Landlord name: Rosehill Housing Co-operative Limited

RSL Reg. No.: 174

Report generated date: 21/04/2020 14:20:42

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments	

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Ms Geri Mogan
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	13.91
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	17.91
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	5.58%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.15%

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	88
C3.2	The number of ‘supported housing’ lets during the reporting year	0

Indicator C3	88

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

C2.1	The number of lets to existing tenants	20
C2.2	The number of lets to housing list applicants	46
C2.3	The number of mutual exchanges	7
C2.4	The number of lets from other sources	1
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	21
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	88

Comments (Social landlord contextual information)

Information provided as at 30/09/2019

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	500
1.1.2	the fieldwork dates of the survey	07/2019
1.1.3	The method(s) of administering the survey: Post	
1.1.4	Telephone	
1.1.5	Face-to-face	X
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: very satisfied	290
1.2.2	fairly satisfied	178
1.2.3	neither satisfied nor dissatisfied	6
1.2.4	fairly dissatisfied	19
1.2.5	very dissatisfied	7
1.2.6	no opinion	0
1.2.7	Total	500

Indicator 1	93.60%

Comments (Overall satisfaction)

The customer / landlord relationship

Communication

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

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	500
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	304
2.2.2	fairly good at keeping them informed	188
2.2.3	neither good nor poor at keeping them informed	6
2.2.4	fairly poor at keeping them informed	1
2.2.5	very poor at keeping them informed	1
2.2.6	Total	500

Indicator 2	98.40%

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?"	500
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	210
5.2.2	fairly satisfied	273
5.2.3	neither satisfied nor dissatisfied	14
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	2
5.2.6	Total	500

Indicator 5	96.60%

Comments (The customer / landlord relationship)

There has been a marked increase in the satisfaction levels for opportunities to participate in decision making and landlord communication to tenants. This increase has been due to improvements in how we communicate with tenants and a new tenant participation strategy being introduced.

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	09/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	47.00
C8.3	The date of your next scheduled stock condition survey or assessment	09/2020
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	33.00
C8.5	Comments on method of assessing SHQS compliance.	

We have completed year 3 of a 5 year rolling programme of surveys, having previously achieved a 97% survey rate over the last 5 year rolling programme. The surveys have targeted our oldest stock and have been carried out in 11 of our 14 stock areas. The surveys completed this year have been collated in a database and used as a basis for cloning unsurveyed properties based on property types, ages and development areas and previous historic surveys to project overall compliance. The surveys were carried out by external consultants and they provide a stock compliance statement and observations on overall compliance.

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	1,021	1,038
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	3	0
C9.4.3	Total self-contained stock failing SHQS	3	0
C9.5	Stock meeting the SHQS	1,018	1,038

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	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	1,018	1,038
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	1,018	1,038

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	1021
6.1.2	projected to the end of the next reporting year	1038
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1018
6.2.2	projected to the end of the next reporting year	1038

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.71%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100%

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?"	500
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	290
7.2.2	fairly satisfied	170
7.2.3	neither satisfied nor dissatisfied	12
7.2.4	fairly dissatisfied	23
7.2.5	very dissatisfied	5
7.3	Total	500

Indicator 7	92.00%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	328
8.2	The total number of hours taken to complete emergency repairs	901

Indicator 8	2.75

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

9.1	The total number of non-emergency repairs completed in the reporting year	2,906
9.2	The total number of working days taken to complete non-emergency repairs	8,349

Indicator 9	2.87

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	2,763
10.2	The total number of reactive repairs completed during the reporting year	2,906

Indicator 10	Input string was not in a

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	

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?"	154
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	143
12.2.2	fairly satisfied	11
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	0
12.2.6	Total	154

Indicator 12	100.00%

EESSH

Percentage of properties meeting the EESSH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	**Total**
Flats	79	3	0	82
Four-in-a-block	270	0	0	270
Houses (other than detached)	663	0	0	663
Detached houses	6	0	0	6
Total	1,018	3	0	1,021

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

C10.3	Number of self contained properties in scope of the EESSH			
	Gas	Electric	Other fuels	**Total**
Flats	79	3	0	82
Four-in-a-block	270	0	0	270
Houses (other than detached)	663	0	0	663
Detached houses	6	0	0	6
Total	1,018	3	0	1,021

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

C10.4.21	Where EESSH compliance is unknown for any properties, please explain why

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	**Total**
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

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

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	**Total**
Flats	79	1	0	80
Four-in-a-block	270	0	0	270
Houses (other than detached)	663	0	0	663
Detached houses	6	0	0	6
Total	1,018	1	0	1,019

	C10	99.8%

Anticipated exemptions from the EESSH (Indicator C11)

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

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

C11.3	If other reason or unknown, please explain

Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	84	29
C	298	5
D	42	0
E	2	0
F	0	0
G	0	0
Total	426	34

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs
	Number of Properties
SAP 2001	0
SAP 2005	120
SAP 2009	129
SAP 2012	177
Other procedure / unknown	0
Total	426

C12.3	If other procedure or unknown, please explain

Indicator C12	41.7%

Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	0
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£0
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£0

C13.3	Please give reasons for any investment which came from another source

Comments (Housing quality and maintenance)

Information provided to 30th September 2019

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	53	20
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	53	21
Number of complaints responded to in full by the landlord in the reporting year	53	21
Time taken in working days to provide a full response	110	269

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	2.08
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	12.81

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?'"	500
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	258
13.2.2	fairly satisfied	202
13.2.3	neither satisfied nor dissatisfied	20
13.2.4	fairly dissatisfied	17
13.2.5	very dissatisfied	3
13.2.6	Total	500

Indicator 13	92.00%

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

14.1	The number of tenancy offers made during the reporting year	101
14.2	The number of tenancy offers that were refused	14

Indicator 14	13.86%

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	33
15.2	Of those at 15.1, the number of cases resolved in the last year	33

Indicator 15	100.00%

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	4

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	5
22.2.1	The number of properties recovered: because rent had not been paid	1
22.2.2	because of anti-social behaviour	1
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	20.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	20.00%
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	40.00%

Comments (Neighbourhood & community)

Information provided to 30th September 2019

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	1,021
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	52

Indicator 17	5.09%

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.	32
19.2	The number of approved applications completed between the start and end of the reporting year	26
19.3	The total number of households waiting for applications to be completed at the end 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.	

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	£43,772
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£43,772

The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	816
21.2	The total number of adaptations completed during the reporting year.	32

Indicator 21	25.50

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.	26
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.	26
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	23
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.	23
23.7	The total number of accepted offers.	22

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	88.46%
Indicator 23 - The percentage of those offers that result in a let	95.65%

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	58
30.2	The total number of calendar days properties were empty	605

Indicator 30	10.43

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	8
16.1.2	applicants who were assessed as statutory homeless by the local authority	18
16.1.3	applicants from your organisation's housing list	29
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: existing tenants	8
16.2.2	applicants who were assessed as statutory homeless by the local authority	17
16.2.3	applicants from your organisation's housing list	25
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	94.44%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	86.21%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	Input string was not in
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	Input string was not in

Comments (Access to housing and support)

Information provided to 30th September 2019

This figure has gone down from last year. However of the 5 terminations within the calender year 2 reconciled and moved back in with family members and 1 person moved to take up employment down South. The tenancies didn't sustain using the current measurement but weren't failed tenancies as they had successful outcomes.

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	£3,970,058
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,981,698

Indicator 26	99.71%

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	£104,031
27.2	The total rent due for the reporting year	£3,988,191

Indicator 27	2.61%

Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	31
28.2	The total value of management fees invoiced to factored owners in the reporting year	£2,636

Indicator 28	£85.03

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	3,988,191
18.2	The total amount of rent lost through properties being empty during the reporting year	6,493

Indicator 18	0.16%

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.10%

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	642
C6.2	The value of direct housing cost payments received during the reporting year	£2,075,779

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	£25,233
C7.2	The total value of former tenant arrears written off at year end	£11,909
	Indicator C7	47.20%

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?"	500
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	224
25.2.2	fairly good value for money	239
25.2.3	neither good nor poor value for money	15
25.2.4	fairly poor value for money	21
25.2.5	very poor value for money	1
25.3	Total	500

Indicator 25	92.60%

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?"	10
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	3
29.2.2	fairly satisfied	5
29.2.3	neither satisfied nor dissatisfied	1
29.2.4	fairly dissatisfied	1
29.2.5	very dissatisfied	0
29.3	Total	10

Indicator 29	80.00%

Comments (Getting good value from rents and service charges)

Information provided to 30th September 2019
I29 - based on September 2019 in house survey.

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	Input string was not in

Indicator 31	Input string was not in

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 (Other customers)