

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.

**254<sup>th</sup> Board Meeting of Irvine Housing Association Ltd:**  
**Thursday 25 May 2023 at 5.30 p.m.**  
**At 44-46 Bank Street, Irvine, KA12 0LP**

**AGENDA**

		<b>Data Class</b>
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the 253 <sup>rd</sup> Board Meeting held on Thursday 30 March 2023.	Public
4.	Matters Arising	Internal
5.	Substantive Business	
5.1	Corporate Plan 2020-23	Public
5.2	Strategic Risk Register	Confidential
5.3	5 Year Financial Projections Return	Confidential
5.4	Annual Return on the Charter	Public
5.5	Annual Loan Portfolio Return	Confidential
5.6	Scheme of Delegation	Confidential
5.7	Annual Write-Offs	Confidential
5.8	Property Investment Programme	Confidential
5.9	Quarterly Performance Report	Public
5.10	Financial Performance Report	Confidential
5.11	MD Report	Confidential
6.	Minutes/Updates: a) Confirmed Group Customer Experience Committee Minutes – 2 March 2023 b) Group Board Core Brief – 15 March 2023	Confidential Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Thursday 6 July 2023 at 5.30 p.m. – 255 <sup>th</sup> Board Meeting at 44-46 Bank Street, Irvine and via MS Teams	

## 5.1. Corporate Plan

## Riverside Scotland Board

<b>Title:</b> 2020-23 Corporate Plan Update	<b>Date:</b> May 2023
<b>Author:</b> Paul Dillon	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> Note	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 - Corporate Plan Delivery Plan Highlight Report May 2023	<b>Reading Room:</b>
<b>Reg. Standard:</b> 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.	<b>ORP ref:</b> People at our heart
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

### Purpose:

The purpose of this Report is to update the Board on the activities undertaken to progress the objectives set out in the Corporate Plan Delivery Plan 2020-23.

### Executive Summary:

At its meeting in August 2022, the Board received an update on the progress being made to achieve the objectives in the Corporate Delivery Plan. The Managing Director wishes to present a final update for the Corporate Plan for 2020-23 at May Board, prior to presenting a delivery plan to support the 2023-26 Corporate Plan at Board in July.

The Board is asked to note the final position of the Corporate Plan Delivery Plan Highlight Report for 2020-23.

## 1. Introduction

In July 2020, Board approved the Association's Corporate Plan for 2020-23.

The Corporate Plan Delivery Plan Highlight Report has been designed as a monitoring tool for actions against the agreed outcomes from the Corporate Plan. It is normally used to assess progress or slippage, and to report to the Board on a bi-annual basis. At Board's request, this paper provides an update via the highlight report.

## 2. The Corporate Plan Delivery Plan Highlight Report

The Leadership Team review and update the progress of their Corporate Delivery Plan actions, reporting any slippage, and detailing any newly forecasted delivery dates via the highlight report. Original dates for ongoing actions are left on the reports via "strikethrough" dates (e.g. an action slipping from August to October would display ~~August~~ October) for transparency.

An assessment of the progress made, and the impact of any slippage to the overall delivery of the Corporate Plan, is then reported to the Senior Management Team via the Highlight report with the applicable RAG (Red Amber Green) status applied.

The Senior Management Team note the progress, and assess the impact of reported slippage and take one of two actions:

- a) Assess the slippage as minimal or no impact and agree the new date – this becomes the date for future assessment of progress and slippage.

- b) Assess the slippage as potentially impacting a major area of the Corporate Plan and agree necessary mitigating actions.

### 3. Current Status

Following the Board meeting in August, the Leadership Team undertook a full and detailed review of the Corporate Delivery Plan and actions have been updated accordingly, see appendix 1.

Completed actions which have previously been reported to Board have been removed from the report. Three actions have been removed and three actions are on hold. All other actions were assessed for progress and updated accordingly.

Only one action has seen any further slippage, the introduction of the MyRiverside App, which has been delayed following the mobilisation of our new contractor. All actions that have had any slippage are clearly visible on the attached report which shows the original and revised dates and provide an explanation of the progress and/or issues to date.

A number of key actions with defined target end dates encountered slippage (initially mainly due to Covid, and then the Big Conversation and subsequent organisational restructure of the business), and as a result the final review classed the plan as AMBER (all slippage on ongoing actions is still visible by way of scored out target dates). The Leadership Team have accepted the reported slippage and will incorporate the current in-progress actions to the new Corporate Plan for 2023-26

### 4 Risks

Failing to implement the Corporate Plan could result in a number of risks arising including:

- reputational damage caused by not delivering the promised or expected services to our customers;
- inability to improve performance and move with our sector peers;
- financial implications by not continuing to invest in and enhance our stock; and
- an inability to make technological advances

### 3. Recommendations

It is recommended that Board members note the final position of the 2020-23 Corporate Plan delivery Plan.

Corporate Plan 2020/23 Highlight Report

Key - Individual Actions						
	On Target					
	Up to 8 weeks slippage					
	Over 8 weeks slippage					
	On Hold					
	Completed					
	To be removed					
Key - Overall Delivery Plan						
	Complete or Delivering to target overall (with acceptable slippage)					
	Slippage will require mitigating action plan - Leadership level					
	Slippage will require mitigating action plan - Board level					
Reporting Period	May-23					
Overall Programme Status	AMBER					
Summary	A number of key actions with defined target end dates encountered slippage (initially mainly due to Covid, and then the Big Conversation and subsequent organisational restructure of the business), and as a result the final review classed the plan as AMBER (all slippage on ongoing actions is still visible by way of scored out target dates). The Leadership Team have accepted the reported slippage and will incorporate the current in-progress actions to the new Corporate Plan for 2023-26					
Corporate Plan Priority	Action(s)	Outcome/Target	Target Date	Owner	Progress/issues update (with slippage forecast if applicable)	
<b>People at our heart</b>						
<b>Improve the quality of service provided to our customers</b>						
						<b>Objective Status: Amber</b>
Open and inclusive engagement	Introduce new service standards to reflect new ways of working, engaging with our Customer Panel and Registered Tenant Organisations to ensure customers are given the opportunity to influence how our services are delivered.	Completed Service Standards in place for all service areas.	On Hold		We have not yet implemented set service standards due to changes in the organisational structure. We aim to progress this in line with wider group over the coming year.	
	Continue to grow and use our Customer Panel so that at least 10% of our customers have their say in all decision making relating to our services.	• Increase Customer Panel membership to 10%+ of our customers.	On Hold		We are currently reviewing our Customer Panel and all members were contacted in March to recruit for the new Scrutiny Group and to ensure members still wished to be involved. The new Scrutiny Group has been established and training will be implemented before work starts on the first project. Additionally, we are looking at implementing new Task-Based Tenant groups focusing on local issues highlighted by customers.	
New online service offer	Assess the options for online services to customers wishing to self-serve working towards the introduction of an offer, which includes online repairs reporting and appointment service.	Improved self serve offer in place and increased range of self serve functions.	Mar-21 Sept-22 Sept 23		A fully functional App was due to be rolled out to Riverside Scotland customers in May 2023 and was ready to go live. However, due to ongoing issues with our repairs contractors IT interfaces, the decision was taken to postpone this until all these issues are fully resolved. We are aiming for launch in late July/September.	
	Introduce 'MyRiverside' mobile app as digital point of access for customers.	Mobile app developed and in place.	Mar-21 Sept-22 March-23 Sept 23		As above	
<b>Further develop our approach to tenancy sustainment to prevent homelessness through partnership working, and extend our retirement living service</b>						
						<b>Objective Status: Amber</b>
Retirement Living	Develop and embed a Retirement Living service that meets the needs of our customers living within and out with our Retirement Living hubs.	Rota of initiatives and activities in place and being attended by residents.	On Hold		Progress delayed due to Covid pandemic - action placed on hold pending implementation of new operating model and service delivery which will include dedicated services for older tenants.	
<b>Become the workplace 'to be'</b>						
						<b>Objective Status: Amber</b>
A co-ordinated approach to tackle climate change	Challenge individuals and teams to identify practical actions to help us tackle climate change, supported by carbon literacy training.	RS Climate Change action plan in place.	Mar-22 -Mar-23		<ul style="list-style-type: none"> <li>Climate change and PAS2035 training has been set up for the Asset Team in partnership with Groups Head of Sustainability.</li> <li>Energy efficiency works to drive forward improvements in our Dumfries housing stock are being progressed.</li> <li>We are also going out to tender to appoint a strategic partner for energy efficiency and climate change</li> </ul>	
<b>Homes for the Future</b>						
<b>Improve the quality of our homes</b>						<b>Objective Status: Amber</b>

A minimum spend of £5.4m on our investment programme over three years	Provide clear, information about our plans and programmes to customers in advance.	<ul style="list-style-type: none"> <li>Increase in satisfaction with quality of home to 82%:</li> <li>Increase in satisfaction with quality of home to 80%</li> </ul>	<p>Oct-21- March-22 March-23</p>		Complete - we now publish our investment programmes on our website once agreed by Board.	
<b>Build homes to a higher specification</b>					<b>Objective Status: Amber</b>	
Develop new homes	Begin development of 100 (on average) new build properties, ensuring that they meet the housing needs in that area <b>Target of 300 over 3 years</b>	<ul style="list-style-type: none"> <li>100 new build properties started onsite in year 1</li> <li>100 new build properties started onsite in year 2.</li> </ul>	<p>Mar-22 Mar-23</p>		<ul style="list-style-type: none"> <li>63 new homes started on site at Dundonald in March 2021 (year 1). All properties have been handed over. Practical completion was achieved on 11 November 2022.</li> <li>77 new homes started on site at Tarryholme phase 2 in June 2021 (year 2). All properties have been handed over. Practical completion was achieved on 5 May 2023.</li> <li>50 new homes started on site at Monkton in November 2021 (year 2). All properties have been handed over. The final handover date was 11 May 2023.</li> <li>Further development activity paused following Board decision to focus resources on existing homes.</li> </ul>	
Homes built to higher standards	Ensure our new-builds are fit for the future, and meet the Energy Efficiency Standard for Social Housing and take account of the targets set out within the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019 or other environmental measures.	<ul style="list-style-type: none"> <li>100% of new homes built to meet EESSH</li> </ul>	<p>Mar-22 Mar-23</p>		<ul style="list-style-type: none"> <li>100% of new homes meet EESSH</li> <li>Climate Change (Emissions Reduction Targets) (Scotland) Act 2019 - low greenhouse gas emission heating system target not met as gas boilers installed due the unavailability of a viable alternative.</li> </ul>	
<b>Pursue opportunities for organisational growth through mergers and group structures</b>					<b>Objective Status: Green</b>	
Growth strategy					No outstanding actions	
<b>Places to Thrive in</b>						
Begin the process of neighbourhood renewal					<b>Objective Status: Green</b>	
<b>Create Opportunities for Place-making</b>					<b>Objective Status: Amber</b>	
Identify opportunities for place-making and social enterprise	Identify options for place-making and social enterprise that will provide wider opportunities for our customers, stimulate social interaction and combat social isolation, piloting initiatives and replicating successful ones in key community locations.	<ul style="list-style-type: none"> <li>Develop an agreed employability or tenancy sustainment initiative and a vehicle that can support and fund it's delivery.</li> </ul>	<p>Mar-21 Mar-23</p>		Complete - Bids submitted and approved by the Riverside Foundation to develop tenant led Handyman service.	
Expansion of Tenancy Sustainment services	Review the current TS service and the resources required to extend it's remit and reach to meet increasing demand.	<ul style="list-style-type: none"> <li>Initiate and support the development of social enterprises that benefit our customers</li> </ul>	<p>Mar-21 Mar-23</p>		In progress - Academic study about to begin to fully evaluate impact of our Housing First Tenancy Sustainment service.	
<b>Partnership working</b>					<b>Objective Status: Green</b>	
Relationships with stakeholders and peers					No outstanding actions	

Corporate Plan Priority	Action(s)	Outcome/Target	Target Date	Owner	Progress/issues update (with slippage forecast if applicable)
Proactive approach to customer service	Identify resources to enable a roll out of proactive customer care and support.	<ul style="list-style-type: none"> <li>Increase in overall customer satisfaction to 80%.</li> </ul>	Removed after August 22 Board Meeting	[REDACTED]	Action superceded by planned review of operating model and service delivery structures.
	Develop and build on the strengths of our staff team, supporting them to work in complex and demanding situations and building resilience by offering meaningful learning opportunities	<ul style="list-style-type: none"> <li>Attain Gold Investors in People standard</li> <li>Attain Silver Investors in People Standard</li> <li>Reduce sickness absence to below 10%</li> <li>Reduce short-term attrition to XX% and maintain long-term attrition at XX%</li> </ul>	Removed after August 22 Board Meeting		Action superceded by the implementation of our People Plan.
Measurement of neighbourhood performance	Design a methodology which can be applied to individual neighbourhoods to inform local planning and investment decision making.	<ul style="list-style-type: none"> <li>Identify a key neighbourhood/estate for targeted regeneration and improvement works.</li> </ul>	Removed after August 22 Board Meeting		Initial work in devising neighbourhood dashboards stalled due to other priorities. Things have moved on, and the Pennyburn estate has now been identified as a priority area for regeneration and improvement works.



## 5.4. Annual Return on the Charter

<b>Title:</b> Annual Return on the Charter	<b>Date:</b> 22 May 2023
<b>Author:</b> Heather Anderson [REDACTED]	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> Review	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1: Draft ARC Appendix 2 – Global Validation Report Appendix 3 – ARC Comparison Report	<b>Reading Room:</b>
<b>Reg. Standard:</b> Standard 4 The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose	<b>ORP ref:</b>
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

The Board is asked:

- To review the content of the ARC
- To approve the ARC for submission to the SHR
- To authorise the Managing Director to approve and submit the return on behalf of Riverside Scotland

**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 31<sup>st</sup> 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 to complete the return. Internal checks are carried out on the figures provided to minimise the risk of any errors.

**1. Introduction**

The Housing (Scotland) Act 2010 required Scottish Ministers to set standards and outcomes which social landlords should aim to achieve and publish in the Scottish Social Housing Charter.

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 several changes being made to the information we are required to return relating to the submission of EESSH (Energy Efficiency Standard for Social Housing) compliance information. This year the SHR advised that they are reviewing the information requested to reflect tenant and resident safety, and EESSH standards, and that for the 2022/23 Return, information relating to these areas will be captured via the Association's Scottish Housing Quality Standard (SHQS) data and associated commentary.

**2. Discussion**Implications/Risks

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 need improvement.

Local and centrally generated data sets are gathered within Riverside Scotland throughout the year to provide an accurate return. All electronic back-up reports are stored in one, central file for ease of access.

Several 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 Riverside Scotland. The portal automatically cross-checks many of the figures and highlights any validation errors which can then be corrected.

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, to reduce the likelihood of the Regulator needing to ask any questions or request evidence.

### Indicators – Performance

The key areas where we have seen a decline in our performance are:

- a Satisfaction – Unfortunately we have seen a decline across all areas (Overall Service, Keeping customers informed, Opportunities to participate, Quality of Home, Management of neighbourhood, and Rent representing good value for money), we were already aware that this would be the case due to our monthly performance monitoring and the Regulatory engagement plan we have in place. We have introduced significant changes to understand and address the decline in our customer satisfaction levels during 2022 and have developed an improvement action plan and a new operational structure to support improved service delivery.
- b Repairs First Time Fix and completion times – The time to complete non-emergency repairs has increased by 4 days, and the proportion of jobs completed right first time has decreased to 78%. This can be attributed to several issues related to the transition to our new repairs provider, ongoing IT integration issues, as well as the wider challenges facing the construction sector relating to retention of labour and supplies of materials. We are working closely with our contractors to embed more robust contractor and performance management processes.
- c Rent arrears – The cost-of-living crisis has undoubtedly impacted many of our customers. We continue to work with the central Income Collection service, to ensure that we can recover as much of these arrears as possible, whilst prioritising early intervention and customer care. We now have a new Affordability Officer whose focus is to work with tenants on low incomes and those at high risk of arrears to maximise their income and manage household expenditure.
- d Void re-let times – the average number of days to re-let empty properties has increased over the year. This is due to insufficient contractor resource, the poor condition of void properties handed back by tenants, and the requirements to hold properties for Ukrainian and homeless households by our Local Authority partners. We have established a new Voids Task Force to review our void standard, void repair costs, and our end-to-end process, which will include members of our new tenancy scrutiny group.

There are several areas where performance has remained steady or improved:

- e Expired Gas Safety Inspections: In 2022/23 we were able to reduce the number of expired LGSRs to 2. We have a robust gas safety check and management process

in place which has smoothly transitioned to our new Business Support Team as part of our operational restructure.

- f Our SHQS compliance has dropped slightly from 84%-82%. This is following an external review carried out by Savills to assess our SHQS position in January 2023 and a stock condition survey completed during 2022. The outcome of these surveys is based on up-to-date property inspections and includes our updated position in relation to element 45 of the SHQS (electrical safety inspections). The previous 20% stock condition survey was completed in 2017.

### **3. Next Steps**

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

**Annual Return on the Charter (ARC) 2022-2023**

Irvine Housing Association Ltd

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22/05/2023 11:32:53

**Approval**

	Date approved	
	Approver	
	Approver job title	
	Comments (Approval)	

## Annual Return on the Charter (ARC) 2022-2023

## Annual Return on the Charter (ARC) 2022-2023

### Social landlord contextual information

#### Staff

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

C1.1	the name of Chief Executive	Mrs. Diana MacLean
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	33.30
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	36.30
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	32.22%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.00%

### Social landlord contextual information

**Annual Return on the Charter (ARC) 2022-2023****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	205
C3.2	The number of 'supported housing' lets during the reporting year	41

Indicator C3		246
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**Annual Return on the Charter (ARC) 2022-2023****The number of lets during the reporting year by source of let (Indicator C2)**

C2.1	The number of lets to existing tenants	23
C2.2	The number of lets to housing list applicants	95
C2.3	The number of mutual exchanges	20
C2.4	The number of lets from other sources	17
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	64
C2.5.2	nominations from the local authority	47
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	246

## **Annual Return on the Charter (ARC) 2022-2023**

The Association implemented a new operational structure throughout 2022/23 to drive forward improvements in our customer satisfaction, management of our Assets and repairs and maintenance services, and to respond to the customer feedback from our comprehensive 'Big Conversation' customer consultation exercise completed in 2022. Our new structure is now complete and fully embedded. During 2022/23 we also completed the final phases of three new build developments at Dundonald, Tarryholme, and Monkton in South Ayrshire.

## Annual Return on the Charter (ARC) 2022-2023

### 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	2,231
1.1.2	the fieldwork dates of the survey	03/2023
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:	181
	very satisfied	
1.2.2	fairly satisfied	187
1.2.3	neither satisfied nor dissatisfied	63
1.2.4	fairly dissatisfied	64
1.2.5	very dissatisfied	59
1.2.6	no opinion	2
1.2.7	Total	556

Indicator 1	66.19%
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## **Annual Return on the Charter (ARC) 2022-2023**

Our overall customer satisfaction has fallen since March 2022. We have been aware of a continual decline across all satisfaction measures over the previous 4 years, and have implemented significant actions to understand and address this throughout 2022/23. We carried out a comprehensive 'Big Conversation' customer consultation exercise in the summer where we gathered the views of over 900 tenants regarding the quality of our services. Based on the feedback from this, we developed a customer satisfaction improvement plan, and introduced a new operational structure which places the development of trusted relationships with customers at its heart and is underpinned by a culture of Trauma Informed Practice and person-centred customer care.

## Annual Return on the Charter (ARC) 2022-2023

### 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?"	557
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	184
2.2.3	neither good nor poor at keeping them informed	83
2.2.4	fairly poor at keeping them informed	35
2.2.5	very poor at keeping them informed	31
2.2.6	Total	557

	Indicator 2	73.25%
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**Annual Return on the Charter (ARC) 2022-2023****Participation**

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)
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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?"	557
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	157
5.2.2	fairly satisfied	180
5.2.3	neither satisfied nor dissatisfied	164
5.2.4	fairly dissatisfied	27
5.2.5	very dissatisfied	29
5.2.6	Total	557

	Indicator 5	60.50%
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## **Annual Return on the Charter (ARC) 2022-2023**

We are aware of a decline throughout the year across our customer satisfaction indicators and have implemented significant actions to improve and address this throughout 2022/23. The feedback from our Big Conversation consultation informed our new operational structure, specifically in relation to increasing the visibility of our housing management staff across our estates and neighbourhoods and increasing engagement with customers at a local level to address specific neighbourhood issues and concerns through 'pop up' and task-based tenant groups. We have developed a new tenant scrutiny group who will monitor progress against our improvement plan and support our customer satisfaction improvement agenda.

## Annual Return on the Charter (ARC) 2022-2023

### Housing quality and maintenance

#### Quality of housing

##### Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2026
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.	

From January 2023, Savills completed an up to date 20% stock condition survey and an additional SHQS compliance survey on behalf of Riverside Scotland. .

##### 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	2,443	2,443
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	70	20
C9.4.1	Self-contained stock failing SHQS for one criterion	283	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	75	0
C9.4.3	Total self-contained stock failing SHQS	358	0
C9.5	Stock meeting the SHQS	2,015	2,423



**Annual Return on the Charter (ARC) 2022-2023**

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	340	387
Dundee City	0	0
East Ayrshire	171	209
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	1,413	1,736
North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0

**Annual Return on the Charter (ARC) 2022-2023**

Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	91	91
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	2,015	2,423

## 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	2,443
6.1.2	projected to the end of the next reporting year	2,443
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,015
6.2.2	projected to the end of the next reporting year	2,423

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	82.48%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.18%

**Annual Return on the Charter (ARC) 2022-2023**

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?"	557
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	195
7.2.2	fairly satisfied	197
7.2.3	neither satisfied nor dissatisfied	57
7.2.4	fairly dissatisfied	64
7.2.5	very dissatisfied	44
7.3	Total	557

Indicator 7	70.38%
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**Annual Return on the Charter (ARC) 2022-2023****Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	1,872
8.2	The total number of hours taken to complete emergency repairs	8,703

Indicator 8		4.65
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**Annual Return on the Charter (ARC) 2022-2023**

Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	5,213
9.2	The total number of working days taken to complete non-emergency repairs	67,855

Indicator 9		13.02
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**Annual Return on the Charter (ARC) 2022-2023**

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)	
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10.1	The number of reactive repairs completed right first time during the reporting year	4,114
10.2	The total number of reactive repairs completed during the reporting year	5,213

Indicator 10		78.92%
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## Annual Return on the Charter (ARC) 2022-2023

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.	2
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 gas safety check for one of the expired LGSRs was completed within timescales but the certificate was not uploaded to the system until two days later due to administrative error. The remaining LGSR expired due to a repair issue identified at the point of inspection which required further investigation from SGN. This work is now complete and LGSR in place for this property.</p>		

Indicator 11	2
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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)

	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?"	556
	very satisfied	364
	fairly satisfied	48
	neither satisfied nor dissatisfied	29
	fairly dissatisfied	20
	very dissatisfied	95
	Total	556

Indicator 12	74.10%
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## Annual Return on the Charter (ARC) 2022-2023

Following our notifiable even to the Regulator during 2022 regarding our approach to electrical safety management and associated SHQS compliance data, Savills were appointed to undertake an up-to-date stock condition survey and an additional survey to review our SHQS position. In response to the issues identified regarding electrical safety, a new electrical safety management process has been introduced, and programmes of electrical safety testing were accelerated for non-compliant properties. We now have processes in place to determine SHQS abeyances in relation to electrical safety, and a proactive and audited rolling programme of testing. All our building safety policies and procedures were reviewed during 2022 and the structure of our Asset Team has been improved to ensure the correct level of quality assurance and performance management of our external contractors. All aspects of building safety will be audited by our internal audit service on a rolling programme going forward. The Association appointed new repairs and maintenance contractors in April 2022. We have been working closely with them to manage the transition from our previous provider and the integration of our new IT systems. We are aware the number of repairs fixed right first time has declined from the previous year, and that we are taking on average 4 days longer to complete non-emergency repairs. We have introduced a new contractor performance management process and are implementing a programme of shared customer service and Trauma Informed Practice training with our key contractors and operatives.

### 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)
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	1st stage	2nd stage
Complaints received in the reporting year	263	19



**Annual Return on the Charter (ARC) 2022-2023**

Complaints carried forward from previous reporting year	12	0
All complaints received and carried forward	275	19
Number of complaints responded to in full by the landlord in the reporting year	266	19
Time taken in working days to provide a full response	2,887	330

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	96.73%
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	10.85
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.37

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?"	557
13.2.1	Of the tenants who answered, how many said that they were: very satisfied	152
13.2.2	fairly satisfied	181
13.2.3	neither satisfied nor dissatisfied	117
13.2.4	fairly dissatisfied	63
13.2.5	very dissatisfied	44
13.2.6	Total	557

Indicator 13	59.78%
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**Annual Return on the Charter (ARC) 2022-2023**

Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	263
14.2	The number of tenancy offers that were refused	19

Indicator 14		7.22%
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**Annual Return on the Charter (ARC) 2022-2023**

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	110
15.2	Of those at 15.1, the number of cases resolved in the last year	100

	Indicator 15	90.91%
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**Annual Return on the Charter (ARC) 2022-2023**

Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	10
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## Annual Return on the Charter (ARC) 2022-2023

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	24
22.2.1	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) 2022-2023**

The Association's new operational structure places ownership of complaint handling with one single point of contact – our new Tenant Partners. The purpose of this is to improve communication with customers throughout the complaints process, prevent complaints being passed around several teams and services, and to ensure that complaints are fully resolved to reduce repeat complaints about the same issue. We have developed a new end to end complaints handling process based on advice from the Scottish Public Services Ombudsman which ensures complaints are only closed when there is an agreed action plan to resolve them. We recognise from our Big Conversation that our customers expect a bigger contribution from us in terms of managing their local neighbourhood and environment. We have a new Customer and Community Officer whose aim is to work with customers at a more local level to address specific issues that matter to them across our estates, and to drive forward improvements alongside our Local Authority and Third Sector partners.

## Annual Return on the Charter (ARC) 2022-2023

### Access to housing and support

#### Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	2,443
17.2	The number of empty dwellings that arose during the reporting year in selfcontained lettable stock	142

Indicator 17		5.81%
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**Annual Return on the Charter (ARC) 2022-2023**

## 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.	144
19.2	The number of approved applications completed between the start and end of the reporting year	92
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	52
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	N/A

Indicator 19	52
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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;	£10,122
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**Annual Return on the Charter (ARC) 2022-2023**

20.2	The cost(£) that was grant funded	£192,867
20.3	The cost(£) that was funded by other sources.	£0
Indicator 20		£202,989

**Annual Return on the Charter (ARC) 2022-2023**

The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	5,262
21.2	The total number of adaptations completed during the reporting year.	92

Indicator 21		57.20
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**Annual Return on the Charter (ARC) 2022-2023**

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.	173
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.	173
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	64
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.	64
23.7	The total number of accepted offers.	64

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	36.99%
Indicator 23 - The percentage of those offers that result in a let	100.00%

Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	127
30.2	The total number of calendar days properties were empty	4,724

	Indicator 30	37.20
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## Annual Return on the Charter (ARC) 2022-2023

## Annual Return on the Charter (ARC) 2022-2023

### 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	16
16.1.2	applicants who were assessed as statutory homeless by the local authority	45
16.1.3	applicants from your organisation's housing list	68
16.1.4	nominations from local authority	0
16.1.5	other	24
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	14
16.2.2	applicants who were assessed as statutory homeless by the local authority	40
16.2.3	applicants from your organisation's housing list	61
16.2.4	nominations from local authority	0
16.2.5	other	19

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.89%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.71%
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	79.17%

## **Annual Return on the Charter (ARC) 2022-2023**

## **Annual Return on the Charter (ARC) 2022-2023**

The Association has recently completed the final phases of three ongoing new build development programmes. These new, high-quality homes combined with our proactive approach to tenant sustainment through our Housing First service and Trauma Informed Practice training, has resulted in a marked increase in the sustainment of new tenancies throughout the year. We are aware that our empty properties are taking longer to re-let, and we have established a new Voids task Force to review our void standard and end to end process, this task force will also consist of members of our new tenant scrutiny group. Due to budget constraints and our aim to keep rent increases to a minimum, we have made the decision to progress disabled adaptations only where they can be fully funded by the Scottish Government. This position is monitored on an ongoing basis to ensure that tenants with an urgent and immediate requirement for a disabled adaptation can still have their needs addressed.

## Annual Return on the Charter (ARC) 2022-2023

### Getting good value from rents and service charges

#### Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£10,979,919
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£11,148,816

		Indicator 26	98.49%
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**Annual Return on the Charter (ARC) 2022-2023**

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

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£673,074
27.2	The total rent due for the reporting year	£11,234,501
Indicator 27		5.99%

**Annual Return on the Charter (ARC) 2022-2023**

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

28.1	The number of residential properties factored	1,042
28.2	The total value of management fees invoiced to factored owners in the reporting year	£8,243

Indicator 28		£7.91
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**Annual Return on the Charter (ARC) 2022-2023****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	£11,234,501
18.2	The total amount of rent lost through properties being empty during the reporting year	£85,684

	Indicator 18	0.76%
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**Annual Return on the Charter (ARC) 2022-2023**

Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.00%
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**Annual Return on the Charter (ARC) 2022-2023**

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	1,641
C6.2	The value of direct housing cost payments received during the reporting year	£6,257,133

**Annual Return on the Charter (ARC) 2022-2023**

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	£155,683
C7.2	The total value of former tenant arrears written off at year end	£52,052

	Indicator C7	33.43%
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**Annual Return on the Charter (ARC) 2022-2023****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?"	557
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	151
25.2.2	fairly good value for money	201
25.2.3	neither good nor poor value for money	91
25.2.4	fairly poor value for money	72
25.2.5	very poor value for money	42
25.3	Total	557

Indicator 25		63.20%
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**Annual Return on the Charter (ARC) 2022-2023**

## Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	92
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	17
29.2.2	fairly satisfied	29
29.2.3	neither satisfied nor dissatisfied	15
29.2.4	fairly dissatisfied	16
29.2.5	very dissatisfied	15
29.3	Total	92

Indicator 29	50.00%
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## **Annual Return on the Charter (ARC) 2022-2023**

The Association aims to keep rent increases to a minimum and to keep rents affordable for our tenants. This has been increasingly challenging in recent years due to the cost-of-living crisis and the inflationary increases associated with delivering our services. The number of customers struggling to pay their rent has undoubtedly increased and this has had a particularly significant impact on tenants in low paid employment. We have developed a new Affordability Officer post who works alongside our Income Collection service and Tenant Partners to work with new tenants, and those at high risk of homelessness to maximise their income and manage their household expenditure. Our new structure enables Tenant Partners to develop relationships with tenants across their individual patches, and to better support the work of the wider centralised Income Collection team at a local level.

**Annual Return on the Charter (ARC) 2022-2023****Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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31.1	The total number of pitches	
31.2	The total amount of rent set for all pitches during the reporting year	

	Indicator 31	
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**Annual Return on the Charter (ARC) 2022-2023**

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)
--

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

Area	Sub Area	Indicator Ref	Indicator Description	18/19	19/20	20/21	21/22	22/23
Contextual Information	Organisational	Org	Stock split by region, age, size and type	2201	2306	2306	2326	2443
	Lets	C2	The number of lets during the reporting year by source of let.	174	238	116	131	246
		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)	131/16	199/39	100/16	106/25	205/41
	People	C1	Staff information, staff turnover and sickness rates.(RSLs only)	9.76/3.74	4.5/3.70	0.0/1.2	5.71/3.18	32.22/4.00
Overall Satisfaction	Satisfaction	1	Percentage of tenants satisfied with the overall service provided by their landlord.	81.21	73.53	78.57	74.48	66.19
The Customer Landlord Relationship	Communication	2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	82.25	71.83	78.19	75.69	73.25
	Participation	5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	68.4	59.36	66.8	64.58	60.50
Housing Quality and Maintenance	EESSH	C10	Percentage of properties meeting the EESSH	73.8	79.6	86.3	92.3	N/A
		C11	Anticipated exemptions from the EESSH	0	277	317	180	N/A
		C12	Energy Performance Certificates (EPCs) - REMOVED by SHR 2021/22	52.7	57.5	61.7	N/A	N/A
		C13	Investment in the EESSH - REMOVED BY SHR 2021/22	£640k	£410k	£522.7K	N/A	N/A
	Quality of Housing	C8	Scottish Housing Quality Standard (SHQS) – Stock condition survey information.	20	20	20	20	20
		C9	Scottish Housing Quality Standard (SHQS) – Stock summary.	2164/2164	2273/2277	2278/2305	2141/2347	2015/2423
		6	Percentage of homes meeting the Scottish Housing Quality Standard (SHQS) at the reporting year end.	98.32 / 98.32	98.57 / 98.74	98.79/98.80	92.05/94.87	82.48/99.18
	Repairs, Maintenance and Improvement	7	Percentage of existing tenants satisfied with the quality of their home.	80.94	75.43	74.52	72.05	70.38
		8	Average length of time taken to complete emergency repairs.	2.83 hrs	3 hours	3.77 hrs	6.39 hrs	4.65 hrs
		9	Average length of time taken to complete non-emergency repairs	6.67 days	8.37 days	7.19 days	9.05 days	13.02 days
		10	Percentage of reactive repairs carried out in the last year completed right first time.	98.18	97.26	95.55	95.13	78.92
		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%)	5	78	22	2
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	80	84.83	82.4	74.37	74.10		
Neighbourhood and Community	Estate Management and ASB	C4	Abandoned Properties	9	9	5	7	10
		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	100/100 1.74/21days	97.7/100 7.05/18 days	97.19/100 7.02/4.75 days	96.73/100 10.85/17.37
		13	Percentage of tenants satisfied with the management of neighbourhood they live in	79.21	61.44	67.57	64.76	59.78
		14	Percentage of tenancy offers refused during the year.	15.03	11.19	4.31	11.03	7.22
		15	Percentage of anti-social behaviour cases reported in the last year which were resolved.	71.28	81.43	82.43	81.9	90.9
		22	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	3.23	15.79	0	20	24
Access to Housing and Support	Housing Options	17	Percentage of lettable houses that became vacant in the last year.	7	6.07	4.99	5.07	5.81
		19	Number of households currently waiting for adaptations to home.	NEW	4	19	14	52
		20	Total cost of adaptations completed in the year (£) by source of funding	NEW	£304,203	£218,487	£ 234,842	£202,989
		21	The average time to complete adaptations.	35.59	41.98	44.31	37.87	57.20
		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	18.18/96.3	22.48/100	18.33/100	36.99/100
		30	Average length of time taken to re-let properties in the last year	9.3	10.07	22.63	21.05	37.20
	Tenancy Sustainment	16	Percentage of new tenancies sustained for more than a year, by source of let.	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	ex 12 (100) s5 53 (91.38) List 41 (100) Other 3 (60)	Ex 87.50 s5 (88.89) List (89.71) Other (79.17)
Getting Good Value from Rents and Service Charges	Rents & Service Charges	C5	Rent Increase.	3.5	2	1.5	3.1	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.	1482	1539	1541	1577	1641
		C7	Amount and percentage of former tenant rent arrears written off at the year end.	3.26	2.07	36.5	1.87	33.43
		18	Percentage of rent due lost through properties being empty during the last year	0.18	0.17	0.3	0.33	0.76
		26	Rent collected as percentage of total rent due in the reporting year.	96.29	99.68	97.86	98.82	98.49
		27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	1.98	3.46	3.68	5.09	5.99
		28	Average annual management fee per factored property	£6.67	£6.31	£6.14	£6.25	£7.91
		Value For Money	25	Percentage of tenants who feel that the rent for their property represents good value for money	71.15	63.33	69.11	65.45
	29		Percentage of factored owners satisfied with the factoring service they receive.	46.55	46.55	50	50	50

## KEY:

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



Quick Navigation

No Validation Errors

- Introduction ▲
- Welcome to the portal for the Annual Return on the Charter (ARC) ▼
- Social landlord contextual information ▼
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- Neighbourhood & community ▼
- Access to housing and support ▼
- Getting good value from rents and service charges ▼
- Other customers ▼
- Approval ▼

# Irvine Housing Association Ltd - Charter - 2022/23

## Introduction

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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 eleven sections:

EXTERNAL" RE: ARC query - Message (HTML)

File Message Help Acrobat Tell me what you want to do

Delete Archive Move Reply Reply All Forward Share to Teams Move to: Mark Unread Find Zoom Report Message Viva Insights

"EXTERNAL" RE: ARC query

To: Jonathon Hulme

General:General - External

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Morning Jonathan,

Thanks for your email querying the EESSH indicators.

We wrote to all landlords in March setting out although we will not be collecting indicators C10 (properties meeting EESSH) and C11 (anticipated exemptions from EESSH) whilst the Scottish Government carries out its review of EESSH2, the 2020 EESSH milestone does still apply and should continue to be included in landlords' SHQS compliance.

As such, there is no need for landlords to complete indicators C10 and C11 in the ARC submission.

We have also made the Housing Quality and Maintenance comment field within the ARC mandatory. This means we will expect landlords to provide detailed comments on their performance. We are particularly interested in any non-compliance with electrical, gas and fire safety and plans to address this.

If you require any further information, please let me know.

Thanks,

Gavin

Gavin Leask  
Regulation Analyst

[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

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## 5.9. Quarterly Performance Report



<b>Title:</b> Quarterly Performance Report – Q4 2022	<b>Date:</b> 22/5/2023
<b>Author:</b> Heather Anderson [REDACTED]	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> Note	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1: Riverside Scotland Board KPIS 2022-23 – Q4	<b>Reading Room:</b>
<b>Reg. Standard:</b> Standard 4.2 The governing body challenges and holds the senior officer to account for their performance in achieving the RSL's purpose and objectives	<b>ORP ref:</b> Our Riverside Way: Value - Managing our resources effectively, so that we can build more homes and deliver better services
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

### Purpose and Action:

The purpose of this report is to provide Board with an opportunity to review the Association's operational performance key performance indicators (KPIs) covering quarter four of 2022.

### Executive Summary:

The Board reviews the Board level KPIs on a quarterly basis to ensure that performance is being managed effectively. The attached report at Appendix one covers performance for the period of 1<sup>st</sup> January to 30 March 2023. It is recommended that Board discuss and note the contents of the Quarterly Performance Report.

## 1. Introduction

At the Riverside Scotland March 2022 Board meeting, a full suite of proposed quarterly performance measures were discussed by Board, and the measures to be reported at Board level agreed, along with acceptance of the suggested reporting methodology. Previous performance spanning four years, most recent performance, and peer benchmarking were also considered as part of this exercise, to agree realistic targets. The attached report highlights quarter four of 2022/23 performance in the agreed format.

## 2. Key Points

The key points to note from the performance analysis are:

- There has been an improvement across all customer satisfaction indicators over the reporting period. Overall satisfaction has increased by just over 3%. Our new operational structure is almost fully embedded, and Tenant Partners are spending more time being visible across our estates and neighbourhoods developing relationships with our customers. We have a new Customer Engagement Coordinator who has set up a customer scrutiny group and is focusing on developing task-based tenants and resident groups whose aim is to address specific neighbourhood issues.
- Overall repairs and maintenance satisfaction (Ref 12) has shown a marked improvement since Q2 22/23; increasing from 57% to 74%. We are working closely with our key contractors, The Bell Group, to improve service delivery and our new Asset and Compliance Manager has introduced more robust performance monitoring and quality assurance processes.
- Average relet time (Ref 30) is higher than we would usually expect to see and far from target at Q4 end. This is due to the fact there have been long term voids because of fire damage, and we have also held several properties for Ukrainian families. There were issues with the

Bell Group not providing sufficient resources to manage void repair works which resulted in longer turnaround times. A Void Task Force has been set up to review our end to end void process and void repairs costs and our new tenant scrutiny group will focus on this service area as their first scrutiny project over the coming months.

### **3. Next Steps**

Board is asked to note the content of the attached and to continue monitoring at quarterly reporting intervals.

Sub Area	Indicator Ref	Indicator Description	Owner	2021/22 Result	2022/23 Target	Frequency	Quarter Performance Q1 2022/23	Quarter Performance Q2 2022/23	Quarter Performance Q3 2022/23	Quarter Performance Q4 2022/23	Measured Against Last Quarter (RAG see key above)	Year to Date Total (if applicable)	Target ON TRACK NEARING (10%) OFF (<10%)
Organisational	Org	Stock numbers		2326	2500	Quarterly	2332	2361	2431	2443			2500
People	C1	Staff numbers (FTE) Staff turnover		34.96/5.71/3.18	No target	Quarterly	32 15.10%	33.11 6.04%	33.11 6.04%	33.11			No target
Satisfaction	1	Percentage of tenants satisfied with the overall service provided by their landlord.		74.48%	80%	Quarterly	72.6%	70.6%	60.6%	63.40%			80%
Communication	2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions		75.69%	85%	Quarterly	80.0%	76.9%	67.9%	69.70%			85%
Participation	5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes		64.58%	75%	Quarterly	62.2%	56.2%	60.3%	63.60%			75%
Quality of Housing	7	Percentage of existing tenants satisfied with the quality of their home.		72.05%	80%	Quarterly	76.5%	71.90%	66.70%	78.60%			80%
Repairs, Maintenance and Improvement	8	Average length of time taken to complete emergency repairs.		6.39 hrs	4 hours (H&S), 12 hours emergency	Quarterly	5.84	10.63	Unavailable due to data issue	Unavailable due to Data Issue			4 hours (H&S), 12 hours emergency
	9	Average length of time taken to complete non-emergency repairs		9.05 days	Urgent 5 days, Routine 28 days	Quarterly	6.88	8.69	16.6 days	20.1 days			Urgent 5 days, Routine 28 days
	Local	% of repairs appointments kept		96.4%	98%	Quarterly	97.8%	96%	68%	50%			98%
	10	Percentage of reactive repairs carried out in the last year completed right first time.		95%	98%	Quarterly	92.8%	94.8%	74.9%	58.50%			98%
	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		22	0 (100%)	Quarterly	100%	100%	99.70%	100%			0 (100%)
	Local	Safe Electrical Systems - Percentage of properties with valid EICR (Electrical Installation Condition Report) certificates		88.99%	100%	Quarterly	88.68%		91%	89%			100%
	Local	The percentage of Fire Risk Assessments in communal areas that are in place			100%	Quarterly	100.00%		100%	100%			100%
	Local	The number of overdue Fire Risk Assessment Actions			0	Quarterly	1		0	0			
	Local	The percentage of up to date communal asbestos surveys			100%	Quarterly	100%		100%	100%			
	Local	The percentage of up to date Legionella Risk Assessments in place			100%	Quarterly	100%		100%	100%			
Estate Management and ASB	12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.		74%	80%	Quarterly	54.8%	57.0%	71.1%	74.80%			80%
	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.		97.19%/100% 7.02/4.75 days	95%	Quarterly	S1 & S2 100% S1 10 days S2 9 days	S1 81 & S8 100% S1 5 days S2 8 days	96% at Stage 1, 4% at Stage 2, 10 days at Stage 1, 6 days at Stage 2.	96% at Stage 1, 4% at Stage 2, 14 days at Stage 1, 20 days at Stage 2.			95%
	13	Percentage of tenants satisfied with the management of neighbourhood they live in		64.76%	75%	Quarterly	87.3%	77.70%	78.1%	55.90%			75%
Housing Options	19	Number of households currently waiting for adaptations to home.		14	No target	Annual							No target
	20	Total cost of adaptations completed in the year (£) by source of funding		£235k	No target	Annual							No target
	21	The average time to complete adaptations.		37.87 days	56 days	Annual							56 days
	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		18.33%/100%	No target	Quarterly	12.16% 100%	26.14% 95.65%	Figures not currently available	Figures not currently available			No target
Tenancy Sustainment	30	Average length of time taken to re-let properties in the last year		21.05 days	15 days	Quarterly	39.61	30.19	40.4 days	37.2			15 days
	16	Percentage of new tenancies sustained for more than a year (by source of let measured annually)		87.85% (exist 100 s5 91.38 List 100 Other 60)	90%	Quarterly	91.4%	89.7%	91.20%	87.58%			90%
Rents & Service Charges	C5	Rent Increase.		3.1%	No target	Annual							No target
	C7	Amount and percentage of former tenant rent arrears written off at the year end.		1.9%	No target	Annual							No target
	18	Percentage of rent due lost through properties being empty during the quarter		0.33%	0.35%	Quarterly	0.57%	0.81%	0.84%	0.81%			0.35%
	26	The total amount of rent collected in the reporting year to date as a percentage of the total amount of rent due to be collected in the reporting year to date (1st April 2022 to date)		98.82%	100%	Quarterly	93.78%	94.88%	100.60%	98.49			No target
	27	Gross rent arrears (all tenants) as a percentage of rent due in the last year (12 month rolling)		5.09%	4.70%	Quarterly	4.73%	6.12%	6.63%	6.26%			4.70%
Value For Money	25	Percentage of tenants who feel that the rent for their property represents good value for money		65.45%	75%	Quarterly	61.5%	61.20%	67.9%	61.40%			75%
	29	Percentage of factored owners satisfied with the factoring service they receive.		50%	60% at next survey	Three Yearly							60% at next survey
Health & Safety	Local	RIDDOR incidents (Reporting of Injuries, Diseases and Dangerous Occurrences)		NEW	No target (0)	Quarterly	0	0	0	0			No target (0)

8. Date of Next Meeting - Thursday 6 July  
2023 at 5.30 p.m. – 255th Board Meeting  
at 44-46 Bank Street, Irvine and via MS  
Teams