

Readers may note that some information within these documents have been omitted / redacted.

Some information has been omitted / redacted as disclosure may prejudice the commercial interests of Irvine Housing Association trading as Riverside Scotland.

We recognise that the commercial sensitivity of information may decline over time and the harm arising from disclosure may be outweighed by the public interest in openness and transparency. We commit to review the redaction of any such information from time to time.

Some information has been redacted as it contains personal data which identifies an individual. Disclosure of this information would place Irvine Housing Association t/a Riverside Scotland in breach of the Data Protection Act 2018.

Board Meeting Agenda
242nd Meeting: Thursday 20 May 2021
At 5.30 p.m. by MS Teams video conference

AGENDA

| | | Data Class |
|------|---|-------------------|
| 1. | Apologies for Absence | |
| 2. | Declarations of Interest | |
| 3. | Previous Minutes – Minutes of the Board Meeting held on Thursday 25 March 2021. | Public |
| 4. | Matters Arising | |
| 5. | Substantive Business | |
| 5.1 | Covid-19 Pandemic Update | Public |
| 5.2 | ARC Return | Public |
| 5.3 | Five Year Financial Return | Restricted |
| 5.4 | Annual Loan Portfolio Return | Restricted |
| 5.5 | Membership Policy Review | Public |
| 5.6 | Finance Policies | Confidential |
| 5.7 | Monkton Development | Confidential |
| 5.8 | ESSH | Public |
| 5.9 | Formal Registers | Public |
| 5.10 | Annual Write Offs | Public |
| 5.11 | Progress Reports on Development Projects | Confidential |
| 5.12 | Operational Performance Report | Public |
| 5.13 | Financial Performance Report | Restricted |
| 5.14 | HR Update | Confidential |
| 5.15 | MD Report | Public |
| 6. | Minutes/Updates: a) Confirmed Group Neighbourhood Services Committee Meeting – 25 February 2021 | Confidential |

| | | |
|----|---|--------------|
| | b) Group Board Core Brief – March 2021 | Confidential |
| 7. | Disclosure | |
| 8. | Any Other Business | |
| 9. | Date of Next Meeting – 5.30 p.m. on Thursday 30 June 2021 – Board Meeting via MS Teams video conference | |

PH / db
4/5/2021

| | |
|-------------|---|
| Date: | 20 th May 2021 |
| Subject: | COVID-19 Pandemic Update |
| Author: | Paul Hillard |
| Sponsor: | N/A |
| Appendices: | Appendix 1 – SHR Covid-19 Report for March 2021 |
| Action: | Information |
| Data Class: | Public |

EXECUTIVE SUMMARY

This Report provides an update to Board members of the Association's response to the COVID-19 Pandemic and the consequent 'lockdown' measures.

RECOMMENDATION

- It is recommended that Board note and comment on the contents of this Report.

1 Background

- 1.1 The UK Government announced initial lockdown measures on 16th March 2020 with a request for people and businesses to maximise working from home. Further, more significant 'lockdown' measures were announced on 23rd March 2020.
- 1.2 Previous COVID-19 Pandemic Update Reports to Board have detailed the services being offered to customers, and issues relating to ways of working, colleague welfare and responding to the SHR.
- 1.3 The full lockdown measures and the stay at home order, put in place on 26th December 2020, was lifted on 5th April with the return to a levels system coming into effect on 26th April. All of the Association's operating area entered level 3 on that date.
- 1.4 The current Scottish Government programme will see a move to level 2 on 17th May, then to level 1 on 7th June and level 0 on 28th June.

2 Delivery of Services

- 2.1 The move to level 3 on 26th April allowed the Association to recommence a full responsive repairs service and internal major repairs programmes, i.e. kitchen and boiler installations. This was the most material impact on our services coming from the previous lockdown restrictions.
- 2.2 The easing of restrictions on indoor and outdoor social contact have, and will continue, to also allow us to have more socially distanced face to face contact with customers. This is being used to allow Housing Officers and Tenancy Sustainability Officers to have more direct contact customers when carrying out their roles.
 - 2.2.1 The combination of these factors means that the Association is now providing all of its usual services, albeit most of them using slightly different working practices.

3 Customer Communications and Feedback

- 3.1 We are maintaining communications to customers through the website, social media, and dedicated telephone line, about the services we are able to offer.
- 3.2 While overall customer satisfaction levels are remaining broadly stable related feedback is indicating some frustrations from customers about the restricted service we are offering.

4 Use of the Office and Team / Colleague Meetings

- 4.1 Use of the office is being kept to a minimum with use being restricted to essential administrative functions, checking mail, scanning and printing to ensure business continuity and occasional visits by assets colleagues as part of the void management process.

4.2



- 4.3 We are keen to facilitate colleagues meeting face to face, either in 1 to 1s or team meetings as restrictions ease. We will therefore permit some limited use of the office for one to one meetings, and will be looking to facilitate outdoor meetings in accordance with the relevant level in place at the time.

5 Colleague Welfare

- 5.1 The Management Team are continuing to give priority to support colleague well-being. We are taking an approach of continuing with much more frequent team meetings, usually weekly, and ensuring that there is regular contact between colleagues. We have also actively encouraged colleagues to take annual leave during this period.
- 5.2 This has been supported by a range of Riverside-wide initiatives and resources to support wellbeing, including on-line activities and national workshops and events.

6 Scottish Housing Regulator

- 6.1 The SHR's Covid-19 Returns for March is attached as Appendix 1. These have now been moved to a quarterly return with the first of these being due in July 2021.

7 Risks

- 7.1 It is now proposed to cease to have a specific Covid-19 Risk Schedule, instead ensuring that any Covid-related aspects of the risks facing the business are consider by the usual risk management processes.

8 Future Reporting

- 8.1 It is proposed that the Covid-19 pandemic Update Report is now removed as a standing item on future Board agendas. Specific items can be addressed as necessary in normal reporting. If the situation worsens again the Report can quickly be re-introduced.

9 Recommendation

- 6.1 It is recommended that the Board members note and comment on this Report.



COVID 19 - Monthly Return (RSL)

Please follow the steps below to submit this form to SHR

- 1: Save a blank copy of the form to your own system (documents saved in the portal cannot be amended).
- 2: On your saved version of the form press the 'Go to form' link or select the form tab at the bottom of the screen.
- 3: Select your RSL's name from the drop down list
- 4: Please complete all questions on the form
- 5: Fields on the form can be navigated by using the tab key, or by selecting the relevant cell
- 6: Once all questions have been completed and saved, upload the form to your documents area in the Social Landlord Portal. (Instructions on uploading documents can be found on the Help & Guidance page of the portal).
- 7: Further definition on each indicator can be found on the definitions tab at the bottom of the screen (also accessible via a button on the forms screen).

Go to form



Landlord:

[Definitions](#)

Month:

Please submit this return within one week of the end of the calendar month

Please tell us your staff absence level on the last day of the month:

Total number of staff (FTE) Comments:

Total number absent (FTE) Comments:

Percentage of staff absent

Number of staff placed on furlough (FTE) Comments:

Gross rent arrears Comments:

Total rent due

Gross rent arrears (%)

Empty Homes (last day of previous reporting month)

Empty homes (arose during the reporting month) Comments:

Empty homes (last day of reporting month) Comments:

Number of lets to homeless (SST) Comments:

Number of lets to homeless (short SST) Comments:

Number leased to relevant local authority Comments:

Number of lets to others Comments:

Total lets and leased (during reporting month)

Balance Comments:

Cash balances as at last day of the month Comments:

Number of court actions initiated and properties recovered during the reporting month:

Total number of court actions initiated Comments:

The number of properties recovered having obtained decree for non-payment of rent Comments:

The number of properties recovered having obtained decree for anti-social behaviour Comments:

The number of properties recovered having obtained decree for other reasons Comments:

Number of Notice of Proceedings issued during the reporting month for:

Rent arrears Comments:

Antisocial behaviour / criminal activity Comments:

Other reasons Comments:

Definitions

| | |
|---|---|
| Total number of staff (FTE) | Permanent or temporary staff employed by the RSL or by any of its subsidiaries on the last day of the reporting month which carry out duties for the RSL. The number of staff should be reported in terms of full-time equivalents (FTE). For example, if the hours of two people working part-time are added together that might be the same as one full-time job. |
| Total number absent (FTE) | Number of staff (FTE) not available to work, because of ill-health, care responsibilities, compassionate leave, other reasons (excluding those placed on furlough) |
| Percentage of staff absent | To calculate the percentage we will divide the total number absent (FTE) by the total number of staff (FTE) and multiply by 100. |
| Number of staff placed on furlough (FTE) | Number of staff placed on furlough in accordance with the UK Government's furlough scheme. From 1 July employers can bring furloughed employees back to work for any amount of time and any shift pattern. Where employees are brought back to work for any amount of time, provide the FTE of furloughed staff time Please click here to see a working example of how number of staff placed on furlough (FTE) is calculated |
| Gross rent arrears | Gross rent arrears consists of the value (to the nearest £) of current and former tenant rent arrears as at the end of each month or the closest end of debit period prior to any arrears write-off. Rent paid in advance should not be used to offset the overall value. Do not include as arrears <ul style="list-style-type: none"> • The value of any outstanding payments from people who have an agreement to pay their rent slightly later than the landlord's normal monthly rent cycle i.e. agreements to make payments in the next rental cycle; and • The value of any outstanding housing benefit/universal credit payments due for that month but not received until after the start of the next month. |
| Total rent due | Total rent due is the value (to the nearest £) of the total annual charges levied by the landlord in respect of rent and service charges for dwellings. |
| Gross rent arrears (%) | To calculate the percentage we will divide the total value of gross rent arrears by the total rent due for the year and multiply by 100. |
| Empty Homes (last day of previous reporting month) | The total number of empty dwellings on the last day of the previous reporting month. An empty home is a property owned by a landlord which has no tenant. We will pre populate this field using the figure submitted in the previous month's return. |
| Empty homes (arose during the reporting month) | The number of empty dwellings that arose during the reporting month in self-contained lettable stock. |
| Empty homes (last day of reporting month) | The total number of dwellings in self-contained lettable stock that were empty on the last day of the reporting month. |
| Number of lets to homeless (SST) | Total number of lets commenced during the reporting month to households assessed as statutory homeless by the local authority and to whom the local authority has a duty to provide permanent housing (not the cumulative total since April). |
| Number of lets to homeless (short SST) | Total number of lets commenced during the reporting month to households assessed as statutory homeless by the local authority and to whom the local authority has a duty to provide permanent housing (not the cumulative total since April). |
| Number leased to relevant local authority | The number of properties leased during the reporting month to the local authority, including those for use as temporary accommodation for people who are homeless. Include only those properties that were first leased to the local authority during the reporting month (not the cumulative total since April). |
| Number of lets to others | The number of lets commenced during the reporting month to households other than to those who are statutory homeless i.e. to existing tenants, housing list applicants and others. (Not the cumulative total since April). |
| Total lets and leased (during reporting month) | Total number of new tenancies commenced and properties first leased to the local authority for use as temporary accommodation during the reporting month (not the cumulative total since April). |
| Balance | Please click here to see a working example of how the balance is calculated |
| Cash balances as at last day of the month | Cash balances per general ledger, including cash investments. |
| Court actions initiated and properties recovered in the reporting month | Recovery of Possession (Eviction) Section 16 of the Housing (Scotland) Act 2001 as amended by Section 153 of the Housing (Scotland) Act 2010, sets out the grounds on which a court can issue an order to terminate a SST and gives the landlord the right to recover possession of the property. Where landlords seek possession on the grounds of non-payment of rent, they must confirm to the court that they have met the pre-action requirements, as set out in the Housing (Scotland) Act 2010. Court actions initiated Following the issue of a notice of proceedings and raising a court order a landlord may initiate court action. Reasons for eviction When an action has been taken based on both rent arrears and anti-social behaviour, record the main reason. Include: <ul style="list-style-type: none"> · tenants that you have actively evicted; and · tenants that abandoned their home after you had obtained decree. |
| Notice of proceedings issued during the reporting month | Notice of proceedings (NOP) As defined by Section 14 of the Housing (Scotland) Act 2001 as amended by Section 155 of the Housing (Scotland) Act 2010, a NOP is a legal document issued at the first stage in the legal process for a landlord to evict a tenant. |



Furloughed Staff Calculation Example

[Return to Form](#)

| | |
|------------------------------------|------|
| Staff member's total working hours | 40 |
| Actual hours worked | 10 |
| Hours on furlough | 30 |
| FTE for staff placed on furlough | 0.75 |

[Return to Form](#)

Balance Calculation Example

| | |
|---|-----------|
| Empty Homes (last day of previous reporting month) | 17 |
| Empty homes (arose during the reporting month) | 14 |
| Empty homes at the end of the month | 17 |
| Number of lets to homeless (SST) | 6 |
| Number of lets to homeless (short SST) | 6 |
| Number of lets to others (e.g. waiting list applicants) | 1 |
| Number leased to relevant local authority | 1 |
| Total lets and leased (during reporting month) | 14 |
| Balance (this figure should be 0 to reconcile the voids and lets) | 0 |

| | |
|-------------|--|
| Date: | 10-05-2021 |
| Subject: | Annual Return on the Charter |
| Author: | Caroline Cameron |
| Sponsor: | Morag Hutchinson |
| Appendices: | Appendix 1: Draft ARC Appendix 2: Global Validation Report Appendix 3: ARC Performance Comparisons 2018-21 |
| Action: | Decision Paper |
| Data Class: | Public |

EXECUTIVE SUMMARY

All registered social landlords are required to complete the Annual Return on the Charter (ARC) and return it to the Scottish Housing Regulator (SHR) by the 31st May. Before the ARC is submitted, the regulator requires the full governing body to review and approve the information contained within the ARC.

Officers use the regulator's technical guidance to complete the questions. We rely on a combination of automated reports and manual records in order to complete the return. Internal checks are carried out on the figures provided to minimise the risk of any errors. If the return is erroneous or the figures appear atypical, we could be subject to a data integrity check or a data accuracy visit from the regulator.

To make reviewing the ARC easier for Board members, results from the last three years have been included as an additional appendix, appendix 3.

RECOMMENDATION

The Board is asked:

- To review the content of the ARC
- To review the content of the Global Validation Report
- To approve the ARC for submission to the SHR
- To authorise the Managing Director to approve and submit the return on behalf of Irvine Housing Association

1 Background

- 1.1 The Housing (Scotland) Act 2010 required Scottish Ministers to set standards and outcomes which social landlords should aim to achieve, and publish these in the Scottish Social Housing Charter.
- 1.2 The Scottish Social Housing Charter was first published in 2012 and updated in 2017 when only minor amendments were made to the Charter. However, as detailed to the Board in the 2019/20 return, a full consultation was undertaken during 2019 which resulted in a number of changes being made to the information we are required to return, there have been no further changes since this took place.

2 Implications/Risks

- 2.1 The ARC provides the regulator with a full set of information from all social landlords which can be used to benchmark between organisations and highlight areas of strong performance, as well as areas that are in need of improvement.
- 2.2 The deadline for returns is 31 May 2021, a full programme of activities and timetable was put in place by the Planning Team on 25 March to mitigate the risk (Regulatory/Reputational) of missing the Regulator's deadline.
- 2.3 Local and Group generated data sets are gathered within Irvine throughout the year in order to provide an accurate return. All electronic back-up reports are stored in one, central file for ease of access.
- 2.4 A number of staff assist with the completion of indicators within the ARC, taking responsibility for their own area of expertise with support from the Planning Team where needed. Full validation of the indicator answers against the associated data sets is undertaken by the Planning Team who then input the validated data into the Regulator's portal for Irvine. The portal automatically cross-checks many of the figures and highlights any validation errors which can then be corrected.
- 2.5 The Global Validation Report showed no issues with the return, and can be found at appendix two.
- 2.6 After validation, the Planning Team undertakes a sense-check to confirm any fluctuations in the figures against previous years and to ensure that the technical guidance has been followed. Any out of kilter indicators receive full comments, pre-empting questions that could follow from the Regulator and reducing the risk of further future effort in relation to scrutiny.

3 Indicators – Performance

- 3.1 The key areas where we have seen a decline in our performance are:
 - a Gas safety compliance –our results show that unlike in previous years (2017-2019), when all gas checks had been carried out on time, this year we did not achieve 100% due to 78 customers self-isolating because of COVID-19. This also had a slight impact on our 2019/20 return with 5 failures during March 2020, but this year's results show the major impact the past full year of restrictions have had on this indicator.
 - b Repairs average times/right first time – Emergency repairs have increased by 0.77hrs and adaptations by an average of 4 days. This was mainly due to additional Health & Safety precautions being undertaken by the contractor when attending customer's properties during the Covid pandemic. Similarly, the right first time element of the ARC was more difficult to meet due to the availability of resources and supplies during Covid.
 - c Average re-let times and void loss – Our re-let times have increase by on average 12 days and void loss by 0.13% of our annual income. This is due to the fact that void properties received an additional intensive Covid clean prior to any void works commencing.
- 3.2 The key areas where we have seen an improvement in our performance are:
 - a Satisfaction – it is encouraging to see that, despite the pandemic and surveys being put on hold from April to September, IHA has increased satisfaction in the majority of areas (Overall Service, Keeping customers informed, Opportunities to participate, Management of neighbourhood, Rent

representing good value and Factoring service). And where we have had dips (Quality of Home and Repairs service), these are very minimal with plans in place to address, as the comments on the return reflect.

- b Average times non-emergency repairs – Times were reduced by over one day (from 8.37 to 7.19 days). 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 two additional priority timescales.
- c Antisocial behaviour – although the number of cases reported in the past year more than doubled (a rise from 70 in 19/20 to 148 20/21), the team still managed to increase the percentage of cases that have been resolved compared to last year's return by a whole percent.

4 Next Steps

- 3.1 The Board is asked to review the contents of the ARC and the Global Validation Report.

5 Recommendation

- 4.1 It is recommended that the Board of Irvine Housing Association approve the Annual Return on the Charter for 2020-21 for submission to the regulator by the Managing Director.

Annual Return on the Charter (ARC) 2020-2021**Scottish Housing
Regulator****Landlord name:** Irvine Housing Association Ltd**RSL Reg. No.:** 280**Report generated date:** 10/05/2021 08:35:48**Approval**

| | | |
|------|--------------------|--|
| A1.1 | Date approved | |
| A1.2 | Approver | |
| A1.3 | Approver job title | |
| A1.4 | Comments | |

Annual Return on the Charter (ARC) 2020-2021**Social landlord contextual information****Staff**

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

| | | |
|--------|--|------------------|
| 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% |

Annual Return on the Charter (ARC) 2020-2021**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 | 100 |
| C3.2 | The number of 'supported housing' lets during the reporting year | 16 |
| Indicator C3 | | 116 |

Annual Return on the Charter (ARC) 2020-2021



| |
|--|
| 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.

Annual Return on the Charter (ARC) 2020-2021



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 | 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% |
|-------------|--------|

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% |
|--|-------------|--------|



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% |
|--|-------------|--------|

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.

Annual Return on the Charter (ARC) 2020-2021
**Scottish Housing
Regulator**
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.

Annual Return on the Charter (ARC) 2020-2021
**Scottish Housing
Regulator**

| |
|---|
| 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 |

Annual Return on the Charter (ARC) 2020-2021



| | |
|------|--|
| 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 | 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 |

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| | | |
|---------------------|--------------|--------------|
| 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 |

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| |
|--|
| 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% |

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| |
|--|
| 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% |
|--|-------------|--------|



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 | 2,522 |
| 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) |
|--|

| | | |
|-----|---|--------|
| 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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Regulator**

| | | |
|---|--|--|
| 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 | 2,339 |
| 10.2 | The total number of reactive repairs completed during the reporting year | 2,448 |

| | | |
|--------------|--|--------|
| Indicator 10 | | 95.55% |
|--------------|--|--------|

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Scottish Housing
Regulator

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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Scottish Housing
Regulator

EESSH

Percentage of properties meeting the EESSH (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 |
| Total | 2,250 | 6 | 50 | 2,306 |

| C10.2 Number of self contained properties not in scope of the EESSH | | | | |
|---|----------|----------|-------------|----------|
| | 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 EESSH | | | | |
|---|--------------|----------|-------------|--------------|
| | 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 |
| Total | 2,250 | 6 | 50 | 2,306 |

| C10.4 Number of properties in scope of the EESSH 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 |

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Regulator

| | | |
|----------|--|-----|
| 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 |
| Total | 311 | 6 | 0 | 317 |

| | | | | |
|------------------------------|---|----------|-------------|----------|
| 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 |
| Total | 0 | 0 | 0 | 0 |

| | | | | |
|------------------------------|---|----------|-------------|--------------|
| 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 |
| Total | 1,939 | 0 | 50 | 1,989 |

| | | |
|--|-----|-------|
| | 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 |
| Total | 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 |
| Total | | 317 |

C11.3 If other reason or unknown, please explain

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

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Energy Performance Certificates (EPCs) (Indicator C12)

| C12.1 | EPC rating | |
|--------------|---|---|
| | The number of properties with a valid EPC | The number of EPCs lodged in the reporting year |
| A | 0 | 0 |
| B | 175 | 0 |
| C | 1,078 | 204 |
| D | 168 | 0 |
| E | 1 | 0 |
| F | 0 | 0 |
| G | 0 | 0 |
| Total | 1,422 | 204 |

| 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 | |
| Total | 1,422 | |

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

Indicator C12

61.7%

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**Scottish Housing
Regulator**

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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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 |

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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) | | |
|---|--|--|

| | | |
|------|---|-----|
| 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) |
|--|

| | | |
|------|--|-----|
| 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) |
|--------------------------------|

| | | |
|------|--|---|
| 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) | |
|--|--|

| | | |
|------|---|-------|
| 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) | | |
|---|--|--|

| | | |
|------|--|----------|
| 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) | | |
|---|--|--|

| | | |
|------|--|-------|
| 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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**Scottish Housing
Regulator**

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% |

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| | | |
|---|--|--|
| 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 | 111 |
| 30.2 | The total number of calendar days properties were empty | 2,512 |

| | | |
|--------------|--|-------|
| Indicator 30 | | 22.63 |
|--------------|--|-------|

Annual Return on the Charter (ARC) 2020-2021**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 | 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 |

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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.

Annual Return on the Charter (ARC) 2020-2021**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% |
|--|--------------|--------|

Annual Return on the Charter (ARC) 2020-2021
**Scottish Housing
Regulator**

| | |
|---|--|
| 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% |
|--------------|--|-------|

Annual Return on the Charter (ARC) 2020-2021

**Scottish Housing
Regulator**

| |
|--|
| Average annual management fee per factored property (Indicator 28) |
|--|

| | | |
|------|--|--------|
| 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 |
|--|--------------|-------|

Annual Return on the Charter (ARC) 2020-2021
**Scottish Housing
Regulator**

| | | |
|--|--|--|
| 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 | 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% |
|--------------|--|-------|

Annual Return on the Charter (ARC) 2020-2021**Scottish Housing
Regulator**

| |
|------------------------------|
| Rent increase (Indicator C5) |
|------------------------------|

| | | |
|------|--|-------|
| C5.1 | The percentage average weekly rent increase to be applied in the next reporting year | 1.50% |
|------|--|-------|

Annual Return on the Charter (ARC) 2020-2021
**Scottish Housing
Regulator**

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 |

Annual Return on the Charter (ARC) 2020-2021

**Scottish Housing
Regulator**

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

| | | |
|--|--------------|--------|
| | Indicator C7 | 36.50% |
|--|--------------|--------|


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?" | 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% |
|--|--------------|--------|

Annual Return on the Charter (ARC) 2020-2021



**Scottish Housing
Regulator**

| |
|--|
| 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% |
|--------------|--------|

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.

Annual Return on the Charter (ARC) 2020-2021**Other customers****Gypsies / Travellers**

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

| | | |
|------|--|--|
| 31.1 | The total number of pitches | |
| 31.2 | The total amount of rent set for all pitches during the reporting year | |

| | | |
|--|--------------|--|
| | Indicator 31 | |
|--|--------------|--|

Annual Return on the Charter (ARC) 2020-2021
**Scottish Housing
Regulator**

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) 2020-2021

Comments (Other customers)

Returns x Irvine Housing Association Ltd - x +

shrforms.azurewebsites.net/Form/Edit/280/2a4dd0e6-4a99-4541-94a3-0c9060a44d57/f1

Miss Caroline Cameron



Quick Navigation

No Validation Errors

- Introduction
- Social landlord contextual information
- Overall satisfaction
- The customer / landlord relationship
- Housing quality and maintenance
- Neighbourhood & community
- Access to housing and support
- Getting good value from rents and service charges
- Other customers
- Approval

Irvine Housing Association Ltd - 2020/2021

Introduction

Previous Next Undo

Save PDF Excel Close

F1.2 Financial year

F1.3 Landlord name

F1.4 RSL Registration Number

Welcome

From April 2013 all social landlords must collect key information to show us how they are achieving the outcomes and standards in the Charter. By the end of August each year we will publish each landlord's ARC on our website so that tenants and other service users can see what progress the landlord is making. The ARC will also inform our regulatory assessments.

You must complete your ARC by 31 May each year. Please make sure that the senior officer in your organisation signs the ARC off.

We will publish a report for each landlord using key information from its ARC. We will do this by the end of August each year and will make the report available for tenants and other service users through our website. You must also make the report available to all of your tenants. It is up to you how you do this – it could be through a newsletter or an article on your website for instance – but all of your tenants should be able to access it.

About the online ARC

The online ARC has ten sections:

- Introduction (this section)
- Landlord contextual information
- Overall satisfaction
- The customer/landlord relationship
- Housing quality and maintenance
- Neighbourhood and community
- Access to housing and support
- Getting good value from rents and service charges
- Other customers
- Validation summary

The Validation Summary flags up any indicators where you need to take further action – for example, because some information appears to be missing or figures do not add up. But please remember that, although the Validation Summary helps you to submit your ARC data, it does not mean that we have ratified your

KEY:

| | |
|--|---|
| | Major decline (over 5% or relative measure) |
| | Minimal decline (within 5% or relative measure) |
| | Represents improvement |

| Area | Sub Area | Indicator Ref | Indicator Description | Result Year on Year | | | |
|---|---|-------------------------------|--|---|--|---|--|
| | | | | 17/18 | 18/19 | 19/20 | 20/21 |
| Contextual Information | Organisational | Org | Stock split by region, age, size and type | 2201 | 2201 | 2306 | 2306 |
| | Lets | C2 | The number of lets during the reporting year by source of let. | 161 | 174 | 238 | 116 |
| | | C3 | Number of lets during the reporting year, split between 'general needs' and 'supported housing' (but scale back to new build and not new build) | 115/20 | 131/16 | 199/39 | 100/16 |
| | People | C1 | Staff information, staff turnover and sickness rates.(RSLs only) | 33.33/3.35 | 9.76/3.74 | 4.5/3.70 | 0.0/1.2 |
| Overall Satisfaction | Satisfaction | 1 | Percentage of tenants satisfied with the overall service provided by their landlord. | 85.77 | 81.21 | 75.53 | 78.57 |
| The Customer Landlord Relationship | Communication | 2 | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions | 85.39 | 82.25 | 71.83 | 78.19 |
| | Participation | 5 | Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes | 82.48 | 68.4 | 59.36 | 66.8 |
| Housing Quality and Maintenance | EESSH | C10 | Percentage of properties meeting the EESSH | 69.1 | 73.8 | 79.6 | 86.3 |
| | | C11 | Anticipated exemptions from the EESSH | 0 | 0 | 277 | 317 |
| | | C12 | Energy Performance Certificates (EPCs) | 46.7 | 52.7 | 57.5 | 61.7 |
| | | C13 | Investment in the EESSH | £175k | £640k | £410k | £522.7K |
| | Quality of Housing | C8 | Scottish Housing Quality Standard (SHQS) – Stock condition survey information. | 20 | 20 | 20 | 20 |
| | | C9 | Scottish Housing Quality Standard (SHQS) – Stock summary. | 2163/2163 | 2164/2164 | 2273/2277 | 2278/2305 |
| | | 6 | Percentage of homes meeting the Scottish Housing Quality Standard (SHQS) at the reporting year end. | 98.27 / 98.27 | 98.32 / 98.32 | 98.57 / 98.74 | 98.79/98.80 |
| | | 7 | Percentage of existing tenants satisfied with the quality of their home. | 87.55 | 80.94 | 75.43 | 74.52 |
| | Repairs, Maintenance and Improvement | 8 | Average length of time taken to complete emergency repairs. | 2.83 hrs | 2.83 hrs | 3 hours | 3.77 hrs |
| | | 9 | Average length of time taken to complete non-emergency repairs | 6.01 days | 6.67 days | 8.37 days | 7.19 days |
| | | 10 | Percentage of reactive repairs carried out in the last year completed right first time. | 95.42 | 98.18 | 97.26 | 95.55 |
| | | 11 | The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check | NEW Return previously % (100%) | NEW Return previously % (100%) | 5 | 78 |
| 12 | Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service. | 84.18 | 80 | 84.83 | 82.4 | | |
| Neighbourhood and Community | Estate Management and ASB | C4 | Abandoned Properties | 6 | 9 | 9 | 5 |
| | | 3 & 4 | The % of all complaints responded to in full at Stage 1 and the % of all complaints responded to in full at Stage 2. The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2. | NEW | NEW | 100/100 1.74/21days | 97.7/100 7.05/18 days |
| | | 13 | Percentage of tenants satisfied with the management of neighbourhood they live in | 85.24 | 79.21 | 61.44 | 67.57 |
| | | 14 | Percentage of tenancy offers refused during the year. | 12.34 | 15.03 | 11.19 | 4.31 |
| | | 15 | Percentage of anti-social behaviour cases reported in the last year which were resolved. | 77.01 | 71.28 | 81.43 | 82.43 |
| | | 22 | Percentage of the court actions initiated which resulted in eviction and the reasons for eviction. | 2.7 | 3.23 | 15.79 | 0 |
| | | Access to Housing and Support | Housing Options | 17 | Percentage of lettable houses that became vacant in the last year. | 6.18 | 7 |
| 19 | Number of households currently waiting for adaptations to home. | | | NEW | NEW | 4 | 19 |
| 20 | Total cost of adaptations completed in the year (£) by source of funding | | | NEW | NEW | £304,203 | £218,487 |
| 21 | The average time to complete adaptations. | | | 174.22 | 35.59 | 41.98 | 44.31 |
| 23 | Homelessness (RSLs only) – the percentage of referrals under Section 5 that result in an offer, and the percentage of those offers that result in a let | | | NEW | NEW | 18.18/96.3 | 22.48/100 |
| 30 | Average length of time taken to re-let properties in the last year | | | 6.76 | 9.3 | 10.07 | 22.63 |
| Tenancy Sustainment | 16 | | Percentage of new tenancies sustained for more than a year, by source of let. | exist 83.33 Hmless 90.32 WList 91.49 | exist 87.5 Hmless 84.62 WList 82.95 | exist 44.44 Hmless 87.8 WList 93.81 | exist 85.71 Hmless 86.54 WList 97.58 |
| Getting Good Value from Rents and Service Charges | Rents & Service Charges | C5 | Rent Increase. | 2 | 3.5 | 2 | 1.5 |
| | | C6 | The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year. | 1494 | 1482 | 1539 | 1541 |
| | | C7 | Amount and percentage of former tenant rent arrears written off at the year end. | 45.56 | 3.26 | 2.07 | 36.5 |
| | | 18 | Percentage of rent due lost through properties being empty during the last year | 0.09 | 0.18 | 0.17 | 0.3 |
| | | 26 | (i) The total amount of rent collected in the reporting year. (ii) The total amount of rent due to be collected in the reporting year (annual rent debit). | 94.83 | 96.29 | 99.68 | 97.86 |
| | | 27 | Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year. | 2.76 | 1.98 | 3.46 | 3.68 |
| | | 28 | Average annual management fee per factored property | £6.57 | £6.67 | £6.31 | £6.14 |
| | | Value For Money | 25 | Percentage of tenants who feel that the rent for their property represents good value for money | 80.25 | 71.15 | 63.33 |
| | 29 | | Percentage of factored owners satisfied with the factoring service they receive. | 46.55 | 46.55 | 46.55 | 50 |

Irvine Housing Association – Board Meeting

| | |
|-------------|--------------------------------|
| Date: | 20 May 2021 |
| Subject: | Membership Policy Review |
| Author: | Donna Boyle |
| Sponsor: | Paul Hillard |
| Appendices: | Appendix 1 – Membership Policy |
| Action: | Decision |
| Data Class: | Public |

EXECUTIVE SUMMARY

The Association's new Rules were approved in October last year. An action plan for carrying out a review of the Association's policies and procedures to ensure they are reflective of the new Rules has been implemented. As part of this process, the Association's Membership Policy has been reviewed and updated and is presented for consideration.

RECOMMENDATION

It is therefore recommended that the Board considers and approves the revised Membership Policy.

1 Background

- 1.1 The Association's Rules changes were approved by shareholders at the Special General Meeting in September last year and subsequently registered with the Financial Conduct Authority in October.
- 1.2 The identification of the policies and procedures impacted by the Rule changes was slightly delayed due to staff absence. An action plan for reviewing the governance policies and procedures has now been produced and work is ongoing to progress the actions identified.
- 1.3 As part of the governance policy review programme, the Membership Policy has been reviewed to ensure it is reflective the recent Rule changes and regulatory guidance.
- 1.4 The proposed changes have been highlighted in the draft Membership Policy attached as Appendix 1.

2 Next Steps

- 2.1 The Membership Application procedure and form will be reviewed to ensure it reflects the Association's Rules and newly approved Membership Policy.
- 2.2 It is intended that other governance policies will be reviewed over the summer months. The Association will also link in with Group's current review of governance policies as part of this process. Following this review, revised policies will be presented to Board for consideration.

3 Implications

Risk:

- 3.1 That the Association's Governance Policies do not align with the Association's Rules, values and the Scottish Housing Regulator's Regulatory Framework causing confusion and compliance issues.

Mitigated Risk:

- 3.2 The Association's Governance policies should be reviewed at least every 3 years, and as and when any changes are made to the Association's Rules or the Regulatory Framework to ensure that they are reflective of the Rules and are compliant with current regulatory guidance.

4 Customer / Stakeholder:

- 4.1 It is intended that the Membership Policy will be published on the Association's website.

5 Recommendations

- 5.1 It is recommended that Board considers and approves the revised Membership Policy.



MEMBERSHIP POLICY

| | |
|---------------------------|---------------|
| Date of Implementation: | May 1997 |
| Review Requirement | Every 3 years |
| Policy Reviewed | May 2021 |
| Policy Due For Review By: | May 2024 |

Membership Policy

1. Aims

The Association aims to attract a diverse range of interested people into Membership who can contribute particular skills and knowledge which would be supportive and beneficial to the Association's business.

2. Eligibility to become a Member of the Association

The Association has two Membership categories:

2.1 Ordinary Membership of the Association, which will be open to:

- a) individual tenants of the Association.
- b) individual service users of the Association.
- c) organisations sympathetic to the objects of the Association.
- d) individuals who are supportive of the objects of the Association and have, in a personal or professional capacity, relevant knowledge, experience, skills or expertise which is complementary to the Association's vision and values.

2.2 Parental Membership of the Association, consisting of one share, which is held by the Association's Parent Company, The Riverside Group Limited.

3. General

3.1 The Association is a customer-driven organisation and aims to attract Members who share its values. It is therefore a pre-requisite of Membership that all Members must be supportive of the vision, values and charitable objectives of the Association and the services it seeks to provide to its customers.

4. Membership Application Procedure

- 4.1 Completed Membership Application forms, accompanied by the sum of £1.00 will be considered by the Board at its next meeting following submission, or as soon as is practical thereafter.
- 4.2 A person shall not be admitted to ordinary membership if they are under the age of 16 years.
- 4.3 The Board shall have absolute discretion in deciding on Membership Applications, taking full account of this Membership Policy and the Association's Rules. The following shall constitute grounds for refusal of a Membership Application:
- a) Where Membership would be contrary to the Association's Rules or its policies;
 - b) Where a conflict of interest may exist which, even allowing for the disclosure of such an interest, may adversely affect the work of the Association; or
 - c) Where the Board considers that accepting the Membership Application would not be in the best interests of the Association.
- 4.4 Membership will commence from the date of the Board Meeting where the Membership Application is approved. Within seven working days of the date of approval, the new Members' details will be entered in the Register of Members and their Share Certificate shall be issued.

5. Opportunities for Member Involvement

- 5.1 Members are entitled to:
- attend the Annual General Meeting and any other general meeting of the Association
 - formally elect Board Members
 - stand for election to the Board, subject to consideration by the Board
 - attend any Shareholder Events
 - vote on any amendments to the Association's Rules

6. **Termination of Membership**

6.1 Membership will be cancelled:

- when a Member withdraws from Membership by giving 7 days written notice to the Secretary
- on the death of a Member (unless the Member has nominated a person, to transfer their share to, in accordance with the Rules)
- if a Member is expelled in accordance with the Association's Rules.

6.2 Membership will be deemed to have been withdrawn, with effect from the passing of a resolution by the Board, when a Member:

- becomes an employee of the Association
- fails to notify the Association of their change of address within 3 calendar months, unless a tenant of the Association has transferred their tenancy to another property owned or managed by the Association
- has failed to either attend or give apologies, for five consecutive Annual General Meetings.

6.3 The Member's share fee is not refundable on termination of Membership.

7. **Make-Up of the Board**

7.1 The Association's Board shall consist of not less than 8 persons and no more than 12, including the Parent Nominee. In addition, the Board may also co-opt to the Board.

7.2 Vacancies arising on the Board will be advertised from time to time in accordance with the associated procedures.

7.3 Board Members are formally elected by the Membership at the Annual General Meeting in accordance with the Association's Rules.

8. **Equality, Diversity and Inclusion**

8.1 The Association is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion.

Please Note: If there appears to be any difference between this Policy and the Association's Rules - then the latter takes precedence.

| | |
|-------------|---------------------------|
| Date: | 12 th May 2021 |
| Subject: | Progress Towards EESSH |
| Author: | Heather Anderson |
| Sponsor: | John Watson |
| Appendices: | No |
| Action: | Information |
| Data Class: | Public |

EXECUTIVE SUMMARY RECOMMENDATION

Following agreement from Board in 2018, the Association has been progressing works to achieve the Energy Efficiency Standard for Social Housing (EESH) for all properties by March 2024. Energy Efficiency works include External Wall Insulation, loft top up insulation, cavity wall insulation, upgrades to heating systems, draft proofing and LED lighting.

As a result of the Covid 19 pandemic the following internal EESH works were suspended due to social distancing restrictions: loft top up insulation, LED internal lighting, draft proofing and cavity insulation top ups. The under-spend arising from the suspension of these works is [REDACTED]

To ensure that the Association remains on track for achievement of EESH for all applicable properties by March 2024, approval is sought from Board to make [REDACTED] available this financial year (2021/22), so that the backlog of works can be completed. Contractors have confirmed they have capacity to complete these works in addition to the planned EESH programme for this year.

As at the end of 2020, 86.3% of all properties met EESH standards against a target of 88%. If the above funding is not made available this financial year, it is estimated that 87.6% of properties will meet EESH by the end of March 2022. If the funding is made available this year, it is estimated that 92% of properties will achieve EESH standards by this date - and the Association will remain on track to achieve 100% by the end of March 2024.

1 Background

As above.

2 Recommendations

Board approval is sought to make available [REDACTED] in this financial year (2021/22), for completion of outstanding EESH works which were suspended during 2020/21 as a result of the Covid 19 pandemic, to ensure that the Association remains on track to achieve EESH standards for all applicable properties by March 2024.

Irvine Housing Association – Board Meeting

| | |
|-------------|---|
| Date: | 20 May 2021 |
| Subject: | Formal Registers |
| Author: | Donna Boyle |
| Sponsor: | Paul Hillard |
| Appendices: | Appendix 1 - Board Declarations of Interests Register |
| Action: | For Noting |
| Data Class: | Public |

EXECUTIVE SUMMARY

In line with Governance procedures, the Board are required to annually note the entries in the Association's Formal Registers.

RECOMMENDATION(S)

It is therefore recommended that:

- a. the Board notes the entries in the following Registers which will be uploaded to Convene and authorises the Chairman to sign-off these Registers:
 - i Declaration of Interests
 - ii Fraud and Loss
 - iii Gifts and Hospitality
 - iv Grant of Benefits

- b. notes that the Board Members' Declaration of Interests Register will be published on the Association's website.

1 Background

- 1.1 The Association's Governance procedures require that its formal registers are presented annually to the Board.
- 1.2 The Association has moved to keeping electronic versions of its Registers in line with Group's approach. It will, however, keep the previous reporting registers duly signed on file.
- 1.3 The Association's Code of Conduct for Board and Committee Members states that the Board's Register of Interests will be published on the website.

2 Formal Registers**2.1 Declaration of Interests Register**

- a Board Members have recently been asked to either complete or review and update their previously completed Board Members' Declaration of Interests Form. All information returned has been updated in the Board Declarations of Interests Register.

- b Staff are asked annually to complete a Declaration of Interest form. Staff Members are also asked to complete this at their commencement of the employment with the Association. All information from the completed forms has been added to the Staff Declaration of Interests Register.

2.2 Fraud and Loss Register

- a The Audit and Risk Committee reviews any Fraud and Loss entries in the Register at each of its Meetings. There have been no entries in the Fraud and Loss Register for 2020/21.

2.3 Gifts and Hospitality Register

- a The Gifts and Hospitality Register contains entries which have been reported by Staff or Board Members during 2020/21 for any gifts / hospitality received or given, in line with the Code of Conduct for Board and Committee Members and the Code of Conduct for Employees.

2.4 Grant of Benefits Register

- a The Grant of Benefits Register contains entries which have been approved and recorded during 2020/21 in accordance with the Table 1 – Grant of Benefits guidance.

3 **Implications**

Risk:

- 3.1 The Association could be left open to the suggestion of Board or Staff improperly using their positions to attain benefits / advantage for themselves or persons related closely to them.
- 3.2 Any suspected Fraud or Loss is not properly investigated leaving the Association open to fraud and theft.

Mitigated Risk:

- 3.3 All interests, benefits, gifts / hospitality etc. are therefore declared and recorded in the appropriate Registers. The Registers are reviewed by the Managing Director and are presented annually to the Board for inspection. The Executive Team are also provided with details of the Staff Declaration of Interests Register in order to manage any interests declared, if appropriate.
- 3.4 There are clear processes in place for investigating actual or suspected fraud. Any actual or suspected Fraud or Loss is recorded in the Fraud and Loss Register. This is also reported to Group via an on-line quarterly return. The Audit and Risk Committee receive a report at every Meeting advising if any fraud or losses have been investigated. The Fraud and Loss Register is presented annually to the Board for inspection.

4 **Customer / Stakeholder:**

- 4.1 The Association's Board Member Declaration of Interests Register is made available on the Association's website.
- 4.2 The Association's Registers are made available to the Scottish Housing Regulator on request.

5 Recommendations

5.1 It is recommended that the Board:

- a notes the entries in the following Registers which will be uploaded to Convene and authorises the Chairman to sign off these Registers.:
 - i Declaration of Interests
 - ii Fraud and Loss
 - iii Gifts and Hospitality
 - iv Grant of Benefits
- c notes that the Board Members' Declaration of Interests Register will be published on the Association's website.

Irvine Housing Association – Board Meeting**Item: 5.10**

| | |
|-------------|------------------------------------|
| Date: | 20 May 2021 |
| Subject: | Annual Write Off |
| Author: | Morag Hutchinson |
| Sponsor: | N/A |
| Appendices: | Appendix 1: Schedule of Write Offs |
| Action: | For information |
| Data Class: | Public |

EXECUTIVE SUMMARY

This report provides Board with information on all debts written off or written on during the 2020/21 financial year.

RECOMMENDATION(S)

The Board/Committee is asked:

- To note and comment on the report

1 Background

1.1 The Financial Regulations state:

“Current tenant debt will only be written off where there are legislative reasons for doing so e.g. sequestration, protection via trust deed”

“Former tenant debt will be written off after one year. During the year a range of tracing techniques for all debt which are economic to recover will be utilised. Formers debts older than one year will be chased where there is a reasonable belief that the debt is collectable”

2 Write Offs

2.1 Appendix one provides information on all debts that were written off or written on during the financial year 2020/21.

2.2 Former tenant transactions have been administered by the Former Tenant Arrears team in Speke. These transactions have been approved in line with Group regulations.

2.3 Current tenant transactions have been administered by the Housing Services team in Irvine. These transactions have been approved in line with Irvine regulations.

2.4 A total of 114 debts valuing £73,454.82 were written off in the year.

2.5 The split between debts written off for tenants and for owners is shown in the following table:

| | Tenants | | Owners | |
|---------|-----------|--------|----------|--------|
| | Value | Volume | Value | Volume |
| Former | 65,438.49 | 101 | 1,548.34 | 9 |
| Current | 6,467.99 | 4 | 0.00 | 0 |
| Total | 71,906.48 | 105 | 1,548.34 | 9 |

2.6 Reasons for the debts being written off are summarised below:

| <i>Reason for Write Off</i> | <i>Value</i> | <i>Volume</i> |
|-----------------------------|--------------|---------------|
| Bulk Write Off | 62,279.95 | 96 |
| Compensation | 50.00 | 1 |
| Deceased | 4,603.96 | 10 |
| Sequestration | 4,982.44 | 2 |
| Trust deed | 1,435.55 | 1 |
| Uneconomical | 105.34 | 3 |
| Write On | -2.42 | 1 |
| | 73,454.82 | 114 |

2.7 There is no need to seek further approval for these transactions as they all fall within officer limits in the scheme of delegation.

3 Recommendation

3.1 It is recommended that Board note and comment on the report.

Irvine Housing Association – Board Meeting**Item: 5.12**

| | |
|-------------|---------------------------|
| Date: | 11 th May 2021 |
| Subject: | Operational Performance |
| Author: | Heather Anderson |
| Sponsor: | Paul Hillard |
| Appendices: | Yes |
| Action: | Information |
| Data Class: | Public |

EXECUTIVE SUMMARY

This paper and appendices sets out performance across the operational KPIs as at the end of Period 1 of 2021.

RECOMMENDATION

The Board is asked to consider and note the performance position.

1 Background

- 1.1 Performance against the current agreed KPIs is reported to each Board meeting using the newly developed performance reporting system, Tableau. The dashboards as at the end of Period 1 of 2021 are attached to this report as Appendix 1.

2 Performance Context

- 2.1 The current KPIs for 2021/22 for Irvine are:

- Total unadjusted arrears.
- Void rent loss.
- Rent Evictions
- Repairs timescales.
- Compliance
- Tenancy Turnover
- Tenancy Sustainability
- Overall satisfaction
- Listening to Views
- Repairs and Maintenance
- Latest Repair satisfaction
- Complaints Handling
- Complaints resolved at first stage.

3 Performance update and analysis**3.1 Income**

Total arrears are currently at a 4 week average of 2.99%. There has been a decrease over the reporting period due to the non-charging fortnight at the end

Irvine Housing Association – Board Meeting**Item: 5.12**

of the financial year. There are currently 941 tenants claiming Universal Credit. Four Housing Officers remain focused on arrears recovery work and are working hard to engage with customers and maintain repayment arrangements. No evictions legislation has been extended until the end of September 2021 and we currently have approximately 9 households for whom we are likely to seek eviction when permitted. We have developed bespoke letters in conjunction with our solicitor Harper Mcleod, and are likely to progress to legal action in the meantime for some high risk cases to request enforcement of agreed repayment arrangements. Arrears visits have resumed for high risk cases in accordance with social distancing guidelines.



Void rent loss is out with target due to a higher than average number of voids in recent months (a significant number of tenant deaths), as well as increased turnaround timescales as a result of deep cleans and Covid restrictions.

Customer Satisfaction

Customer satisfaction has improved over the month, most likely due to the lifting of Covid restrictions and the ability to now report routine repairs and issues. One complaint survey was carried out with a very satisfied response. The asset Service Support Officer is continuing to be the single point of contact for coordination of Asset complaints. The 6 customers who were very dissatisfied with the latest repair have all been contacted and issues resolved. A key theme for dissatisfaction is initial mis-diagnosis of repair and the need for follow on works. As part of our ongoing repairs and maintenance tender process, we have set out key performance indicators in relation to follow on works which should improve how these works are communicated to customers, and setting 48 hours for the completion of all follow on works.

Compliance

Gas safety check compliance currently sits at 100%.

4 Next steps

Teams will be working to progress the revised Customer Plan actions over the coming year, and face to face visits will be re-introduced across the various service areas as restrictions allow.

5 Recommendations

5.1 As described in the Executive Summary.

Irvine Performance Dashboards

As at Period 1 End (05 April to 02 May 2021)

Irvine Operational KPIs - Board...

Rent Evictions

0

Repairs Completed in Ti..

100.0%

Total Repairs: **268**

Gas Compliance

100.00%

Expired: **0**

Tenancy Turnover

0.5%

Tenancies Ended: **12**

Tenancy Sustainability

1

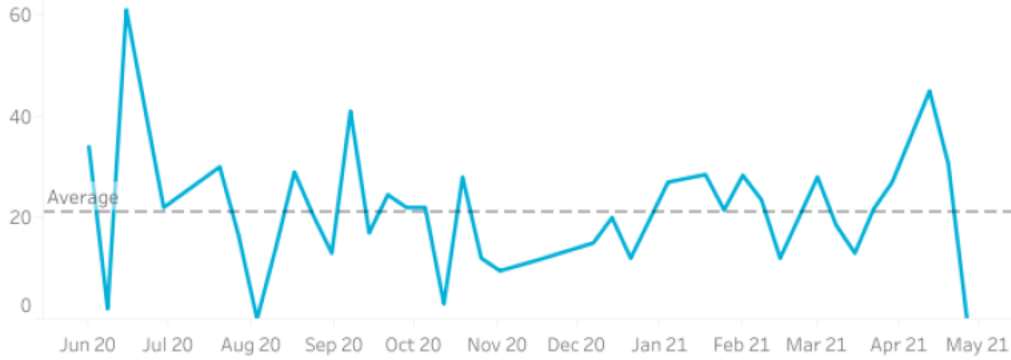
Evictions (any reason) and abandonments

Refusals

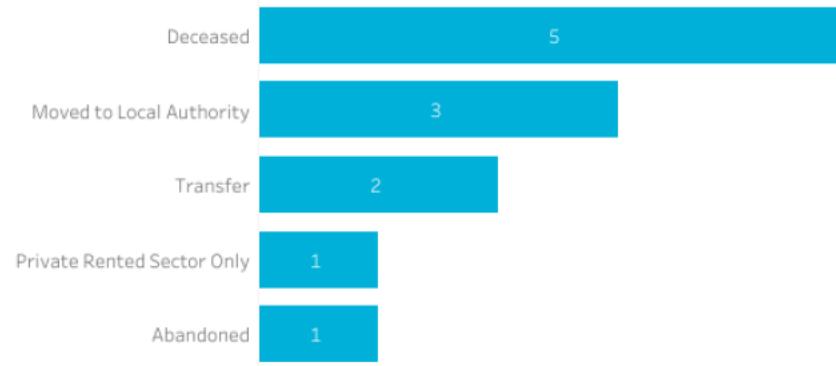
8.33%

12 Lets with 1 refusal

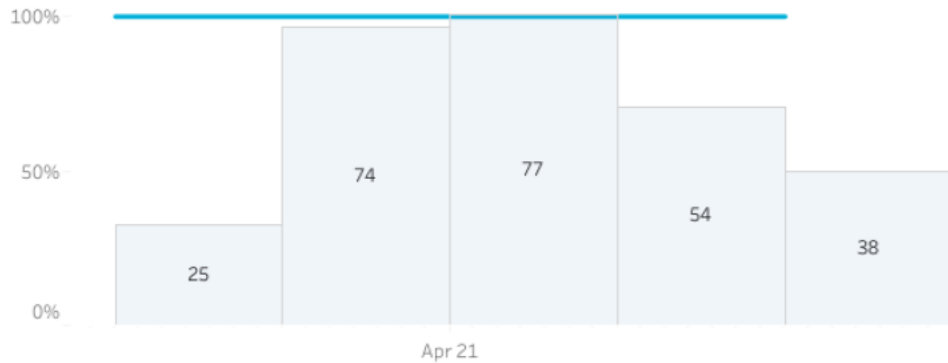
Average Relet Days Week by Week



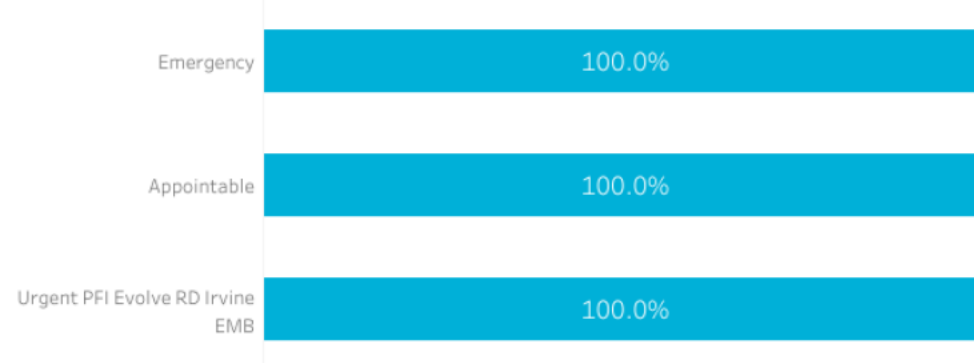
All Ended Tenancies



Repairs Completed in Time vs Volume of Repairs



Repairs Completed in Time by Priority

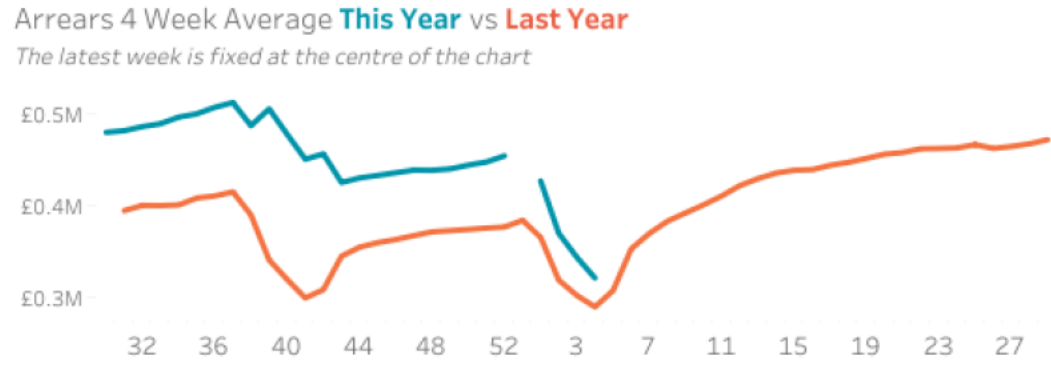


Commentary:

- One tenancy has ended during the period due to tenancy abandonment. The Tenancy Sustainability Team continues to work closely with Housing and Asset staff to intervene as early as possible when abandonment is suspected, or where tenants are deemed as high risk of tenancy failure.
- All repairs were completed within timescales during the period.
- All void and re-let processes have now resumed fully but deep cleans remain part of the process and will impact on turnaround timescales.

Currently Showing: **Irvine A**

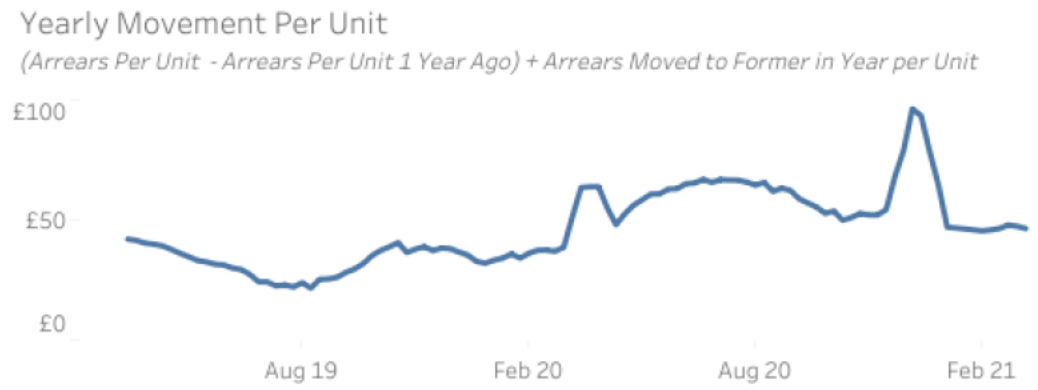
Current Arrears
£0.32M
 £10.76M (2.99%)



Commentary

- Arrears levels have reduced sharply in recent weeks following the non charging fortnight. Housing Officers remain dedicated to arrears recovery, supported by the Income Collection service across two patches.
- Visits to high risk households who are not engaging have resumed in accordance with social distancing guidelines.

Year Movement Per Unit
+£47
 Moved to Former: **£0.04M**



Commentary

- [REDACTED]
- [REDACTED]
- [REDACTED]
- Legal actions are being progressed as needed for non payers in preparation for the lifting of non eviction legislation, and requests being made to Sheriffs to enforce agreed repayment arrangements as opposed to eviction where possible.
- Further roll out of our Text Anywhere service to maximise use for individual communication with tenants regarding arrears including text message payment reminders.

Void Rent Loss
0.43%
 £1,916 / £0.45M



Commentary

- Void rent loss is higher than average levels due to the increase in numbers of void properties (higher than average number of tenant deaths), longer turnaround times due to Covid restriction deep cleans, and a higher number of '10 day' voids which required a significant amount of void repair work.

Currently Showing: IRV
 Rolling 3 Month Measures

Overall Satisfaction

84.3%

Responses: 191

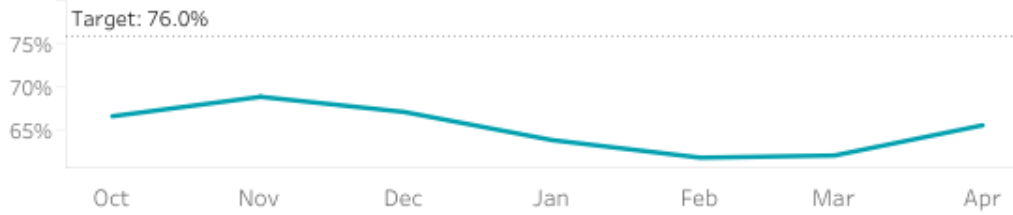


Commentary

Listening to Views

65.6%

Responses: 192



Commentary

Repairs and Maintenance

72.9%

Responses: 192

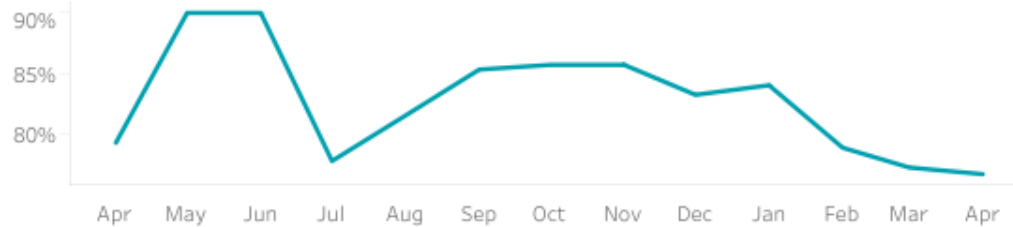


Commentary

Latest Repair

76.7%

Responses: 133



Commentary

Complaints Handling

33.3%

Responses: 3



Commentary

- Overall satisfaction has increased considerably during the period. This is most likely due in part to the lifting of Covid restrictions and the resumption of routine repairs and inspections.
- The Irvine Customer Plan has now been revised and agreed by Irvine Board. A review groups has been developed of key staff who will provide monthly monitoring and oversight. Actions to be rolled out include: annual Tenancy Welfare Checks, roll out of My Riverside portal for Irvine tenants, Trauma Informed practice/Person centred Customer Service training for all staff, roll out of MCM Live (operative on the way) for responsive repairs service, review of full repairs and maintenance service, single point of contact for complaints communication and resolution and online tenant information and advice sessions.
- 29 out of 37 responses for latest repair survey were very or fairly satisfied, with 6 very dissatisfied and 2 neither. The result for Period 1 alone is therefore 78.38% satisfaction.
- Contact is being made with the 6 very dissatisfied respondents - key themes are initial mis-diagnosis and the need for follow on works.
- One complaint was received within the month which was very satisfied – score is low due to two dissatisfied responses in February.

Irvine Housing Association – Board Meeting**Item: 5.14**

| | |
|-------------|--|
| Date: | 20 th May 2021 |
| Subject: | Managing Director's Report |
| Author: | Paul Hillard (paul.hillard@irvineha.co.uk) |
| Sponsor: | N/A |
| Appendices: | None |
| Action: | Noting |
| Data Class: | Confidential |

EXECUTIVE SUMMARY

This Report is provided to Board to give an update on the following matters where no formal decisions are required at this time:

- Bank Street, Irvine, Office
- Board Succession Planning
- Repairs and Maintenance Tendering
- Rebranding

RECOMMENDATION

- It is recommended that Board Members note and comment on the contents of this Report.

1 Bank Street Office

1.1

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2 Board Succession Planning

2.1 As agreed at the March Board meeting the process of recruitment of new Board members, based on the skills audit and identified skills requirements, has commenced, with David Bond of McGregor Bond appointed as recruitment consultant.

2.2 A recruitment pack has been developed and adverts placed in key trade and professional electronic publications and websites. This has included the Scottish Daily News updates, the SFHA website, Goodmoves and through Scottish Positive Action in Housing's website. The advertisements have also been placed on the Association's website and in the House and Home Newsletter, specifically targeted at the Association's Tenants. The opportunity has also been promoted heavily on social media.

2.3 This activity has resulted in c.15 applications, including one from a tenant of the Association. Initial screening interviews will be undertaken by David Bond before a recommended shortlist is put to the agreed Recruitment Panel for interview. The applicant who is a tenant of the Association had a more informal screening interview with the Managing Director and will be recommended for consideration by the Panel.

- 2.4 The proposed timescale is for recommendations on successful candidates to be made to the June Board meeting, including relevant applications for membership of the Association, and subsequent election to the Board at the Annual General Meeting in September.

3 Repairs and Maintenance Tendering Governance

- 3.1 Following discussion at the March Board meeting regarding oversight and governance of the repairs and maintenance tender process, it is proposed that documents and information will be made available to Board for comment at key stages throughout the process.

- 3.2 Due to timescales, the draft Service Specification, Tender Evaluation Criteria, and General Requirements proposals have been sent by email to all Board members,

[REDACTED]

- 3.3 An outline of each submission that is received will be made available to Board, along with a report detailing the evaluation scores and reasons for the recommended successful bidder. Two tenants will be part of the evaluation panel. The Board are asked to consider if Board member representation on the panel would strengthen the oversight and governance.

- 3.4

[REDACTED]

4 Rebranding

- 4.1 The action plan for the rebranding of the Association as Riverside Scotland continues to be progressed. A detailed timeline has been developed and draft communications for key stakeholders, including customers and colleagues, have been prepared. The action plan includes engagement with the Association's tenants to get their views on the Association's brand and proposals for it to change.

- 4.2 The branding change can be ready for implementation from early July 2021. Consideration of other factors going on in the business will influence the exact implementation date, but the timeline for the plan can be altered accordingly.

5 Recommendation

- 5.1 It is recommended that Board Members note and comment on the contents of this Report.