
Report To:	Policy & Resources Executive Sub-Committee	Date:	28 July 2020
Report By:	Corporate Director Environment, Regeneration & Resources	Report No:	LP/077/20
Contact Officer:	Audrey Galloway	Contact No:	01475 712102
Subject:	Report on the Annual Return on Charter to the Scottish Housing Regulator		

1.0 PURPOSE

The purpose of this report is to:-

- 1.1 Advise the Sub-Committee that the 2019/20 Annual Return On Charter (ARC) to the Scottish Housing Regulator has now been completed. A copy of the report is attached at Appendix 1. This is an annual submission which requires sign off by Committee.

2.0 SUMMARY

Annual Return on Charter (ARC)

- 2.1 The Scottish Housing Regulator requires Social Landlords, including Local Authorities, to complete the ARC each year. This return measures and assesses the landlord's performance in progressing towards or achieving the Charter Outcomes and Standards through the provision of key performance information. This year the ARC must be signed off and returned to the Regulator by the 31st July 2020.
- 2.2 The Council has ten tenants who occupy their house on the basis of a Scottish Secure Tenancy (SST) and therefore the ARC must be completed taking into account the views of these ten tenants. The Council has two further housing tenants who do not have a SST and there is one vacant house, there is no requirement to report to the Regulator on these.

3.0 RECOMMENDATIONS

Annual Return on Charter (ARC)

- 3.1 It is recommended that the Sub-Committee considers the Annual Return on the Charter prepared on behalf of Inverclyde Council and if satisfied, signs the document, where indicated, following which it will be returned to the Scottish Housing Regulator for publication on the Regulator's webpage.

Gerard Malone
Head of Legal and Property Services

4.0 BACKGROUND

Annual Return on Charter (ARC)

- 4.1 The Housing (Scotland) Act 2010 (The Act) required Scottish Ministers to set standards and outcomes which social landlords should aim to achieve, and to publish these in a Scottish Social Housing Charter. It is the responsibility of each landlord to meet these outcomes and standards and report this information to tenants, homeless people and other service users.
- 4.2 The Council has thirteen houses, ten of which are occupied on Scottish Secure Tenancies, as such, the Council is considered a social landlord and must therefore complete the ARC. In order to answer the questions within the ARC a survey was sent out electronically to all tenants. The ARC was completed based on the survey returns and on other technical information, where necessary, provided by officers with the appropriate knowledge.
- 4.3 Although initial surveys, plus several reminders were sent out, only 5 returns were received, one of which was from a tenant who does not have a SST. This is a response rate of 40%. The Regulator has been made aware of the response rate and has confirmed that the ARC should be completed on the basis of submissions received.
- 4.4 In addition to the survey returns, other technical and financial questions in the ARC were completed with information which was received from officers within property, finance and the homelessness section of the HSCP, who all have the appropriate knowledge of these houses.
- 4.5 Once the ARC is formally signed off this will be returned to the Scottish Housing Regulator and will be published on the Regulator's webpage.

5.0 IMPLICATIONS

5.1 Finance

Financial Implications:

One off Costs (Savings)

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments

5.2 Legal

No implications

5.3 Human Resources

No implications.

5.4 Equalities

(a) Has an Equality Impact Assessment been carried out?

	YES
X	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
X	NO

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
X	NO

Repopulation

5.5 No implications.

6.0 CONSULTATIONS

6.1 The Chief Financial Officer has been consulted on the contents of this report.

6.2 The Head of Regeneration & Planning has been consulted on this report.

7.0 BACKGROUND PAPERS

7.1 None



APPENDIX

Landlord name: Inverclyde Council

RSL Reg. No.: 1,016

Report generated date: 20/07/2020 14:48:15

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)		
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C3.1	The number of 'general needs' lets during the reporting year	0
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		0



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	0
C2.2	The number of lets to housing list applicants	0
C2.3	The number of mutual exchanges	0
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants.	0
C2.6	Total number of lets excluding exchanges	0

Annual Return on the Charter (ARC) 2019-2020

Comments (Social landlord contextual information)

All tenants have been in occupation of their houses for a number of years.

**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	4
1.1.2	the fieldwork dates of the survey	04/2020
1.1.3	The method(s) of administering the survey: Post	<input 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	3
1.2.2	fairly satisfied	0
1.2.3	neither satisfied nor dissatisfied	0
1.2.4	fairly dissatisfied	1
1.2.5	very dissatisfied	0
1.2.6	no opinion	0
1.2.7	Total	4

Indicator 1	75.00%
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Annual Return on the Charter (ARC) 2019-2020

Comments (Overall satisfaction)

Surveys were sent to all tenants, only 4 responded.



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?"	4
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	2
2.2.2	fairly good at keeping them informed	1
2.2.3	neither good nor poor at keeping them informed	1
2.2.4	fairly poor at keeping them informed	0
2.2.5	very poor at keeping them informed	0
2.2.6	Total	4

Indicator 2	75.00%
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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?"	4
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	0
5.2.2	fairly satisfied	1
5.2.3	neither satisfied nor dissatisfied	3
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	4

	Indicator 5	25.00%
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Annual Return on the Charter (ARC) 2019-2020

Comments (The customer / landlord relationship)

Council has a one to one relationship with all its tenants.



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	05/2016
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	05/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	
Survey by external building surveyors		



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	10	10
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	10	10



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	10
6.1.2	projected to the end of the next reporting year	10
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	10
6.2.2	projected to the end of the next reporting year	10

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	100.00%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%



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?"	4
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	2
7.2.2	fairly satisfied	0
7.2.3	neither satisfied nor dissatisfied	0
7.2.4	fairly dissatisfied	2
7.2.5	very dissatisfied	0
7.3	Total	4

Indicator 7	50.00%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	8
8.2	The total number of hours taken to complete emergency repairs	32

Indicator 8		4.00
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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	17
9.2	The total number of working days taken to complete non-emergency repairs	34

	Indicator 9	2.00
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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	17
10.2	The total number of reactive repairs completed during the reporting year	17

	Indicator 10	100.00%
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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.	0
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	0
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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?"	2
	12.2 Of the tenants who answered, how many said that they were:	1
12.2.1	very satisfied	
12.2.2	fairly satisfied	0
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	0
12.2.6	Total	2

	Indicator 12	50.00%
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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	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	4	0	0	4	
Detached houses	6	0	0	6	
Total	10	0	0	10	

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	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	4	0	0	4	
Detached houses	6	0	0	6	
Total	10	0	0	10	

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

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	4	0	0	4
Detached houses	0	0	0	0
Total	4	0	0	4

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)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.7	Number of properties in scope of the EESSH that meet the standard			
	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	6	0	0	6
Total	6	0	0	6

	C10	60.0%
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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		0
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		1
Total		1

C11.3 If other reason or unknown, please explain

Moorfoot Primary School Janitors House - Cannot install external wall insulation without agreement of privately owned adjoining property.



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	0	0
B	0	0
C	0	0
D	0	0
E	0	0
F	0	0
G	0	0
Total	0	0

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	0	
SAP 2005	0	
SAP 2009	0	
SAP 2012	0	
Other procedure / unknown	0	
Total	0	

C12.3	If other procedure or unknown, please explain

Indicator C12

0.0%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	0
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£0
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£0

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

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

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?"	2
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	2
13.2.2	fairly satisfied	0
13.2.3	neither satisfied nor dissatisfied	0
13.2.4	fairly dissatisfied	0
13.2.5	very dissatisfied	0
13.2.6	Total	2

	Indicator 13	100.00%
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	0
14.2	The number of tenancy offers that were refused	0

Indicator 14	
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)		
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15.1	The number of cases of anti-social behaviour reported in the last year	0
15.2	Of those at 15.1, the number of cases resolved in the last year	0

Indicator 15	
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	0
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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	0
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	0
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	
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)

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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)
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17.1	The total number of lettable self-contained stock	10
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	0

	Indicator 17	0.00%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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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.	0
19.2	The number of approved applications completed between the start and end of the reporting year	0
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	0
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19		0
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
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20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£0
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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.	0
21.2	The total number of adaptations completed during the reporting year.	0

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.	115
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	0
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	115
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	165

	Indicator 24.	69.70%
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Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	0
30.2	The total number of calendar days properties were empty	0

Indicator 30	
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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	0
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	0
16.1.4	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	0
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	0
16.2.4	other	0

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)

All tenants have been in occupation of their homes for a number of years.



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)	
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26.1	The total amount of rent collected in the reporting year	£46,615
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£46,920

Indicator 26		99.35%
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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	£305
27.2	The total rent due for the reporting year	£46,920

Indicator 27		0.65%
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Average annual management fee per factored property (Indicator 28)		
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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	

Indicator 28		
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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	46,920
18.2	The total amount of rent lost through properties being empty during the reporting year	0

Indicator 18		0.00%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.00%
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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	0
C6.2	The value of direct housing cost payments received during the reporting year	£0



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	£68
C7.2	The total value of former tenant arrears written off at year end	£0

Indicator C7		0.00%
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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)
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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?"	4
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	1
25.2.2	fairly good value for money	3
25.2.3	neither good nor poor value for money	0
25.2.4	fairly poor value for money	0
25.2.5	very poor value for money	0
25.3	Total	4

Indicator 25	100.00%
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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

Annual Return on the Charter (ARC) 2019-2020

Comments (Getting good value from rents and service charges)

Annual rent increase is in line with the annual rent increase of the largest RSL in Inverclyde.



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	

	Indicator 31	
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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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Annual Return on the Charter (ARC) 2019-2020

Comments (Other customers)