



Landlord name: North View Housing Association Ltd

RSL Reg. No.: 269

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Approval

A1.1	Date approved	24/05/2023
A1.2	Approver	Alison Main
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. Alison Main
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	11.00
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	6.00
C1.2.6	the total number of staff	20.00
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	0.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.52%



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	80
C3.2	The number of 'supported housing' lets during the reporting year	12
Indicator C3		92



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	23
C2.2	The number of lets to housing list applicants	35
C2.3	The number of mutual exchanges	2
C2.4	The number of lets from other sources	3
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	0
C2.7	Total number of lets excluding exchanges	92

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.

**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	278
1.1.2	the fieldwork dates of the survey	08/2022
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:	124
	very satisfied	
1.2.2	fairly satisfied	96
1.2.3	neither satisfied nor dissatisfied	29
1.2.4	fairly dissatisfied	13
1.2.5	very dissatisfied	13
1.2.6	no opinion	3
1.2.7	Total	278

Indicator 1	79.14%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

Indicator 1 (Overall satisfaction): The fieldwork dates for the survey were 25th July 2022 to 24th August 2022. Overall satisfaction has reduced from 85.03% in the Association's 2020 survey to 79.14% in its 2022 survey. There has, however, been a small increase in the proportion of tenants who responded 'neither satisfied nor dissatisfied' (+1.29%) and small increase in the proportion with no opinion (+1.08%).



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?"	278
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	151
2.2.2	fairly good at keeping them informed	116
2.2.3	neither good nor poor at keeping them informed	8
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	1
2.2.6	Total	278

	Indicator 2	96.04%
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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?"	278
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	166
5.2.2	fairly satisfied	105
5.2.3	neither satisfied nor dissatisfied	6
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	0
5.2.6	Total	278

	Indicator 5	97.48%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

N/A



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	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	56.94
C8.3	The date of your next scheduled stock condition survey or assessment	07/2023
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.	

The Association's Maintenance Manager and a consultant carry out 'in house' surveys throughout the year, recording property information on our Stock Condition/SHQS forms. We aim to inspect 20% of the stock each year, with the intention of visiting all properties over a five year period. All information gathered during the surveys is fed into our computer system, allowing us to plan future replacement 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	692	692
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	11	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	681	692

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	681	692
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	681	692

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	692
6.1.2	projected to the end of the next reporting year	692
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	681
6.2.2	projected to the end of the next reporting year	692

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.41%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%



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?"	278
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	133
7.2.2	fairly satisfied	103
7.2.3	neither satisfied nor dissatisfied	28
7.2.4	fairly dissatisfied	11
7.2.5	very dissatisfied	3
7.3	Total	278

Indicator 7	84.89%
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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	167
8.2	The total number of hours taken to complete emergency repairs	227

Indicator 8		1.36
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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	2,399
9.2	The total number of working days taken to complete non-emergency repairs	7,303

Indicator 9		3.04
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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	2,267
10.2	The total number of reactive repairs completed during the reporting year	2,399

	Indicator 10	94.50%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	226
	12.2 Of the tenants who answered, how many said that they were:	158
12.2.1	very satisfied	
12.2.2	fairly satisfied	57
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	4
12.2.5	very dissatisfied	6
12.2.6	Total	226

	Indicator 12	95.13%
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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.

Indicator C9 (SHQS): As at 31st March 2023, the Association had eleven properties in abeyance due to consent/social reasons (access) - nine were in abeyance for not meeting one criterion (eight did not have a current EICR and one did not meet ESSH1) and two were in abeyance for not meeting two criteria (both did not have a current EICR and did not meet LD2 standard (linked smoke and heat detectors)). In last year's return, the Association reported thirty properties in abeyance for the same reasons. Good progress was made in 2022/2023 to reduce this number and we will continue to work to engage with these remaining tenants to gain access. Over the course of the reporting year, the Association had 25 properties where the EICR had lapsed due to difficulties in gaining access. These were all actioned during the course of the year and as at 31st March 2023, all these properties had a current EICR in place.

Indicator 12: The results reported under this Indicator are the results of a rolling programme of monthly 'in house' surveys that we carry out. The surveys are conducted via telephone.



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	26	6
Complaints carried forward from previous reporting year	1	1
All complaints received and carried forward	27	7
Number of complaints responded to in full by the landlord in the reporting year	27	7
Time taken in working days to provide a full response	93	163

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	3.44
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	23.29



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	278
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	124
13.2.2	fairly satisfied	123
13.2.3	neither satisfied nor dissatisfied	18
13.2.4	fairly dissatisfied	10
13.2.5	very dissatisfied	3
13.2.6	Total	278

Indicator 13	88.85%
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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	121
14.2	The number of tenancy offers that were refused	36
Indicator 14		29.75%



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	70
15.2	Of those at 15.1, the number of cases resolved in the last year	70

Indicator 15		100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	15
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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	8
22.2.1	22.2 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	0.00%
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%

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

Indicator C4 (Abandoned homes): The Housing Manager has recognised an increase in tenants in the last year who have abandoned and is working with staff to develop a tenancy sustainment strategy to try to support tenants and reduce the number of abandoned properties.



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	692
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	74

Indicator 17		10.69%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	9
19.2	The number of approved applications completed between the start and end of the reporting year	8
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	1
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

1



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

20.1	The cost (£) that was landlord funded;	£97
20.2	The cost (£) that was grant funded	£29,944
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£30,041
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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.	635
21.2	The total number of adaptations completed during the reporting year.	13

		Indicator 21	48.85
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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.	42
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.	42
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	39
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.	39
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	92.86%
Indicator 23 - The percentage of those offers that result in a let	79.49%



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	73
30.2	The total number of calendar days properties were empty	2,448

Indicator 30		33.53
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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	15
16.1.2	applicants who were assessed as statutory homeless by the local authority	15
16.1.3	applicants from your organisation's housing list	21
16.1.4	nominations from local authority	0
16.1.5	other	4
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	14
16.2.2	applicants who were assessed as statutory homeless by the local authority	12
16.2.3	applicants from your organisation's housing list	18
16.2.4	nominations from local authority	0
16.2.5	other	4

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	93.33%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	80.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	85.71%
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	100.00%

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

Indicator 16 (Tenancy sustainment): Homeless Section 5 cases who did not sustain their tenancy -

Case 1: The tenant's family, who were not part of the original referral, were relocated to the UK after the tenant had signed for the North View Housing Association tenancy, resulting in the tenant requiring a larger property. The Casework Team placed the family back into temporary accommodation whilst waiting for the availability of a larger property as this was not available in North View's stock at the time.

Case 2: The tenant's family resided in Edinburgh where the tenant re-presented as homeless as was unable to settle in the area. The tenant was re-accepted as a homeless referral in that area.

Case 3: The property was abandoned by the tenant who failed to engage with the Association.

**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	£3,404,244
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,426,845

Indicator 26		99.34%
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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	£239,047
27.2	The total rent due for the reporting year	£3,471,224

Indicator 27		6.89%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	79
28.2	The total value of management fees invoiced to factored owners in the reporting year	£3,806

Indicator 28		£48.18
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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	£3,471,224
18.2	The total amount of rent lost through properties being empty during the reporting year	£44,379

Indicator 18		1.28%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.00%
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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	572
C6.2	The value of direct housing cost payments received during the reporting year	£2,328,108



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	£88,466
C7.2	The total value of former tenant arrears written off at year end	£49,281

	Indicator C7	55.71%
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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?"	278
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	88
25.2.2	fairly good value for money	146
25.2.3	neither good nor poor value for money	14
25.2.4	fairly poor value for money	25
25.2.5	very poor value for money	5
25.3	Total	278

Indicator 25	84.17%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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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?"	22
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	0
29.2.2	fairly satisfied	10
29.2.3	neither satisfied nor dissatisfied	9
29.2.4	fairly dissatisfied	3
29.2.5	very dissatisfied	0
29.3	Total	22

Indicator 29	45.45%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicator C7 (Amount and percentage of former tenant rent arrears written off at the end of the year): A high proportion (36%) of the total former tenant rent arrears written off were abandoned tenancies. Despite staff attempts to trace the tenant and referring the cases to Network Credit Services (debt collection agency), no forwarding address was confirmed. The decision was taken that the cases were no longer financially viable to recover.

Indicator 29 (Percentage of factored owners satisfied with the factoring service): Overall satisfaction has reduced from 81.48% in the Association's 2020 survey to 45.45% in its 2022 survey. There has, however, been a significant increase in the proportion of owners who responded 'neither satisfied nor dissatisfied' (40.91% in 2022 compared with 14.82% in 2020). In that period between the surveys, it is worth noting that the Association identified historic issues within its factoring invoice processes and introduced new procedures resulting in annual accurate invoicing going forward (which may have had an effect on satisfaction levels). We plan to carry out further engagement with owners regarding this later in 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	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.