



**Craigdale**  
HOUSING ASSOCIATION

# **REPORT ON THE ANNUAL RETURN ON THE CHARTER (ARC)**

## **THE SCOTTISH SOCIAL HOUSING CHARTER (THE ARC)**

From April 2013 all Registered Social Landlords, such as Craigdale Housing Association, have to meet the outcomes and standards set by the Scottish Social Housing Charter. The Charter was developed as a result of the Housing (Scotland) Act 2010 which supports the Government's long-term strategy to create a safer and stronger Scotland.

The Charter helps to improve the quality and value of the services that we provide. It places greater emphasis on involving customers in shaping the services we deliver. There is also more focus on customer satisfaction, and we have been working hard to gather more feedback from you.

We submitted our Annual Return on the Charter (ARC) figures in May to Scottish Housing Regulator (SHR). The Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC return.

### **FEEDBACK:**

We hope you find the content beneficial. we welcome your views and feedback on the content, style and format of our report. please contact us with any feedback on report on the annual return on the charter (arc) that will help us improve.

Ref	Indicator	2018/19	2019/20	2020/21	Scottish Average 2020/21
<b>Social Landlord Contextual Information</b>					
<b>C1.3.3</b>	% of Staff time lost through sickness	10.05%	1.27%	0.23%	n/a
<b>Lets14</b>					
<b>C3.1</b>	Number of lets	13	21	14	n/a
<b>Stock</b>					
<b>C14</b>	Number of low demand stock	0	0	0	n/a
<b>C17</b>	Total lettable units	367	369	369	n/a
<b>Overall Satisfaction</b>					
<b>1</b>	% of tenants satisfied with the overall service	98.03%	98.03%	98.03%	88.95%
<b>The Customer/Landlord Relationship</b>					
<b>2</b>	% of tenants who feel their landlord is good at keeping them informed about their services and decisions	99.21%	99.21%	99.21%	91.71%
<b>5</b>	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	100%	100%	100.00%	86.57%
<b>Housing Quality and Maintenance</b>					
<b>6</b>	% of stock meeting the SHQS at the end of the reporting year	100%	100%	100%	93.75%
<b>6.1.1</b>	The total number of properties within scope of the SHQS: at the end of the reporting year	367	369	369	n/a

Ref	Indicator	2018/19	2019/20	2020/21	Scottish Average 2020/21
6.2.2	The number of properties meeting the SHQS: projected to the end of the next reporting year.	367	369	369	n/a
7	% of tenants satisfied with the quality of their home	92.13%	92.13%	92.13%	87.14%
<b>Repairs, Maintenance &amp; Improvements</b>					
8	Average length of time taken to complete emergency repairs	1.98 hours	2.22 hours	2.15 hours	4.22 hours
8.1	The number of emergency repairs completed in the reporting year	267	314	315	n/a
9	Average length of time taken to complete non-emergency repairs	2.5 days	2.58 days	3.22 days	6.74 days
9.1	The total number of non-emergency repairs completed in the reporting year	882	854	579	n/a
10	% of reactive repairs carried out in the last year completed right first time	98.07%	96.90%	94.17%	91.46%
11	How many times in the reporting year you did not meet your statutory duty to complete a gas safety check	1	0	7	n/a
12	% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	96.23%	96.23%	100.0%	90.05%
<b>Neighbourhood and Community</b>					
3 & 4	Complaints – Stage 1: Received in the year	14	17	11	n/a
3 & 4	Complaints – Stage 2: Received in the year	3	2	2	n/a
3 & 4	Complaints – Stage 1: Responded to in full by landlord	14	17	11	96.95%

Ref	Indicator	2018/19	2019/20	2020/21	Scottish Average 2020/21
3 & 4	Complaints – Stage 2: Responded to in full by landlord	3	2	2	92.59%
3 & 4	Complaints - Stage 1: Average time in working days for a full response		3.47 days	1.91 days	5.04 days
3 & 4	Complaints - Stage 2: Average time in working days for a full response		20.00 days	16 days	19.01 days
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in?	98.43%	98.43%	N/A	86.08%
14	% of tenancy offers refused during the year	18.75%	16.00%	12.50%	31.94%
14.1	The number of tenancy offers made during the year	16	25	16	n/a
14.2	The number of tenancy offers that were refused	3	4	2	n/a
15	% of Anti-Social cases reported during the year within target	100%	100%	96%	94.4%
15.1	Number of Anti-Social Complaints	14	6	25	n/a
15.2	Number of Anti-Social Complaints resolved	14	6	24	n/a
C4.1	Number of properties abandoned	1	2	0	n/a
22.1	Number of Court Actions Initiated	0	1	0	22.1%
22.2.1	Number of Properties Recovered because rent had not been paid	0	1	0	14.73%
<b>Access to Housing and Support</b>					
17	% of lettable houses that became vacant in year		5.69%	3.79%	6.95
17.1	Total number of lettable self-contained stock		369	369	n/a
17.2	Number of empty dwellings that arose during the reporting year in self-contained lettable stock	13	21	14	n/a

Ref	Indicator	2018/19	2019/20	2020/21	Scottish Average 2020/21
19	Number of households currently waiting for adaptations to their home		0	3	4900
19.1	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	12	12	15	n/a
19.2	Number of approved applications completed between the start and end of the reporting year	12	12	12	n/a
20	Total cost of adaptations completed in the year by source of funding	£8,428	£8,578	£34,153	£21.2m
20.1	Cost that landlord funded		£117	£296	n/a
20.2	Cost that was grant funded	£8,428	£8,461	£33,857	n/a
20.3	Cost that was funded by other sources	£0	£0	£0	n/a
21	Average time to complete adaptations	20.17 days	11.08 days	19.58 days	58 days
21.1	Total number of working days taken to complete all adaptations	n/a	144	235	n/a
21.2	Total number of adaptations completed during the reporting year.	n/a	13	12	n/a
23	% of referrals under Section 5, and other referrals for homeless households made by a local authority, that resulted in an offer	n/a	100%	100%	53.29%
23	% of those offers that resulted in a let	n/a	100%	100%	79.64%
23.3	Total number of individual homeless households referrals received under Section 5 and other referral routes	n/a	6	3	n/a
23.7	Total number of accepted offers	n/a	6	3	n/a
30	Average length of time to re-let properties in the last year	2 days	2.76 days	10.5 days	56.29 days
16	% of new tenancies to existing tenants sustained for more than a year	n/a	100%	100%	94.36%

Ref	Indicator	2018/19		2019/20		2020/21		Scottish Average 2020/21
16	% of new tenancies to statutory homeless sustained for more than a year	n/a				83.33%		90.16%
16	% of new tenancies to housing list sustained for more than a year	n/a				100%		90.21%
<b>Getting Good Value from Rents &amp; Service Charges</b>								
26	% of total rent collected	£1,437,263	99.93%	£1,469,896	99.56%	£1,619,626	100.43%	99.06%
27	Gross Rent Arrears as at 31 March each year as a % of rent due for the reporting year	£28,780	2%	£39,224	2.66%	£39,259	2.6%	6.14%
18	% of rent due lost through properties being empty	£230.01	0.02%	£543	0.04%	£1,531	0.10%	1.37%
C6.1	Number of households receiving housing costs directly	239		224		211		n/a
C6.2	Value of direct housing costs payments received	£751,473		£746,681		£669,799		n/a
C7	Amount and % of former tenant rent arrears written off	46.27%		6.59%		34.46%		n/a
C7.1	Total value of former tenant arrears at year end	£7,621		£8,541		£8,183		n/a
C7.2	Total value of former tenant arrears written off at year end	£3,526		£563		£2,820		n/a
25	% of tenants who feel that the rent for their property represents good value for money	90.55%		90.55%		90.55%		82.77%
29	% of factored owners satisfied with the factoring service they receive	86.36%		86.36%		86.39%		65.05%