



Landlord name: Drumchapel Housing Co-operative Ltd

RSL Reg. No.: 185

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Approval

A1.1	Date approved	21/05/2024
A1.2	Approver	Jacqueline McGoran
A1.3	Approver job title	Finance & Corporate Services Manager
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	Ms. Pauline Burke
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	2.00
C1.2.2	the number of office based staff	7.00
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	9.00
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	22.22%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	8.56%



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	13
C3.2	The number of 'supported housing' lets during the reporting year	8
Indicator C3		21



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	1
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	8
C2.5.2	nominations from the local authority	0
C2.5.3	other	2
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	21

Annual Return on the Charter (ARC) 2023-2024

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

C1- Two members of staff resigned within the year

C1 3.3 Sickness has improved reducing to 8.56% from 12.83% in 2022/23. One long term sickness absence is Included in these figures and represents 72% of the total lost working days for the year. This employee resigned on 1st January 2024

C2- The Co-operative operates a choice based lettings system. the two "other" lets were lets to two applicants who were awarded priority tickets due to being assessed as statutory homeless.

**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	215
1.1.2	the fieldwork dates of the survey	07/2022
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	104
1.2.2	fairly satisfied	85
1.2.3	neither satisfied nor dissatisfied	17
1.2.4	fairly dissatisfied	7
1.2.5	very dissatisfied	2
1.2.6	no opinion	0
1.2.7	Total	215

Indicator 1	87.91%
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Annual Return on the Charter (ARC) 2023-2024

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

The Co-operative appointed Research Resource to carry out a Tenant Satisfaction Survey in 2022/23 which was carried out in July 2022 and had a 46% response rate. This provided the results for the indicators in the previous ARC return and is used again for 2023-24.. Research Resource benchmarked the results against 40 organisations and the Co-operative were very much in line with the average results experienced by other housing organisations. It was noted that there was a trend of satisfaction surveys which were completed at the same time which seen decline in tenant satisfaction compared to previous surveys. This was thought to be in part due to the impact of Covid with tenants having spent a greater amount of time in their home due to restrictions and at a time when service delivery was impacted by restrictions imposed by the government.

Indicator 1: Satisfaction with the overall service provided by the Co-operative remains high with 87.91% of tenants being satisfied compared the Scottish Average of 86.70% in 2022/23. The Co-operative reviewed the comments within the survey and have made service delivery improvements where possible.



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?"	215
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	134
2.2.2	fairly good at keeping them informed	80
2.2.3	neither good nor poor at keeping them informed	1
2.2.4	fairly poor at keeping them informed	0
2.2.5	very poor at keeping them informed	0
2.2.6	Total	215

	Indicator 2	99.53%
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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?"	215
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	109
5.2.2	fairly satisfied	106
5.2.3	neither satisfied nor dissatisfied	0
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	215

	Indicator 5	100.00%
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Annual Return on the Charter (ARC) 2023-2024

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

Indicator 2: 99.53% of tenants feel the Co-operative are good at keeping them informed compared to the Scottish Average of 89.68% in 2022/23. We continue to work hard to ensure we capture all our tenants in communications by utilising a range of contact methods and tailoring these to our tenants' preferences.

Indicator 5: The percentage of tenants satisfied with opportunities to participate is 100%. This is a direct impact of us tailoring our tenant participation approach to ensure we continuously give all tenants equal opportunity to participate. This includes using various contact methods and making reasonable adjustments to prevent any barriers to participation



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	03/2024
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	89.79
C8.3	The date of your next scheduled stock condition survey or assessment	10/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	30.00
C8.5	Comments on method of assessing SHQS compliance.	

In 2023/24 100 surveys were commissioned out of these 67 internal and external surveys were completed.

Due to access issues 33 properties will be carried over to 2024/25.

During 2024/25 a Structural Engineer will be commissioned to review property drawings and survey properties to provide assurance around the use of RAAC within the Co-operative's housing stock.

We currently hold valid EPC data for 100% of the Co-operative's housing stock with 99.6% having a rating of Band A-C.



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	479	479
C9.2	Self-contained stock exempt from SHQS	2	2
C9.3	Self-contained stock in abeyance from SHQS	2	1
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	475	476

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	475	476
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	475	476

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	479
6.1.2	projected to the end of the next reporting year	479
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	475
6.2.2	projected to the end of the next reporting year	476

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.16%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.37%



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?"	215
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	106
7.2.2	fairly satisfied	76
7.2.3	neither satisfied nor dissatisfied	22
7.2.4	fairly dissatisfied	8
7.2.5	very dissatisfied	3
7.3	Total	215

	Indicator 7	84.65%
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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	303
8.2	The total number of hours taken to complete emergency repairs	811

Indicator 8		2.68
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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	1,195
9.2	The total number of working days taken to complete non-emergency repairs	2,846

Indicator 9		2.38
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	1,180
10.2	The total number of reactive repairs completed during the reporting year	1,195

Indicator 10		98.74%
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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?"	101
	12.2 Of the tenants who answered, how many said that they were:	74
12.2.1	very satisfied	
12.2.2	fairly satisfied	17
12.2.3	neither satisfied nor dissatisfied	4
12.2.4	fairly dissatisfied	6
12.2.5	very dissatisfied	0
12.2.6	Total	101

	Indicator 12	90.10%
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Annual Return on the Charter (ARC) 2023-2024

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 7: The Tenant Satisfaction Survey carried out in July 2022 provide the results for this indicator. 84.65% of tenants stated they were satisfied with the quality of their home compared to the Scottish Average of 84.16% in 2022/23. The results of the Tenant Satisfaction Survey indicated over 8 in 10 tenants were very or fairly satisfied with the quality of their home – 84.65% compared to 10.23% who were neither satisfied nor dissatisfied and 5.12% who were very or fairly dissatisfied. Analysis by property type revealed that those living in semi-detached properties (68%) and in terraced houses (74%) were less satisfied with the quality of their home than tenants living in tenement flats (90%) and cottage flats (93%). Our planned maintenance programme in recent years, as per our 30-year plans, was focused on tenement flats which perhaps reflects the variance in satisfaction within the property types.

Indicators 8,9,10- Performance has overall remained relatively consistent with the previous reporting year for repair performance indicators. This would be as expected as the impact of covid restrictions and their removal which impacted the previous two years performance have no bearing on 2023-24 results.

Indicator 11 - Gas servicing remains at 100% with no failures in 2023-24.

We had reviewed our tenant safety information during 2022-23 which seen a full audit and data cleanse exercise on Gas, Electrical Inspection Condition Reports and Fire Safety records. In 2023-24 an internal audit on Tenant Safety was carried out, the scope of the audit considered the following:-

- Fire Safety;
- Gas Safety;
- Asbestos;
- Legionella;
- Electrical wiring safety; and
- Mould and damp

The scope of the audit also considered:-

- the contractual arrangements for mitigating the risks arising from the above categories
- the reporting on tenant safety matters
- related management policies; and
- Review of sample certificates

The audit concluded there are robust controls in place for the monitoring and control of tenant safety matters reviewed within the scope of the audit. Any minor recommendations have been incorporated into working practices to enhance the already robust controls.

We have live dashboards which come direct from our housing management system which allows us to monitor and implement compliance.



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	29	0
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	30	0
Number of complaints responded to in full by the landlord in the reporting year	30	0
Time taken in working days to provide a full response	77	0

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	N/A
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.57
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	N/A



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?"	215
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	83
13.2.2	fairly satisfied	120
13.2.3	neither satisfied nor dissatisfied	5
13.2.4	fairly dissatisfied	5
13.2.5	very dissatisfied	2
13.2.6	Total	215

Indicator 13	94.42%
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	25
14.2	The number of tenancy offers that were refused	5

		Indicator 14	20.00%
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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	57
15.2	Of those at 15.1, the number of cases resolved in the last year	57

Indicator 15		100.00%
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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	1
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%

Annual Return on the Charter (ARC) 2023-2024

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

Indicator 3 &4 - One stage one complaint was carried over from previous year and responded within designated time scales. Response times are much in line with the previous years performance.

Indicator 13 - The percentage of tenants satisfied with our contribution to the management of the neighbourhood remains high at 94.42% compared to the Scottish Average of 84.30% in 2022/23.

Indicator 14 - One tenancy offer was made on 26.03.2024, outcome unknown within reporting year Various reasons were cited for offers refused such as number of stairs and offer from other housing provider.



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	479
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	21

Indicator 17		4.38%
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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.	18
19.2	The number of approved applications completed between the start and end of the reporting year	17
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
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£25
20.2	The cost (£) that was grant funded	£31,225
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£31,250
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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.	358
21.2	The total number of adaptations completed during the reporting year.	22

		Indicator 21	16.27
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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.	12
23.2	The total number of individual homeless households referrals received under other referral routes.	11
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	23
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	10
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	2
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	12
23.7	The total number of accepted offers.	9

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	52.17%
Indicator 23 - The percentage of those offers that result in a let	75.00%



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	21
30.2	The total number of calendar days properties were empty	223

Indicator 30		10.62
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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	7
16.1.2	applicants who were assessed as statutory homeless by the local authority	13
16.1.3	applicants from your organisation's housing list	17
16.1.4	nominations from local authority	0
16.1.5	other	2
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	7
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	17
16.2.4	nominations from local authority	0
16.2.5	other	2

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	92.31%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
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	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 17 - The number of lets have fallen considerably in 2023-24 reducing from 39 in the previous year to 21 for 2023-24 which is a direct consequence of the reduction in lettable homes that became vacant during the year which has fallen from 8.56% to 4.38%

Indicator 19,20 & 21 - Total cost of adaptations in 2023-24 totalled £31,249 compared to £9,890 in the previous year. The Co-operative was successful in securing additional funding of just over £6k on top of the original £25k awarded at the start of the financial year. Seventeen households benefited from disabled adaptations during 2023/24 with over half being the result of self-referral.

The average time to complete adaptations in 2023-24 was 16.27 days, a slight increase on the previous year of 15.11 days

One adaptation outstanding at 31.03.2023 was omitted on 2022-23 Arc return and is included in this years return

Indicator 12 - 12 section 5 referrals were received in the reporting year, however only 10 offers were made in the reporting year as two referrals were received late March with offers for these two referrals being made in 2024-25 reporting year.

Out of the 10 offers 7 resulted in a let with the remaining three offers being refused.

Indicator 30- Average time to relet properties in the reporting year has improved to 10.62 days from 14.21 days in the previous year. Rent loss has reduced from 0.33% to 0.12% which equates to just over £2.6k. This can be in part attributed to the reduction in voids but both housing and maintenance staff have worked hard over the year to ensure properties are turned around as fast as possible to minimise void days and void rent loss

**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	£2,221,995
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£2,231,449

Indicator 26		99.58%
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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	£43,476
27.2	The total rent due for the reporting year	£2,234,085

	Indicator 27	1.95%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28		N/A
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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	£2,234,085
18.2	The total amount of rent lost through properties being empty during the reporting year	£2,633

	Indicator 18	0.12%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.60%
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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	282
C6.2	The value of direct housing cost payments received during the reporting year	£1,144,142



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	£17,625
C7.2	The total value of former tenant arrears written off at year end	£8,600

	Indicator C7	48.79%
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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?"	215
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	116
25.2.3	neither good nor poor value for money	24
25.2.4	fairly poor value for money	14
25.2.5	very poor value for money	1
25.3	Total	215

Indicator 25	81.86%
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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?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

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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 26- Rent collected has reduced slightly from 100.33% in 2022/23 to 99.58% in 2023/24. It has been a challenging economic climate for tenants and the Co-operative has been committed to supporting tenants to prioritise their rent during the cost-of-living crisis. The Housing Management Team successfully secured £45,900 in funding which enabled every household to receive £100 towards energy costs during the winter. A further £10,000 was secured for floor coverings, small energy efficient appliances, high tog duvets and draught excluders which were distributed to tenants. Staff promoted the uptake of Welfare Rights Surgery appointments to enable tenants to maximise their income. The Tenancy Sustainment Fund also supported tenants who were experiencing financial difficulties by issuing emergency food and energy vouchers.

Indicator 27- Performance within gross rent arrears has improved, reducing from 2.62% in 2022/23 to 1.95% in 2023/24. Despite a very challenging economic environment for both the Co-operative and tenants, this result confirms the Co-operative's ongoing commitment to support tenants to prioritise their rent. £55.9k of funding was awarded from SFHA to assist every household with energy costs and support those tenants in need of assistance with energy efficiency measures including providing small energy efficient appliances and flooring. The Co-operative continue to provide weekly Welfare Rights Surgeries which have seen financial gains of £277k for our tenants in 2023-24. The provision of the Tenancy Sustainment Fund has also assisted tenants through the issue of food and energy vouchers to those tenants in emergency need

Indicator C7 - The percentage of former tenant rent arrears written off in 2023-24 was 48.79% compared to 53.65% in 2022/23. In total £8.6k was written off, this included two high rent arrear cases where properties had been abandoned in previous years. In all cases prior to recommendation for write off all debt collection processes are exhausted including external debt collection agencies doing multiple track and trace at different time intervals



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)

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.