0	0	33	0	82	115	81	64.07
2 Apt	13	364	349	0	234	960	949	76.85
3 Apt	5	297	195	17	21	535	533	83.53
4 Apt	12	205	99	0	227	543	398	91.56
5 Apt +	14	0	18	0	4	36	36	92.88
Total SC	44	866	694	17	568	2189	1997	81.34

Number of lettable non self contained units at year end

5

Number of lettable non self contained bed spaces at year end

14

Average weekly rent charge per bed space for the reporting year

76.02

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	324	0	266	1263	204	132	2189
C19.2 The number of non self-contained units	1	0	2	0	1	1	5
C19.2 The number of non self-contained bed spaces	3	0	4	0	5	2	14

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

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.

Indicator C1 - The staff turnover is 6% and this relates to six members of staff leaving the Association. Three of these staff were on long term sick leave.

During last year the Association recruited a mobile team within the concierge team. There were a number of permanent full time posts created throughout the year - Repairs Assistant, I.T. Officer, Snr Finance Officer as well as a number of temporary positions including Maintenance Officer, Service Contracts Assistant, Housing Assistant (Rents) and a Elderly Care Support Worker.

Indicator C7 - The increase in lets from the previous year takes into account 29 new builds at Manse Brae; and privately acquired stock utilising grant funding from GCC and the return of long term decant properties at Moss Heights Avenue.

Indicator C8 - Over and above our 26.4% statutory homeless "Section 5" lets, we also have an additional 32 homeless lets from our waiting list. These 32 lets (12.2%) are applicants who have presented as homeless to Glasgow City Council's Casework Team and have been accepted as statutory homeless. The Association has rehoused these particular applicants prior to receiving a Section 5 Referral and we are therefore pre-empting the referral and preventing homelessness in the City. We rehoused a further 14 homeless applicants within our Saffron project and at our complex at Queen Mary Avenue and these homeless applicants do not come through the Section 5 Referral system.

- Saffron Project - this is a project that supports 16-25 year old homeless BME applicants. The referrals is received through Social Work Services.
- Queen Mary Avenue - this complex re-houses single homeless women previously housed within Inglefield Street Hostel. New re-lets come through Social Work Services.

Therefore, overall 44% of our lets are allocated to homeless applicants.

Indicator C10.2 - Increase in new applicants is reflective of improved web access and availability of new build properties.

Indicator C17 - Overall stock increased by 88 This includes

- +29 new builds at Manse Brae,
- +6 shared owners properties purchased,
- +12 purchases from owners as part of demolition/clearance strategy,
- +45 private acquisitions,
- -4 right to buys.

Indicator C17 - The Association carried out a major rent restructure during 2014/15 and this will be reflected in next year's figures.

C32 - this section does not apply to Southside H.A.



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

800

1.1.2 the fieldwork dates of the survey

February 2014

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

452

1.2.2 fairly satisfied

253

1.2.3 neither satisfied nor dissatisfied

47

1.2.4 fairly dissatisfied

26

1.2.5 very dissatisfied

18



1.2.6 no opinion

4

800

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

88.12

%

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 Association commissioned Research Resource to carry out a Tenant Satisfaction survey on our behalf. A total of 800 face-to-face interviews were carried out with tenants in order to assess satisfaction with the Association and the services we provide. Interviews took place between the 13th January and the 28th February 2014. In addition to the tenant survey a total of 275 of the Association's factored owners were interviewed on a face to face basis and all of the Association's non-resident owners were invited to participate in a postal survey.



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)	77	1125	682	150	9
	(a) Scottish	76	1071	610	143	9
	(b) Other British	0	11	11	0	0
	(c) Irish	1	10	5	1	0
	(d) Gypsy/traveller	0	0	1	0	0
	(e) Polish	0	10	29	5	0
	(f) any other white background	0	23	26	1	0
2.1.2	Mixed or multiple ethnic background	0	5	9	2	0
	Asian, Asian					

	Scottish, Asian British (total)					
	(a) Indian	3	14	6	1	1
	(b) Pakistani	5	127	141	21	2
	(c) Bangladeshi	0	3	5	0	0
	(d) Chinese	0	3	5	4	0
	(e) Any other Asian background	1	26	37	5	1
2.1.4	Black, Black Scottish, Black British (total)	1	38	44	14	0
	(a) Caribbean	0	1	1	0	0
	(b) African	1	34	27	13	0
	(c) Any other black background	0	3	16	1	0
2.1.5	Other ethnic background	0	21	30	8	0
	(a) Arab, Arab Scottish or Arab British	0	6	19	4	0
	(b) any other group	0	15	11	4	0
2.1.6	Unknown	0	278	1237	52	0
2.1.7	Total	87	1640	2196	257	13

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	0	73	132	19	0

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

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 "How many tenants answered the question How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"

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

3.2.2 fairly good at keeping them informed

3.2.3 neither good nor poor at keeping them informed

3.2.4 fairly poor at keeping them informed

3.2.5 very poor at keeping them informed

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	90.75	%
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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?" 800

6.2 Of the tenants who answered, how many said that they were:
6.2.1 very satisfied 421

6.2.2 fairly satisfied 271

6.2.3 neither satisfied nor dissatisfied 90

6.2.4 fairly dissatisfied 12

6.2.5 very dissatisfied 6

800

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	86.50	%
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Comments (The customer / landlord relationship)

The Association commissioned Research Resource to carry out a Tenant Satisfaction survey on our behalf. A total of 800 face-to-face interviews were carried out with tenants in order to assess satisfaction with the Association and

the services we provide. Interviews took place between the 13th January and the 28th February 2014.

In addition to the tenant survey a total of 275 of the Association's factored owners were interviewed on a face to face basis and all of the Association's non-resident owners were invited to participate in a postal survey.

Indicator 2 Ethnic Origins - There are some differences in our ethnic information in relation to tenants from last year's submission. There had been some data management issues in the past in relation to this indicator and we have worked to improve the system information to provide more accurate data for this year's submission.



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 allow us to monitor the quality of the housing your organisation gives its tenants.

**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

November 2014

C24.2 What percentage of stock did your organisation fully assess for compliance between 1 April 2011 to 31 March 2015?

85.5

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

November 2019

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

The Association's SHQS 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, void or pre-contract inspections and life cycle/planned maintenance validation surveys.

The Association carried out a full Stock Condition Survey in November 2014 to identify the 100% accuracy to comply with Scottish Housing Quality Standards. This survey covered 800 properties.

A robust and accurate cloning has only taken place where properties are identified in similar age, construction type and date of construction. Additional surveys are carried out by the Association staff, where indicators show a fail or potential fail.

The current SHQS failure rate at 31st March 2015 is 21% of all our stock. This figure may appear high but it includes 272 properties held for demolition and 83 properties under the category of Exemptions/Abeyances. Without the demolition stock, the overall failure rate is 8%.

83 properties were part of the GHA stock transfer and originally it was expected that these properties would be passing SHQS, however our recent stock survey identified SHQS failures in these particular properties. We have a programme for the 81 GHA properties to complete all the outstanding work by 31st July 2015.

There are also an additional 13 properties that the Association were unable to complete the work by 31st March 2015 due to several tenant no accesses. These will also be completed by 31st July 2015.

Phase 1 of the demolition programme is due to complete in July 2015, which will include demolition of 100 properties. Phase 2 will include demolition of further 100 properties which is due in 2016/17. Phase 3 is anticipated to be demolished in 2017/18. There is the possibility that this demolition programme could be accelerated dependant on progress with the new build in Phase 1 area.

The Association has short, medium and long term investment programmes to improve 83 properties which falls under the exemptions and abeyances criteria.

- 41 properties out of 83 are new private acquisitions acquired by the Association at the end of March 2015. The association acquired these to support Glasgow City Council's Tenement Improvement Programme. The majority of these properties will meet SHQS by September 2015. There are a few properties which have owners as the majority and require major refurbishment works which will take place in the longer term in order to achieve SHQS.
- The remaining 42 properties are where the Association has limited control over the common works as owner occupiers are in the majority within these properties. For example, 90 Kenmure Street - the Association is in discussion with Glasgow City Council (DRS) regarding Tenemental Improvement Programme for this close.

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	2189	2157
C25.2 Self-contained stock exempt from SHQS	1	1
C25.3 Self-contained stock in abeyance from SHQS	82	40
C25.4.1 Self-contained stock failing SHQS for one criterion	94	0
C25.4.2 Self-contained stock failing SHQS for two or more criteria	272	172
C25.4.3 Total self-contained stock failing SHQS	366	172
C25.5 Stock meeting the SHQS	1740	1944

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	1740	1944
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	1740	1944

**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 in 2015?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	282	172
C26.2 Because they were in serious disrepair	350	172
C26.3 Because they were not energy efficient	295	172
C26.4 Because they did not have modern facilities and services	76	16
C26.5 Because they were not healthy, safe and secure	46	16

**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?

271

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

247

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

163 properties were failing under hot and cold water tank insulation. We carried out additional surveys and we found that there was cork insulation present inside the tanks. Our surveyor then passed the energy efficiency of this stock.

24 kitchens and bathrooms were in good condition and we re-surveyed the properties again and these kitchens and bathrooms are not failing the SHQS criteria.

The original survey was based on the cloning of the data but we re-surveyed these properties and identified these as passing SHQS.

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

137

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

The Association will demolish 100 properties during 2015 and carry out the necessary work in the remaining 137 properties to bring up to SHQS standard.

The reason for not meeting SHQS by 31st March 2015 for the 137 properties was due to the following:

- 41 new acquisitions - these were only acquired towards the end of March 2015.
- 13 properties delayed due to no access
- 83 properties within new stock condition survey identified SHQS failure.

The main issues regarding failure are:

- 11 new bathrooms (due to complete by 31st July 2015).
- additional kitchen sockets to be installed
- mechanical ventilation in kitchens and bathrooms

It must be recognised that the failure rate appears high due to the Demolition stock. There is also a discussion between the Association and the surveyors on the interpretation of some elements of this survey, particularly around the issue of Mechanical Ventilation in kitchen and bathrooms and the additional sockets. It is hoped that this will be resolved by 31st July 2015.

The Association's maintenance officers will also re-survey these properties to identify if this work is required to meet SHQS standard. It should be noted that the surveyor used cloned information within the survey, therefore this is the reason that maintenance staff will be carrying out additional surveys to ensure that we have accurate information in relation to SHQS compliance.

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

1

C28.1.2 The range of elements not met

D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements, 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

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

The Association is seeking technical advice from a consultant architect to alter the layout of the property.

**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

82

C28.2.2 The range of elements not met

B Free from Serious Disrepair: 20 Rainwater goods (gutters and downpipes), B Free from Serious Disrepair: 21 External wall finish, B Free from Serious Disrepair: 28 Windows & doors of individual dwellings, B Free from Serious Disrepair: 29 Common windows and common roof lights, C Energy Efficiency: 31 Cavity wall insulation, C Energy Efficiency: 34b Efficient central heating, D Modern Facilities and Services: 36 A-D Bathroom Condition, D Modern Facilities and Services: 37 A-C Kitchen Condition, D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements, D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets, D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space, E Healthy, Safe & Secure: 42 Mechanical ventilation in kitchen and bathroom, E Healthy, Safe & Secure: 45 Safe electrical system, E Healthy, Safe & Secure: 55 Common external front and rear access doors in a good state of repair (flats only)

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

(b) Work cannot be done because owners object to common repairs, (c) Any other reasons

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

These are common blocks where the Association owns one or two properties. The Association has no control over the common works because of third party factoring.

The Association acquired a number of unimproved tenemental properties financed by Glasgow City Council (DRS). A short, medium and long term strategy is being developed to identify both internal and external works.

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	15	15120	48	70038
C29.3 Because they were/are not energy efficient	174	8000	0	0
C29.4 Because they did/do not have modern facilities and services	58	51300	60	61943
C29.5 Because they were/are not healthy, safe and secure	0	0	29	4928
C29.6 The total number of properties improved	247	74420	137	136909
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	100	400000

**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

2189

7.1.2 projected to the end of the next reporting year

2157

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

1740

7.2.2 projected to the end of the next reporting year

1944

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	79.49	%
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Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	90.13	%
---	-------	---

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

2189

8.1.2 projected to the end of the next reporting year

2157

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

1690

8.2.2 projected to the end of the next reporting year

1758

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)	77.20	%
--	-------	---

77.20

%

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)	81.50	%
--	-------	---

81.50

%

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?"

55

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

9.2.1 very satisfied

34

9.2.2 fairly satisfied

11

9.2.3 neither satisfied nor dissatisfied

4

9.2.4 fairly dissatisfied

3

9.2.5 very dissatisfied

1

53

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

81.82

%

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?"

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

10.2.2 fairly satisfied

10.2.3 neither satisfied nor dissatisfied

10.2.4 fairly dissatisfied

10.2.5 very dissatisfied

Percentage of tenants satisfied with the quality of their home (Indicator 10)	76.25	%
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Repairs, Maintenance & Improvements

The information you give us here will tell us about 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

7292.0

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

1997

Average number of reactive repairs completed per occupied property (Indicator C13)	3.65	
---	------	--

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

1114

11.2 The total number of hours taken to complete emergency repairs

1989

Average length of time taken to complete emergency repairs (Indicator 11)	1.79	hours
--	------	-------

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

Non-emergency repairs are reactive repairs that are not categorised as emergency.

Please state:

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

6178

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

26025

Average length of time taken to complete non-emergency repairs (Indicator 12)	4.21	days
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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

4366

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

4838

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	90.24	%
--	-------	---

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	6005
---	------

14.3 The number of reactive repair appointments kept in the reporting year	5714
--	------

Percentage of repairs appointments kept (Indicator 14)	95.15	%
---	-------	---

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

882

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

881

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	99.89	%
---	-------	---

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

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?"

700

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

16.2.1 very satisfied

572

16.2.2 fairly satisfied

58

16.2.3 neither satisfied nor dissatisfied

36

16.2.4 fairly dissatisfied

7

16.2.5 very dissatisfied

21

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)	90.00	%
--	-------	---

Comments (Housing quality and maintenance)

The annual gas safety inspections failed to achieve 100% by inspecting 881 out of 882 properties. This was due to several no access attempts on the one property as the tenant was out of the country. Legal action had commenced but we did gain access before the case was called at court, but was outwith the timescales. Indicator 11 - last year's repairs reporting figures only included repairs carried out by our main maintenance contractor and not all of our contractors. This was an error in last year's submission which has been corrected this year and accounts for the difference in the repairs figures reported which are far greater this year.



Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.



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

The information you give us here will tell us about the neighbourhoods and communities you manage.

**Percentage of 1st and 2nd stage complaints resolved by the landlord
(Indicators 4 & 5)**

Equalities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	0	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	0	0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	52	N/a	33	N/a
Carried forward from the previous reporting year	0	N/a	1	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	52	100.0	34	100.0

4.2.4 Complaints upheld by the landlord in the reporting year	30	57.69	17	50.00
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	44	84.62	31	91.18

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	52	N/a	33	N/a
Carried forward from the previous reporting year	0	N/a	1	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	52	100.0	34	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	30	57.69	17	50.00
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	44	84.62	31	91.18

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



4 & 5)		
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Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	57.69	%
--	-------	---

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)	50.00	%
--	-------	---

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)	84.62	%
---	-------	---



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)	91.18	%
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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?"

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

17.2.2 fairly satisfied

17.2.3 neither satisfied nor dissatisfied

17.2.4 fairly dissatisfied

17.2.5 very dissatisfied

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	91.25	%
--	-------	---

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

Please state:

18.1 The number of tenancy offers made during the reporting year

384

18.2 The number of tenancy offers that were refused

145

Percentage of tenancy offers refused during the year (Indicator 18)	37.76	%
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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

268

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

247

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

223

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

83.21

%

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

16

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

9

24.2.2 because of anti-social behaviour

1

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)

56.25

%

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

6.25

%

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

0.0

%

Percentage of the court actions initiated which resulted in eviction (Indicator 24)	62.50	%
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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

16

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

86

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

12

Comments (Neighbourhood & community)

The Association anticipates satisfaction rates will increase as tenants are re-housed from our demolition/clearance area and this will hopefully be reflected in the next major tenants survey.



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

257

Percentage of lettable houses that became vacant in the last year (Indicator 21)	12.87	%
---	-------	---

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

223

35.2 The total number of calendar days properties were empty

2919

Average time to re-let properties in the last year (Indicator 35)	13.09	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)

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	70
22.2 The number of approved applications completed between start and end of the reporting year	55
23.1 The total number of days taken to complete approved applications	4827
23.2 The number of medical adaptations completed in the reporting year	55

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	78.57	%
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Average time to complete approved applications for medical adaptations in the reporting	87.76	days
--	-------	------



year (Indicator 23)		
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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

55

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

36

20.1.3 applicants from your organisation's housing list

65

20.1.4 nominations from local authority

0

20.1.5 others

13

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

54

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

30

20.2.3 applicants from your organisation's housing list

61

20.2.4 nominations from local authority

0

20.2.5 others

10

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	98.18	%
--	-------	---

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	83.33	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	93.85	%
---	-------	---

Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)	0.0	%
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Percentage of new tenancies to others sustained for more than a year (Indicator 20)	76.92	%
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Comments (Access to housing and support)

Indicator 35 - Poor performance by our maintenance contractor has resulted in an increase in letting timescales during 2014/15. We have held a series of meetings with the Maintenance Contractors Senior Management Team and they have produced an Improvement Action Plan that will be implemented in the forthcoming financial year. Demand for our stock however is still generally strong and performance outwith that of our contractor is healthy.



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?" 800

29.2 Of the tenants who answered, how many said that their rent represented:
29.2.1 very good value for money 313

29.2.2 fairly good value for money 239

29.2.3 neither good nor poor value for money 206

29.2.4 fairly poor value for money 30

29.2.5 very poor value for money 12

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	69.00	%
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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?"

294

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

33.2.1 very satisfied

49

33.2.2 fairly satisfied

126

33.2.3 neither satisfied nor dissatisfied

73

33.2.4 fairly dissatisfied

33

33.2.5 very dissatisfied

13

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	59.52	%
---	-------	---



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

7913651

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

7991939

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	99.02	%
--	-------	---

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

413950

31.2 The total rent due for the reporting year

8051068

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

5.14

%

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

775

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

133795

Average annual management fee per factored property (Indicator 32)	£	172.64	
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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

8051068.0

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

58073

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.72	%
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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

0.50

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

1412

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

5512607

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

145147

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

93820

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	64.64	%
--	-------	---

Comments (Getting good value from rents and service charges)

Indicator C21 - The Association delivered a small rent increase (0.5%) this year as it wished to protect tenants whose rent was increasing due to the new rent restructure.

Indicator C31.1 - Rent arrears continue to fall and this highlights the success of the new rent team introduced as part of the housing management restructure two years ago. Also increased welfare rights resources has helped to contribute to improved performance.

Indicator 32 -

The total Management Fee charged out to residential owners factored by Southside Factoring and Related Services Ltd (SFARS) was £133,794.65 during the period from 1 April 2014 to 31 March 2015. This figure includes VAT at 20%. The average fee charged per customer is £172.64.

The Management fees were invoiced out to factoring customers on a quarterly basis until April 2014. This means that the first invoice issued after 1 April 2014 was for the period from 1 January to 31 March 2014. The next invoice produced with a Management Fee charge was on 9 May 2015 and this was for the period 1 April 2015 to 31 April 2015. SFARS continued to charge out the Management Fee on a monthly basis. Therefore the Management Fee being reported is for a period of 14 months (January 2014 to February 2015) which has created a high average management fee charged out for the period.

The figures were produced from a spreadsheet showing the Management Fee charged out to each of the individual 775 residential owners for the period. This shows the true and correct figure charged out on each customers invoice.

The Finance Manager verified the figure by running the Factoring Sales Ledger Report from the Omniledger System.

The figure of £133,794.65 excludes the following charges:-

- Internal Management Fee charged to SHA
- Management Fee charged to Commercial Owners
- Management Fee charged to Sharing Owners



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

0

36.2 The total number of pitches

0

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