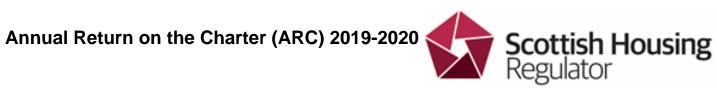
Landlord name:



RSL Reg. No.:					
Repor	Report generated date:				
Appro	Approval				
A1	Date approved				
A2	Approver				
A3	Approver job title				
A4	Comments				



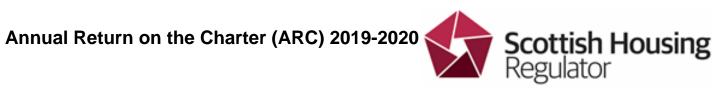
Social landlord contextual information

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	

The num	ber 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	



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	

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	

Cor	Comments (The customer / landlord relationship)					



Housing quality and maintenance

Quality of housing

C8.1

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

The date your organisation's stock was last surveyed or assessed for

C8.2 \t C8.3 \cdot C8.4 \cdot	Compliance with the SHQS What percentage of stock did your organisation fully assess for compliance in the last five years? The date of your next scheduled stock condition survey or assessment What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance Comments on method of assessing SHQS compliance.	
C8.3 - C8.4 \	the last five years? The date of your next scheduled stock condition survey or assessment What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	
C8.3 C8.4	The date of your next scheduled stock condition survey or assessment What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	
C8.4 \	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	
5	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		



6.1.1	The total number of properties within scope of the SHQS:	
	at the and of the reporting year	
	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	e estiction with	h the quality	of their home	(Indicator 7)
rencemale or tenant	s sausii c u wii	ii iii e uuaiiiv	OI HEIL HOIHE	(IIIulcalul /)

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	

1 1'	7
Indicat	or / I
maioai	J1 1



Repairs, maintenance & improvements

r						
Averag	Average length of time taken to complete emergency repairs (Indicator 8)					
			Г			
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				



Indicator 9

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			



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 vear				
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	Have you had any repairs carried out in this property in the last 12 months	
12.2	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?"	
12.3.1	12.3 Of the tenants who answered, how many said that they were: very satisfied	
12.3.2	fairly satisfied	
12.3.3	neither satisfied nor dissatisfied	
12.3.4	fairly dissatisfied	
12.3.5	very dissatisfied	
12.3.6	Total	

Indicator 12



EESSH

D (() () I	F0011 (1 1: 1 040)
Percentage of properties meeting the E	ESSH (Indicator C10)

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

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

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

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



C10.4.21	Where EESSH compliance is unknown for	any properties	s, please ex	kplain why	
C10.5	Number of properties in scope of the EESS	SH that do not	moot the s	tandard	
010.5	Number of properties in scope of the LLoc		incer inc s	Other	
		Gas	Electric	fuels	Total
Flats		Gas	Electric	lueis	TOtal
	ala al				
Four-in-a-l					
	ther than detached)				
Detached	nouses				
Total					
0400	TN 1 (4 550)	21141			
C10.6	Number of properties in scope of the EESS	SH that are exe	empt the st		T
				Other	
		Gas	Electric	fuels	Total
Flats					
Four-in-a-l					
	ther than detached)				
Detached	houses				
Total					
C10.7	Number of properties in scope of the EESS	SH that meet th	ne standard	k	
				Other	
		Gas	Electric	fuels	Total
Flats					
Four-in-a-l	olock				
	ther than detached)				
Detached					
Total					
				C10	
Ĺ	CIU				



Anticinated	exemptions	from	the FESSH	(Indicator	C11
Antilopateu	exemblions	HOH	HIE EESSH	HILLICATOL	\circ

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 (c	other than detached)					
Detached	houses					
Total						

C11.2	The reasons properties anticipated to exemption	require an	
		Number of Properties	
Technical		7.1000.1100	
Social			
Excessive cost			
New technology			
Legal	Legal		
Disposal	Disposal		
Long term	Long term voids		
Unable to secure funding			
Other rea	Other reason / unknown		
Total			

C11.3	If other reason or unknown, please explain
1	



Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating		
		The number of properties with a valid EPC	
	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		
Othe	r procedure / unknown		
	Total		

C12.3	If other procedure or unknown, please explain

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
1	

Co	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	

Annual Return on the Charter (ARC) 2019-2020 Scottish Housing Regulator

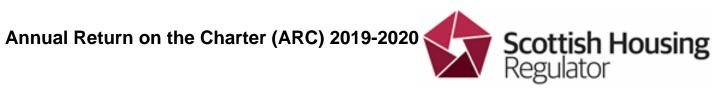
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

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	



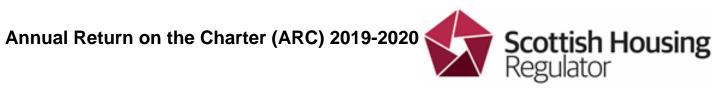
Percer	Percentage of tenancy offers refused during the year (Indicator 14)				
14.1	The number of tenancy offers made during the reporting year				
14.2	The number of tenancy offers that were refused				
		Indicator 14			



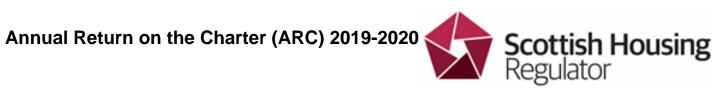
Percentage of anti-social behavious	cases reported in the last year which	were resolved (Indicator 15)
i elcelitade di aliti-social bellavioui	cases reported in the last year willon	. Were resolved tillulcator 157

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	ned 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	The number of properties recovered:	
k	because rent had not been paid	
22.2.2 k	because of anti-social behaviour	
22.2.3 f	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	

Com	Comments (Neighbourhood & community)					

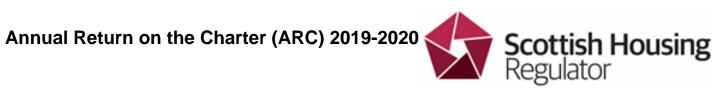


Access to housing and support

Housing options and access to social housing

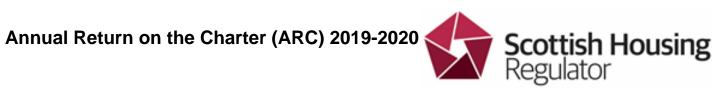
Percentage of lettable houses that became vacant in the last year (Indicator 17)		
17.1	The total number of lettable self-contained stock	
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	
	contained lettable stock	
	Indicator 17	

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



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.



Total o	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.	
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	



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	

Comr	nents (Access to h	nousing and supp	ort)		



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



nt fee per factored property (Indica	

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

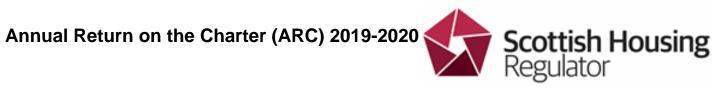
8	Indicator 28



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 everage weekly rept increase to be applied in the payt reporting				
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	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	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			

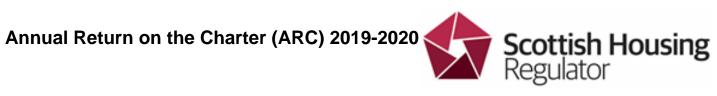
Indicator 25



Darcantaga at tactared awaar	e catictica with the tactoring (caruca thay racawa (Indicator 20)	
FEIGENIAGE OF IAGIOTEG OWNER	s saustieu 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	



Con	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)
	J

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

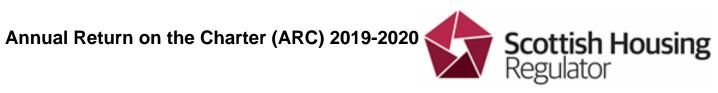
Indicator 31	



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	
	i



Comments (Other customers)				