

**Landlord name:** Irvine Housing Association Ltd**RSL Reg. No.:** 280**Report generated date:** 21/05/2021 12:42:26**Approval**

A1.1	Date approved	20/05/2021
A1.2	Approver	Paul Hillard
A1.3	Approver job title	Managing Director
A1.4	Comments	
		N/A

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

Staff information, staff turnover and sickness rates (Indicator C1)
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C1.1	the name of Chief Executive	Mr. Paul Hillard
C1.2.1	C1.2 Staff employed by the RSL:  the number of senior staff	  3.00
C1.2.2	the number of office based staff	29.93
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	32.93
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	0.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.20%

**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	100
C3.2	The number of 'supported housing' lets during the reporting year	16

Indicator C3		116
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## The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	12
C2.2	The number of lets to housing list applicants	41
C2.3	The number of mutual exchanges	25
C2.4	The number of lets from other sources	5
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	58
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	116

## Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

C2 & C3 (Lets) - Overall number of lets has reduced considerably due to the restriction on house moves as a result of the pandemic, as well as the fact that no new builds were completed within the year. IHA did continue to allocate properties to Homeless households during the lockdown period to support our Local Authority partners in the discharge of homeless duty.

**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	518
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 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:	213
	very satisfied	
1.2.2	fairly satisfied	194
1.2.3	neither satisfied nor dissatisfied	44
1.2.4	fairly dissatisfied	30
1.2.5	very dissatisfied	33
1.2.6	no opinion	4
1.2.7	Total	518

Indicator 1	78.57%
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## Annual Return on the Charter (ARC) 2020-2021

### Comments (Overall satisfaction)

Indicator 1 (Overall Satisfaction) - Overall satisfaction is based on a rolling survey carried out 1 April 2020 to 31 March 2021. This has improved since last year, but remains lower than our 2017/18 position. The impact of the pandemic has meant that we have been unable to fully implement all actions within our Customer Plan, however this has now been revised and a focus group set up to drive this work forward over the coming year. Officers spent time during lockdown periods proactively contacting every tenant to check in on their health and wellbeing - these calls were well received and we are looking to build on this proactive approach to customer service going forward.



## 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?"	518
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	224
2.2.2	fairly good at keeping them informed	181
2.2.3	neither good nor poor at keeping them informed	65
2.2.4	fairly poor at keeping them informed	28
2.2.5	very poor at keeping them informed	20
2.2.6	Total	518

Indicator 2	78.19%
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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?"	518
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	138
5.2.2	fairly satisfied	208
5.2.3	neither satisfied nor dissatisfied	133
5.2.4	fairly dissatisfied	17
5.2.5	very dissatisfied	22
5.2.6	Total	518

Indicator 5	66.80%
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## Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

Indicator 2 (Satisfaction in keeping tenants informed about services and decisions) - The satisfaction with our customer landlord relationship has improved significantly over the past year. During the pandemic we have ensured that information is provided to customers about our service delivery position on a regular basis through text messages, service updates, social media, and our website. The proactive welfare calls we made to every tenant has helped to improve the relationship during this difficult period - customer feedback has outlined that this proactive approach was very well received by our tenants. We continue to have a growing Customer Panel, and will be progressing specific scrutiny initiatives with them over the coming year, including development of new Service Standards, and evaluation of our repairs and maintenance services.

Indicator 5 (Satisfaction in opportunities to participate in decision making process) - We have seen an improvement in this score over the year, due partly to the support given to tenants to engage with us online, (including meetings of local tenant and resident groups), the proactive welfare calls to all tenants, and the continuation of our service updates and regular distribution of information through a variety of methods. We will be reviewing our Customer Involvement Strategy 'post Covid' over the next few months, which will focus on supporting digital engagement, increasing self-service options, through training opportunities and online webinars.



## 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	06/2017
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	06/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

Irvine Housing Association has used John Martin Partnership (JMP) to carry out the stock condition survey over the past 14 years. JMP carried out the latest Stock Condition Survey in June 2017. The Asset Management & Investment Strategy and stock condition surveys show that there is now 23 properties that are failing element 35 of the SHQS. IHA are in the fourth year of a five year program to provide External Wall Insulation and energy improvements to their housing stock which will address these failings over the years. The Asset Management & Investment Strategy determines when each capital component is due to be replaced. The Association will be spending approx. £1.8 million a year over the next five years improving the energy efficiency and renewing the capital components of their properties when they are due.



## 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	2,306	2,333
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	5	5
C9.4.1	Self-contained stock failing SHQS for one criterion	23	23
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	23	23
C9.5	Stock meeting the SHQS	2,278	2,305



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	386	386
Dundee City	0	0
East Ayrshire	206	206
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	1,686	1,686



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	27
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	2,278	2,305



## 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	2,306
6.1.2	projected to the end of the next reporting year	2,333
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,278
6.2.2	projected to the end of the next reporting year	2,305

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.79%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.80%



## 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?"	518
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	208
7.2.2	fairly satisfied	178
7.2.3	neither satisfied nor dissatisfied	39
7.2.4	fairly dissatisfied	59
7.2.5	very dissatisfied	34
7.3	Total	518

Indicator 7	74.52%
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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	2,522
8.2	The total number of hours taken to complete emergency repairs	9,512

Indicator 8		3.77
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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	2,670
9.2	The total number of working days taken to complete non-emergency repairs	19,196

Indicator 9		7.19
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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	2,339
10.2	The total number of reactive repairs completed during the reporting year	2,448

Indicator 10		95.55%
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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.	78
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>The Association did not meet its statutory obligation to complete a Gas Safety Check on 78 occasions during the year. Normal access procedure applied to these properties however, forced entry to properties suspended during the COVID Pandemic. Customers refused access stating they were either self-isolating or shielding. COVID Markers placed on system and customers contacted on a 2 weekly basis until access was permitted and the Gas Safety Check Completed. This resulted in the expiry of 78 LGSR's over the reporting year however at the end of the reporting year all properties had a compliant LGSR apart from 1 outstanding safety check, thus resulting to 99.96% compliant LGSR's.</p>		

Indicator 11		78
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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?"	517
12.2	Of the tenants who answered, how many said that they were:	389
12.2.1	very satisfied	
12.2.2	fairly satisfied	37
12.2.3	neither satisfied nor dissatisfied	16
12.2.4	fairly dissatisfied	20
12.2.5	very dissatisfied	55
12.2.6	Total	517

Indicator 12	82.40%
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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	188	2	19	209
Four-in-a-block	288	2	0	290
Houses (other than detached)	1,774	2	31	1,807
Detached houses	0	0	0	0
<b>Total</b>	<b>2,250</b>	<b>6</b>	<b>50</b>	<b>2,306</b>

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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	188	2	19	209
Four-in-a-block	288	2	0	290
Houses (other than detached)	1,774	2	31	1,807
Detached houses	0	0	0	0
<b>Total</b>	<b>2,250</b>	<b>6</b>	<b>50</b>	<b>2,306</b>

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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



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

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	0	2	0	2
Four-in-a-block	1	2	0	3
Houses (other than detached)	310	2	0	312
Detached houses	0	0	0	0
<b>Total</b>	<b>311</b>	<b>6</b>	<b>0</b>	<b>317</b>

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	188	0	19	207
Four-in-a-block	287	0	0	287
Houses (other than detached)	1,464	0	31	1,495
Detached houses	0	0	0	0
<b>Total</b>	<b>1,939</b>	<b>0</b>	<b>50</b>	<b>1,989</b>

	C10	86.3%
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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	0	2	0	2
Four-in-a-block	1	2	0	3
Houses (other than detached)	310	2	0	312
Detached houses	0	0	0	0
<b>Total</b>	311	6	0	317

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	0	
Social	0	
Excessive cost	0	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	317	
<b>Total</b>	317	

C11.3	If other reason or unknown, please explain
<p>Due to Covid restrictions there was a delay in completing some EESSH works that was planned for 2020/21, Irvine have a plan in place to complete the remaining 317 properties over a 3 year period with an estimated completion date of March 2023/24</p>	



## 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	175	0
C	1,078	204
D	168	0
E	1	0
F	0	0
G	0	0
<b>Total</b>	<b>1,422</b>	<b>204</b>

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	0	
SAP 2009	325	
SAP 2012	1,097	
Other procedure / unknown	0	
<b>Total</b>	<b>1,422</b>	

C12.3	If other procedure or unknown, please explain	
		N/A

Indicator C12

61.7%



## Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	153
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	£522,730
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£522,730

C13.3	Please give reasons for any investment which came from another source	N/A
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## Annual Return on the Charter (ARC) 2020-2021

### Comments (Housing quality and maintenance)

Indicator 7 (Satisfaction with quality of home) - We are aware that satisfaction levels in relation to property quality have reduced. As part of our Asset Options Appraisal we have set out some key actions relating to, considering our current void standards and a clear investment programme over the next 5 years.

Indicator 8 (Average time emergency repairs) - Emergency repairs have increased by 0.77hrs, this was mainly due to additional H&S precautions being undertaken by the contractor when attending customers properties during the Covid pandemic.

Indicator 9 (Average time non-emergency repairs) - The reduction in time is mainly due to a minimal amount of non-emergency repairs being carried out within the year, and the introduction of 2 additional priority timescales.

Indicator 10 (Right first time) - Repairs completed right first time has decreased by 1.71%, this was mainly due to available resources and material supply during the Covid pandemic.

Indicator 11 (Gas safety checks) - The 78 failures were related to access issues during the Covid pandemic as per notes at 11.2

Indicator 12 (Satisfaction with repairs or maintenance in last 12 months) - BMG surveys were suspended during the year and this is not reflective of a full years data.

C10 (Percentage of properties meeting the EESSH) - The Association has a clear programme in place to work towards achievement of EESSH for all applicable stock. This year's target was 88% this has returned slightly lower due to the Covid pandemic but any works that were delivered efficiently have been completed both our EESSH and capital investment programme.

C11 (EESSH exemptions) - The increase in exemptions is due to the cavity wall & loft top up programme being suspended for 2020/21, this is reflective in failing our EESSH target by 1.7% to be 88% EESSH compliant by the end of the reporting year.

C12 (EPCs) - The Association carried out an EPC data exercise based on the latest stock condition data and instructed our external consultant to verify the EPC data.

C13 (EESSH investment) - The Association fully funded an accelerated external EESSH works investment programme for 2020/21, this was based on the restrictions that were in place due to the Covid pandemic.

## 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	86	2
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	87	2
Number of complaints responded to in full by the landlord in the reporting year	85	2
Time taken in working days to provide a full response	599	36

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	97.70%
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	7.05
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.00



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?"	518
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	165
13.2.2	fairly satisfied	185
13.2.3	neither satisfied nor dissatisfied	93
13.2.4	fairly dissatisfied	46
13.2.5	very dissatisfied	29
13.2.6	Total	518

Indicator 13	67.57%
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Percentage of tenancy offers refused during the year (Indicator 14)
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14.1	The number of tenancy offers made during the reporting year	116
14.2	The number of tenancy offers that were refused	5

Indicator 14		4.31%
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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	148
15.2	Of those at 15.1, the number of cases resolved in the last year	122

Indicator 15	82.43%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	5
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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	14
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	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0.00%

## Annual Return on the Charter (ARC) 2020-2021

### Comments (Neighbourhood & community)

Indicators 3 & 4 (Complaints) - Response rates to complaints have dipped over the year. This is largely a result of the impact of Covid, working from home, and resultant issues accessing our complaints system, Salesforce, at points throughout the year. There was also an impact on the processing of mail remotely and our ability to investigate all complaints during lockdown periods.

Indicator 13 (Satisfaction with landlord's contribution to management of neighbourhood) - We have seen a marked improvement in this score over the year. During lockdown periods our Estate Caretakers continued to be out on site in their vehicles to identify and address any issues across our key estates. Both caretakers have been very proactive, working with tenants whilst out on site to help them to maintain their own garden areas and dispose of rubbish in the correct way. Excellent relationships have been developed between Housing staff, IHA Caretakers, and Local Authority waste services, which has helped to resolve challenges in partnership, with successful outcomes.

Indicator 14 (Tenancy offers refused) - Offer refusals have declined markedly during the year. This is due to the overall reduction in lettings as a result of Covid, and the fact that we continued only to let properties to homeless households and those in acute housing need during lockdown periods.

Indicator 15 (Anti-social behaviour cases resolved) - We have seen a slight improvement in this score over the year. We continue to have dedicated Housing Officers who deal solely with ASB issues, and a budget to support a 'problem solving' approach to issues, such as erecting fencing to address boundary issues, and the creation of bin store areas to de-escalate neighbour complaints regarding fly tipping. We have implemented a number of 'campaigns' through social media during lockdown to remind tenants of the need to be good neighbours, especially when people are in their houses more often.

C4 (Abandoned homes) - We have seen a reduction in the number of tenancy abandonments over the year. Our Tenancy Sustainability Team has focused on assisting tenants who are struggling, and have continued to support them remotely throughout this period. The welfare calls to all tenants has also helped us to identify households who are at risk of homelessness and vulnerable, and has enabled us to intervene at an earlier point.

Indicator 22 (Court actions initiated resulting in eviction) - No evictions have taken place due to the Covid legislation.

**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	2,306
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	115

Indicator 17	4.99%
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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.	135
19.2	The number of approved applications completed between the start and end of the reporting year	116
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	19
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	19
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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;	£3,487
20.2	The cost (£) that was grant funded	£215,000
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£218,487
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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.	4,741
21.2	The total number of adaptations completed during the reporting year.	107

Indicator 21		44.31
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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.	258
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.	258
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	58
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.	58
23.7	The total number of accepted offers.	58

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	22.48%
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)
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30.1	The total number of properties re-let in the reporting year	111
30.2	The total number of calendar days properties were empty	2,512

Indicator 30		22.63
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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	21
16.1.2	applicants who were assessed as statutory homeless by the local authority	52
16.1.3	applicants from your organisation's housing list	165
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	18
16.2.2	applicants who were assessed as statutory homeless by the local authority	45
16.2.3	applicants from your organisation's housing list	161
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	85.71%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	86.54%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	97.58%
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) 2020-2021

Comments (Access to housing and support)

Indicator 19 (Households awaiting adaptations) - 9 approved applications were cancelled for legitimate reasons, these have been added to the 107 completed cases to equal 116 so that the households currently awaiting adaptations shows accurately as 19.

Indicator 21 (Average time to complete adaptations) - Completion times have increased by 2.33 days, this was mainly due to additional H&S precautions being undertaken by the contractor when attending customer's properties during the Covid pandemic.

Indicator 23 (Homeless referrals) - IHA operates in 3 LA areas and is part of a CHR in each. 23.1 includes homeless applicants referred on a property shortlist from the top to the housed referral (i.e. includes bypassed applicants), it counts households that appear on multiple shortlists only once. The difference between 23.1 and 23.7 relates to referrals that could not proceed due to a refusal; advice from, or in agreement with the relevant LA.

Indicator 30 (Average time to re-let properties) - Void properties received an additional Covid clean at the start of the void period, this led to the average total contractor days increasing to 14 days.

Indicator 16 (Tenancies sustained for more than a year) - We have seen an overall improvement in new tenancy sustainability over the year. This is due partly to the suspension of eviction legislation, as well as our proactive approach to tenancy welfare contact calls, and the focus of our Tenancy Sustainability Team support on 'high risk' and vulnerable households. A process is in place for every household accommodated by us via the Homeless route where a discussion of support needs takes place with the Local Authority prior to the let, and the household transitioned to our Tenancy Sustainability Team.

**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	£10,346,007
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£10,571,725

Indicator 26	97.86%
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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	£390,263
27.2	The total rent due for the reporting year	£10,610,801

Indicator 27		3.68%
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Average annual management fee per factored property (Indicator 28)
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28.1	The number of residential properties factored	1,041
28.2	The total value of management fees invoiced to factored owners in the reporting year	£6,394

Indicator 28		£6.14
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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	£10,610,801
18.2	The total amount of rent lost through properties being empty during the reporting year	£31,671

Indicator 18	0.30%
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## Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.50%
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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	1,541
C6.2	The value of direct housing cost payments received during the reporting year	£5,783,583



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	£179,265
C7.2	The total value of former tenant arrears written off at year end	£65,438

Indicator C7	36.50%
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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?"	518
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	148
25.2.2	fairly good value for money	210
25.2.3	neither good nor poor value for money	71
25.2.4	fairly poor value for money	48
25.2.5	very poor value for money	41
25.3	Total	518

Indicator 25	69.11%
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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?"	92
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	17
29.2.2	fairly satisfied	29
29.2.3	neither satisfied nor dissatisfied	15
29.2.4	fairly dissatisfied	16
29.2.5	very dissatisfied	15
29.3	Total	92

Indicator 29	50.00%
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## Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)

Indicator 27 (Gross rent arrears) - The impact of Covid on our arrears position has been significant, as well as the no eviction legislation. Over the year we have seen the number of tenants claiming UC increase from 300 to 900. We have dedicated Housing Officers focusing on arrears recovery who are also supported by our Income Collection service. We have focused on early intervention work through text messaging reminders, phonecalls, bespoke letters, and have continued to visit properties and leave calling cards during lockdown periods to prompt contact. We are in the process of working with the DWP to develop our landlord portal, which should shorten the length of time taken for us to receive UC payments.

Indicator 18 (Rent lost through properties being empty) - As a result of the Coronavirus pandemic and the need to deep clean all voids before and after completion of void works, the time taken to prepare voids for relet has doubled.

C7 (Former tenant arrears written off) - The Association has access to a dedicated Former Tenant Arrears team as part of Riverside. Periodically, the FTA team write off all debts greater than 12 months old as was the case in the reporting year. Although written off in the ledger, former debts will continue to be chased where there is reasonable belief the debt is collectable.

Indicator 25 (Tenants who feel that rent represents good value for money) - We have seen an improvement in this score over the period. We managed to complete 75% of our capital investment programme during the year despite the impact of Covid. We have in place a 5 year investment programme for all our housing stock to maintain SHQS and achieve EESSH, and this is published to customers annually. We have also embarked on a full options appraisal for our repairs and maintenance services, with key aspects being customer satisfaction, communication with customers regarding follow on works, and quality assurance. We are also looking to build on our customer welfare calls carried out during Covid pandemic and introduce annual Tenancy and Property checks.

Indicator 29 (Factored owners satisfaction with service) - We have seen an increase in satisfaction of owners. We have introduced a tree maintenance programme of works across our key mixed tenure estate to deal with ongoing complaints regarding tree height and debris from owners. We have also reviewed our Factoring Policy and introduced dedicated points of contact for enquiries and improvements to Written Statement of Services.



**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	
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)

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) 2020-2021**

Comments (Other customers)

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