
Report to: Audit and Scrutiny Committee

Date of Meeting: 13th June 2024

Subject: Scottish Housing Regulator Annual Return of the Charter (ARC)

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1 This report provides information to the Committee on The Annual Return of Charter (ARC) presented to Council on 16th May and submitted to the Scottish Housing Regulator (SHR) on 31st May 2024 (appendix 1). The purpose of this report is to allow Housing Service performance to be scrutinised in a meaningful way.

2.0 Recommendations

- 2.1 It is recommended that:
- 2.2 Committee is asked to note, comment on and challenge the report.
- 2.3 Committee notes the intention of the Service to bring future ARC papers to Committee for Scrutiny each year.

3.0 Considerations

- 3.1 Reporting on performance against the Charter is undertaken via the ARC, which all social landlords are required to return annually by 31st May. This return is submitted to the SHR who monitor landlord performance against the Charter.
- 3.2 Appendix 1 provides the full ARC for 2023/24, a further document has been produced to show comparative performance from 2018/19 to 2023/24 (appendix 2) with key areas of Housing Service delivery.

4.0 Key performance in Housing

Satisfaction/Customer & Landlord Relationship

- 4.1 The indicators in these sections are returns based on our 3 yearly tenants survey which was last carried out in 2023 (the results of which were reported in the 2022/23 ARC). Indicators 1, 2 and 5 (appendix 1 pages 6-9) show that our tenants are very satisfied. As part of our programme of Housing Performance Meetings, external contractor Research Resource presented the results from the survey with evidence provided to show improvement in

the above noted indicators since time of previous survey in 2019. The next large scale tenant survey will be carried out in 2025/26.

Access to Housing and Support

- 4.2 Our average number of calendar days taken to re-let void properties in 2023/24 was 64.86 days compared to 47.04 days in 2022/23. The total number of lets for the year was 357, this includes all properties that were re-let in the year and 20 buy back properties being let.
- 4.3 At the time of writing this report (10/05/24) there are 47 mainstream voids this is a positive reduction in the overall number of voids carried when compared to the May 2023 figure of 78.
- 4.4 We are currently returning around 7 properties each week. It is estimated that by the end of June 2024 the void number will have reduced down to 40 properties. Additional trades resource supplied to support void property working will be returned at this point to work on with the HRA Capital Kitchen programme.
- 4.5 The increase in time taken to return voids (64.86 days) can be attributed to longer standing void properties now being returned ready for let. We do expect the end to end time to increase further in the short term as more longer standing voids return. We are confident that performance will improve in this area and utilising the Vanguard principals of working with the top 21 groupings of voids, we expect to see properties return more quickly with decrease in the length of time taken to re-let properties
- 4.6 Regular meetings are being held between the Senior Managers of Housing and Property to monitor voids closely. These meetings bring the opportunity to adjust the response as necessary to ensure the best use of resources and return the voids to an acceptable level.
- 4.7 The national picture is very difficult to gauge at present (until all data returns are available from the SHR later in the year). The Association of Local Authority Chief Housing Officers (ALACHO), have been appraising void performance in the sector since the start of the pandemic. It is acknowledged that the situation varies across Scotland, however a balance must be struck between maintaining repairs service delivery and tackling the void property backlog. The consensus is that it may take a number of years for overall performance to return to pre-pandemic levels.
- 4.8 At time of writing this report there were 40 'off the shelf' (OTS) properties awaiting refurbishment works to be completed.
- 4.9 The multi-trade contractor procured to support refurbishment of OTS buy back properties has been slower than anticipated to mobilise, and the full benefit of this contract was not able to be realised within the financial year. Housing and Property teams continue to work closely together to progress the refurbishment and let of these properties as quickly as is possible within the first half of the new financial year 2024-25.

Repairs Maintenance and Improvements

- 4.10 Performance in responding to emergency repairs within the permitted 8 hour target time remains high with an average response time of 3.99 hours.
- 4.11 Performance in non-emergency repairs has improved slightly when compared to 2022/23, with response time then at 5.4 days and now at 5.1 days.
- 4.12 The percentage of reactive repairs carried out in 2022/24 that were completed first time has stayed high at 94.76%, however this is a slight dip in performance from the previous year where the figure was at 95.57%.

Housing Quality and Maintenance

- 4.13 Our percentage compliance with Scottish Housing Quality Standard (SHQS) (indicator 6) had taken a significant drop in 2022/23 at 39.3% compliant, which was largely due to electrical testing catch up works as a result of the Covid pandemic. Recovery works have progressed at pace and a vastly improved compliance level of 93.54% was reached by the end of reporting year 2023/24.
- 4.14 Total number of properties failing SHQS at year end was 288. Included in those are:
- Energy Performance Certificate (EPC) falling outwith the 5 year required period (205)
 - Electrical Installation Condition Reports (EICR),(64)
 - Decanted properties containing Reinforced Autoclaved Aerated Concrete (RAAC) (19)
- 4.15 The service aim to have outstanding EPC's and EICR's completed by the end of June 2024. An update will be provided to the SHR at this point.

Getting Good Value from Rents and Service Charges

- 4.16 The table in appendix 2 shows an increase in overall arrears (both current and former together) from 2018/19, however since the pandemic (year 2020/21) this is the first year that we have seen a reduction in the gross rent arrears figure. Despite the cost of living crisis still being an ever present issue, the current arrears have decreased by almost £0.260m.
- 4.17 We note that there has been an increase in former arrears. We advised Council in May 2024 that the newly appointed officers in the Housing restructure were working on the former arrears cases as a priority. Officers have managed to work through these cases and have a position on possible cases that are unrecoverable which will be put forward to Council for write-off. This has meant that we have a clear understanding of cases to pursue and a focus on improving our performance in former arrears.

Neighbourhood and Community

- 4.18 The Tenancy Management Team's main role is to set tenancies up to succeed and help tenants adhere to the rules in the tenancy agreement. The team work hard with tenants in their patches to provide assistance to those who need it. However there are circumstances where tenants breach tenancy conditions and legal action is required. The percentage of court actions initiated which resulted in eviction appears higher than in 2022/23, rising from 45.76% to 60%. However when we look at the numbers we have taken fewer cases to court, with less evictions carried out. Information in the table in appendix 2 shows that pre-covid court actions initiated and evictions completed were much higher than current levels. Up until 31st March 2024 legislation existed that limited the use of evictions to protect tenants during both the pandemic and cost of living crisis. Legal action is the last resort taken and Housing Officers will use every tool to help tenants sustain their tenancies.
- 4.19 The percentage of anti-social behaviour (ASB) cases reported in 2023/24 which were resolved dropped from the previous year. Our internal target is to resolve cases within 20 weeks. The nature of ASB is unpredictable and it is unlikely that all cases would be resolved within a 20 week target. As explained in section 4.18 legal action may be required in some cases, and the time taken to build a case and have this heard in Court, can often be longer than our target to complete timescale. There has been a turnaround of staff within the Tenancy Management Team with a loss of experienced Housing Officers. Recruitment and the training of newly appointed staff has meant that existing staff have had a higher workload, meaning the administration of case work has suffered. Case management and dealing with ASB did continue but the administration associated with the physical closure of cases was not completed as timeously. Now that the team are at a full compliment it is hoped that Officers will have more time to deal with the administration of cases and ensure that they are closed in a timely manner.
- 4.20 As part of the Tenants Survey (2023), respondents were asked what the main issues were if they were not satisfied with the management of the area they lived in, 24.4% of respondents thought that ASB issues should be dealt with better. Along with this feedback and the development of a corporate ASB Strategy, Housing will be looking to develop a Housing specific ASB policy to assist in dealing with issues raised by our tenants. This policy will also help set standards and ensure we can meet the expectations of our tenants.

5.0 Sustainability Implications

- 5.1 The information contained within the ARC demonstrates that housing priorities contribute positively to sustainability.

6.0 Resource Implications

6.1 Financial Details

6.2 Finance have been consulted and have agreed the financial implications as set out in the report. Yes

7.0 Exempt Reports

7.1 Is this report exempt?

Yes (please detail the reasons for exemption below)

No

8.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box)

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

9.0 Equalities Impact

Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

10.0 Legality

10.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

11.0 Appendices

Appendix 1 - Scottish Housing Regulator Annual Return of Charter 2024
Appendix 2 - Comparative data

12.0 Background Papers


12.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Katie Roddie	Team Leader Housing Business Management	2688
Andrew Buchanan	Operations Manager (Housing)	5169
Murray Sharp	Senior Manager (Housing)	5113

Approved by

NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director - Place	



Landlord name: [redacted]ackmannanshire Council

RSL Reg. No.: [redacted] 1,006

Report generated date: [redacted] 30/05/2024 16:27:03

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)
--

C3.1	The number of 'general needs' lets during the reporting year	350
C3.2	The number of 'supported housing' lets during the reporting year	7
Indicator C3		357



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.	236
C2.6	Total number of lets excluding exchanges	357

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:	410
	very satisfied	
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%
-------------	--------

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%
--	-------------	--------



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%
--	-------------	--------

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)

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%
--	-------------	--------

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

		Indicator 8	3.99
--	--	-------------	------



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
--	--	-------------	------



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

Indicator 10		94.76%
--------------	--	--------



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
--------------	---



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%
--------------	--------

Annual Return on the Charter (ARC) 2023-2024

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	13.2 of the tenants who answered, how many said that they were:	401
	very satisfied	
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%
--	--------------	--------



Percentage of tenancy offers refused during the year (Indicator 14)		
---	--	--

14.1	The number of tenancy offers made during the reporting year	557
14.2	The number of tenancy offers that were refused	200

		Indicator 14	35.91%
--	--	--------------	--------



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

Indicator 15		74.16%
--------------	--	--------



Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	34
------	--	----



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:	16
	because rent had not been paid	
22.2.2	because of anti-social behaviour	3
22.2.3	for other reasons	2

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	8.57%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	5.71%
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)

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%
--------------	--	-------



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
--------------	--	----------



The average time to complete adaptations (Indicator 21)		
---	--	--

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
--	--	--------------	--------



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%
--	---------------	-------



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	337
30.2	The total number of calendar days properties were empty	21,857

Indicator 30		64.86
--------------	--	-------

**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)	
---	--

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%
--------------	--	--------



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%
--------------	--	--------

Average annual management fee per factored property (Indicator 28)		
--	--	--

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
--------------	--	-----



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%
--------------	--	-------



Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.70%
------	--	-------



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)		
--	--	--

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%
--------------	--	-------

**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?"	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%
--------------	--------



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?"	
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
--	--------------	-----



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	
--------------	--

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.

Access to Housing and Support**Indicator 30**

Average length of time taken to re-let properties in the last year in days

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
64.86	47.04	32.55	39.93	35.21	38.47

Indicator C2

The number of lets during the reporting year

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
357	351	353	335	417	446

Repairs Maintenance and Improvements**Indicator 8**

Average length of time taken to complete emergency repairs in hours

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
3.99	3.97	3.49	3.63	4.76	3.38

Indicator 9

Average length of time taken to complete non-emergency repairs in days

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
5.12	5.41	4.9	4.24	7.61	6.22

Indicator 10

% of reactive repairs carried out in the last year completed right first time

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
94.76%	95.57%	97.01%	97.16%	92.50%	94.72%

Housing Quality and Maintenance**Indicator 6**

% of stock meeting the SHQS

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
93.54%	39.33%	59.87%	79.19%	96.12%	97.73%

Getting Good Value from Rents and Service Charges**Indicator 27**

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

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
11.15%	11.51%	10.66%	9.56%	10.12%	9.05%

Indicator 18

% of rent due lost through properties being empty during the last year

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
1.34%	1.02%	0.66%	0.94%	0.45%	1.14%

Neighbourhood and Community**Indicator 22**

% of the court actions initiated which resulted in eviction and the reason for eviction

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
%	60.00%	45.76%	26.92%	0.00%	20.43%	33.96%
No of court actions initiated	35	59	26	2	93	106
No of properties recovered	21	27	7	0	19	36
Because rent not paid	16	23	5	0	19	35
Because of anti-social behaviour	3	2	1	0	0	0
Because of other reason	2	2	1	0	0	1

Appendix 2

Indicator 15

% of anti-social behaviour cases reported in the last year which were resolved

2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
74.16%	89.95%	74.42%	75.19%	79.57%	77.10%

