

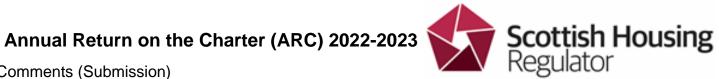
**Landlord name:** Knowes Housing Association Ltd

RSL Reg. No.: 300

Report generated date: 16/05/2023 13:36:59

**Approval** 

A1.1	Date approved	23rd May 2023
A1.2	Approver	Erica Davidson
A1.3	Approver job title	CEO
A1.4	Comments (Approval)	



Confinents (Submission)	0



### Social landlord contextual information

### **Staff**

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

C1.1	the name of Chief Executive	ls. Erica Davidson
C1.2.1	C1.2 Staff employed by the RSL:	
		4.80
	the number of senior staff	
C1.2.2	the number of office based staff	16.00
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	20.80
C1.3.1	Staff turnover and sickness absence:	
		20.83%
	the percentage of senior staff turnover in the year to the end of the reporting	g year
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting	year 29.99%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting	year 2.93%

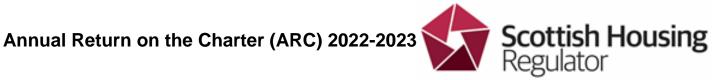
### Social landlord contextual information

### 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	69
C3.2	The number of 'supported housing' lets during the reporting year	0

Indicator C3	69



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

C2.1	The number of lets to existing tenants	12
C2.2	The number of lets to housing list applicants	24
C2.3	The number of mutual exchanges	3
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	30
C2.5.2	nominations from the local authority	3
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	69

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

Annual Return on the Charter (ARC) 2022-2023



### **Overall satisfaction**

### All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

444	4.4 la malatica to the assembly to part actiofaction assembly assembly as to be a state.	1	
1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state:		
			700
	the number of tenants who were surveyed		
1.1.2	the fieldwork dates of the survey	02/2022	
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:		
			286
	very satisfied		
1.2.2	fairly satisfied		330
1.2.3	neither satisfied nor dissatisfied		51
1.2.4	fairly dissatisfied		20
1.2.5	very dissatisfied		13
1.2.6	no opinion		0
1.2.7	Total		700

Indicator 1	88.00%

Annual Return on the Charter (ARC) 2022-2023  Comments for any notable improvements or deterioration in performance regarding the figures supplied in the			
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?"	700
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was:  very good at keeping them informed	283
2.2.2	fairly good at keeping them informed	338
2.2.3	neither good nor poor at keeping them informed	66
2.2.4	fairly poor at keeping them informed	8
2.2.5	very poor at keeping them informed	5
2.2.6	Total	700

Indicator 2 88.71
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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?"	700
5.2.1	5.2 Of the tenants who answered, how many said that they were:	
		272
	very satisfied	
5.2.2	fairly satisfied	322
5.2.3	neither satisfied nor dissatisfied	95
5.2.4	fairly dissatisfied	6
5.2.5	very dissatisfied	5
5.2.6	Total	700

Indicator 5	84.86%

Annual Return on the Cha	rter (ARC) 2022-2023	}	
Comments for any notable improvem customer / landlord relationship" sec	nents or deterioration in perfo tion.	ormance regarding the figures	supplied in the "The



### 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	11/2021	
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?		26.00
C8.3	The date of your next scheduled stock condition survey or assessment	11/2026	
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.	•	

We survey between at least 10% and 20% of our housing stock every 5 years. In 2021 we employed a surveyor to assess 244 (23%) of our housing stock.



# 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	1,048	1,050
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	58	50
C9.4.1	Self-contained stock failing SHQS for one criterion	272	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	272	0
C9.5	Stock meeting the SHQS	718	1,000



C9.6 Total self-contained stock meeting the SHQS by local authority

	End of the reporting year	End of the next reporting year
Abordoon City	0	0
Abordeen City	0	0
Aberdeenshire	0	0
Angus		
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

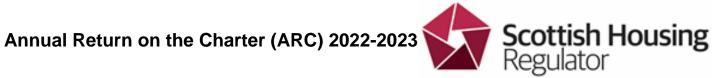
North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	718	1,000
West Lothian	0	0
Totals	718	1,000



# 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:	
		1,048
	at the end of the reporting year	
6.1.2	projected to the end of the next reporting year	1,050
6.2.1	The number of properties meeting the SHQS:	
		718
	at the end of the reporting year	
6.2.2	projected to the end of the next reporting year	1,000
Indicato	or 6 - Percentage of stock meeting the SHQS at the end of the reporting year	68.51%

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	68.51%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	95.24%
reporting year	



### 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	700
	are you with the quality of your home?"	700
7.2.1	7.2 Of the tenants who answered, how many said that they were:	
		270
	very satisfied	
7.2.2	fairly satisfied	331
7.2.3	neither satisfied nor dissatisfied	41
7.2.4	fairly dissatisfied	47
7.2.5	very dissatisfied	11
7.3	Total	700

Indicator 7	85.86%
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### Repairs, maintenance & improvements

8.1	The number of emergency repairs completed in the reporting year	679
8.2	The total number of hours taken to complete emergency repairs	1,275



9.1	The total number of non-emergency repairs completed in the reporting year	2.400
		3,480
9.2	The total number of working days taken to complete non-emergency repairs	39,743



L Parcantage of reactive renaire carried out in the last year completed right first time (Indicator 1())
Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

3,161	
l l	year
year 3,480	0.2 The total number of reactive repairs completed during the reporting year
year	0.2 The total number of reactive repairs completed during the reporting year



Indicator 11

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 i field	n the comments	
		N	N/A



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?"	225
12.2.1	12.2 Of the tenants who answered, how many said that they were:  very satisfied	145
12.2.2	fairly satisfied	27
12.2.3	neither satisfied nor dissatisfied	19
12.2.4	fairly dissatisfied	14
12.2.5	very dissatisfied	20
12.2.6	Total	225

Indicator 12	76.44%

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.

58 SHQS abeyances - 19 properties which require installation of door entry systems in mixed tenure blocks where owner consents has not been obtainable, 39 properties failing EESSH - 3 electric CH systems where tenants have refused to upgrade to gas, 11 Properties which require external insulation where we have not been able to gain owner consents, and the remainder requiring underfloor insulation and/or upgrades to CH systems where we are not able to gain tenant agreement/access to upgrade (the latter will be addressed when the properties become void).  SHQS Failures due to 272 properties which do not have a satisfactory EICR made up of 144 with an EICR which requires remedial work and 128 properties which are currently with contractors to arrange an initial visit. Of these 76 properties requiring remedial work have been no accesses on one or more occasion when we have tried to arrange the remedial work and 46 properties have been no accesses on one or more occasions when we have tried to arrange the initial certification. The initial contract to deliver all outstanding EICRs was awarded to one main contractor in July 2021. Although COVID impacted the delivery of the contract the performance of this contractor was such that in March of this year all outstanding addresses were taken off them and awarded to four alternative contractors who currently deliver either solely electrical work or are a main contractor which includes electrical work for Knowes HA. Three of these contractors are working on the backlog with the fourth working on the more recent addresses which are becoming due this year.
We are revisiting the addresses where the original contractor had failed to carry out the remedial works and this is proving challenging as some tenants are reluctant to make time for a second visit as they believe this is repetition. We are working with these tenants but may have to consider forced access to any address which fails to provide access to obtain an EICR and/or carry out remedial works.



# **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	39	11
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	40	11
Number of complaints responded to in full by the landlord in the reporting year	40	11
Time taken in working days to provide a full response	199	96

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	4.97
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	8.73



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?'"	700
13.2.1	13.2 Of the tenants who answered, how many said that they were:	
	very satisfied	334
13.2.2	fairly satisfied	310
13.2.3	neither satisfied nor dissatisfied	35
13.2.4	fairly dissatisfied	16
13.2.5	very dissatisfied	5
13.2.6	Total	700

Indicator 13	92.00%



Percer	Percentage of tenancy offers refused during the year (Indicator 14)		
14.1	The number of tenancy offers made during the reporting year	92	
14.2	The number of tenancy offers that were refused	21	

Indicator 14	22.83%



Percentage of anti-social behaviour	cases reported in the last year which	were resolved (Indicator 15)
i ciccillade di anti-social benavioui	cases reported in the last year willer	WCIC ICSOIVCU (IIIUICAIOI 151

15.1	The number of cases of anti-social behaviour reported in the last year	139
15.2	Of those at 15.1, the number of cases resolved in the last year	138

Indicator 15	



Aband	oned homes (Indicator C4)	
C4.1	The number of properties abandoned during the reporting year	5



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	17
22.2.1	22.2 The number of properties recovered:	
		1
	because rent had not been paid	
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	5.88%
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	5.88%

# 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.

N/A

# Access to housing and support

### Housing options and access to social housing

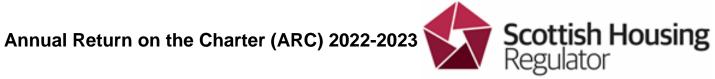
17.1	The total number of lettable self-contained stock	1,048
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	66



				/
mber of households	s currently waiting	tor adaptations	to their home	(Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start	21
	of the reporting year, plus any new approved applications during the reporting year.	21
19.2	The number of approved applications completed between the start and end of the	20
	reporting year	20
19.3	The total number of households waiting for applications to be completed at the end	4
	of the reporting year.	I
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



		4 11 (4) (1 11 1 4)
total aget of adoptations com	pleted in the year by source of	tunding (C) (Indicator 20)
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20.1	The cost(£) that was landlord funded;	£6,372
20.2	The cost(£) that was grant funded	£25,000
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£31,372



The av	verage time to complete adaptations (Indicator 21)	
21.1	The total number of working days taken to complete all adaptations.	742
21.2	The total number of adaptations completed during the reporting year.	20
	Indicator 21	37 10



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	50
	section 5.	52
23.2	The total number of individual homeless households referrals received under other	10
	referral routes.	10
23.3	The total number of individual homeless households referrals received under	60
	section 5 and other referral routes.	62
23.4	The total number of individual homeless households referrals received under	22
	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	4
	referral routes that result in an offer of a permanent home.	4
23.6	The total number of individual homeless households referrals received under	27
	section 5 and other referral routes that result in an offer of a permanent home.	
23.7	The total number of accepted offers.	24

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless	42 FE0/	
households made by a local authority, that result in an offer	43.55%	
Indicator 23 - The percentage of those offers that result in a let	88.89%	



Avera	ge 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	69
30.2	The total number of calendar days properties were empty	569
	Indicator 30	8.25



### **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:	40
	existing tenants	12
16.1.2	applicants who were assessed as statutory homeless by the local authority	26
16.1.3	applicants from your organisation's housing list	23
16.1.4	nominations from local authority	2
16.1.5	other	5
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a	
	year by:	12
	existing tenants	
16.2.2	applicants who were assessed as statutory homeless by the local authority	26
16.2.3	applicants from your organisation's housing list	21
16.2.4	nominations from local authority	1
16.2.5	other	4

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a	100.00%
year	
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	91.30%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	50.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	80.00%

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

Annual Return on the Charter (ARC) 2022-2023



### Getting good value from rents and service charges

### Rents and service charges

Ī	Rent collected as percentage of total ren	nt due in the reporting year (Indicator 26)	
- 1			

26.1	The total amount of rent collected in the reporting year	£4,504,503
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,512,512

Indicator 26	99.82%

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	£94,818
27.2	The total rent due for the reporting year	£4,512,512

Indicator 27	2.10%

Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	571
28.2	The total value of management fees invoiced to factored owners in the reporting year	£27,760

Indicator 28	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1



Pe	ercentage of rent d	ue lost through p	properties being	empty durin	g the last ve	ar (Indicator 18)
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18.1	The total amount of rent due for the reporting year	£4,512,512
18.2	The total amount of rent lost through properties being empty during the reporting year	£7,037

Indicator 18	0.16%



Rent inc	rease (Indicator C5)	
C5.1	The percentage average weekly rent increase to be applied in the next reporting	



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	594
C6.2	The value of direct housing cost payments received during the reporting year	£2,049,832

Amour	nt 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	£15,493
C7.2	The total value of former tenant arrears written off at year end	£9,758
	Indicator C7	62 98%



### 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	700
	your property represents good or poor value for money?"	
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented:	
		173
	very good value for money	
25.2.2	fairly good value for money	366
25.2.3	neither good nor poor value for money	109
25.2.4	fairly poor value for money	39
25.2.5	very poor value for money	13
25.3	Total	700

Indicator 25	77.00%



## 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?"	149
29.2.1	29.2 Of the factored owners who answered, how many said that they were:  very satisfied	39
29.2.2	fairly satisfied	71
29.2.3	neither satisfied nor dissatisfied	14
29.2.4	fairly dissatisfied	21
29.2.5	very dissatisfied	4
29.3	Total	149

_		
	Indicator 20	70.000/
	Indicator 29	73.83%

Annual Return on the Charter (ARC) 2022-2023		
Comments for any notable improven "Getting good value from rents and s	nents or deterioration in performance regarding the figures supplied in the service charges" section.	9



### Other customers

### **Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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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
macator 51	IN/A



For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were:	
	very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	

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

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