

**Landlord name:** Blochairn Housing Association Ltd**RSL Reg. No.:** 223**Report generated date:** 31/05/2023 13:07:41**Approval**

A1.1	Date approved	30/05/2023
A1.2	Approver	Patricia Gallagher
A1.3	Approver job title	Interim Director
A1.4	Comments (Approval)	
		N/A



Comments (Submission)

N/a

**Social landlord contextual information****Staff**

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

C1.1	the name of Chief Executive	Mrs. Patricia Gallagher
C1.2.1	C1.2 Staff employed by the RSL:  the number of senior staff	2.00
C1.2.2	the number of office based staff	2.00
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:  the percentage of senior staff turnover in the year to the end of the reporting year	50.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	50.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.90%

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	15
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		15



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

C2.1	The number of lets to existing tenants	5
C2.2	The number of lets to housing list applicants	6
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:  section 5 referrals	4
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	15

## 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.

The Staff turnover rates are high as BHA only directly employs 4 Staff.

**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	165
1.1.2	the fieldwork dates of the survey	08/2023
1.1.3	The method(s) of administering the survey: Post	<input checked="" type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input checked="" 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	123
1.2.2	fairly satisfied	36
1.2.3	neither satisfied nor dissatisfied	4
1.2.4	fairly dissatisfied	0
1.2.5	very dissatisfied	2
1.2.6	no opinion	0
1.2.7	Total	165

Indicator 1	96.36%
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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.

n/a





## 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	89
2.2.2	fairly good at keeping them informed	68
2.2.3	neither good nor poor at keeping them informed	5
2.2.4	fairly poor at keeping them informed	1
2.2.5	very poor at keeping them informed	1
2.2.6	Total	164

Indicator 2	95.73%
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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?"	162
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	73
5.2.2	fairly satisfied	66
5.2.3	neither satisfied nor dissatisfied	21
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	1
5.2.6	Total	162

Indicator 5	85.80%
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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.

n/a



## 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	09/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	17.00
C8.3	The date of your next scheduled stock condition survey or assessment	09/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	40.00
C8.5	Comments on method of assessing SHQS compliance.	

17% of total stock was assessed by Armour construction in September 2022. The survey detailed compliance against the visual elements of the Scottish Housing Quality Standard. It also was used as a basis for informing the 30 year planning process for programming and budgeting component replacement. A further survey is planned for Autumn 2023 when we aim to assess a further 40% of the stock. This is being undertaken to minimise the cloning process and ensure a more robust sample. It is not in response to any issues of concern established in the 2022 survey.



## 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	292	292
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	110	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	110	0
C9.5	Stock meeting the SHQS	182	292



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	182	292
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	182	292



## 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	292
6.1.2	projected to the end of the next reporting year	292
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	182
6.2.2	projected to the end of the next reporting year	292

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	62.33%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%





## 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?"	165
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	55
7.2.2	fairly satisfied	37
7.2.3	neither satisfied nor dissatisfied	6
7.2.4	fairly dissatisfied	2
7.2.5	very dissatisfied	0
7.3	Total	100

Indicator 7	55.76%
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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	4
8.2	The total number of hours taken to complete emergency repairs	7

Indicator 8	1.75
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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	938
9.2	The total number of working days taken to complete non-emergency repairs	3,457

Indicator 9		3.69
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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	851
10.2	The total number of reactive repairs completed during the reporting year	938

Indicator 10		90.72%
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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.	17
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>A full audit of gas servicing was undertaken in May 2023 when the extent of gas services out of time became apparent. At time of writing 3 properties do not have a current certificate but appointments to rectify have been made. This administration error also uncovered 3 out of time services in 2023/24 which will be reported in next years ARC. This failure has occurred as a result of poor administration processes and staff shortages. Both of these issues have been addressed and we expect higher compliance rates going forward. We have also engaged with our contractor to improve communication processes.</p>		

Indicator 11		17
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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?"	99
12.2	Of the tenants who answered, how many said that they were:	78
12.2.1	very satisfied	
12.2.2	fairly satisfied	17
12.2.3	neither satisfied nor dissatisfied	2
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	1
12.2.6	Total	99

Indicator 12	95.96%
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## Annual Return on the Charter (ARC) 2022-2023

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.

SHQS compliance - As at 31/03/23, 110 properties out of 292, failed to meet the SHQS standard. In all cases the failures were solely in relation to electrical testing. Not being completed timeously on a 5 yearly cycle. Of the 182 properties with valid electrical tests, 20 of these were done within the anniversary , with 162 being out of time. Our programme is currently ongoing and at 19/05/23 we had a further 60 certificates bring the total to 242. We now have 50 checks to carry out and would aim to have these completed by Jul/August 2023.

Gas servicing -



## 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	12	0
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	12	0
Number of complaints responded to in full by the landlord in the reporting year	11	0
Time taken in working days to provide a full response	5	0

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	91.67%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	N/A
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	0.45
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	N/A





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?"	165
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	50
13.2.2	fairly satisfied	42
13.2.3	neither satisfied nor dissatisfied	5
13.2.4	fairly dissatisfied	1
13.2.5	very dissatisfied	1
13.2.6	Total	99

Indicator 13	55.76%
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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	20
14.2	The number of tenancy offers that were refused	5

Indicator 14		25.00%
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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	11
15.2	Of those at 15.1, the number of cases resolved in the last year	11

Indicator 15	100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	0
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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	0
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	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	N/A

**Annual Return on the Charter (ARC) 2022-2023**

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

n/a

**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	292
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	13

Indicator 17	4.45%
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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.	1
19.2	The number of approved applications completed between the start and end of the reporting year	1
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.	
		N/A

Indicator 19	0
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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;	£0
20.2	The cost(£) that was grant funded	£3,806
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20		£3,806
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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.	20
21.2	The total number of adaptations completed during the reporting year.	1

Indicator 21		20.00
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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.	16
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.	16
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	4
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.	4
23.7	The total number of accepted offers.	4

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	25.00%
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	15
30.2	The total number of calendar days properties were empty	111

Indicator 30		7.40
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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	15
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	10
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	15
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	10
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	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
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) 2022-2023

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

n/a

**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	£1,264,299
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£1,260,094

Indicator 26	100.33%
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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	£33,225
27.2	The total rent due for the reporting year	£1,260,094

Indicator 27		2.64%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	33
28.2	The total value of management fees invoiced to factored owners in the reporting year	£7,148

Indicator 28		£216.61
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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	£1,260,094
18.2	The total amount of rent lost through properties being empty during the reporting year	£1,260

Indicator 18	0.10%
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## Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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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	168
C6.2	The value of direct housing cost payments received during the reporting year	£521,894



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	£2,571
C7.2	The total value of former tenant arrears written off at year end	£1,073

Indicator C7	41.73%
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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?"	165
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	54
25.2.2	fairly good value for money	83
25.2.3	neither good nor poor value for money	18
25.2.4	fairly poor value for money	7
25.2.5	very poor value for money	3
25.3	Total	165

Indicator 25	83.03%
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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?"	18
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	10
29.2.3	neither satisfied nor dissatisfied	1
29.2.4	fairly dissatisfied	2
29.2.5	very dissatisfied	0
29.3	Total	18

Indicator 29	83.33%
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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 "Getting good value from rents and service charges" section.

n/a



**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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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) 2022-2023

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

n/a