Annual Return on the Charter (ARC) 2021-2022

Landlord name: Hawthorn Housing Co-operative Ltd

RSL Reg. No.: 171

Report generated date: 31/05/2022 08:20:13

Approval

A1.1	Date approved	31/05/2022
A1.2	Approver	Colin Turnbull
A1.3	Approver job title	Director
A1.4	Comments (Approval)	

N/A

Comments (Submission)

N/A

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Colin Turnbull	
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		5.00
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		3.00
C1.2.6	the total number of staff		10.00
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		30.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year		0.82%

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	26
C3.2	The number of ‘supported housing’ lets during the reporting year	0

Indicator C3	26

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

C2.1	The number of lets to existing tenants	6
C2.2	The number of lets to housing list applicants	14
C2.3	The number of mutual exchanges	2
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	6
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	26

Comments (Social landlord contextual information)

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	126
1.1.2	the fieldwork dates of the survey	08/2020
1.1.3	The method(s) of administering the survey: Post	
1.1.4	Telephone	X
1.1.5	Face-to-face	
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: very satisfied	66
1.2.2	fairly satisfied	51
1.2.3	neither satisfied nor dissatisfied	6
1.2.4	fairly dissatisfied	3
1.2.5	very dissatisfied	0
1.2.6	no opinion	0
1.2.7	Total	126

Indicator 1	92.86%

Comments (Overall satisfaction)

The tenant satisfaction survey was carried out in August 2020. This was towards the end of the first Covid-19 lockdown which we suspected would affect the results but we thought it was important to get feedback from tenant on their experience during lockdown. Usually the independent researcher carries out face to face interviews with tenants, but this time it was by telephone. This may have also impacted on results. The Co-op will be carrying out a further tenant satisfaction survey in September 2022.

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?"	126
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	39
2.2.2	fairly good at keeping them informed	87
2.2.3	neither good nor poor at keeping them informed	0
2.2.4	fairly poor at keeping them informed	0
2.2.5	very poor at keeping them informed	0
2.2.6	Total	126

Indicator 2	100.00%

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?"	126
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	19
5.2.2	fairly satisfied	99
5.2.3	neither satisfied nor dissatisfied	8
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	126

Indicator 5	93.65%

Comments (The customer / landlord relationship)

The tenant satisfaction survey was carried out in August 2020. This was towards the end of the first Covid-19 lockdown which we suspected may affect the results but we thought it was important to get feedback from tenant on their experience during lockdown. Usually the independent researcher carries out face to face interviews with tenants, but this time it was by telephone. This may have also impacted results. The Co-op will be carrying out a further tenant satisfaction survey in September 2022.

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	03/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

The sample size of 20% covered the 10 contracts under which all our properties were built or renovated. Different apartment sizes and locations were surveyed for each contract. A 100% external survey was carried out. Energy efficiency surveys were undertaken to approximately 20% of properties to identify compliance against future EESSH targets. A desktop survey was undertaken on a 48 unit new build site which hadn't been handed over in March 2019.

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	364	364
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	7	4
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	357	360

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	357	360
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	357	360

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	364
6.1.2	projected to the end of the next reporting year	364
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	357
6.2.2	projected to the end of the next reporting year	360

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.08%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.90%

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?"	126
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	65
7.2.2	fairly satisfied	46
7.2.3	neither satisfied nor dissatisfied	7
7.2.4	fairly dissatisfied	5
7.2.5	very dissatisfied	3
7.3	Total	126

Indicator 7	88.10%

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	233
8.2	The total number of hours taken to complete emergency repairs	1,095

Indicator 8	4.70

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	989
9.2	The total number of working days taken to complete non-emergency repairs	3,565

Indicator 9	3.60

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	936
10.2	The total number of reactive repairs completed during the reporting year	989

Indicator 10	94.64%

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?"	13
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	9
12.2.2	fairly satisfied	3
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	0
12.2.6	Total	13

Indicator 12	92.31%

EESSH

Percentage of properties meeting the EESSH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	**Total**
Flats	217	0	0	217
Four-in-a-block	28	0	0	28
Houses (other than detached)	115	0	0	115
Detached houses	4	0	0	4
Total	364	0	0	364

C10.2	Number of self contained properties not in scope of the EESSH			
	Gas	Electric	Other fuels	**Total**
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.3	Number of self contained properties in scope of the EESSH			
	Gas	Electric	Other fuels	**Total**
Flats	217	0	0	217
Four-in-a-block	28	0	0	28
Houses (other than detached)	115	0	0	115
Detached houses	4	0	0	4
Total	364	0	0	364

C10.4	Number of properties in scope of the EESSH where compliance is unknown			
	Gas	Electric	Other fuels	**Total**
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
	N/A

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	**Total**
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	**Total**
Flats	1	0	0	1
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	1	0	0	1

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	**Total**
Flats	216	0	0	216
Four-in-a-block	28	0	0	28
Houses (other than detached)	115	0	0	115
Detached houses	4	0	0	4
Total	363	0	0	363

	C10	99.7%

Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	**Total**
Flats	1	0	0	1
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	1	0	0	1

C11.2	The reasons properties anticipated to require an exemption
	Number of Properties
Technical	0
Social	1
Excessive cost	0
New technology	0
Legal	0
Disposal	0
Long term voids	0
Unable to secure funding	0
Other reason / unknown	0
Total	1

C11.3	If other reason or unknown, please explain
	N/A

Comments (Housing quality and maintenance)

Indicator C9 - Increase in the number of houses in abeyance due to change in guidance. Six houses are in abeyance for social reasons. Tenants would not provide access to enable EICR to be carried out within 5 years.

Indicator 8 - Average time to complete emergency repairs was affected by 7 repairs where access was delayed to accommodate tenant preference. If these are excluded the average time for emergencies falls to 3.8 hours.

Indicator 9 - The average time taken to carry out non emergency repairs was significantly affected by two factors:
1- Nine repairs that were completed towards the start of the financial year took up to 6 months to complete due to Covid issues.
2- Ten repairs that were delayed due to shortage of materials. These could have been due to Covid, Brexit or other supply issues. Difficult to state for certain.

We suspect that the increase in the number of non emergency repairs was largely due to some tenants "holding back" on reporting non essential repairs during lockdowns in the previous year.

Indicator 10 - Performance affected by availability of materials.

Indicator 12 - Sample size is smaller than previous year because previous year's response came from a large scale tenant satisfaction survey. We will carry out a tenant satisfaction survey later this year.

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	13	5
Complaints carried forward from previous reporting year	2	0
All complaints received and carried forward	15	5
Number of complaints responded to in full by the landlord in the reporting year	15	5
Time taken in working days to provide a full response	33	41

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	2.20
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	8.20

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?'"	126
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	62
13.2.2	fairly satisfied	61
13.2.3	neither satisfied nor dissatisfied	0
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	0
13.2.6	Total	126

Indicator 13	97.62%

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

14.1	The number of tenancy offers made during the reporting year	36
14.2	The number of tenancy offers that were refused	10

Indicator 14	27.78%

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	30
15.2	Of those at 15.1, the number of cases resolved in the last year	30

Indicator 15	100.00%

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	3

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	4
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%

Comments (Neighbourhood & community)

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	364
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	21

Indicator 17	5.77%

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.	20
19.2	The number of approved applications completed between the start and end of the reporting year	19
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	1
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	1

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

20.1	The cost(£) that was landlord funded;	£0
20.2	The cost(£) that was grant funded	£25,970
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£25,970

The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	452
21.2	The total number of adaptations completed during the reporting year.	19

Indicator 21	23.79

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.	7
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.	7
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	6
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.	6
23.7	The total number of accepted offers.	6

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	85.71%
Indicator 23 - The percentage of those offers that result in a let	100.00%

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	26
30.2	The total number of calendar days properties were empty	973

Indicator 30	37.42

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	5
16.1.2	applicants who were assessed as statutory homeless by the local authority	7
16.1.3	applicants from your organisation's housing list	5
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	5
16.2.2	applicants who were assessed as statutory homeless by the local authority	6
16.2.3	applicants from your organisation's housing list	4
16.2.4	nominations from local authority	0
16.2.5	other	0

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	85.71%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	80.00%
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	N/A

Comments (Access to housing and support)

Indicator 19 - Grant had been fully committed so one application has been carried forward to the new financial year.

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	£1,627,724
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£1,598,443

Indicator 26	101.83%

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	£117,724
27.2	The total rent due for the reporting year	£1,602,591

Indicator 27	7.35%

Average annual management fee per factored property (Indicator 28)

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

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	£1,602,591
18.2	The total amount of rent lost through properties being empty during the reporting year	£8,719

Indicator 18	0.54%

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.20%

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	250
C6.2	The value of direct housing cost payments received during the reporting year	£914,396

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	£20,258
C7.2	The total value of former tenant arrears written off at year end	£8,458
	Indicator C7	41.75%

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?"	126
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	10
25.2.2	fairly good value for money	98
25.2.3	neither good nor poor value for money	12
25.2.4	fairly poor value for money	5
25.2.5	very poor value for money	1
25.3	Total	126

Indicator 25	85.71%

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?"	
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	

Comments (Getting good value from rents and service charges)

Our performance in relation to voids was affected by various factors -
1. The lockdown, which we believe has resulted in voids following deaths taking significantly longer for keys to be returned.
2. A higher proportion of deaths in this community than normal.
3. Delays in the supply of certain materials.
4. Significant work being carried out to a small number of voids.

Indicator 27 -
27.2 - The rent due is less than void rent loss (18.2) and the total amount of rent due (26.2) because there was additional void losses following the death of a tenant etc that has been excluded.

Indicator C7 -
C7.1 - Former tenant arrears of £20,458 because we are either receiving payments from the former tenant or we have not exhausted our procedure for pursuing payments.

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	

Comments (Other customers)