

Quality and Efficiency Forum

Sharing Good Practice



Knowes Housing Association

Annual Statistical Review

2022/23

June 2023

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Introduction

This is the 16th annual statistical review (ASR) report provided for members of the RSL Quality and Efficiency Forum (QEF). The QEF comprises of members drawn from the RSL sector in Scotland and meets on a quarterly basis to carry out statistical, processes and best practice benchmarking. The group also discusses topic issues and invites speakers to present on key matters.

This report contains some comparative information based on a number of Charter Indicators and Contextual Indicators gathered by the Scottish Housing Regulator (SHR) in the Annual Return on the Charter (ARC). The information has been extracted from (i) the SHR's website and (ii) the 2022/23 ARCs which members provided to the Scottish Housing Regulator.

Appendix 1 shows all the information used in the body of the report for ease of reference.

The report is divided into the following sections:

1. Landlord profile
2. Satisfaction
3. Housing quality and maintenance
4. Neighbourhood and community
5. Getting good value from rents and services charges
6. Rent arrears
7. Source of lets and tenancy sustainment
8. Complaints
9. Legal action
10. Staff turnover and sickness levels
11. Value for Money Scorecard

The following should be borne in mind:

- We have attempted to provide useful comparative information rather than produce large volumes of information that may not be particularly meaningful. As a result, not all Indicators are included.
- Members will need to carry out additional individual analysis which takes account of their specific operating context. The report provides baseline information, but individual performance depends on other factors such as historical results/trends, performance against internal targets, operating context, and any other factors that may impact upon Charter/Contextual Indicators and other KPIs. Where most relevant, some trend information has been provided.

- Data / performance stated is as at March 2023 unless otherwise stated. However, it should be noted that the SHR is not due to publish the 2022-23 ARC results until late summer/autumn 2023, so *national medians* relate to the 2021-22 returns.

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1. QEF members' profiles

1.1 Total number of properties

1.1.1 Knowes Housing Association owns 1,048 self-contained lettable stock and provides factoring services to 571 owners. It operates within the West Dunbartonshire local authority area.

1.1.2 The group's members are noted below, with information on self-contained stock numbers [taken from ARC indicator 17.1]:

FIGURE 1.1 – NUMBER OF LETTABLE SELF-CONTAINED STOCK IN OWNERSHIP

RSL	Number of Units
Ardenglen Housing Association	982
Bridgewater Housing Association	846
Cernach Housing Association	877
Cloch Housing Association	1,435
Cordale Housing Association	506
Dalmuir Park Housing Association	667
Drumchapel Housing Co-operative	479
Dunbritton Housing Association	977
East Kilbride Housing Association	564
Easthall Park Housing Co-operative	694
Forgewood Housing Co-operative	215
Fyne Homes	1,569
Garrion Peoples Housing Co-operative	252
Glasgow West Housing Association	1,452
Govan Housing Association	1,636
Knowes Housing Association	1,048
Linthouse Housing Association	1,242
Melville Housing Association	2,069
New Gorbals Housing Association	2,443
Oak Tree Housing Association	1,838
Tollcross Housing Association	2,185
Whiteinch & Scotstoun Housing Association	1,298

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1.2 Rents (Indicator 26)

1.2.1 For Knowes the total rent collected in 2022-23 was £4,504,503, against £4,512,512 that was due.

1.2.2 Further detail on rent collected is detailed at 5.2 of this report.

1.3 Average Rent Increases (Indicator C5)

1.3.1 Figure 1.2 shows the average rent increases applied by current group members from 2019/20 to 2023/24.

FIGURE 1.2 – AVERAGE RENT INCREASES 2019/20 TO 2023/24

	2019/20	2020/21	2021/22	2022/23	2023/24
Ardenglen	2.90%	2.00%	1.50%	3.90%	6.00%
Bridgewater	2.50%	2.00%	0.00%	3.00%	5.50%
Cernach	2.40%	1.70%	0.00%	3.10%	5.00%
Cloch	3.00%	2.80%	0.95%	2.50%	6.00%
Cordale	2.40%	2.70%	0.50%	3.10%	5.00%
Dalmuir Park	2.90%	2.50%	2.00%	3.90%	5.00%
Drumchapel	2.40%	1.50%	0.00%	2.10%	5.55%
Dunbritton	3.00%	1.50%	0.50%	4.20%	5.00%
East Kilbride	2.00%	2.40%	1.50%	3.10%	5.00%
Easthall Park	3.30%	2.85%	1.00%	4.95%	5.00%
Forgewood	3.10%	2.50%	1.70%	3.10%	5.00%
Fyne Homes	3.30%	2.43%	0.00%	3.60%	5.00%
Garrion	3.10%	2.50%	1.70%	3.10%	5.00%
Glasgow West	2.15%	2.20%	1.50%	3.96%	3.75%
Govan	1.50%	3.00%	2.00%	3.50%	5.00%
Knowes	2.60%	1.70%	0.00%	2.90%	4.90%
Linthouse	3.80%	3.10%	1.50%	3.70%	5.00%
Melville	2.00%	1.50%	1.00%	2.00%	2.00%
New Gorbals	2.75%	2.20%	0.00%	3.80%	7.00%
Oak Tree	3.28%	2.80%	1.00%	3.00%	6.00%
Tollcross	3.30%	2.40%	0.00%	3.60%	5.00%
Winch & S'toun	3.00%	0.00%	0.00%	1.90%	3.00%
Average	2.76%	2.19%	0.83%	3.27%	4.99%

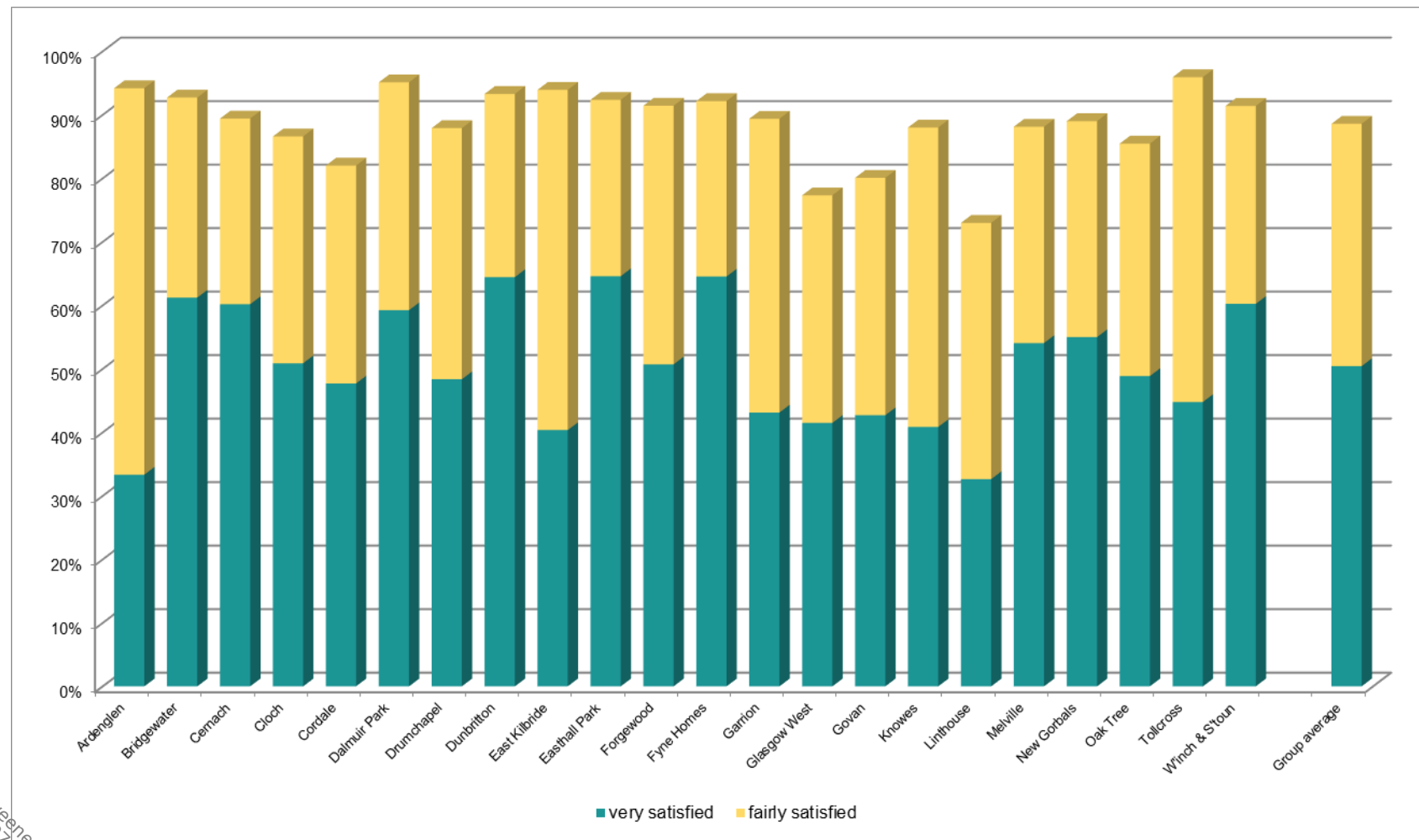
- 1.3.2 The overall rent increase for current QEF members in 2022-23 ranged from 1.90% to 4.95%; the average was 3.27%.
- 1.3.3 The overall rent increase for QEF members in 2023-24 ranged from 2.00% to 7.00%; the average was 4.99%.

2. Resident satisfaction

- 2.1 To reflect the focus on measuring resident satisfaction, the ARC increased the number of Indicators in this area (in comparison to the former APSR). This section provides members' results in relation to each of these.
- 2.2 Figures 2.1 to 2.8 show the proportion of tenants satisfied with various aspects of your service; Figure 2.8 shows the proportion of owners satisfied with the factoring service [where applicable]. For ease of reference, the specific Indicators included in the ARC for Figures 2.1 to 2.8 are:
- Figure 2.1 – percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
 - Figure 2.2 – percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)
 - Figure 2.3 – percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes (Indicator 5)
 - Figure 2.4 – percentage of tenants satisfied with the quality of their home (Indicator 7)
 - Figure 2.5 – percentage of tenants who have had repairs or maintenance carried out in the last twelve months satisfied with the repairs and maintenance service (Indicator 12)
 - Figure 2.6 – percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 13)
 - Figure 2.7 – percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
 - Figure 2.8 – percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
- 2.3 The remainder of this section contains graphs with group members' results.

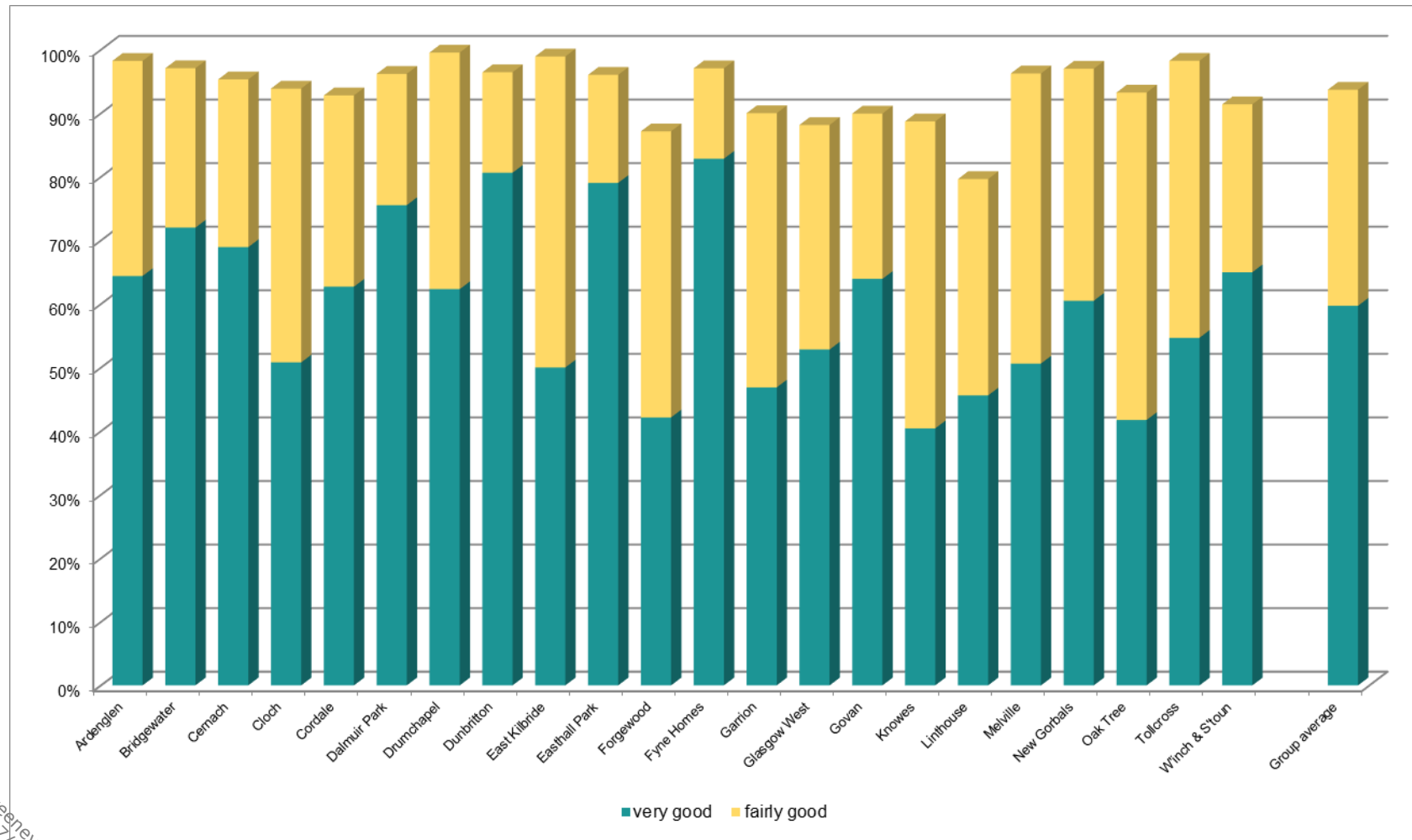
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FIGURE 2.1 – SATISFACTION WITH THE OVERALL SERVICE



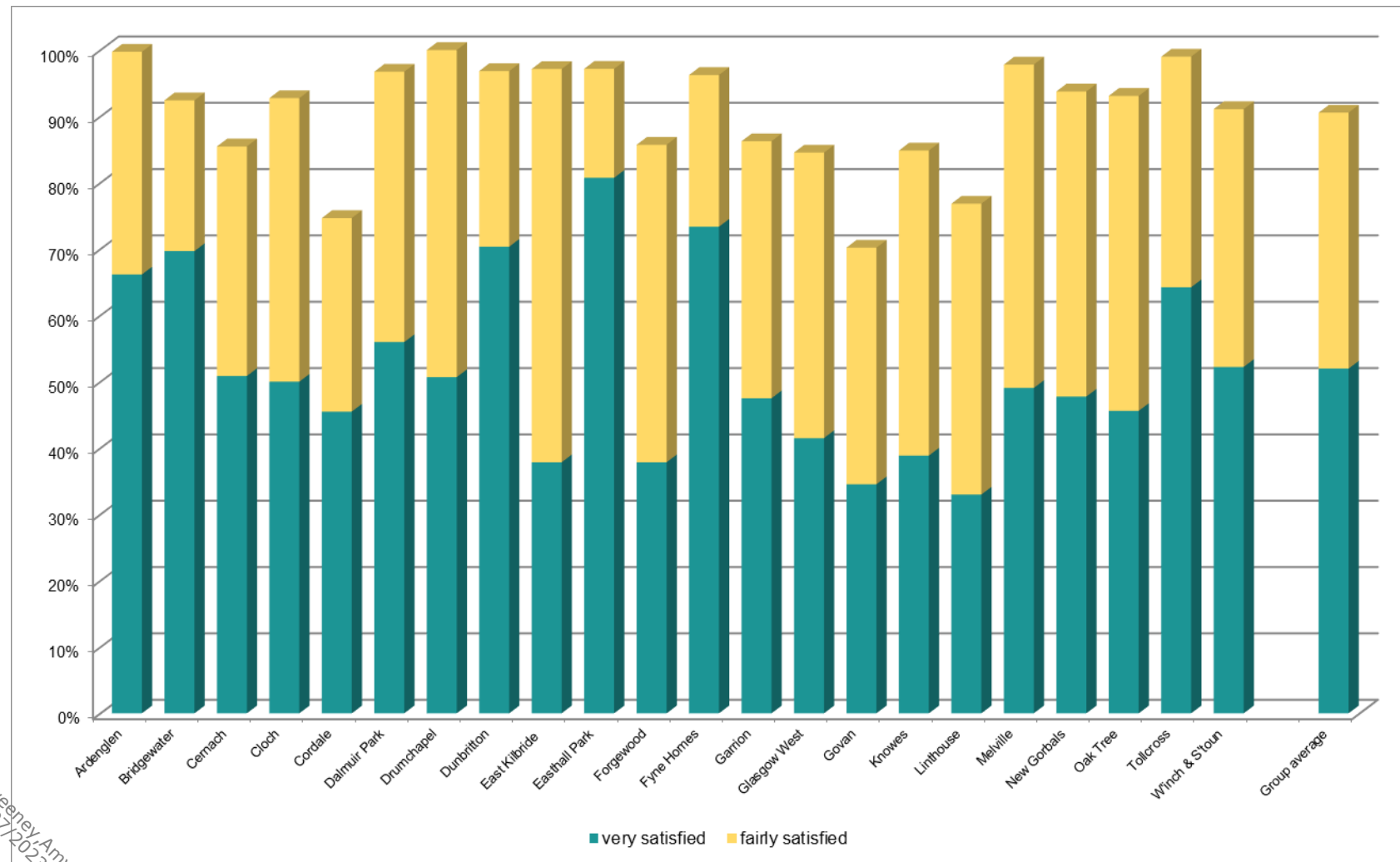
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FIGURE 2.2 – HOW GOOD THE LANDLORD IS AT KEEPING TENANTS INFORMED OF ITS SERVICES AND DECISIONS



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FIGURE 2.3 – SATISFACTION WITH THE OPPORTUNITIES TO PARTICIPATE IN THE DECISION MAKING PROCESS



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FIGURE 2.4 – TENANTS SATISFIED WITH THE QUALITY OF THEIR HOME

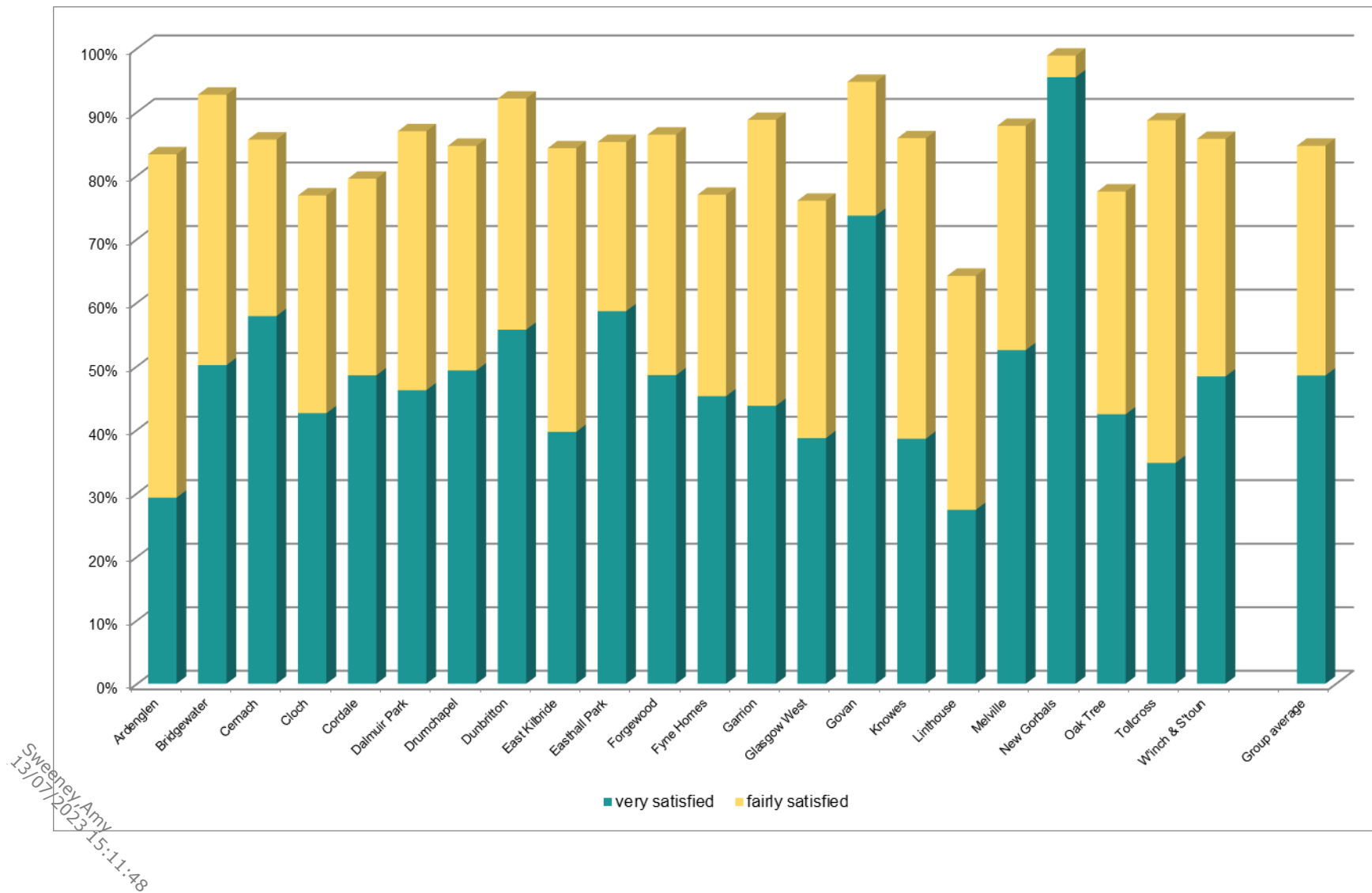
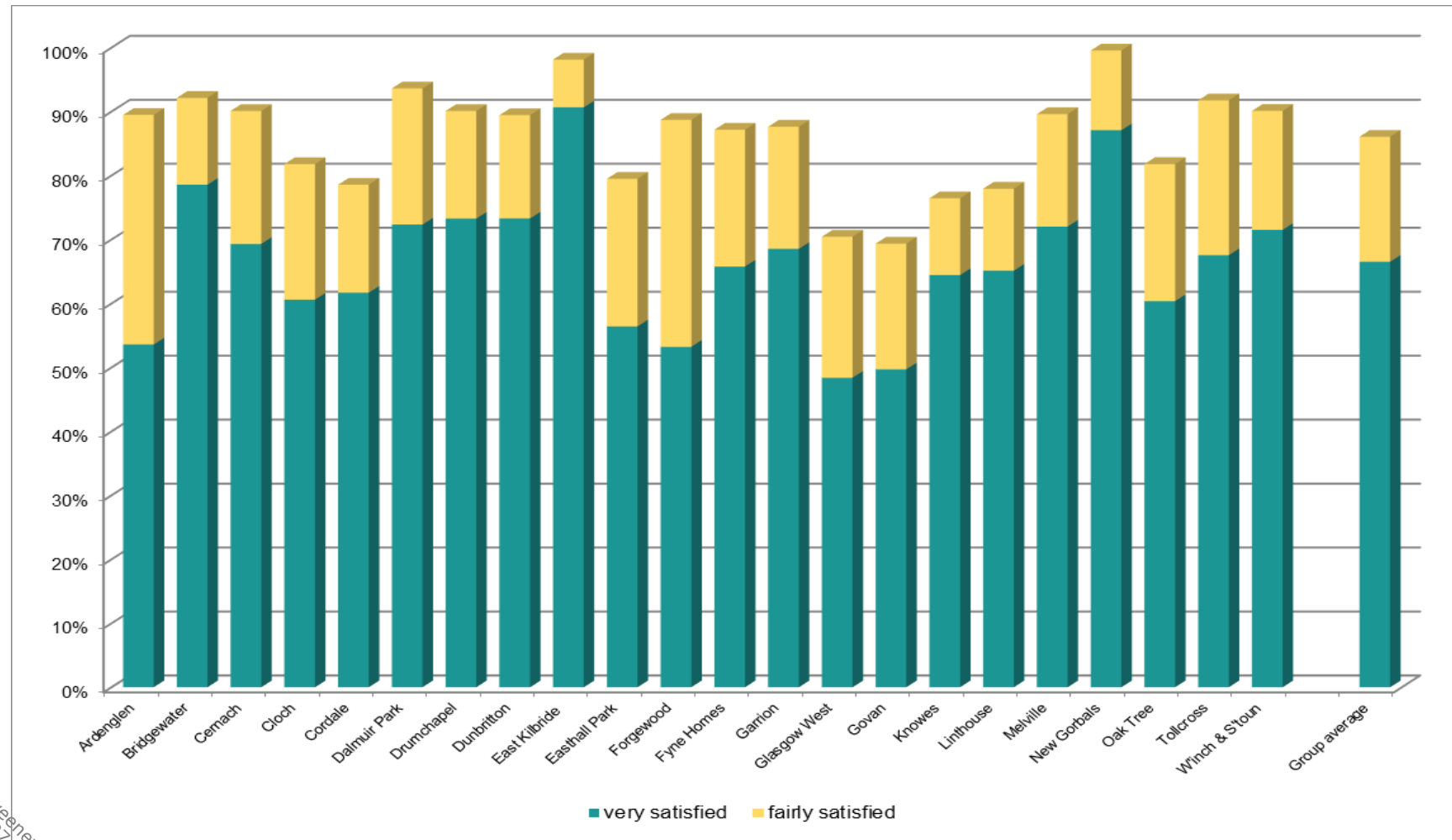
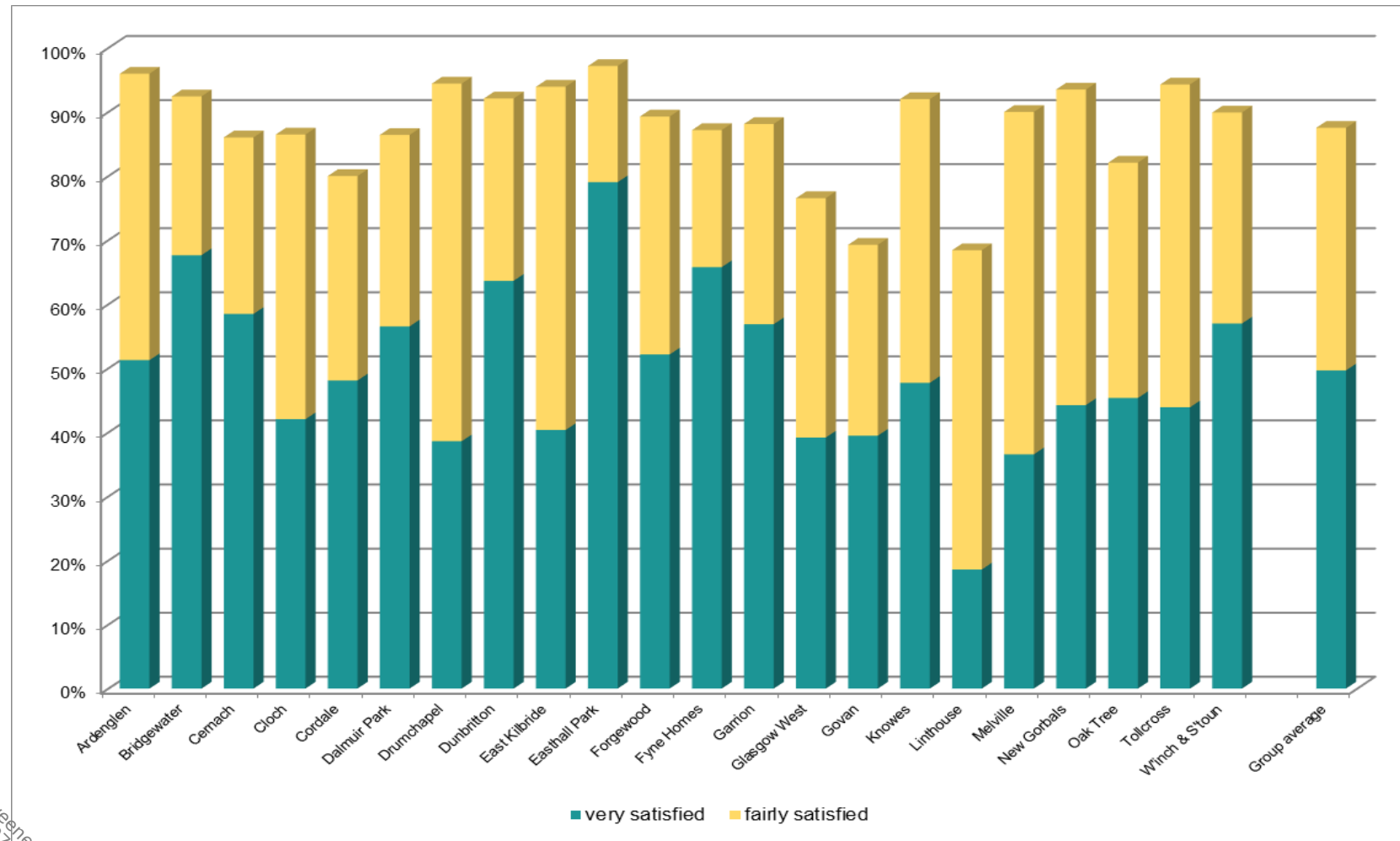


FIGURE 2.5 – TENANTS SATISFIED WITH THE REACTIVE REPAIRS SERVICE IN THE LAST TWELVE MONTHS



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FIGURE 2.6 – TENANTS SATISFIED WITH THE MANAGEMENT OF THE NEIGHBOURHOOD IN WHICH THEY LIVE



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FIGURE 2.7 – PERCENTAGE OF TENANTS WHO FEEL THEIR RENT REPRESENTS VALUE FOR MONEY

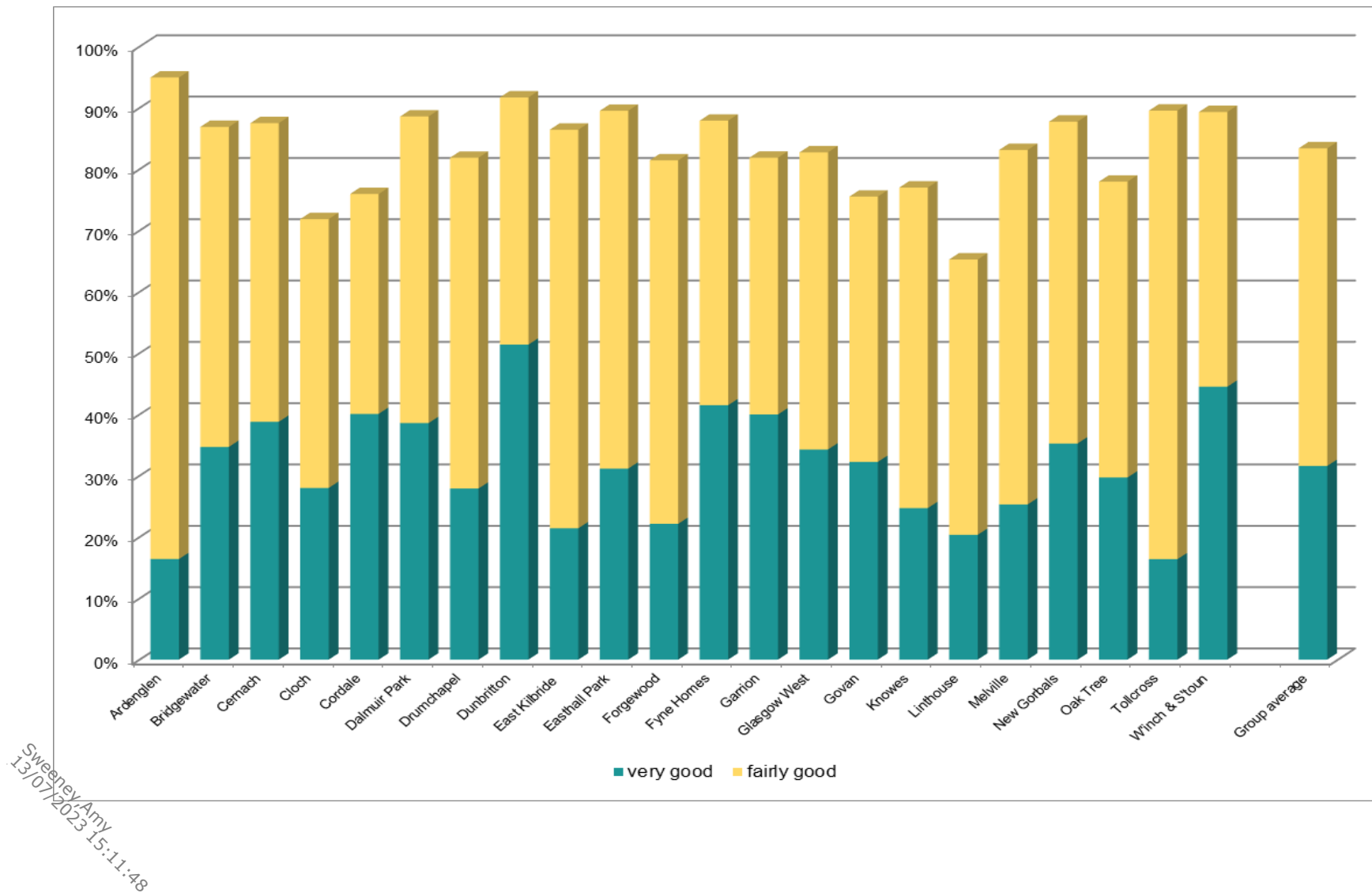
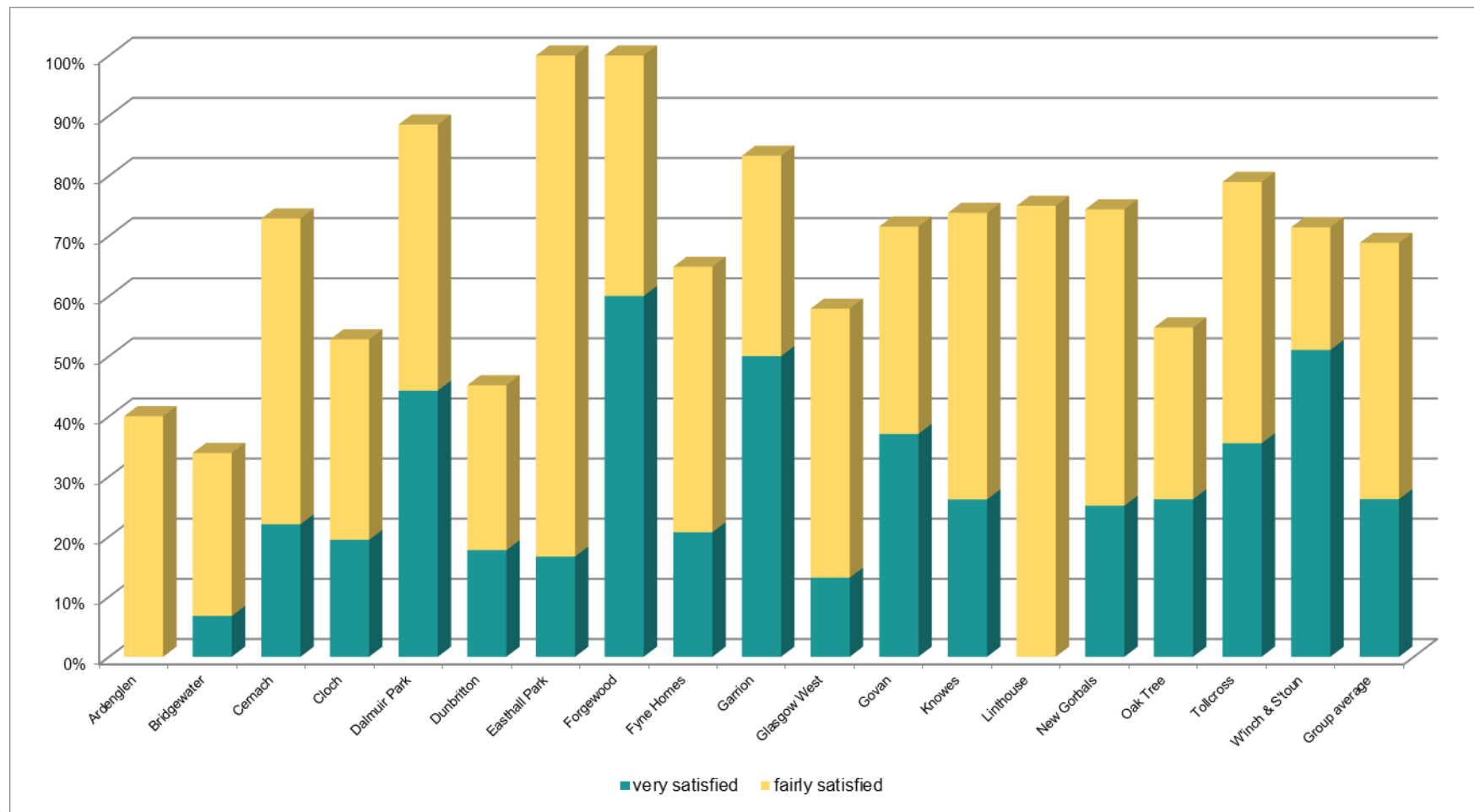


FIGURE 2.8 – PERCENTAGE OF FACTORED OWNERS SATISFIED WITH THE OVERALL SERVICE



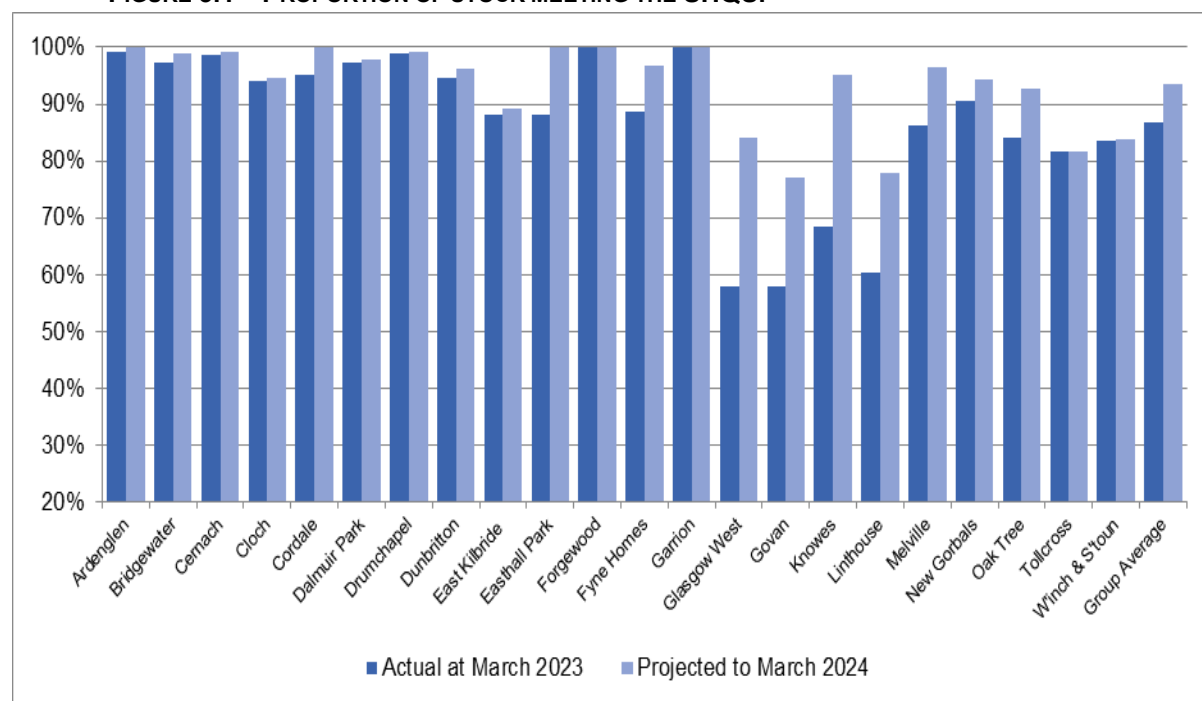
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3. Housing quality and maintenance

3.1 Proportion of stock meeting Scottish Housing Quality Standard (Charter Indicator 6)

3.1.1 Figure 3.1 shows the percentage of properties currently meeting the SHQS and the projected figure for the next reporting year.

FIGURE 3.1 – PROPORTION OF STOCK MEETING THE SHQS.



3.1.2 The group's current average is 86.85% compliance [75.69% last year], with this forecast to rise to 93.40% by March 2024.

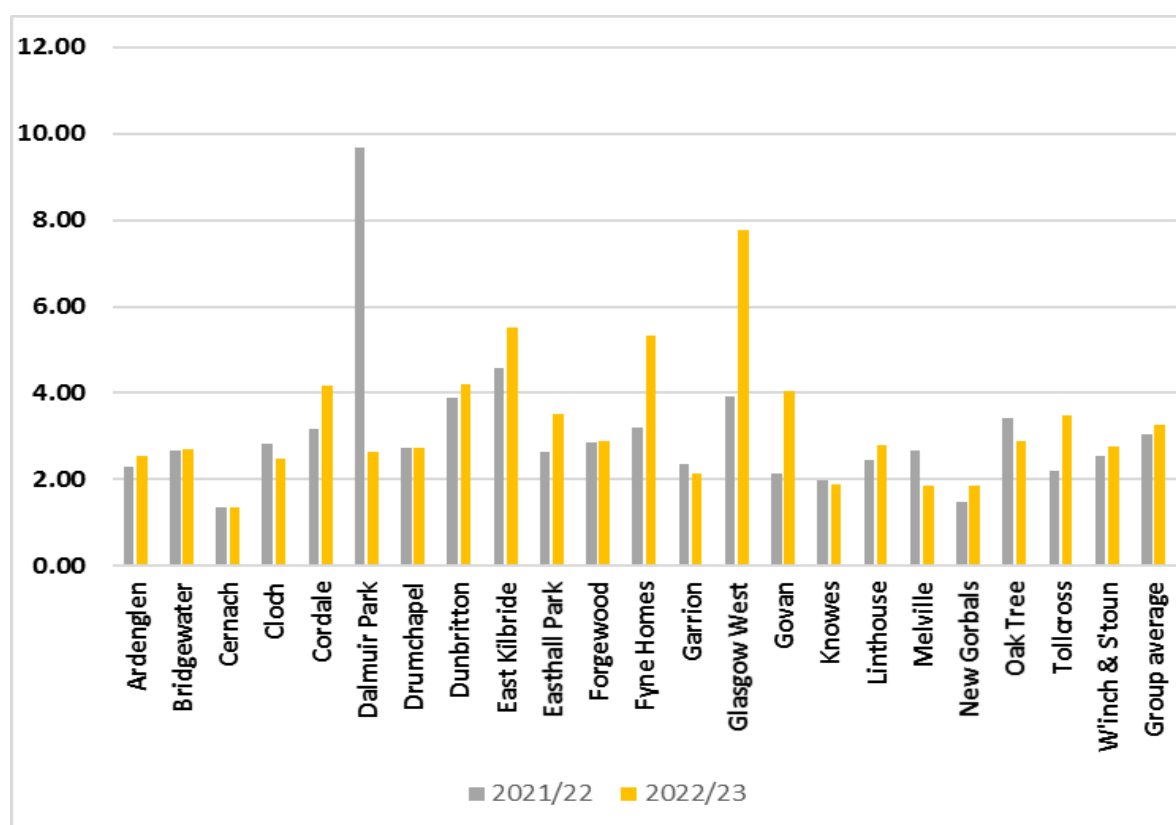
3.1.3 SHQS compliance remains a key topic of discussion for the QEF.

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3.2 Length of time to complete emergency repairs (Charter Indicator 8)

3.2.1 Figure 3.3 reports the average number of hours to complete emergency repairs.

FIGURE 3.3 – AVERAGE HOURS TO COMPLETE EMERGENCY REPAIRS



3.2.2 Last year, current members took between 1.36 and 9.68 hours on average to complete emergency repairs - the overall QEF average being 3.05 hours.

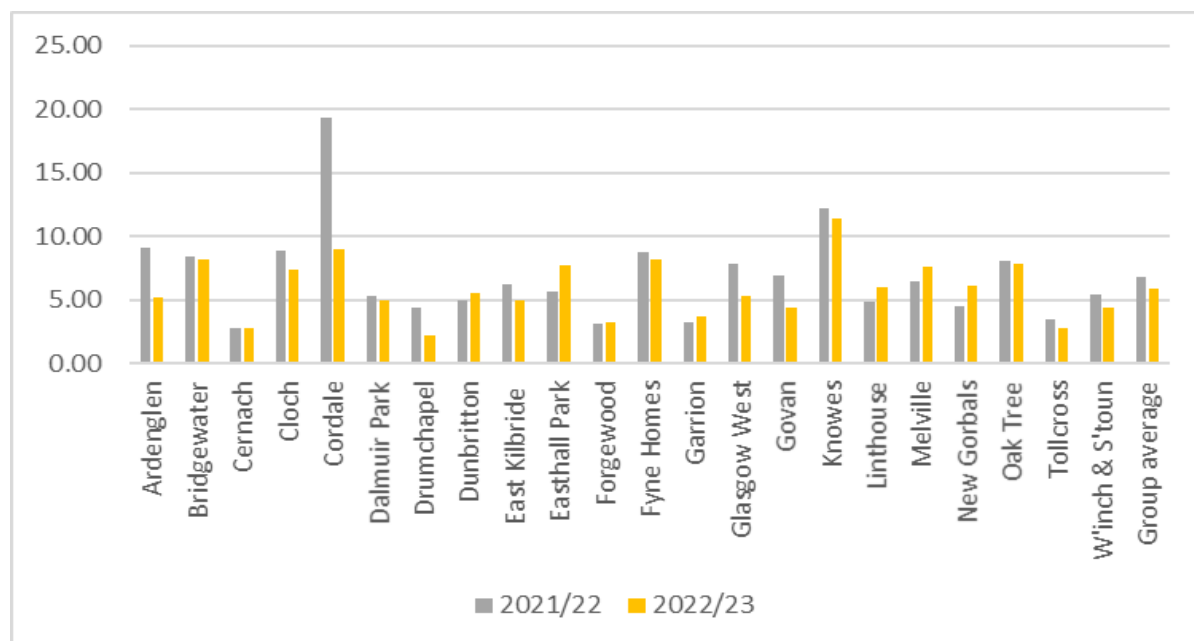
3.2.3 In 2022/23, members took between 1.36 and 7.76 hours on average to complete emergency repairs – the overall QEF average being 3.25 hours. Knowes time was 1.88 hours.

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3.3 Length of time to complete non-emergency repairs (Charter Indicators 9)

3.3.1 This section considers the length of time in days taken by landlords to complete non-emergency repairs.

FIGURE 3.4 – AVERAGE WORKING DAYS TO COMPLETE NON-EMERGENCY REPAIRS



3.3.2 Last year, current members took between 2.81 and 19.33 days on average to complete non-emergency responsive repairs, the overall QEF average being 6.81 days.

3.3.3 In 2022-23, members took between 2.25 and 11.42 days, the overall QEF average being 5.86 days. Knowes took 11.42 days.

3.4 Proportion of repairs completed *right first time* (Charter Indicator 10)

3.4.1 To be reported as being completed right first time, a repair must be completed:

- In time; and
- Without the need to return to address the same repair within twelve months

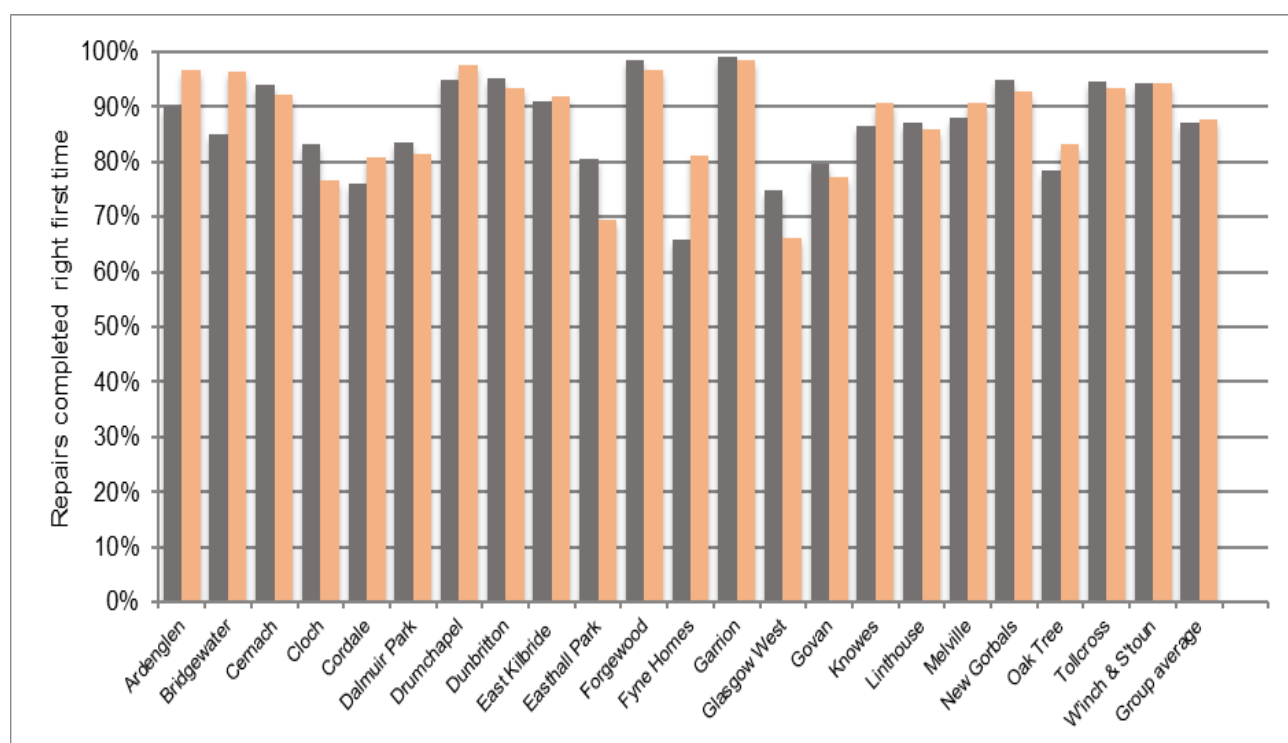
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Right first time applies to non-emergency responsive repairs but members should refer to some exceptions listed in the technical guidance published by the SHR.

3.4.2 Figure 3.6 shows that members completed between 76.52% and 98.49% of their non-emergency repairs *right first time*. The group average was 87.61% and Knowes level was 90.83%.

FIGURE 3.6 – REPAIRS COMPLETED RIGHT FIRST TIME

Key: 2021-22 figures, 2022-23 figures



3.5 Average number of repairs per unit

3.5.1 Average repairs per unit is no longer reported via the ARC. Manual calculation was required to show repairs per unit - as noted below. Repairs include emergency and non-emergency figures.

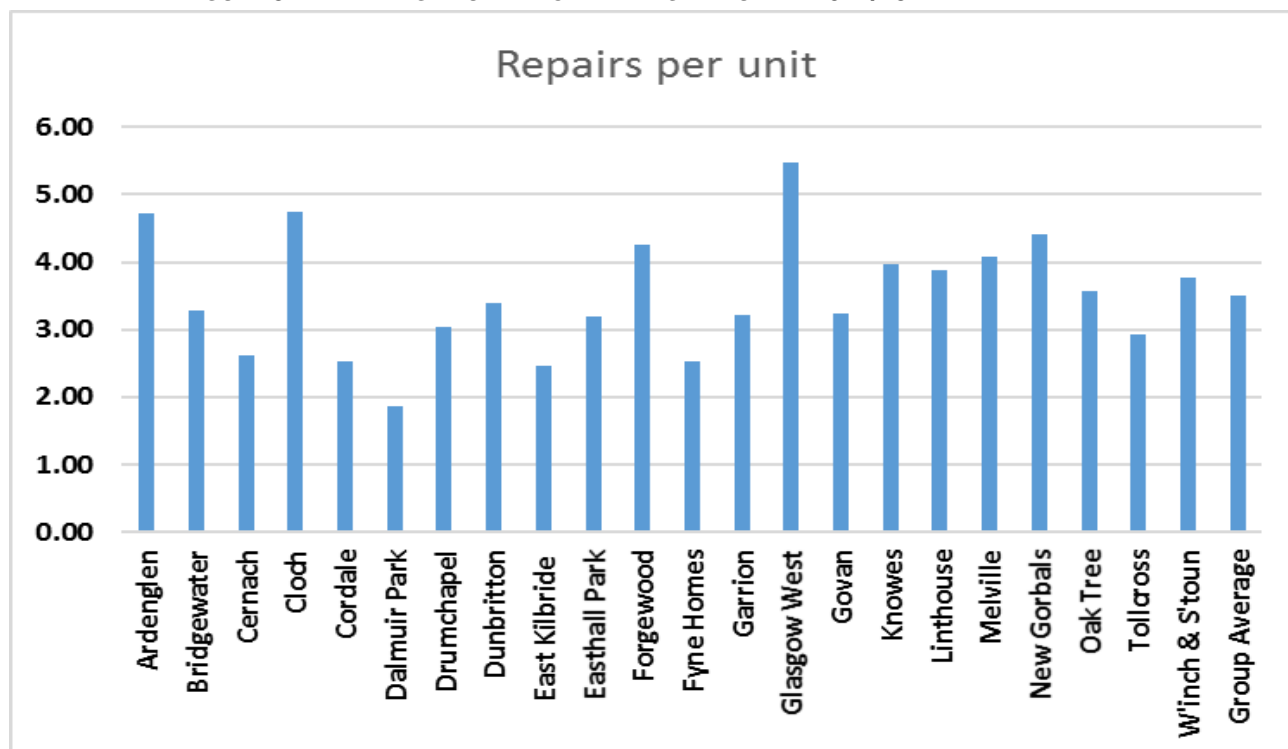
3.5.2 Figure 3.7 below shows that members carried out an average of 1.87 to 5.47 repairs per unit - overall group average was 3.51 per unit. Knowes average was 3.97 repairs per unit.

3.5.3 Individual RSLs will have to take account of the type of stock they have and the level of void work carried out when using these figures to help analyse performance.

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3.5.4 The number of repairs per unit tends to be lower for members whose stock is newer and conversely, members with older and/or a high proportion of non-traditional stock appear to carry out a higher proportion of repairs.

FIGURE 3.7 – AVERAGE NUMBER OF REPAIRS PER UNIT – 2022/23

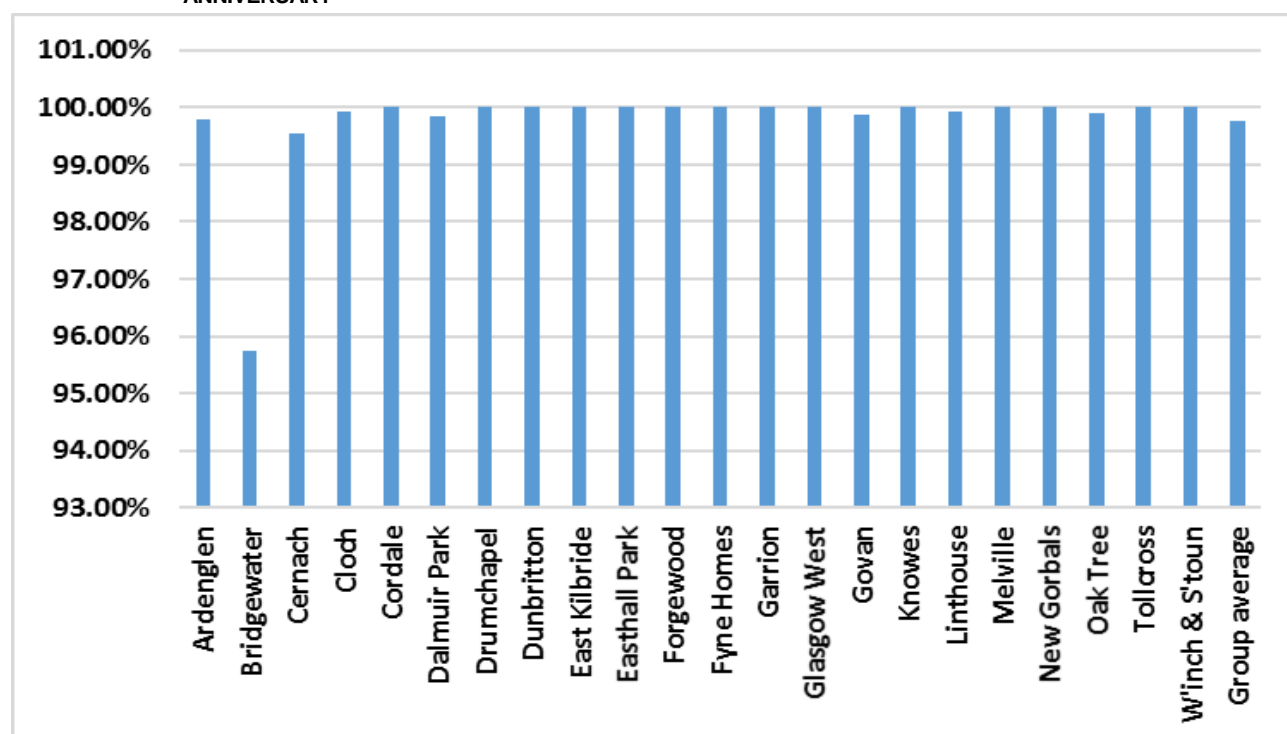


3.6 Gas safety – statutory compliance (Charter Indicator 11)

3.6.1 Figure 3.8 shows the percentage of properties whose annual gas safety check was completed in compliance with statutory requirements. Results range from 95.74% to 100%. The group average was 99.75% of gas safety checks were carried out in time. Knowes result was 100%.

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FIGURE 3.8 – PROPORTION OF PROPERTIES WITH A GAS SAFETY CHECK AND RECORD COMPLETED BY ANNIVERSARY



4. Neighbourhood and community

4.1 Proportion of ASB cases resolved (Charter Indicator 15)

4.2.1 Figure 4.1 shows the percentage of anti-social behaviour cases resolved. When considering the proportion of cases unresolved at March 2023, it should be noted that these could include cases notified to landlords towards the end of March and subsequently resolved within target in early April.

FIGURE 4.1 – PROPORTION OF ASB CASES RESOLVED BY 31 MARCH 2023

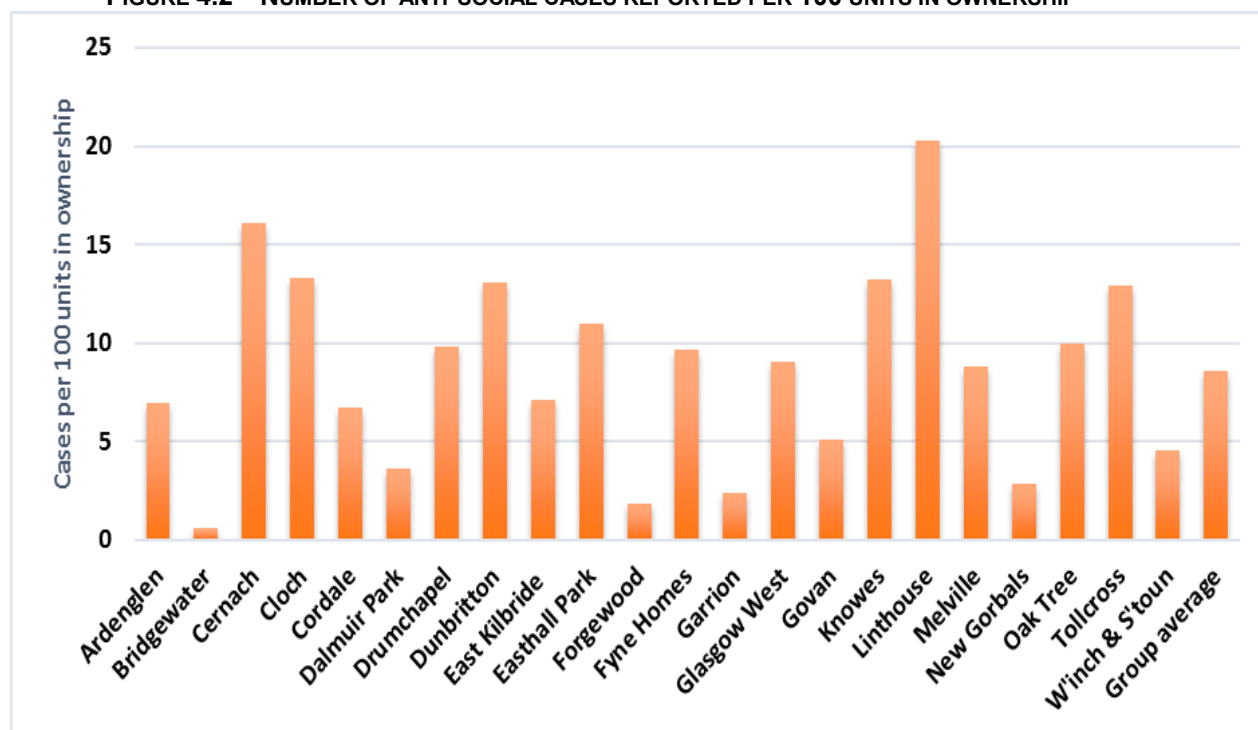
RSL	Resolved
Ardenglen	100.00%
Bridgewater	100.00%
Cernach	100.00%
Cloch	99.48%
Cordale	100.00%
Dalmuir Park	100.00%
Drumchapel	95.74%
Dunbritton	96.88%
East Kilbride	100.00%

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RSL	Resolved
Easthall Park	100.00%
Forgewood	100.00%
Fyne Homes	98.68%
Garrion	100.00%
Glasgow West	95.42%
Govan	100.00%
Knowes	99.28%
Linthouse	100.00%
Melville	98.36%
New Gorbals	88.57%
Oak Tree	96.17%
Tollcross	95.05%
W'inch & S'toun	100.00%
AVERAGE	98.35%

4.2.3 In order to allow some comparison between group members of the number of anti-social cases reported, Figure 4.2 shows the number of cases received in the year per 100 units in ownership.

FIGURE 4.2 – NUMBER OF ANTI-SOCIAL CASES REPORTED PER 100 UNITS IN OWNERSHIP



4.2.4 The number of cases per 100 units in ownership ranged from 0.6 to 20.3, with the group average being 8.6 cases per 100 units. Knowes received 13.3 cases.

4.3 Evictions for anti-social behaviour (Charter Indicator 22.2.2)

4.3.1 Two members carried out evictions in 2022/23 that related to anti-social behaviour [these are significantly lower numbers than last year]. These are noted in Figure 4.3.

FIGURE 4.3 – PERCENTAGE OF EVICTIONS RELATED TO ANTI-SOCIAL BEHAVIOUR

Govan	5.56%
Tollcross	8.33%

5. Good value from rents and service charges

5.1 Voids and days to re-let (Charter Indicators 18 and 30)

5.1.1 This section looks at void losses in relation to rental income and the average time taken by each RSL to re-let empty properties. Each of these indicators is important, but the days to re-let is perhaps a more meaningful indicator of efficiency as this shows how quickly an RSL is re-letting its properties whereas efficient re-letting performance can be skewed by a high turnover.

5.1.2 Figure 5.1 provides the total void loss for 2022-23 (general needs and supported) whilst Figure 5.2 provides trend information covering the last four years on days to re-let. It is acknowledged that long void periods relating to supported accommodation can sometimes skew the overall days to re-let figure, however the ARC does not separate mainstream and supported accommodation. Members with high levels of supported accommodation/ disproportionate supported accommodation losses will therefore have to take this into account when considering their ranking in relation to the rest of the group. Please note that the losses noted in Figure 5.1 relate to void losses on dwellings and excludes lockups.

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FIGURE 5.1 – PERCENTAGE VOID LOSSES IN 2022-23

	% Void Losses
Ardenglen	0.33%
Bridgewater	1.32%
Cernach	0.46%
Cloch	1.39%
Cordale	0.67%
Dalmuir Park	0.58%
Drumchapel	0.33%
Dunbritton	0.09%
East Kilbride	0.10%
Easthall Park	0.15%
Forgewood	0.23%
Fyne Homes	1.33%
Garrion	0.26%
Glasgow West	0.63%
Govan	0.83%
Knowes	0.16%
Linthouse	1.12%
Melville	0.22%
New Gorbals	0.33%
Oak Tree	2.14%
Tollcross	0.79%
W'inch & S'toun	0.66%
Average	0.64%

5.1.3 The following is noted:

- Knowes rent loss due to voids equated to 0.16% of its annual rental income
- Its rank in the QEF group is 4th (with 1st being lowest rent loss)
- The QEF average is 0.64% [0.90% last year]
- The Scottish median is 0.84%
- A void loss of 0.16% places Knowes in the top performance group – for Scotland - which covers a loss of 0% to 0.54% (stats are grouped into high, middle or low)

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5.1.4 Figure 5.2 [over] shows the days taken by Knowes to re-let empty properties. The following is noted:

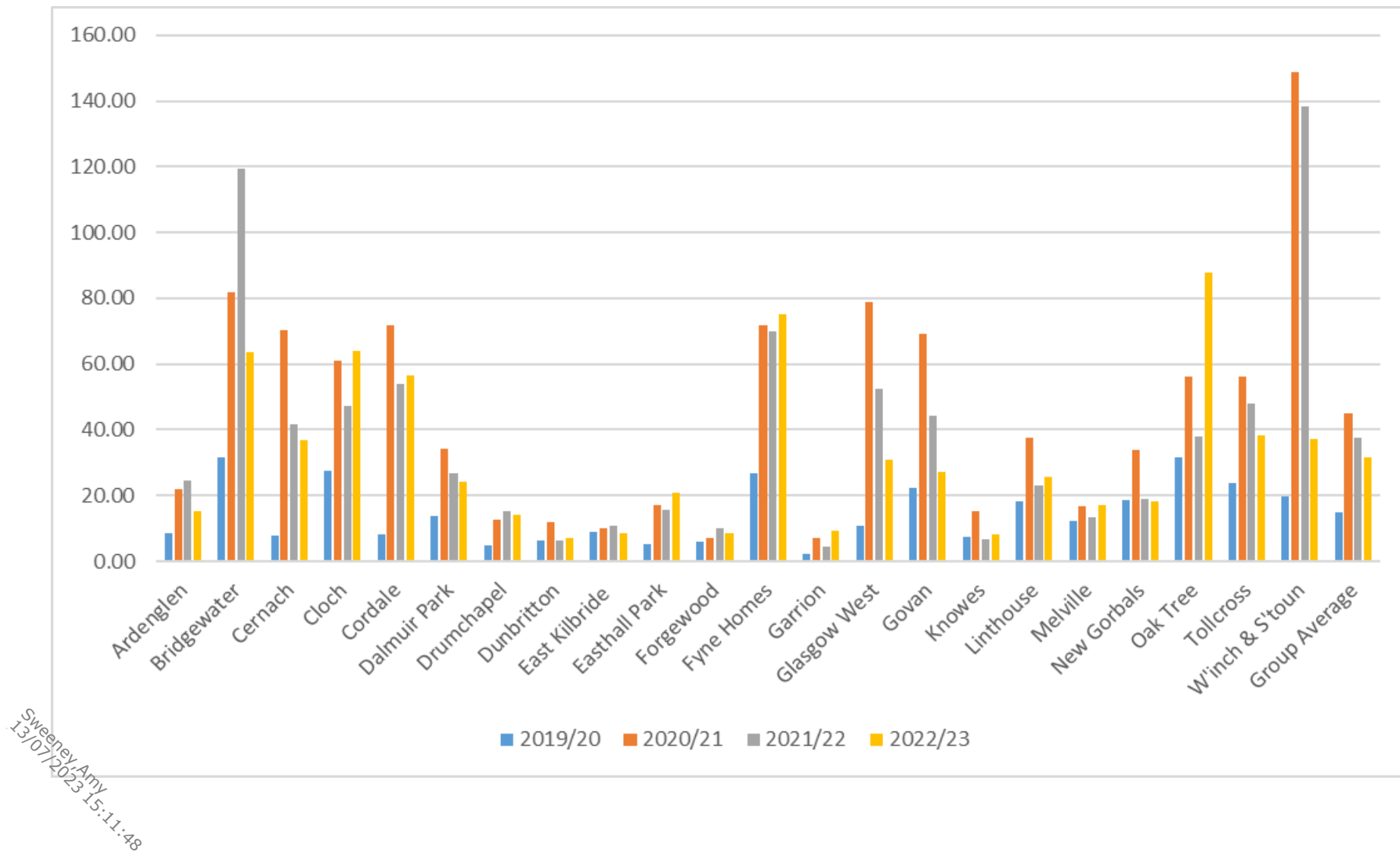
- Took an average of 8.25 days to re-let its empty properties
- Its rank in the group is 2nd (with 1st being the least number of days to re-let)
- The group average is 31.57 days
- The Scottish median is 31.9 days
- A re-let period of 8.25 days puts Knowes in the top performance group for Scotland which covers 3.28 to 23.49 days

5.1.5 As noted above, members should bear in mind when comparing days to re-let and void losses that some members will inevitably experience higher figures given the nature of their client group and/or areas of operation.

5.1.6 Similarly, some members operate a common housing register and/or choice-based lettings and this can lead to increases in re-let times.

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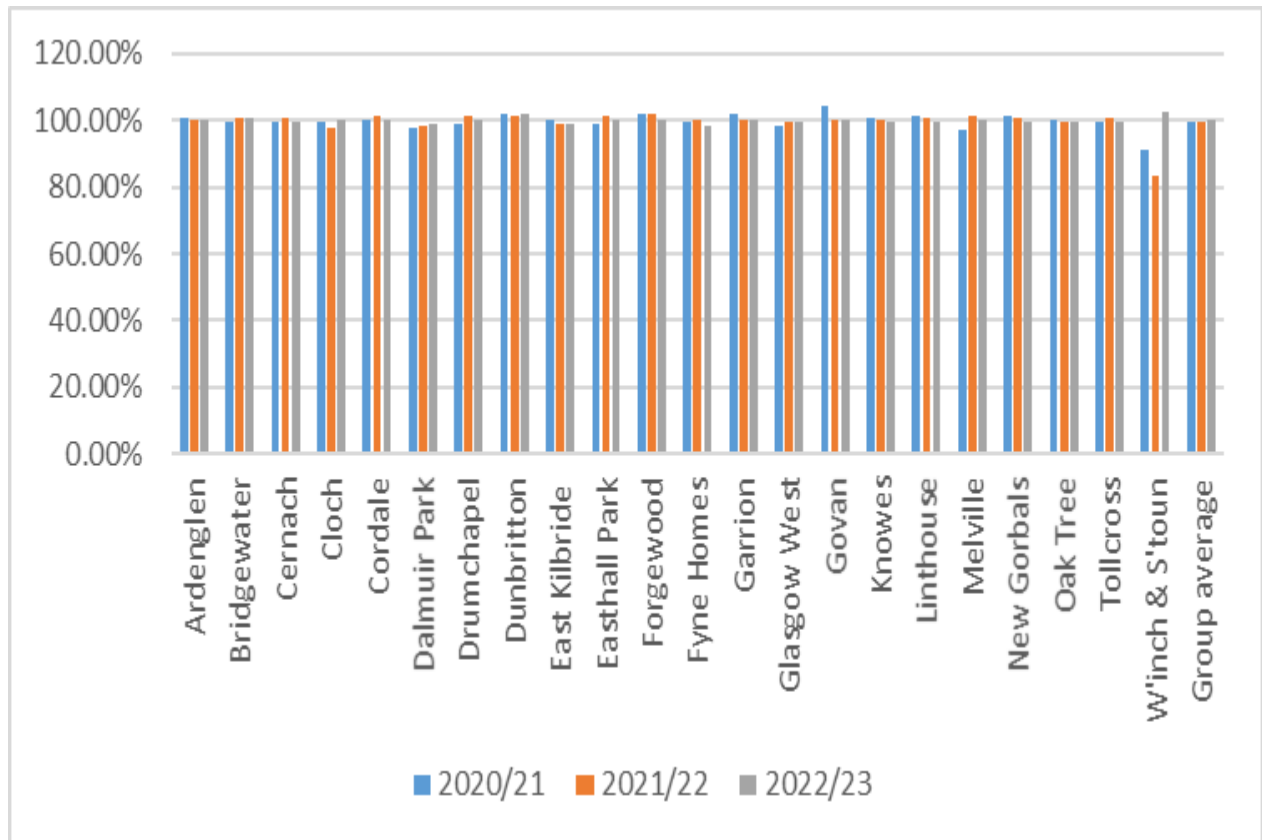
FIGURE 5.2 – DAYS TO RE-LET 2019/20 TO 2022/23



5.2 Rent collected as a percentage of total rent due (Charter Indicator 26)

5.2.1 Figure 5.3 provides details of the total rent collected in 2022-23 as a proportion of the total rent due.

FIGURE 5.3 – RENT COLLECTED AS A PROPORTION OF RENT DUE



5.2.2 Knowes collected 99.82% of rent due in 2022-23 compared to a current QEF group average of 100.01%.

Past group averages:

- 99.75% collected in 2020-21
- 99.60% collected in 2021-22

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6. Rent Arrears

6.1 Gross rent arrears – all current tenant and former tenant amounts (Charter Indicator 27)

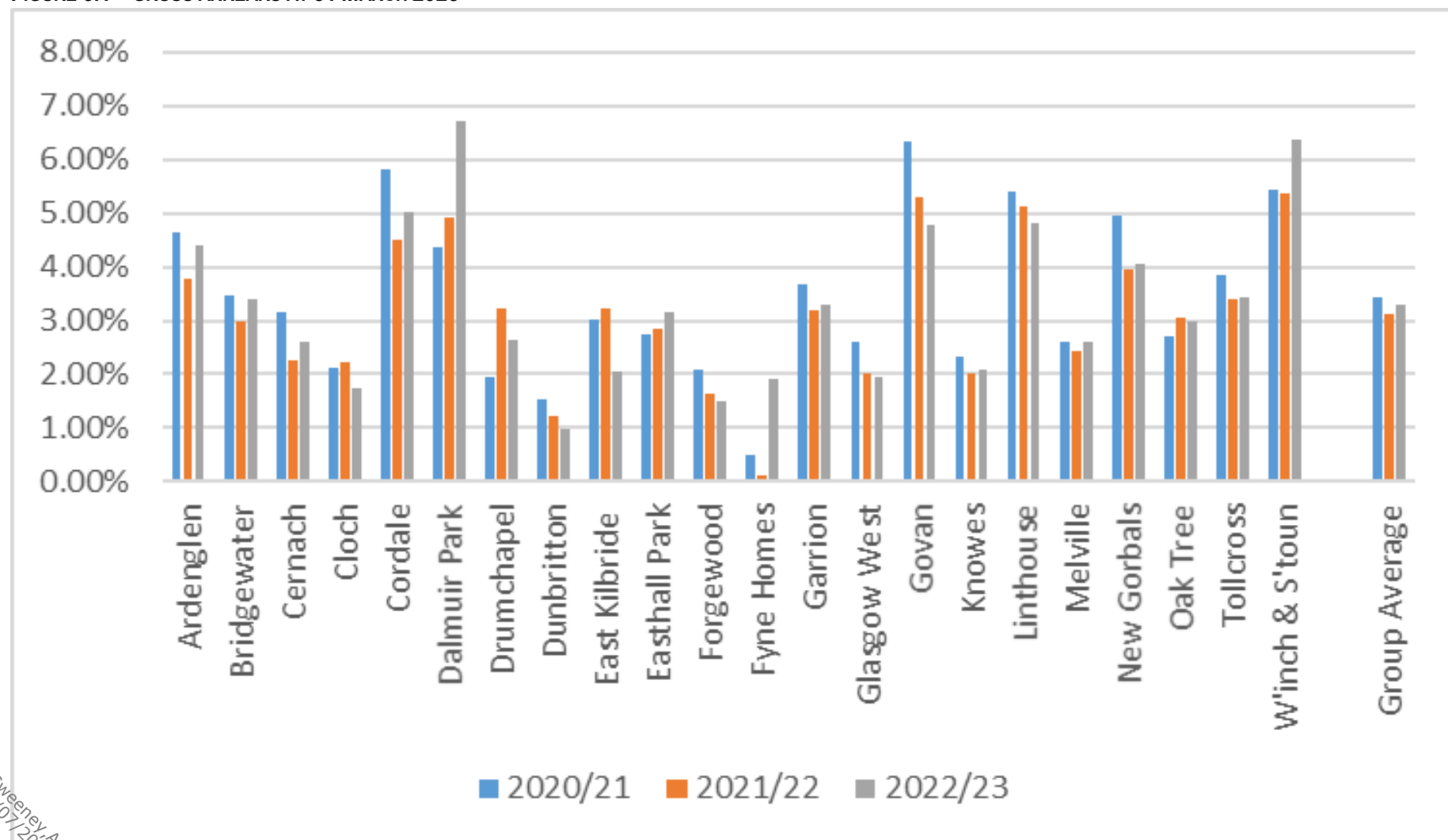
6.1.1 Figure 6.1 on the next page shows total gross rent arrears reported by the group at 31 March 2023 plus details of the previous four years in order to show trends. The following is noted:

- Knowes total gross rent arrears equated to 2.1% of its rental income
- Its rank in the group is 7th (with 1st having the lowest gross rent arrears)
- The QEF average is 3.29% (last year it was 3.13%)
- The Scottish median is 3.77%
- Gross arrears of 2.1% places Knowes in the top of the Scottish performance group which covers 0% to 3.29%

6.1.2 Yet again, the QEF average is better than the Scottish median.

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FIGURE 6.1 – GROSS ARREARS AT 31 MARCH 2023



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6.2 Former tenant arrears levels and amounts written-off (Indicator C7)

6.2.1 Figure 6.2 shows the level of former tenant rent arrears at 31 March 2023 and the amount written off during the year (shown as a percentage of the former tenant arrears level reported). It should be borne in mind that the calculation takes account of the cumulative former tenant rent arrears balances and not just those accrued in the last financial year.

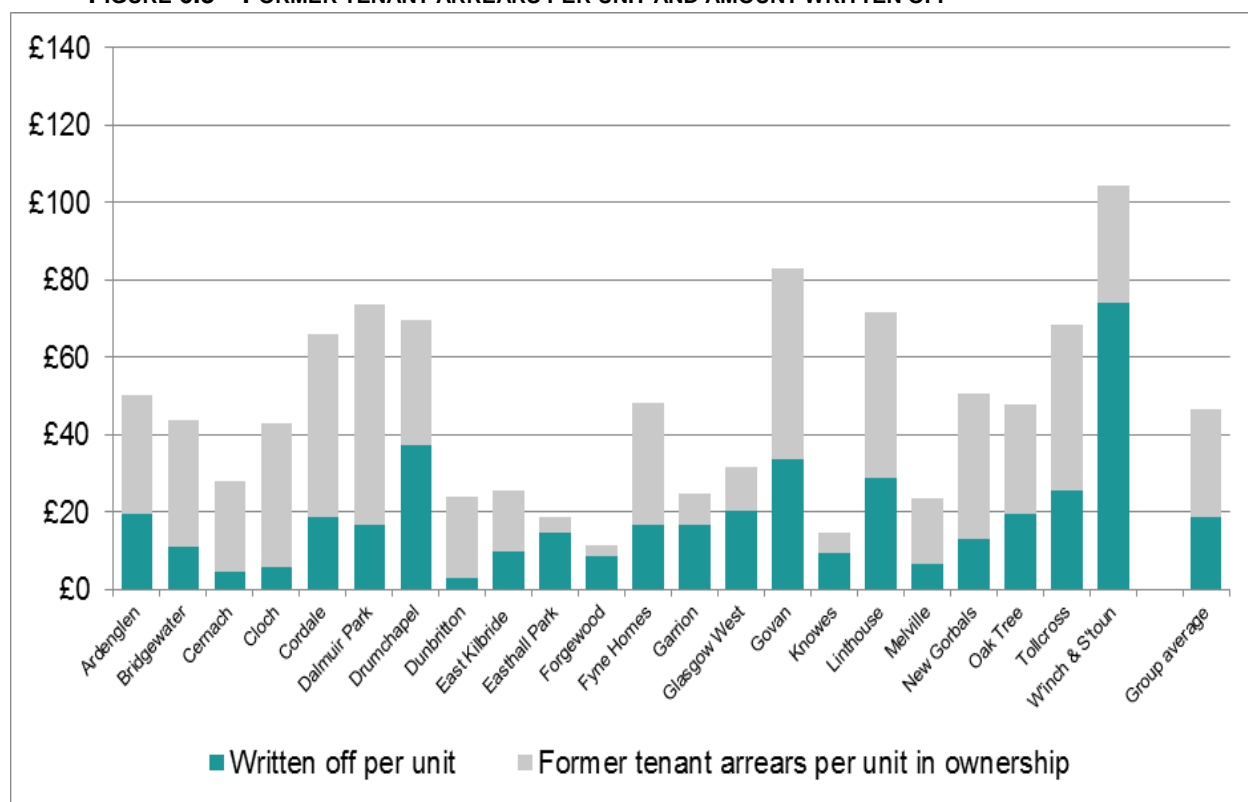
FIGURE 6.2 – FORMER TENANT ARREARS AMOUNTS AND PROPORTION WRITTEN OFF

RSL	Amount of former tenant arrears at 31 March	Proportion written off (as a %age of total amount)
Ardenglen	49,292	38.77%
Bridgewater	37,054	25.47%
Cernach	24,595	15.59%
Cloch	61,540	13.64%
Cordale	33,384	28.13%
Dalmuir Park	49,114	22.47%
Drumchapel	33,446	53.65%
Dunbritton	23,470	11.96%
East Kilbride	14,415	38.49%
Easthall Park	12,854	79.99%
Forgewood	2,417	77.99%
Fyne Homes	75,706	34.61%
Garrion	6,228	67.00%
Glasgow West	45,719	64.78%
Govan	135,751	40.47%
Knowes	15,493	62.98%
Linthouse	89,239	39.91%
Melville	49,119	27.39%
New Gorbals	124,166	25.87%
Oak Tree	87,870	40.73%
Tollcross	149,485	37.48%
W'inch & S'toun	135,271	70.93%
Average	54,074	41.74%

6.2.2 In order to allow some comparison, Figure 6.3 below shows the amount of former tenant arrears per unit in ownership and of this, how much was written off in 2022-23. The amount shown in green represents the amount written off and the amount shown in grey is the amount carried forward into the current year.

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FIGURE 6.3 – FORMER TENANT ARREARS PER UNIT AND AMOUNT WRITTEN OFF



6.2.3 The figure shows that Knowes total former tenant rent arrears level equates to £9.31 written off per unit compared to a group average of £18.80.

6.2.4 Knowes wrote off 62.98% of its former tenant arrears, compared to a group average of 41.74%.

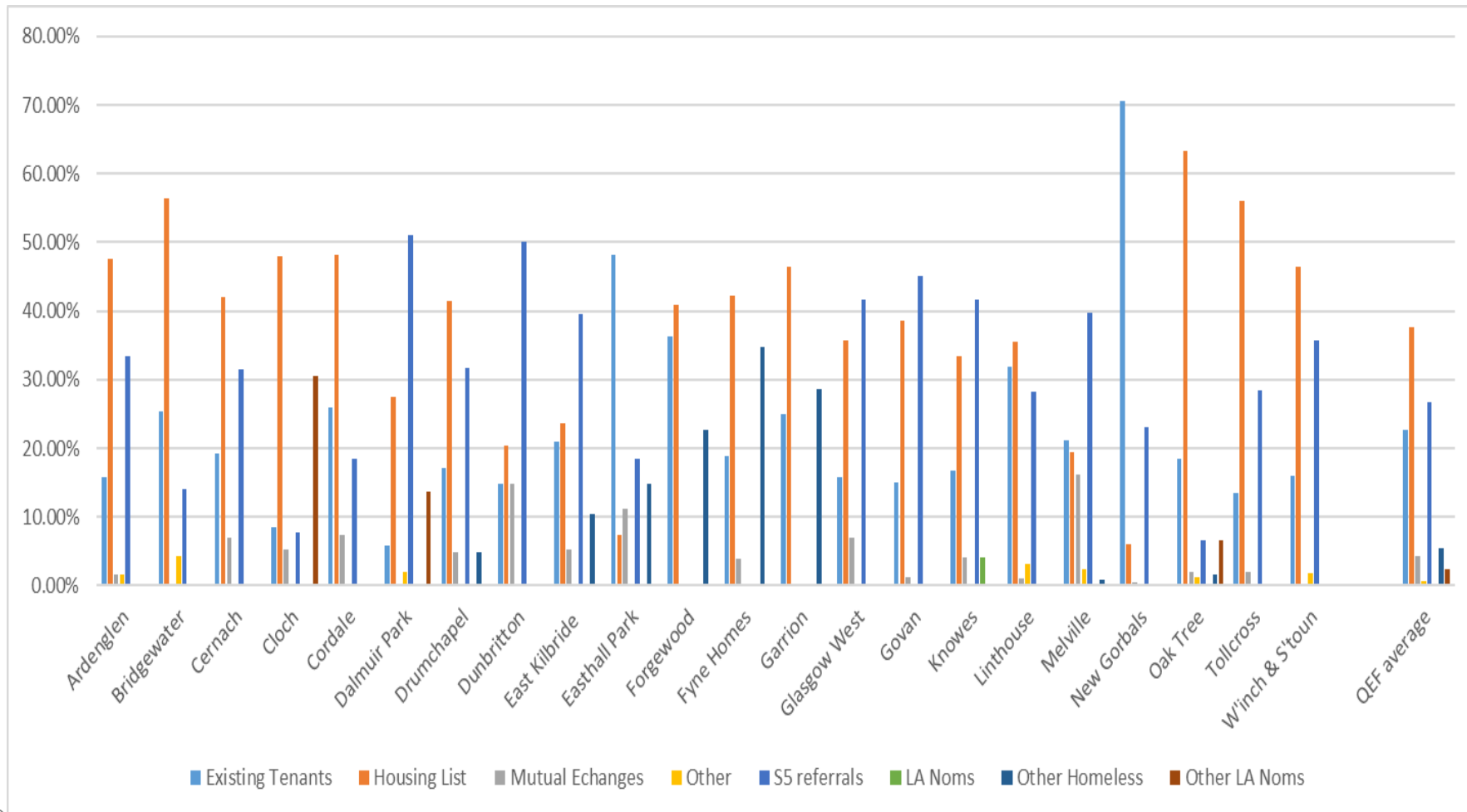
7. Source of lets and tenancy sustainment

7.1 Source of lets (Indicator C2)

7.1.1 Figure 7.1 on the next page shows the proportion of lets in each source category as outlined in Contextual Indicator C2 – existing tenants, those assessed as homeless by the local authority (both Section 5 referrals and non-Section 5 statutory homeless), housing list applicants, local authority nominations, and “other”.

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FIGURE 7.1 – PROPORTION OF LETS BY SOURCE



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7.1.2 The figures above are primarily for information rather than to assess performance, and there is therefore no further analysis, apart from the column on the right-hand side of the table showing QEF averages. Some members may find the data useful when agreeing lettings quotas (where these are still used) or discussing the degree to which they are contributing to the alleviation of homelessness.

7.1.3 When comparing their outturn statistics with those reported by others, members must bear in mind that local circumstances will have a bearing on the figures – for example, whether the local authority continues to have its own housing stock.

7.1.4 It is also the case that not all lets to homeless people (some of whom may be statutorily homeless) are recorded in the Section 5 category. Some members, for example, may re-house homeless households through a CHR or Housing Options as direct applicants which represents the best route, at the time, for the applicant. As noted, the table is for information rather than to assess performance, as the number of different routes into housing and types of list being operated by RSLs makes performance comparison difficult.

7.2 Tenancy sustainment (Charter Indicator 16)

7.2.1 This Indicator measures the number of tenancies let that lasted at least twelve months. Figure 7.2 shows sustainment figures reported in the 2022/23 ARC and the percentages reported in the previous ARCs for comparative purposes. The figure shows overall sustainment levels (i.e. for lets via all sources); a breakdown of sustainment by source is shown in Table 7.2(b) in Appendix 1.

TABLE 7.2 – TENANCY SUSTAINMENT

RSL	%age of tenancies beginning in 2018-19 sustaining for >12 mths	%age of tenancies beginning in 2019-20 sustaining for >12 mths	%age of tenancies beginning in 2020-21 sustaining for >12 mths	%age of tenancies beginning in 2021-22 sustaining for >12 mths
Ardenglen	89.09%	94.44%	96.72%	93.15%
Bridgewater	92.19%	84.93%	97.92%	93.18%
Cernach	88.89%	98.18%	95.35%	100.00%
Cloch	86.03%	86.36%	88.08%	91.93%
Cordale	92.68%	100.00%	83.33%	87.50%
Dalmuir Park		96.39%	89.29%	95.31%

RSL	%age of tenancies beginning in 2018-19 sustaining for >12 mths	%age of tenancies beginning in 2019-20 sustaining for >12 mths	%age of tenancies beginning in 2020-21 sustaining for >12 mths	%age of tenancies beginning in 2021-22 sustaining for >12 mths
Drumchapel	91.18%	94.12%	90.63%	84.62%
Dunbritton	91.14%	98.11%	92.73%	100.00%
East Kilbride	92.59%	100.00%	95.83%	100.00%
Easthall Park	96.55%	100.00%	100.00%	92.50%
Forgewood	89.47%	93.33%	88.89%	84.62%
Fyne Homes	74.28%	86.09%	88.28%	88.39%
Garrion	83.78%	88.89%	76.19%	94.74%
Glasgow West	93.75%	94.38%	93.44%	92.24%
Govan	91.09%	83.48%	85.43%	86.46%
Knowes	92.11%	87.95%	91.04%	94.12%
Linthouse	88.15%	90.61%	92.08%	89.47%
Melville		94.52%	97.37%	96.58%
New Gorbals	89.85%	94.19%	94.44%	94.77%
Oak Tree	89.66%	90.27%	89.60%	93.25%
Tollcross	88.94%	92.82%	90.42%	93.94%
W'inch & S'toun	95.21%	95.83%	97.62%	92.47%
Average	89.83%	92.95%	91.58%	92.69%

7.2.3 The latest sustainment levels ranged from 84.62% to 100%, with the average being 92.69% – please note that the average for this and other years shown in the appendix is the straight average.

7.2.4 When measuring performance on tenancy sustainment, it is critical that members take account of the fact that the figures include tenancies that may not have ended because the tenant was having difficulties sustaining them. It is impossible to know from the ARC figures alone how many tenants had, for example, left to take up employment in another area or given up their tenancy to buy a property. Some sustainment figures could therefore be higher if adjusted to take account of this – individual RSLs will be more aware of these factors when looking at their own performance.

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8. Complaints

8.1 This section contains information on the number of customer complaints received in 2022-23 and the number responded to in full within SPSO timescales. The information is further divided into Stage 1 and Stage 2 complaints. There is no longer a requirement to report on the number upheld within the ARC.

8.2 Complaints received & responded to (Charter Indicators 3 and 4)

8.2.1 Figures 8.1 shows the average number of Stage 1 and Stage 2 complaints received per 100 units of ownership.

Knowes received:

- Stage 1 – 3.72 complaints (group average 7.39) and
- Stage 2 – 1.05 complaints (group average 1.12)

per 100 units.

8.2.2 Figure 8.2 shows the actual number of complaints received for Stage 1 and Stage 2 complaints, broken down into:

- Number of complaints received in reporting year
- Number of complaints carried over from previous year
- Number of complaints responded to in full
- Percentage responded to in full
- Average number days to respond in full

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FIGURE 8.1 – COMPLAINTS RECEIVED PER 100 UNITS IN OWNERSHIP

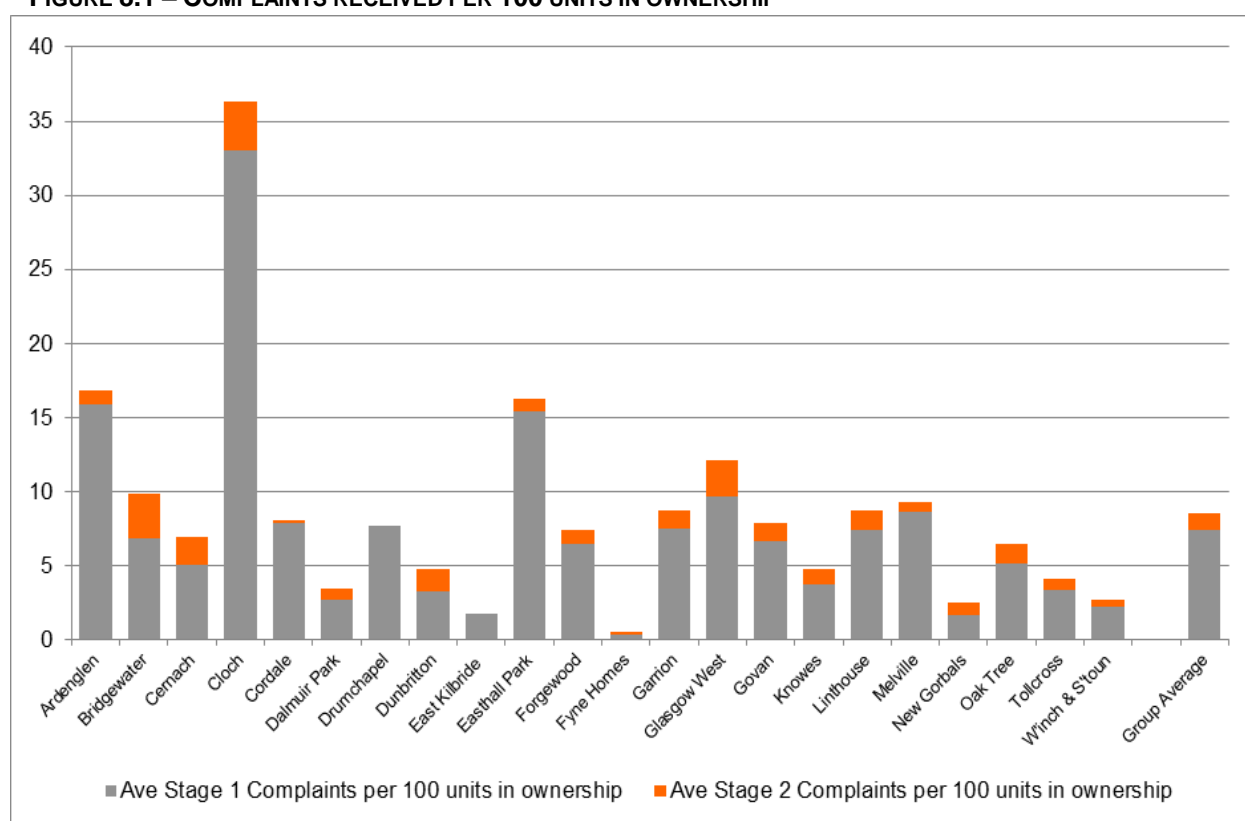


FIGURE 8.2 – COMPLAINTS MADE, RESPONDED TO - STAGE 1

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
Ardenglen	156	0	98.72%	2.82
Bridgewater	58	0	98.28%	4.05
Cernach	44	0	100.00%	3.52
Cloch	474	0	99.58%	2.25
Cordale	40	0	100.00%	4.10
Dalmuir Park	18	1	100.00%	3.53
Drumchapel	37	0	97.30%	2.53
Dunbritton	32	0	100.00%	3.19
East Kilbride	10	0	100.00%	2.00
Easthall Park	107	0	91.59%	3.79
Forgewood	14	0	100.00%	0.79
Fyne Homes	5	0	100.00%	5.00
Garrion	19	0	100.00%	0.95
Glasgow West	141	2	100.00%	2.97
Govan	109	2	96.40%	6.03

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
Knowes	39	1	100.00%	4.97
Linthouse	92	0	86.96%	3.31
Melville	179	1	99.44%	2.85
New Gorbals	40	0	97.50%	2.62
Oak Tree	95	0	97.89%	3.68
Tollcross	74	0	100.00%	3.11
W'inch & S'toun	29	0	96.55%	10.11
AVERAGE	82	0	98.19%	3.40

FIGURE 8.3 – COMPLAINTS MADE, RESPONDED TO - STAGE 2

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
Ardenglen	9	0	100.00%	13.33
Bridgewater	25	0	84.00%	17.95
Cernach	17	0	100.00%	11.29
Cloch	47	3	100.00%	11.48
Cordale	1	0	100.00%	3.00
Dalmuir Park	5	0	100.00%	16.80
Drumchapel	0	0	0.00%	0.00
Dunbritton	15	0	100.00%	8.47
East Kilbride	0	0	0.00%	0.00
Easthall Park	6	0	66.67%	21.00
Forgewood	2	0	100.00%	7.00
Fyne Homes	4	1	100.00%	12.60
Garrion	3	0	100.00%	2.67
Glasgow West	35	1	88.89%	16.84
Govan	20	0	95.00%	15.32
Knowes	11	0	100.00%	8.73
Linthouse	16	0	100.00%	13.06
Melville	13	0	100.00%	13.23
New Gorbals	21	2	73.91%	14.53
Oak Tree	23	0	100.00%	13.57
Tollcross	16	0	100.00%	18.69
W'inch & S'toun	6	0	100.00%	15.83
AVERAGE	13	0	86.75%	10.96

9. Legal action and recoveries

9.1 Legal action and recoveries (Charter Indicator 22)

9.1.2 Figure 9.1 shows the total number of Notices served, Court Actions initiated, Decrees granted and where evictions have taken place during 2022-23. Figure 9.2 (over) shows the reasons for properties being recovered.

FIGURE 9.1 – LEGAL ACTIONS IN 2022-23

RSL	Court Actions initiated	Total number of properties recovered
Ardenglen	1	0
Bridgewater	1	0
Cernach	3	1
Cloch	15	0
Cordale	6	0
Dalmuir Park	5	5
Drumchapel	0	0
Dunbritton	2	0
East Kilbride	7	1
Easthall Park	3	0
Forgewood	2	0
Fyne Homes	1	0
Garrion	3	0
Glasgow West	6	6
Govan	18	5
Knowes	17	1
Linthouse	24	2
Melville	6	1
New Gorbals	3	0
Oak Tree	19	2
Tollcross	12	4
W'inch & S'toun	3	0
Average	7	1

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FIGURE 9.2 – REASONS FOR EVICTIONS IN 2022-23

RSL	Rent arrears	ASB	Other
Ardenglen	0	0	0
Bridgewater	0	0	0
Cernach	1	0	0
Cloch	0	0	0
Cordale	0	0	0
Dalmuir Park	5	0	0
Drumchapel	0	0	0
Dunbritton	0	0	0
East Kilbride	1	0	0
Easthall Park	0	0	0
Forgewood	0	0	0
Fyne Homes	0	0	0
Garrion	0	0	0
Glasgow West	5	0	1
Govan	4	1	0
Knowes	1	0	0
Linthouse	2	0	0
Melville	1	0	0
New Gorbals	0	0	0
Oak Tree	0	0	2
Tollcross	3	1	0
W'inch & S'toun	0	0	0
Average	1	0	0

9.1.3 In order to allow comparisons between landlords, Figure 9.3 (over page) shows the number of Notices served per 100 units in ownership and the number of Evictions carried out.

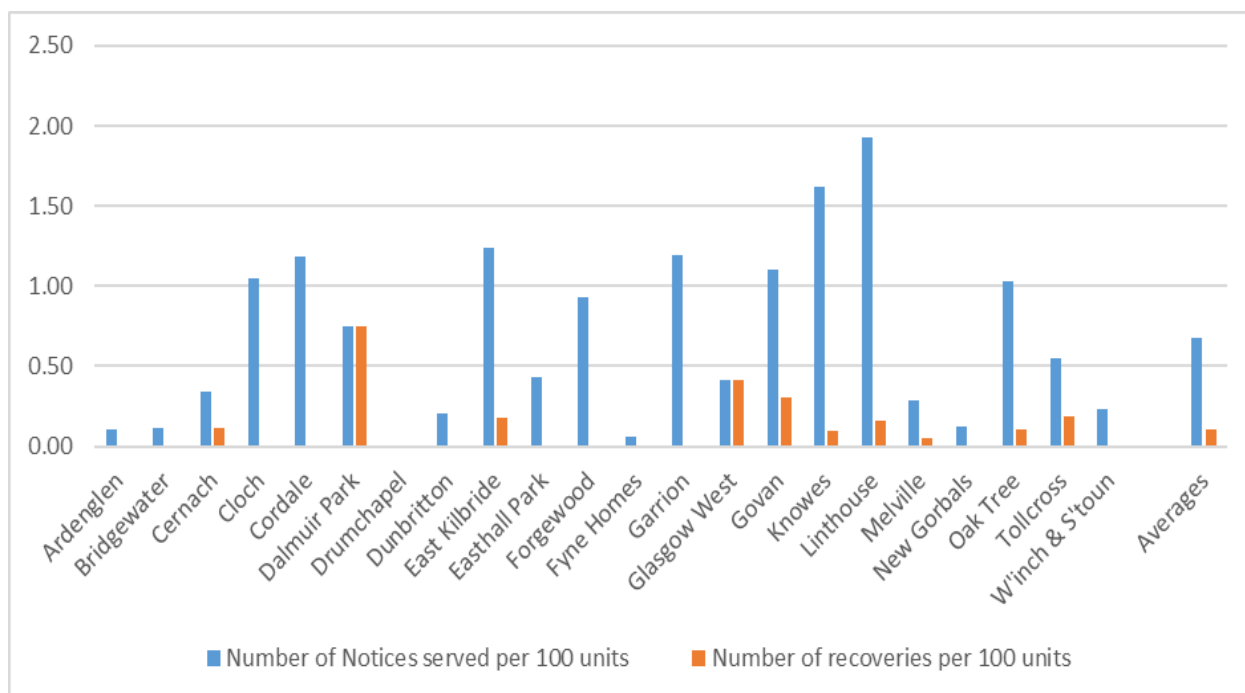
Knowes - per 100 units in ownership:

- served 1.62 Notices and
- carried out 0.10 Evictions

compared to group averages of 0.68 Notices and 0.11 Evictions.

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FIGURE 9.3 – NOTICES AND EVICTIONS PER 100 UNITS IN OWNERSHIP



9.2 Abandonments (Indicator C4)

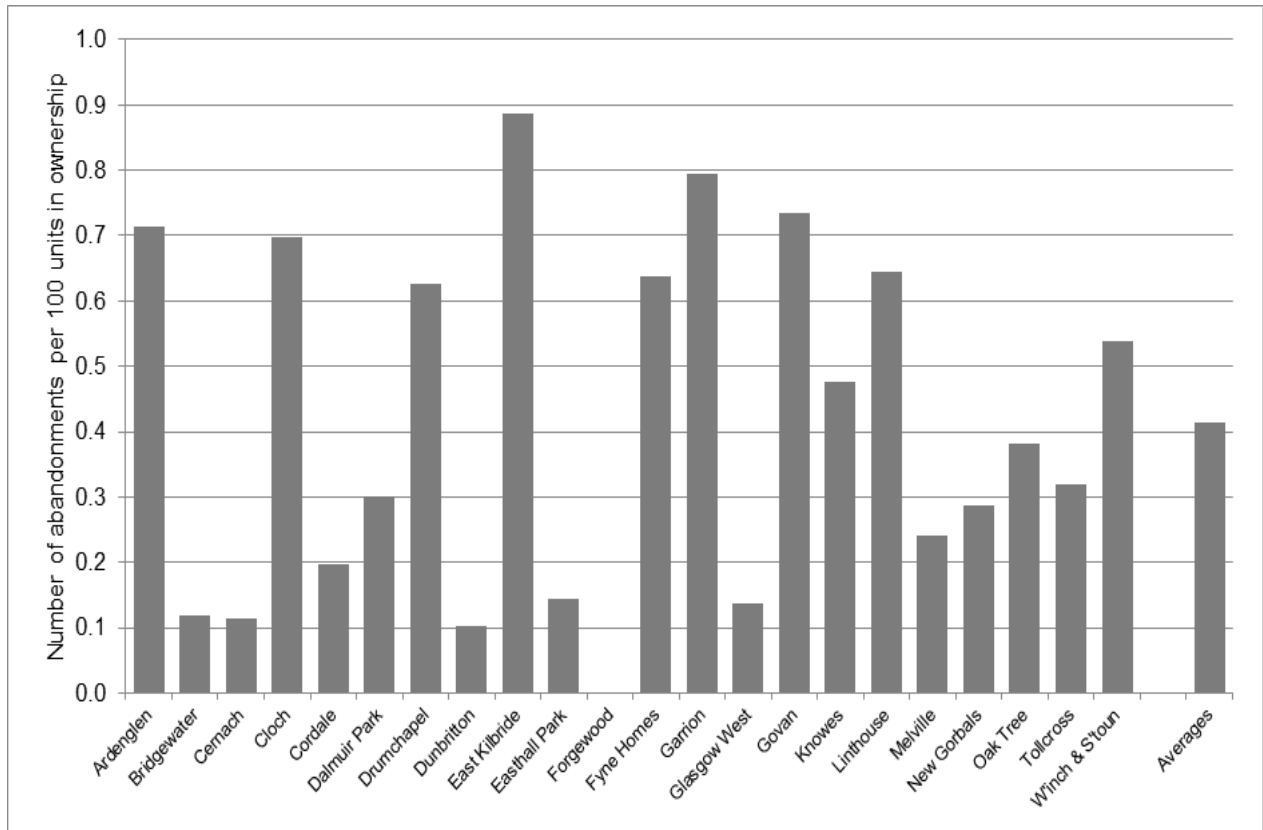
9.2.1 Figure 9.4 (over page) provides details of the number of abandonments per 100 units in ownership. Knowes level is:

- 0.48 per 100 units

compared to the group average of 0.42 per 100. Details of the number of abandonments for each member are contained in Appendix 1.

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FIGURE 9.4 – ABANDONMENTS PER 100 UNITS IN OWNERSHIP

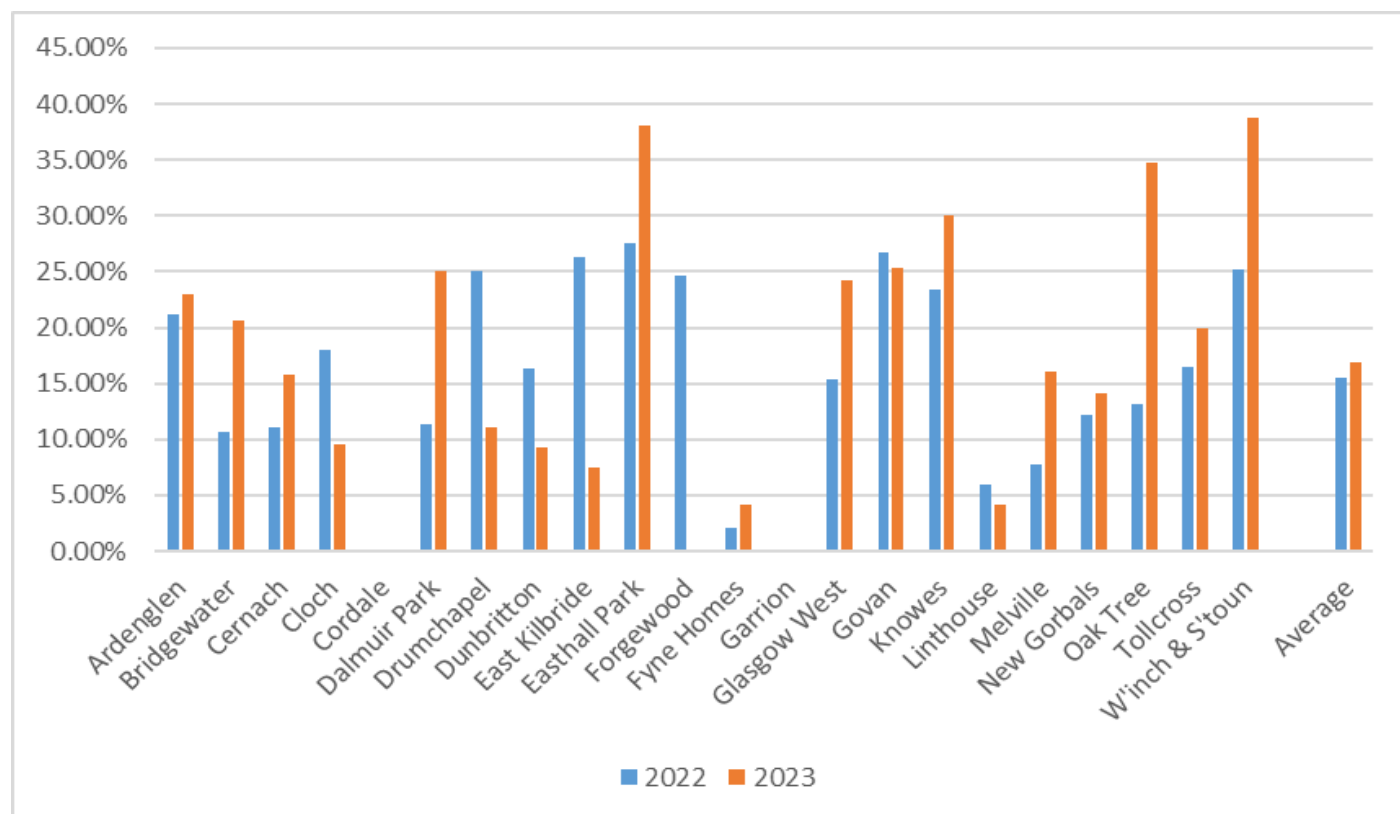


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10. Staff turnover and sickness levels

10.1 Staff turnover (Indicator C1)

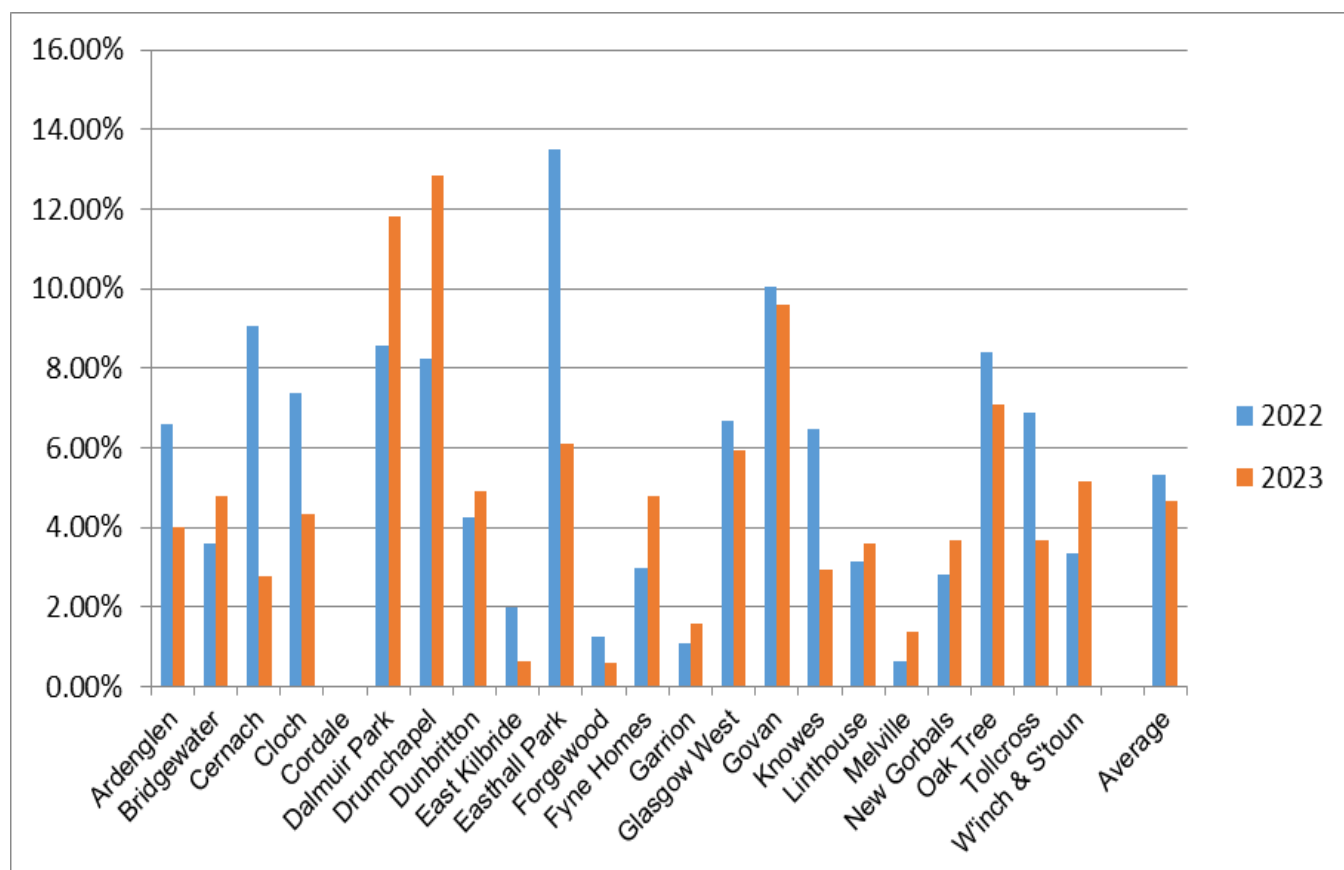
10.1.1 Figure 10.1 below shows overall staff turnover in 2021-22 and 2022-23.



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10.2 Days lost to sickness (Indicator C1)

10.2.1 Figure 10.2 below provides details of the levels for each group member in 2021-22 and 2022-23.



10.2.2 The national figures will allow for broader comparisons to be carried out when these are published in the autumn of 2023.

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11. Value for Money Scorecard

11.1 The Value for Money Scorecard below shows Knowes performance in relation to key performance / value for money indicators.

Indicator	Knowes Performance	Scottish Median	Knowes Performance – Top, Middle or Lower
Rent collected Indicator 26	99.82%	99.75%	Middle
Former tenant arrears write-off Indicator C7	62.98%	33.72%	Lower
Gross Rent arrears Indicator 27	2.10%	3.77%	Top
Void Loss Indicator 18	0.16%	0.84%	Top
Average Re-let Time Indicator 30	8.25 days	31.9 days	Top
Rent – Value for money Indicator 25	77%	82.82%	Lower
Repairs – Right First Time Indicator 10	90.83%	90.82%	Middle
Satisfaction – repairs Indicator 12	76.44%	88.89%	Lower
Days lost through staff sickness Indicator C1	2.93%	4.72	Top

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