



Landlord name: Cunninghame Housing Association Ltd

RSL Reg. No.: 195

Report generated date: 30/05/2023 09:35:43

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	



Comments (Submission)

A large empty rectangular box intended for submitting 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	77.97
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	32.00
C1.2.6	the total number of staff	113.97
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	18.43%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.66%

**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	386
C3.2	The number of 'supported housing' lets during the reporting year	41
Indicator C3		427



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	342
C2.3	The number of mutual exchanges	49
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	6
C2.5.2	nominations from the local authority	0
C2.5.3	other	71
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	427

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.

10 of the lets to 'housing list applicants' are lets through the Ukrainian Resettlement Scheme.

**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:	492
	very satisfied	
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%
-------------	--------

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.

This is the Association's third year of reporting satisfaction levels from the survey carried out in March 2021. A new, face to face, survey will be carried out in summer 2023 and reported in the next Annual Return on the Charter.



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%
--	-------------	--------



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%
--	-------------	--------

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.



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	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	47.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	15.00
C8.5	Comments on method of assessing SHQS compliance.	

The Association currently assess all void properties for SHQS compliance, and any properties where a tenant raises queries regarding the proposed timing of component replacements. The Association is reviewing these arrangements as part of the wider asset management work plan.



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	3,370	3,459
C9.2	Self-contained stock exempt from SHQS	108	108
C9.3	Self-contained stock in abeyance from SHQS	202	21
C9.4.1	Self-contained stock failing SHQS for one criterion	166	120
C9.4.2	Self-contained stock failing SHQS for two or more criteria	9	0
C9.4.3	Total self-contained stock failing SHQS	175	120
C9.5	Stock meeting the SHQS	2,885	3,210

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	365	412
Dundee City	0	0
East Ayrshire	532	592
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	1,988	2,206



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	2,885	3,210

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	3,370
6.1.2	projected to the end of the next reporting year	3,459
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,885
6.2.2	projected to the end of the next reporting year	3,210

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	85.61%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	92.80%



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%
--	-------------	--------

**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	2,018
8.2	The total number of hours taken to complete emergency repairs	3,878

Indicator 8		1.92
-------------	--	------



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	5,515
9.2	The total number of working days taken to complete non-emergency repairs	81,962

Indicator 9		14.86
-------------	--	-------



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	5,400
10.2	The total number of reactive repairs completed during the reporting year	5,515

Indicator 10		97.91%
--------------	--	--------



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
--------------	---



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%
--	--------------	--------

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.

EICRs

The Association has made significant attempts to clear the backlog of outstanding Electrical Safety Checks during the year 2022/2023. Of those properties failing at the end of reporting year 2021/2022, Cunninghame Housing Association completed 407 EICR inspections, as well as carrying out EICRs to properties falling due for their 5-year renewal. At the end of the current reporting year the majority of reported abeyances were where tenants have refused access for the EICR. The Association has commenced a programme of forcing access, however, issues with no electricity, by-passed meters and house condition has meant that despite forcing access, electrical safety tests to some properties remain outstanding.

Smoke Alarm Abeyance

The Association completed the installation of smoke alarms to all outstanding properties during 2022/23. One tenant with mental health issues has since removed the alarms. Staff are engaging with Health and Social Care to resolve this issue as quickly as possible.

Energy Efficiency

The Association is commencing a programme of EWI installation with the assistance of the Social Housing Net Zero Heat Fund from the Scottish Government, which will see approximately 14 properties meet the EESSH standard in 2023/24.

The Association awaits updated guidance on EESSH2 when aligned with Net Zero ambitions to continue work on developing a strategy for the stock portfolio.

Non-Emergency Repairs

The Association launched its Direct Works repairs service in April 2022, where previously works were undertaken by an external contractor. This has resulted in a significant reduction in the time taken to complete emergency repairs, and a marked increase in the percentage of repairs completed right first time. There has been an increase in the time taken to complete non-emergency repairs. This is, in part, due to a 150% increase in the number of non-emergency repairs from the previous year, and due to flexibility being offered to tenants around repairs by appointment.



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	63	4
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	64	4
Number of complaints responded to in full by the landlord in the reporting year	63	4
Time taken in working days to provide a full response	254	59

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.44%
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	4.03
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.75



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%
--------------	--------



Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	518
14.2	The number of tenancy offers that were refused	93

Indicator 14		17.95%
--------------	--	--------



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	253
15.2	Of those at 15.1, the number of cases resolved in the last year	253

Indicator 15		100.00%
--------------	--	---------



Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	32
------	--	----



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	15
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	6.67%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	6.67%

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.



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)
--

17.1	The total number of lettable self-contained stock	3,370
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	213

	Indicator 17	6.32%
--	--------------	-------



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.	184
19.2	The number of approved applications completed between the start and end of the reporting year	121
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	50
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
<p>8 tenants declined the proposed works. 2 tenants moved home after the application had been approved. 3 tenants died after the application had been approved.</p>		

Indicator 19

63



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	£243,104
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£243,104
--------------	--	----------



The average time to complete adaptations (Indicator 21)		
---	--	--

21.1	The total number of working days taken to complete all adaptations.	12,225
21.2	The total number of adaptations completed during the reporting year.	133

		Indicator 21	91.92
--	--	--------------	-------



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.	835
23.2	The total number of individual homeless households referrals received under other referral routes.	92
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	927
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.	92
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.	81

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	10.90%
Indicator 23 - The percentage of those offers that result in a let	80.20%



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	220
30.2	The total number of calendar days properties were empty	2,252

Indicator 30		10.24
--------------	--	-------

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	7
16.1.2	applicants who were assessed as statutory homeless by the local authority	95
16.1.3	applicants from your organisation's housing list	335
16.1.4	nominations from local authority	0
16.1.5	other	41
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	7
16.2.2	applicants who were assessed as statutory homeless by the local authority	84
16.2.3	applicants from your organisation's housing list	321
16.2.4	nominations from local authority	0
16.2.5	other	36

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.42%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.82%
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	87.80%

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.

The number of individual homeless households referrals received under section 5 is, as per the technical guidance, based on the total number of referrals to all RSLs in the Dumfries and Galloway area. This results in a low percentage of referrals that result in an offer.

The 41 lets from source 'other' in 16.1.5 were lets through the mutual exchange process.

**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	£16,874,486
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£17,375,382

	Indicator 26	97.12%
--	--------------	--------



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	£702,960
27.2	The total rent due for the reporting year	£17,402,156

Indicator 27		4.04%
--------------	--	-------



Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	428
28.2	The total value of management fees invoiced to factored owners in the reporting year	£53,671

Indicator 28		£125.40
--------------	--	---------



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	£17,402,156
18.2	The total amount of rent lost through properties being empty during the reporting year	£26,773

	Indicator 18	0.15%
--	--------------	-------



Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.00%
------	--	-------



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	1,563
C6.2	The value of direct housing cost payments received during the reporting year	£9,007,936



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	£270,278
C7.2	The total value of former tenant arrears written off at year end	£134,599

	Indicator C7	49.80%
--	--------------	--------

**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?"	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%
--------------	--------



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%
--------------	--------

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.

**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
--	--------------	-----



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	
--------------	--

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.