



Landlord name: Clackmannanshire Council

RSL Reg. No.: 1,006

Report generated date: 15/07/2024 09:26:10

Approval

A1.1	Date approved	30/05/2024
A1.2	Approver	Murray Sharp
A1.3	Approver job title	Senior Manager (Housing)
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A

**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	351
C3.2	The number of 'supported housing' lets during the reporting year	7
Indicator C3		358



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	49
C2.2	The number of lets to housing list applicants	72
C2.3	The number of mutual exchanges	37
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants.	237
C2.6	Total number of lets excluding exchanges	358

Annual Return on the Charter (ARC) 2023-2024

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

**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	917
1.1.2	the fieldwork dates of the survey	05/2023
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: very satisfied	410
1.2.2	fairly satisfied	440
1.2.3	neither satisfied nor dissatisfied	43
1.2.4	fairly dissatisfied	15
1.2.5	very dissatisfied	7
1.2.6	no opinion	2
1.2.7	Total	917

Indicator 1	92.69%
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Annual Return on the Charter (ARC) 2023-2024

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



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?"	917
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	547
2.2.2	fairly good at keeping them informed	342
2.2.3	neither good nor poor at keeping them informed	25
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	1
2.2.6	Total	917

	Indicator 2	96.95%
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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?"	917
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	622
5.2.2	fairly satisfied	281
5.2.3	neither satisfied nor dissatisfied	14
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	917

	Indicator 5	98.47%
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Annual Return on the Charter (ARC) 2023-2024

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



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	03/2024
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	100.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	
<p>We are currently in the process of procuring a suitable external contractor to carry out a full stock condition survey of all properties with an EPC and NetZero Assessment. Contract due to be awarded summer 2024. The information from the stock condition survey will be key to help inform the future development of a robust Housing Asset Management Strategy aligned to our HRA Financial Business Plan.</p>		



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	5,045	5,085
C9.2	Self-contained stock exempt from SHQS	13	13
C9.3	Self-contained stock in abeyance from SHQS	25	25
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	288	0
C9.4.3	Total self-contained stock failing SHQS	288	0
C9.5	Stock meeting the SHQS	4,719	5,047



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	5,045
6.1.2	projected to the end of the next reporting year	5,085
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,719
6.2.2	projected to the end of the next reporting year	5,047

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.54%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.25%



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?"	917
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	336
7.2.2	fairly satisfied	513
7.2.3	neither satisfied nor dissatisfied	63
7.2.4	fairly dissatisfied	2
7.2.5	very dissatisfied	3
7.3	Total	917

	Indicator 7	92.58%
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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	6,512
8.2	The total number of hours taken to complete emergency repairs	25,992

Indicator 8		3.99
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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	6,641
9.2	The total number of working days taken to complete non-emergency repairs	33,981

	Indicator 9	5.12
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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	6,190
10.2	The total number of reactive repairs completed during the reporting year	6,532

Indicator 10		94.76%
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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?"	450
	12.2 Of the tenants who answered, how many said that they were:	272
12.2.1	very satisfied	
12.2.2	fairly satisfied	140
12.2.3	neither satisfied nor dissatisfied	35
12.2.4	fairly dissatisfied	3
12.2.5	very dissatisfied	0
12.2.6	Total	450

	Indicator 12	91.56%
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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.

Post covid the team have continued to work hard to address the issues around failures of SHQS. At the time of writing this (10/04/24) there were: 64 EICRS falling outwith the 5 year required period, 205 EPC's not carried out within the 10 year period and 19 properties with RAAC with a failing element under SHQS technical guidance. The aim is to close off outstanding EPC's and EICRS by the end of June 2024. In relation to RAAC there is an options appraisal being developed in regards to the future of the blocks containing RAAC failure, this will be presented to Council for a decision to be made.



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	30	6
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	30	6
Number of complaints responded to in full by the landlord in the reporting year	30	6
Time taken in working days to provide a full response	269	319

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	8.97
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	53.17



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?"	917
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	401
13.2.2	fairly satisfied	471
13.2.3	neither satisfied nor dissatisfied	41
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	1
13.2.6	Total	917

	Indicator 13	95.09%
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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	558
14.2	The number of tenancy offers that were refused	200

	Indicator 14	35.84%
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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	178
15.2	Of those at 15.1, the number of cases resolved in the last year	132

Indicator 15		74.16%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	34
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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	35
22.2.1	22.2 The number of properties recovered: because rent had not been paid	16
22.2.2	because of anti-social behaviour	5
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	45.71%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	14.29%
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	60.00%

Annual Return on the Charter (ARC) 2023-2024

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

In 2023/24 there has been a decrease in the number of anti-social behaviour cases resolved. A number of experienced Housing Officers left our employment with an impact then on remaining staff who had larger patches to manage and a lesser focus on the administration of closing of cases. Cases were still resolved, but not closed on our system within our internal target timescales. The team are now almost at full capacity and with a renewed focus on administrative duties in managing ASB caseload.

2023/24 seen a reduction in the number of rent arrear and ASB cases taken to court (35 cases compared to 59 in the previous year). However, the number of properties recovered did not reduce as substantially (21 cases compared to 27 in the previous year), meaning an increase in the %. The main reason for initiating less court actions was due to the impact of the Cost of Living (Tenant Protection) Act 2022. Housing Officers held off raising court action due to the required level of debt stipulated by the Act. Both the legislation and tenancy sustainment, which was a key focus, has meant that this year there has been less court actions initiated and less households evicted.



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	4,881
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	342

Indicator 17		7.01%
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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.	327
19.2	The number of approved applications completed between the start and end of the reporting year	260
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	67
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

67



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

20.1	The cost (£) that was landlord funded;	£813,873
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£813,873
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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.	48,787
21.2	The total number of adaptations completed during the reporting year.	297

		Indicator 21	164.27
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Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	28
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	0
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	28
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	439

Indicator 24.		6.38%
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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	337
30.2	The total number of calendar days properties were empty	21,857

Indicator 30		64.86
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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	61
16.1.2	applicants who were assessed as statutory homeless by the local authority	219
16.1.3	applicants from your organisation's housing list	70
16.1.4	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	58
16.2.2	applicants who were assessed as statutory homeless by the local authority	197
16.2.3	applicants from your organisation's housing list	66
16.2.4	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	95.08%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	89.95%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	94.29%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	0.00%

Annual Return on the Charter (ARC) 2023-2024

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

In late June 2023 permission was given to the service to appoint a multi-trade contractor to mitigate some of the challenges experienced in turning around void and bought back from market properties in an acceptable time period. A multi-trade contractor would support our internal trades teams in refurbishment of void and 'off the shelf' buy back properties. The contractor has been slower than anticipated to mobilise and we are yet to realise the full potential of this arrangement. Our performance in the time taken to re-let properties has suffered in part as a consequence of a lack of trades resource capacity. This is a key focus for the service to improve void performance as early as possible in the new financial year 2024/25.

**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)		
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26.1	The total amount of rent collected in the reporting year	£19,777,643
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£19,967,106

Indicator 26		99.05%
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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	£2,226,142
27.2	The total rent due for the reporting year	£19,967,106

Indicator 27		11.15%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

		Indicator 28	N/A
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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	£19,967,106
18.2	The total amount of rent lost through properties being empty during the reporting year	£267,793

Indicator 18		1.34%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.70%
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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	3,270
C6.2	The value of direct housing cost payments received during the reporting year	£11,397,884



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£1,772,416
C7.2	The total value of former tenant arrears written off at year end	£47,038

	Indicator C7	2.65%
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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?"	917
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	186
25.2.2	fairly good value for money	682
25.2.3	neither good nor poor value for money	42
25.2.4	fairly poor value for money	7
25.2.5	very poor value for money	0
25.3	Total	917

Indicator 25	94.66%
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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?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

Annual Return on the Charter (ARC) 2023-2024

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



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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Annual Return on the Charter (ARC) 2023-2024

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

The Westhaugh Gypsy Traveller's site has now been demolished in line with the commitment to delivering a new site by October 2024. A number of factors have delayed the project and will continue to keep the Regulator informed of our progress in this work. Clackmannanshire Council continues to engage with residents to provide regular updates on progress. The service are also now working on a number of policies for the re-opening of the site, such as an allocations policy, updated occupancy agreement and other related procedures for management of the site.