



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)

Please State:

C1.1 the name of Chief Executive	Bob McDougall
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C1.2 Staff employed by the RSL:	
C1.2.1 the number of senior staff	5
C1.2.2 the number of office based staff	79.96
C1.2.3 the number of care / support staff	224.62
C1.2.4 the number of concierge staff	0
C1.2.5 the number of direct labour staff	0
C1.2.6 the total number of staff	309.58
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	17.97
C1.3.3 the percentage of days lost through staff sickness absence in the reporting year	5.25



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
Trust Enterprises Ltd	Not Registered	Not Charitable	commercial activities, other business activities

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

C2.2.1 the name of the parent organisation

Trust Housing Association

C2.2.2 the address of the parent organisation

12 New Mart Road, Edinburgh

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
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(Select)

C3.2.2 forename	
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C3.2.3 surname	
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RSL members (Indicator C4)

Please state:

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

474

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

52



Governing body appointments (Indicator C5)

Please state:

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

7

C5.2 The number of candidates for the vacancies

8

C5.3 The number of vacancies filled

7



Lets

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



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

Please state:

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

68

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

396



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	278
C8.3 The number of lets from other sources	0
C8.4 The number of applicants who have been assessed as statutorily homeless by the local authority as:	
C8.4.1 section 5 referrals	6
C8.4.2 nominations from the local authority	0
C8.4.3 other	0
C8.5 the number of other nominations from local authorities	109



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

0

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

464



Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate

Your own housing list,Common housing register,Choice based lettings

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

9083

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

26349

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

5

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

8373

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

7



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	1392		11		0	
	C14.2 The number of non self- contained units / bedspaces	0	0	12	12	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:

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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	30	0	0	0	357	387	383	56.53
2 Apt	414	0	0	0	1373	1787	1781	64.92
3 Apt	130	0	0	0	133	263	262	72.76
4 Apt	95	0	0	0	27	122	122	80.24
5 Apt +	3	0	0	0	0	3	3	78.15
Total SC	672	0	0	0	1890	2562	2551	65.21

Number of lettable non self contained units at year end

31

Number of lettable non self contained bed spaces at year end

31

Average weekly rent charge per bed space for the reporting year

65.21



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	0	4	39	651	1672	196	2562
C19.2 The number of non self-contained units	0	0	0	0	43	0	43
C19.2 The number of non self-contained bed spaces	0	0	0	0	43	0	43



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

72

C20.2 have been void for more than six months

9



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	0	0	0



finance			
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.

C3 - not applicable.

C10 (iii) - Please note that Trust operates a joint register (SHOP) with Bield and Hanover (Scotland) and, although it operates as a CHR, it is different from other CHRs in that each Association still has their own housing list within the register, as applicants' choices are scheme specific rather than area specific. In fact, the Associations do not currently have direct access to a figure for total applicants on the system; instead they can only access the data for their own lists. The figure 1440 at C10(iii) is the total of Trust's 1239 applicants on SHOP and our 201 Arran applicants, who are held on a different system.

C10 (v) - unlike the housing list noted above, on SHOP the cancelled applications report is only available as one overall figure across the three landlords and is not currently available on a per landlord basis, therefore a figure for Trust applicants alone cannot be provided and this is the explanation for why the figure at C10(v) 2968 may appear high compared to the number on the list. It comprises the overall total number of SHOP cancelled applicants, 2861, plus the 107 cancelled Arran applications.

C10 Waiting list figures include figures for Edindex as provided by Edinburgh Council and are not specific to Trust. For Edindex 8211 new applicants, 24,909 on list, 5 suspensions and 5405 cancelled.

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

1.1.2 the fieldwork dates of the survey

1.1.3 the method(s) of administering the survey

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

1.2.2 fairly satisfied

1.2.3 neither satisfied nor dissatisfied

1.2.4 fairly dissatisfied

1.2.5 very dissatisfied

1.2.6 no opinion

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	94.26	%
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Comments (Overall satisfaction)

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



The 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)	523	2298	1051	324	15
	(a) Scottish	465	2066	914	280	15
	(b) Other British	37	201	104	38	0
	(c) Irish	6	9	11	4	0
	(d) Gypsy/traveller	0	0	0	0	0
	(e) Polish	4	3	7	0	0
	(f) any other white background	11	19	15	2	0
2.1.2	Mixed or multiple ethnic background	0	1	2	0	0
2.1.3	Asian, Asian Scottish, Asian British (total)	7	4	9	0	0



	(a) Indian	3	1	4	0	0
	(b) Pakistani	3	1	2	0	0
	(c) Bangladeshi	0	0	1	0	0
	(d) Chinese	1	0	2	0	0
	(e) Any other Asian background	0	2	0	0	0
2.1.4	Black, Black Scottish, Black British (total)	0	1	2	0	0
	(a) Caribbean	0	1	1	0	0
	(b) African	0	0	1	0	0
	(c) Any other black background	0	0	0	0	0
2.1.5	Other ethnic background	1	0	0	0	0
	(a) Arab, Arab Scottish or Arab British	0	0	0	0	0
	(b) any other group	1	0	0	0	0
2.1.6	Unknown	2	520	376	140	0
2.1.7	Total	533	2824	1440	464	15

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	7	2194	507	437	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?	965
3.2 Of the tenants who answered, how many said that their landlord was:	
3.2.1 very good at keeping them informed	590
3.2.2 fairly good at keeping them informed	314
3.2.3 neither good nor poor at keeping them informed	41
3.2.4 fairly poor at keeping them informed	14
3.2.5 very poor at keeping them informed	6
	965

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	93.68	%
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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?	947
6.2 Of the tenants who answered, how many said that they were: 6.2.1 very satisfied	460
6.2.2 fairly satisfied	306
6.2.3 neither satisfied nor dissatisfied	151
6.2.4 fairly dissatisfied	19
6.2.5 very dissatisfied	11
	947

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	80.89	%
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Comments (The customer / landlord relationship)

Indicator 2 - the ethnicities of existing tenants includes joint tenancies. In order for the number of new tenants to match the number of new lets, the ethnicities of the second household has not been included. The guidance is not clear on the correct approach.



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 2013

C24.2 What percentage of stock did your organisation fully assess for compliance between 1 April 2011 to 31 March 2014?

30

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

November 2014

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

10

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

Consultant surveyors (JMP Construction & Property Consultants) were appointed to undertake a stock condition survey across a representative sample of our stock, in addition to surveys completed internally by our own qualified staff.

In total 777 surveys were completed split 25% consultant surveyors / 5% in-house surveys, the objective being to update previous stock life cycle data in terms of future maintenance planning, capital investment and current and future compliance with the Scottish Housing Quality Standard.

The surveys were completed by fully qualified surveyors experienced in carrying out stock condition surveys and assessing Scottish Housing Quality Standard criteria.

Methodology :

The survey data was collected on PDAs utilising the consultants own Stock Information Data capture software. The survey questionnaire was designed to limit the surveyors response to a number of selected parameters, including SHQS criteria and state of repair, to ensure consistency.

The key outputs from the survey were to confirm -

- 30 year major component costs per development
- SHQS compliance status
- SHQS investment requirement
- Data file containing all survey data for upload onto a survey data-base
- Survey Report

To extrapolate the survey results across the remaining properties, a robust and accurate cloning method has been



used by the consultants using the following criteria :

- Property Type
- Construction Type
- Date of Construction

A matrix is then constructed to assign a strata type to each property, denoted by a unique property number. The stock is further sub-divided into geographic areas, in this case by development with a sample size surveyed of each strata type to ensure a representative sample of all types and condition are contained within the survey.

The data is then upload into the asset management Stock Information Database (SID) at a number of levels -

1. Flats are cloned against survey data of other flats within the same block / development.
2. Houses and flats where no matching data was found within the same block are cloned against other properties with the same strat reference and street.
3. Where no match is found within the same street, properties are cloned against other properties of the same strat reference within the same geographic area.
4. Where no match is found within the same area, properties are cloned against any other available property of the same strata reference.
5. Where no match is found anywhere, the property is highlighted as a "cloned exception" and data can be manually selected from another property and cloned across.

Upon completion of the survey data upload onto the SID asset management database, the data is then given a final validation check, prior to being cleared for use on the production of reports.

Presently the data is held within the SID asset managemnet database and can be used to identify the key outputs listed above, particularly in respect of SHQS fails and investment requirements, as well as non-SHQS investment required within the 30 year period of the business plan.

Data is held on an individual address basis, with each property showing attributes and compliance against the 55 criteria within the SHQS. This allows us to identify the num er of properties failing and against which criteria, which in turn prioritises investment funding.

Upon completion of any works identified our Property Officers will inspect that works have been completed and confirm compliance with SHQS for the invidual property.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	2014	projected for 2015
C25.1 Total self-contained stock at the end of the reporting year	2562	2562
C25.2 Self-contained stock exempt from SHQS	106	106
C25.3.1 Self-contained stock failing SHQS for one criterion	169	0
C25.3.2 Self-contained stock failing SHQS for two or more criteria	83	0
C25.3.3 Total self-contained stock failing SHQS	252	0
C25.4 Stock meeting the SHQS	2204	2456

C25.5 Total self-contained stock meeting the SHQS by local authority

Aberdeen City	0	0
Aberdeenshire	0	0
Angus	86	86
Argyll & Bute	26	55
City of Edinburgh	164	190
Clackmannanshire	117	118
Dumfries & Galloway	118	156
Dundee City	0	0
East Ayrshire	56	56
East Dunbartonshire	83	84
East Lothian	0	0
East Renfrewshire	73	97
Eilean Siar	61	62



Falkirk	0	0
Fife	102	104
Glasgow City	211	215
Highland	128	143
Inverclyde	63	64
Midlothian	31	35
Moray	0	0
North Ayrshire	228	263
North Lanarkshire	202	212
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	1
Scottish Borders	68	85
Shetland Islands	0	0
South Ayrshire	86	102
South Lanarkshire	120	120
Stirling	65	69
West Dunbartonshire	52	52
West Lothian	64	87

Totals	2204	2456
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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 in 2015?

	At end of the reporting year	Projected for 2015
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	103	0
C26.4 Because they did not have modern facilities and services	53	0
C26.5 Because they were not healthy, safe and secure	112	0



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?

632

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

597

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

35 units were deferred to FY14/15 relating to replacement heating systems and mechanical extract ventilation, comprising 4 properties at Dervaig and 31 properties at Whinnieknowe Gardens in Nairn respectively, due to tender costs exceeding budget.

These are programmed within FY 2014 / 2015 for completion.

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during 2014-15

252

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for 2014 and 2015 (as reported at C25.4). If it does not, please explain the difference

This has been identified from our most recent stock condition survey.

Scottish Housing Quality Standard (SHQS) – Anticipated exemptions as at 31 March 2015 (Indicator C28)

Please state:

C28.1 The number of self-contained properties with anticipated exemptions

106

C28.2 The range of elements not met

C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems), E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

C28.3 The reason(s) the elements are not met

(d) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building, (f) Any other reasons

C28.4 What action is your organisation taking or planning to take to address these exemptions

Criterion 54 :

in total 42 properties fail this criterion relating to secure common external front door system. The properties are as follows :

- 21 No. Bowmore, Islay
- 21 No. Carmunnock, Glasgow

The properties comprise 2 storey walk up flats - however the upper flats do not have a sufficient landing area either at the top or bottom of staircase to allow a safe entrance compliant with building regulations, and therefore it is not feasible to install an external door to the staircase on the basis of non-compliance and health and safety.

All flats have their own front door access via the access staircase.

Criterion 35 - Energy Efficiency SAP Rating

In total this covers 64 properties as follows -

- 2 No. Druim Na Pairc, Skye
- 19 No. Shulishader Beag, Skye
- 21 No. Strachur
- 3 No, Hillfoot Place, Arran
- 4 No. Kilmory, Arran



- 15 No. Montrose Terrace, Arran

The difficulty with this stock is that it is off gas grid and therefore is reliant upon electric forms of heating, however the main area of failure is that the construction form is either non-traditional or accommodation is within the roof-space that despite increasing insulation levels still does not generate to a pass, due to a combination of heating type and insulation levels etc.

We are presently in discussion with energy providers to seek potential ECO funding to address these issues via external cladding, which will give a sufficient increase to pass this indicator. We are awaiting feedback during the course of this year to establish whether funding is available, failing which we will incorporate within a 3 year programme using our own financial investment with a view to also complying with EESSH targets.

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) for the year 2013/14		(ii) projected for the year 2014/15	
	(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	103	42459	0	0
C29.3 Because they were/are not energy efficient	17	500	103	286821
C29.4 Because they did/do not have modern facilities and services	132	254240	53	145000
C29.5 Because they were/are not healthy, safe and secure	477	23259	112	84600
C29.6 The total number of properties improved	597	320458	252	516421
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0



**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)
(Indicator 7)**

For properties within scope of the SHQS, please state:

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

7.1.1 at the end of the reporting year

2562

7.1.2 projected to the end of the next reporting year

2562

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

2204

7.2.2 projected to the end of the next reporting year

2456

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	86.03	%
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Percentage of stock meeting the SHQS projected to 2015 (Indicator 7)	95.86	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:	
8.1.1 at the end of the reporting year	2562
8.1.2 projected to the end of the next reporting year	2562
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	2403
8.2.2 projected to the end of the next reporting year	2498

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)	93.79	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to 2015 (Indicator 8)	97.50	%
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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?

163

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

9.2.1 very satisfied

91

9.2.2 fairly satisfied

62

9.2.3 neither satisfied nor dissatisfied

7

9.2.4 fairly dissatisfied

3

9.2.5 very dissatisfied

0

163

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)	93.87	%
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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?	940
10.2 Of the tenants who answered, how many said that they were:	
10.2.1 very satisfied	668
10.2.2 fairly satisfied	230
10.2.3 neither satisfied nor dissatisfied	23
10.2.4 fairly dissatisfied	15
10.2.5 very dissatisfied	4

Percentage of tenants satisfied with the quality of their home (Indicator 10)	95.53	%
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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

12027.0

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

2473

Average number of reactive repairs completed per occupied property (Indicator C13)	4.86	
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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

934

11.2 The total number of hours taken to complete emergency repairs

4183

Average length of time taken to complete emergency repairs (Indicator 11)	4.48	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

11093

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

73789

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

6.65

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

11252

13.2 The total number of reactive repairs completed

12027

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	93.56	%
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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

3752

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

3751

Percentage of repairs appointments kept (Indicator 14)

99.97

%



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

303

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

297

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	98.02	%
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 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?

616

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

16.2.1 very satisfied

415

16.2.2 fairly satisfied

151

16.2.3 neither satisfied nor dissatisfied

22

16.2.4 fairly dissatisfied

17

16.2.5 very dissatisfied

11

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)	91.88	%
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Comments (Housing quality and maintenance)

15.2 - Percentage of Properties that require a Gas Safety Certificate

The total number of properties requiring a gas safety record is 303, with the total number having a certificate meeting their anniversary date being 297.

During the year we were moving our gas servicing onto the IBS / Capita Servicing Module, however after testing and implementing, our manual checking identified 4 properties where the servicing schedule had not picked up specific properties due to an error in how the module had been configured. The certificates were obtained between 9 and 19 days late across the 4 properties concerned. In terms of the database, we have reverted back to our original spreadsheet monitoring basis and have Capita addressing the module set-up error.

The 2 remaining certificates are at Gowan Park, Arbroath - Flat 4a, which has been the subject of a stock transfer from Methodist HA to Trust HA, however at the time of handover in late March, no Gas Certificate has been forthcoming despite being part of the original transfer. Due to the delay in receipt of certificates, we have completed additional gas safety certification, however as we have no record of a certificate for Flat 4a prior to our own additional certification being completed in April 2014 post handover, we have assumed that this is a fail on that basis.

The other certificate at Gowan Park relates to the Common Block which prior to the transfer process had failed to meet the correct anniversary date by 2 days whilst still under the previous ownership of MHA and has been classified as a fail. As stated above, we have subsequently completed an additional series of gas safety inspections post-handover during April 2014.

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)**

Equities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	14	N/a	3	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	14	100.0	3	100.0
4.1.4 Complaints upheld by the landlord in the reporting year	5	35.71	1	33.33
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	12	85.71	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	158	N/a	14	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	156	98.73	10	71.43
4.2.4 Complaints upheld by the landlord in the reporting year	64	40.51	6	42.86
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	107	67.72	3	21.43

All complaints:



	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	172	N/a	17	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	170	98.84	13	76.47
4.3.4 Complaints upheld by the landlord in the reporting year	69	40.12	7	41.18
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	119	69.19	3	17.65

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	100.00	%
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Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	98.73	%
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Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	35.71	%
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Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	40.51	%
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Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	100.00	%
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Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	71.43	%
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Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	33.33	%
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Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	42.86	%
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Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	85.71	%
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Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	67.72	%
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Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0.00	%
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Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	21.43	%
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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?	910
17.2 Of the tenants who answered, how many said that they were:	
17.2.1 very satisfied	506
17.2.2 fairly satisfied	285
17.2.3 neither satisfied nor dissatisfied	98
17.2.4 fairly dissatisfied	18
17.2.5 very dissatisfied	3

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	86.92	%
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Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year

739

18.2 The number of tenancy offers that were refused

276

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

37.35

%



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

54

19.2 The number of cases resolved in the reporting year

49

19.3 The number of cases resolved within locally agreed targets in the reporting year

42

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	77.78	%
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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

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

24.2.2 because of anti-social behaviour

24.2.3 for other reasons

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)	0.0	%
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Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)	0.0	%
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Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)	0.0	%
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Percentage of the court actions initiated which resulted in eviction (Indicator 24)	0.0	%
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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

4



Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant.

Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.

Please state:

C12.1 The number of notices of proceedings issued during the reporting year

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



Comments (Neighbourhood & community)

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Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.



Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.



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

Please state:

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

435

Percentage of lettable houses that became vacant in the last year (Indicator 21)	17.05	%
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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

462

35.2 The total number of calendar days properties were empty

30989

Average time to re-let properties in the last year (Indicator 35)	67.08	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; or
- 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	280
22.2 The number of approved applications completed between start and end of the reporting year	219
23.1 The total number of days taken to complete approved applications	19292
23.2 The number of medical adaptations completed in the reporting year	240

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	78.21	%
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Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	88.09	days
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**Percentage of new tenancies sustained for more than a year, by source of let
(Indicator 20)**

Please state:

20.1 The number of tenancies which began in the previous reporting year by:	
20.1.1 existing tenants	61
20.1.2 applicants who were assessed as statutory homeless by the local authority	2
20.1.3 applicants from your organisation's housing list	282
20.1.4 nominations from local authority	98
20.1.5 others	0
20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:	
20.2.1 existing tenants	53
20.2.2 applicants who were assessed as statutory homeless by the local authority	1
20.2.3 applicants from your organisation's housing list	224
20.2.4 nominations from local authority	80
20.2.5 others	0

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	86.89	%
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Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	50.00	%
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Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	79.43	%
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Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)	81.63	%
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Percentage of new tenancies to others sustained for more than a year (Indicator 20)	0.0	%
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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?	928
29.2 Of the tenants who answered, how many said that their rent represented:	
29.2.1 very good value for money	465
29.2.2 fairly good value for money	365
29.2.3 neither good nor poor value for money	74
29.2.4 fairly poor value for money	17
29.2.5 very poor value for money	7

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	89.44	%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 How many factored owners answered the question Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?

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

33.2.2 fairly satisfied

33.2.3 neither satisfied nor dissatisfied

33.2.4 fairly dissatisfied

33.2.5 very dissatisfied

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

16488632

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

16773516

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	98.30	%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

539627

31.2 The total rent due for the reporting year

17231989

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	3.13	%
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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

0

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

0

Average annual management fee per factored property (Indicator 32)	£	0.0	
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Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year

17231989.0

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

458473

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	2.66	%
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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

4.00



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

2297

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

9817176



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

119891

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

33643

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	28.06	%
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Comments (Getting good value from rents and service charges)

Trust do not provide factor services to home 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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