



Landlord name: Clydesdale Housing Association Ltd

RSL Reg. No.: 93

Report generated date: 17/05/2022 11:36:48

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	



Comments (Submission)

A large empty rectangular box with a black border, intended for submitting comments.



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Joe Gorman
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.60
C1.2.2	the number of office based staff	13.26
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	16.86
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	11.86%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.17%

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

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	59
C3.2	The number of 'supported housing' lets during the reporting year	19
Indicator C3		78



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	11
C2.2	The number of lets to housing list applicants	39
C2.3	The number of mutual exchanges	4
C2.4	The number of lets from other sources	3
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	0
C2.5.3	other	25
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	78

Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

There were two temporary members of staff employed during 2021 2022. Both left however, one became re-employed again which made the turnover figure look high.

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

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	443
1.1.2	the fieldwork dates of the survey	10/2019
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	202
	very satisfied	
1.2.2	fairly satisfied	215
1.2.3	neither satisfied nor dissatisfied	11
1.2.4	fairly dissatisfied	8
1.2.5	very dissatisfied	6
1.2.6	no opinion	1
1.2.7	Total	443

Indicator 1	94.13%
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Annual Return on the Charter (ARC) 2021-2022

Comments (Overall satisfaction)

The results are based on the last customer satisfaction survey which took place in October 2019



The customer / landlord relationship

Communication

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

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	443
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	203
2.2.2	fairly good at keeping them informed	234
2.2.3	neither good nor poor at keeping them informed	3
2.2.4	fairly poor at keeping them informed	1
2.2.5	very poor at keeping them informed	2
2.2.6	Total	443

	Indicator 2	98.65%
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Participation

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

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	443
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	214
5.2.2	fairly satisfied	226
5.2.3	neither satisfied nor dissatisfied	3
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	443

	Indicator 5	99.32%
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Annual Return on the Charter (ARC) 2021-2022

Comments (The customer / landlord relationship)



Housing quality and maintenance

Quality of housing

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

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	62.13
C8.3	The date of your next scheduled stock condition survey or assessment	04/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

CHA has a target to annually survey 20% of all properties against the SHQS. This will provide close to 100% stock condition over 5 years.

The 20% annual survey is selected through an analysis of current surveys held compared to location, dwelling type, year built and relevant component qualities.

Stock condition data is held on an SQL database. Full SHQS survey is cloned to unsurveyed properties within the same estate, based on dwelling type, year built and relevant component qualities. RDSAP data has been cloned to properties lacking energy efficiency data. RDSAP cloning has been made on the basis of matching surveyed properties with non-surveyed properties using location, dwelling type, house size and year built. Cloned data will decrease over time as accurate RDSAP data is gathered.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	742	742
C9.2	Self-contained stock exempt from SHQS	65	14
C9.3	Self-contained stock in abeyance from SHQS	2	2
C9.4.1	Self-contained stock failing SHQS for one criterion	5	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	5	0
C9.5	Stock meeting the SHQS	670	726

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	670	726
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	670	726

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	742
6.1.2	projected to the end of the next reporting year	742
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	670
6.2.2	projected to the end of the next reporting year	726

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	90.30%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	97.84%



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

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	443
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	207
7.2.2	fairly satisfied	183
7.2.3	neither satisfied nor dissatisfied	35
7.2.4	fairly dissatisfied	12
7.2.5	very dissatisfied	6
7.3	Total	443

	Indicator 7	88.04%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	533
8.2	The total number of hours taken to complete emergency repairs	1,419

Indicator 8		2.66
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	1,903
9.2	The total number of working days taken to complete non-emergency repairs	16,912

	Indicator 9	8.89
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	1,643
10.2	The total number of reactive repairs completed during the reporting year	1,903

	Indicator 10	86.34%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

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

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

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	69
	12.2 Of the tenants who answered, how many said that they were:	52
12.2.1	very satisfied	
12.2.2	fairly satisfied	7
12.2.3	neither satisfied nor dissatisfied	3
12.2.4	fairly dissatisfied	2
12.2.5	very dissatisfied	5
12.2.6	Total	69

	Indicator 12	85.51%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1 Number of self contained properties				
	Gas	Electric	Other fuels	Total
Flats	58	151	0	209
Four-in-a-block	93	62	0	155
Houses (other than detached)	149	224	2	375
Detached houses	0	3	0	3
Total	300	440	2	742

C10.2 Number of self contained properties not in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.3 Number of self contained properties in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	58	151	0	209
Four-in-a-block	93	62	0	155
Houses (other than detached)	149	224	2	375
Detached houses	0	3	0	3
Total	300	440	2	742

C10.4 Number of properties in scope of the EESH where compliance is unknown				
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	0	1	0	1
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	2	0	4
Detached houses	0	0	0	0
Total	2	3	0	5

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	65	0	65
Detached houses	0	0	0	0
Total	0	65	0	65

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	58	150	0	208
Four-in-a-block	93	62	0	155
Houses (other than detached)	147	157	2	306
Detached houses	0	3	0	3
Total	298	372	2	672

	C10	90.6%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	65	0	65
Detached houses	0	0	0	0
Total	0	65	0	65

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		65
Total		65

C11.3 If other reason or unknown, please explain

The restrictions in line with the covid-19 pandemic and issues with the supply of the main component parts (Air source heat pumps) has led to many delays on the contract throughout the year. The result is that we were unable to complete all properties within the financial year. The contract is continuing at present.

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Comments (Housing quality and maintenance)

Our Right First-Time figures for the year have improved compared to last financial year, despite the continued restrictions put in place throughout the year due to the Covid-19 pandemic. We have experienced supply issues in terms of component parts such as fencing, boiler valves, hot water tanks and expansion vessels. The Association logged non-essential repairs at the point of first contact from the tenant (as per the guidance) and closed off at the point of completion, once restrictions were lifted. Therefore, the NER completion times include the "waiting time" while restrictions were ongoing and also whilst awaiting parts.

Our investment programme also suffered as a result of the ongoing restrictions and supply of components materials, namely air source heat pumps. The Association and our contractor made every effort to keep the contract progressing each time restrictions were lifted. January brought peak isolation periods for both tenants and contractors which led to delays with the installation programme as tenants were anxious about having contractors within their homes. This accounts for the exemptions and failures against EESSH. We are continuing to progress with the contract at present to further reduce the number of exemptions and failures.

Our Tenant Satisfaction survey information is lower than in previous years. We moved to a new feedback system which was implemented during the reporting year and was not "live" until the end of the calendar year. We then started gathering feedback from January to March 2022. The figures reported for Indicator are for a 3 month period only. As the new system is carried out by the tenant, by way of a text/email survey, the response rate had dipped from our previous system in which we used the services of a research company, who called 40 tenants per month for feedback. The new system emails/texts the tenant once we insert the completion dates for a job, therefore we are obtaining real time feedback at the point of completion and there is no lag. This new system will be continually reviewed and analysed to ensure that we are maximising returns and obtaining a representative sample.



Neighbourhood & community

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

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

	1st stage	2nd stage
Complaints received in the reporting year	35	11
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	35	11
Number of complaints responded to in full by the landlord in the reporting year	35	11
Time taken in working days to provide a full response	63	154

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	1.80
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.00



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

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	443
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	161
13.2.2	fairly satisfied	267
13.2.3	neither satisfied nor dissatisfied	9
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	3
13.2.6	Total	443

	Indicator 13	96.61%
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	86
14.2	The number of tenancy offers that were refused	13

Indicator 14		15.12%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	71
15.2	Of those at 15.1, the number of cases resolved in the last year	66

	Indicator 15	92.96%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	0
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

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

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

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Comments (Neighbourhood & community)

We received 95 ASB complaints in the year. Of these, 24 were multiple complaints about the same party which left 71 reported in the year. Of these, 7 were reported late in the reporting year and resolved in 2022 2023 so were excluded from this year's performance figures



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	725
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	76

	Indicator 17	10.48%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	25
19.2	The number of approved applications completed between the start and end of the reporting year	23
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

	Indicator 19	2
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£492
20.2	The cost (£) that was grant funded	£50,000
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£50,492
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	1,173
21.2	The total number of adaptations completed during the reporting year.	31

Indicator 21		37.84
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	240
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	240
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	25
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	25
23.7	The total number of accepted offers.	25

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	10.42%
Indicator 23 - The percentage of those offers that result in a let	100.00%



Average length of time to re-let properties in the last year (Indicator 30)	
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30.1	The total number of properties re-let in the reporting year	78
30.2	The total number of calendar days properties were empty	1,495

Indicator 30		19.17
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	3
16.1.2	applicants who were assessed as statutory homeless by the local authority	16
16.1.3	applicants from your organisation's housing list	33
16.1.4	nominations from local authority	0
16.1.5	other	5
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	3
16.2.2	applicants who were assessed as statutory homeless by the local authority	13
16.2.3	applicants from your organisation's housing list	28
16.2.4	nominations from local authority	0
16.2.5	other	2

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	81.25%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	84.85%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	40.00%

Annual Return on the Charter (ARC) 2021-2022

Comments (Access to housing and support)

The five lets to other sources in 2021 2022 were all for temporary accommodation to the Local Authority. Two of these were offered and accepted but thereafter refused within a day of the offer. One of the properties was converted to a Scottish Secure Tenancy.

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

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£3,235,302
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,179,636

	Indicator 26	101.75%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£75,965
27.2	The total rent due for the reporting year	£3,195,922

	Indicator 27	2.38%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	191
28.2	The total value of management fees invoiced to factored owners in the reporting year	£2,292

Indicator 28		£12.00
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£3,195,922
18.2	The total amount of rent lost through properties being empty during the reporting year	£16,283

Indicator 18		0.51%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	418
C6.2	The value of direct housing cost payments received during the reporting year	£1,704,842



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

C7.1	The total value of former tenant arrears at year end	£51,240
C7.2	The total value of former tenant arrears written off at year end	£10,102

	Indicator C7	19.72%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	443
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	145
25.2.2	fairly good value for money	258
25.2.3	neither good nor poor value for money	21
25.2.4	fairly poor value for money	16
25.2.5	very poor value for money	3
25.3	Total	443

Indicator 25	90.97%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	20
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	6
29.2.2	fairly satisfied	6
29.2.3	neither satisfied nor dissatisfied	3
29.2.4	fairly dissatisfied	1
29.2.5	very dissatisfied	4
29.3	Total	20

Indicator 29	60.00%
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Annual Return on the Charter (ARC) 2021-2022

Comments (Getting good value from rents and service charges)

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

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

Indicator 32	
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Annual Return on the Charter (ARC) 2021-2022

Comments (Other customers)