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### ***Social landlord contextual information***

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

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

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

**C1.2 Staff employed by the RSL:**

C1.2.1 the number of senior staff

3

C1.1 the name of Chief Executive

Lynn Wassell

C1.2.2 the number of office based staff

53.5

C1.2.3 the number of care / support staff

0

C1.2.4 the number of concierge staff

0

C1.2.5 the number of direct labour staff

0

C1.2.6 the total number of staff

56.5

**C1.3 Staff turnover and sickness absence:**

C1.3.1 the percentage of senior staff turnover in the year to the end of the reporting year

40

C1.3.2 the percentage of total staff turnover in the year to the end of the reporting year

26.5



C1.3.3 the percentage of days lost through staff sickness absence in the reporting year

2.4





## ***Governance***

The information you give us here will tell us about your governing body and how your organisation is structured.



**Parent, subsidiary and other connected organisations (Indicator C2)**

**If parent organisation**

C2.1	C2.1.2	C2.1.3	C2.1.4
Clyde Valley Property Services	Not Registered	Not Charitable	commercial activities,development projects,factoring services,ownership of mid-market rent – low cost home ownership properties,other business activities

**C2.2 If subsidiary of another organisation, please state:**

C2.2.1 the name of the parent organisation

C2.2.2 the address of the parent organisation

**If connected with another organisation, please state:**

C2.3.1	C2.3.2	C2.3.3	C2.3.4	C2.3.5	C2.3.6
Innov8 Housing Solutions	50 Scott Street, Motherwell, ML1 1PN	Company Ltd by Shares	No	Other commercial	2000000

***Agent employed by the landlord to provide all of its services (Indicator C3)***

If an agent is employed by the landlord to provide all its services, please state:

**(i) the name of the organisation**

**(ii) contact details of the organisation**

C3.1 The name of organisation	
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C3.2 Contact name:
C3.2.1 title
(Select)

C3.2.2 forename	
-----------------	--

C3.2.3 surname	
----------------	--

***RSL members (Indicator C4)***

**Please state:**

C4.1 The total number of RSL members as at the time of the last Annual General Meeting

70

C4.2 The number of members attending last RSL Annual General Meeting

12

***Governing body appointments (Indicator C5)***

**Please state:**

C5.1 The number of governing body vacancies at last Annual General Meeting

10

C5.2 The number of candidates for the vacancies

7

C5.3 The number of vacancies filled

7



## ***Lets***

The information you give us here will allow us to build a profile of your lets.

***Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)***

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

497

C7.2 The number of 'supported housing' lets during the reporting year

21

***The number of lets during the reporting year by source of let (Indicator C8)***

**Please state:**

C8.1 The number of lets to existing tenants

55

C8.2 The number of lets to housing list applicants

310

C8.3 The number of mutual exchanges

4

C8.4 The number of lets from other sources

11

**C8.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:**

C8.5.1 section 5 referrals

0

C8.5.2 nominations from the local authority

0

C8.5.3 other

142

C8.6 the number of other nominations from local authorities

0



***Types of tenancies granted for lets during the reporting year (Indicator C9)***

**Please state, excluding mutual exchanges:**

C9.1 The number of occupancy agreements granted in the reporting year

10

C9.2 The number of short SSTs granted in the reporting year

0

C9.3 The number of SSTs granted in the reporting year

508

### ***Housing lists (Indicator C10)***

**Please state:**

C10.1 What type of housing list do you operate (select all that apply)

Common housing register

C10.2 The number of new applicants added to the housing list(s)

13011

C10.3 The number of applicants on the housing list(s) at end of reporting year

26868

C10.4 The number of suspensions from the housing list at end of reporting year

896

C10.5 The number of applications cancelled from the housing list during the reporting year

6145

C10.6 The number of Section 5 referrals received during the last reporting year

0



## ***Stock***

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

***The landlord's wholly owned stock (Indicator C14)***

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		<b>Of the stock at year end:</b>					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	278		69		0	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	0	0

**Stock by house types, apartment sizes and average weekly rents (Indicator C17)**

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only. For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	0	0	0	0	0	0	0	
2 Apt	29	0	172	213	0	414	414	74.02
3 Apt	919	0	641	546	0	2106	2086	81.92
4 Apt	966	0	18	208	0	1192	1143	90.77
5 Apt +	141	0	0	3	0	144	144	98.31
Total SC	2055	0	831	970	0	3856	3787	84.35

Number of lettable non self contained units at year end

4

Number of lettable non self contained bed spaces at year end

16

Average weekly rent charge per bed space for the reporting year

26.48

***The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)***

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre- 1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post- 2002	Total
C19.1 The number of self-contained units	0	185	1032	310	458	1871	3856
C19.2 The number of non self-contained units	0	0	0	0	0	4	4
C19.2 The number of non self-contained bed spaces	0	0	0	0	0	16	16



***The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)***

Please state the number of self-contained properties that:

C20.1 were void at the year end

18

C20.2 have been void for more than six months

0

***Development programme – New units and value (excluding Scottish Government funded developments) (Indicator C32)***

**Please state:**

	in the current reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the next reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the following year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0



	in the current reporting year	projected for the next reporting year	projected for the following year
C32.2.1 funded through own cash / reserves	0	0	0
C32.2.2 funded through private finance	0	0	0
C32.2.3 funded through other grants / sources	0	0	0
C32.2.4 funded through sales	0	0	0

***Comments (Social landlord contextual information)***

**Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.**

A total of 15 members of staff left during 2018/19 of which 6 were temporary contracts which have come to an end. Three of these six were Modern Apprentices. Of the remaining 9, one was a retiral, two staff members left part time roles at CVHA to take up full time roles elsewhere and two moved to promoted posts.



## ***Overall satisfaction***

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

***Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)***

**1.1 In relation to the overall tenant satisfaction survey carried out, please state:**

1.1.1 the number of tenants who were surveyed

1446

1.1.2 the fieldwork dates of the survey

September 2018

1.1.3 the method(s) of administering the survey

Telephone  
Face-to-Face

**1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:**

1.2.1 very satisfied

723

1.2.2 fairly satisfied

564

1.2.3 neither satisfied nor dissatisfied

73

1.2.4 fairly dissatisfied

43

1.2.5 very dissatisfied

43



1.2.6 no opinion

0

1446

<b>Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)</b>	89.00	%
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***Comments (Overall satisfaction)***

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

BMG completed our annual 3 year survey in summer 2018



## ***The Customer/Landlord relationship***

The information you give us here will tell us about the relationships you have with your tenants and other service users.

***Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)***

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

2.2 The number of people who consider themselves to have a disability by:

		(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
<b>2.1.1</b>	<b>White (total)</b>	63	2394	16908	500	12
	(a) Scottish	60	2339	15456	486	10
	(b) Other British	3	25	721	9	2
	(c) Irish	0	3	43	1	0
	(d) Gypsy/traveller	0	0	35	0	0
	(e) Polish	0	1	418	2	0
	(f) any other white background	0	26	235	2	0
<b>2.1.2</b>	<b>Mixed or multiple ethnic background</b>	0	0	24	0	0
	<b>Asian, Asian</b>					



	<b>Scottish, Asian British (total)</b>					
	(a) Indian	0	0	22	0	0
	(b) Pakistani	0	1	90	0	0
	(c) Bangladeshi	0	0	8	0	0
	(d) Chinese	0	1	7	0	0
	(e) Any other Asian backgrou nd	0	3	17	2	0
<b>2.1.4</b>	<b>Black, Black Scottish, Black British (total)</b>	0	9	139	1	0
	(a) Caribbean	0	0	6	0	0
	(b) African	0	4	73	0	0
	(c) Any other black backgrou nd	0	5	60	1	0
<b>2.1.5</b>	<b>Other ethnic backgrou nd</b>	0	0	195	0	0
	(a) Arab, Arab Scottish or Arab British	0	0	6	0	0
	(b) any other group	0	0	189	0	0
<b>2.1.6</b>	<b>Unknown</b>	0	1962	9458	15	0
<b>2.1.7</b>	<b>Total</b>	63	4370	26868	518	12

	<b>(a) staff</b>	<b>(b) existing tenants</b>	<b>(c) applicants on housing list</b>	<b>(d) new tenants</b>	<b>(e) governing body members</b>
	0	705	1421	56	0

***Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)***

**In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:**

3.1 "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?" 1446

3.2 Of the tenants who answered, how many said that their landlord was:  
3.2.1 very good at keeping them informed 695

3.2.2 fairly good at keeping them informed 607

3.2.3 neither good nor poor at keeping them informed 72

3.2.4 fairly poor at keeping them informed 43

3.2.5 very poor at keeping them informed 29

1446

<b>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)</b>	90.04	%
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***Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)***

**In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:**

6.1 "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?"	1446
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	622
6.2.2 fairly satisfied	593
6.2.3 neither satisfied nor dissatisfied	143
6.2.4 fairly dissatisfied	44
6.2.5 very dissatisfied	44
	1446

<b>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)</b>	84.02	%
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***Comments (The customer / landlord relationship)***

We are undertaking a project during 2019/20 to improve the quality of our information against this indicator, including a more pro-active approach to collating and working with our tenants to keep the data up to date. Our 3 year tenant survey of 1400 tenants included a question about disability in the household including problems due to old age and 49% answered 'yes' to this question. We are starting Annual Surveys of 500 tenants in summer 2019 and will be designing this in a way to better understand what this information is telling us about customer needs.



## ***Housing Quality and Maintenance***

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.



## ***Quality of Housing***

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

**Scottish Housing Quality Standard (SHQS) – Stock condition survey  
information (Indicator C24)**

**Please state:**

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

June 2017

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

30

C24.3 The date of your next scheduled stock condition survey or assessment

September 2021

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

30

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

In 2016 Clyde Valley Housing Association appointed a firm of Chartered Surveyors to undertake a stock condition survey. In addition to assessing component replacement cycles the surveyors brief for SHQS was to fully assess the surveyed properties in accordance with the latest SHQS guidance issued by the Scottish Government. The 2016/17 SCS target for sample analysis was 33% of CVHA's stock, this would compliment CVHA's previous 2012 stock condition survey in which 28% was assessed. In the 2016/17 Survey customer access was successfully obtained to 30% of our stock against the target of 33%.

A cloning exercise is undertaken using 2012 and 2017 SCS data to provide 100% SHQS stock information. To ensure cloned data is representative of stock, the surveyors recommended a multi-stage stratified sampling methodology, this included the following stages:

Stage 1 - Primary Stratification by Origin - This involved the stratification of the housing stock by origin reflecting known variances between New Build and LSVT and MTR.

Stage 2 - Secondary Stratification by Area - To ensure sample coverage across a wide geographical area samples within each of the origin groups were stratified by Allocation Area.

Stage 3 - Tertiary Stratification by House Type - Within LSVT and New Build origin groups, there was further stratification based on the main house type in proportion to the distribution of the house types within local areas.



Overall SHQS pass/failure rates are calculated on the cloning methodology as described above.



**Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)**

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock	3856	4195
C25.2 Self-contained stock exempt from SHQS	39	37
C25.3 Self-contained stock in abeyance from SHQS	36	36
C25.4.1 Self-contained stock failing SHQS for one criterion	109	105
C25.4.2 Self-contained stock failing SHQS for two or more criteria	0	0
C25.4.3 Total self-contained stock failing SHQS	109	105
C25.5 Stock meeting the SHQS	3672	4017

**C25.6 Total self-contained stock meeting the SHQS by local authority**

Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	18	56

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	0	0
North Lanarkshire	1748	1886
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	1906	2075
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
<b>Totals</b>	<b>3672</b>	<b>4017</b>

**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion  
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	0	0
C26.4 Because they did not have modern facilities and services	109	105
C26.5 Because they were not healthy, safe and secure	0	0
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these.	36no SHQS Modern Facilities and Services failures brought to CVHA's attention via June 2017 Stock Condition Survey. The formal SCS report containing itemised address breakdown of addresses was not submitted to CVHA until February 2018. CVHA implemented an in-house survey programme to establish the extent of works required. In Summer 2018 CVHA established a further 88no additional properties of 2001-2002 construction that fail SHQS 39 & 40 (Kitchen power and storage) The kitchen units installed within these properties are blue / green in colour	



	<p>and production of these units is obsolete. As units are in good kitchen it is CVHA's intention to replace these kitchens in line with our existing renewal programme. SHQS compliant installations will be installed in 2020/21 and 2021/22.</p>	
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**Scottish Housing Quality Standard (SHQS) – Working towards the standard  
(Indicator C27)**

**Please state:**

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

12

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year?

15

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

During 2018/19 CVHA 3no properties which failed SHQS35 were improved. One extra property improved above forecast as it was returned unexpectedly as void where it was previous a fuel switch refusal. 12no SHQS39 or SHQS40 (Modern Facilities) fails were brought up to SHQS compliance.

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year?

6

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

During 2019/20 CVHA anticipate improving 4 properties which fail SHQS39 or SHQS40 (Modern Facilities) In addition 2 properties which fail SHQS35 will be brought up to EESSH Standard using Domestic RHI funding.

## **Scottish Housing Quality Standard (SHQS) (Indicator C28.1)**

**Please state:**

C28.1.1 The number of self-contained properties with exemptions at the year end

39

C28.1.2 The range of elements not met

C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 40  
Kitchen Facilities: adequate food storage space

C28.1.3 The reason(s) the elements are not met

(b) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building,(c) Work could be done but the costs would be disproportionate

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

14no SHQS35 Exemptions: All SHQS35 exemptions are properties located in off-gas Douglas, South Lanarkshire. In 2017/18 These 14 are deemed Long Term Void and the cost of improving these empty homes would be disproportionate.

25no SHQS40 Exemptions: All SHQS40 exemptions are due to physical restraints of existing kitchen size. We will continue to evaluate any opportunities that would allow the works to be completed.

**Scottish Housing Quality Standard (SHQS) – Abeyances at the year end  
(Indicator C28.2)**

**Please state:**

C28.2.1 The number of self-contained properties with abeyances at the year end

36

C28.2.2 The range of elements not met

B Free from Serious Disrepair: 29 Common windows and common roof lights, C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems), E Healthy, Safe & Secure: 52 Adequate public lighting, E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

C28.2.3 The reason(s) the elements are not met

(a) Work cannot be done because the tenants objects, (b) Work cannot be done because owners object to common repairs

C28.2.4 What action is your organisation taking or planning to take to address these abeyances

11no SHQS29 Abeyances: All SHQS29 abeyances are properties located in common blocks where CVHA have minority share or private owners do not wish to proceed with planned improvement works.  
8no SHQS35 Abeyances: All SHQS35 abeyances are due to objections by tenants We will continue to engage with customers and evaluate any opportunities that would allow the works to be completed. Works would be undertaken at the next available void stage should the current tenant remain reluctant to enable improvement works.  
9no SHQS52 Abeyances: All SHQS52 abeyances are properties located in common blocks where CVHA have minority share or private owners do not wish to proceed with planned improvement works.  
8no SHQS54 Abeyances: All SHQS54 abeyances are properties located in common blocks where CVHA have minority share or private owners do not wish to proceed with planned improvement works.

***Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)***

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	0	0	0	0
C29.3 Because they were/are not energy efficient	3	24000	2	16000
C29.4 Because they did/do not have modern facilities and services	0	0	4	7200
C29.5 Because they were/are not healthy, safe and secure	0	0	0	0
C29.6 The total number of properties improved	3	24000	6	23200
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0



**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)  
(Indicator 7)**

**For properties within scope of the SHQS, please state:**

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

3856
------

7.1.2 projected to the end of the next reporting year

4195
------

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

3672
------

7.2.2 projected to the end of the next reporting year

4017
------

<b>Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)</b>	95.23	%
--	-------	---

<b>Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)</b>	95.76	%
---	-------	---

**Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)**

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

3856
------

8.1.2 projected to the end of the next reporting year

4195
------

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

3834
------

8.2.2 projected to the end of the next reporting year

4175
------

<b>Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)</b>	99.43	%
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<b>Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year(Indicator 8)</b>	99.52	%
--	-------	---

**Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)**

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

201

9.2 Of the tenants who answered, how many said that they were:

**9.2.1 very satisfied**

121

**9.2.2 fairly satisfied**

52

**9.2.3 neither satisfied nor dissatisfied**

4

**9.2.4 fairly dissatisfied**

14

**9.2.5 very dissatisfied**

10

201

**Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)**

86.07

%

***Percentage of tenants satisfied with the quality of their home (Indicator 10)***

**In relation to tenant satisfaction with the quality of their home, please state:**

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

1446

10.2 Of the tenants who answered, how many said that they were:

**10.2.1 very satisfied**

694

**10.2.2 fairly satisfied**

520

**10.2.3 neither satisfied nor dissatisfied**

72

**10.2.4 fairly dissatisfied**

115

**10.2.5 very dissatisfied**

43

**Percentage of tenants satisfied with the quality of their home (Indicator 10)**

83.96

%



## ***Repairs, Maintenance & Improvements***

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

***Average number of reactive repairs completed per occupied property  
(Indicator C13)***

**Please state:**

C13.1 The total number of reactive repairs completed during the reporting year

10620.0

C13.2 The number of occupied properties during the reporting year

3787

<b>Average number of reactive repairs completed per occupied property (Indicator C13)</b>	2.80	
---	------	--

***Average length of time taken to complete emergency repairs (Indicator 11)***

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Please state:

11.1 The number of emergency repairs completed in the reporting year

3946

11.2 The total number of hours taken to complete emergency repairs

7000

<b>Average length of time taken to complete emergency repairs (Indicator 11)</b>	1.77	<b>hours</b>
--	------	--------------

***Average length of time taken to complete non-emergency repairs (Indicator 12)***

Non-emergency repairs are reactive repairs that are not categorised as emergency.

Please state:

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

6674

12.2 The total number of working days taken to complete non-emergency repairs

42688

**Average length of time taken to complete non-emergency repairs (Indicator 12)**

6.40

**days**





***Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)***

**Please state:**

13.1 The number of reactive repairs completed right first time during the reporting year

6250

13.2 The total number of reactive repairs completed during the reporting year

6674

<b>Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)</b>	93.65	%
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***Percentage of repairs appointments kept (Indicator 14)***

**Please state:**

14.1 Does your organisation operate a repairs appointment system?
---

Yes
-----

14.2 The number of reactive repairs appointments made in the reporting year

4784
------

14.3 The number of reactive repair appointments kept in the reporting year

4778
------

<b>Percentage of repairs appointments kept (Indicator 14)</b>	99.87	%
---	-------	---

***Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)***

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

3531

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

3531

<b>Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)</b>	100.00	%
---	--------	---

***Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)***

**In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:**

16.1 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?"

500

16.2 Of the tenants who answered, how many said that they were:

**16.2.1 very satisfied**

335

**16.2.2 fairly satisfied**

105

**16.2.3 neither satisfied nor dissatisfied**

15

**16.2.4 fairly dissatisfied**

15

**16.2.5 very dissatisfied**

30

**Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)**

88.00

%



***Comments (Housing quality and maintenance)***

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## ***Neighbourhood and Community***

The information you give us here will tell us about the neighbourhoods and communities you manage.



***Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes***

The information you give us here will tell us about the neighbourhoods and communities you manage.

***Percentage of 1st and 2nd stage complaints resolved by the landlord  
(Indicators 4 & 5)***

**Equalities related issues:**

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	0	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	0	0

**Other issues:**

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	29	N/a	17	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	29	100.0	17	100.0



4.2.4 Complaints upheld by the landlord in the reporting year	16	55.17	6	35.29
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	26	89.66	17	100.0

**All complaints:**

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	29	N/a	17	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	29	100.0	17	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	16	55.17	6	35.29
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	26	89.66	17	100.0

<b>Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	0	%
--	---	---

<b>Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	100.0	%
---	-------	---

<b>Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 &amp; 5)</b>	0	%
--	---	---



Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	55.17	%
--	-------	---

Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
---	---	---

Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
--	-------	---

Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
---	---	---

Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	35.29	%
--	-------	---

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
--	---	---

Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	89.66	%
---	-------	---

Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
--	---	---

Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
---	-------	---

***Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)***

**In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:**

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?"

1446

17.2 Of the tenants who answered, how many said that they were:

**17.2.1 very satisfied**

680

**17.2.2 fairly satisfied**

521

**17.2.3 neither satisfied nor dissatisfied**

87

**17.2.4 fairly dissatisfied**

101

**17.2.5 very dissatisfied**

57

**Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)**

83.06

%

***Percentage of tenancy offers refused during the year (Indicator 18)***

**Please state:**

18.1 The number of tenancy offers made during the reporting year

577

18.2 The number of tenancy offers that were refused

69

<b>Percentage of tenancy offers refused during the year (Indicator 18)</b>	11.96	%
--	-------	---

***Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)***

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year

465

19.2 Of those at 19.1, the number of cases resolved in the reporting year

456

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year

411

<b>Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)</b>	88.39	%
---	-------	---

88.39

%

***Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)***

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year 28

24.2 The number of properties recovered:

24.2.1 because rent had not been paid 10

24.2.2 because of anti-social behaviour 2

24.2.3 for other reasons 0

<b>Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)</b>	35.71	%
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<b>Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)</b>	7.14	%
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<b>Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)</b>	0.0	%
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<b>Percentage of the court actions initiated which resulted in eviction (Indicator 24)</b>	42.86	%
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### ***Abandoned properties (Indicator C11)***

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

**the property is unoccupied; and**

**the tenant does not intend to occupy the property as their home**

**Please state:**

C11.1 The number of properties abandoned during the reporting year

17
----

***Number of notices of proceedings issued and court action initiated (Indicator C12)***

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant. Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.

Please state:

C12.1 The number of notices of proceedings issued during the reporting year

226

C12.2 The number of orders for recovery of possession granted during the reporting year

19





***Comments (Neighbourhood & community)***

7 stage 1 complaints progressed to stage 2 in 2018/19 which has been reflected in the complaints data.

## ***Access to housing and support***

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.



## ***Housing Options and Access to Social Housing***

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

***Percentage of lettable houses that became vacant in the last year (Indicator 21)***

**Please state:**

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

217
-----

<b>Percentage of lettable houses that became vacant in the last year (Indicator 21)</b>	5.73	%
---	------	---

***Average time to re-let properties in the last year (Indicator 35)***

**Please state:**

35.1 The total number of properties re-let in the reporting year

223

35.2 The total number of calendar days properties were empty

3362

<b>Average time to re-let properties in the last year (Indicator 35)</b>	15.08	<b>days</b>
--	-------	-------------

***Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)***

A 'medical adaptation' is a collective term for a broad range of products (including assistive technology) and changes to the fabric of a building that enable people of all ages to carry out ordinary, daily activities that have been affected by:

- impairment
- ill health
- traumatic injury
- ageing

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year	165
22.2 The number of approved applications completed between start and end of the reporting year	133
23.1 The total number of days taken to complete approved applications	18217
23.2 The number of medical adaptations completed in the reporting year	146

<b>Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)</b>	80.61	%
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<b>Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)</b>	136.97	days
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***Percentage of new tenancies sustained for more than a year, by source of let  
(Indicator 20)***

**Please state:**

**20.1 The number of tenancies which began in the previous reporting year by:**

20.1.1 existing tenants

20

20.1.2 applicants who were assessed as statutory homeless by the local authority

89

20.1.3 applicants from your organisation's housing list

231

20.1.4 nominations from local authority

0

20.1.5 others

0

**20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:**

20.2.1 existing tenants

19

20.2.2 applicants who were assessed as statutory homeless by the local authority

86

20.2.3 applicants from your organisation's housing list

215

20.2.4 nominations from local authority

0

20.2.5 others

0

<b>Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)</b>	95.00	%
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<b>Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)</b>	96.63	%
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<b>Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)</b>	93.07	%
---	-------	---

<b>Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)</b>	0.0	%
---	-----	---

<b>Percentage of new tenancies to others sustained for more than a year (Indicator 20)</b>	0.0	%
--	-----	---





***Comments (Access to housing and support)***



## ***Getting good value from rents and service charges***

The information you give us here will tell us about your charges and the value for money you achieve.



## ***Value for money***

The information you give us here will tell us about the value for money you achieve.

***Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)***

**In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:**

29.1 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?" 1446

29.2 Of the tenants who answered, how many said that their rent represented:  
**29.2.1 very good value for money** 506

**29.2.2 fairly good value for money** 535

**29.2.3 neither good nor poor value for money** 202

**29.2.4 fairly poor value for money** 145

**29.2.5 very poor value for money** 58

<b>Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)</b>	71.99	%
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***Percentage of factored owners satisfied with the factoring service they receive  
(Indicator 33)***

**In relation to tenant satisfaction with the factoring services provided, please state:**

33.1 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?"

384

33.2 Of the factored owners who answered, how many said that they were:

**33.2.1 very satisfied**

77

**33.2.2 fairly satisfied**

138

**33.2.3 neither satisfied nor dissatisfied**

46

**33.2.4 fairly dissatisfied**

73

**33.2.5 very dissatisfied**

50

<b>Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)</b>	55.99	%
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## ***Rents and service charges***

The information you give us here will tell us about how you maximise your income.

***Rent collected as percentage of total rent due in the reporting year (Indicator 30)***

**Please state:**

30.1 The total amount of rent collected in the reporting year

15493728

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

15852560

<b>Rent collected as percentage of total rent due in the reporting year (Indicator 30)</b>	97.74	%
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***Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)***

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

734887

31.2 The total rent due for the reporting year

16337919

<b>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)</b>	4.50	%
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***Average annual management fee per factored property (Indicator 32)***

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

Please state:

32.1 The number of residential properties factored

3330

32.2 The total value of management fees invoiced to factored owners in the reporting year

271236

<b>Average annual management fee per factored property (Indicator 32)</b>	<b>£</b>	81.45	
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***Percentage of rent due lost through properties being empty during the last year (Indicator 34)***

Please state:

34.1 The total amount of rent due for the reporting year

16337919.0

34.2 The total amount of rent lost through properties being empty during the reporting year

72663

<b>Percentage of rent due lost through properties being empty during the last year (Indicator 34)</b>	0.44	%
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***Rent increase (Indicator C21)***

**Please state:**

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

3
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***The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)***

**Please state:**

C22.1 The number of households the landlord received housing costs directly for during the reporting year

2254

C22.2 The value of direct housing cost payments received during the reporting year

7249589

***Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)***

**Please state:**

C23.1 The total value of former tenant arrears at year end

328734

C23.2 The total value of former tenant arrears written off at year end

129973

<b>Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)</b>	39.54	%
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## ***Comments (Getting good value from rents and service charges)***

### Indicator 30

“The decrease in % rent collected from 103.14% to 97.74% has resulted from an increase in arrears and a marked reduction in pre payments from £689k to £253K “

In undertaking this year’s calculation it has been established that last year’s submitted ARC indicator was incorrectly calculated and should have been stated at 103.14% rather than 99.21%.

This has been notified to Board and a written report with recommendations is being issued in the first week of June. This also affects Indicators 31 and 34.

### Indicator 31

“The increase in gross rent arrears reflects both an increase in levels of write off and increase in current rent arrears. Over 75% of our current rent arrears are owed by UC claimants”

In undertaking this year’s calculation it has also been established that last year’s submitted ARC Indicator 30 was incorrectly calculated and should have been stated at 3.41% rather than 3.28%. This has been notified to Board and a written report with recommendations is being issued in the first week of June relating to Indicators 30, 31 and 34. “

### Indicator 34

“In undertaking this year’s calculation it has also been established that last year’s ARC Indicator 34 was incorrectly calculated and should have been stated at 0.38% rather than 0.36%. This has been notified to Board and a written report with recommendations is being issued in the first week of June relating to Indicators 30, 31 and 34. “



### ***Other Customers***

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

***Gypsies/travellers – Average weekly rent per pitch (Indicator 36)***

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes.  
Please state:

36.1 The total amount of rent set for all pitches during the reporting year

36.2 The total number of pitches

<b>Gypsies/travellers - Average weekly rent per pitch (Indicator 36)</b>	£	0.0	
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***For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)***

**In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:**

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

37.2 Of the Gypsies/Travellers who answered, how many said that they were:  
37.2.1 very satisfied

37.2.2 fairly satisfied

37.2.3 neither satisfied nor dissatisfied

37.2.4 fairly dissatisfied

37.2.5 very dissatisfied

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	0.0	%
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***Comments (Other customers)***

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