

**Landlord name:** North Glasgow Housing Association Ltd**RSL Reg. No.:** 187**Report generated date:** 31/05/2022 16:15:21**Approval**

A1.1	Date approved	31/05/2022
A1.2	Approver	Lynne Cooper
A1.3	Approver job title	Director of Housing Services
A1.4	Comments (Approval)	
		N/A



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	83.91
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	24.00
C1.2.5	the number of direct labour staff	5.00
C1.2.6	the total number of staff	116.91
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	22.22%
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	3.15%

**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	432
C3.2	The number of 'supported housing' lets during the reporting year	6

Indicator C3		438
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The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	124
C2.2	The number of lets to housing list applicants	182
C2.3	The number of mutual exchanges	14
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	132
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	438

Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

**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	03/2022
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: very satisfied	490
1.2.2	fairly satisfied	196
1.2.3	neither satisfied nor dissatisfied	2
1.2.4	fairly dissatisfied	18
1.2.5	very dissatisfied	18
1.2.6	no opinion	0
1.2.7	Total	724

Indicator 1	94.75%
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Annual Return on the Charter (ARC) 2021-2022

Comments (Overall satisfaction)



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	588
2.2.2	fairly good at keeping them informed	58
2.2.3	neither good nor poor at keeping them informed	2
2.2.4	fairly poor at keeping them informed	23
2.2.5	very poor at keeping them informed	53
2.2.6	Total	724

Indicator 2	89.23%
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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	630
5.2.2	fairly satisfied	38
5.2.3	neither satisfied nor dissatisfied	10
5.2.4	fairly dissatisfied	11
5.2.5	very dissatisfied	35
5.2.6	Total	724

Indicator 5	92.27%
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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	12/2017
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	12/2027
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.	

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	5,425	5,425
C9.2	Self-contained stock exempt from SHQS	492	492
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	157	157
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	157	157
C9.5	Stock meeting the SHQS	4,776	4,776



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	4,776	4,776
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	4,776	4,776



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	5,425
6.1.2	projected to the end of the next reporting year	5,425
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,776
6.2.2	projected to the end of the next reporting year	4,776

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	88.04%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	88.04%



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	474
7.2.2	fairly satisfied	45
7.2.3	neither satisfied nor dissatisfied	2
7.2.4	fairly dissatisfied	60
7.2.5	very dissatisfied	143
7.3	Total	724

Indicator 7	71.69%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	8,447
8.2	The total number of hours taken to complete emergency repairs	25,155

Indicator 8	2.98
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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	10,552
9.2	The total number of working days taken to complete non-emergency repairs	59,527

Indicator 9		5.64
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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	8,022
10.2	The total number of reactive repairs completed during the reporting year	8,726

Indicator 10		91.93%
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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?"	406
12.2	Of the tenants who answered, how many said that they were:	291
12.2.1	very satisfied	
12.2.2	fairly satisfied	29
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	30
12.2.5	very dissatisfied	56
12.2.6	Total	406

Indicator 12	78.82%
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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	2,606	1,051	64	3,721
Four-in-a-block	941	20	0	961
Houses (other than detached)	722	4	0	726
Detached houses	17	0	0	17
Total	4,286	1,075	64	5,425

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	2,606	1,051	64	3,721
Four-in-a-block	941	20	0	961
Houses (other than detached)	722	4	0	726
Detached houses	17	0	0	17
Total	4,286	1,075	64	5,425

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

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	90	28	2	120
Four-in-a-block	7	8	0	15
Houses (other than detached)	20	2	0	22
Detached houses	0	0	0	0
Total	117	38	2	157

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	316	44	0	360
Four-in-a-block	11	2	0	13
Houses (other than detached)	22	0	0	22
Detached houses	0	0	0	0
Total	349	46	0	395

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	2,200	979	62	3,241
Four-in-a-block	923	10	0	933
Houses (other than detached)	680	2	0	682
Detached houses	17	0	0	17
Total	3,820	991	62	4,873

	C10	89.8%
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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	316	44	0	360
Four-in-a-block	11	2	0	13
Houses (other than detached)	22	0	0	22
Detached houses	0	0	0	0
Total	349	46	0	395

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	33	
Social	75	
Excessive cost	165	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	122	
Unable to secure funding	0	
Other reason / unknown	0	
Total	395	

C11.3	If other reason or unknown, please explain
	N/A

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Comments (Housing quality and maintenance)



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	180	37
Complaints carried forward from previous reporting year	4	0
All complaints received and carried forward	184	37
Number of complaints responded to in full by the landlord in the reporting year	183	36
Time taken in working days to provide a full response	1,046	704

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.46%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	97.30%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.72
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	19.56



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	467
13.2.2	fairly satisfied	208
13.2.3	neither satisfied nor dissatisfied	0
13.2.4	fairly dissatisfied	18
13.2.5	very dissatisfied	31
13.2.6	Total	724

Indicator 13	93.23%
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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	483
14.2	The number of tenancy offers that were refused	73

Indicator 14		15.11%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

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	67

Indicator 15	94.37%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	57
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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	31
22.2.1	22.2 The number of properties recovered: because rent had not been paid	4
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	12.90%
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	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	12.90%

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Comments (Neighbourhood & community)

In addition to the number of complaints responded to during the year there was a further Stage 2 complaint which was received on 20th January 2020 and not responded to in full until 3rd November 2021. As this was not responded to in full for 1 year and 9 months this has not been included in the calculation for the average number of days to provide a full response as this would skew the result. This complaint was from a factored owner in relation to an ongoing roof leak and involved the removal and replacement of 2 flat roofs. The complaint resolution was delayed due to the pandemic and the fact that it was felt better to wait until we had received the 20 year guarantee before the complaint was closed.

Anti-social behaviour cases - there are 4 cases still open, one was reported in the middle of February and 3 were reported in March 2022



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)

17.1	The total number of lettable self-contained stock	5,326
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	493

Indicator 17	9.26%
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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.	115
19.2	The number of approved applications completed between the start and end of the reporting year	88
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	27
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	27
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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;	£131,151
20.2	The cost (£) that was grant funded	£182,438
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£313,589
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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.	1,843
21.2	The total number of adaptations completed during the reporting year.	106

Indicator 21		17.39
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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.	189
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.	189
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	168
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.	168
23.7	The total number of accepted offers.	114

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	88.89%
Indicator 23 - The percentage of those offers that result in a let	67.86%



Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	410
30.2	The total number of calendar days properties were empty	7,426

Indicator 30		18.11
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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	109
16.1.2	applicants who were assessed as statutory homeless by the local authority	110
16.1.3	applicants from your organisation's housing list	210
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	104
16.2.2	applicants who were assessed as statutory homeless by the local authority	95
16.2.3	applicants from your organisation's housing list	183
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	95.41%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	86.36%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	87.14%
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

Annual Return on the Charter (ARC) 2021-2022

Comments (Access to housing and support)

**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	£23,634,936
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£23,894,760

Indicator 26		98.91%
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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	£1,359,266
27.2	The total rent due for the reporting year	£25,342,866

Indicator 27		5.36%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,210
28.2	The total value of management fees invoiced to factored owners in the reporting year	£185,721

Indicator 28		£153.49
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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	£25,342,866
18.2	The total amount of rent lost through properties being empty during the reporting year	£136,007

Indicator 18		0.54%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.90%
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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	4,055
C6.2	The value of direct housing cost payments received during the reporting year	£15,967,541



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	£455,893
C7.2	The total value of former tenant arrears written off at year end	£176,308

Indicator C7	38.67%
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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)

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	480
25.2.2	fairly good value for money	156
25.2.3	neither good nor poor value for money	3
25.2.4	fairly poor value for money	29
25.2.5	very poor value for money	56
25.3	Total	724

Indicator 25	87.85%
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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	8
29.2.2	fairly satisfied	137
29.2.3	neither satisfied nor dissatisfied	4
29.2.4	fairly dissatisfied	11
29.2.5	very dissatisfied	0
29.3	Total	160

Indicator 29	90.62%
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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)

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 (Other customers)

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