



Landlord name: North Glasgow Housing Association Ltd

RSL Reg. No.: 187

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Approval

A1.1	Date approved	31/05/2023
A1.2	Approver	Lynne Cooper
A1.3	Approver job title	Director of Housing Services
A1.4	Comments (Approval)	
na		



Comments (Submission)

N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. John Devine
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	80.71
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	21.00
C1.2.5	the number of direct labour staff	5.00
C1.2.6	the total number of staff	110.71
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	16.66%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.40%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.70%



Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	424
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		424



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	104
C2.2	The number of lets to housing list applicants	172
C2.3	The number of mutual exchanges	8
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	148
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	424

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

N/A

**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	724
1.1.2	the fieldwork dates of the survey	03/2023
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input 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:	315
	very satisfied	
1.2.2	fairly satisfied	290
1.2.3	neither satisfied nor dissatisfied	29
1.2.4	fairly dissatisfied	50
1.2.5	very dissatisfied	40
1.2.6	no opinion	0
1.2.7	Total	724

Indicator 1	83.56%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

N/A



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?"	724
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	439
2.2.2	fairly good at keeping them informed	187
2.2.3	neither good nor poor at keeping them informed	27
2.2.4	fairly poor at keeping them informed	50
2.2.5	very poor at keeping them informed	21
2.2.6	Total	724

	Indicator 2	86.46%
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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?"	724
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	341
5.2.2	fairly satisfied	287
5.2.3	neither satisfied nor dissatisfied	51
5.2.4	fairly dissatisfied	29
5.2.5	very dissatisfied	16
5.2.6	Total	724

	Indicator 5	86.74%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

N/A



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	08/2017
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	92.00
C8.3	The date of your next scheduled stock condition survey or assessment	08/2027
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C8.5	Comments on method of assessing SHQS compliance.	

C8.1 - We stated in Section C24.1 of the ARC that our stock was last surveyed for EESSH compliance in 2017, however this was in fact the date that the survey process commenced rather than when it was completed. Due to the number, variety and complexity of our stock, the independent surveys were carried out over 4 phases, by a consultant Easy Heat Systems Ltd (part of the McDermott Group). The contract started in August 2017 and completed in January 2019. During this period an estimated 80% of our stock was surveyed and 20% was classed as no access and data cloned. I have attached the Certificate of Practical Completion Certificate to evidence the relevant dates.

C8.5 - Information received through stock condition survey and 10% stock condition information from voids per annum. In addition we will run an in house stock condition assessment programme on other property types outwith the voids.



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	5,426	5,426
C9.2	Self-contained stock exempt from SHQS	489	145
C9.3	Self-contained stock in abeyance from SHQS	423	0
C9.4.1	Self-contained stock failing SHQS for one criterion	374	160
C9.4.2	Self-contained stock failing SHQS for two or more criteria	8	0
C9.4.3	Total self-contained stock failing SHQS	382	160
C9.5	Stock meeting the SHQS	4,132	5,121

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	4,132	5,121
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	4,132	5,121

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	5,426
6.1.2	projected to the end of the next reporting year	5,426
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,132
6.2.2	projected to the end of the next reporting year	5,121

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	76.15%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	94.38%



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?"	724
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	308
7.2.2	fairly satisfied	261
7.2.3	neither satisfied nor dissatisfied	31
7.2.4	fairly dissatisfied	66
7.2.5	very dissatisfied	58
7.3	Total	724

	Indicator 7	78.59%
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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	8,408
8.2	The total number of hours taken to complete emergency repairs	28,100

Indicator 8		3.34
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	10,192
9.2	The total number of working days taken to complete non-emergency repairs	53,456

Indicator 9		5.24
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	8,308
10.2	The total number of reactive repairs completed during the reporting year	9,424

Indicator 10		88.16%
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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.	1
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>On 9th January 2023 on our return to work, we were contacted by City Building about a gas breakdown on one of our properties. On checking this, there was no gas component loaded on our system. When the property was void in May 2021, a new gas meter and gas central heating system was installed, and this was overlooked in adding this to our system. Which meant that the annual gas service was not completed before the end of May 2022. As soon as we were aware of this, we contacted the tenant and she agreed to give access on 10th January 2023. The gas was serviced with a satisfactory report on 10th January 2023. To ensure this does not happen again, we have added a procedure for void property new installations in our overall gas procedure. This defines responsibilities and there is also more than one occasion where this would be picked up if it was overlooked in error. This will ensure this does not happen again.</p>		

	Indicator 11	1
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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?"	400
12.2	Of the tenants who answered, how many said that they were:	242
12.2.1	very satisfied	
12.2.2	fairly satisfied	93
12.2.3	neither satisfied nor dissatisfied	8
12.2.4	fairly dissatisfied	27
12.2.5	very dissatisfied	30
12.2.6	Total	400

	Indicator 12	83.75%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

N/A



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	248	45
Complaints carried forward from previous reporting year	1	4
All complaints received and carried forward	249	49
Number of complaints responded to in full by the landlord in the reporting year	238	48
Time taken in working days to provide a full response	1,375	1,347

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	95.58%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	97.96%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.78
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	28.06



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?"	724
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	298
13.2.2	fairly satisfied	286
13.2.3	neither satisfied nor dissatisfied	50
13.2.4	fairly dissatisfied	56
13.2.5	very dissatisfied	34
13.2.6	Total	724

	Indicator 13	80.66%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	514
14.2	The number of tenancy offers that were refused	117

	Indicator 14	22.76%
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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	44
15.2	Of those at 15.1, the number of cases resolved in the last year	39

Indicator 15		88.64%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	49
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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	52
22.2.1	22.2 The number of properties recovered: because rent had not been paid	9
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	1

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	17.31%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	1.92%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	19.23%

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

Indicators 3 & 4 - Complaints

The average time taken to respond to Stage 2 complaints has been affected by a number of complaints which were subject to lengthy delays in closing them. These delays were due to a variety of reasons including:

- Tenant requesting us to hold the complaint open until all works were completed
- Obtaining advice from an external health and safety consultant on how to proceed
- Further investigations being carried out and contractor availability
- Problems in customer contact or gaining access to properties
- Engagement of an external consultant to investigate a complaint about a staff member

Indicator 13.1 - Landlords Contribution to Neighbourhood

Of the tenants surveyed 42 tenants were unhappy with the ground maintenance of the neighbourhood. Due to the reduction of council services we are experiencing more fly tipping which is having an impact on the local environment. We are using our subsidiary company NG2 to assist with this to try and improve the area.



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	5,280
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	448

	Indicator 17	8.48%
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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.	117
19.2	The number of approved applications completed between the start and end of the reporting year	113
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	4
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

4



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

20.1	The cost (£) that was landlord funded;	£247,069
20.2	The cost (£) that was grant funded	£247,925
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£494,994
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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.	4,664
21.2	The total number of adaptations completed during the reporting year.	127

Indicator 21		36.72
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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.	298
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	298
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	255
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
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.	255
23.7	The total number of accepted offers.	174

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	85.57%
Indicator 23 - The percentage of those offers that result in a let	68.24%



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	423
30.2	The total number of calendar days properties were empty	12,091

		Indicator 30	28.58
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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	124
16.1.2	applicants who were assessed as statutory homeless by the local authority	132
16.1.3	applicants from your organisation's housing list	182
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	115
16.2.2	applicants who were assessed as statutory homeless by the local authority	113
16.2.3	applicants from your organisation's housing list	169
16.2.4	nominations from local authority	0
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	92.74%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.61%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	92.86%
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	N/A

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

Indicator 30

Our average days to let is 28.58, this increase from last year is partly due to problems we have had with energy suppliers to get debt reset on gas and electric meter and this is having an effect on our ability to complete void works as we are unable to let a property without carrying out gas and electrical safety checks.



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	£24,349,709
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£24,677,928

	Indicator 26	98.67%
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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	£1,427,127
27.2	The total rent due for the reporting year	£24,677,928

	Indicator 27	5.78%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,201
28.2	The total value of management fees invoiced to factored owners in the reporting year	£189,063

Indicator 28		£157.42
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)	
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18.1	The total amount of rent due for the reporting year	£24,677,928
18.2	The total amount of rent lost through properties being empty during the reporting year	£125,515

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	6.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	3,971
C6.2	The value of direct housing cost payments received during the reporting year	£16,412,223



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	£535,432
C7.2	The total value of former tenant arrears written off at year end	£235,835

	Indicator C7	44.05%
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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?"	724
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	258
25.2.2	fairly good value for money	339
25.2.3	neither good nor poor value for money	43
25.2.4	fairly poor value for money	57
25.2.5	very poor value for money	27
25.3	Total	724

Indicator 25	82.46%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	160
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	4
29.2.2	fairly satisfied	128
29.2.3	neither satisfied nor dissatisfied	24
29.2.4	fairly dissatisfied	4
29.2.5	very dissatisfied	0
29.3	Total	160

	Indicator 29	82.50%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

N/A

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