

**Landlord name:** Ark Housing Association Ltd**RSL Reg. No.:** 66**Report generated date:** 27/05/2022 09:00:44**Approval**

A1.1	Date approved	27/05/2022
A1.2	Approver	Bobby Duffy
A1.3	Approver job title	Chief Executive Officer
A1.4	Comments (Approval)	
		N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Bobby Duffy
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	10.73
C1.2.2	the number of office based staff	52.87
C1.2.3	the number of care / support staff	460.58
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	524.18
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	9.09%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	14.59%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.90%



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	6
C3.2	The number of 'supported housing' lets during the reporting year	21

Indicator C3		27
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The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	3
C2.2	The number of lets to housing list applicants	3
C2.3	The number of mutual exchanges	0
C2.4	The number of lets from other sources	18
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	1
C2.5.2	nominations from the local authority	0
C2.5.3	other	2
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	27

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Comments (Social landlord contextual information)

2.5.3 = Homeless applicants housed via Common housing register

C.1.2 - An error was made during last year's report with staff head count being entered instead of FTE. The entries for the year 2020/21 should have read :

C 1.2.1 - the number of senior staff 11.73

C 1.2.2 - the number of office based staff 52.78

C 1.2.3 - the number of care/support staff 480.55

C 1.2.6 - the total number of staff 545.06

**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	431
1.1.2	the fieldwork dates of the survey	10/2020
1.1.3	The method(s) of administering the survey: Post	<input checked="" type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input checked="" type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	62
1.2.2	fairly satisfied	76
1.2.3	neither satisfied nor dissatisfied	18
1.2.4	fairly dissatisfied	13
1.2.5	very dissatisfied	7
1.2.6	no opinion	2
1.2.7	Total	178

Indicator 1	77.53%
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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?"	172
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	48
2.2.2	fairly good at keeping them informed	78
2.2.3	neither good nor poor at keeping them informed	31
2.2.4	fairly poor at keeping them informed	12
2.2.5	very poor at keeping them informed	3
2.2.6	Total	172

Indicator 2	73.26%
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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?"	171
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	34
5.2.2	fairly satisfied	58
5.2.3	neither satisfied nor dissatisfied	69
5.2.4	fairly dissatisfied	3
5.2.5	very dissatisfied	7
5.2.6	Total	171

Indicator 5	53.80%
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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	10/2021
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	100.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	50.00
C8.5	Comments on method of assessing SHQS compliance.	

Surveys are carried out internally using our Technical Officers, the information is then added to our housing management system where bespoke reporting is generated.

Following a business review in 2020/21, we shifted from an external company carrying out our stock condition surveys to our Technical Officers taking responsibility for carrying out the surveys in their area of operation and using mobile devices to record and upload the data into our asset management system. To ensure our stock data was accurate and live to inform our investment plans, 100% of our stock was surveyed in 2021/22.



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	275	275
C9.2	Self-contained stock exempt from SHQS	29	29
C9.3	Self-contained stock in abeyance from SHQS	1	1
C9.4.1	Self-contained stock failing SHQS for one criterion	42	28
C9.4.2	Self-contained stock failing SHQS for two or more criteria	13	13
C9.4.3	Total self-contained stock failing SHQS	55	41
C9.5	Stock meeting the SHQS	190	204



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	6	8
Aberdeenshire	40	40
Angus	10	12
Argyll & Bute	0	0
City of Edinburgh	57	64
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	5	5
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	1	1
Fife	19	19
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	4	4
Moray	24	26
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	12	12
Renfrewshire	0	0
Scottish Borders	2	2
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	10	11
Totals	190	204



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	275
6.1.2	projected to the end of the next reporting year	275
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	190
6.2.2	projected to the end of the next reporting year	204

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	69.09%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	74.18%



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?"	176
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	58
7.2.2	fairly satisfied	83
7.2.3	neither satisfied nor dissatisfied	20
7.2.4	fairly dissatisfied	13
7.2.5	very dissatisfied	2
7.3	Total	176

Indicator 7	80.11%
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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	333
8.2	The total number of hours taken to complete emergency repairs	2,790

Indicator 8		8.38
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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	1,336
9.2	The total number of working days taken to complete non-emergency repairs	12,247

Indicator 9		9.17
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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	1,298
10.2	The total number of reactive repairs completed during the reporting year	1,336

Indicator 10		97.16%
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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.	1
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
No access provided by the tenant and claims of Covid positive results hampered forced access procedures. Access has now been given to this property and the gas safety check completed.		

Indicator 11		1
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

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?"	176
12.2	Of the tenants who answered, how many said that they were:	58
12.2.1	very satisfied	
12.2.2	fairly satisfied	83
12.2.3	neither satisfied nor dissatisfied	20
12.2.4	fairly dissatisfied	13
12.2.5	very dissatisfied	2
12.2.6	Total	176

Indicator 12	80.11%
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**EESH**

Percentage of properties meeting the EESH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	Total
Flats	93	32	10	135
Four-in-a-block	11	54	3	68
Houses (other than detached)	42	18	4	64
Detached houses	8	0	0	8
Total	154	104	17	275

C10.2	Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	93	32	10	135
Four-in-a-block	11	54	3	68
Houses (other than detached)	42	18	4	64
Detached houses	8	0	0	8
Total	154	104	17	275

C10.4	Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0



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

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	3	6	0	9
Four-in-a-block	0	9	0	9
Houses (other than detached)	10	11	2	23
Detached houses	0	0	0	0
Total	13	26	2	41

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	0	0	1
Detached houses	0	0	0	0
Total	1	0	0	1

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	90	26	10	126
Four-in-a-block	11	45	3	59
Houses (other than detached)	31	7	2	40
Detached houses	8	0	0	8
Total	140	78	15	233

	C10	84.7%
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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	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	0	0	1
Detached houses	0	0	0	0
Total	1	0	0	1

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	1	
Social	0	
Excessive cost	0	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	0	
Total	1	

C11.3	If other reason or unknown, please explain
N/A	

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Comments (Housing quality and maintenance)

C9.4.3- 14 Properties have yet to have their smoke alarms updated, this is due to access and material supply issues. Works are planned for completion by the end of May 2022.

6.1.1 Changes in stock numbers from previous year is due to movement between NSC and SC properties.

6.2.2 Investment during 2022/23 has been reduced, this has been addressed in the following 3 years where it has been significantly increased to catch up with SHQS Works.

C10.5 EESSH- Ark have entered into a long term relationship with Warm Works Ltd, they will be assessing all our stock in line with EESSH2 guidance and also assist with any grant funding applications. The initial survey works started on the 1st April 2022.

Indicator 9. Time taken to complete non emergency works were affected by Covid restrictions where multiple tradesperson were required, these works were staggered to abide by guidance. Supply of materials was also a contributing factor.



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	10	5
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	11	5
Number of complaints responded to in full by the landlord in the reporting year	10	5
Time taken in working days to provide a full response	36	115

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	90.91%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.60
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	23.00



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?"	169
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	44
13.2.2	fairly satisfied	74
13.2.3	neither satisfied nor dissatisfied	32
13.2.4	fairly dissatisfied	12
13.2.5	very dissatisfied	7
13.2.6	Total	169

Indicator 13	69.82%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	37
14.2	The number of tenancy offers that were refused	10

Indicator 14		27.03%
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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	13
15.2	Of those at 15.1, the number of cases resolved in the last year	13

Indicator 15	100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	1
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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	1
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	100.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	100.00%

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Comments (Neighbourhood & community)

i14 - we had refusals on a total of 5 properties in the year, for 2 of those properties we had a total of 4 and 3 refusals respectively. This was due to a range of circumstances from size of property/condition of the property/location of the property and the specific support needs of the applicants, which when the properties were viewed it was decided it wasn't suitable.

i22 - an eviction for ASB was carried out on 29/4/21 for court action taken in 2020-21.

i3&4 - Number of complaints responded to in full by the landlord in the reporting year - one complaint was received on 30th March 2022 and was resolved at Stage 1 on 6th April 2022, this complaint will therefore be carried forward and the outcome included in next year's report.

**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	275
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	18

Indicator 17	6.55%
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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.	27
19.2	The number of approved applications completed between the start and end of the reporting year	22
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
3 applications were cancelled prior to commencement, 1 x tenant passed away, 1 x no longer eligible for funding, 1 x H&S issues with proposed change. 2 applications have yet to be completed		

Indicator 19	5
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£39,764
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£39,764
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	1,582
21.2	The total number of adaptations completed during the reporting year.	22

	Indicator 21	71.91
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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.	5
23.2	The total number of individual homeless households referrals received under other referral routes.	2
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	7
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	1
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	2
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.	3
23.7	The total number of accepted offers.	3

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	42.86%
Indicator 23 - The percentage of those offers that result in a let	100.00%



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

30.1	The total number of properties re-let in the reporting year	27
30.2	The total number of calendar days properties were empty	694

Indicator 30		25.70
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**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	11
16.1.2	applicants who were assessed as statutory homeless by the local authority	0
16.1.3	applicants from your organisation's housing list	2
16.1.4	nominations from local authority	1
16.1.5	other	13
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	11
16.2.2	applicants who were assessed as statutory homeless by the local authority	0
16.2.3	applicants from your organisation's housing list	2
16.2.4	nominations from local authority	1
16.2.5	other	11

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	84.62%

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Comments (Access to housing and support)

i.23 - One property had 4 out of 5 of the S5 referrals turned down - this was due to amount of redecoration that would be needed/size of property v number in household. For the 5th referral, the household size was reduced and it was accepted.

**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	£3,037,020
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,041,419

Indicator 26	99.86%
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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 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£33,815
27.2	The total rent due for the reporting year	£3,057,460

Indicator 27		1.11%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28	N/A
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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	£3,057,460
18.2	The total amount of rent lost through properties being empty during the reporting year	£16,041

Indicator 18	0.52%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.50%
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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 C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	388
C6.2	The value of direct housing cost payments received during the reporting year	£2,567,488



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	£1,808
C7.2	The total value of former tenant arrears written off at year end	£1,131

Indicator C7	62.56%
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**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?"	169
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	41
25.2.2	fairly good value for money	74
25.2.3	neither good nor poor value for money	37
25.2.4	fairly poor value for money	14
25.2.5	very poor value for money	3
25.3	Total	169

Indicator 25	68.05%
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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

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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	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31		N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

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

	Indicator 32	
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Comments (Other customers)