



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	Scottish Average	2019/20	2020/21	2021/2022	Better than or Equal to Scottish Average
Social Landlord Contextual Information						
C1.3.3	% of Staff time lost through sickness	N/A	1.27%	0.23%	1.21%	N/A
Lets14						
C3.1	Number of lets	N/A	21	14	15	N/A
Stock						
C14	Number of low demand stock	N/A	0	0	0	N/A
C17	Total lettable units	N/A	369	369	369	N/A
Overall Satisfaction						
1	% of tenants satisfied with the overall service	87.74%	98.03%	98.03%	98.03%	Y
The Customer/Landlord Relationship						
2	% of tenants who feel their landlord is good at keeping them informed about their services and decisions	91.15%	99.21%	99.21%	99.21%	Y
5	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	86.81%	100.00%	100.00%	100.00%	Y

Ref	Indicator	Scottish Average	2019/20	2020/21	2021/2022	Better than or Equal to Scottish Average
Housing Quality and Maintenance						
6	% of stock meeting the SHQS at the end of the reporting year.	74.57%	100.00%	100.00%	91.90%	Y
6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	N/A	369	369	369	N/A
6.2.2	The total number of properties within scope of the SHQS: projected to the end of the next reporting year	N/A	369	369	369	N/A
7	% of tenants satisfied with the quality of their home	85.44%	92.13%	92.13%	92.13%	Y
Repairs, Maintenance & Improvements						
8	Average length of time taken to complete emergency repairs (hours)	4.16	2.22	2.15	2.44	Y
8.1	The number of emergency repairs completed in the reporting year	N/A	314	315	282	N/A
9	Average length of time taken to complete non-emergency repairs (days)	8.87	2.58	3.22	4.53	Y
9.1	The total number of non-emergency repairs completed in the reporting year	N/A	854	579	740	N/A
10	% of reactive repairs carried out in the last year completed right first time	88.27%	96.90%	94.17%	96.85%	Y
11	How many times in the reporting year, you did not meet your statutory duty to complete a gas safety check	N/A	0	7	0	N/A
12	% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	88.01%	96.23%	100.00%	90.38%	Y

Ref	Indicator	Scottish Average	2019/20	2020/21	2021/2022	Better than or Equal to Scottish Average
Neighbourhood and Community						
3&4	Complaints - Stage 1: Received in the year	N/A	17	11	17	N/A
3&4	Complaints - Stage 2: Received in the year	N/A	2	2	1	N/A
3&4	Complaints - Stage 1: Responded to in full by landlord	N/A	17	11	17	N/A
		96.76%	100%	100%	100%	Y
3&4	Complaints - Stage 2: Responded to in full by landlord	N/A	2	2	1	N/A
		93.79%	100%	100%	100%	Y
3&4	Complaints - Stage 1: Average time in working days for full response (days)	5.76	3.47	1.91	2.41	Y
3&4	Complaints - Stage 2: Average time in working days for full response (days)	27.44	20	16	18	Y
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85.09%	98.43%	N/A	N/A	N/A

Ref	Indicator	Scottish Average	2019/20	2020/21	2021/2022	Better than or Equal to Scottish Average
Neighbourhood and Community						
14	% of tenancy offers refused during the year	32.93%	16.00%	12.50%	11.76%	Y
14.1	The number of tenancy offers made during the year	N/A	25	16	17	N/A
14.2	The number of tenancy offers that were refused	N/A	4	2	2	N/A
15	% of Anti-Social cases reported during the year within target	94.67%	100.00%	96.00%	100.00%	Y
15.1	Number of Anti-Social complaints	N/A	6	25	9	N/A
15.2	Number of Anti-Social complaints resolved	N/A	6	24	9	N/A
C4.1	Number of properties abandoned	N/A	1	0	0	N/A
22.1	Number of court actions initiated	N/A	1	0	0	N/A
22.2.1	Number of properties recovered because rent had not been paid	N/A	1	0	0	N/A

Ref	Indicator	Scottish Average	2019/20	2020/21	2021/2022	Better than or Equal to Scottish Average
Access to Housing and Support						
17	% of lettable houses that became vacant in the year	7.76%	5.69%	3.79%	4.07%	Y
17.1	Total number of lettable self-contained stock	N/A	369	369	369	N/A
17.2	Number of empty dwellings that arose during the reporting year in self-contained lettable stock	N/A	21	14	15	N/A
19	Number of households currently waiting for adaptations to their home	5090	0	3	0	Y
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	N/A	12	15	6	N/A
19.2	Number of approved applications completed between the start and end of the reporting year	N/A	12	12	6	N/A
20	Total cost of adaptations completed in the year by source of funding	£37,136,979	£8,578	£34,153	£26,559	N/A
20.1	Cost that landlord funded	N/A	£117	£296	£0	N/A
20.2	Cost that was grant funded	N/A	£8,461	£33,857	£26,559	N/A
20.3	Cost that was funded by other sources	N/A	£0	£0	£0	N/A

Ref	Indicator	Scottish Average	2019/20	2020/21	2021/2022	Better than or Equal to Scottish Average
Access to Housing and Support						
21	Average time to complete adaptations (days)	54.35	11.08	19.58	68.5	N
21.1	Total number of working days taken to complete all adaptations	N/A	144	235	411	N/A
21.2	Total number of adaptations completed during the reporting year	N/A	13	12	6	N/A
23	% of referrals under Section 5, and other referrals for homeless households made by a local authority that resulted in an offer	47.87%	100.00%	100.00%	100.00%	Y
23	% of those offers that resulted in a let	90.72%	100.00%	100.00%	100.00%	Y
23.3	Total number of individual homeless households referrals received under Section 5 and other referral routes	N/A	6	3	5	N/A
23.7	Total number of accepted offers	N/A	6	3	5	N/A
30	Average length of time to re-let properties in the last year (days)	51.57	2.76	10.5	4.67	Y
16	% of new tenancies to existing tenants sustained for more than a year	94.21%	100.00%	100.00%	100.00%	Y
16	% of new tenancies to statutory homeless sustained for more than a year	90.22%	N/A	83.33%	100.00%	Y
16	% of new tenancies to housing list sustained for more than a year	89.88%	N/A	100.00%	100.00%	Y

Ref	Indicator	Scottish Average	2019/20	2020/21	2021/2022	Better than or Equal to Scottish Average
Getting Good Value from Rents & Service Charges						
26	% of total rent collected	N/A	£1,469,869	£1,619,626.00	£1,515,584.00	N/A
		99.28%	99.56%	100.43%	98.42%	N
27	Gross rent Arrears as at 31 March each year as a % of rent due for the reporting year	N/A	£39,224	£39,259	£33,400	N/A
		6.34%	2.66%	2.60%	2.17%	Y
18	% of rent due lost through properties being empty	N/A	£543	£1,531	£930	N/A
		1.43%	0.04%	0.10%	0.06%	Y
C6.1	Number of households receiving housing costs directly	N/A	224	211	214	N/A
C6.2	Value of direct housing costs received	N/A	£746,681	£669,799	£713,292	N/A
C7	Amount and % of former tenant rent arrears written off	N/A	6.59%	34.46%	89.37%	N/A
C7.1	Total value of former tenant arrears at year end	N/A	£8,541	£8,183	£5,823	N/A
C7.2	Total value of former tenant arrears written off at year end	N/A	£563	£2,820	£5,204	N/A
25	% of tenants who feel that the rent for their property represents good value for money	82.51%	90.55%	90.55%	90.55%	Y
29	% of factored owners satisfied with the factoring service they receive	65.38%	86.39%	86.39%	86.36%	Y

Reasons for Indicators Below Scottish Average

- **Indicator 21: Average time to complete adaptations (days)**
 - There was an increase in the average time taken to complete due to Covid shielding. Most adaptations carried out were completed well within the Scottish average. Craigdale prides itself in both speedy maintenance work and (when able) respecting the wishes of its tenants.

- **Indicator 26: % of total rent collected**
 - There was a drop in the % of rent collected due to the receipt of Housing Benefit payments from the Council. We also only count rent collected until the 27th March and some of our tenants pay between this date and the end of March. We will be consulting all tenants in November of this year to extend the time rent can be collected to the last day of every month so the 2022/23 rent collected figure should reflect this should the consensus be to accept this change. There is **no** financial risk in this change, but it means that all tenants have an extra couple of days to pay their rent each month.