



Landlord name: Home in Scotland Ltd

RSL Reg. No.: 90

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Approval

A1.1	Date approved	21/05/2024
A1.2	Approver	Karen Wolstencroft
A1.3	Approver job title	Head of Service Delivery, Scotland
A1.4	Comments (Approval)	N/A



Comments (Submission)

All indicators complete and approved by Home Group Board



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mrs. Audrey Simpson
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	59.86
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	
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	14.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.60%

**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	394
C3.2	The number of 'supported housing' lets during the reporting year	0

Indicator C3		394
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The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	29
C2.2	The number of lets to housing list applicants	231
C2.3	The number of mutual exchanges	18
C2.4	The number of lets from other sources	11
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	29
C2.5.2	nominations from the local authority	0
C2.5.3	other	94
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	394

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

**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	902
1.1.2	the fieldwork dates of the survey	10/2023
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 checked="" 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	282
1.2.2	fairly satisfied	409
1.2.3	neither satisfied nor dissatisfied	107
1.2.4	fairly dissatisfied	53
1.2.5	very dissatisfied	45
1.2.6	no opinion	6
1.2.7	Total	902

Indicator 1	76.61%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.



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?"	902
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	380
2.2.2	fairly good at keeping them informed	464
2.2.3	neither good nor poor at keeping them informed	29
2.2.4	fairly poor at keeping them informed	17
2.2.5	very poor at keeping them informed	12
2.2.6	Total	902

	Indicator 2	93.57%
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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?"	902
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	392
5.2.2	fairly satisfied	435
5.2.3	neither satisfied nor dissatisfied	52
5.2.4	fairly dissatisfied	14
5.2.5	very dissatisfied	9
5.2.6	Total	902

	Indicator 5	91.69%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.



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	01/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	75.00
C8.3	The date of your next scheduled stock condition survey or assessment	12/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	16.00
C8.5	Comments on method of assessing SHQS compliance.	

Internal home condition survey team appointed to deliver surveys on a five year rolling program. Primary and Secondary Elements, Tolerable Standard, Modern Facility, and Energy Efficiency to be measured. 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	4,231	4,316
C9.2	Self-contained stock exempt from SHQS	37	37
C9.3	Self-contained stock in abeyance from SHQS	42	42
C9.4.1	Self-contained stock failing SHQS for one criterion	15	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	15	0
C9.5	Stock meeting the SHQS	4,137	4,237

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	533	578
Clackmannanshire	0	0
Dumfries & Galloway	565	566
Dundee City	1,699	1,708
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	1,008	1,010
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	85	128
Totals	4,137	4,237



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	4,231
6.1.2	projected to the end of the next reporting year	4,316
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,137
6.2.2	projected to the end of the next reporting year	4,237

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	97.78%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.17%



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?"	902
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	308
7.2.2	fairly satisfied	467
7.2.3	neither satisfied nor dissatisfied	66
7.2.4	fairly dissatisfied	31
7.2.5	very dissatisfied	30
7.3	Total	902

	Indicator 7	85.92%
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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	3,770
8.2	The total number of hours taken to complete emergency repairs	7,101

Indicator 8		1.88
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	7,660
9.2	The total number of working days taken to complete non-emergency repairs	66,307

Indicator 9		8.66
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	4,479
10.2	The total number of reactive repairs completed during the reporting year	4,909

Indicator 10		91.24%
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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?"	367
12.2	Of the tenants who answered, how many said that they were:	170
12.2.1	very satisfied	
12.2.2	fairly satisfied	104
12.2.3	neither satisfied nor dissatisfied	31
12.2.4	fairly dissatisfied	38
12.2.5	very dissatisfied	24
12.2.6	Total	367

	Indicator 12	74.66%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

No comment



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	238	71
Complaints carried forward from previous reporting year	4	2
All complaints received and carried forward	242	73
Number of complaints responded to in full by the landlord in the reporting year	240	70
Time taken in working days to provide a full response	1,285	1,280

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.17%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	95.89%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.35
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.29



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?"	902
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	291
13.2.2	fairly satisfied	480
13.2.3	neither satisfied nor dissatisfied	71
13.2.4	fairly dissatisfied	39
13.2.5	very dissatisfied	21
13.2.6	Total	902

	Indicator 13	85.48%
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	482
14.2	The number of tenancy offers that were refused	88

		Indicator 14	18.26%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	228
15.2	Of those at 15.1, the number of cases resolved in the last year	204

Indicator 15		89.47%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	22
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)
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22.1	The total number of court actions initiated during the reporting year	42
22.2.1	22.2 The number of properties recovered: because rent had not been paid	7
22.2.2	because of anti-social behaviour	3
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	16.67%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	7.14%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	23.81%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

No comment



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	4,185
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	259

Indicator 17		6.19%
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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.	146
19.2	The number of approved applications completed between the start and end of the reporting year	128
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	10
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

We had 8 cancellations - work was no longer required for various reasons (customer improvement, death, OT cancellation)

Indicator 19

18



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	£332,247
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£332,247
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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.	2,938
21.2	The total number of adaptations completed during the reporting year.	128

Indicator 21		22.95
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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.	139
23.2	The total number of individual homeless households referrals received under other referral routes.	213
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	352
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	30
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	105
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.	135
23.7	The total number of accepted offers.	123

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	38.35%
Indicator 23 - The percentage of those offers that result in a let	91.11%



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	216
30.2	The total number of calendar days properties were empty	7,133

Indicator 30		33.02
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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	33
16.1.2	applicants who were assessed as statutory homeless by the local authority	34
16.1.3	applicants from your organisation's housing list	93
16.1.4	nominations from local authority	30
16.1.5	other	121
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	33
16.2.2	applicants who were assessed as statutory homeless by the local authority	33
16.2.3	applicants from your organisation's housing list	92
16.2.4	nominations from local authority	30
16.2.5	other	114

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	97.06%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	98.92%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	94.21%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

No comment



Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£22,692,421
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£22,751,276

Indicator 26		99.74%
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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	£1,351,643
27.2	The total rent due for the reporting year	£22,751,276

	Indicator 27	5.94%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	720
28.2	The total value of management fees invoiced to factored owners in the reporting year	£50,425

Indicator 28		£70.03
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)		
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18.1	The total amount of rent due for the reporting year	
18.2	The total amount of rent lost through properties being empty during the reporting year	£163,816

		Indicator 18	0.72%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	7.70%
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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	2,449
C6.2	The value of direct housing cost payments received during the reporting year	£11,496,145



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	£565,919
C7.2	The total value of former tenant arrears written off at year end	£128,320

	Indicator C7	22.67%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	902
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	186
25.2.2	fairly good value for money	491
25.2.3	neither good nor poor value for money	162
25.2.4	fairly poor value for money	45
25.2.5	very poor value for money	18
25.3	Total	902

Indicator 25	75.06%
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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 for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

No comment



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 for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

Not applicable