



**Landlord name:** Williamsburgh Housing Association Ltd

**RSL Reg. No.:** 207

**Report generated date:** 31/05/2023 15:24:29

### Approval

A1.1	Date approved	24/05/2023
A1.2	Approver	Lynne Ramsay
A1.3	Approver job title	Head of Finance & Corporate Services
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	Mr. Jonathan Grant
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.00
C1.2.2	the number of office based staff	33.80
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	2.00
C1.2.6	the total number of staff	40.80
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	20.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	11.80%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.79%

**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	149
C3.2	The number of 'supported housing' lets during the reporting year	22
Indicator C3		171



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	85
C2.3	The number of mutual exchanges	4
C2.4	The number of lets from other sources	17
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	43
C2.5.2	nominations from the local authority	6
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	171

## 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	312
1.1.2	the fieldwork dates of the survey	09/2022
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	168
1.2.2	fairly satisfied	103
1.2.3	neither satisfied nor dissatisfied	23
1.2.4	fairly dissatisfied	14
1.2.5	very dissatisfied	4
1.2.6	no opinion	0
1.2.7	Total	312

Indicator 1	86.86%
-------------	--------

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

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





## 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?"	312
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	199
2.2.2	fairly good at keeping them informed	100
2.2.3	neither good nor poor at keeping them informed	6
2.2.4	fairly poor at keeping them informed	5
2.2.5	very poor at keeping them informed	2
2.2.6	Total	312

	Indicator 2	95.83%
--	-------------	--------



## 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?"	312
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	194
5.2.2	fairly satisfied	111
5.2.3	neither satisfied nor dissatisfied	5
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	1
5.2.6	Total	312

	Indicator 5	97.76%
--	-------------	--------

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

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



## 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	12/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	54.00
C8.3	The date of your next scheduled stock condition survey or assessment	12/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C8.5	Comments on method of assessing SHQS compliance.	

29% of stock was surveyed in August 2018. Survey software was used to assess each property against the SHQS criteria with surveys carried out across a range of all property archetypes. In December 2022 consultancy firm The John Martin Partnership were engaged to survey 25% of all stock archetypes. This provided robust information across all current stock types to populate a new Asset Management database, HUB. The site surveys included all SHQS questions relating to each element within the SHQS Technical Guidance for current individual and block properties. Survey results resulted in a number of failed elements being identified which are in the process of being rectified. Elements relate to rainwater goods and roof repairs which are being addressed with reactive maintenance Contractors. Going forward, maintenance staff have been trained in the surveying module used during the December 2022 survey, which links to the current Asset Management database, HUB. Staff will be carrying out a further 10% stock surveys annually with a further external survey planned for December 2025. Surveys will continue to inform our planned maintenance programmes and Asset Management Strategy.



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	1,675	1,675
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	12	0
C9.4.1	Self-contained stock failing SHQS for one criterion	53	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	6	0
C9.4.3	Total self-contained stock failing SHQS	59	0
C9.5	Stock meeting the SHQS	1,604	1,675

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	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	1,604	1,675
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	1,604	1,675

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	1,675
6.1.2	projected to the end of the next reporting year	1,675
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,604
6.2.2	projected to the end of the next reporting year	1,675

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	95.76%
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?"	312
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	150
7.2.2	fairly satisfied	143
7.2.3	neither satisfied nor dissatisfied	11
7.2.4	fairly dissatisfied	7
7.2.5	very dissatisfied	1
7.3	Total	312

	Indicator 7	93.91%
--	-------------	--------

**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	506
8.2	The total number of hours taken to complete emergency repairs	817

Indicator 8		1.61
-------------	--	------



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	4,367
9.2	The total number of working days taken to complete non-emergency repairs	18,471

Indicator 9		4.23
-------------	--	------



## Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	3,777
10.2	The total number of reactive repairs completed during the reporting year	4,367

Indicator 10		86.49%
--------------	--	--------



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
--------------	---



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:	99
12.2.1	very satisfied	
12.2.2	fairly satisfied	27
12.2.3	neither satisfied nor dissatisfied	6
12.2.4	fairly dissatisfied	6
12.2.5	very dissatisfied	4
12.2.6	Total	142

	Indicator 12	88.73%
--	--------------	--------

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

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

2021\_22 ARC Return reported 282 properties in abeyance. 280 related to EICR Annex E Element 45 and 2 related to EESSH Annex C Element 35. As at 31st March 2023 12 properties are in abeyance due to social factors relating to current tenants. 10 relating to EICR Annex E Element 45 and 2 EESSH Annex C Element 35. We continue to focus on supporting the Tenants in the remaining 12 properties currently in abeyance to carry out the electrical testing/EESSH related services. The 5 year deadline had been missed for 270 EICR's due to access issues. All properties are now programmed on a 5-year cyclical electrical testing programme and a forced access process has been implemented to support gaining access to carry out this essential service.

59 properties identified in the stock condition survey currently fail SHQS. Reactive repairs relating to rainwater goods and roof repairs have been raised to rectify the issues identified.

SHQS compliance has increased from 82.62% on the ARC return 2021\_22 to 95.76% as at the end of March 2023.

ARC return 2021\_22 reported 2 occasions where we did not meet the statutory duty to complete a Gas Safety check due to Tenants isolating due to Covid illness. As at end March 2023, we are fully compliant for Gas Safety for the 2022\_23 reporting year.

We are fully compliant in relation to the fitting of LD2 smoke/heat/CO detectors in Tenanted properties which are tested during the annual Gas Service visit.

A continued focus remains across all areas relating to Tenant and Resident safety in both strategic and operational areas including planned common area Fire Risk Assessments being implemented during 2023/24 and within the area of dampness and mould reporting and the subsequent actions undertaken. Enhanced processes for prompt inspections and accurate data collection relating to the reporting of damp and mould issues are in place resulting in rapid action and assessment of properties to determine the best solution. We have a low number of reported cases at the end of the reporting year - 2 in total - which continue to be actioned with on-going engagement and support with the Tenants. Enhanced communication through newsletters, website and other communications have taken place and will continue along with further Staff Training to raise awareness in this area.

Performance in reactive repairs for emergency and non-emergency repairs has remained consistent with improvements on average times in both categories for the 2022\_23 reporting year. However a slight decrease in Right First Time from the 2021\_22 ARC return is being reported due to changes in Reactive Maintenance Contractors twice during the reporting year as they unexpectedly withdrew their services.



## 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	16	13
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	16	13
Number of complaints responded to in full by the landlord in the reporting year	15	13
Time taken in working days to provide a full response	108	121

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	93.75%
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	7.20
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	9.31





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?"	312
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	155
13.2.2	fairly satisfied	136
13.2.3	neither satisfied nor dissatisfied	14
13.2.4	fairly dissatisfied	7
13.2.5	very dissatisfied	0
13.2.6	Total	312

Indicator 13	93.27%
--------------	--------



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

14.1	The number of tenancy offers made during the reporting year	324
14.2	The number of tenancy offers that were refused	122

Indicator 14		37.65%
--------------	--	--------



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	196
15.2	Of those at 15.1, the number of cases resolved in the last year	196

Indicator 15		100.00%
--------------	--	---------



Abandoned homes (Indicator C4)
--------------------------------

C4.1	The number of properties abandoned during the reporting year	9
------	--	---



## 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	15
22.2.1	22.2 The number of properties recovered: because rent had not been paid	4
22.2.2	because of anti-social behaviour	3
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	26.67%
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	46.67%

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

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



## 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	1,675
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	141

Indicator 17		8.42%
--------------	--	-------



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.	44
19.2	The number of approved applications completed between the start and end of the reporting year	39
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	5
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

5





## 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	£58,576
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£58,576
--------------	--	---------



The average time to complete adaptations (Indicator 21)		
---	--	--

21.1	The total number of working days taken to complete all adaptations.	1,328
21.2	The total number of adaptations completed during the reporting year.	39

Indicator 21		34.05
--------------	--	-------



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.	59
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.	59
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	59
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.	59
23.7	The total number of accepted offers.	42

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	71.19%



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	134
30.2	The total number of calendar days properties were empty	3,971

Indicator 30		29.63
--------------	--	-------

**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	27
16.1.3	applicants from your organisation's housing list	74
16.1.4	nominations from local authority	2
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	7
16.2.2	applicants who were assessed as statutory homeless by the local authority	27
16.2.3	applicants from your organisation's housing list	72
16.2.4	nominations from local authority	2
16.2.5	other	4

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	97.30%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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

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

ARC Return 2021\_22 noted an average number of 49.14 days to complete adaptations. 2022\_23 ARC Return average is 34.05 days. Whilst performance has improved, delays with contractors continue to affect overall performance.



## 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	£6,648,112
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,636,138

	Indicator 26	100.18%
--	--------------	---------



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	£295,832
27.2	The total rent due for the reporting year	£6,690,208

	Indicator 27	4.42%
--	--------------	-------





## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	534
28.2	The total value of management fees invoiced to factored owners in the reporting year	£74,760

Indicator 28		£140.00
--------------	--	---------



## Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£6,690,208
18.2	The total amount of rent lost through properties being empty during the reporting year	£54,070

	Indicator 18	0.81%
--	--------------	-------



Rent increase (Indicator C5)
------------------------------

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.50%
------	--	-------



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	1,036
C6.2	The value of direct housing cost payments received during the reporting year	£3,464,268



## 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	£108,545
C7.2	The total value of former tenant arrears written off at year end	£50,251

	Indicator C7	46.30%
--	--------------	--------

**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?"	312
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	86
25.2.2	fairly good value for money	204
25.2.3	neither good nor poor value for money	19
25.2.4	fairly poor value for money	2
25.2.5	very poor value for money	1
25.3	Total	312

Indicator 25	92.95%
--------------	--------



## 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?"	208
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	88
29.2.2	fairly satisfied	90
29.2.3	neither satisfied nor dissatisfied	14
29.2.4	fairly dissatisfied	12
29.2.5	very dissatisfied	4
29.3	Total	208

	Indicator 29	85.58%
--	--------------	--------

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

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

A review with external advisors was carried out during 22/23 of our subsidiary , Williamsburgh Property Services Ltd, who carried out the factoring services for factored owners. A decision was taken to close the subsidiary with effect midnight 31/3/23 and Williamsburgh Housing Association Ltd as from 1/4/23 carryout all factoring services.



**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
--	--------------	-----



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	
--------------	--

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

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