

**Landlord name:** Glasgow West Housing Association Ltd**RSL Reg. No.:** 126**Report generated date:** 25/05/2021 14:38:02**Approval**

A1.1	Date approved	18/05/2021
A1.2	Approver	Iain Nicholl
A1.3	Approver job title	Corporate Director
A1.4	Comments	
		N/A



## Social landlord contextual information

### Staff

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

C1.1	the name of Chief Executive	Ms. Elaine Travers
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	35.00
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	14.30
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	53.30
C1.3.1	Staff turnover and sickness absence:  the percentage of senior staff turnover in the year to the end of the reporting year	15.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	13.70%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.24%

**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	61
C3.2	The number of 'supported housing' lets during the reporting year	0

Indicator C3		61
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## The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	10
C2.2	The number of lets to housing list applicants	24
C2.3	The number of mutual exchanges	3
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	27
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	61

## Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

[C2] 30% homeless letting quota agreed for 2020/21 (pre-covid), later increased to 72% from September 2020 to assist and support Glasgow City Council's response to homelessness challenges as exacerbated by the onset of the covid-19 pandemic.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	388
1.1.2	the fieldwork dates of the survey	04/2020
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input 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: very satisfied	167
1.2.2	fairly satisfied	168
1.2.3	neither satisfied nor dissatisfied	28
1.2.4	fairly dissatisfied	13
1.2.5	very dissatisfied	12
1.2.6	no opinion	0
1.2.7	Total	388

Indicator 1	86.34%
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## Annual Return on the Charter (ARC) 2020-2021

### Comments (Overall satisfaction)

[I1] Service satisfaction surveys outsourced to M.I. Housing Services Ltd – continuous monitoring model employed with agreement for 97 surveys per quarter/388 per annum in compliance with Ipsos-MORI recommendations. Face-to face surveys is default methodology, though surveys conducted via telephone throughout 2020/21 due to covid-19 restrictions. Face-to-face surveys to resume at earliest opportunity, subject to emerging guidance. Additional separate independent survey scheduled for 2021/22 to obtain service user feedback to influence future service priorities.



## 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?"	388
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	196
2.2.2	fairly good at keeping them informed	165
2.2.3	neither good nor poor at keeping them informed	11
2.2.4	fairly poor at keeping them informed	14
2.2.5	very poor at keeping them informed	2
2.2.6	Total	388

Indicator 2	93.04%
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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?"	388
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	154
5.2.2	fairly satisfied	217
5.2.3	neither satisfied nor dissatisfied	14
5.2.4	fairly dissatisfied	3
5.2.5	very dissatisfied	0
5.2.6	Total	388

Indicator 5	95.62%
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## Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

Satisfaction surveys conducted via telephone throughout 2020/21 due to covid-19 restrictions. Face-to-face surveys to resume at earliest opportunity, subject to emerging guidance.



## 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	03/2021
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	42.80
C8.3	The date of your next scheduled stock condition survey or assessment	05/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	63.00
C8.5	Comments on method of assessing SHQS compliance.	

#### Indicator C8.5

2020 ARC return outlined target 60% overall SCS (16.7% in 20/21). Achieved 42.8% overall.

Stock Condition Surveys (SCS) undertaken through 20/21 were limited to x11 completed as part of selected voids. Covid safe protocols and risk assessments are due to be reviewed Q1 2021/22 with a view to enabling restart of SCS by staff in tenanted properties, subject to continued progression to lower lockdown tiers and national guidance. A rolling programme of surveys is planned with 100% common parts to be completed 2021/22, and a parallel 3yr plan towards 100% stock survey by 23/24. (Interim stages: 21/22 63%, 22/23 83%).

The SCS pro-forma is structured to reflect SHQS criteria in addition to other relevant property management data. 21/22 SCS strategy includes a priority visit to properties identified for an adhoc survey through 20/21 which has not been completed due to covid-19 restrictions. The schedule of properties will ensure rolling knowledge of a range of property types/ ages to complement and validate database records relating to elemental life cycles and planned investment, enhancing knowledge base to assist with future project planning. Additional opportunistic surveys will be completed when undertaking home visits for other purposes / voids / post inspection of capital investment works planned through 21/22. Access will be maximised through alignment with other visits and appropriate use of relevant policies.

SCS data intelligence is key for sense checking planned investment, and longer term financial planning. Planned 2020/21 adoption of new asset management software has carried forward to 21/22 (Corporate Plan) which will be implemented allow increased use of mobile technology enabling automation of database management, and SHQS compliance reporting.



## 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	1,485	1,485
C9.2	Self-contained stock exempt from SHQS	184	184
C9.3	Self-contained stock in abeyance from SHQS	10	10
C9.4.1	Self-contained stock failing SHQS for one criterion	338	204
C9.4.2	Self-contained stock failing SHQS for two or more criteria	51	5
C9.4.3	Total self-contained stock failing SHQS	389	209
C9.5	Stock meeting the SHQS	902	1,082



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	902	1,082
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	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	902	1,082



## 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	1,485
6.1.2	projected to the end of the next reporting year	1,485
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	902
6.2.2	projected to the end of the next reporting year	1,082

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	60.74%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	72.86%



## 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?"	388
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	137
7.2.2	fairly satisfied	189
7.2.3	neither satisfied nor dissatisfied	29
7.2.4	fairly dissatisfied	23
7.2.5	very dissatisfied	10
7.3	Total	388

Indicator 7	84.02%
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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	2,426
8.2	The total number of hours taken to complete emergency repairs	10,169

Indicator 8		4.19
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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	1,238
9.2	The total number of working days taken to complete non-emergency repairs	8,711

Indicator 9		7.04
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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	898
10.2	The total number of reactive repairs completed during the reporting year	1,238

Indicator 10		72.54%
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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.	105
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
104/105 AGS completed late due to covid-19 restrictions. On legal advice AGS management procedures, up to and including forced access, reinstated from 28/10/2020. All outstanding services completed by 14/01/2021. 1/105 AGS expiry attributable to administrative error between GWH/contractor records. Case review undertaken and robust action plan implemented, with additional controls to mitigate future risk. Information consistent with covid-19 impact on gas safety checks reported to Craig Heron and Carolyn Anderson via email on 05/02/2021.		

Indicator 11		105
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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?"	192
12.2	Of the tenants who answered, how many said that they were:	109
12.2.1	very satisfied	
12.2.2	fairly satisfied	51
12.2.3	neither satisfied nor dissatisfied	8
12.2.4	fairly dissatisfied	17
12.2.5	very dissatisfied	7
12.2.6	Total	192

Indicator 12	83.33%
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**EESH**

## Percentage of properties meeting the EESH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	Total
Flats	1,116	367	0	1,483
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	0	0	2
Detached houses	0	0	0	0
<b>Total</b>	<b>1,118</b>	<b>367</b>	<b>0</b>	<b>1,485</b>

C10.2	Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	1,116	367	0	1,483
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	0	0	2
Detached houses	0	0	0	0
<b>Total</b>	<b>1,118</b>	<b>367</b>	<b>0</b>	<b>1,485</b>

C10.4	Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
	N/A

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	157	84	0	241
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	0	0	2
Detached houses	0	0	0	0
<b>Total</b>	159	84	0	243

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	122	48	0	170
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
<b>Total</b>	122	48	0	170

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	837	235	0	1,072
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
<b>Total</b>	837	235	0	1,072

	C10	72.2%
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## Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	122	49	0	171
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
<b>Total</b>	122	49	0	171

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		171
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
<b>Total</b>		171

C11.3	If other reason or unknown, please explain
	N/A





## Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	15	1
C	596	53
D	210	6
E	27	0
F	9	0
G	0	0
<b>Total</b>	<b>857</b>	<b>60</b>

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	7	
SAP 2009	648	
SAP 2012	202	
Other procedure / unknown	0	
<b>Total</b>	<b>857</b>	

C12.3	If other procedure or unknown, please explain	
		N/A

Indicator C12

57.7%



## Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	1
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£3,880
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£3,880

C13.3	Please give reasons for any investment which came from another source	N/A
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# Annual Return on the Charter (ARC) 2020-2021

## Comments (Housing quality and maintenance)

- [C8.5]: 2020 ARC return outlined target 60% overall SCS (16.7% in 20/21). Achieved 42.8% overall.

Stock Condition Surveys (SCS) undertaken through 20/21 were limited to x11 completed as part of selected voids. Covid safe protocols and risk assessments are due to be reviewed Q1 2021/22 with a view to enabling restart of SCS. A rolling programme of surveys is planned with 100% common parts to be completed 2021/22, and a parallel 3yr plan towards 100% stock survey by 23/24. (Interim stages: 21/22 63%, 22/23 83%).

The SCS pro-forma is structured to reflect SHQS criteria in addition to other relevant property management data. 21/22 SCS strategy includes a priority visit to properties b/f from 20/21 impacted by covid-19 restrictions. The schedule of properties will ensure rolling knowledge of a range of property types/ ages to complement and validate database records relating to elemental life cycles and planned investment. Additional opportunistic surveys will be completed when undertaking home visits for other purposes (e.g / voids / post inspection of capital investment works).

- [C9]: Following feedback from SHR (and Scottish Government) around the SHQS evaluation of the Glazed Curtain Walling System at a deck access development the decision was made to record the 183 properties in that development as FSD fails. That failure is reflected within the overall SHQS compliance position and indicator summary below.
- [C9.1]: 2020 ARC return indicated a projected reduction in self-contained stock from 1486 to 1485. 2020/21 ARC position reflects that projection with x1 property disposed through house sale, as per Notifiable Event 1003551.
- [C9.2]: 2020 ARC return projected 1,099 properties exempt from SHQS in 2020/21 reflecting at that time the anticipated impact of covid -19 on planned works in respect to ARC technical guidance (criteria 11A/B and 45) changes (May 2020) relating to heat, smoke and carbon monoxide alarms; and requirement demonstrating electrical safety by provision of electrical safety certificate <5yrs old.

With the deferment of these SHQS criteria to 2022 the actual number of 2020/21 properties exempt from the SHQS is reduced to 184. This comprises 190 criteria exemptions: 1xMFS exemption, where there is not a door entry system on a block factored by a 3rd party. 19x FSD exemptions including stonework repairs where GWAHA are not the property factor / do not have majority support to progress with repairs. 170x EE technical exemptions where the potential SAP value is less than the target EE SAP value.

- [C9.3]: 2020 ARC return noted 12x properties in abeyance, with a projected reduction to 2x abeyance 2020/21. Actual: 10x abeyance. Reduction as a result of properties moving to EE technical exemption as noted at C9.2 above with adoption of more onerous EESSH SAP target values as the SHQS benchmark.
- [C9.4.1]: 2020 ARC return projected 55x properties failing SHQS for one criteria at 2020/21. Actual 2020/21: 338. The increase is primarily reflected in the impact of reporting the Glazed Curtain Walling as a FSD fail for common windows, and the challenges relating to adoption of more onerous EE SAP assessment criteria.
- [C9.4.2]: 2020 ARC return projected 0x properties failing SHQS for two criteria at 2020/21. Actual 2020/21: 51. See comments at 9.4.1 re FSD, EE. Covid impact targeted kitchen replacements to be carried forward to 2021/22 adhoc program subject to continued easing of lockdown restrictions.
- [C10.7]: 2020/21 Actual properties in scope of EESSH meeting the standard: 902 (60.7%)  
Covid impact on EE initiatives through 2020/21 primarily as a result of suspended EPC survey program, with plans in place 2021/22 to recover slippage and enhance SAP data held / reduce cloned data provision. Planned 2020/21 Energy Efficiency Strategy investment initiatives c/f into 2021/22 (including hot-water cylinder jacket installation) with ongoing development of infrared heating pilot initiatives, and whole property options and feasibility studies scheduled Q2.
- [C11.1]: 2020 ARC projected 173x property technical exemptions at the 2020 milestone. See C9.3 above. 2020/21 Actual exemptions reduced to 170x property technical as a consequence of SAP cloning evaluation through void property EPC.
- [C12.1]: 2020 ARC return noted 937 valid EPC. Actual 2020/21: 857 (57.7%). Overall reduction is a consequence of expiring EPC's > 10yrs old. +60 EPC completed through void processes. Projected 79% properties with valid EPC 21/22 aligning with investment programmes (Windows + other EE projects).
- [C13.1]: 2020/21 EESSH investment limited to x1 property, opportunistic upgrade in line with project plans. Planned windows/ EESSH investment c/f 21/22. Projected £1.52M.

- Covid-19 impact on performance ('life & limb'/emergency service only for majority of 2020/21) and resource challenges



## 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	122	17
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	123	17
Number of complaints responded to in full by the landlord in the reporting year	123	17
Time taken in working days to provide a full response	331	251

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	2.69
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.76



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?"	388
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	117
13.2.2	fairly satisfied	189
13.2.3	neither satisfied nor dissatisfied	22
13.2.4	fairly dissatisfied	43
13.2.5	very dissatisfied	17
13.2.6	Total	388

Indicator 13	78.87%
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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	98
14.2	The number of tenancy offers that were refused	34

Indicator 14		34.69%
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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	142
15.2	Of those at 15.1, the number of cases resolved in the last year	139

Indicator 15	97.89%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	2
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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	2
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	66.67%
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	66.67%

## Annual Return on the Charter (ARC) 2020-2021

### Comments (Neighbourhood & community)

- Satisfaction surveys conducted via telephone throughout 2020/21 due to covid-19 restrictions. Face-to-face surveys to resume at earliest opportunity, subject to emerging guidance.
- [I14] Pre-offer checklist in place for all offers, with subsequent monthly analysis of offer refusals to identify trends and/or learning. Homeless offer refusals discussed via monthly meetings with caseworks service.
- [I15] Referral partnership agreement in place with Glasgow City Council's Community Relations Unit for Category A level complaints. Lower level complaints managed by GWHHA.
- [C4] All abandonments scrutinised for compliance at Executive level prior to recovery of possession.
- [I22] 3x court actions raised: 2/3 have court dates in 2021/22, with 1/3 awaiting court date. 1 decree awarded, currently subject to appeal. Delay in scheduling of cases at Scottish courts due to covid-19 restrictions.

**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	1,453
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	68

Indicator 17	4.68%
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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.	16
19.2	The number of approved applications completed between the start and end of the reporting year	9
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	7
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	7
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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;	£7,708
20.2	The cost (£) that was grant funded	£6,223
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£13,931
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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.	533
21.2	The total number of adaptations completed during the reporting year.	9

Indicator 21	59.22
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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.	54
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.	54
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	39
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.	39
23.7	The total number of accepted offers.	25

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	72.22%
Indicator 23 - The percentage of those offers that result in a let	64.10%



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	61
30.2	The total number of calendar days properties were empty	4,814

Indicator 30		78.92
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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	16
16.1.2	applicants who were assessed as statutory homeless by the local authority	26
16.1.3	applicants from your organisation's housing list	47
16.1.4	nominations from local authority	0
16.1.5	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	16
16.2.2	applicants who were assessed as statutory homeless by the local authority	23
16.2.3	applicants from your organisation's housing list	45
16.2.4	nominations from local authority	0
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.46%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.74%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

## Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

- [I19] Covid-19 impact– contractor services suspended April-August, and from January to EOY. Of the 7 outstanding, 2 are awaiting quotations and 5 have been instructed, currently with contractor.
- [I30] Exclusion criteria verified by auditor. Covid-19 impacting time taken for family members to return keys following death of tenant (additional 392 days were identified), Also early suspension of lettings at onset of pandemic, with subsequent delays in lets and on contractor ability to carry out void works, due to resource constraints (staff furlough and absence) and compliance with guidance re: trade access (72 hours).
- [I16] 5/89 new tenancies failed to sustain >1 year. Monthly analysis in place for ending tenancies: 2x moved closer to family, 1x housed by another RSL and 2x reporting financial difficulties. GWAH in-house Welfare Rights Service declined.

**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	£6,505,732
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,602,918

Indicator 26	98.53%
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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)
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27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£170,911
27.2	The total rent due for the reporting year	£6,602,918

Indicator 27		2.59%
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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	484
28.2	The total value of management fees invoiced to factored owners in the reporting year	£88,918

Indicator 28		£183.71
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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	£6,602,918
18.2	The total amount of rent lost through properties being empty during the reporting year	£67,442

Indicator 18	1.02%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.50%
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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	763
C6.2	The value of direct housing cost payments received during the reporting year	£2,984,413





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	£44,140
C7.2	The total value of former tenant arrears written off at year end	£16,879

Indicator C7	38.24%
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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?"	388
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	138
25.2.2	fairly good value for money	208
25.2.3	neither good nor poor value for money	26
25.2.4	fairly poor value for money	10
25.2.5	very poor value for money	6
25.3	Total	388

Indicator 25	89.18%
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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?"	38
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	5
29.2.2	fairly satisfied	17
29.2.3	neither satisfied nor dissatisfied	5
29.2.4	fairly dissatisfied	6
29.2.5	very dissatisfied	5
29.3	Total	38

Indicator 29	57.89%
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## Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)

- [I26, I27 and C6] Financial year: 28/03/2020-27/03/2021, consistent with monthly rental debits and IT system reporting capabilities. Increased migration to UC: reduction in no of households receiving housing costs direct, with marginal increase in total value (£) received, compared with previous year.
- [I18] As per I30: Exclusion criteria verified by auditor. Covid-19 impacting time taken for family members to return keys following death of tenant (additional 392 days were identified), Also early suspension of lettings at onset of pandemic, with subsequent delays in lets and on contractor ability to carry out void works, due to resource constraints (staff furlough and absence) and compliance with guidance re: trade access (72 hours).
- [C5] 1.5% average increase, in accordance with year 2 of rent restructure. 15% consultation response rate achieved.
- [I29] Homeowner surveys last conducted 2019/20.



**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) 2020-2021**

Comments (Other customers)

N/a
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