



Landlord name:

RSL Reg. No.:

Report generated date:

Approval

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

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)
--

C3.1	The number of 'general needs' lets during the reporting year	
C3.2	The number of 'supported housing' lets during the reporting year	

	Indicator C3	
--	--------------	--



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	
C2.2	The number of lets to housing list applicants	
C2.3	The number of mutual exchanges	
C2.4	The number of lets from other sources	
C2.5	The number of lets to homeless applicants.	
C2.6	Total number of lets excluding exchanges	

Annual Return on the Charter (ARC) 2019-2020

Comments (Social landlord contextual information)

**Overall satisfaction****All outcomes**

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	
1.1.2	the fieldwork dates of the survey	
1.1.3	The method(s) of administering the survey: Post	
1.1.4	Telephone	
1.1.5	Face-to-face	
1.1.6	Online	
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	
1.2.2	fairly satisfied	
1.2.3	neither satisfied nor dissatisfied	
1.2.4	fairly dissatisfied	
1.2.5	very dissatisfied	
1.2.6	no opinion	
1.2.7	Total	

Indicator 1	
-------------	--

Annual Return on the Charter (ARC) 2019-2020

Comments (Overall satisfaction)

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

Indicator 2	
-------------	--

**Participation**

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	
5.2.1	5.2 Of the tenants who answered, how many said that they were:	
	very satisfied	
5.2.2	fairly satisfied	
5.2.3	neither satisfied nor dissatisfied	
5.2.4	fairly dissatisfied	
5.2.5	very dissatisfied	
5.2.6	Total	

Indicator 5	
-------------	--

Annual Return on the Charter (ARC) 2019-2020

Comments (The customer / landlord relationship)

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



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		
C9.2	Self-contained stock exempt from SHQS		
C9.3	Self-contained stock in abeyance from SHQS		
C9.4.1	Self-contained stock failing SHQS for one criterion		
C9.4.2	Self-contained stock failing SHQS for two or more criteria		
C9.4.3	Total self-contained stock failing SHQS		
C9.5	Stock meeting the SHQS		



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	
6.1.2	projected to the end of the next reporting year	
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	
6.2.2	projected to the end of the next reporting year	

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



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

Indicator 7



Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
--

8.1	The number of emergency repairs completed in the reporting year	
8.2	The total number of hours taken to complete emergency repairs	

	Indicator 8	
--	-------------	--



Average length of time taken to complete non-emergency repairs (Indicator 9)
--

9.1	The total number of non-emergency repairs completed in the reporting year	
9.2	The total number of working days taken to complete non-emergency repairs	

	Indicator 9	
--	-------------	--



Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	
10.2	The total number of reactive repairs completed during the reporting year	

	Indicator 10	
--	--------------	--



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.	
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	

Indicator 11	
--------------	--



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

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	
	12.2 Of the tenants who answered, how many said that they were:	
12.2.1	very satisfied	
12.2.2	fairly satisfied	
12.2.3	neither satisfied nor dissatisfied	
12.2.4	fairly dissatisfied	
12.2.5	very dissatisfied	
12.2.6	Total	

	Indicator 12	
--	--------------	--

**EESH**

Percentage of properties meeting the EESH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				

C10.2	Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				

C10.4	Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				



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

C10.5 Number of properties in scope of the EESSH that do not meet the standard

	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				

C10.6 Number of properties in scope of the EESSH that are exempt the standard

	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				

C10.7 Number of properties in scope of the EESSH that meet the standard

	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				

C10



Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				

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

C11.3 If other reason or unknown, please explain

--



Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A		
B		
C		
D		
E		
F		
G		
Total		

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
		Number of Properties
SAP 2001		
SAP 2005		
SAP 2009		
SAP 2012		
Other procedure / unknown		
Total		

C12.3	If other procedure or unknown, please explain

Indicator C12



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	
C13.2.2	The landlord's own financial resource	
C13.2.3	Another source	
C13.2.4	Total amount invested in bringing properties up to the EESSH	

C13.3	Please give reasons for any investment which came from another source
-------	---

--	--

Annual Return on the Charter (ARC) 2019-2020

Comments (Housing quality and maintenance)



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year		
Complaints carried forward from previous reporting year		
All complaints received and carried forward		
Number of complaints responded to in full by the landlord in the reporting year		
Time taken in working days to provide a full response		

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



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

Indicator 13	
--------------	--



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

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

	Indicator 14	
--	--------------	--



Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
--

15.1	The number of cases of anti-social behaviour reported in the last year	
15.2	Of those at 15.1, the number of cases resolved in the last year	

	Indicator 15	
--	--------------	--



Abandoned homes (Indicator C4)

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



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	
22.2.1	22.2 The number of properties recovered: because rent had not been paid	
22.2.2	because of anti-social behaviour	
22.2.3	for other reasons	

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	

Annual Return on the Charter (ARC) 2019-2020

Comments (Neighbourhood & community)



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
--

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

	Indicator 17	
--	--------------	--



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

Indicator 19



Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
---	--	--

20.1	The cost (£) that was landlord funded;	
20.2	The cost (£) that was grant funded	
20.3	The cost (£) that was funded by other sources.	

Indicator 20		
--------------	--	--



The average time to complete adaptations (Indicator 21)

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

	Indicator 21	
--	--------------	--



Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	

	Indicator 24.	
--	---------------	--



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	
30.2	The total number of calendar days properties were empty	

	Indicator 30	
--	--------------	--

**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	
16.1.2	applicants who were assessed as statutory homeless by the local authority	
16.1.3	applicants from your organisation's housing list	
16.1.4	other	
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	
16.2.2	applicants who were assessed as statutory homeless by the local authority	
16.2.3	applicants from your organisation's housing list	
16.2.4	other	

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

Annual Return on the Charter (ARC) 2019-2020

Comments (Access to housing and support)

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

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

	Indicator 26	
--	--------------	--



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	
27.2	The total rent due for the reporting year	

	Indicator 27	
--	--------------	--



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

28.1	The number of residential properties factored	
28.2	The total value of management fees invoiced to factored owners in the reporting year	

	Indicator 28	
--	--------------	--



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

	Indicator 18	
--	--------------	--



Rent increase (Indicator C5)

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



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	
C6.2	The value of direct housing cost payments received during the reporting year	



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	
C7.2	The total value of former tenant arrears written off at year end	

	Indicator C7	
--	--------------	--

**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?"	
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	
25.2.2	fairly good value for money	
25.2.3	neither good nor poor value for money	
25.2.4	fairly poor value for money	
25.2.5	very poor value for money	
25.3	Total	

Indicator 25	
--------------	--



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?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

Annual Return on the Charter (ARC) 2019-2020

Comments (Getting good value from rents and service charges)



Other customers

Gypsies / Travellers

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

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

	Indicator 31	
--	--------------	--



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

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

	Indicator 32	
--	--------------	--

Annual Return on the Charter (ARC) 2019-2020

Comments (Other customers)