



Landlord name: Cunninghame Housing Association Ltd

RSL Reg. No.: 195

Report generated date: 22/07/2020 15:11:48

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
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 Frank Sweeney
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	75.00
C1.2.3	the number of care / support staff	19.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	13.00
C1.2.6	the total number of staff	111.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	17.12%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.28%

**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	427
C3.2	The number of 'supported housing' lets during the reporting year	0

Indicator C3		427
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The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	11
C2.2	The number of lets to housing list applicants	320
C2.3	The number of mutual exchanges	28
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	96
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	427

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Comments (Social landlord contextual information)

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

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	12,399
1.1.2	the fieldwork dates of the survey	10/2018
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 checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	574
	very satisfied	
1.2.2	fairly satisfied	543
1.2.3	neither satisfied nor dissatisfied	43
1.2.4	fairly dissatisfied	47
1.2.5	very dissatisfied	27
1.2.6	no opinion	5
1.2.7	Total	1,239

Indicator 1	90.15%
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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?"	1,228
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	659
2.2.2	fairly good at keeping them informed	511
2.2.3	neither good nor poor at keeping them informed	33
2.2.4	fairly poor at keeping them informed	21
2.2.5	very poor at keeping them informed	4
2.2.6	Total	1,228

	Indicator 2	95.28%
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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?"	1,208
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	682
5.2.2	fairly satisfied	455
5.2.3	neither satisfied nor dissatisfied	67
5.2.4	fairly dissatisfied	4
5.2.5	very dissatisfied	0
5.2.6	Total	1,208

	Indicator 5	94.12%
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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	03/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	92.00
C8.3	The date of your next scheduled stock condition survey or assessment	09/2020
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C8.5	Comments on method of assessing SHQS compliance.	

Surveys check component/ house condition and inform the data held on the 30 year planned maintenance replacement programme. All SHQS failures found at survey stage are placed on replacement programmes immediately.



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	2,883	2,980
C9.2	Self-contained stock exempt from SHQS	166	166
C9.3	Self-contained stock in abeyance from SHQS	87	30
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	2,630	2,784

C9.6	Total self-contained stock meeting the SHQS by local authority	
	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	106	139
Dundee City	0	0
East Ayrshire	522	557
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	2,002	2,088



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	2,630	2,784

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,883
6.1.2	projected to the end of the next reporting year	2,980
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,630
6.2.2	projected to the end of the next reporting year	2,784

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	91.22%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.42%



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?"	1,214
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	732
7.2.2	fairly satisfied	405
7.2.3	neither satisfied nor dissatisfied	36
7.2.4	fairly dissatisfied	31
7.2.5	very dissatisfied	10
7.3	Total	1,214

	Indicator 7	93.66%
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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	1,946
8.2	The total number of hours taken to complete emergency repairs	5,651

Indicator 8		2.90
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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	2,238
9.2	The total number of working days taken to complete non-emergency repairs	12,922

Indicator 9		5.77
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	2,072
10.2	The total number of reactive repairs completed during the reporting year	2,238

Indicator 10		92.58%
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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.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	

Indicator 11	0
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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?"	1,131
12.2	Of the tenants who answered, how many said that they were:	845
12.2.1	very satisfied	
12.2.2	fairly satisfied	214
12.2.3	neither satisfied nor dissatisfied	25
12.2.4	fairly dissatisfied	34
12.2.5	very dissatisfied	13
12.2.6	Total	1,131

	Indicator 12	93.63%
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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	725	59	0	784	
Four-in-a-block	387	11	0	398	
Houses (other than detached)	1,656	39	0	1,695	
Detached houses	6	0	0	6	
Total	2,774	109	0	2,883	

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	
Total	0	0	0	0	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	725	59	0	784	
Four-in-a-block	387	11	0	398	
Houses (other than detached)	1,656	39	0	1,695	
Detached houses	6	0	0	6	
Total	2,774	109	0	2,883	

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	
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			
	Gas	Electric	Other fuels	Total
Flats	38	1	0	39
Four-in-a-block	10	0	0	10
Houses (other than detached)	39	2	0	41
Detached houses	0	0	0	0
Total	87	3	0	90

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	38	17	0	55
Four-in-a-block	1	5	0	6
Houses (other than detached)	0	33	0	33
Detached houses	0	0	0	0
Total	39	55	0	94

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	649	41	0	690
Four-in-a-block	376	6	0	382
Houses (other than detached)	1,617	4	0	1,621
Detached houses	6	0	0	6
Total	2,648	51	0	2,699

	C10	93.6%
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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	64	18	0	82
Four-in-a-block	7	5	0	12
Houses (other than detached)	0	33	0	33
Detached houses	0	0	0	0
Total	71	56	0	127

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		33
Social		0
Excessive cost		94
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		127

C11.3 If other reason or unknown, please explain

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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	1,025	228
C	1,652	254
D	155	25
E	45	18
F	6	2
G	0	0
Total	2,883	527

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	670	
SAP 2009	811	
SAP 2012	1,402	
Other procedure / unknown	0	
Total	2,883	

C12.3 If other procedure or unknown, please explain

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Indicator C12

100.0%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	33
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	£79,407
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£79,407

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

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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	34	4
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	34	4
Number of complaints responded to in full by the landlord in the reporting year	34	4
Time taken in working days to provide a full response	136	48

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	4.00
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	12.00



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?"	1,236
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	714
13.2.2	fairly satisfied	453
13.2.3	neither satisfied nor dissatisfied	34
13.2.4	fairly dissatisfied	22
13.2.5	very dissatisfied	13
13.2.6	Total	1,236

Indicator 13	94.42%
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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	490
14.2	The number of tenancy offers that were refused	54

Indicator 14		11.02%
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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	163
15.2	Of those at 15.1, the number of cases resolved in the last year	163

Indicator 15		100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	24
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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	111
22.2.1	22.2 The number of properties recovered: because rent had not been paid	8
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	7.21%
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	7.21%

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Comments (Neighbourhood & community)

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**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	2,883
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	241

Indicator 17		8.36%
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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.	115
19.2	The number of approved applications completed between the start and end of the reporting year	66
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	42
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
7 tenants cancelled work		

Indicator 19

49



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	£166,547
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£166,547
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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.	10,711
21.2	The total number of adaptations completed during the reporting year.	66

Indicator 21		162.29
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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.	101
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.	101
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	101
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.	101
23.7	The total number of accepted offers.	96

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	95.05%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	228
30.2	The total number of calendar days properties were empty	986

Indicator 30		4.32
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	8
16.1.2	applicants who were assessed as statutory homeless by the local authority	84
16.1.3	applicants from your organisation's housing list	296
16.1.4	nominations from local authority	0
16.1.5	other	21
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	8
16.2.2	applicants who were assessed as statutory homeless by the local authority	75
16.2.3	applicants from your organisation's housing list	274
16.2.4	nominations from local authority	0
16.2.5	other	21

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	89.29%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	92.57%
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%

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Comments (Access to housing and support)



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	£12,797,335
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£12,679,970

	Indicator 26	100.93%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£590,162
27.2	The total rent due for the reporting year	£12,940,581

Indicator 27		4.56%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	435
28.2	The total value of management fees invoiced to factored owners in the reporting year	£44,996

Indicator 28		£103.44
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	12,940,581
18.2	The total amount of rent lost through properties being empty during the reporting year	12,053

	Indicator 18	0.09%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.00%
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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	1,284
C6.2	The value of direct housing cost payments received during the reporting year	£9,286,583



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	£186,116
C7.2	The total value of former tenant arrears written off at year end	£125,001

	Indicator C7	67.16%
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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?"	1,232
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	242
25.2.2	fairly good value for money	557
25.2.3	neither good nor poor value for money	258
25.2.4	fairly poor value for money	136
25.2.5	very poor value for money	39
25.3	Total	1,232

Indicator 25	64.85%
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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?"	142
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	10
29.2.2	fairly satisfied	68
29.2.3	neither satisfied nor dissatisfied	35
29.2.4	fairly dissatisfied	20
29.2.5	very dissatisfied	9
29.3	Total	142

	Indicator 29	54.93%
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Comments (Getting good value from rents and service charges)



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

Indicator 31	
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)
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32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Comments (Other customers)