

# Landlord name: Gardeen Housing Association Ltd

**RSL Reg. No.:** 214

#### Report generated date: 19/05/2023 15:40:03

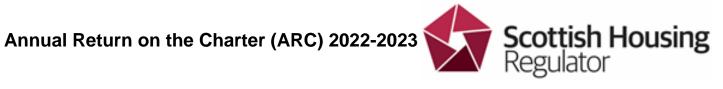
### Approval

A1.1	Date approved	18/05/2023
A1.2	Approver	Roslyn Crawford
A1.3	Approver job title	Director
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	Mrs. Roslyn Crawford
C1.2.1	C1.2 Staff employed by the RSL:	
		2.00
	the number of senior staff	
C1.2.2	the number of office based staff	3.00
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	5.00
C1.3.1	Staff turnover and sickness absence:	
		0.00%
	the percentage of senior staff turnover in the year to the end of the report	ing year
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting	g year 33.30%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting	g year 4.07%



## Social landlord contextual information

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	18
C3.2	The number of 'supported housing' lets during the reporting year	0
	Indicator C3	18



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

C2.1	The number of lets to existing tenants	4
C2.2	The number of lets to housing list applicants	10
C2.3	The number of mutual exchanges	0
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	4
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	18

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

Indicator C2

We also rehoused one applicant from our direct waiting list who was statutorily homeless but not referred to the Association as a Section 5 referral.



#### **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:		155
	the number of tenants who were surveyed		155
1.1.2	the fieldwork dates of the survey	06/2021	
1.1.3	The method(s) of administering the survey:		
	Post		
1.1.4	Telephone	X	
1.1.5	Face-to-face		
1.1.6	Online		
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state		
	the number of tenants who responded:		84
	very satisfied		
1.2.2	fairly satisfied		61
1.2.3	neither satisfied nor dissatisfied		5
1.2.4	fairly dissatisfied		4
1.2.5	very dissatisfied		1
1.2.6	no opinion		0
1.2.7	Total		155

Indicator 1	93.55%

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?"	155
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	85
2.2.2	fairly good at keeping them informed	69
2.2.3	neither good nor poor at keeping them informed	0
2.2.4	fairly poor at keeping them informed	0
2.2.5	very poor at keeping them informed	1
2.2.6	Total	155

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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)

155	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?"	5.1
	5.2 Of the tenants who answered, how many said that they were:	5.2.1
72	very satisfied	
73	.2 fairly satisfied	5.2.2
7	.3 neither satisfied nor dissatisfied	5.2.3
1	.4 fairly dissatisfied	5.2.4
2	2.5 very dissatisfied	5.2.5
155	2.6 Total	5.2.6
	.6 Total	5.2.6

	Indicator 5	93.55%
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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	05/2021		
	compliance with the SHQS	05/2021		
C8.2	What percentage of stock did your organisation fully assess for compliance in	C1 00		
	the last five years?	61.00		
C8.3	The date of your next scheduled stock condition survey or assessment	05/2024		
C8.4	C8.4 What percentage of your organisation's stock will be fully assessed in the next			
	survey for SHQS compliance	39.00		
C8.5	C8.5 Comments on method of assessing SHQS compliance.			
Stock condition surveys are carried out every three years using different samples each time using an independent company				

Stock condition surveys are carried out every three years using different samples each time using an independent company Brown and Wallace. Prior to the Covid-19 pandemic, property services staff continually assessed the stock through property inspections where each property was inspected every two years. These inspections have resumed during 2023. We carry out weekly estate management inspections and pre and post inspections for repairs. Planned maintenance programmes allow for further inspections to take place. The LCC information is reviewed every quarter with Gardeen staff and the Finance and Maintenance Consultants to highlight any requirements to amend the programme. The Maintenance Consultant, Tom Atkinson, also verifies the LCC information. Stock condition surveys were also carried out in 2006, 2009, 2012, 2015 and 2018. The Association has allowed for adequate resources to ensure that stock condition information is reviewed and updated on a regular basis.



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

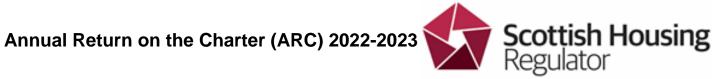
		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	253	253
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	253	253



C9.6

Total self-contained stock meeting the SHQS by local authority

	End of the reporting year	End of the next reporting year
	0	
Aberdeen City		
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	253	253
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	0	0
Totals	253	253

reporting year



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:	
		253
	at the end of the reporting year	
6.1.2	projected to the end of the next reporting year	253
6.2.1	The number of properties meeting the SHQS:	
		253
	at the end of the reporting year	
6.2.2	projected to the end of the next reporting year	253
	· ·	
Indicato	or 6 - Percentage of stock meeting the SHQS at the end of the reporting year	100.00%
Indicato	or 6 - Percentage of stock meeting the SHQS projected to the end of the next	100.00%

100.00%

# Annual Return on the Charter (ARC) 2022-2023 Scottish Housing Regulator

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	155
	are you with the quality of your home?"	100
7.2.1	7.2 Of the tenants who answered, how many said that they were:	
		66
	very satisfied	
7.2.2	fairly satisfied	65
7.2.3	neither satisfied nor dissatisfied	16
7.2.4	fairly dissatisfied	5
7.2.5	very dissatisfied	3
7.3	Total	155

Indicator	7 84.52%



#### Repairs, maintenance & improvements

Average	e length of time taken to complete emergency repairs (Indicator 8)	
8.1	The number of emergency repairs completed in the reporting year	102
8.2	The total number of hours taken to complete emergency repairs	188

Indicator 8	
	1.84



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	709
9.2	The total number of working days taken to complete non-emergency repairs	2,733

Indicator 9	3.85
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Pe	rcentage of	reactive re	epairs carri	ed out ir	n the last	vear	completed	riaht first	time (	Indicator 1	10)	
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year	697
10.2 The total number of reactive repairs completed during the reporting year	709



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		0
	safety check.		•
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in	n the comments	
	field		
		1	N/A

Indicator 11	0



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?"	142
	12.2 Of the tenants who answered, how many said that they were:	140
12.2.1	very satisfied	
12.2.2	fairly satisfied	1
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	0
12.2.6	Total	142

Indicator 12	99.30%
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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.

There has been an increase in the number of emergency repairs carried out as we have further improved our response times for no heating and hot water during cold months in our Maintenance Policy. This was reduced from 24 hours to 4 hours.



#### 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	2	1
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	2	1
Number of complaints responded to in full by the landlord in the reporting year	2	1
Time taken in working days to provide a full response	10	17

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	5.00
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.00



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?'"	155
13.2.1	13.2 Of the tenants who answered, how many said that they were:	
	very satisfied	74
13.2.2	fairly satisfied	67
13.2.3	neither satisfied nor dissatisfied	8
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	3
13.2.6	Total	155

Indicator 13 90.97%
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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	19
14.2	The number of tenancy offers that were refused	1

Indicator 14	5.26%

Page 26 of 51



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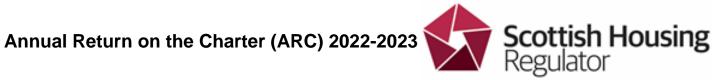
15.1	The number of cases of anti-social behaviour reported in the last year	14
15.2	Of those at 15.1, the number of cases resolved in the last year	14

Indicator 15	100.00%



Abandoned homes (Indicator C4)	

C4.1	The number of properties abandoned during the reporting year	0	
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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	4
22.2.1	22.2 The number of properties recovered:	
		0
	because rent had not been paid	
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	0.00%
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	0.00%

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



#### Access to housing and support

#### Housing options and access to social housing

Percentage of lettable houses that became vacant in the last y	/ear (Indicator 17)

17.1	The total number of lettable self-contained stock	253
17.2	The number of empty dwellings that arose during the reporting year in self- contained lettable stock	18

Indicator 17	7.11%
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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	23
	of the reporting year, plus any new approved applications during the reporting year.	20
19.2	The number of approved applications completed between the start and end of the	47
	reporting year	17
19.3	The total number of households waiting for applications to be completed at the end	0
	of the reporting year.	6
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	6



#### 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	£56,556
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£56,556



The average time to complete adaptations (Indicator 21)		
21.1	The total number of working days taken to complete all adaptations.	1,359
21.2	The total number of adaptations completed during the reporting year.	17

Indicator 21	79.94
	,



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.	13
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.	13
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	4
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.	4
23.7	The total number of accepted offers.	4

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	30.77%
Indicator 23 - The percentage of those offers that result in a let	100.00%



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	18
30.2	The total number of calendar days properties were empty	61

Indicator 30 3.39		
	Indicator 30	3.39



#### **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	3
16.1.2	applicants who were assessed as statutory homeless by the local authority	2
16.1.3	applicants from your organisation's housing list	10
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a	
	year by:	3
	existing tenants	
16.2.2	applicants who were assessed as statutory homeless by the local authority	1
16.2.3	applicants from your organisation's housing list	9
16.2.4	nominations from local authority	0
16.2.5	other	0

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	50.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	90.00%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

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

Indicator 16

One tenant who was allocated via the Section 5 referral route did not sustain their tenancy. The tenant did not move into their property. The Association served Abandonment Notices on the advice of our Solicitor. We raised the issue with Glasgow City Council's Section 5 Team and Wheatley Care, the support provider.

Indicator 21

The average time to complete adaptations has been impacted by funding availability which is determined by Glasgow City Council.

Indicator 23

We also rehoused one applicant from our direct waiting list who was statutorily homeless but not referred to the Association as a Section 5 referral.



#### 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	£1,061,813
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£1,069,108

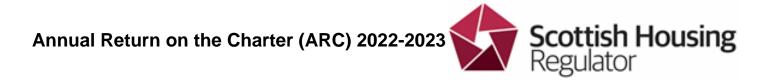
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£9,328
27.2	The total rent due for the reporting year	£1,071,623

Indicator 27	0.87%



Average annual management fee per factored property (Indicator 28)	
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28.1	The number of residential properties factored	17
28.2	The total value of management fees invoiced to factored owners in the reporting	£972
	year	1972

Indicator 28	£57.18



#### 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	£1,071,623
18.2	The total amount of rent lost through properties being empty during the reporting	0074
	year	£671

Indicator 18	0.06%



Rent incr	ease (Indicator C5)			

C5.1	The percentage average weekly rent increase to be applied in the next reporting	5.00%
	year	5.00 /8



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	144
C6.2	The value of direct housing cost payments received during the reporting year	£527,580



#### 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	£2,820
C7.2	The total value of former tenant arrears written off at year end	£1,455

Indicator C7	51.60%
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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?"	155
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	60
25.2.2	fairly good value for money	81
25.2.3	neither good nor poor value for money	8
25.2.4	fairly poor value for money	5
25.2.5	very poor value for money	1
25.3	Total	155

# Annual Return on the Charter (ARC) 2022-2023 Scottish Housing Regulator

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?"	7
29.2.1	29.2 Of the factored owners who answered, how many said that they were:	
		4
	very satisfied	
29.2.2	fairly satisfied	3
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	0
29.2.5	very dissatisfied	0
29.3	Total	7

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



#### Other customers

#### **Gypsies / Travellers**

		/Task allows alter	A		$\frac{1}{2}$
For those who	provide Gypsies	/ I ravellers sites	- Average weeki	y rent per	pitch (Indicator 31)

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



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

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