



Landlord name: Ochil View Housing Association Ltd

RSL Reg. No.: 213

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Approval

A1.1	Date approved	26/05/2022
A1.2	Approver	Anne Smith
A1.3	Approver job title	Acting Chief Executive
A1.4	Comments (Approval)	
		N/A



Approved by the Board 26th May 2022



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. George Tainsh
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	23.18
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	27.18
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	2.20%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.20%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)
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C3.1	The number of 'general needs' lets during the reporting year	135
C3.2	The number of 'supported housing' lets during the reporting year	5

Indicator C3		140
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The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	34
C2.2	The number of lets to housing list applicants	62
C2.3	The number of mutual exchanges	3
C2.4	The number of lets from other sources	4
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	15
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	25
C2.7	Total number of lets excluding exchanges	140

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Comments (Social landlord contextual information)

C2.4 Lets by other source includes 2 x lets to supported accommodation and 2 x lets that were Exceptional Allocations.

**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	563
1.1.2	the fieldwork dates of the survey	09/2019
1.1.3	The method(s) of administering the survey:	
	Post	☐
1.1.4	Telephone	☒
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:	332
	very satisfied	
1.2.2	fairly satisfied	180
1.2.3	neither satisfied nor dissatisfied	15
1.2.4	fairly dissatisfied	17
1.2.5	very dissatisfied	19
1.2.6	no opinion	0
1.2.7	Total	563

Indicator 1	90.94%
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Comments (Overall satisfaction)



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?"	563
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	422
2.2.2	fairly good at keeping them informed	110
2.2.3	neither good nor poor at keeping them informed	23
2.2.4	fairly poor at keeping them informed	6
2.2.5	very poor at keeping them informed	2
2.2.6	Total	563

Indicator 2	94.49%
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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?"	563
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	354
5.2.2	fairly satisfied	160
5.2.3	neither satisfied nor dissatisfied	38
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	6
5.2.6	Total	563

Indicator 5	91.30%
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Annual Return on the Charter (ARC) 2021-2022

Comments (The customer / landlord relationship)



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	03/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	63.14
C8.3	The date of your next scheduled stock condition survey or assessment	03/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	5.00
C8.5	Comments on method of assessing SHQS compliance.	

We carry out SHQS surveys when we have a change of tenancy and where there is no previous survey completed. We also survey properties that we acquire throughout the year as one-off purchases.



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	1,427	1,427
C9.2	Self-contained stock exempt from SHQS	65	65
C9.3	Self-contained stock in abeyance from SHQS	161	0
C9.4.1	Self-contained stock failing SHQS for one criterion	125	9
C9.4.2	Self-contained stock failing SHQS for two or more criteria	2	1
C9.4.3	Total self-contained stock failing SHQS	127	10
C9.5	Stock meeting the SHQS	1,074	1,352



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	930	1,175
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	144	177
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	0	0
West Lothian	0	0
Totals	1,074	1,352

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,427
6.1.2	projected to the end of the next reporting year	1,427
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,074
6.2.2	projected to the end of the next reporting year	1,352

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	75.26%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	94.74%



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?"	563
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	335
7.2.2	fairly satisfied	162
7.2.3	neither satisfied nor dissatisfied	24
7.2.4	fairly dissatisfied	24
7.2.5	very dissatisfied	18
7.3	Total	563

Indicator 7	88.28%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
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8.1	The number of emergency repairs completed in the reporting year	1,325
8.2	The total number of hours taken to complete emergency repairs	2,040

Indicator 8		1.54
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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	4,701
9.2	The total number of working days taken to complete non-emergency repairs	40,640

Indicator 9		8.64
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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	4,332
10.2	The total number of reactive repairs completed during the reporting year	4,701

Indicator 10		92.15%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	6
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
We failed to undertake a gas service to 6 properties throughout the year within the 12-months since its last service. The reasons for these failures, were tenant refusal to allow access either from shielding or self-isolation due to COVID-19. In all cases the gas service was completed as as soon as possible after the isolation period ended / the tenant allowed access following a period of shielding.		

Indicator 11		6
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	411
12.2	Of the tenants who answered, how many said that they were:	345
12.2.1	very satisfied	
12.2.2	fairly satisfied	57
12.2.3	neither satisfied nor dissatisfied	8
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	0
12.2.6	Total	411

Indicator 12	97.81%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	Total
Flats	614	20	0	634
Four-in-a-block	132	0	0	132
Houses (other than detached)	638	0	0	638
Detached houses	23	0	0	23
Total	1,407	20	0	1,427

C10.2	Number of self contained properties not in scope of the EESH			
	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 EESH			
	Gas	Electric	Other fuels	Total
Flats	614	20	0	634
Four-in-a-block	132	0	0	132
Houses (other than detached)	638	0	0	638
Detached houses	23	0	0	23
Total	1,407	20	0	1,427

C10.4	Number of properties in scope of the EESH 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	2	9	0	11
Four-in-a-block	0	0	0	0
Houses (other than detached)	15	0	0	15
Detached houses	0	0	0	0
Total	17	9	0	26

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	4	2	0	6
Four-in-a-block	6	0	0	6
Houses (other than detached)	27	0	0	27
Detached houses	0	0	0	0
Total	37	2	0	39

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	608	9	0	617
Four-in-a-block	126	0	0	126
Houses (other than detached)	596	0	0	596
Detached houses	23	0	0	23
Total	1,353	9	0	1,362

	C10	95.4%
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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	4	3	0	7
Four-in-a-block	6	0	0	6
Houses (other than detached)	26	0	0	26
Detached houses	0	0	0	0
Total	36	3	0	39

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	0	
Social	8	
Excessive cost	31	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	0	
Total	39	

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

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Comments (Housing quality and maintenance)

Our overall SHQS performance has deteriorated during the year. In the main this has been due to the failure to complete our programme for electrical periodic inspections by 31st March 2022.

We have had severe access problems, combined with access for follow-up repairs (this is where we have completed the check and it has failed due to repairs being needed). In these cases for repairs, we have subsequently been unable to gain access to repair and then re-test the system. These cases are being treated as abeyances. We also found several properties where we have an older test recorded on our system however we cannot locate the physical copy of the inspection to provide to the tenant. We therefore have been progressing a new test. In these instances, we have treated them as fails.

In all cases above, we have an active programme for inspections during 2022-23 and all outstanding properties are being prioritised including forcing entry if required. We expect to have these all completed during 2022-23.

We have also taken the opportunity to revise our data on some of our exemptions under cavity wall insulation. We have a number of non-traditional steel-framed houses and these have been recorded as exemptions historically. This being on the basis that they do have a small cavity. However on re-visiting this area and the guidance, we are re-classifying these as N/A on that criteria, as you would not generally apply cavity insulation to these systems as it is not a traditional cavity construction.

On Indicator 7, we have taken the data from our last full scale tenant survey in 2019, hence the overall increase in volume.



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	148	19
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	148	19
Number of complaints responded to in full by the landlord in the reporting year	148	19
Time taken in working days to provide a full response	353	268

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	2.39
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.11



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?"	563
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	257
13.2.2	fairly satisfied	210
13.2.3	neither satisfied nor dissatisfied	32
13.2.4	fairly dissatisfied	41
13.2.5	very dissatisfied	23
13.2.6	Total	563

Indicator 13	82.95%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	169
14.2	The number of tenancy offers that were refused	36

Indicator 14		21.30%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	375
15.2	Of those at 15.1, the number of cases resolved in the last year	372

Indicator 15	99.20%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	3
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	12
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
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	8.33%
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	8.33%

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Comments (Neighbourhood & community)

Indicator 22 - The court actions initiated rose from 3 in 2020-2021 to 12 in 2021-2022. The reason for the increase in 2020-2021 was mainly due to Coronavirus regulations and the recommendation that evictions could not take place in tiers 3 and 4 we did not pursue many arrears cases to court during 2020/2021. When we did begin serving Notices of Intention to Repossess the notice period was extended to 6 months until September 2021 therefore, we had to wait 6 months before pursuing these. Prior to covid we would on average initiate approx 25-30 court actions in one year.

**Access to housing and support****Housing options and access to social housing**

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	1,427
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	97

Indicator 17	6.80%
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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.	112
19.2	The number of approved applications completed between the start and end of the reporting year	105
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	7
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	7
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£178,971
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£178,971
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	2,889
21.2	The total number of adaptations completed during the reporting year.	105

Indicator 21		27.51
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	12
23.2	The total number of individual homeless households referrals received under other referral routes.	25
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	37
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	12
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	25
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.	37
23.7	The total number of accepted offers.	36

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	97.30%



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	101
30.2	The total number of calendar days properties were empty	3,896

Indicator 30		38.57
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	26
16.1.2	applicants who were assessed as statutory homeless by the local authority	25
16.1.3	applicants from your organisation's housing list	36
16.1.4	nominations from local authority	0
16.1.5	other	9
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	26
16.2.2	applicants who were assessed as statutory homeless by the local authority	22
16.2.3	applicants from your organisation's housing list	35
16.2.4	nominations from local authority	0
16.2.5	other	9

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	88.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	97.22%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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Comments (Access to housing and support)

Indicator 30 - average re-let time has reduced from 55.8 days to 38.57 however, it is still high in comparison to the average of 16 days pre-covid, this is still due to delays caused by Covid restrictions.

Indicator 23 - We operate a Common Housing Registration form with Clackmannanshire Council and have a Choice Based Allocation System. In Fife we are members of Fife Housing Register. Indicator 23.1 is referrals received under section 5 (we housed 15 as 3 were referred 20-21) 23.2 are homeless priority applicants housed within our CHR arrangement.

**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	£6,281,439
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,284,310

Indicator 26	99.95%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£309,535
27.2	The total rent due for the reporting year	£6,323,995

Indicator 27		4.89%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	40
28.2	The total value of management fees invoiced to factored owners in the reporting year	£6,678

Indicator 28		£166.95
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)
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18.1	The total amount of rent due for the reporting year	£6,323,995
18.2	The total amount of rent lost through properties being empty during the reporting year	£38,908

Indicator 18	0.62%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.95%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	848
C6.2	The value of direct housing cost payments received during the reporting year	£3,126,500



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£76,428
C7.2	The total value of former tenant arrears written off at year end	£23,310

Indicator C7	30.50%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	563
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	189
25.2.2	fairly good value for money	242
25.2.3	neither good nor poor value for money	53
25.2.4	fairly poor value for money	54
25.2.5	very poor value for money	25
25.3	Total	563

Indicator 25	76.55%
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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?"	36
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	4
29.2.2	fairly satisfied	15
29.2.3	neither satisfied nor dissatisfied	3
29.2.4	fairly dissatisfied	7
29.2.5	very dissatisfied	7
29.3	Total	36

Indicator 29	52.78%
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Comments (Getting good value from rents and service charges)

Indicator 28 - Average management fee per factored property has reduced. The Association has committed to keeping management fees at an affordable level over the past couple of years as the fee level appears higher than the average for the sector.

Indicator 18 - percentage of rent lost has improved substantially as a result of covid restrictions being eased, resulting in quicker turnaround of empty properties.

Indicator C5 - rent increase was higher than previous year due to inflationary pressures - however the Association still kept the increase to less than CPI.

**Other customers****Gypsies / Travellers**

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

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31		N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

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

	Indicator 32	
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Annual Return on the Charter (ARC) 2021-2022

Comments (Other customers)

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