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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 4.60

C1.1 the name of Chief Executive	Patrick Mc Grath
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C1.2.2 the number of office based staff 61.09

C1.2.3 the number of care / support staff 1.71

C1.2.4 the number of concierge staff 26.80

C1.2.5 the number of direct labour staff 1.97

C1.2.6 the total number of staff 96.17

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 0

C1.3.2 the percentage of total staff turnover in the year to the end of the reporting year 9.26



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

2.71

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	Registered	Not Charitable	factoring services, ownership of mid-market rent – low cost home ownership properties

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	
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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

295

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

47

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

5

C5.3 The number of vacancies filled

5



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

172

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

17

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

31

C8.2 The number of lets to housing list applicants

79

C8.3 The number of mutual exchanges

2

C8.4 The number of lets from other sources

18

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

C8.5.1 section 5 referrals

55

C8.5.2 nominations from the local authority

1

C8.5.3 other

5

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

1

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

17

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

171

Housing lists (Indicator C10)

Please state:

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

Your own housing list

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

568

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

1531

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

1089

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		194		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	32	0	64	96	60	62.97
2 Apt	15	364	426	0	243	1048	1011	79.97
3 Apt	25	301	255	0	25	606	594	89.64
4 Apt	14	204	117	0	162	497	390	97.82
5 Apt +	21	0	19	0	4	44	42	103.16
Total SC	75	869	849	0	498	2291	2097	86.01

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

78.47

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	424	2	264	1193	193	215	2291
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 Association employed an external consultant during February 2018 to implement a validation exercise on the 2016/17 ARC submission. There were two small anomalies in last years calculations, namely:

- the staff turnover rate was rounded down from 11.84 to 11 and
- sickness rates - we did not account for part year employees and sickness figure was based on a % of FTE and not available working days.

The staff turnover has decreased this year from 11.84% to 9.26%.

Over the last two years the Association has introduced training posts within Housing Management and Maintenance. These posts are trainee housing assistant and repairs assistant roles. We continue to employ an apprentice in our Care & Repair team.

Sickness levels are up slightly from last year from 1.95% to 2.71% (this includes the correction from our internal validation). The sickness levels are higher and this is due to several long term absences, however it should be noted that there are no negative trends within the other absences.

Indicator C7 – no of lets split - General Needs 172 reduced from 186 last year, supported housing reduced from 32 last year to 17 this year.

Indicator C8 – Increase in statutory homeless "Section 5" lets to 28.80% of lets in comparison to 19.72% last year, also additional 52 Homeless lets from our waiting list, breakdown as follows:

- **Saffron- 9**
- **Queen Mary Ave- 7**
- **Refugee Council- 5**
- **Homeless Waiting list – 31**
- **The Associations total homeless lets is 56.02%**
- **Indicator C10 – Housing Lists – Housing Applications decreased from 594 to 568 this year, which is a pettern we would expect to see as we are part of the Housing Options Programme. Housing List Review completed and 1089 Housing Applications were cancelled.**

Indicator C14 – C19 Stock overall stock increase is only 2 properties this year breakdown below:

Arc 2016/2017 = 2288

- + 4 Buy Backs – Clearance
- +1 Buy Back
- +4 New Developments
- +3 Buy Backs - Sharing Owner
- - 6 Right to Buy Properties



- -1 conversion disposal
- - 2 Reporting errors (2016/17 ME00321 not purchased & ID03011 exclude from count)

ARC stock figure 2017/2018 = **2291**

Indicator C32 - This section does not apply to the Association.



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

546

1.1.2 the fieldwork dates of the survey

February 2016

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

297

1.2.2 fairly satisfied

210

1.2.3 neither satisfied nor dissatisfied

13

1.2.4 fairly dissatisfied

12

1.2.5 very dissatisfied

10

1.2.6 no opinion

4

546

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	92.86	%
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Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

Indicator 1 -Increase from 88% in 2014 to 93% in 2016. The Association commissioned Research Resource to carry out a Tenant satisfaction survey on our behalf. A total of 546 fact to face interviews were completed with tenants in order to assess satisfaction with the Association and the services we provide.



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)	90	1196	281	133	7
	(a) Scottish	82	1134	257	126	7
	(b) Other British	6	11	7	2	0
	(c) Irish	1	11	1	0	0
	(d) Gypsy/traveller	0	0	0	0	0
	(e) Polish	0	13	7	4	0
	(f) any other white background	1	27	9	1	0
2.1.2	Mixed or multiple ethnic background	0	5	2	4	0
	Asian, Asian					

	Scottish, Asian British (total)					
	(a) Indian	1	15	4	2	1
	(b) Pakistani	6	139	78	22	1
	(c) Bangladeshi	0	3	1	0	0
	(d) Chinese	0	5	2	3	0
	(e) Any other Asian background	3	25	12	5	0
2.1.4	Black, Black Scottish, Black British (total)	0	61	26	7	1
	(a) Caribbean	0	1	1	0	0
	(b) African	0	58	18	7	1
	(c) Any other black background	0	2	7	0	0
2.1.5	Other ethnic background	0	43	17	15	0
	(a) Arab, Arab Scottish or Arab British	0	19	13	6	0
	(b) any other group	0	24	4	9	0
2.1.6	Unknown	2	218	1108	0	1
2.1.7	Total	102	1710	1531	191	11

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	0	185	61	48	2

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)	98.72	%
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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?"	546
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	225
6.2.2 fairly satisfied	301
6.2.3 neither satisfied nor dissatisfied	16
6.2.4 fairly dissatisfied	3
6.2.5 very dissatisfied	1
	546

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	96.34	%
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Comments (The customer / landlord relationship)

Indicator 3 - Increase from 91% in 2014 to 99% in 2016

Indicator 6 - Increase from 87% in 2014 to 96% in 2016.

The Association commissioned Research Resource to carry out a Tenant satisfaction survey on our behalf. A total of 546 fact to face interviews were completed with tenants in order to assess satisfaction with the Association and the services we provide.



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

November 2014

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

89.2

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 carried out a full Stock Condition Survey in November 2014 to identify compliance with the Scottish Housing Quality Standards. This survey covered 800 properties, followed by a robust and accurate cloning exercise. The cloning of properties was achieved by matching key number of property characteristics, for example property type, construction type and date of construction.

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 2014 stock condition survey, void inspections, pre and post contract inspections and SHQS validation visits.

Having created and maintained the aforementioned SHQS stock information, allows the Association to extract each properties performance against SHQS and subsequently collate/calculate the necessary information required under this return.

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	2152	2158
C25.2 Self-contained stock exempt from SHQS	159	58
C25.3 Self-contained stock in abeyance from SHQS	28	28
C25.4.1 Self-contained stock failing SHQS for one criterion	268	183
C25.4.2 Self-contained stock failing SHQS for two or more criteria	7	0
C25.4.3 Total self-contained stock failing SHQS	275	183
C25.5 Stock meeting the SHQS	1690	1889

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	1690	1889
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	1690	1889
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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	4	0
C26.2 Because they were in serious disrepair	3	0
C26.3 Because they were not energy efficient	268	181
C26.4 Because they did not have modern facilities and services	4	0
C26.5 Because they were not healthy, safe and secure	3	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>The highest percentage of failing properties require energy efficiency works, the Association have a significant investment programme planned between now and 2020 as part of our EESH compliance works. This programme will address any current SHQS energy Efficiency failing, this programme sees a focus on Pre 1919 tenement stock and also high rise properties with electric storage heating.</p> <p>The remaining small number of failures, shall be addressed as specific component replacements/upgrades over the coming 12 month period.</p>	

**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?

53

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

17

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

A number of the properties planned within the last reporting year are requiring significant upgrades works, these properties were acquired under Glasgow City Councils Private Acquisition programme.

These addresses have been delayed, allowing our Development Department the opportunity to package addresses into a single project/procurement exercise, a main contractor has recently been appointed and works commenced.

Also a number of the properties included within last years figures have now been allocated to mid market rent and are subsequently now not included within SHQS scope.

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

92

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

92 properties are programmed to be brought up to SHQS during 2018/19

Other stock movements will see the demolition of 100 properties during 2018/19 which will result in the an equivalent reduction in the number of exempt properties.

A number of new build properties shall also be handed over during the reporting year. The combination of these stock movements have resulted in the 2019 projected stock numbers.

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

159

C28.1.2 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)

C28.1.3 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, (d) Any other reasons

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

157 properties are planned for demolition as part of the Association's on going development programme.

**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

28

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: 23 Common access stairs and landings, B Free from Serious Disrepair: 29 Common windows and common roof lights, C Energy Efficiency: 31 Cavity wall insulation, D Modern Facilities and Services: 36 A-D Bathroom Condition, E Healthy, Safe & Secure: 43 External noise insulation (under a limited range of circumstances), E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

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

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

C28.2.4 What action is your organisation taking or planning to take to address these 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 will proactively pursue taking on responsibility for the factoring in these particular blocks. The Association acquired a number of unimproved tenement 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	19	222052	1	6458
C29.2 Because they were/are in serious disrepair	0	0	3	19800
C29.3 Because they were/are not energy efficient	0	0	87	348574
C29.4 Because they did/do not have modern facilities and services	0	0	3	12134
C29.5 Because they were/are not healthy, safe and secure	0	0	3	20451
C29.6 The total number of properties improved	19	222052	87	407417
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	100	460000

**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

2152

7.1.2 projected to the end of the next reporting year

2158

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

1690

7.2.2 projected to the end of the next reporting year

1889

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	78.53	%
--	-------	---

Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	87.53	%
---	-------	---

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

2152

8.1.2 projected to the end of the next reporting year

2158

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

1887

8.2.2 projected to the end of the next reporting year

1997

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)	87.69	%
--	-------	---

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)	92.54	%
--	-------	---

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?"

26

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

9.2.1 very satisfied

19

9.2.2 fairly satisfied

6

9.2.3 neither satisfied nor dissatisfied

0

9.2.4 fairly dissatisfied

0

9.2.5 very dissatisfied

1

26

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)	96.15	%
---	-------	---

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?"

546

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

10.2.1 very satisfied

247

10.2.2 fairly satisfied

267

10.2.3 neither satisfied nor dissatisfied

21

10.2.4 fairly dissatisfied

11

10.2.5 very dissatisfied

0

Percentage of tenants satisfied with the quality of their home (Indicator 10)	94.14	%
--	-------	---



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

6517.0

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

2051

Average number of reactive repairs completed per occupied property (Indicator C13)	3.18	
---	------	--

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

1347

11.2 The total number of hours taken to complete emergency repairs

2601

Average length of time taken to complete emergency repairs (Indicator 11)	1.93	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

5170

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

22361

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

4.33

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

4964

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

5152

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	96.35	%
--	-------	---

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

5160

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

4986

Percentage of repairs appointments kept (Indicator 14)

96.63

%

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

969

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

969

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?"

143

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

16.2.1 very satisfied

125

16.2.2 fairly satisfied

14

16.2.3 neither satisfied nor dissatisfied

0

16.2.4 fairly dissatisfied

1

16.2.5 very dissatisfied

3

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

97.20

%

Comments (Housing quality and maintenance)

Indicator 11 (Emergency Repairs times) - The external consultant validation exercise carried out in February 2018 identified that our interpretation of our computer systems data was flawed and that we were basing our calculations on contractor times attended rather than make safe or completion times. This has now been revised and all calculations are now based on completion times.

Indicator 12 (Non-Emergency Repairs) - The validation exercise identified that we were counting Mid Market Rent repairs and some non repairs jobs e.g. cutting keys. Now rectified and excluded from the submission.

Indicator 16 (Repairs Satisfaction) - Our submission on this indicator is based on repairs satisfaction cards that are sent to customers after each repair.

Indicator 7 (SHQS) - The Association's overall SHQS performance has reduced from the figure reported in 2016/17, as part of both the aforementioned data validation exercise and a wider review our recording and report of SHQS and EESSH. This identified a number of reporting anomalies with previous returns. Element 35 of SHQS performance had not been reported at element level, and thus had not been factored into the overall SHQS performance. This anomaly has now been rectified which has subsequently reduced our overall pass rate. Element 35 failing properties are now a priority target as part of our EESSH improvement works.

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	2	N/a	3	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	2	100.0	3	100.0
4.1.4 Complaints upheld by the landlord in the reporting year	1	50.00	2	66.67
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	1	50.00	3	100.0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	60	N/a	15	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	59	98.33	15	100.0



4.2.4 Complaints upheld by the landlord in the reporting year	38	64.41	9	60.00
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	53	89.83	10	66.67

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	62	N/a	18	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	61	98.39	18	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	39	63.93	11	61.11
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	54	88.52	13	72.22

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

Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	98.33	%
---	-------	---

Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	50.00	%
--	-------	---



Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	64.41	%
---	-------	---

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

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)	66.67	%
--	-------	---

Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	60.00	%
---	-------	---

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	50.00	%
---	-------	---

Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	89.83	%
--	-------	---

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

Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	66.67	%
--	-------	---

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?"

546

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

17.2.1 very satisfied

246

17.2.2 fairly satisfied

277

17.2.3 neither satisfied nor dissatisfied

19

17.2.4 fairly dissatisfied

3

17.2.5 very dissatisfied

1

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

95.79

%

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

Please state:

18.1 The number of tenancy offers made during the reporting year

280

18.2 The number of tenancy offers that were refused

121

Percentage of tenancy offers refused during the year (Indicator 18)	43.21	%
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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

165

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

165

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

160

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	96.97	%
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96.97

%

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

20

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

14

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)

70.00

%

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

5.00

%

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)

75.00

%

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

84

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

16

Comments (Neighbourhood & community)

Indicator 24 (Evictions) - There is a marked increase in the percentage of evictions granted during this reporting year from 25% last year to 75% during 2017/18. The majority of these were granted for rent arrears and would indicate difficult economic times for some of our customers and issues in relation to welfare reform. This has a knock on affect in that houses where there are evictions are invariably in poor condition and this increases re-let times and void loss.



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

161

Percentage of lettable houses that became vacant in the last year (Indicator 21)	7.68	%
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Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year

174

35.2 The total number of calendar days properties were empty

3230

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

18.56

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

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

23.1 The total number of days taken to complete approved applications

23.2 The number of medical adaptations completed in the reporting year

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	81.13	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	61.23	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

41

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

43

20.1.3 applicants from your organisation's housing list

112

20.1.4 nominations from local authority

1

20.1.5 others

6

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

40

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

40

20.2.3 applicants from your organisation's housing list

101

20.2.4 nominations from local authority

1

20.2.5 others

6

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	97.56	%
--	-------	---

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	93.02	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	90.18	%
---	-------	---

Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)	100.00	%
---	--------	---

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	100.00	%
--	--------	---



Comments (Access to housing and support)



Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.



Value for money

The information you give us here will tell us about the value for money you achieve.

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

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"

546

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

29.2.1 very good value for money

134

29.2.2 fairly good value for money

304

29.2.3 neither good nor poor value for money

75

29.2.4 fairly poor value for money

31

29.2.5 very poor value for money

2

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

80.22

%

***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

67

33.2.2 fairly satisfied

141

33.2.3 neither satisfied nor dissatisfied

59

33.2.4 fairly dissatisfied

21

33.2.5 very dissatisfied

6

**Percentage of factored owners satisfied with the factoring service they receive
(Indicator 33)**

70.75

%



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

8391044

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

8558723

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	98.04	%
--	-------	---

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

497807

31.2 The total rent due for the reporting year

8597907

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	5.79	%
--	------	---

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

824

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

135245

Average annual management fee per factored property (Indicator 32)	£	164.13	
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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

8597907.0

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

39184

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.46	%
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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

3.5

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

1544

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

5535023

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

163557

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

85531

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	52.29	%
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Comments (Getting good value from rents and service charges)

There has been a considerable increase in the amount of evictions in the submission from four in 16/17 to fifteen in 17/18. The monetary value of the arrears difference between the two years is significant and is as follows :-

16/17 = £7,793 ; 17/18 = £38,763

Although the amount of abands (16) is the same for both 16/17 and 17/18, the monetary value of arrears left is considerably higher:-

16/17 = £9,348; 17/18 = £20,977

Overall the former tenant arrears increased from:-

16/17 = £100,499 to 17/18 £163,557

The change in the the Housing Benefit backdate period from six months to one month is having an impact on some of our tenants and subsequently our arrears performance in addition to the impact of welfare reform.



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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