

To: Communities, Housing and Planning Policy Board

On: 18 August 2020

Report by: Director of Communities, Housing and Planning Services

Heading: Scottish Social Housing Charter - Annual Return 2019/20

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. Due to the Coronavirus pandemic, the SHR have extended the submission for 2019/20 to the end of July 2020.
 - 1.2 This report provides details of the submission by Renfrewshire Council for our Annual Return 2019/20.
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2. Recommendations

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board:
 - (i) notes the submission made by the Director of Communities, Housing and Planning Services on the Scottish Social Housing Charter as attached at Appendix 1.
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3. Background

- 3.1. The report attached as Appendix 1 gives outturn performance information for Renfrewshire Council for 2019/20.
 - Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators along with comparative information for the last four years.

- Section 2 gives details of some core contextual data submitted as part of the Charter return.
 - Section 3 provides additional service and performance management information for 2019/20.
- 3.2. This is the first full year of reporting the new suite of indicators developed by the Scottish Housing Regulator. Whether the indicator is new or revised has been noted in the report at Appendix 1.
- 3.3. Overall, this year's return on the Charter shows continuing good performance across most areas of the Housing Service, with particularly strong performance in relation to:
- Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions, up to 88.4% from 82.2%. (Indicator 2)
 - Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes, improved from 87.8% to 93.7%. (Indicator 5)
 - Percentage of tenants satisfied with the quality of their home, increased from 83.9% to 86.1%. (Indicator 7)
 - Percentage of tenancy offers refused during the year has decreased from 46.5% to 40.2%. (Indicator 14)
 - Percentage of anti-social behaviour cases reported in the last year which were resolved, from 96% to 99.4%. (Indicator 15)
 - Average time to complete adaptations improved by 20 days, from 56 days to 36. (Indicator 21)
 - Percentage of the court actions initiated which resulted in eviction and the reasons for eviction reduced to 20% from 27.4%. (Indicator 22)
 - Percentage of tenants who feel that the rent for their property represents good value for money increased from 75.8% to 78.2%. (Indicator 25)
 - Percentage of homeless assessments completed within 28 days increased to 98.9% in 2019/20.
- 3.4. A few areas have also been identified where reported performance was lower in 2019/20 than the previous year and work is required to identify the reasons for this to develop improvement actions;
- Satisfaction with the repairs service (indicator 12): Overall satisfaction dipped slightly for 2019/20 (down from 92.5% to 90.8%). The number of surveys completed by participants increased this year but the Service intends to further increase survey feedback going forward.

- The number of times in the reporting year that the service did you not meet the statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check (Indicator 11) has been adversely affected by the Covid restrictions. At the end of March, there were 17 occasions that a safety check had not been completed within a year of the anniversary date. Six of these incidents did not relate to Covid restrictions and focus has been given to the “discrepancy” report which is run frequently to avoid these incidents occurring going forward.
 - The average days to re-let properties has increased from 38 days to 45 days (Indicator 30). This includes a number of properties re-let in 19/20 that had been empty for a considerable length of time, which although is a positive outcome from a letting and community perspective, it does have a negative impact on the average days to re-let figure.
- 3.5. Between February and March this year, the Service commissioned a Tenants Satisfaction Survey. The Charter has a number of satisfaction indicators that all landlords must ask tenants. Overall the survey highlighted increased levels of satisfaction. The satisfaction indicators are referenced in Appendix 1 of this report and a full copy of the report can be accessed at <http://www.renfrewshire.gov.uk>
- 3.6. This year, all Local Authorities and Registered Social Landlords were required to submit their return to the Scottish Housing Regulator by 31 July 2020. This was extended from 31 May to account for the Coronavirus pandemic. The Scottish Housing Regulator publishes all social landlords’ performance on its website in August each year. In common with other Councils and RSLs, the Council will be required to report its performance against the Charter to all tenants in October.
- 3.7. In accordance with guidance from the Scottish Housing Regulator and practice over previous years, tenants will be consulted with on the preferred format for the Tenant’s Report. A report will be presented to a later meeting of this Policy Board which benchmarks Renfrewshire Council’s performance in 2019/20 against other Social Landlords.

Implications of the Report

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

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
 13. **Climate Risk** – N/A
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List of Background Papers

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

Outturn report

2019-2020

Scottish Social Housing Charter 2019-2020

Outturn report

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SECTION 1: OUTTURN REPORT (2019-2020)**Overall Satisfaction**

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)82.2%	(a)82.2%	(b)88.0%	(b)88.0%	(c)88.8%	The most recent data relates to the 2020 Tenant Satisfaction Survey which shows a 0.8% point improvement since the 2018 survey.

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

1. The Customer Landlord Relationship**Communication**

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
2 (was 3)	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)79.5%	(a)79.5%	(b)82.2	(b)82.2	(c)88.4%	The most recent data relates to the 2020 Tenant Satisfaction Survey which shows a 6% improvement since the last survey.

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Complaints

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
New 3 & 4	The percentage of all complaints responded to in full at Stage 1	N/A	N/A	N/A	N/A	99.7%	Out of 701 Stage 1 complaints received, 699 were responded to in full, in an average of 3.6 days
	The average time in working days for a full response at Stage 1	N/A	N/A	N/A	N/A	3.6 days	
	The percentage of all complaints responded to in full at Stage 2.	N/A	N/A	N/A	N/A	94.1%	Out of 17 stage 2 complaints received, 16 were responded to in full, in an average of 14.6 days.
	The average time in working days for a full response at Stage 2.	N/A	N/A	N/A	N/A	14.6 days	

Note: The complaints indicators have been revised by the Scottish Housing Regulator

Participation

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
5 (was 6)	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's	(a)84.2 %	(a)84.2 %	(b)87.8 %	(b)87.8 %	(c)93.7 %	The most recent data relates to the 2020 Tenant Satisfaction Survey which has seen a 6%

	decision-making processes.						improvement since the last survey.
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Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
6 (was 7)	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	85.9%	91.4%	93.5%	94.5%	94.6%	There are 11,338 properties that meet SHQS <i>After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</i>
7 (was 10)	Percentage of tenants satisfied with the quality of their home.	(a)82.2%	(a)82.2%	(b)83.9%	(b)83.9%	(c)86.1%	The most recent data relates to the 2020 Tenant Satisfaction Survey which shows a 2% point improvement since the 2018 survey.
C10	Percentage of homes meeting the EESSH	N/A	N/A	N/A	73.6%	78%	9,345 properties meet the EESSH 2020 Standard.

7) Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Repairs, maintenance and improvements

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
8 (was 11)	Average length of time taken to complete emergency repairs. (hours)	5.5	6.9	5.1	5.1	5.5	There has been a slight increase in the length of time taken to complete emergency repairs.
9 (was 12)	Average length of time taken to complete non-emergency repairs. (days)	8.4	7.4	7.1	6.9	7.8	There has been an increase in the length of time taken to complete non-emergency repairs. Performance in this area is expected to improve with the introduction of portable devices that will speed up repairs processing.
10 (was 13)	Percentage of reactive repairs carried out in the last year completed right first time.	90.8%	94.8%	90.2%	88.1%	82.6%	The Service completed over 25,500 repairs right first time from a total of around 31,000 repairs in 2019/20.
11 (Revised wording for 15)	How many times in the reporting year did you not meet your	58	3	3	3	17	There were 17 Gas safety checks not completed within the 12-month anniversary of

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
	statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?						a gas appliance being fitted or last checked in 19/20. 11 of the 17 incidents occurred during the Coronavirus pandemic; 4 where tenants were self-isolating, 6 where access was not gained and during the Pandemic entry was not being forced and 1 incident where the engineer did gain access but the tenant had no credit in their meter to allow the test to be carried out. (Normally the meter would have been capped at this time, however, during the pandemic meters are not being capped). The other six cases have been reviewed and have identified issues with the reporting system and staff procedures. Focus has been given to the "discrepancy" report which is run frequently to avoid these incidents occurring going forward.
12 (was 16)	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	96.6%	91.4%	98.3%	92.5%	90.8%	Satisfaction with repairs has dipped slightly since last year. 3,530 tenants were asked about their views on this, of those surveyed 3,204 were either satisfied or very satisfied, 193 were neither satisfied nor dissatisfied and 133 were either fairly dissatisfied or very dissatisfied with the repair and maintenance service received.

(12) Source: Point of service survey

3. Neighbourhood and community

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

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
13 (Revised Definition of 17)	Percentage of tenants satisfied with the landlord's contribution to the management of	(a)82.5%	(a)82.5%	(b)83.2%	(b)83.2%	(c)84.5%	The wording on this indicator has been revised to include the landlord's contribution to the management of

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
	the neighbourhood they live in.						the neighbourhood. The most recent return from this year's tenant satisfaction survey shows an increase in satisfaction when compared to the previous indicator.
14 (was 18)	Percentage of tenancy offers refused during the year.	46.1%	39.7%	37.7%	46.5%	40.2%	The number and percentage of tenancy offers refused has reduced over the past year. From 2,050 formal offers there were 825 refusals. This is a 6% improvement from last year.
15 (revised definition of 19)	Percentage of anti-social behaviour cases reported in the last year which were resolved.	92.9%	96.4%	95.0%	96.0%	99.4%	This indicator has been revised to measure cases resolved in the last year. The previous indicator measured cases resolved within local targets. Performance when measured against the previous indicator has shown improvement over the last year.

13) Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

4. Access to housing and support

Tenancy sustainment and tenancy turnover

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
16 (was 20)	Percentage of new tenancies sustained for more than a year, by source of let.						Overall sustainment has remained stable. However, there has been a slight increase in the number of homeless households who have not sustained their tenancy. Of those who applied as homeless and who have not sustained tenancies, 18 have since been permanently rehoused and 9 have been re-accommodated in temporary accommodation.
	Existing tenants	91.0%	88.4%	91.2%	94.2%	95.4%	
	Homeless applicants	72.1%	78.1%	84.6%	82.1%	80.4%	
	Housing List applicants	87.4%	91.9%	89.3%	90.0%	91.7%	
	Other	0	0	66.7%	00.00	0	
	Overall	84.5%	87.5%	88.5%	88.5%	88.5%	
17 (was 21)	Percentage of lettable houses that became vacant in the last year.	10.2%	9.7%	9.2%	9.7%	9.5%	There was a small reduction in the number of lettable houses that became vacant in the year, with 1,108 this year compared to 1,128 last year.

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
18 (was 34)	Percentage of rent due lost through properties being empty during the last year.	1.9%	1.5%	1.3%	1.4%	1.5%	There was a slight increase in the rent lost through void properties this year. Analysis of void periods shows that properties have been vacant longer where asbestos checks and removal has been necessary prior to other void and re-letting work taking place.

Housing options and access to housing

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
19 (new)	Number of households currently waiting for adaptations to their home	N/A	N/A	N/A	N/A	46	This is a new indicator.
20 (new)	Total cost of adaptations completed in the year by source of funding (£)	N/A	N/A	N/A	N/A	£402,000	This is a new indicator.
21 (Was 23)	Average time to complete adaptations	44	44	33.6	56.8	36.2	This indicator has improved by 20 days on average since last year
22 (was 24)	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	23.1%	26.4%	25.0%	27.4%	20%	The numbers and percentage of court actions has decreased since last year.
	Non-payment of rent	22.2%	25.7%	24.6	26.7%	20%	
	Anti-social behaviour	0.8%	0.8%	0.4	0.7%	0	
	Other	0%	0	0	0	0	

Homelessness

No	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
24 (new)	Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.	N/A	N/A	N/A	N/A	33.7%	This is a new indicator. The Council continues to work with RSL partners to refer households through the section 5 and Nomination Agreement routes.

Note: Indicator 23 is for RSLs only

5. Getting good value from rents and service charges

Value for money

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
25 (was 29)	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)77.2%	(a)77.2%	(b)75.8%	(b)75.8%	(c)78.2%	The most recent data relates to the 2020 Tenant Satisfaction Survey which shows an increase of just over 2% points since the last survey.

Rents and service charges

No.	Indicator	15/16	16/17	17/18	18/19	19/20	Notes
26 (was 30)	Rent collected as percentage of total rent due in the reporting year.	100%	100.1%	100.2%	100%	99.5%	Last year £45,533,300 of rent was collected from a total of £45,754,900 rent due.
27 (was 31)	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	6.0%	5.35%	4.88%	5.8%	5.7%	The last year has seen an improvement in arrears performance with a small reduction in Gross rent arrears.
28 (was 32)	Average annual management fee per factored property.	£90.00	£90.00	£90.00	£90.00	£108	The average management fee has increased as VAT is now charged on the annual management fee.
29 (was 33)	Percentage of factored owners satisfied with the factoring service they receive.	50.9%	57.6%	56.7%	61.0%	60.8%	This indicator has remained relatively stable.
30 (was 35)	Average length of time taken to re-let properties in the last year. (days)	42	38	38	38	45	As touched upon earlier in I18 above, the overall time taken to re-let properties has increased this year. This includes the time taken to carry out necessary repairs and re-let properties, which this year includes some long-term empty properties being brought back into use. Although this is a positive outcome from a letting and community perspective, it does have a negative impact on the average days to re-let figure.

(33) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	15/16	16/17	17/18	18/19	19/20
31 (was 36)	Gypsies/travellers – Average weekly rent per pitch.	Currently there are no gypsy/traveller sites in Renfrewshire.				
32 (was 37)	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.					

SECTION 2B: CORE CONTEXTUAL INDICATORS

Last year the Scottish Housing Regulator reduced the number of contextual indicators from 32 to 6, these relate to the stock and profile of our service users. Not all of these are reported by local authorities. The core contextual indicators are included in the table below:

No.	Indicator	15/16	16/17	17/18	18/19	19/20
C2	Number of lets during the reporting year, by source of let					
	Existing tenants	241	239	191	194	265
	Housing List applicants	618	666	520	509	523
	Mutual Exchanges					17
	Other sources	1	3	0	0	0
	Homeless applicants	315	279	301	357	352
	Total number excluding exchanges					1,140
C3	Number of lets during the reporting year					
	General Needs	1124	1144	980	1030	1101
	Supported Housing *	51	43	32	30	39
C14	Types of tenancies granted for the reporting year					
	Occupancy agreements	0	0	0	0	0
	Short SST	6	3	3	2	4
	SST	1169	1184	1009	1058	1136
C15	Housing Lists					
	New applicants	3216	3335	3189	4450	3015
	Applicants on list at end of year	5749	5645	5532	5553	5253
	Suspensions	122	106	96	94	98
	Cancelled	3965	3421	3281	3232	3464
C4	Abandoned properties	163	141	133	155	125
C30	Number of notices of proceedings issued	1755	1944	1942	1802	1494
	The number of orders for recovery of possession granted during the reporting year	133	139	106	127	87
C29	Average number of reactive repairs completed per occupied property	5.4	4.7	4.4	4.5	5.1
C16	The Landlords wholly owned stock	12393	12220	12163	12002	12066
C17	Stock by house type					
	House	2627	2562	2558	2561	2612
	High Rise	1005	1003	1001	1001	1000
	Tenement	4864	4809	4777	4609	4602
	4 in block	2829	2784	2781	2781	2802
	Other flat/maisonette	1068	1062	1046	1050	1050
C20	Number of self-contained properties void at the year end	431	354	289	358	391
	Void for more than 6 months	78	77	8	9	2
C5	Rent increase	2.0%	0%	1%	2%	2%

C6	Number of households for which landlords are paid housing costs	8971	8168	7947	7323	7203
	Value of direct housing cost payments received during the year	£28,732,900	£28,306,500	£28,048,646	£27,737,100	£25,753,700
C7	Percentage of former tenant rent arrears written off at the year end	54.9%	37%	50.45%	26.9%	31%

* Sheltered housing only

SECTION 3: MANAGEMENT INFORMATION

Allocations and Managing Tenancy Change

In 2019/20, 1,140 properties were let by the Council. Most of these lets (94.2%) were made through the group system. Within the group system, 45% of lets went to applicants in Group 3 (Housing Need) and 31% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants on housing list.

	15/16	16/17	17/18	18/19	19/20
Number of applicants on housing list - at 31 st March 2019	5749	5645	5532	5553	5253
of which number who have their application on hold	1269	1255	1163	1118	1016

Table 2 illustrates where the applicants are placed in the group system from the previous allocation policy;

	15/16		16/17		17/18		18/19	
Group	Applicants	%	Applicants	%	Applicants	%	Applicants	%
Group 1 Homeless	203	3.5	231	4.1%	260	4.7%	218	3.9%
Group 2 Mobility	348	6.1	303	5.4%	317	5.7%	352	6.3%
Group 3 Housing Need	2272	39.5	2286	40.5%	2261	40.9%	2222	40.4%
Group 4 Exchanges	1105	19.2	1087	19.3%	1013	18.3%	1018	18.3%
Group 5 General	1821	31.7	1738	30.8%	1681	30.4%	1743	31.4%
Total	5749	100%	5645	100%	5532	100%	5553	100%

Table 2a provides the source of housing applicant from the new allocation policy;

Group	19/20	
	Applicants	%
Statutory Homeless	180	3.4%
Mobility	420	8%
General Applicants (not landlord's own tenant)	3440	65.5%
Transfer Applicants (with housing need)	662	12.6%
Transfer Applicants (no housing need)	551	10.5%
Total	5253	100%

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

	15/16		16/17		17/18		18/19		19/20	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	1068	90.89	1066	89.81%	937	92.6%	990	93.4%	1074	94.2%
Lets outwith group system	107	9.11	121	10.19%	75	7.4%	70	6.6%	66	5.8%
Total Lets	1175	100%	1187	100%	1012	100%	1060	100%	1140	100%

Table 4 shows lets to each group and the target for lets to each group from the previous allocation policy;

	15/16		16/17		17/18		18/19		*19/20		Target
Group	%	%	Lets	%	Lets	%	Lets	%	Lets	%	
Group 1 Homeless	316	29.6%	279	26.2%	300	32%	357	36.0%	33	31%	35%
Group 2 Mobility	105	9.8%	110	10.3%	94	10%	100	10.1%	14	13%	8%
Group 3 Housing Need	544	50.9%	594	55.7%	491	52%	446	45%	48	45%	47%
Group 4 Exchanges	77	7.2%	56	5.2%	37	4%	54	5.4%	7	7%	8%
Group 5 General	26	2.4%	27	2.5%	15	1.6%	34	3.4%	4	4%	2%
Total	1068	100%	1066	100%	937	100%	991	100%	106	100%	100%

*The figures for 19/20 relate to April lets as the new Allocation Policy started on 1st May 2019.

Table 4a shows lets to each group and the target for lets to each group for the new allocation policy.

	19/20		Targets
Group	Lets	%	
Statutory Homeless	319	33%	37%
Mobility	103	10.6%	10%
General Applicants (not landlords' own tenant)	385	39.8%	28%
Transfer Applicants (with housing need)	101	10.4%	15%
Transfer Applicants (no housing need)	60	6.2%	10%
Total	968	100%	100%

Table 5 gives details for lets outwith the group system.

	15/16		16/17		17/18		18/19		19/20	
Category	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	51	20.6%	44	36.4%	32	42.7%	30	42.9%	39	59.1%
Special Lets	22	31.8%	28	23.1%	28	37.3%	25	35.7%	19	12.1%
Regeneration	34	47.7%	49	40.5%	15	20%	15	21.4%	8	28.8%
Total	107	100%	121	100%	75	100%	70	100%	66	100

Table 6 shows lets by house type.

House Type	15/16		16/17		17/18		18/19		19/20	
	Number	%	Number	%	Number	%	Number	%	Number	%
Tenement Flat	582	49.5%	628	52.9	512	50.6%	572	54%	543	47.6
Own Door Flat	239	20.3%	207	17.4	192	19.0%	173	16.3%	224	19.6
Multi-storey Flat	78	6.6%	75	6.3	83	8.2%	93	8.8%	77	6.8
House	73	6.2%	83	7.0	78	7.7%	62	5.8%	113	9.9
Other Flat	95	8.1%	85	7.2	62	6.1%	82	7.7%	83	7.3
Maisonette	33	2.8%	34	2.9	28	2.8%	24	2.3%	37	3.2
Bungalow	23	2.0%	31	2.6	23	2.23	22	2.1%	20	1.8
Amenity Flat	1	0.1%	0	0.0	1	0.1%	1	0.1%	2	0.2
Prefab	1	0.1%	0	0.0	0	0.0%	1	0.1%	0	0
Sheltered Bungalow	8	0.7%	9	0.8	7	0.7%	4	0.4%	11	1.0
Sheltered Flat	42	3.6%	35	3.0	26	2.6%	26	2.4%	30	2.6
Total	1175	100%	1187	100%	1012	100%	1060	100%	1140	100

Table 7 shows Section 5 and Nomination Lets for 2019/20.

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		
15/16	59	17	8.4%	107	14.5%	20.3%
16/17	64	37	12.3%	78	12.2%	21.9%
17/18	100	7	14.3%	117	18.6%	29.8%
18/19	75	17	12.2%	130	20.9%	29.4%
19/20	47	9	6.9%	142	20.9%	23.4%

Section 5 = general stock only (excludes specialist)

The % of overall lets to Council nominations has dropped this year from 92 Nomination Lets in 2018/19 to 56 in 2019/20.

The total number of Lets in 19/20 for both RSL's & LAs = 812 compared to 754 in 18/19

Repairs –

In 2019/20, 57,804 repairs were carried out and 95% of these were completed within the target timescale. This is down slightly compared to 2018/19 when 96% 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 everyday 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	1) Total Completed	Total completed in target time	% completed in target time	ARC Repairs for comparison	
Emergency Completed	14,385	14,072	98%	Emergency Completed	19,587
Right to Repair Completed	12,568	12,508	100%	Non-Emergencies	32,171
Urgent Completed	1,978	1,868	94%	Total	51,758
				Not included in ARC but included in column 1	
Routine Completed	25,824	23,275	90%	No Access	2,997
Programmed Completed	3,049	2,964	97%	Programmed	3,049
Total Repairs Completed	57,804	54,687	95%	Total	57,804

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2019/20 and the outcomes for calls received. Over 62,000 calls were made to report repairs and 88% of these were answered. This is a decrease on performance from 2018/19 when 93% of calls were answered.

The Ren Repairs App saw an increase over the same timeframe with 6964 repairs generated from 3610 logged in this manner in 2018/19.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	62042*	
Calls answered	54441	88%
Calls abandoned	7601	12%
Calls answered within 40 second target time	29800	55%
% of all attempted calls answered within 40 sec target (service level)		48%
Average waiting time	N/A	
Maximum waiting time (average)	N/A	

'Ren Repairs' app (email correspondence)	6964**	
'Ren Repairs' registered repairs	N/A	

*The Annual call figure does not include Aug and Sept 19 as this is when the system was changed

** emails include Ren Repairs and Housing e-mails; the figure does not include Aug and Sept 19.

Homelessness and Housing Advice

During 2019/20 we have seen an increase in the number of people presenting as homeless that require assessment.

Table 10 - Homeless Applications	15/16	16/17	17/18	18/19	19/20
Number of homeless applications requiring assessment	832	776	860	848	874
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2,098	2,103	1,962	1,956	1,941

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.

Table 11 - Decision Making	15/16	16/17	17/18	18/19	19/20
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	689	618	692	705	707*
Proportion of assessments completed within 28 days	95.5%	91%	96%	96.5%	98.9%

*Awaiting final Scottish Government confirmation

From April 2019 – March 2020, 556 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:

Table 12 measures satisfaction with Housing options service

Table 12 - Housing Options Satisfaction	15/16	16/17	17/18	18/19	19/20
% pleased with the quality of advice and information they were given	95.3%	95.8%	97.5%	97.28%	98.72%
% pleased with the overall quality of the service they received.	96%	97.4%	98.4%	98.3%	99.64%

Table 13 measures satisfaction with the standard of temporary accommodation

Table 13 – Satisfaction with Temporary Accommodation	15/16	16/17	17/18	18/19	19/20
% Satisfied with temporary accommodation	74.5%	83.2%	89%	92.1%	90.8%

SECTION 3: Rent Arrears

The total arrears owed increased by £221,600 from 2018/19.

Table 14 shows that the annual rental income due to be collected is almost £46.5m. At the end of March 2020, £1,363,500 was owed in arrears.

Table 14 - Current Tenant Rent Arrears					
	15/16	16/17	17/18	18/19	19/20
Annual Rental Income	£46,110,300	£46,355,300	£45,654,500	£45,895,000	£46,460,700
Number of Tenants	11,657	11,479	11,371	11,294	11,305
Total Arrears Owed All	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,363,500

Table 15 shows the recovery action taken and notes that there have been 6 evictions enforced by Sheriff Officers in the last year for rent arrears.

Table 15 – Recovery Action					
	15/16	16/17	17/18	18/19	19/20
NPRP issued	1,756	1,944	1942	1802	1494
All Cases calling at Court	947	1057	974	1112	885
Decrees Granted	133	139	106	127	87
Evictions enforced S/Officer	10	10	9	10	6
Average time first calling	10 weeks	10 weeks	10 weeks	9 weeks	11 weeks
Average time recalled at court	5 weeks	4.5 Weeks	7 weeks	4.5 weeks	11 weeks

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

Table 16 – Profile of Arrears by Value					
	15/16	16/17	17/18	18/19	19/20
Under £250	£88,000	£99,700	£101,700	£107,300	£110,900
Between £250 & £500	£159,800	£170,900	£169,800	£186,300	£183,100
Between £500 & £1,000	£350,500	£386,200	£323,200	£323,600	£359,400
Over £1,000	£641,600	£538,100	£551,900	£524,700	£710,100
TOTALS	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,363,500

Table 17 – Status of Rent Debt					
	15/16	16/17	17/18	18/19	19/20
Arrears Pre-Court	£733,700	£666,600	£634,600	£649,700	£871,500
Arrears Post Court	£413,000	£411,300	£409,500	£368,400	£321,300
Arrears Rent Direct	£93,200	£117,000	£102,500	£123,800	£170,700
TOTALS	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,363,500

Table 18 shows the amount owed by tenants by age profile. There has been a reduction in the amount of arrears owed by those aged between 25 & 49 and 50 & 60. When compared to the previous financial year, there has been;

- Significantly fewer evictions and abandonments – consequently we are holding more debt but control measures are in place;
- A considerable increase in the caseload for Universal Credit (UC) with the number of customers in receipt of UC more than doubled since 2018/19;
- A reduction in rent collection activity normally undertaken at year end which we were unable to facilitate due to Covid restrictions.

Table 17 – Profile of Arrears by Age					
	15/16	16/17	17/18	18/19	19/20
Under 25 years	£155,900	£150,500	£81,600	£90,500	£153,100
Between 25 & 49 years	£849,600	£812,700	£844,700	£826,600	£885,500
Between 50 & 60 years	£192,400	£188,300	£186,700	£176,900	£222,300
Over 60	£42,000	£43,400	£33,600	£47,900	£102,600
TOTALS	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,363,500

Table 18 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 72% of our tenants in receipt of some form of benefit.

Table 18 – Housing Benefit					
	15/16	16/17	17/18	18/19	19/20
Number of tenants	11,657	11,479	11,371	11,294	11,305
Tenants with benefit	8,263	8,168	7,947	7,853	8,178
Tenants without benefit	3,394	3,311	3,424	3,441	3,127
% in receipt of Housing Benefit	71%	71%	70%	70%	72%