

Landlord name: Blochairn Housing Association Ltd

RSL Reg. No.: 223

Report generated date: 27/05/2020 13:17:03

Approval

A1.1	Date approved	26/05/2020
A1.2	Approver	Joan Reuston
A1.3	Approver job title	Vice Chairperson
A1.4	Comments	



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr Michael Carberr
C1.2.1	C1.2 Staff employed by the RSL:	
		1.00
	the number of senior staff	
C1.2.2	the number of office based staff	3.00
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	4.00
C1.3.1	Staff turnover and sickness absence:	
		0.00%
	the percentage of senior staff turnover in the year to the end of the reporting year	
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	20.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.40%



Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	19
C3.2	The number of 'supported housing' lets during the reporting year	0
	Indicator C3	19

Annual Return on the Charter (ARC) 2019-2020 Scottish Housing Regulator

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

C2.1	The number of lets to existing tenants	8
C2.2	The number of lets to housing list applicants	9
C2.3	The number of mutual exchanges	0
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:	1
	section 5 referrals	
C2.5.2	nominations from the local authority	0
C2.5.3	other	1
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	19

Annual Return on the Charter (ARC) 2019-2020 Scottish Housing Regulator

Comments (Social landlord contextual information)

Staff absence figure relates to the calendar year to 31 December. One staff member left on 16 May 2019, leaving 4 staff members. There was one allocation of a wheelchair adapted house through Glasgow Centre for Inclusive Living



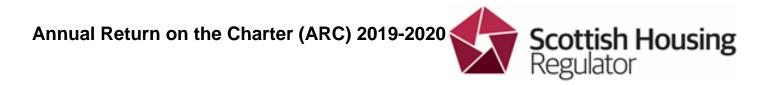
Overall satisfaction

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:		170
	the number of tenants who were surveyed		170
1.1.2	the fieldwork dates of the survey	11/2017	
1.1.3	The method(s) of administering the survey:		
	Post	\square	
1.1.4	Telephone	X	
1.1.5	Face-to-face		
1.1.6	Online		
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state		
	the number of tenants who responded:		109
	very satisfied		
1.2.2	fairly satisfied		46
1.2.3	neither satisfied nor dissatisfied		9
1.2.4	fairly dissatisfied		0
1.2.5	very dissatisfied		0
1.2.6	no opinion		0
1.2.7	Total		164

Indica	or 1 94.51%



Comments (Overall satisfaction)



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?"	164
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	127
2.2.2	fairly good at keeping them informed	30
2.2.3	neither good nor poor at keeping them informed	5
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	0
2.2.6	Total	164

|--|

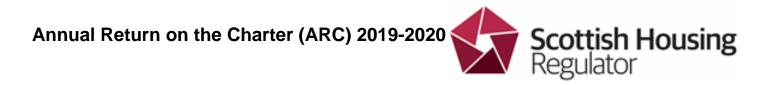


Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

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?"	160
5.2 Of the tenants who answered, how many said that they were:	
very satisfied	78
fairly satisfied	56
neither satisfied nor dissatisfied	22
fairly dissatisfied	3
very dissatisfied	1
Total	160
	 with opportunities given to you to participate in your landlord's decision making processes?" 5.2 Of the tenants who answered, how many said that they were: very satisfied fairly satisfied neither satisfied nor dissatisfied fairly dissatisfied very dissatisfied

00:7070



Comments (The customer / landlord relationship)



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	04/2016
C8.2	What percentage of stock did your organisation fully assess for compliance in	25.00
C8.3	the last five years? The date of your next scheduled stock condition survey or assessment	08/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C8.5	Comments on method of assessing SHQS compliance.	
2016, a surveyed (1990's) downpip	15% stock was surveyed, excluding 70 new build houses coming off site Ju QS confirmed all stock complies with SHQS. In 2016, 25% was surveyed = d. A Major Repairs programme was completed May 2019, which renewed EV improvement contracts (102 houses/17 closes). Programme included renev es, facia, close doors and house windows. Next survey scheduled for Augus until next year.	37% stock WI on three earliest ving gutters,



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

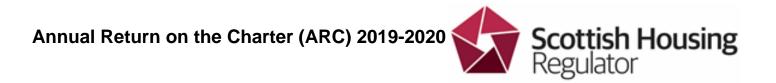
		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	287	288
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	287	288



	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	Ο	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	287	288
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	287	288



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:	
		287
	at the end of the reporting year	
6.1.2	projected to the end of the next reporting year	288
6.2.1	The number of properties meeting the SHQS:	
		287
	at the end of the reporting year	
6.2.2	projected to the end of the next reporting year	288
	·	
Indicate	or 6 - Percentage of stock meeting the SHQS at the end of the reporting year	100.00%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next		100.00%

reporting year



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	164
	are you with the quality of your home?"	104
7.2.1	7.2 Of the tenants who answered, how many said that they were:	
		109
	very satisfied	
7.2.2	fairly satisfied	44
7.2.3	neither satisfied nor dissatisfied	8
7.2.4	fairly dissatisfied	2
7.2.5	very dissatisfied	1
7.3	Total	164

Indicator	7 93.29%
-----------	----------

Annual Return on the Charter (ARC) 2019-2020 Scottish Housing Regulator

Repairs, maintenance & improvements

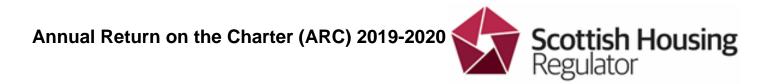
Average length of time taken to complete emergency repairs (Indicator 8)		
8.1	The number of emergency repairs completed in the reporting year	6
8.2 The total number of hours taken to complete emergency repairs		5

Indicator	0.83



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	775
9.2	The total number of working days taken to complete non-emergency repairs	2,301



Percentage of reactive re	epairs carried out in the last v	year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting	626
	year	626
10.2	The total number of reactive repairs completed during the reporting year	658

Indicator 10	
--------------	--



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 i field	n the comments
Service	due date recorded wrongly from the previous year. Recorded in ex-partner re	ecord in error.

Indicator 11	1



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?"	77
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	63
12.2.2	fairly satisfied	12
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	1
12.2.6	Total	77



EESSH

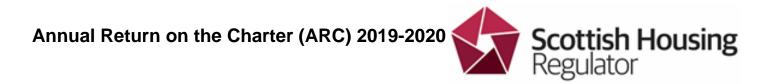
Percentage of properties meeting the EESSH (Indicator C10)

C10.1	Number of self contained properties	8				
		Gas	5	Electric	Other fuels	Total
Flats			55	0	0	255
Four-in-a-	-block		22	0	0	22
Houses (d	other than detached)		10	0	0	10
Detached	l houses		0	0	0	0
Total			87	0	0	287

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

C10.3	Number of self contained properties in scope of the EESSH					
				Other		
		Gas	Electric	fuels	Total	
Flats		255	0	0	255	
Four-in-a-	-block	22	0	0	22	
Houses (o	other than detached)	10	0	0	10	
Detached houses		0	0	0	0	
Total		287	0	0	287	

C10.4 Number of properties in scope of the EESSH	Number of properties in scope of the EESSH where compliance is unknown					
			Other			
	Gas	Electric	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		
Total	0	0	0	0		



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

C10.5	Number of properties in scope of the EESSH that do not meet the standard					
				Other		
		Gas	Electric	fuels	Total	
Flats		0	0	0	0	
Four-in-a-b	block	0	0	0	0	
Houses (of	ther than detached)	0	0	0	0	
Detached houses		0	0	0	0	
Total		0	0	0	0	

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

C10.7 Number of properties in scope of the EESSH th	.7 Number of properties in scope of the EESSH that meet the standard				
			Other		
	Gas	Electric	fuels	Total	
Flats	255	0	0	255	
Four-in-a-block	22	0	0	22	
Houses (other than detached)	10	0	0	10	
Detached houses	0	0	0	0	
Total	287	0	0	287	

C10 100.0%



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				
				Other	
		Gas	Electric	fuels	Total
Flats		0	0	0	0
Four-in-a	-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached	d houses	0	0	0	0
Total		0	0	0	0

C11.2	The reasons properties anticipated to requir exemption	e an
		Number
		of
		Properties
Technical		0
Social		0
Excessive	cost	0
New techr	nology	0
Legal		0
Disposal		0
Long term	voids	0
Unable to	secure funding	0
Other reas	son / unknown	0
Total		0

C11.3

If other reason or unknown, please explain



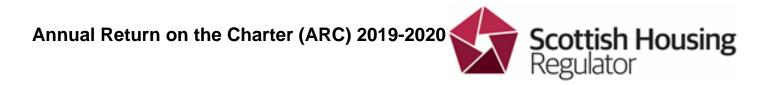
Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating		
			The number of
		The number of	EPCs lodged in
		properties with a	the reporting
		valid EPC	year
	А	0	0
	В	79	1
	С	103	10
	D	4	0
	E	0	0
	F	0	0
	G	0	0
	Total	186	11

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	99	
	SAP 2009	22	
	SAP 2012	65	
Othe	r procedure / unknown	0	
	Total	186	

C12.3	If other procedure or unknown, please explain

Indicator C12 64.8%



Investment in the EESSH (In	ndicator C13)		

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

C13.3 Please give reasons for any investment which came from another source



Comments (Housing quality and maintenance)



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	1	3
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	1	3
Number of complaints responded to in full by the landlord in the reporting year	1	3
Time taken in working days to provide a full response	1	23

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	1.00
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	7.67



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

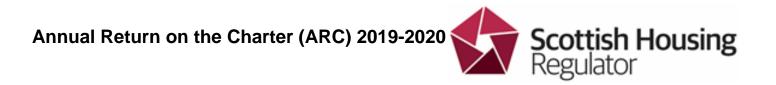
13.1	How many tenants answered the question "'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'"	161
13.2.1	13.2 Of the tenants who answered, how many said that they were:	
		81
	very satisfied	
13.2.2	fairly satisfied	68
13.2.3	neither satisfied nor dissatisfied	8
13.2.4	fairly dissatisfied	2
13.2.5	very dissatisfied	2
13.2.6	Total	161

Indicator 13	92.55%



ge of tenancy offers refused during the year (Indicator 14)	
The number of tenancy offers made during the reporting year	29
The number of tenancy offers that were refused	10
	, , , , , , , , , , , , , , , , , , , ,

Indicator 14



Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
--

15.1	The number of cases of anti-social behaviour reported in the last year	18
15.2	Of those at 15.1, the number of cases resolved in the last year	18

Indicator 15	100.00%



Abandoned homes (Indicator C4)	

C4.1	The number of properties abandoned during the reporting year	0	1
------	--	---	---



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	8
22.2.1	The number of properties recovered:	
		0
	because rent had not been paid	
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%



Comments (Neighbourhood & community)



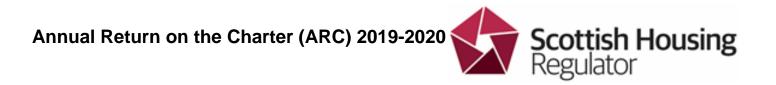
Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last ye	ar (Indicator 17)

17.1	The total number of lettable self-contained stock	287
17.2	The number of empty dwellings that arose during the reporting year in self- contained lettable stock	19

Indicator 17 6.62%



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.	4
19.2	The number of approved applications completed between the start and end of the reporting year	4
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	0
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
[

Indicator 19	0



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	£10,916
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£10,916



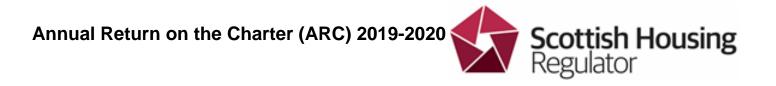
The av	erage time to complete adaptations (Indicator 21)	
21.1	The total number of working days taken to complete all adaptations.	26

The total number of adaptations completed during the reporting year.

Indicator 21	6.50

21.2

4



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.	7
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.	7
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	1
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.	1
23.7	The total number of accepted offers.	1

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	14.29%
Indicator 23 - The percentage of those offers that result in a let	100.00%



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	19
30.2	The total number of calendar days properties were empty	74

Indicator 30	3.89

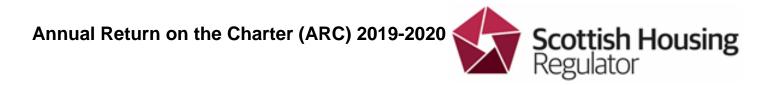


Tenancy sustainment

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:	11
	existing tenants	11
16.1.2	applicants who were assessed as statutory homeless by the local authority	1
16.1.3	applicants from your organisation's housing list	13
16.1.4	nominations from local authority	0
16.1.5	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a	
	year by:	11
	existing tenants	
16.2.2	applicants who were assessed as statutory homeless by the local authority	1
16.2.3	applicants from your organisation's housing list	12
16.2.4	nominations from local authority	0
16.2.5	other	1

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	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	92.31%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%



Comments (Access to housing and support)

Annual Return on the Charter (ARC) 2019-2020



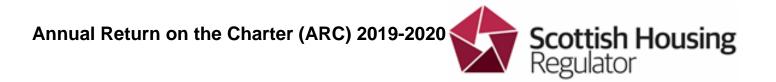
Getting good value from rents and service charges

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	£1,117,311
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£1,111,693

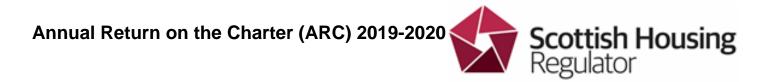
		Indicator 26	100.51%
--	--	--------------	---------



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	£19,033
27.2	The total rent due for the reporting year	£1,112,421

Indicator 27	1.71%



Average annual management fee per factored property (Indicator 28)
--

28.1	The number of residential properties factored	38
28.2	The total value of management fees invoiced to factored owners in the reporting	
	year	£7,429

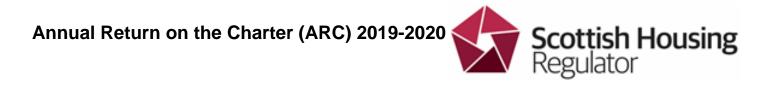
Indicator 28	£195.50



Percentage of rent due lost through	ah properties being empty during	the last vear (Indicator 18)

18.1	The total amount of rent due for the reporting year	1,112,421
18.2	The total amount of rent lost through properties being empty during the reporting	700
	year	728

Indicator 18	0.07%



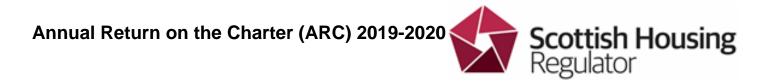
Rent increase (Indicator C5)		
	•	

C5.1	The percentage average weekly rent increase to be applied in the next reporting	3.70%
	year	5.70%



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	120
C6.2	The value of direct housing cost payments received during the reporting year	£506,212



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£1,527
C7.2	The total value of former tenant arrears written off at year end	£345

Indicator C7	
--------------	--

Annual Return on the Charter (ARC) 2019-2020



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?"	164
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	75
25.2.2	fairly good value for money	71
25.2.3	neither good nor poor value for money	17
25.2.4	fairly poor value for money	1
25.2.5	very poor value for money	0
25.3	Total	164

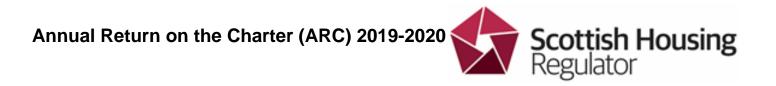
Indicator 25	89.02%
	07.0270



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?"	17
29.2.1	29.2 Of the factored owners who answered, how many said that they were:	
		7
	very satisfied	
29.2.2	fairly satisfied	7
29.2.3	neither satisfied nor dissatisfied	2
29.2.4	fairly dissatisfied	1
29.2.5	very dissatisfied	0
29.3	Total	17

Indicator 29 82.35%



Comments (Getting good value from rents and service charges)

Annual Return on the Charter (ARC) 2019-2020



Other customers

Gypsies / Travellers

	· /┳ II ·/	A 11 (
For those who provide Gy	/DSIES/ I ravellers sites -	Average weekly rent	per pitch (Indicator 31)
		/ moonay rona	

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	

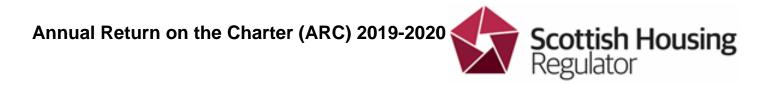
Indicator 31



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



Comments (Other customers)