



Landlord name: Paisley Housing Association Ltd

RSL Reg. No.: 166

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Approval

A1.1	Date approved	30/05/2023
A1.2	Approver	Kathleen McCutcheon
A1.3	Approver job title	Chief Executive
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Miss Kathleen McCutcheon
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	26.46
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.50
C1.2.5	the number of direct labour staff	1.21
C1.2.6	the total number of staff	32.17
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	12.43%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.81%

**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	92
C3.2	The number of 'supported housing' lets during the reporting year	10
Indicator C3		102



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	8
C2.2	The number of lets to housing list applicants	52
C2.3	The number of mutual exchanges	1
C2.4	The number of lets from other sources	7
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	31
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	4
C2.7	Total number of lets excluding exchanges	102

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.

C2. other lets breakdown - 5 x lets via nominations from LA for Ukrainian resettlement. 1 x let via agreement with Scottish Refugee Council, 1 x let via social work for supported property which is managed by social work

**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	304
1.1.2	the fieldwork dates of the survey	09/2022
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	80
1.2.2	fairly satisfied	183
1.2.3	neither satisfied nor dissatisfied	16
1.2.4	fairly dissatisfied	15
1.2.5	very dissatisfied	10
1.2.6	no opinion	0
1.2.7	Total	304

Indicator 1	86.51%
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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.

We carried out our 3 yearly tenant satisfaction survey in 2022 shortly after our return to normal working post covid. We intend to carry out another satisfaction survey in 2024 as we found that our tenant feedback was largely based on their experiences during covid when there was restrictions on the Association, contractors and external agencies. We want to ensure that tenants are given the opportunity to provide feedback on their satisfaction levels on the services they are receiving post covid.



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?"	304
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	142
2.2.2	fairly good at keeping them informed	138
2.2.3	neither good nor poor at keeping them informed	13
2.2.4	fairly poor at keeping them informed	8
2.2.5	very poor at keeping them informed	3
2.2.6	Total	304

	Indicator 2	92.11%
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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?"	304
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	106
5.2.2	fairly satisfied	153
5.2.3	neither satisfied nor dissatisfied	25
5.2.4	fairly dissatisfied	8
5.2.5	very dissatisfied	12
5.2.6	Total	304

	Indicator 5	85.20%
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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 "The customer / landlord relationship" section.

Ind 5 - We carried out our 3 yearly tenant satisfaction survey in 2022 shortly after our return to normal working post covid. From this we have developed a new community engagement strategy to increase engagement with our tenants post covid restrictions offering a number of ways in which the tenants can be involved in the Association's decision making including forums, discussion groups and digital platforms.



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	08/2021
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	100.00
C8.3	The date of your next scheduled stock condition survey or assessment	08/2024
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.	

A stock condition survey exercise was carried by JMP Surveyors in 2021, who stratify the stock into property types using construction date and type. A 20% sample size was surveyed of each strata type within each geographical area to ensure a representative sample. This either confirmed current LCC and planned maintenance programme or highlighted areas for additional checks/action.

Our SCS and LCC information is now being populated on cloud based asset software. This allows continuous updates and assessment of our stock and allows us capture site data through an ongoing combination of inspections at void and during access to carry out planned maintenance programmes.



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	1,299	1,299
C9.2	Self-contained stock exempt from SHQS	51	1
C9.3	Self-contained stock in abeyance from SHQS	1	0
C9.4.1	Self-contained stock failing SHQS for one criterion	105	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	2	0
C9.4.3	Total self-contained stock failing SHQS	107	0
C9.5	Stock meeting the SHQS	1,140	1,298

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	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
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	1,140	1,298
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	0	0
Totals	1,140	1,298



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	1,299
6.1.2	projected to the end of the next reporting year	1,299
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,140
6.2.2	projected to the end of the next reporting year	1,298

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	87.76%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.92%



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?"	304
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	85
7.2.2	fairly satisfied	171
7.2.3	neither satisfied nor dissatisfied	20
7.2.4	fairly dissatisfied	18
7.2.5	very dissatisfied	10
7.3	Total	304

	Indicator 7	84.21%
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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	312
8.2	The total number of hours taken to complete emergency repairs	753

Indicator 8		2.41
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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	4,238
9.2	The total number of working days taken to complete non-emergency repairs	9,425

Indicator 9		2.22
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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	3,095
10.2	The total number of reactive repairs completed during the reporting year	3,207

	Indicator 10	96.51%
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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.	8
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>Due to re-procuring a new gas servicing contractor, we identified that in 22/23 - 8 properties had gas safety checks out with the required 12 month period. These have since been completed. We have since introduced an enhanced validation process both internally and with the current servicing contractor.</p>		

Indicator 11	8
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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?"	304
	12.2 Of the tenants who answered, how many said that they were:	147
12.2.1	very satisfied	
12.2.2	fairly satisfied	108
12.2.3	neither satisfied nor dissatisfied	22
12.2.4	fairly dissatisfied	17
12.2.5	very dissatisfied	10
12.2.6	Total	304

	Indicator 12	83.88%
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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.

Ind C8,C9 & Ind 6 - The reduction in SHQS compliance is due to failures under Modern Facilities > Bathroom Condition and Kitchen Condition criteria. The majority of these properties were due component replacements in 22/23, however the bathroom and kitchen replacement contracts were severely delayed and eventually terminated due to contractor insolvency. We are in the process of re-tendering these works and expect completion in 23/24 to address all of the 107No. failures. 51No. properties have been reported under exemptions, of these the 48No. properties are from our large CTI project in Orchard Street, which is not yet on site and are unlettable. 2No. properties which were buy backs that are undergoing survey works (unlettable). 1No. property which is exempt under kitchen storage and 1No. property which has been reported as an abeyance for an invalid EICR. The tenant was in hospital (continual no access) and has since deceased.

Ind 7 - Whilst we continue to operate an effective repairs and maintenance service, we have experienced several challenges in delivering our planned maintenance and major repairs programme in 22/23 due to availability of contractors. A number of contracts were delayed and eventually terminated due to contractor insolvency. Increased costs of re-tendering for component replacement works has meant rebalancing with other priorities in order maintain tenants homes to regulatory and legislative standards.



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	61	5
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	61	6
Number of complaints responded to in full by the landlord in the reporting year	60	6
Time taken in working days to provide a full response	210	67

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.36%
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	3.50
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	11.17



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?"	304
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	84
13.2.2	fairly satisfied	157
13.2.3	neither satisfied nor dissatisfied	38
13.2.4	fairly dissatisfied	17
13.2.5	very dissatisfied	8
13.2.6	Total	304

Indicator 13	79.28%
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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	193
14.2	The number of tenancy offers that were refused	85

Indicator 14		44.04%
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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	84
15.2	Of those at 15.1, the number of cases resolved in the last year	79

Indicator 15		94.05%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	8
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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	9
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
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	11.11%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
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	11.11%

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.

Ind 13 - We carried out our 3 yearly tenant satisfaction survey in 2022 shortly after our return to normal working post covid. We intend to carry out another satisfaction survey in 2024 as we found that our tenant feedback was largely based on their experiences during covid when there was restrictions on the Association, contractors and external agencies. We want to ensure that tenants are given the opportunity to provide feedback on their satisfaction levels on the services they are receiving post covid.



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	1,214
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	94

Indicator 17		7.74%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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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.	72
19.2	The number of approved applications completed between the start and end of the reporting year	45
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	26
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
1 application was cancelled by the tenant		

Indicator 19

27



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

20.1	The cost (£) that was landlord funded;	£22,587
20.2	The cost (£) that was grant funded	£110,000
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£132,587
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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.	884
21.2	The total number of adaptations completed during the reporting year.	45

		Indicator 21	19.64
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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.	60
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.	60
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	60
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.	60
23.7	The total number of accepted offers.	31

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	100.00%
Indicator 23 - The percentage of those offers that result in a let	51.67%



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	102
30.2	The total number of calendar days properties were empty	2,560

Indicator 30		25.10
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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	24
16.1.2	applicants who were assessed as statutory homeless by the local authority	41
16.1.3	applicants from your organisation's housing list	84
16.1.4	nominations from local authority	21
16.1.5	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	22
16.2.2	applicants who were assessed as statutory homeless by the local authority	35
16.2.3	applicants from your organisation's housing list	81
16.2.4	nominations from local authority	18
16.2.5	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	91.67%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.37%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	96.43%
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	100.00%

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.

Ind16 - 2 x lets to homeless applicants not sustained for 1 year due to death. 1 x let to transfer applicant not sustained due to death. Of 3 lets to nomination not sustained for 1 year, 1 x let not sustained due to being imprisoned & 2 x lets not sustained as moved to sheltered/residential care

Ind 21. - The average time to complete Stage 3 adaptations has improved from 31.22 days to 19.64 days.

Ind 23. Our agreement with LA is property lead. We offered over 75% of our properties available for let to the LA to support homelessness

Ind 30 - Our void period was increased by 456 days due to meter issues with energy suppliers. Without this, our average letting time would have been 21.75 days.

**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	£6,089,594
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,108,760

Indicator 26		99.69%
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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	£148,716
27.2	The total rent due for the reporting year	£6,108,760

Indicator 27		2.43%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	243
28.2	The total value of management fees invoiced to factored owners in the reporting year	£44,692

Indicator 28		£183.92
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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	£6,108,760
18.2	The total amount of rent lost through properties being empty during the reporting year	£30,858

	Indicator 18	0.51%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.50%
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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	900
C6.2	The value of direct housing cost payments received during the reporting year	£3,583,960



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	£50,858
C7.2	The total value of former tenant arrears written off at year end	£16,886

	Indicator C7	33.20%
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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)
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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?"	304
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	32
25.2.2	fairly good value for money	193
25.2.3	neither good nor poor value for money	41
25.2.4	fairly poor value for money	26
25.2.5	very poor value for money	12
25.3	Total	304

Indicator 25	74.01%
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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?"	72
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	30
29.2.2	fairly satisfied	27
29.2.3	neither satisfied nor dissatisfied	7
29.2.4	fairly dissatisfied	6
29.2.5	very dissatisfied	2
29.3	Total	72

Indicator 29	79.17%
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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.

Ind 25 - We carried out our 3 yearly tenant satisfaction survey in 2022 shortly after our return to normal working post covid. We intend to carry out another satisfaction survey in 2024 as we found that our tenant feedback was largely based on their experiences during covid when there was restrictions on the Association, contractors and external agencies. We want to ensure that tenants are given the opportunity to provide feedback on their satisfaction levels on the services they are receiving post covid.

Ind 29 - We carried out our 3 yearly owner satisfaction survey in 2022 shortly after our return to normal working post covid. We intend to carry out another satisfaction survey in 2024 as we found that our owners feedback was largely based on their experiences during covid when there was restrictions on the Association, contractors and external agencies. We want to ensure that owners are given the opportunity to provide feedback on their satisfaction levels on the services they are receiving post covid.

**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)
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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.