



Landlord name: Rural Stirling Housing Association Ltd

RSL Reg. No.: 232

Report generated date: 25/05/2023 18:30:45

Approval

A1.1	Date approved	25/05/2023
A1.2	Approver	Donna Birrell
A1.3	Approver job title	CEO
A1.4	Comments (Approval)	
		N/A



Comments (Submission)

None



Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Ms. Donna Birrell
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	11.90
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	15.90
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	37.11%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	8.14%



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	47
C3.2	The number of 'supported housing' lets during the reporting year	3
Indicator C3		50



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	8
C2.2	The number of lets to housing list applicants	29
C2.3	The number of mutual exchanges	12
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	12
C2.5.2	nominations from the local authority	1
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	50

Annual Return on the Charter (ARC) 2022-2023

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

With respect to indicator C1.3.2 the figure is high as there are extenuating circumstances. During 2022-2023 5.9 (FTE) members of staff resigned. Of these one member of staff was on a 3 year fixed term contract and resigned early to take up a permanent position. The employment contracts of two others were brought to an end on health grounds. One of the above was not a permanent member of staff and was employed on a fixed term 7 month temporary contract. There were 41 relets & 9 new build lets in 2022/23. Lets for homeless applicants through Sect 5 referrals were low at 28% (RRP target = 50%). However, when taking account of lets to waiting list applicants who were statutory homeless, the figure increases to 50% of lets to homeless applicants.

**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	276
1.1.2	the fieldwork dates of the survey	02/2023
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:	66
	very satisfied	
1.2.2	fairly satisfied	185
1.2.3	neither satisfied nor dissatisfied	18
1.2.4	fairly dissatisfied	6
1.2.5	very dissatisfied	1
1.2.6	no opinion	0
1.2.7	Total	276

Indicator 1	90.94%
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Annual Return on the Charter (ARC) 2022-2023

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

RSHA tenants overall satisfaction levels have remained relatively consistent at 91% 22/23, 90% 2019, 97% 2016 & 94% 2013.



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?"	276
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	47
2.2.2	fairly good at keeping them informed	215
2.2.3	neither good nor poor at keeping them informed	8
2.2.4	fairly poor at keeping them informed	6
2.2.5	very poor at keeping them informed	0
2.2.6	Total	276

	Indicator 2	94.93%
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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?"	276
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	111
5.2.2	fairly satisfied	159
5.2.3	neither satisfied nor dissatisfied	6
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	276

	Indicator 5	97.83%
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Annual Return on the Charter (ARC) 2022-2023

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

Tenant satisfaction with opportunities to participate in the decision making process has increased from 91% in 2019 & 94% in 2013 but below 100% achieved in 2016.



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	10/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	19.00
C8.3	The date of your next scheduled stock condition survey or assessment	10/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

Surveys were carried out by external surveyors and uploaded into SDM. 63% of external surveys were completed and internal surveys at that time were restricted due to Covid 19.



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	660	664
C9.2	Self-contained stock exempt from SHQS	18	18
C9.3	Self-contained stock in abeyance from SHQS	9	3
C9.4.1	Self-contained stock failing SHQS for one criterion	37	15
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	37	15
C9.5	Stock meeting the SHQS	596	628

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	596	628
West Dunbartonshire	0	0
West Lothian	0	0
Totals	596	628



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	660
6.1.2	projected to the end of the next reporting year	664
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	596
6.2.2	projected to the end of the next reporting year	628

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	90.30%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	94.58%



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?"	276
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	57
7.2.2	fairly satisfied	190
7.2.3	neither satisfied nor dissatisfied	20
7.2.4	fairly dissatisfied	7
7.2.5	very dissatisfied	2
7.3	Total	276

	Indicator 7	89.49%
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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	293
8.2	The total number of hours taken to complete emergency repairs	867

Indicator 8		2.96
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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	1,452
9.2	The total number of working days taken to complete non-emergency repairs	10,953

Indicator 9		7.54
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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	1,224
10.2	The total number of reactive repairs completed during the reporting year	1,412

Indicator 10		86.69%
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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.	1
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>One failed service before anniversary date. Tenant had claimed family were ill with Covid on scheduled final visit to cap gas due to non access. We temporarily allowed gas supply and supply was capped 5 days past anniversary date.</p>		

	Indicator 11	1
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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?"	141
	12.2 Of the tenants who answered, how many said that they were:	69
12.2.1	very satisfied	
12.2.2	fairly satisfied	30
12.2.3	neither satisfied nor dissatisfied	22
12.2.4	fairly dissatisfied	9
12.2.5	very dissatisfied	11
12.2.6	Total	141

	Indicator 12	70.21%
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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.

We have had particular issues throughout the last year with some contractors withdrawing from reactive repairs contracts, mainly the out of hours service and larger contractor poor performance in day to day works. We have had to procure additional contract to fill gaps and rely on 2nd place framework contractor to complete some works who may not have prioritised RSHA works within their other commitments. Despite this adversity we have managed to maintain reasonable timescales although there has been a drop in overall tenant satisfaction. Due to reluctance of contractors to provide an out of hours service we are now procuring an all trades day to day and out of hours contractor which should be a more attractive proposition and go some way to stabilise and improve our service and satisfaction levels.

With regard to electrical safety work, the contractor who was programmed to undertake the LD2 upgrades pulled out in 2021 due to costs. This left us in a position where we employed 3 of our day to day contractors to complete the LD2 upgrades before the end of March 2022. We had notified the Regulator of our position with regard to electrical safety. However we had a substantial number of EICRs still to complete and catch up on during 2022 which our day to day contractors took on until we procured a new electrical contractor for cyclical work. A new contractor was procured later in 2022. During the last 12 months we have completed many EICRs although these will show as SHQS fails due to being completed late, a substantial number of these were only week or months late. We still have some historic no access issues and we now have a programme in place for forced entries to have these EICRs completed.



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	60	32
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	60	33
Number of complaints responded to in full by the landlord in the reporting year	59	32
Time taken in working days to provide a full response	242	651

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.33%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	96.97%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.10
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	20.34



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?"	276
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	130
13.2.2	fairly satisfied	134
13.2.3	neither satisfied nor dissatisfied	5
13.2.4	fairly dissatisfied	5
13.2.5	very dissatisfied	2
13.2.6	Total	276

	Indicator 13	95.65%
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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	73
14.2	The number of tenancy offers that were refused	20

Indicator 14		27.40%
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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	73
15.2	Of those at 15.1, the number of cases resolved in the last year	69

Indicator 15	94.52%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	3
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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	3
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0.00%

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

4 x ASB cases reported were not resolved by year end. 1 x ongoing complex case resolved Apr 23. 3 x cases logged in March 23 were resolved in Apr 23.



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	664
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	45

Indicator 17		6.78%
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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.	28
19.2	The number of approved applications completed between the start and end of the reporting year	24
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	4
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

4



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

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£60,660
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£60,660
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	1,731
21.2	The total number of adaptations completed during the reporting year.	30

Indicator 21		57.70
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	18
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	18
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	18
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	18
23.7	The total number of accepted offers.	12

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	66.67%



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	41
30.2	The total number of calendar days properties were empty	909

Indicator 30		22.17
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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	15
16.1.2	applicants who were assessed as statutory homeless by the local authority	22
16.1.3	applicants from your organisation's housing list	50
16.1.4	nominations from local authority	6
16.1.5	other	5
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	14
16.2.2	applicants who were assessed as statutory homeless by the local authority	22
16.2.3	applicants from your organisation's housing list	47
16.2.4	nominations from local authority	6
16.2.5	other	5

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	93.33%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	94.00%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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

This year our void times were impacted by contractor times to complete repairs (staffing & supply issues), delays with supplier to replace electric meters and availability of new keys for electric meters.



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	£3,022,842
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,029,582

	Indicator 26	99.78%
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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	£154,841
27.2	The total rent due for the reporting year	£3,042,983

	Indicator 27	5.09%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	29
28.2	The total value of management fees invoiced to factored owners in the reporting year	£750

Indicator 28		£25.86
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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	£3,042,983
18.2	The total amount of rent lost through properties being empty during the reporting year	£12,973

	Indicator 18	0.43%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.60%
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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	317
C6.2	The value of direct housing cost payments received during the reporting year	£991,892



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	£56,719
C7.2	The total value of former tenant arrears written off at year end	£16,783

	Indicator C7	29.59%
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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?"	276
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	18
25.2.2	fairly good value for money	232
25.2.3	neither good nor poor value for money	20
25.2.4	fairly poor value for money	5
25.2.5	very poor value for money	1
25.3	Total	276

Indicator 25	90.58%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	8
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	2
29.2.2	fairly satisfied	2
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	2
29.2.5	very dissatisfied	2
29.3	Total	8

Indicator 29	50.00%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

All residential properties factored are charged an annual management fee of £50. However, in 2022/23 there was an adjustment to a section of factored property invoices following a complaint. This reduced the average factored fee invoiced overall.

**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)
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32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

Not applicable