



Landlord name: Cunninghame Housing Association Ltd

RSL Reg. No.: 195

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Approval

A1.1	Date approved	26/05/2022
A1.2	Approver	Frank Sweeney
A1.3	Approver job title	group chief executive
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	Mr. Frank Sweeney
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.00
C1.2.2	the number of office based staff	75.30
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	23.00
C1.2.6	the total number of staff	103.30
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	11.43%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.20%

**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	415
C3.2	The number of 'supported housing' lets during the reporting year	22
Indicator C3		437



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	7
C2.2	The number of lets to housing list applicants	335
C2.3	The number of mutual exchanges	41
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	8
C2.5.2	nominations from the local authority	0
C2.5.3	other	87
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	437

Annual Return on the Charter (ARC) 2021-2022

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	1,110
1.1.2	the fieldwork dates of the survey	03/2021
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	492
1.2.2	fairly satisfied	450
1.2.3	neither satisfied nor dissatisfied	44
1.2.4	fairly dissatisfied	65
1.2.5	very dissatisfied	55
1.2.6	no opinion	4
1.2.7	Total	1,110

Indicator 1	84.86%
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Annual Return on the Charter (ARC) 2021-2022

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?"	1,110
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	631
2.2.2	fairly good at keeping them informed	379
2.2.3	neither good nor poor at keeping them informed	37
2.2.4	fairly poor at keeping them informed	35
2.2.5	very poor at keeping them informed	28
2.2.6	Total	1,110

	Indicator 2	90.99%
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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?"	1,078
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	604
5.2.2	fairly satisfied	349
5.2.3	neither satisfied nor dissatisfied	65
5.2.4	fairly dissatisfied	29
5.2.5	very dissatisfied	31
5.2.6	Total	1,078

	Indicator 5	88.40%
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Annual Return on the Charter (ARC) 2021-2022

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	03/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	46.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	11.00
C8.5	Comments on method of assessing SHQS compliance.	

Due to the COVID-19 pandemic there have been limited stock condition surveys carried out over the past two years, only where a property was void or tenants raised queries over specific components. The Association is assessing the percentage of properties to be included in ongoing condition surveys, given the high percentage of new build stock in the portfolio. Approximately 800 properties have been built over the last eight years.



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	3,161	3,433
C9.2	Self-contained stock exempt from SHQS	71	123
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	630	149
C9.4.2	Self-contained stock failing SHQS for two or more criteria	76	24
C9.4.3	Total self-contained stock failing SHQS	706	173
C9.5	Stock meeting the SHQS	2,384	3,137

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	275	416
Dundee City	0	0
East Ayrshire	480	603
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	1,629	2,118



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	2,384	3,137

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	3,161
6.1.2	projected to the end of the next reporting year	3,433
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,384
6.2.2	projected to the end of the next reporting year	3,137

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	75.42%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	91.38%



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?"	1,092
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	560
7.2.2	fairly satisfied	391
7.2.3	neither satisfied nor dissatisfied	55
7.2.4	fairly dissatisfied	60
7.2.5	very dissatisfied	26
7.3	Total	1,092

	Indicator 7	87.09%
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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	1,779
8.2	The total number of hours taken to complete emergency repairs	7,009

Indicator 8		3.94
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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	2,197
9.2	The total number of working days taken to complete non-emergency repairs	16,296

Indicator 9		7.42
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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	2,024
10.2	The total number of reactive repairs completed during the reporting year	2,197

Indicator 10		92.13%
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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	N/A

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?"	936
12.2	Of the tenants who answered, how many said that they were:	563
12.2.1	very satisfied	
12.2.2	fairly satisfied	254
12.2.3	neither satisfied nor dissatisfied	39
12.2.4	fairly dissatisfied	39
12.2.5	very dissatisfied	41
12.2.6	Total	936

	Indicator 12	87.29%
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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	762	55	0	817
Four-in-a-block	386	11	0	397
Houses (other than detached)	1,903	38	0	1,941
Detached houses	6	0	0	6
Total	3,057	104	0	3,161

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	762	55	0	817
Four-in-a-block	386	11	0	397
Houses (other than detached)	1,903	38	0	1,941
Detached houses	6	0	0	6
Total	3,057	104	0	3,161

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	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	58	6	0	64
Four-in-a-block	7	0	0	7
Houses (other than detached)	38	1	0	39
Detached houses	0	0	0	0
Total	103	7	0	110

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	14	14	0	28
Four-in-a-block	2	5	0	7
Houses (other than detached)	0	31	0	31
Detached houses	0	0	0	0
Total	16	50	0	66

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	690	35	0	725
Four-in-a-block	377	6	0	383
Houses (other than detached)	1,865	6	0	1,871
Detached houses	6	0	0	6
Total	2,938	47	0	2,985

	C10	94.4%
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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	17	14	0	31
Four-in-a-block	2	5	0	7
Houses (other than detached)	0	31	0	31
Detached houses	0	0	0	0
Total	19	50	0	69

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		1
Social		0
Excessive cost		68
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		69

C11.3 If other reason or unknown, please explain

N/A

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Comments (Housing quality and maintenance)

The Association commenced a full programme of fixed wiring electrical safety checks in order to comply with the new standard introduced by the Scottish Government. Due to issues with access and resourcing issues impacted by the COVID-19 pandemic, the programme to achieve compliance is still ongoing. Access has been refused to 174 properties, with a further 408 where access has not been attempted. It is anticipated that attempts to access all properties will be complete by December 2022. The Association is also considering a strategy for undertaking checks where access has been refused, as there are practical issues in undertaking the checks without tenant attendance.

In terms of the changes in smoke detection standards, the Association had attempted to access all properties to install the appropriate equipment by 31 December 2021, at which point 129 properties were outstanding. The impact of COVID-19 on staffing resources alongside a shortage of alarm supplies meant that the Association was unable to book further alarm appointments, and at 31 March 2022 103 properties were outstanding. New supplies have since been attained and work continues to access the remaining properties, with 75 currently outstanding.

The Association has engaged with a consultant to assist with a strategy for compliance with EESSH2 and Net Zero Carbon, which will also impact on current EESSH compliance. Analysis is being undertaken of all properties that do not meet EESSH2, with suggested measures to facilitate compliance. The Association is planning to commence a programme of insulation works to timber clad properties in Dalry over the next 12-18 months, grant funding permitting.

There are still a number of properties that do not meet EESSH where access has been refused to replace heating systems. There are 16 properties failing EESSH that have standard boilers as opposed to modern energy efficient boilers. Properties on the Isle of Cumbrae also fail EESSH despite a programme of EWI being previously undertaken and relatively modern electric wet systems. Tenemental stock in particular is an issue on the island as they lie in a conservation area which is difficult to improve due to planning restrictions, and because of limited internal space.



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	45	7
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	45	7
Number of complaints responded to in full by the landlord in the reporting year	45	7
Time taken in working days to provide a full response	143	146

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	3.18
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	20.86



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?"	1,110
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	582
13.2.2	fairly satisfied	386
13.2.3	neither satisfied nor dissatisfied	33
13.2.4	fairly dissatisfied	59
13.2.5	very dissatisfied	50
13.2.6	Total	1,110

	Indicator 13	87.21%
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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	579
14.2	The number of tenancy offers that were refused	95

Indicator 14		16.41%
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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	302
15.2	Of those at 15.1, the number of cases resolved in the last year	302

	Indicator 15	100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	19
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)
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22.1	The total number of court actions initiated during the reporting year	20
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
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	5.00%
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	5.00%

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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 year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	3,161
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	220

Indicator 17		6.96%
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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.	133
19.2	The number of approved applications completed between the start and end of the reporting year	60
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	73
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

73



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	£414,872
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£414,872
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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.	7,592
21.2	The total number of adaptations completed during the reporting year.	60

		Indicator 21	126.53
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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.	677
23.2	The total number of individual homeless households referrals received under other referral routes.	99
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	776
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	9
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	93
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.	102
23.7	The total number of accepted offers.	95

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	13.14%
Indicator 23 - The percentage of those offers that result in a let	93.14%



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	220
30.2	The total number of calendar days properties were empty	1,352

Indicator 30		6.15
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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	4
16.1.2	applicants who were assessed as statutory homeless by the local authority	72
16.1.3	applicants from your organisation's housing list	171
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	4
16.2.2	applicants who were assessed as statutory homeless by the local authority	66
16.2.3	applicants from your organisation's housing list	153
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	91.67%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.47%
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

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Comments (Access to housing and support)

The total number of Section 5 referrals received is the total number of referrals received by Homes4D&G, the common housing register partnership, from the local authority. Section 5 referrals are registered for all RSL's operating in that local area. Homeless applicants do not have the option to select which RSL they are referred for housing with.

**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	£14,900,120
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£15,345,672

Indicator 26		97.10%
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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	£673,953
27.2	The total rent due for the reporting year	£15,345,672

Indicator 27		4.39%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	438
28.2	The total value of management fees invoiced to factored owners in the reporting year	£61,047

Indicator 28		£139.38
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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	£15,345,672
18.2	The total amount of rent lost through properties being empty during the reporting year	£17,578

Indicator 18		0.11%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	4.20%
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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	1,122
C6.2	The value of direct housing cost payments received during the reporting year	£7,966,530



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	£164,388
C7.2	The total value of former tenant arrears written off at year end	£87,268

	Indicator C7	53.09%
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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?"	1,104
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	354
25.2.2	fairly good value for money	438
25.2.3	neither good nor poor value for money	98
25.2.4	fairly poor value for money	125
25.2.5	very poor value for money	89
25.3	Total	1,104

Indicator 25	71.74%
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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?"	79
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	18
29.2.2	fairly satisfied	29
29.2.3	neither satisfied nor dissatisfied	12
29.2.4	fairly dissatisfied	7
29.2.5	very dissatisfied	13
29.3	Total	79

	Indicator 29	59.49%
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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	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)
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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)