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**To: Housing Community & Safety Policy Board**

**On: 25 August 2015**

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**Report by: Director of Development & Housing Services**

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**Heading: Scottish Social Housing Charter Return for 2014 - 2015**

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**1. Summary**

- 1.1 All Local Authorities and RSLs were required to submit their Annual Return on the Charter for 2014/15 at the end of May 2015. This report provides details of the submission by Renfrewshire Council.
  - 1.2 Members will recall from the previous Housing and Community Safety Board meetings that they receive a twice yearly report on progress against the Charter indicators. The second of the six month reports was presented to the Policy Board in November last year. This is the second Annual outturn report for the Scottish Social Housing Charter.
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**2. Recommendations**

- It is recommended that
  - 2.1 The Board notes the out turn report on the Scottish Social Housing Charter which is attached to this report at Appendix 1.
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**3. Background**

- 3.1. This is the second year of the Scottish Social Housing Charter and previous reports to the Housing and Community Safety Board have provided details on the purpose of the Charter, its outcomes and indicators. The Scottish Housing Regulator uses the information submitted by social landlords each

year to monitor the performance of all social landlords against the Charter outcomes and standards.

- 3.2. The report attached as Appendix 1 gives outturn information for Renfrewshire Council for 2014/15.
- Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators, highlighting both improved performance and also areas which require further improvement
  - Section 2A lists performance against the 37 Charter indicators in tabular format for ease of reference.
  - Section 2B gives details of some core contextual data which the Council also submitted as part of the Charter return
  - Section 3 provides more general performance management information for key service areas in a format consistent with previous reporting to the Policy Board.
- 3.3. The Regulator requires social landlords to undertake a Tenant Satisfaction survey at least every 3 years. Our last survey was in 2013 and therefore some of the indicators remain unchanged from last year. A new independent Tenant satisfaction survey is planned for later in 2015 and this will inform future Charter returns.
- 3.4. Following on from our Charter submission of 2013/14, the Scottish Housing Regulator conducted a data accuracy visit for five of the Charter indicators. They wrote to us in May 2015 where they concluded that we demonstrated a high level of commitment to delivering the requirements of the Charter and that the Council uses the Charter to routinely monitor its performance and report this information to Members and tenants. The Regulator further advised that our supporting evidence (reports and spreadsheets) was clearly dated and confirmed that this information had been used to complete the ARC. This provided clear evidence, audit trails and assurance that the reported data could be substantiated.
- 3.5. In July 2015, the Scottish Housing Regulator published its Risk Assessment Summary Outcome for local authorities, where Renfrewshire Council was one of nine local authorities where the Regulator reported having sufficient assurance about performance and that monitoring of the delivery of housing and homelessness services will be conducted through the ARC.
- 3.6. All Council Housing Services and Registered Social Landlords were required to submit their return to the Scottish Housing Regulator by 31 May 2015. This is an annual requirement. The Scottish Housing Regulator will report all landlords' performance on its website in August 2015. In October, in common with other Councils and RSLs, the Council will be required to report its performance against the Charter to all tenants. This will include information on our performance compared to the national position. The first

Tenant Report on the Charter was published as a special edition of the 'People's News' in October last year and sent to every Council tenant. Tenants were consulted on the content and format of the report. This approach will be followed again in the preparation of the 2015 Tenant Report on the Charter.

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### **Implications of the Report**

1. **Financial** - None.
  2. **HR & Organisational Development** - None
  3. **Community Planning** – None
  4. **Legal** – Completion and return of the Charter return is a statutory requirement of all Local Authorities and RSL's.
  5. **Property/Assets** - None.
  6. **Information Technology** - None
  7. **Equality & Human Rights** -  
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** – None
  9. **Procurement** – None
  10. **Risk** - None
  11. **Privacy Impact** - None
  12. **CoSLA Policy Position** – None.
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### **List of Background Papers**

- Reports to the Housing and Community Safety Policy Board on:
  - 26 April 2011, 'Scottish Social Housing Charter'
  - 4 October 2011, 'Draft Scottish Social Housing Charter'
  - 28 February 2012, 'Scottish Social Housing Charter'
  - 28 August 2012, 'Scottish Social Housing Charter'

- 12 March 2013, 'Scottish Social Housing Charter'
- 27 August 2013 'Tenant Satisfaction Survey (2013)'
- 12 November 2013 Six Monthly update on the Scottish Social Housing Charter
- 26 August 2014 Scottish Social Housing Charter Annual return 2103/14
- 11 November 2014 2013 Six Monthly update on the Scottish Social Housing Charter

The foregoing background papers will be retained within development & Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting.

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# **Scottish Social Housing Charter 2014-2015**

## **Annual Outturn Report**



**Renfrewshire  
Council**

**Development and Housing Services**

# **Scottish Social Housing Charter 2014-2015**

## **Outturn report**

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## **SECTION 1: OUTTURN REPORT (2014-2015)**

### **Overall Satisfaction**

The first Charter indicator asks for the percentage of tenants who are satisfied with the overall service provided by their landlord. The Tenant Satisfaction Survey carried out in April and May 2013 reported that 82.0% of respondents were satisfied with the overall service provided by Renfrewshire Council (27.1% were very satisfied and 51.9% were fairly satisfied). This is a significant improvement on the last Tenant Satisfaction Survey in 2009 when 72.0% were satisfied with the overall service provided by the Council.

A tenant satisfaction survey is carried out every two years in line with guidance from the Scottish Housing Regulator, which requires this to be undertaken at least every three years. The 2014/15 Charter return draws on data from the 2013 survey. A new survey of tenants will be carried out in late 2015.

## **1. The Customer Landlord Relationship**

### **Equalities**

Charter Indicator 2 asks for information on the ethnic origin of service users and staff and for information on disability. A range of equalities information is reported to the Housing and Community Safety Policy Board each year, with a full equalities monitoring report presented to the Board in August 2014.

### **Communication**

Charter Indicator 3 asks for the percentage of tenants who feel that their landlord is good at keeping them informed about services and decisions. The 2013 Tenant Satisfaction Survey reported that 79.2% of tenants thought Renfrewshire Council is good or very good at keeping them informed about services and decisions (23.7% said the Council is very good and 55.5% said fairly good). This is a slight improvement from the 2009 survey (when 78% of tenants said the Council was good or very good).

Charter Indicators 4 & 5 refer to complaints handling performance. Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld. Also, the percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales. Our return for these indicators are: 98.2% (Stage 1) and 90.2% (Stage 2). These indicators have been combined as our timescales are the same as those set by the SPSO.

### **Participation**

Charter Indicator 6 asks for the percentage of tenants who are satisfied with the opportunities given to them to participate in their landlord's decision making processes. The 2013 Tenant Satisfaction Survey reported that 69.0% of tenants were satisfied (10.4% very satisfied and 58.6% fairly satisfied).

## **2. Housing quality and maintenance**

### **Housing Quality**

Charter Indicator 7 records progress on percentage of stock meeting the Scottish Housing Quality Standard (SHQS). Our out turn figure for meeting SHQS at 31<sup>st</sup> March 2015 is 84.6%. After applying allowable exclusions and abeyances, the Council is 100% compliant with the target to meet SHQS by 2015

Charter Indicator 8 refers to the percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS. This figure we have achieved for this year is 97.4%

Charter Indicator 9 relates to satisfaction with the standard of their home for tenants who moved in. The 2015 figure reports 80% satisfaction among new tenants. This is taken from a survey of all new tenants in 2014/15, (with 36% survey returns for 1,235 new lets during the year) and is an improvement from 2013/14.

Charter Indicator 10 relates to overall satisfaction with the quality of homes for all existing tenants. The 2013 Tenant Satisfaction Survey reported that 81.6% of tenants were satisfied (29.9% were very satisfied and 51.7% were fairly satisfied). This is a significant improvement from the 2009 Tenant Satisfaction Survey when 67.0% of tenants said they were satisfied with the quality of their home.

### **Repairs, maintenance and improvements**

Charter Indicator 11 relates to the time taken to complete emergency repairs. Average time for this indicator has reduced to 5.8 hours in 2014/15 compared to 11.5 hours in 2013/14. This improvement is a result of working closely with our contractor to identify areas where administrative processes could be more robust. This included revising the categorisation of certain repairs and improving the administration of the job ticket management process, ensuring the time that a job was attended is robustly recorded.

Charter Indicator 12 relates to the time taken to complete non-emergency repairs. For the year 2014/15 our average time to complete was 8.5 days, this is the same as last year.

Charter Indicator 13 asks for the percentage of reactive repairs which are completed 'right first time' (ie there was no need for a further visit either because the repair had been inaccurately diagnosed or where the operative did not fix the problem). This year figure of 87.5% is comparable with last year 87.8%.

Charter Indicator 14 relates to the percentage of repairs appointments which were kept. The figure for 2014/15 is 98.9% which was better than 2013/14 (95%).

Charter Indicator 15 relates to gas safety checks. For 2013/14 we achieved 99.99% of all properties which required a gas safety check completed by the anniversary date. 2014/15 was also 99.99% due to a tenant not allowing access on the agreed appointment dates resulting in a forced entry beyond the anniversary date.

Charter 16 asks for the percentage of tenants satisfied with the repairs and maintenance service. The satisfaction rate for 2014/15 is 94.7% based on data from a telephone survey of tenants immediately after repairs have been completed and is an improvement from 2013/14.



### **3. Neighbourhood and community**

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

Charter Indicator 17 asks for the percentage of tenants who are satisfied with the management of the neighbourhood they live in. The 2013 Tenant Satisfaction Survey reported that 81.2% of tenants were satisfied (23.8% were very satisfied and 57.4% were fairly satisfied).

Charter Indicator 18 relates to properties offered and refused by housing applicants. In 2014/15, 59.6% of tenancy offers were refused, which was an improvement on the previous year (61.3%). Although the figure is broadly in line with many large local authorities, we need to further reduce offers being refused.

Charter Indicator 19 asks for the percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets. Our outturn figure for this indicator is 91.6% compared with 93.7% last year.

### **4. Access to housing and support**

#### **Tenancy sustainment**

Charter Indicator 20 relates to tenancy sustainment and shows the percentage of tenants who commenced a tenancy in the previous reporting year and remained in their tenancy a year later. The overall sustainment figure for 2014/15 (87%) has improved from 85% in 2013/14 and 82.6% in 2012/13.

Charter Indicator 21 asks for the percentage of lettable houses that became vacant in the last year. Over 2014/15 10.2% of our lettable stock became vacant, compared with 11.0% in 2013/14.

#### **Housing options and access to housing**

Charter Indicator 22 asks for the percentage of approved applications for adaptations to Council dwellings which were completed during the year. The figure for 2014/15 was 87.8%, compared with 98.6% in 2013/14.

Charter Indicator 23 relates to the average time taken to complete adaptations to Council houses. For 2014/15 our average time was 64 days compared to 61 days for the previous year. Timescales for completion can vary depending on the nature and complexity of individual packages of adaptations.

Charter Indicator 24 asks for the percentage of the court actions initiated which resulted in eviction and the reasons for eviction. In 2014, 26.1% of court actions led to eviction, this reduced to 20.3% in 2014/15.

#### **Homelessness**

Charter 25 relates to homelessness and to the average length of stay in temporary accommodation. Our overall average length of stay in all types of accommodation was 57 days which was longer than in 2013/14 (47 days)

Charter Indicator 26 asks for the percentage of households requiring temporary or emergency accommodation to whom an offer was made. Our return for 2014/15 was 99.1%, compared to 100% in 2014/15

Charter Indicator 27 asks for the percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. The percentage of offers refused for all types of accommodation was 1.9%, compared to 2.9% last year.

Charter Indicator 28 asks for the percentage of homeless households who were satisfied with the quality of temporary accommodation. In 2013/14, 87.9% of households were reported to be satisfied with the quality of temporary accommodation in Renfrewshire, this increased to 92.3% in 2014/15.

## **5. Getting good value from rents and service charges**

### **Value for money**

Charter 29 asks for the percentage of tenants who feel that the rent they pay for their property represents good value for money. The 2013 Tenant Satisfaction Survey reported that 75.0% of Council tenants think that, taking into account the accommodation and services provided, their rent represents value for money (19.5% said it represents very good value and 55.5% said fairly good value).

### **Rents and service charges**

Charter Indicator 30 relates to the total amount of rent collected in the year as a percentage of the total amount of rent due to be collected in the year. The figure for 2013/14 was 99.6%, increasing to 100.2% in 2014/15. (This includes all rental income collected in the year, which may include some due from previous years)

Charter Indicator 31 relates to gross rent arrears as a percentage of rent due. Although our return shows an increase from 5.58% in 2013/14 to 6.3% in 2014/15, this is result of a change in the way this indicator is calculated. The Regulator has confirmed that arrears written off during the year must now be included in the total arrears figure at the year end which caused this increase from last year. If this change was applied to last year then the comparable position would be a decrease from 7.2% to 6.3% reflecting the focus on rent collection throughout the year and improving performance.

Charter Indicator 32 reports the average annual management fee per factored property and was only collected for RSL's in 2013/14. However, the Regulator would like all landlords to report this for 2014/15 and our average fee for owners receiving a factoring service (not including heating and laundrette) is £90.00.

Charter Indicator 33 asks for the Percentage of factored owners satisfied with the factoring service they receive. In 2013/2014, 23.8% factored owners were satisfied with the service they received. This survey was taken from a small pool of owners who were participating in the pilot factoring scheme. 2014/15 survey was extended to all owners who receive a service (heating and laundrette included) and 45.4% stated that they were satisfied with the service. However, while this is better than last year, there is room for improvement.

Charter Indicator 34 relates to the percentage of rent lost due to properties being empty. Our figure for 2013/14 for void lost rent was 2.57%. 2014/15 saw an improvement with the void rent loss reducing to 2.03%.

Charter Indicator 35 reports on the time taken to re-let properties. Our figure for 2014/15 was 44 days which was an improvement on 2013/14 average of 56 days and a further improvement in the figure for 2012/13 (63 days).

## SECTION 2A: SCOTTISH SOCIAL HOUSING CHARTER: INDICATORS FOR RENFREWSHIRE

The Charter has **six sections** covering the customer / landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges; and other customers.

It contains a total of **16 outcomes and standards** that social landlords should aim to achieve.

The Scottish Housing Regulator has identified **37 indicators** which will be used to form part of the scrutiny of landlords' achievement of the 16 outcomes and standards in the Charter. These are listed below, grouped under the six sections.

### 1. The Customer / landlord relationship: Equalities; communication; participation

No.	Indicator	2013/14 Data	2014/15 Data
1	Percentage of tenants satisfied with the overall service provided by their landlord.	82.0%	82.0%
2	Ethnic origins and disability details of service users, staff and for RSLs only, governing body members.	Separate report. Data in return	Separate report. Data in return
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	79.2%	79.2%
4 & 5	Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.	94.9% (Stage 1) 94.9% (Stage 2)	97.2% (stage 1) 90.2% (Stage 2)
	Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.		
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	69.0%	69.0%

*No. 1, 3 & 6 from tenant satisfaction survey every two years,*

## 2. Housing quality and maintenance; quality of housing; repairs, maintenance and improvements

No.	Indicator	2013/14	2014/15
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council is 100% compliant with the target to meet SHQS by 2015</i>	62.1%	84.6%
8	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	85.1%	97.4%
9	Percentage of tenants satisfied with the standard of their home when moving in.	61.4%	80%
10	Percentage of existing tenants satisfied with the quality of their home.	81.6%	81.6%
11	Average length of time taken to complete emergency repairs. (hours)	11.5	5.8 (hours)
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.5 (days)
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.8%	87.5%
14	Percentage of repairs appointments kept.	95.0%	98.9%
15	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	99.99%	99.99%
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	78.0%	94.7%

No 9 from New tenant survey (2014/15)

No 10 from tenant satisfaction survey every two years

No 16 2014/15 data taken from telephone survey of tenants immediately after repairs completed

## 3. Neighbourhood and community; Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

No.	Indicator	2013/14	2014/15
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	81.2%	81.2%
18	Percentage of tenancy offers refused during the year.	61.3%	59.6%
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	93.7%	91.6%

No 17 from tenant satisfaction survey every two years

#### 4. Access to housing and support; Housing options; Access to social housing; Tenancy sustainment; Homeless people

No.	Indicator	2013/14	2014/15
20	Percentage of new tenancies sustained for more than a year, by source of let.		
	• Existing tenants	90.8%	94.2%
	• Homeless applicants	75.4%	81.4%
	• Housing List applicants	87.9%	86.9%
	• Other	0	0
	• Overall	85.0%	87%
21	Percentage of lettable houses that became vacant in the last year.	11%	10.2%
22	Percentage of approved applications for medical adaptations completed during the reporting year.	98.6%	87.8%
23	Average time to complete applications (medical adaptations) days	61	64 (days)
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	26.1%	20.3%
	- Non payment of rent		19.4%
	- Anti social behaviour		0.5%
	- Other		0.5%
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)		
	• Local authority dwelling	43.3 days	44.9 days
	• RSL Dwelling	81 days	89.4 days
	• Bed and Breakfast	10 days	0 days
	• Other	139.1 days	98.5 days
	• All types of accommodation	47.2 days	56.9 days
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	100%	99.1%
	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)		
	• Local authority dwelling	1.9%	2.4%
	• RSL Dwelling	0%	1.6%
	• Bed and Breakfast	11.5%	N/A
	• Other	0%	0%
	• All types of accommodation	2.9%	1.96%
28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only).	87.9%	92.3%

\*Indicator 20, this figure relates to a combined total, the Charter return also includes figures by source of let.  
 No 24 2013/14 figure of 26.1% is an amended figure agreed with Scottish Housing Regulator

## 5. Getting good value from rents and service charges; Value for money; Rents and service charges

No.	Indicator	2013/14	2014/15
29	Percentage of tenants who feel that the rent for their property represents good value for money.	75.0%	75%
30	Rent collected as percentage of total rent due in the reporting year.	99.6%	100.2%
31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.6%	6.3%
32	Average annual management fee per factored property. (RSLs only)	N/A	£90.00
33	Percentage of factored owners satisfied with the factoring service they receive.	23.8%	45.4%
34	Percentage of rent due lost through properties being empty during the last year.	2.6%	2.0%
35	Average length of time taken to re-let properties in the last year. (days)	56 days	44 days

No 29 from tenant satisfaction survey every two years

No 31 2013/14 figure of 5.6% is an amended figure agreed with Scottish Housing Regulator

No 34 2013/14 figure of 2.6% is an amended figure agreed with Scottish Housing Regulator

## 6. Other Customers; Gypsies/ Travellers

No.	Indicator	2013/14	2014/15
36	Gypsies/travellers – Average weekly rent per pitch.	Not applicable, no sites in Renfrewshire	
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.		

## SECTION 2B: CORE CONTEXTUAL INDICATORS

The Charter also has 32 contextual indicators that relate to the stock and profile of our service users. Not all of these are reported by local authorities (7 are relevant to RSL only), similarly some are reported in such a way that it is not conducive to present in tabular format for this report.

The core contextual indicators are included in the table below:

Number	Indicator	2013/14	2014/15
7	Number of lets during the reporting year		
	General Needs	1,385	1190
	Supported Housing *	48	45
8	Number of lets during the reporting year, by source of let		
	Existing tenants	278	243
	Housing List applicants	821	698
	Other sources	0	0
	Homeless applicants	334	294
9	Types of tenancies granted for the reporting year		
	Occupancy agreements	0	0
	Short SST	28	12
	SST	1,405	1223
10	Housing Lists		
	New applicants	2,661	3315
	Applicants on list at end of year	6,332	6,239
	Suspensions	157	169
	Cancelled	4,020	3607
11	Abandoned properties	196	206
12	Number of notices of proceedings issued	1,178	1474
	The number of orders for recovery of possession granted during the reporting year	94	105
13	Average number of reactive repairs completed per occupied property	5.7	4.4
14	The Landlords wholly owned stock	12,666	12497
17	Stock by house type		
	House	2,660	2640
	High Rise	1,100	1010
	Tenement	4949	4910
	4 in block	2,865	2849
	Other flat/maisonette	1092	1088
20	Number of self contained properties void at the year end	487	480
	Void for more than 6 months	79	79
21	Rent increase	3.5%	3.5%
22	Number of households for which landlords are paid housing costs	8,304	8442
	Value of direct housing cost payments received during the year	£27,868,900	£28,905,400
23	Percentage of former tenant rent arrears written of at the year end	21.6%	44.3% **

\* Sheltered housing only

\*\* The increase in write offs relates to the ongoing review of FTA debt on both the housing and corporate systems to ensure that uncollectible debt does not accumulate over the years.

No 23 2013/14 figure of 21.6% is an amended figure agreed with Scottish Housing Regulator

## SECTION 3: MANAGEMENT INFORMATION

### Allocations and Managing Tenancy Change

In 2014/15, 1235 properties were let by the Council. Most of these lets (1153) were made through the group system. Within the group system, over 54% of lets went to applicants in Group 3 (Housing Need) and over 25% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants over 2014/2015

<b>Table 1 - Housing Waiting List (at 31<sup>st</sup> March 2015)</b>	
Number of applicants on housing list - at 31 <sup>st</sup> March 2014	6,239
Of which number who have their application on hold	1,384

Data source: Northgate Housing System

Table 2 illustrates where the applicants are placed in the group system.

<b>Table 2 - Housing Waiting List Breakdown (at 31<sup>st</sup> March 2015)</b>		
<b>Group</b>	<b>Number Applicants</b>	<b>%</b>
Group 1 Homeless	147	2.4%
Group 2 Mobility	412	6.6%
Group 3 Housing Need	2,510	40.2%
Group 4 Exchanges	1,226	19.6%
Group 5 General	1,944	31.2%
Total	6,239	100%

Data source: Northgate Housing System

Table 3 shows lets made through and outwith the group system.

<b>Table 3 - Total lets (2014/15)</b>		
	<b>Number</b>	<b>%</b>
Lets through group system	1,153	93.4%
Lets outwith group system	82	6.6%
Total Lets	1,235	100%

Data source: Northgate Housing System

Table 4 shows lets to each group and also the target for lets to each group in 2014/15.

<b>Table 4 - Lets through group system (2014/15)</b>			<b>2014/15 Targets</b>
<b>Group</b>	<b>Lets</b>	<b>%</b>	<b>%</b>
Group 1 Homeless	294	25.5%	45%
Group 2 Mobility	105	9.1%	5%
Group 3 Housing Need	623	54.0%	40%
Group 4 Exchanges	96	8.3%	9%
Group 5 General	35	3.0%	1%
Total	1,153	100%	100%

Data source: Northgate Housing System

Table 5 gives details for lets outwith the group system.

<b>Table 5 - Lets Outwith Group System (2014/15)</b>		
<b>Category</b>	<b>Lets</b>	<b>% Total Lets</b>
Sheltered	42	51.2%
Special Lets	27	32.9%
Regeneration	13	15.8%
Total	82	100%



Table 6 shows lets by house type.

<b>Table 6 - Lets by House Type (2014/15)</b>		
<b>House Type</b>	<b>Number</b>	<b>% of all lets</b>
Tenement Flat	656	53.1%
Own Door Flat	254	20.6%
Multi-storey Flat	77	6.2%
House	70	5.7%
Other Flat	72	5.8%
Maisonette	38	3.1%
Bungalow	21	1.7%
Amenity Flat	1	0.1%
Prefab	1	0.1%
Sheltered Bungalow	9	0.7%
Sheltered Flat	36	2.9%
<b>Total</b>	<b>1,235</b>	<b>100%</b>

Table 7 shows section 5 and nomination lets..

Table 7 Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		General stock		
Q1	22	0	11.2%	29	18.0%	25.9%
Q2	8	2	4.9%	24	14.2%	16.6%
Q3	12	0	5.8%	32	18.1%	21.3%
Q4	10	3	6.0%	29	17.7%	19.5%
Annual	52	5	6.9%	114	17.0%	20.8%

**\*Section 5 = general stock only (excludes specialist)**

## Repairs

In the 2014/15 66,291 repairs were carried out and 93% of these were completed within the target timescale. This is a slight reduction on 2013/14 when 94% of repairs were completed within target.

Table 8 provides data in respect of repairs completed by category of repair:

- an emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage
- 'right to repair' qualifying repairs are urgent repairs which must be carried out within a specified timescale in terms of the Housing (Scotland) Act 2001
- routine repairs are every day repairs which are required as a result of normal wear and tear of the property
- programmed repairs are generally non-urgent general maintenance repairs which are carried out on a programmed basis rather than carrying out individual responsive repairs (usually larger scale repairs within common ownership)

<b>Table 8 – Repairs</b>			
<b>Category of Repair</b>	<b>Total Completed</b>	<b>Total completed in target time</b>	<b>% completed in target time</b>
Emergency Completed	11,321	10,911	96%
Right to Repair Completed	11,821	11,287	95%
Urgent Completed	1,782	1,671	94%
Routine Completed	40,127	36,449	91%
Programmed Completed	1,240	1,196	96%
<b>Total Repairs Completed</b>	<b>66,291</b>	<b>61,514</b>	<b>93%</b>

Table 8 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2014/15 and outcomes for calls received. Over 75,000 calls were made to report repairs and 93% of these were answered. This is an improvement on performance in 2013/14 (when 89% of calls were answered). The average waiting time for all calls was 56 seconds. Again, this was an improvement from 2013/14 (when the average waiting time was 1 minute and 29 seconds). Overall, 66% of calls were answered within the service level target (40 seconds).

A new mobile phone 'app' has been devised for customers to report repairs. So far 758 repairs have been logged in this manner

<b>Table 9 - Customer contact centre</b>		
<b>Indicator</b>	<b>Number</b>	<b>Percentage</b>
Total calls attempted	75,026	
Calls answered	69,648	93%
Calls abandoned	5,378	7%
Calls answered within 40 second target time	46,084	66%
% of all attempted calls answered within 40 sec target (service level)		61%
Average waiting time	00:00:56	
Maximum waiting time (average)	00:20:09	
'Ren Repairs' app (email correspondence)	2,746	
'Ren Repairs' registered repairs	758	

## Homelessness and Housing Advice

The number of homeless applications reduced during 2014/15. This is a continuing trend and is in line with the national picture. It is largely due to the housing options approach which is being used by social landlords, and the impact of the range of homeless prevention measures that are now in place, such as family mediation.

<b>Table 10 Homeless Applications</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Number of homeless applications requiring assessment	1080	981	839
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2138	1978	2154

Table 11 provides information on the number of applications that were assessed as being statutorily homeless, or threatened with homelessness. Performance in terms of time taken to complete assessments continues to compare well with other Scottish local authorities.

<b>Table 11 Decision Making</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Number of applications assessed as 'homeless or threatened with homelessness' (ie the Council had a duty to rehouse)	841	736	684
Proportion of assessments completed within 28 days	89%	88%	84%

From April 2014 – March 2015, 328 service users completed a 'satisfaction card' following their interview with a Housing Options Adviser or member of the Homeless Prevention team, and where clients gave an opinion after engaging with the service, :

- 97.6 % were pleased with the quality of advice and information they were given.
- 97.6% were pleased with the overall quality of the service they received.

181 completed 'accommodation exit surveys' when they vacated temporary accommodation that had been provided when they were homeless.

- 92% stated they were either very satisfied (84%), or satisfies 98%) with the overall quality of the temporary accommodation they were provided with

## Rent Arrears

The reported rent arrears position has improved by £107k from 2013/14 which had in turn increased from 2012/13 due to the impact of under occupation. This improvement reflects the focus on rent collection throughout the year, including the maximisation of DHPs for those under occupying.

It should be noted that the arrears indicators below have been restated for 2012/13 and 2013/14 to reflect the Scottish Housing Regulators guidance that arrears relating to short stay, homelessness properties should be excluded for the results reported. This allows the results to be compared between years on a like for like basis.

Table 13 shows that the annual rental income that due to be collected is just over £45m. At the end of March 2015, £1,248,600 was owed in arrears.

<b>Table 13 - Current Tenant Rent Arrears</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Annual Rental Income	£42,029,700	£43,973,300	£45,092,800
Number of Tenants	11,924	11,914	11,835
Total Arrears Owed All	£1,158,600	£1,355,600	£1,248,600

Table 15 shows the recovery action taken and notes that there have been 4 evictions enforced in the last year for rent arrears.

<b>Table 15 – Recovery Action</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
*NPRP issued	1,457	1,176	1,469
All Cases calling at Court	1,064	850	773
Decrees Granted	122	96	103
Evictions enforced S/Officer	5	8	4
Average time first calling	10 weeks	10 weeks	10 weeks
Average time recalled at court	4 weeks	5 weeks	5 weeks

Table 16 provides a profile of arrears by value and table 17 shows the status of arrears debt.

<b>Table 16 – Profile of Arrears by Value</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Under £250	£132,400	£124,000	£113,700
Between £250 & £500	£202,100	£212,300	£81,400
Between £500 & £1,000	£386,500	£382,300	£345,500
Over £1,000	£437,600	£637,000	£608,000
TOTALS	£1,158,600	£1,355,600	£1,248,600

<b>Table 17 – Status of Rent Debt</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Arrears Pre Court	£637,800	£868,300	£769,900
Arrears Post Court	£410,900	£384,500	£376,000
Arrears Rent Direct	£109,900	£102,800	£102,700
<b>TOTALS</b>	<b>£1,158,600</b>	<b>£1,355,600</b>	<b>£1,248,600</b>

Table 18 shows the amount owed by tenants by age profile. Just over 69% of the arrears are from tenants aged between 25 and 49 years, with tenants over the age of 60 having the least amount of arrears.

<b>Table 18 – Profile of Arrears by Age</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Under 25 years	£167,700	£175,800	£159,100
Between 25 & 49 years	£786,900	£939,100	£859,700
Between 50 & 60 years	£166,500	£198,700	£188,600
Over 60	£37,500	£42,000	£41,200
<b>TOTALS</b>	<b>£1,158,600</b>	<b>£1,355,600</b>	<b>£1,248,600</b>

Table 19 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 71% of our tenants in receipt of some form of benefit.

<b>Table 19 – Housing Benefit</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Number of tenants	11,924	11,914	11,835
Tenants with benefit	8,236	8,304	8,442
Tenants without benefit	3,688	3,610	3,393
% in receipt of Housing Benefit	69%	70%	71%