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**Report to: Audit and Scrutiny Committee**

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**Date of Meeting: 12<sup>th</sup> June 2025**

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

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**Report by: Strategic Director (Place)**

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**1.0 Purpose**

1.1 This report provides information to the Committee on The Annual Return of Charter (ARC) submitted to the Scottish Housing Regulator (SHR) on 31<sup>st</sup> May 2025 (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 note, comment on and challenge the report as appropriate.

**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 submission for 2024/25, a further document has been produced to show comparative year on year performance from 2019/20 to 2024/25 (Appendix 2) within key areas of Housing Service delivery.

3.3 The SHR recently carried out a consultation on the charter indicators which social landlords are required to report upon within the ARC. This was carried out with various stakeholders including tenants and landlords. The changes made to charter indicators are detailed in Appendix 3.

3.4 Broadly, these changes included for, new tenant and resident safety indicators on damp and mould to now be collected, a small number of indicators have been removed and are no longer required to be reported on, and clarity has been provided in the definition of a number of existing indicators. Collection of the new style indicators was from 1<sup>st</sup> April 2025 and will be reported in the ARC submission in May 2026.

- 3.5 The procurement exercise for the upgrade of the Housing and Repairs IT systems has recently been completed and contracts with suppliers now entered into. These upgrades will allow us to use modern technology to enhance operational efficiency and improve service delivery. The improved systems will allow us to collate and manage our performance data more easily. We are at the start of the migration and implementation process and anticipate a project length of approximately 18 months to realise both systems.
- 3.6 Work in earnest has started with NEC on the upgrade of the housing system. However, at the time of writing this report we must inform committee that despite repeated requests we have no progress with Civica on the repairs and property upgrade. We are in a process of updating the corporate risk register as we understand from the market that few landlords have went live with the full repairs and contractors modules as yet, these are the modules that we have contracted to utilise. This could place delivery of repairs to tenants and reporting to the SHR in a weak position.

#### **4.0 Key performance in Housing**

##### *Satisfaction/Customer & Landlord Relationship*

- 4.1 The indicators in these sections are based on the data derived from our 3 yearly tenants survey (of around 1000 tenants), this was last carried out in 2023 (and the results reported in the 2022/23 ARC).
- 4.2 Indicators 1, 2 and 5 (Appendix 1) 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 and provided evidence to show improvement in the above noted indicators since time of previous survey in 2019.
- 4.3 The next large scale tenant survey will be carried out in final quarter of this current financial year 2025/26. The service is currently in a joint procurement journey with Stirling Council, Rural Stirling Housing Association and Forth Housing Association to procure a contractor to carry out this work. The relevant data gathered will be submitted within the ARC return in May 2026. The service plan to review the full survey in more detail at a future Housing Performance Meeting next year.

##### *Access to Housing and Support*

- 4.4 Our average number of calendar days taken to re-let void properties in 2024/25 was 57.54 days compared to 64.86 days in 2023/24. The total number of lets for the year was 370, this includes all properties that were re-let in the year and 57 properties that were bought back from the open market.
- 4.5 The main measure of void performance is in the rental income lost by properties not being rented. In 2023/24 the Councils void performance

resulted in a loss of rent of 1.34%, which compared well with a national average of 1.4% for all local authority landlords. Council approved a voids improvement plan during 2023, which included the off the shelf purchased properties. This included a focus on problem solving sessions and working with a private contractor. Whilst it is acknowledged that the work with the private contractor took some time to establish (to agree correct protocols and an understanding of the quality required for new tenants), the private contractor set up a base in Alloa itself and brought significant resource to the process. This complemented the base of work, the same contractor has established for roofing works for both domestic and public buildings.

- 4.6 With this action plan starting in late 2023/24 and into 2024/25, this resulted in a significant shift in void rent loss of 0.7% nearly half of the previous years outturn.
- 4.7 However, whilst that outturn is to be welcomed in helping to ensure best value for tenants rents, our weekly problem solving and performance monitoring of voids indicate that we still need to go further in respect of voids especially in respect of assisting with the growth in temporary accommodation usage. Where another leap forward in voids could mitigate the huge costs being borne by the general fund at present. Similarly, to ensure a constant top quartile performance in voids we also need to ensure our systems and processes are reviewed and set up to help the housing and property teams succeed including being able to take mitigating actions, when the number of voids goes beyond the working capacity of the service. The administration have asked the voids problem solving team for a report on what aspects of the process could be reviewed to assist in this endeavour.

#### *Repairs Maintenance and Improvements*

- 4.8 Performance in responding to emergency repairs within the permitted 8 hour target time remains high with an average response time of 3.17 hours.
- 4.9 Performance in non-emergency repairs has marginally improved when compared to 2023/24, with response time then at 5.1 days and now at 5.08 days.
- 4.10 Repairs was a focus of April's Housing Performance Meeting, where updates were given about the steps the service are taking to improve approaches to gathering feedback from tenants on the service they have received. Highlighted was the successful apprenticeship programme with 100% of apprentices being retained into full time employment within the last year.

#### *Housing Quality and Maintenance*

- 4.11 Our percentage compliance with Scottish Housing Quality Standard (SHQS) (indicator 6) has dropped from 93.54% to 84.65%. This is due to a number of Energy Performance Certificates (EPCs) becoming out of date and requiring to be renewed. This issue was highlighted following an in-depth review of the data held within this area, a number of properties were identified as having EPCs which were no longer valid (in date).
- 4.12 The service have engaged with the Council's Home Energy Advice Team to arrange for updated EPCs and ensure our future compliance within this area

as soon as is possible and by time of next reporting our SHQS position to the SHR in May 2026.

- 4.13 The total number of properties failing SHQS at year end was 586. These failures relate to Energy Performance Certificates (EPC) falling out of date (567 properties) and 19 council owned properties that were evacuated due to the presence of Reinforced Autoclaved Aerated Concrete (RAAC).
- 4.14 Moving forward, the information obtained from our stock condition survey (to commence in this calendar year) will provide robust data on the current condition of our housing stock portfolio. This will inform future reporting and assist with the development of our Asset Management Strategy.

#### *Getting Good Value from Rents and Service Charges*

- 4.15 Appendix 2 presents arrears data in three tables, providing further information on current and former arrears. This year has seen a notable reduction in overall arrears, dropping from 11.5% in 2023/24 to 7.25% in 2024/25. This improvement is particularly impressive given the current economic climate, including the rising cost of living. The Tenancy Management Team has placed a greater emphasis on rent arrears, with a revised case flagging system that allows prioritisation of cases requiring immediate attention. This ensures that tenants in need of additional support to pay their rent receive assistance at the earliest opportunity.
- 4.16 Former arrears had been on the rise since 2019/20. However, following the establishment of a dedicated team within the Housing Service focused on recovering Former Tenant Arrears (FTA), there has been a reduction in FTA arrears in 2024/25, decreasing to 5.48% from 8.73% in 2023/24. Officers have actively pursued recovery efforts and cases deemed unrecoverable were approved by Council for write-off in June 2024. Remaining cases will now follow a new FTA process workflow, which will identify new cases for action. This system will also flag untraceable cases, deceased tenants, and cases with prior decrees, ensuring the correct procedures are followed for these situations.
- 4.17 A revised and updated policy for managing both current and former arrears is under development and will be presented to the Council for approval following the necessary consultation and review.

#### *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 help those who need it. The percentage of court actions initiated which resulted in eviction appears lower (44% from 60% in 2023/24) while the number of tenants taken to court has increased from 35 to 78, and evictions have risen from 21 to 34, this reflects a more proactive stance in tackling non-engagement and persistent arrears. This is reflected in the arrears balance of individual eviction cases, with the highest arrears in 2023/24 exceeding £9,000, compared to just under £6,000 in 2024/25.

- 4.19 Closer collaboration with the Legal department has been instrumental in ensuring cases are appropriately managed and progressed, avoiding unnecessary delays. Importantly, the team continues to work constructively with tenants even after a decree has been granted, with four cases successfully clearing their balance, including legal costs, prior to eviction action, ultimately sustaining their tenancies and preventing homelessness. Legal action is the last resort taken and Housing Officers will use every tool to help tenants sustain their tenancies.
- 4.20 In 2024, both the overarching corporate Antisocial Behaviour (ASB) Strategy and the Housing specific ASB Policy were approved. These documents provide tenants with clear guidance on what constitutes ASB, how to report incidents and the actions the Housing Service can take in response to ASB involving council tenants.
- 4.21 As highlighted in last year's Audit and Scrutiny report, case administration had not always been completed in a timely manner. However, improvements have been made in 2024/25, with the percentage of ASB cases resolved rising from 74.2% in 2023/24 to 82.5%. In addition, the number of reported cases has decreased from 178 in 2023/24 to 120 in 2024/25. Improved case management and a reduced caseload have enabled Housing Officers to handle investigations more effectively and take appropriate action to resolve issues.

## **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 2025  
 Appendix 2 - Comparative data  
 Appendix 3 - Summary of Changes to ARC Indicators

## 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). Yes

Scottish Housing Regulator Annual Return of Charter 2024

**Author(s)**

<b>NAME</b>	<b>DESIGNATION</b>	<b>TEL NO / EXTENSION</b>
Katie Roddie	Housing Service Policy and Innovation Coordinator	2688
Andrew Buchanan	Team Leader Housing Business Management	5169
Murray Sharp	Senior Manager (Housing)	5113

**Approved by**

<b>NAME</b>	<b>DESIGNATION</b>	<b>SIGNATURE</b>
Kevin Wells	Strategic Director - Place	



**Landlord name:** Clackmannanshire Council

**RSL Reg. No.:** 1,006

**Report generated date:** 30/05/2025 12:36:05

**Approval**

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



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**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	358
C3.2	The number of 'supported housing' lets during the reporting year	12
Indicator C3		370

The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	40
C2.2	The number of lets to housing list applicants	78
C2.3	The number of mutual exchanges	26
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants.	252
C2.6	Total number of lets excluding exchanges	370

## Annual Return on the Charter (ARC) 2024-2025

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%
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## Annual Return on the Charter (ARC) 2024-2025

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

This years tenant satisfaction results are from the 2023 tenant satisfaction and aspiration survey. The next survey is scheduled to take place in early 2026 and the findings will be reported in the 2025/26 ARC.

**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) 2024-2025

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)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2025
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	03/2026
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>Our percentage compliance with the Scottish Housing Quality Standard has dropped from 93.54% to 84.65%. This is due to a number of Energy Performance Certificates (EPCs) becoming out of date and requiring to be renewed. This issue was highlighted following an in-depth review of the data held within this area, a number of properties were identified as having EPCs which were no longer valid (in date).</p> <p>The total number of properties failing SHQS at financial year end was 586. These failures relate to EPCs falling out of date (567 properties) and 19 council owned properties that were evacuated due to the presence of Reinforced Autoclaved Aerated Concrete (RAAC).</p> <p>The service have engaged with the Council's Home Energy Advice Team to arrange for updated EPCs and ensure our future compliance within this area as soon as is possible and by time of next reporting our SHQS position to the SHR in May 2026. Moving forward, the information obtained from a planned stock condition survey (to commence in this calendar year) will provide renewed data on the current condition of our housing stock portfolio. This will inform future reporting and assist with the development of our Asset Management Strategy.</p>		

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

		<b>End of the reporting year</b>	<b>End of the next reporting year</b>
C9.1	Total self-contained stock	5,068	5,088
C9.2	Self-contained stock exempt from SHQS	10	10
C9.3	Self-contained stock in abeyance from SHQS	182	25
C9.4.1	Self-contained stock failing SHQS for one criterion	567	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	19	0
C9.4.3	Total self-contained stock failing SHQS	586	0
C9.5	Stock meeting the SHQS	4,290	5,053

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	5,068
6.1.2	projected to the end of the next reporting year	5,088
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,290
6.2.2	projected to the end of the next reporting year	5,053

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	84.65%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.31%

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	6,337
8.2	The total number of hours taken to complete emergency repairs	23,528

Indicator 8		3.71
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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	7,072
9.2	The total number of working days taken to complete non-emergency repairs	35,951

Indicator 9		5.08
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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	6,682
10.2	The total number of reactive repairs completed during the reporting year	6,968

Indicator 10		95.90%
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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:	
12.2.1	very satisfied	272
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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## Annual Return on the Charter (ARC) 2024-2025

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.

Housing repairs were the main focus of April's Housing Performance Meeting (meetings held with Elected members and Clackmannanshire Tenants and Residents Federation) where updates were given about the steps the service is taking to improve the way it collects feedback from tenants on the repairs service they have received.

**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	47	11
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	47	11
Number of complaints responded to in full by the landlord in the reporting year	46	11
Time taken in working days to provide a full response	193	251

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	97.87%
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	4.20
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	22.82

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)		
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14.1	The number of tenancy offers made during the reporting year	668
14.2	The number of tenancy offers that were refused	298

		Indicator 14	44.61%
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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	120
15.2	Of those at 15.1, the number of cases resolved in the last year	99

Indicator 15		82.50%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	26
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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	78
22.2.1	22.2 The number of properties recovered: because rent had not been paid	25
22.2.2	because of anti-social behaviour	2
22.2.3	for other reasons	7

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	32.05%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	2.56%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	8.97%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	43.59%

## Annual Return on the Charter (ARC) 2024-2025

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

In 2024, both the overarching corporate Antisocial Behaviour (ASB) Strategy and the Housing specific ASB Policy were approved. These documents provide tenants with clear guidance on what constitutes ASB, how to report incidents and the actions the Housing Service can take in response to ASB involving council tenants.

**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	4,901
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	317

Indicator 17		6.47%
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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.	241
19.2	The number of approved applications completed between the start and end of the reporting year	193
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	48
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	N/A

Indicator 19	48
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
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20.1	The cost (£) that was landlord funded;	£548,030
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£548,030
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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.	18,086
21.2	The total number of adaptations completed during the reporting year.	308

		Indicator 21	58.72
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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.	22
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.	22
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	463

Indicator 24.		4.75%
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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	313
30.2	The total number of calendar days properties were empty	18,011

Indicator 30		57.54
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	49
16.1.2	applicants who were assessed as statutory homeless by the local authority	237
16.1.3	applicants from your organisation's housing list	72
16.1.4	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	48
16.2.2	applicants who were assessed as statutory homeless by the local authority	209
16.2.3	applicants from your organisation's housing list	72
16.2.4	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	97.96%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.19%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

## Annual Return on the Charter (ARC) 2024-2025

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

Our average number of calendar days taken to re-let void properties in 2024/25 was 57.54 days compared to 64.86 days in 2023/24. The total number of lets for the year was 370, this includes all properties that were re-let in the year and includes for 57 buy back properties being let.

**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	£21,140,488
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£21,308,106

Indicator 26		99.21%
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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	£1,555,701
27.2	The total rent due for the reporting year	£21,457,981

Indicator 27		7.25%
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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)		
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18.1	The total amount of rent due for the reporting year	£21,457,981
18.2	The total amount of rent lost through properties being empty during the reporting year	£149,965

Indicator 18		0.70%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	10.00%
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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	3,257
C6.2	The value of direct housing cost payments received during the reporting year	£11,981,719

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	£1,202,292
C7.2	The total value of former tenant arrears written off at year end	£736,223

Indicator C7		61.23%
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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?"	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	
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## Annual Return on the Charter (ARC) 2024-2025

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

Indicator C7 shows FTA write off from an in year figure of 1,938,515 down to 1,202,292, this equates to 736,222 written off with a % write off figure as 37.98%



**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) 2024-2025

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

Works have been delayed in the development of the travelling persons site at Westhaugh, Alva. The issues surrounding these delays have been addressed and Council have approved additional budget to be provided to the project allowing it to progress. We anticipate a start back on site in the coming weeks and completion in Q1 2026-2027. The service continue to meet regularly with the Scottish Governments Gypsy Traveller team. Residents are being kept up to date on progress with monthly meetings scheduled to run for the next year and a dedicated resident liaison officer continues to manage all other resident engagement and communications.

**Access to Housing and Support****Indicator 30**

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

2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
57.54	64.86	47.04	32.55	39.93	35.21

**Indicator C2**

The number of lets during the reporting year

2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
370	357	351	353	335	417

**Repairs Maintenance and Improvements****Indicator 8**

Average length of time taken to complete emergency repairs in hours

2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
3.71	3.99	3.97	3.49	3.63	4.76

**Indicator 9**

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

2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
5.08	5.12	5.41	4.9	4.24	7.61

**Housing Quality and Maintenance****Indicator 6**

% of stock meeting the SHQS

2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
84.65%	93.54%	39.33%	59.87%	79.19%	96.12%

## **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

<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
<b>7.25%</b>	<b>11.15%</b>	<b>11.51%</b>	<b>10.66%</b>	<b>9.56%</b>	<b>10.12%</b>

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

<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
<b>1.77%</b>	<b>2.42%</b>	<b>3.32%</b>	<b>3.63%</b>	<b>3.33%</b>	<b>3.91%</b>

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

<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
<b>5.48%</b>	<b>8.73%</b>	<b>8.19%</b>	<b>7.03%</b>	<b>6.23%</b>	<b>6.21%</b>

### **Indicator 18**

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

<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
<b>0.7%</b>	<b>1.34%</b>	<b>1.02%</b>	<b>0.66%</b>	<b>0.94%</b>	<b>0.45%</b>

## **Neighbourhood and Community**

### **Indicator 22**

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

	<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
<b>%</b>	<b>43.59%</b>	<b>60.00%</b>	<b>45.76%</b>	<b>26.92%</b>	<b>0.00%</b>	<b>20.43%</b>
<b>No of court actions initiated</b>	<b>78</b>	<b>35</b>	<b>59</b>	<b>26</b>	<b>2</b>	<b>93</b>
<b>No of properties recovered</b>	<b>34</b>	<b>21</b>	<b>27</b>	<b>7</b>	<b>0</b>	<b>19</b>
<b>Because rent not paid</b>	<b>25</b>	<b>16</b>	<b>23</b>	<b>5</b>	<b>0</b>	<b>19</b>
<b>Because of anti-social behaviour</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Because of other reason</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>

Appendix 2

**Indicator 15**

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

<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>
<b>82.50%</b>	<b>74.16%</b>	<b>89.95%</b>	<b>74.42%</b>	<b>75.19%</b>	<b>79.57%</b>

## Summary of Changes to ARC Indicators (Effective from May 2026)

Change Type	Indicator(s) Affected	Description
Removed Indicators	14, 20, 23, 24, C3	<p><b>14:</b> Tenancy offers refused during the year.</p> <p><b>20:</b> Total cost of adaptations completed by source of funding.</p> <p><b>23 &amp; 24:</b> Homelessness referrals.</p> <p><b>C3:</b> Number of lets during the year split between general needs and supported housing.</p>
Amended Indicators	10, 15, C2	<p><b>10:</b> Reactive repairs completed right first time – simplified to count only reactive repairs completed and reported again in the reporting year.</p> <p><b>15:</b> Anti-social behaviour cases resolved – now includes cases opened in the previous year and measures cases per 100 homes.</p> <p><b>C2:</b> Lets in the reporting year by source of let – now includes lets to homeless households by local authority area.</p>
New Indicators	Long-term voids, Tenant & Resident Safety, Damp & Mould	<p><b>C9:</b> Long-term voids: Number of self-contained properties void at year-end and those void for more than six months, with breakdown by reason (e.g. demolition, repairs, low demand).</p> <p><u>Tenant &amp; Resident Safety:</u></p> <p><b>29:</b> Electrical Safety: Instances where Electrical Installation Condition Reports (EICR) were not completed within five years.</p> <p><b>30:</b> Fire Safety: Homes lacking satisfactory smoke and heat alarms.</p> <p><u>Damp &amp; Mould:</u></p> <p><b>31:</b> Average time to resolve cases.</p> <p><b>32:</b> Percentage of resolved cases reopened.</p> <p><b>33:</b> Number of open cases at year-end.</p>