Landlord name:

RSL Reg. No.:



Report	Report generated date:				
Appro	roval				
A1.1	Date approved				
A1.2	2 Approver				
A1.3					
A1.4	1 Comments				

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	
C1.2.1	C1.2 Staff employed by the RSL:	
	the number of senior staff	
C1.2.2	the number of office based staff	
C1.2.3	the number of care / support staff	
C1.2.4	the number of concierge staff	
C1.2.5	the number of direct labour staff	
C1.2.6	the total number of staff	
C1.3.1	Staff turnover and sickness absence:	
	the percentage of senior staff turnover in the year to the end of the reporting year	
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	

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	



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

The number of lets to existing tenants	
The number of lets to housing list applicants	
The number of mutual exchanges	
The number of lets from other sources	
C2.5 The number of applicants who have been assessed as statutorily homeless	
by the local authority as:	
section 5 referrals	
nominations from the local authority	
other	
the number of other nominations from local authorities	
Total number of lets excluding exchanges	
	The number of lets to housing list applicants The number of mutual exchanges The number of lets from other sources C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals nominations from the local authority other the number of other nominations from local authorities

Comments (Social landlord contextual information)				



Overall satisfaction

ΔΙ	II a	n.	14	co	m	Δς
м				w		

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) 2020-2021 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	

Comments (The customer / landlord relationship)			



Housing quality and maintenance

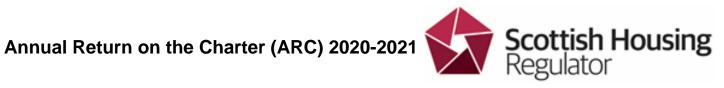
Quality of housing

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		



00.0	Total self-contained stock meeting the SHQS by local authority
C9.6	Litotal self-contained stock meeting the SHUS by local authority
00.0	Total boll contained stock mostling and or lab by local additionly

	End of the	End of the next
	reporting year	reporting year
Aberdeen City		
Aberdeenshire		
Angus		
Argyll & Bute		
City of Edinburgh		
Clackmannanshire		
Dumfries & Galloway		
Dundee City		
East Ayrshire		
East Dunbartonshire		
East Lothian		
East Renfrewshire		
Eilean Siar		
Falkirk		
Fife		
Glasgow City		
Highland		
Inverclyde		
Midlothian		
Moray		
North Ayrshire		

	T	ı
North Lanarkshire		
Orkney Islands		
Perth & Kinross		
Renfrewshire		
Scottish Borders		
Shetland Islands		
Sheriana islanas		
South Ayrshire		
South Lanarkshire		
Stirling		
West Dunbartonshire		
Wood Daribattoriotiffo		
West Lothian		
Totals		



Percentage of stock meeting the Scottish Housing	Quality Standard (SHOS)	(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)
i Fercentade di tenants satisned with the duality di then nome (mulcator /)

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	
	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	

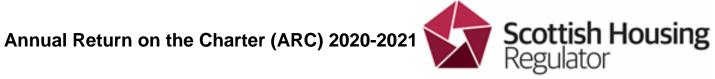
Leading 1	
Indicator (
maioator r	

Repairs, maintenance & improvements

Avera	ge length of time taken to complete emergency repairs (Indicator 8)	
Avera	ge length of time taken to complete emergency repairs (maleator o)	
		,
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 0	
	Indicator 8	



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	



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	



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 i	n 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	

EESSH

Percentage of properties meeting the EESSH	(Indicator C10)
referring the EESSH	(mulcator CTO)

C10.1	Number of self contained properties				
		Gas	Electric	Other fuels	Total
Flats		Cas	LICOTIO	14013	Total
Four-in-a	a-block				
Houses	(other than detached)				
Detache	d houses				
Total					

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

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

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



C10.4.21 Where EESSH compliance is unknown for any	properties	s, please ex	xplain why	
C10.5 Number of properties in scope of the EESSH t	hat do not	meet the s		
			Other	
	Gas	Electric	fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				
C10.6 Number of properties in scope of the EESSH t	hat are exe	empt the st	andard	
		•	Other	
	Gas	Electric	fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				
Total				
C10.7 Number of properties in scope of the EESSH t	hat most th	oo standard	4	
1 Number of properties in scope of the EESSITE		Stariuard	Other	
	Coo	Flootrio		Total
Floto	Gas	Electric	fuels	Total
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
Total				
			C10	



Anticipated	avamptions	from th	A EEGGH	(Indicator	C11
Anticipated	exemblions	HOIH U	IE EESSH	HILLICATOR	\cup \cup \cup

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	Four-in-a-block				
Houses (Houses (other than detached)				
Detached	Detached houses				
Total					

C11.2	The reasons properties anticipated to require an exemption		
		Number	
		of	
		Properties	
Technica			
Social			
Excessive cost			
New tech	nology		
Legal			
Disposal			
Long tern	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	J 3
	Α		
	В		
	С		
	D		
	Е		
	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

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Indicator C12

Investment in the EESSH (Indicator C13)

	The total number of properties brought up to the EESSH during the reporting	
C13.1	year	
	Of the total amount invested in bringing properties up to the EESSH, please	
C13.2	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

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)

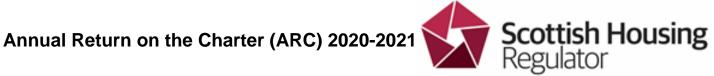
13.1	How many tenants answered the question "'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'"	
13.2.1	13.2 Of the tenants who answered, how many said that they were:	
	very satisfied	
13.2.2	fairly satisfied	
13.2.3	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)



4.1	The number of tenancy offers made during the reporting year	
4.2	The number of tenancy offers that were refused	



entage of	antı-socıal	behaviour (cases rep	orted in t	the last	year which	were	resolved	(Indicator 15	<u>5</u>)

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	



Abando	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	
		l

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	

Comments (Neighbourhood & co	mmunity)		

Access to housing and support

Housing options and access to social housing

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	

19.1

Number of households currently waiting for adaptations to their home (Indicator 19)

The total number of approved applications on the list for adaptations as at the start



Indicator 19

	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.	



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 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.	
23.2	The total number of individual homeless households referrals received under other	
	referral routes.	
23.3	The total number of individual homeless households referrals received under	
	section 5 and other referral routes.	
23.4	The total number of individual homeless households referrals received under	
	section 5 that result in an offer of a permanent home.	
23.5	The total number of individual homeless households referrals received under other	
	referral routes that result in an offer of a permanent home.	
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.	
23.7	The total number of accepted offers.	

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



Avera	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 20		



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	nominations from local authority
16.1.5	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	nominations from local authority
16.2.5	other

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a vear	
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 through nominations from local authority 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) 2020-2021 Comments (Access to housing and support)

Getting good value from rents and service charges

Rents and service charges

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	

00.4	The growth and for side still many extinct for the start of	
28.1	The number of residential properties factored	
28.2	The total value of management fees invoiced to factored owners in the reporting	1
	year	1



Indicator 18

Percen	tage 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	



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	

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	

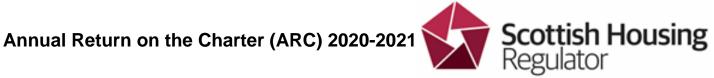


Value for money

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



Developtions of footoxed accessors actisfied with the footoxing comice they reacive (Indicator 20)
Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
i diddinago di ladidida divindid dalidida wilii lilo ladidinig ddivido liloy idddivo (ilialdaldi 20)

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	

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)	tes - 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	
indicator 52	

Comments (Other customers)

Annual Return on the Charter (ARC) 2020-2021