

**To: Communities, Housing and Planning Policy Board**

**On: 21 August 2018**

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**Report by: Director of Communities, Housing and Planning Services**

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**Heading: Scottish Social Housing Charter - Annual Return 2017/18**

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**1. Summary**

- 1.1 Local Authorities and Registered Social Landlords are required to submit an Annual Return relating to their performance to the Scottish Housing Regulator by the end of May each year.
  - 1.2 This report details the submission by Renfrewshire Council for 2017/18.
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**2. Recommendations**

- 2.1 It is recommended that the Policy Board:
    - (i) notes the Charter performance information for 2017/18 which is contained in sections 1 and 2 of the attached report; and
    - (ii) notes the additional service and performance management information which is contained in section 3 of the attached report.
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**3. Background**

- 3.1. The attached report provides outturn performance information for Renfrewshire Council for 2017/18.

- Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators along with comparative information for the last three years.
  - Section 2 gives details of some core contextual data which was also submitted as part of the Charter return.
  - Section 3 provides additional service and performance management information for 2017/18.
- 3.2 The 2017/18 Charter Return demonstrates strong ongoing improvement by the Council as the Local Housing Authority, with 21 performance indicators improving on last year, 5 remaining the same, and only 9 reporting a slight decrease in performance.
- 3.3 All Local Authorities and Registered Social Landlords were required to submit their return to the Scottish Housing Regulator by 31 May 2018. The Scottish Housing Regulator publishes all social landlords' performance on its website in August each year.
- 3.4 In common with other Social Landlords, the Council is required to report its performance against the Charter to all tenants by the end of October. This information will be made available on the Council's website and in the tenants' newsletter, the People's News.
- 3.5 A further report will be presented to a later meeting of this Policy Board which benchmarks Renfrewshire Council's performance in 2017/18 against other Social Landlords.

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## Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** - None
3. **Community Planning**

***Children and Young People*** – None

***Community Care, Health & Well-being*** – None

***Empowering our Communities*** - Improving and maintaining neighbourhoods and homes

***Greener*** – Protecting, caring and enhancing the built environment

***Safer and Stronger*** – Increasing resident satisfaction with neighbourhoods and communities

4. **Legal** –None.
5. **Property/Assets** – None

6. **Information Technology** – None
  7. **Equality & Human Rights** – None
  8. **Health & Safety** – None
  9. **Procurement** – None
  10. **Risks** – None
  11. **Privacy Impact** – None
  12. **Cosla Policy Position** – N/A
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### **List of Background Papers**

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**Contact:** The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 7835, email: [lesley.muirhead@renfrewshire.gov.uk](mailto:lesley.muirhead@renfrewshire.gov.uk)

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**Attachment:** Scottish Social Housing Charter Outturn Report 2017/18

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*FC/LM  
25 July 2018*

**Scottish Social Housing Charter**

**Outturn Report**

**2017 -2018**

# **Scottish Social Housing Charter 2017-2018**

## **Outturn report**

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**Section 2 Contextual Indicators**

**Section 3 Management Information**

## SECTION 1: OUTTURN REPORT (2017-2018)

### Overall Satisfaction

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)82.0%	(a)82.0%	(b)82.2%	(b)82.2%	(c)88.0%	The most recent data relates to the 2018 Tenant Satisfaction Survey which reported a 6 percentage-point improvement since the last survey (82.2% to 88.0%).

Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

### 1. The Customer Landlord Relationship

#### Equalities

No.	Indicator	13/14	14/15	15/16	16/17	17/18
2	Ethnic origins and disability details of service users.	<p>Information on ethnic origin and disability is included in the Charter return for existing Council tenants, applicants on the housing list and new tenants.</p> <p>More than nine out of ten tenants, housing applicants and new tenants who provided information on their ethnic origin described themselves as 'White Scottish'.</p> <p>A significant number of tenants and housing applicants who have provided details indicate that they consider themselves to have a disability (around one quarter of existing tenants, new tenants and housing applicants).</p>				

#### Communication

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)79.2%	(a)79.2%	(b)79.5%	(b)79.5%	(c)82.2	The most recent data relates to the 2018 Tenant Satisfaction Survey which reported an increase of almost 3 percentage-points in satisfaction.

Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

No	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
4	Percentage of all 1st stage complaints responded to in full	99.79%	98.17%	100.00%	91.43%	100%	There were 622 1 <sup>st</sup> stage complaints lodged in 2017/18. They were all responded to, and 547 were responded to within SPSO timescales (5 days).
	Percentage of all 2nd stage complaints responded to in	100.00%	90.24%	100.00%	78.57%	100%	There were 12 2 <sup>nd</sup> stage complaints, all of which were

No	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
	full						responded to within SPSO timescale (20 days).
5	Percentage all 1st stage complaints responded to in full within SPSO timescales	94.86%	100.00%	93.29%	100.00%	<b>87.3%</b>	The most common area for complaint was repairs. Analysis of complaints data will be undertaken to identify any opportunities for service improvement.
	Percentage all 2nd stage complaints responded to in full within SPSO timescales	94.92%	100.00%	46.15%	100.00%	<b>100%</b>	

## Participation

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	(a)69.0%	(a)69.0%	(b)84.2%	(b)84.2%	(c) <b>87.8%</b>	The most recent data relates to the 2018 Tenant Satisfaction Survey. Satisfaction with opportunities for participation has increased by over 3 percentage-points.

Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

## Housing quality and maintenance

### Housing Quality

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</i>	62.1%	84.6%	85.9%	91.4%	<b>93.5%</b>	Last year the service brought a further 264 properties up to SHQS. At the end of 2017/18, 11,348 of the Council's stock of 12,163 properties met the SHQS. The Council has 788 properties in abeyance where the current tenant has refused internal works, or the Council has been unable to secure owner participation to allow external works to be carried out to comply with SHQS.
8	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or	85.1%	97.4%	98.5%	98.0%	<b>100%</b>	All of the Council's properties met the appropriate NHER or SAP rating at the end of March 2018.

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
	SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.						
9	Percentage of tenants satisfied with the standard of their home when moving in.	(a)61.4%	(b)80%	(b)92.3%	(b)89.5%	(b) <b>88.6%</b>	There was a slight reduction last year in the proportion of new tenants satisfied with the standard of their home – down from 89.5% to 88.6%. (Of the 202 people who took part in the survey of tenants who moved into a new home in the last year, 114 were ‘very satisfied’ and 65 ‘satisfied’.) The survey returns do not indicate any particular reasons for the slightly lower level of satisfaction. Tenant feedback will continue to be monitored and officers will seek to maximize tenant participation in the survey.
10	Percentage of existing tenants satisfied with the quality of their home.	(a)81.6%	(a)81.6%	(b)82.2%	(b)82.2%	(c) <b>83.9%</b>	The 2018 Tenant Satisfaction Survey reported a slight increase in tenants’ satisfaction with the quality of their home.

9) Source: (a) 2013 Tenant Satisfaction Survey (b) Point of service survey

10) Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

## Repairs, maintenance and improvements

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
11	Average length of time taken to complete emergency repairs. (hours)	11.5	5.8	5.5	6.9	<b>5.1</b>	The Council arranged for over 50,000 housing repairs in 17/18. Of these, around 18,500 emergency repairs were completed in an average time of 5.1 hours. This is a marked improvement in performance from last year.
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.5	8.4	7.4	<b>7.1</b>	Over 32,000 non emergency repairs were completed in an average of 7.1 days. This is an improvement from 7.4 days the previous year.
13	Percentage of reactive repairs carried out in the last year completed	87.8%	87.5%	90.8%	94.8%	<b>90.2%</b>	More than 31,500 reactive repairs were completed ‘right first time’ last year. Although down from the previous year,



No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
	right first time.						it remains the case that 9 out of 10 repairs are completed on the first visit.
14	Percentage of repairs appointments kept.	95.0%	98.9%	99.1%	99.0%	<b>98.9%</b>	The Council operates a repairs appointment system. Over 33,800 reactive repairs appointments were made last year and the appointment was kept in 99% of cases.
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%	99.5%	99.97%	<b>99.97%</b>	10,782 Council houses required gas safety records last year. Performance is very closely monitored on an ongoing basis with the aim of achieving 100% completion by the anniversary date. For 10,779 properties (99.97%), the gas safety record was renewed by the anniversary date. For three properties, this was not achieved. (In these three cases, there was a delay of 2, 4 and 26 working days between the anniversary date and date of completion. The full details of each case have been reviewed.)
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	(a)78.0%	(b)94.7%	(b)96.6%	(b)91.4%	(b) <b>98.3%</b>	Just under 4,000 interviews were carried out on repairs satisfaction. Around 3,600 tenants were 'satisfied' or 'very satisfied' with the repairs service. Only 18 respondents said they were dissatisfied. It is intended that a higher number of survey returns will be completed for 2018/19 in order to maximize customer feedback.

(16) Source: (a) 2013 Tenant Satisfaction Survey, (b) Point of service survey

### 3. Neighbourhood and community

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

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	(a)81.2	(a)81.2%	(b)82.5%	(b)82.5%	(c) <b>83.2%</b>	The most recent data relates to the 2018 Tenant Satisfaction and a slight increase in satisfaction was reported.

18	Percentage of tenancy offers refused during the year.	61.3%	59.6%	46.1%	39.6%	<b>37.7%</b>	Just over 600 offers of tenancy were refused last year from a total of 1,631. Performance in this area continues to improve.
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	93.7%	91.6%	92.9%	96.4%	<b>95.0%</b>	478 of 503 anti social behaviour cases were resolved within locally agreed targets last year.

(17) Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

#### 4. Access to housing and support

##### Tenancy sustainment and tenancy turnover

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
20	Percentage of new tenancies sustained for more than a year, by source of let.						Last year saw an overall improvement in tenancy sustainment levels – with 88.5% of all new tenancies sustained for more than a year. As with the previous year, this improvement is most notable amongst homeless applicants, with 236 of 279 new tenants sustaining their tenancy for more than a year. Officers from the George Street service and the Housing Support team continue to work with and provide support to this client group. Across the range of Housing Services, assistance is provided to new tenants to ensure that income is maximised and other measures are in place to help them sustain tenancies.
	Existing tenants	90.8%	94.2%	91.0%	88.4%	<b>91.2%</b>	
	Homeless applicants	75.4%	81.4%	72.1%	78.1%	<b>84.6%</b>	
	Housing List applicants	87.9%	86.9%	87.4%	91.9%	<b>89.3%</b>	
	Other	0	0	0	0	<b>66.7%</b>	
	<b>Overall</b>	85.0%	87%	84.5%	87.5%	<b>88.5%</b>	
21	Percentage of lettable houses that became vacant in the last year.	11%	10.2%	10.2%	9.7%	<b>9.2%</b>	During the year 2017/18, 1,068 properties became vacant. This is 79 fewer than last year.

##### Housing options and access to housing

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
22	Percentage of approved applications for medical adaptations completed during the reporting year.	98.6%	87.8%	96.0%	97.0%	<b>100%</b>	354 medical adaptations were completed during 17/18. The average time to complete improved by almost 11 days to 33.6 days.
23	Average time to complete applications (medical adaptations) days	61	64	44	44	<b>33.6</b>	
24	Percentage of the court	26.1%	20.3%	23.1%	26.4%	<b>25.0%</b>	There were 272 court actions

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
	actions initiated which resulted in eviction and the reasons for eviction.						initiated last year. This led to the recovery of 67 properties for non payment of rent and 1 property for anti social behaviour.
	Non payment of rent		19.4%	22.2%	25.7%	<b>24.6</b>	
	Anti social behaviour		0.5%	0.8%	0.8%	<b>0.4</b>	
	Other		0.5%	0%	0	<b>0</b>	

## Homelessness

No	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
25	<b>Average length of time in temporary or emergency accommodation by type, days (LAs only)</b>						Over the last year, 784 households occupied temporary accommodation in Renfrewshire: 537 in Council short-stay housing; 68 in housing association properties; 133 in 'other' types of accommodation including supported housing; and 43 in bed and breakfast accommodation. (B&B had to be used at certain points in the year as the supply of temporary accommodation was fully occupied.) The average length of stay in temporary accommodation has increased to almost 94 days. This increase was expected because of measures being taken to tackle the issue of repeat homelessness in Renfrewshire.
	Local authority dwelling	43.3	44.9	78.9	82	<b>84.8</b>	
	RSL Dwelling	81	89.4	39.3	101.6	<b>112.5</b>	
	Bed and Breakfast	10	0	0	2.4	<b>1.8</b>	
	Other	139.1	98.5	101.9	112	<b>148.4</b>	
	All types of accommodation	47.2	56.9	79.3	87	<b>93.6</b>	
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	100%	99.1%	99.5%	100%	<b>100%</b>	The Council made an offer of temporary accommodation to 802 households during 2017/18. This represents 100% of all households where the Council was required to make an offer of temporary or emergency accommodation.
	<b>Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)</b>						The refusal rate for temporary accommodation continues to improve and reflects the quality of temporary accommodation and the support arrangements in place.
	L A Dwelling	1.9%	2.4%	2.4%	2.5%	<b>1.1%</b>	
	RSL Dwelling	0%	1.6%	0	0	<b>0</b>	
	Bed and Breakfast	11.5%	N/A	N/A	0	<b>0</b>	
	Other	0%	0%	0	0	<b>0</b>	
	All types of accommodation	2.9%	1.96%	2.1%	1.9%	<b>0.8%</b>	
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%	74.5%	83.2%	<b>89.0%</b>	The level of satisfaction with temporary accommodation increased to 89% in 2017/18. This is based on interviews with 227 homeless applicants.

(28) Source: annual point of service homeless services tenants survey

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

### Value for money

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
29	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)75.0%	(a)75%	(b)77.2%	(b)77.2%	(c) <b>75.8%</b>	The 2018 Tenant Satisfaction Survey reported a small reduction in the proportion of tenants stating that their rent represents good value for money. (For those who expressed dissatisfaction, property condition and cost were most often mentioned as reasons.)

I(29) Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

### Rents and service charges

No.	Indicator	13/14	14/15	15/16	16/17	17/18	Notes
30	Rent collected as percentage of total rent due in the reporting year.	99.6%	100.2%	100%	100.1%	<b>101.2%</b>	The Council collected over £45.6 million last year in rent.
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%	6.0%	5.35%	<b>4.88%</b>	Rent arrears continue to fall due to ongoing early intervention work to provide support and advice at an early stage to ensure that arrears do not build up.
32	Average annual management fee per factored property.	N/A	£90.00	£90.00	£90.00	<b>£90.00</b>	The annual management fee has remained the same for four years.
33	Percentage of factored owners satisfied with the factoring service they receive.	23.8%	45.4%	50.9%	57.6%	<b>56.7%</b>	Following improvement in the previous year, satisfaction rates were slightly lower in 2017/18.
34	Percentage of rent due lost through properties being empty during the last year.	2.6%	2.0%	1.9%	1.5%	<b>1.3%</b>	The proportion of rent lost to properties being empty has reduced to 1.3%. In monetary terms this equates to an improvement of over £100,000.
35	Average length of time taken to re-let properties in the last year. (days)	56	44	42	38	<b>38</b>	The 'average days to figure has remained stable at 38 days. Performance has been maintained at this level despite the figures for 2017/18 including the re-let of a number of long term void properties.

(33) Source: Annual owner's services survey

## Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	13/14	14/15	15/16	16/17	17/18
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 housing stock and profile of service users. A summary of the core contextual indicators is included in the table below:

Number	Indicator	13/14	14/15	15/16	16/17	17/18
7	Number of lets during the reporting year					
	General Needs	1,385	1190	1124	1144	980
	Supported Housing *	48	45	51	43	32
8	Number of lets during the reporting year, by source of let					
	Existing tenants	278	243	241	239	191
	Housing List applicants	821	698	618	666	520
	Other sources	0	0	1	3	0
	Homeless applicants	334	294	315	279	301
9	Types of tenancies granted for the reporting year					
	Occupancy agreements	0	0	0	0	0
	Short SST	28	12	6	3	3
	SST	1405	1223	1169	1184	1009
10	Housing Lists					
	New applicants	2661	3315	3216	3335	3189
	Applicants on list at end of year	6332	6239	5749	5645	5532
	Suspensions	157	169	122	106	96
	Cancelled	4020	3607	3965	3421	3281
11	Abandoned properties	196	206	163	141	133
12	Number of notices of proceedings issued	1178	1474	1755	1944	1942
	The number of orders for recovery of possession granted during the reporting year	94	105	133	139	106
13	Average number of reactive repairs completed per occupied property	5.7	5.5	5.4	4.7	4.4
14	The Landlords wholly owned stock	12666	12497	12393	12220	12163
17	Stock by house type					
	House	2660	2640	2627	2562	2558
	High Rise	1100	1010	1005	1003	1001
	Tenement	4949	4910	4864	4809	4777
	4 in block	2865	2849	2829	2784	2781
	Other flat/maisonette	1092	1088	1068	1062	1046
20	Number of self contained properties void at the year end	487	480	431	354	289
	Void for more than 6 months	79	79	78	77	8

Number	Indicator	13/14	14/15	15/16	16/17	17/18
21	Rent increase	3.5%	3.5%	2.0%	0%	1%
22	Number of households for which landlords are paid housing costs	8304	8442	8971	8168	7947
	Value of direct housing cost payments received during the year	£27,868,900	£28,905,400	£28,732,900	£28,306,500	£28,048,646
23	Percentage of former tenant rent arrears written off at the year end	21.6%	44.3%	54.9%	37%	50.45%

\* Sheltered housing only

## SECTION 3: MANAGEMENT INFORMATION

### Allocations and Managing Tenancy Change

In 2017/18, 1,012 properties were let by the Council. Most of these lets (92.6%) were made through the group system. Within the group system, just over half (52%) went to applicants in Group 3 (Housing Need) and 32% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants.

	2015/16	2016/17	2017/18
Number of applicants on housing list - at 31 <sup>st</sup> March 2017	5749	5645	5532
Of which number who have their application on hold	1269	1255	1163

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

	2015/16		2016/17		2017/18	
Group	Applicants	%	Applicants	%	Applicants	%
Group 1 Homeless	203	3.53	231	4.09%	260	4.7%
Group 2 Mobility	348	6.05	303	5.37%	317	5.7%
Group 3 Housing Need	2272	39.52	2286	40.50%	2261	40.87%
Group 4 Exchanges	1105	19.22	1087	19.26%	1013	18.3%
Group 5 General	1821	31.68	1738	30.79%	1681	30.38%
<b>Total</b>	<b>5749</b>	<b>100%</b>	<b>5645</b>	<b>100%</b>	<b>5532</b>	<b>100%</b>

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

	2015/16		2016/17		2017/18	
	Number	%	Number	%	Number	%
Lets through group system	1068	90.89	1066	89.81%	937	92.6%
Lets outwith group system	107	9.11	121	10.19%	75	7.4%
<b>Total Lets</b>	<b>1175</b>	<b>100%</b>	<b>1187</b>	<b>100%</b>	<b>1012</b>	<b>100%</b>

Table 4 shows lets to each group and also the target for lets to each group.

	2015/16		2016/17		2017/18		2017/18 Targets
Group	%	%	Lets	%	Lets	%	%
Group 1 Homeless	316	29.59%	279	26.17%	300	32.02%	<u>35%</u>
Group 2 Mobility	105	9.83%	110	10.32%	94	10.03%	<u>8%</u>
Group 3 Housing Need	544	50.94%	594	55.72%	491	52.40%	<u>47%</u>
Group 4 Exchanges	77	7.21%	56	5.25%	37	3.95%	<u>8%</u>
Group 5 General	26	2.43%	27	2.53%	15	1.60%	<u>2%</u>
<b>Total</b>	<b>1068</b>	<b>100%</b>	<b>1066</b>	<b>100%</b>	<b>937</b>	<b>100%</b>	<u><b>100%</b></u>

Table 5 gives details for lets outwith the group system.

	2015/16		2016/17		2017/18	
Category	Lets	%	Lets	%	Lets	%
Sheltered	51	20.56%	44	36.36%	32	42.67%
Special Lets	22	31.78%	28	23.14%	28	37.33%
Regeneration	34	47.66%	49	40.50%	15	20%
<b>Total</b>	<b>107</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>75</b>	<b>100%</b>



Table 6 shows lets by house type.

	2015/16		2016/17		2017/18	
House Type	Number	%	Number	%	Number	%
Tenement Flat	582	49.5%	628	52.91	512	50.59%
Own Door Flat	239	20.3%	207	17.44	192	18.97%
Multi-storey Flat	78	6.6%	75	6.32	83	8.20%
House	73	6.2%	83	6.99	78	7.71%
Other Flat	95	8.1%	85	7.16	62	6.13%
Maisonette	33	2.8%	34	2.86	28	2.77%
Bungalow	23	2.0%	31	2.61	23	2.27%
Amenity Flat	1	0.1%	0	0.00	1	0.10%
Prefab	1	0.1%	0	0.00	0	0.00%
Sheltered Bungalow	8	0.7%	9	0.76	7	0.69%
Sheltered Flat	42	3.6%	35	2.95	26	2.57%
<b>Total</b>	<b>1175</b>	<b>100%</b>	<b>1187</b>	<b>100%</b>	<b>1012</b>	<b>100%</b>

Table 7 shows section 5 and nomination lets for 2017/18

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		Total stock		
2014/15	52	5	6.90%	114	17%	20.80%
2015/16	59	17	8.40%	107	14.50%	20.30%
2016/17	64	37	12.30%	78	12.20%	21.90%
2017/18	100	7	14.25%	117	18.63%	29.83%

Section 5 = general stock only (excludes specialist)

## Repairs

In 2017/18 53,985 repairs were carried out and 95% of these were completed within the target timescale. This is an increase on 2016/17 when 93% 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).

Table 8 – Repairs			
Category of Repair	Total Completed	Total completed in target time	% completed in target time
Emergency	13,162	12,940	98.3%
Right to Repair	13,795	13,662	99.0%
Urgent	1,613	1,568	97.2%
Routine	24,176	22,124	91.5%
Programmed	1,239	1,224	98.7%
Total Repairs	53,985	51,518	95.4%

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2017/18 and outcomes for calls received. Over 57,181 calls were made to report repairs and 91% of these were answered. This is an increase on performance from 2016/17 (when 83% of calls were answered). The average waiting time for all calls is 1 minute and 36 second. This is a reduction in waiting time from 2016/17 (when the average waiting time was 3 minutes and 40 Seconds). Overall, 60% of calls were answered within the service level target (40 seconds).

The Ren Repairs App saw an increase in usage from 3079 repairs in 2016/17 to 3917 logged in this manner in 2017/18.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	57,181	
Calls answered	51,830	91%
Calls abandoned	5,271	9%
Calls answered within 40 second target time	31,000	60%
% of all attempted calls answered within 40 sec target (service level)		54%
Average waiting time	1.36	
Maximum waiting time	40.20	
'Ren Repairs' app (email correspondence)	2,268	
'Ren Repairs' registered repairs	1,649	

## Homelessness and Housing Advice

Following a reduction in 2016/17, the number of homeless applications increased in 2017/18 to 860.

<b>Table 10 Homeless Applications</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Number of homeless applications requiring assessment	981	839	832	776	<b>860</b>
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1,978	2,154	2,098	2,103	<b>1,962</b>

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>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	736	684	689	618	<b>692</b>
Proportion of assessments completed within 28 days	88%	84%	95.5%	91%	<b>96%</b>

From April 2017 – March 2018, 161 service users completed a 'satisfaction card' following their interview with a Housing Options Adviser or member of the Homeless Prevention team. The table below shows that performance has improved for both % pleased with the quality of advice and information they were given and % pleased with the overall quality of the service they received.

<b>Table 12 Housing Options Satisfaction</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
% pleased with the quality of advice and information they were given	97.6%	95.3%	95.8%	<b>97.5%</b>
% pleased with the overall quality of the service they received.	97.6%	96%	97.4%	<b>98.4%</b>

### SECTION 3: Rent Arrears

The reported rent arrears position continues to improve, with a reduction of £48,300 from 2016/17, despite the pressures of Welfare Reform and the roll out of Universal Credit. This continuing improvement reflects the focus on rent collection throughout the year, including the maximisation of DHPs for those under occupying.

Table 13 shows that the annual rental income due to be collected is over £45.6m. At the end of March 2018, £1,146,600 was owed in arrears.

<b>Table 13 - Current Tenant Rent Arrears</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Annual Rental Income	£43,973,300	£45,092,800	£46,110,300	£46,355,300	£45,654,500
Number of Tenants	11,914	11,835	11,657	11,479	11,371
Total Arrears Owed All	£1,355,600	£1,248,600	£1,239,900	£1,194,900	£1,146,600

Table 14 shows the recovery action taken and notes that there have been 9 evictions enforced in the last year for rent arrears.

<b>Table 14 – Recovery Action</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
NPRP issued	1,176	1,469	1,756	1,944	1942
All Cases calling at Court	850	773	947	1057	974
Decrees Granted	96	103	133	139	106
Evictions enforced S/Officer	8	4	10	10	9
Average time first calling	10 weeks	10 weeks	10 weeks	10 weeks	10 weeks
Average time recalled at court	5 weeks	5 weeks	5 weeks	4.5 Weeks	7 weeks

Table 15 provides a profile of arrears by value and table 16 shows the status of arrears debt.

<b>Table 15 – Profile of Arrears by Value</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Under £250	£124,000	£113,700	£88,000	£99,700	£101,700
Between £250 & £500	£212,300	£81,400	£159,800	£170,900	£169,800
Between £500 & £1,000	£382,300	£345,500	£350,500	£386,200	£323,200
Over £1,000	£637,000	£608,000	£641,600	£538,100	£551,900
TOTALS	£1,355,600	£1,248,600	£1,239,900	£1,194,900	£1,146,600

<b>Table 16 – Status of Rent Debt</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Arrears Pre Court	£868,300	£769,900	£733,700	£666,600	£634,600
Arrears Post Court	£384,500	£376,000	£413,000	£411,300	£409,500
Arrears Rent Direct	£102,800	£102,700	£93,200	£117,000	£102,500
TOTALS	£1,355,600	£1,248,600	£1,239,900	£1,194,900	£1,146,600

Table 17 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 70% of our tenants in receipt of some form of benefit.

<b>Table 17 – Housing Benefit</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Number of tenants	11,914	11,835	11,657	11,479	11,371
Tenants with benefit	8,304	8,442	8,263	8,168	7,947
Tenants without benefit	3,610	3,393	3,394	3,311	3,424
% in receipt of Housing Benefit	70%	71%	71%	71%	70%