



Landlord name: Home in Scotland Ltd

RSL Reg. No.: 90

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Approval

A1.1	Date approved	30/05/2022
A1.2	Approver	Karen Wolstencroft
A1.3	Approver job title	Head of Service Delivery, Scotland
A1.4	Comments (Approval)	N/A



Comments (Submission)

Approved by Home Scotland Board



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mrs. Sandra Brydon
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	55.78
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	58.78
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.69%



Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)	
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C3.1	The number of 'general needs' lets during the reporting year	298
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		298



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

C2.1	The number of lets to existing tenants	40
C2.2	The number of lets to housing list applicants	84
C2.3	The number of mutual exchanges	15
C2.4	The number of lets from other sources	40
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	27
C2.5.2	nominations from the local authority	22
C2.5.3	other	85
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	298

Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	520
1.1.2	the fieldwork dates of the survey	08/2020
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	239
1.2.2	fairly satisfied	178
1.2.3	neither satisfied nor dissatisfied	46
1.2.4	fairly dissatisfied	27
1.2.5	very dissatisfied	28
1.2.6	no opinion	2
1.2.7	Total	520

Indicator 1	80.19%
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Annual Return on the Charter (ARC) 2021-2022

Comments (Overall satisfaction)



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	520
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	310
2.2.2	fairly good at keeping them informed	167
2.2.3	neither good nor poor at keeping them informed	18
2.2.4	fairly poor at keeping them informed	18
2.2.5	very poor at keeping them informed	7
2.2.6	Total	520

	Indicator 2	91.73%
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**Participation**

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	520
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	305
5.2.2	fairly satisfied	158
5.2.3	neither satisfied nor dissatisfied	43
5.2.4	fairly dissatisfied	12
5.2.5	very dissatisfied	2
5.2.6	Total	520

	Indicator 5	89.04%
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Annual Return on the Charter (ARC) 2021-2022

Comments (The customer / landlord relationship)



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	02/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	80.00
C8.3	The date of your next scheduled stock condition survey or assessment	12/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

Survey program moved forward from 2023 to start in 2022 with 20% to be surveyed consecutively, year on year. (Primary and Secondary Elements, Tolerable Standard, Modern Facility, and Energy Efficiency). The condition and a replacement date for each component is collected on site and imported back into our database. this data is tested and verified by the regional teams to form a programme of works



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	3,966	4,041
C9.2	Self-contained stock exempt from SHQS	44	44
C9.3	Self-contained stock in abeyance from SHQS	5	5
C9.4.1	Self-contained stock failing SHQS for one criterion	31	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	31	0
C9.5	Stock meeting the SHQS	3,886	3,992

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	536	536
Clackmannanshire	0	0
Dumfries & Galloway	565	565
Dundee City	1,658	1,682
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	247	247
Glasgow City	862	893
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	18	69
Totals	3,886	3,992



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	3,966
6.1.2	projected to the end of the next reporting year	4,041
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	3,886
6.2.2	projected to the end of the next reporting year	3,992

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	97.98%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.79%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	520
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	241
7.2.2	fairly satisfied	197
7.2.3	neither satisfied nor dissatisfied	38
7.2.4	fairly dissatisfied	27
7.2.5	very dissatisfied	17
7.3	Total	520

	Indicator 7	84.23%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	3,475
8.2	The total number of hours taken to complete emergency repairs	9,590

Indicator 8		2.76
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	8,320
9.2	The total number of working days taken to complete non-emergency repairs	76,946

	Indicator 9	9.25
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	4,770
10.2	The total number of reactive repairs completed during the reporting year	5,801

	Indicator 10	82.23%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	236
	12.2 Of the tenants who answered, how many said that they were:	149
12.2.1	very satisfied	
12.2.2	fairly satisfied	39
12.2.3	neither satisfied nor dissatisfied	18
12.2.4	fairly dissatisfied	19
12.2.5	very dissatisfied	11
12.2.6	Total	236

	Indicator 12	79.66%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	1,693	194	0	1,887	
Four-in-a-block	115	0	0	115	
Houses (other than detached)	1,938	21	1	1,960	
Detached houses	4	0	0	4	
Total	3,750	215	1	3,966	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	7	0	0	7	
Four-in-a-block	26	0	0	26	
Houses (other than detached)	21	0	0	21	
Detached houses	0	0	0	0	
Total	54	0	0	54	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	1,686	194	0	1,880	
Four-in-a-block	89	0	0	89	
Houses (other than detached)	1,917	21	1	1,939	
Detached houses	4	0	0	4	
Total	3,696	215	1	3,912	

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



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	0	30	0	30
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	1	0	1
Detached houses	0	0	0	0
Total	0	31	0	31

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	2	1	5
Detached houses	0	0	0	0
Total	2	2	1	5

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	1,686	164	0	1,850
Four-in-a-block	89	0	0	89
Houses (other than detached)	1,915	18	0	1,933
Detached houses	4	0	0	4
Total	3,694	182	0	3,876

	C10	99.1%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	2	1	5
Detached houses	0	0	0	0
Total	2	2	1	5

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		5
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		5

C11.3 If other reason or unknown, please explain

N/A

Annual Return on the Charter (ARC) 2021-2022

Comments (Housing quality and maintenance)



Neighbourhood & community

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

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	227	48
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	227	49
Number of complaints responded to in full by the landlord in the reporting year	227	49
Time taken in working days to provide a full response	841	740

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.70
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	15.10



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	520
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	260
13.2.2	fairly satisfied	176
13.2.3	neither satisfied nor dissatisfied	42
13.2.4	fairly dissatisfied	30
13.2.5	very dissatisfied	12
13.2.6	Total	520

	Indicator 13	83.85%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	430
14.2	The number of tenancy offers that were refused	117

Indicator 14		27.21%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	128
15.2	Of those at 15.1, the number of cases resolved in the last year	102

	Indicator 15	79.69%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	30
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	15
22.2.1	22.2 The number of properties recovered: because rent had not been paid	4
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	1

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	26.67%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	6.67%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	6.67%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	40.00%

Annual Return on the Charter (ARC) 2021-2022

Comments (Neighbourhood & community)

Indicator 15 - We are showing a higher number of unresolved cases than in previous years despite there being a significant decrease in the number of ASB cases reported in the year, as a number of cases were reported in February and March – these are still being investigated and therefore remain as unresolved as at 31st March.

**Access to housing and support****Housing options and access to social housing**

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	3,883
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	230

Indicator 17		5.92%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	177
19.2	The number of approved applications completed between the start and end of the reporting year	152
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	14
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
11 applications were cancelled during the year		

Indicator 19

25



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

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£328,436
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£328,436
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	4,050
21.2	The total number of adaptations completed during the reporting year.	158

		Indicator 21	25.63
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	266
23.2	The total number of individual homeless households referrals received under other referral routes.	153
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	419
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	54
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	136
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	190
23.7	The total number of accepted offers.	134

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	45.35%
Indicator 23 - The percentage of those offers that result in a let	70.53%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	222
30.2	The total number of calendar days properties were empty	6,489

Indicator 30		29.23
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	36
16.1.2	applicants who were assessed as statutory homeless by the local authority	56
16.1.3	applicants from your organisation's housing list	131
16.1.4	nominations from local authority	14
16.1.5	other	44
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	35
16.2.2	applicants who were assessed as statutory homeless by the local authority	50
16.2.3	applicants from your organisation's housing list	115
16.2.4	nominations from local authority	12
16.2.5	other	42

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	97.22%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	89.29%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	87.79%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	95.45%

Annual Return on the Charter (ARC) 2021-2022

Comments (Access to housing and support)

Indicator 23 - As we allocate properties from a number of sources: internal waiting lists, EDINDEX and D&G4Homes and take referrals from a number of agencies out-with the Section 5/nomination process with the local authority, we have completed this indicator in relation to number of referrals as accurately as we can through a manual count of each property shortlisting not taken from our own waiting list.

**Getting good value from rents and service charges****Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£18,763,712
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£19,153,413

	Indicator 26	97.97%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
(Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,477,290
27.2	The total rent due for the reporting year	£19,153,413

	Indicator 27	7.71%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	693
28.2	The total value of management fees invoiced to factored owners in the reporting year	£45,110

Indicator 28		£65.09
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£19,153,413
18.2	The total amount of rent lost through properties being empty during the reporting year	£118,659

	Indicator 18	0.62%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	4.10%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	2,323
C6.2	The value of direct housing cost payments received during the reporting year	£9,374,797



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£493,441
C7.2	The total value of former tenant arrears written off at year end	£10,839

Indicator C7	2.20%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	520
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	169
25.2.2	fairly good value for money	246
25.2.3	neither good nor poor value for money	62
25.2.4	fairly poor value for money	30
25.2.5	very poor value for money	13
25.3	Total	520

Indicator 25	79.81%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	65
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	4
29.2.2	fairly satisfied	18
29.2.3	neither satisfied nor dissatisfied	13
29.2.4	fairly dissatisfied	8
29.2.5	very dissatisfied	22
29.3	Total	65

Indicator 29	33.85%
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Comments (Getting good value from rents and service charges)

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

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

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

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

Indicator 32	
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Comments (Other customers)

N/A