

Annual Return on the Charter (ARC) 2022-2023

Ferguslie Park Housing Association Ltd

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21/04/2023 08:27:33

Approval

	Date approved	
	Approver	
<input type="text"/>	Approver job title	
	Comments (Approval)	

Annual Return on the Charter (ARC) 2022-2023

Annual Return on the Charter (ARC) 2022-2023

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Ms. Catrina Miller
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.86
C1.2.2	the number of office based staff	14.21
C1.2.3	the number of care / support staff	
C1.2.4	the number of concierge staff	
C1.2.5	the number of direct labour staff	
C1.2.6	the total number of staff	20.07
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	2.5%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.23%

Social landlord contextual information

Annual Return on the Charter (ARC) 2022-2023

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	44
C3.2	The number of 'supported housing' lets during the reporting year	0

Indicator C3		44
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Annual Return on the Charter (ARC) 2022-2023

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

C2.1	The number of lets to existing tenants	6
C2.2	The number of lets to housing list applicants	17
C2.3	The number of mutual exchanges	1
C2.4	The number of lets from other sources	10
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	11
C2.5.2	nominations from the local authority	
C2.5.3	other	
C2.6	the number of other nominations from local authorities	
C2.7	Total number of lets excluding exchanges	44

Annual Return on the Charter (ARC) 2022-2023

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

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We have included a property in 'Lets from other source' as Local Authority accepted the property on 2 nd March 2023 and covered rent charge for the period until Ukrainian Refugee signed for tenancy. As there was no rent loss after 2/3/2023 included as let from that date.
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Annual Return on the Charter (ARC) 2022-2023

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	321
1.1.2	the fieldwork dates of the survey	August 2021
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/> <input type="checkbox"/> Yes
1.1.5	Face-to-face	<input type="checkbox"/> <input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/> <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	155
1.2.2	fairly satisfied	118
1.2.3	neither satisfied nor dissatisfied	21
1.2.4	fairly dissatisfied	16
1.2.5	very dissatisfied	8
1.2.6	no opinion	3
1.2.7	Total	321

Indicator 1	
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Annual Return on the Charter (ARC) 2022-2023

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

Annual Return on the Charter (ARC) 2022-2023

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?"	321
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	162
2.2.2	fairly good at keeping them informed	140
2.2.3	neither good nor poor at keeping them informed	6
2.2.4	fairly poor at keeping them informed	11
2.2.5	very poor at keeping them informed	2
2.2.6	Total	321

Indicator 2

Annual Return on the Charter (ARC) 2022-2023

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?"	321
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	161
5.2.2	fairly satisfied	141
5.2.3	neither satisfied nor dissatisfied	14
5.2.4	fairly dissatisfied	3
5.2.5	very dissatisfied	2
5.2.6	Total	321

Indicator 5

Annual Return on the Charter (ARC) 2022-2023

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

Annual Return on the Charter (ARC) 2022-2023

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	November 2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	65%
C8.3	The date of your next scheduled stock condition survey or assessment	September 2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	50%
C8.5	<p>Comments on method of assessing SHQS compliance.</p> <p>50% of our stock was assessed by an independent surveyor internally and 80% inspected externally. The surveys highlighted through their inspection any items of disrepair and through cloning of property properties we extrapolate the suspected non-compliance reoccurring across similar stock types. Only items of serious disrepair as set out in the standard have been included.</p>	

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	804	804
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	1	0
C9.4.1	Self-contained stock failing SHQS for one criterion	36	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1	0
C9.4.3	Total self-contained stock failing SHQS	38	0
C9.5	Stock meeting the SHQS	766	804

Annual Return on the Charter (ARC) 2022-2023

C9.6	Total self-contained stock meeting the SHQS by local authority	
	End of the reporting year	End of the next reporting year
Aberdeen City		
Aberdeenshire		
Angus		
Argyll & Bute		
City of Edinburgh		
Clackmannanshire		
Dumfries & Galloway		
Dundee City		
East Ayrshire		
East Dunbartonshire		
East Lothian		
East Renfrewshire		
Eilean Siar		
Falkirk		
Fife		
Glasgow City		
Highland		
Inverclyde		
Midlothian		
Moray		
North Ayrshire		
North Lanarkshire		
Orkney Islands		
Perth & Kinross		
Renfrewshire	766	804

Annual Return on the Charter (ARC) 2022-2023

Scottish Borders		
Shetland Islands		
South Ayrshire		
South Lanarkshire		
Stirling		
West Dunbartonshire		
West Lothian		
Totals	766	804

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	804
6.1.2	projected to the end of the next reporting year	804
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	766
6.2.2	projected to the end of the next reporting year	804

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	95.27%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100%

Annual Return on the Charter (ARC) 2022-2023

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?"	321
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	118
7.2.2	fairly satisfied	160
7.2.3	neither satisfied nor dissatisfied	18
7.2.4	fairly dissatisfied	22
7.2.5	very dissatisfied	3
7.3	Total	321

Indicator 7

Annual Return on the Charter (ARC) 2022-2023

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	499
8.2	The total number of hours taken to complete emergency repairs	758.55

	Indicator 8	1.5 Hours
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Annual Return on the Charter (ARC) 2022-2023

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	2444
9.2	The total number of working days taken to complete non-emergency repairs	10119

	Indicator 9	4 days
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Annual Return on the Charter (ARC) 2022-2023

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	1783
10.2	The total number of reactive repairs completed during the reporting year	1867
Indicator 10		95.5%

Annual Return on the Charter (ARC) 2022-2023

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.	1
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
	One annual gas service over anniversary date which was due to human error. Following an audit by senior staff, a more robust management process using enhanced ICT driven data should prevent the same error occurring in future.	

Indicator 11

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

	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?"	156
	very satisfied	104
	fairly satisfied	30
	neither satisfied nor dissatisfied	8
	fairly dissatisfied	8
	very dissatisfied	6
	Total	156

Indicator 12

Annual Return on the Charter (ARC) 2022-2023

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.

Annual Return on the Charter (ARC) 2022-2023

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	20	2
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	20	2
Number of complaints responded to in full by the landlord in the reporting year	20	2
Time taken in working days to provide a full response	4.64	12

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

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?"	321
13.2.1	Of the tenants who answered, how many said that they were: very satisfied	123
13.2.2	fairly satisfied	168
13.2.3	neither satisfied nor dissatisfied	14
13.2.4	fairly dissatisfied	13
13.2.5	very dissatisfied	3
13.2.6	Total	321

Indicator 13	
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Annual Return on the Charter (ARC) 2022-2023

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

14.1	The number of tenancy offers made during the reporting year	51
14.2	The number of tenancy offers that were refused	14

		Indicator 14	27.5%
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Annual Return on the Charter (ARC) 2022-2023

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	78
15.2	Of those at 15.1, the number of cases resolved in the last year	74

	Indicator 15	
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Annual Return on the Charter (ARC) 2022-2023

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	4
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Annual Return on the Charter (ARC) 2022-2023

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	3
22.2.1	The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
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	0
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0

Annual Return on the Charter (ARC) 2022-2023

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

Annual Return on the Charter (ARC) 2022-2023

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)

17.1	The total number of lettable self-contained stock	801
17.2	The number of empty dwellings that arose during the reporting year in selfcontained lettable stock	42

	Indicator 17	5.24%
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Annual Return on the Charter (ARC) 2022-2023

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.	30
19.2	The number of approved applications completed between the start and end of the reporting year	28
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Annual Return on the Charter (ARC) 2022-2023

Indicator 19	

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

20.1	The cost(£) that was landlord funded;	£8,889.97
20.2	The cost(£) that was grant funded	£50,000
20.3	The cost(£) that was funded by other sources.	0

Indicator 20	£58,889.97
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Annual Return on the Charter (ARC) 2022-2023

The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	1527
21.2	The total number of adaptations completed during the reporting year.	28

Indicator 21		61.1 Days
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Annual Return on the Charter (ARC) 2022-2023

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.	19
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	19
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	12
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
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.	12
23.7	The total number of accepted offers.	10

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

Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	44
30.2	The total number of calendar days properties were empty	1895

	Indicator 30	43.07
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Annual Return on the Charter (ARC) 2022-2023

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	4
16.1.2	applicants who were assessed as statutory homeless by the local authority	5
16.1.3	applicants from your organisation's housing list	20
16.1.4	nominations from local authority	0
16.1.5	other	2
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	3
16.2.2	applicants who were assessed as statutory homeless by the local authority	5
16.2.3	applicants from your organisation's housing list	20
16.2.4	nominations from local authority	0
16.2.5	other	1

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

Annual Return on the Charter (ARC) 2022-2023

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

Annual Return on the Charter (ARC) 2022-2023

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	3,728,798
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	3,744,686

	Indicator 26	99.58%
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Annual Return on the Charter (ARC) 2022-2023

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	160,535.57
27.2	The total rent due for the reporting year	3,744,686.15

	Indicator 27	4.29%
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Annual Return on the Charter (ARC) 2022-2023

Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	

	Indicator 28	
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Annual Return on the Charter (ARC) 2022-2023

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	3,744,686.15
18.2	The total amount of rent lost through properties being empty during the reporting year	22,014.42

	Indicator 18	0.59%
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Annual Return on the Charter (ARC) 2022-2023

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5%
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Annual Return on the Charter (ARC) 2022-2023

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	533
C6.2	The value of direct housing cost payments received during the reporting year	2,285,250.68

Annual Return on the Charter (ARC) 2022-2023

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	49,398.43
C7.2	The total value of former tenant arrears written off at year end	9,455.82
	Indicator C7	19.14%

Annual Return on the Charter (ARC) 2022-2023

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?"	321
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	89
25.2.2	fairly good value for money	194
25.2.3	neither good nor poor value for money	25
25.2.4	fairly poor value for money	12
25.2.5	very poor value for money	1
25.3	Total	321

Indicator 25

Annual Return on the Charter (ARC) 2022-2023

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?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

	Indicator 29	
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Annual Return on the Charter (ARC) 2022-2023

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

Annual Return on the Charter (ARC) 2022-2023

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	
31.2	The total amount of rent set for all pitches during the reporting year	

	Indicator 31	
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Annual Return on the Charter (ARC) 2022-2023

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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Annual Return on the Charter (ARC) 2022-2023

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