



Landlord name: Ochil View Housing Association Ltd

RSL Reg. No.: 213

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Approval

A1.1	Date approved	28/05/2020
A1.2	Approver	Anne Smith
A1.3	Approver job title	Depute Chief Executive
A1.4	Comments	



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	22.13
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	26.13
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	5.40%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.58%

**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	139
C3.2	The number of 'supported housing' lets during the reporting year	1
Indicator C3		140



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	25
C2.2	The number of lets to housing list applicants	71
C2.3	The number of mutual exchanges	8
C2.4	The number of lets from other sources	2
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	1
C2.5.2	nominations from the local authority	0
C2.5.3	other	41
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	140

Annual Return on the Charter (ARC) 2019-2020

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	563
1.1.2	the fieldwork dates of the survey	09/2019
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	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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Annual Return on the Charter (ARC) 2019-2020

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) 2019-2020

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	03/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	57.16
C8.3	The date of your next scheduled stock condition survey or assessment	10/2020
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 assess every void property as they arise throughout the year. We also survey any new 'off the shelf' 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	1,392	1,386
C9.2	Self-contained stock exempt from SHQS	222	216
C9.3	Self-contained stock in abeyance from SHQS	3	0
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	1,167	1,170

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	990	993
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	177	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	1,167	1,170



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,392
6.1.2	projected to the end of the next reporting year	1,386
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,167
6.2.2	projected to the end of the next reporting year	1,170

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	83.84%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	84.42%



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	1,212
8.2	The total number of hours taken to complete emergency repairs	1,697

Indicator 8		1.40
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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	4,464
9.2	The total number of working days taken to complete non-emergency repairs	23,382

Indicator 9		5.24
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	4,052
10.2	The total number of reactive repairs completed during the reporting year	4,464

Indicator 10		90.77%
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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.	1
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>We failed to meet our duty through human error. Our access process was started 2 months prior to the anniversary date with letters issued and no contact from the tenant. The tenant made contact and an appointment was made for the meter to be capped at their request. Staff mistakenly closed the service process as they had misread a report and assumed the property had been capped as agreed. The tenant contacted us for an update and the mistake was found. The meter was capped that same day which was 3 days after the anniversary date. We have since fully reviewed all processes and made changes to ensure this is not repeated.</p> <p>The gas service referred to was due on 11th June 2019 and the fact that this had not been fully completed came to light on 14th June 2019. The Association capped the meter the same day.</p> <p>A full review took place of the circumstances and a series of improvement actions were agreed.</p> <p>This was immediately reported to the Chairperson by the Chief Executive and formally reported to the Management Committee meeting held on 25th July 2019 and was included in the quarterly HSE Report discussed by the Health and Safety Committee on 18th September 2019.</p>		

Indicator 11		1
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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?"	398
	12.2 Of the tenants who answered, how many said that they were:	259
12.2.1	very satisfied	
12.2.2	fairly satisfied	74
12.2.3	neither satisfied nor dissatisfied	5
12.2.4	fairly dissatisfied	33
12.2.5	very dissatisfied	27
12.2.6	Total	398

	Indicator 12	83.67%
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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	609	26	0	635	
Four-in-a-block	129	0	0	129	
Houses (other than detached)	606	0	0	606	
Detached houses	22	0	0	22	
Total	1,366	26	0	1,392	

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	609	26	0	635	
Four-in-a-block	129	0	0	129	
Houses (other than detached)	606	0	0	606	
Detached houses	22	0	0	22	
Total	1,366	26	0	1,392	

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

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	2	5	0	7
Four-in-a-block	1	0	0	1
Houses (other than detached)	57	0	0	57
Detached houses	0	0	0	0
Total	60	5	0	65

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	5	7	0	12
Four-in-a-block	8	0	0	8
Houses (other than detached)	26	0	0	26
Detached houses	0	0	0	0
Total	39	7	0	46

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	602	14	0	616
Four-in-a-block	120	0	0	120
Houses (other than detached)	523	0	0	523
Detached houses	22	0	0	22
Total	1,267	14	0	1,281

	C10	92.0%
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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	5	7	0	12
Four-in-a-block	8	0	0	8
Houses (other than detached)	26	0	0	26
Detached houses	0	0	0	0
Total	39	7	0	46

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		10
Excessive cost		36
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		46

C11.3 If other reason or unknown, please explain

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Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	108	15
C	449	59
D	75	6
E	1	0
F	1	0
G	0	0
Total	634	80

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	122	
SAP 2009	152	
SAP 2012	211	
Other procedure / unknown	149	
Total	634	

C12.3 If other procedure or unknown, please explain

These are older surveys and the information is unclear as to what version was used.

Indicator C12

45.5%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	3
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£10,180
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£10,180

C13.3 Please give reasons for any investment which came from another source

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Comments (Housing quality and maintenance)

C8.3 : the date of the next scheduled review are subject to the easing of the current restrictions as a result of the Covid 19 pandemic.

Indicator 6: although the percentage of stock meeting SHQS is 83.84%, it should be noted that 15.95% of stock is exempt. 3 properties (0.21%) still have to be brought up to SHQS.



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	183	30
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	183	30
Number of complaints responded to in full by the landlord in the reporting year	180	30
Time taken in working days to provide a full response	320	295

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.36%
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	1.78
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	9.83



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	175
14.2	The number of tenancy offers that were refused	36

Indicator 14		20.57%
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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	455
15.2	Of those at 15.1, the number of cases resolved in the last year	454

Indicator 15		99.78%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	6
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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	25
22.2.1	22.2 The number of properties recovered: because rent had not been paid	2
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	8.00%
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	8.00%

Annual Return on the Charter (ARC) 2019-2020

Comments (Neighbourhood & community)

The one anti-social case that was not resolved in the current year was reported to the Association on 31st March 2020 and resolved on 1st April 2020



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	1,392
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	135

Indicator 17		9.70%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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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.	99
19.2	The number of approved applications completed between the start and end of the reporting year	84
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	15
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19		15
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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	£82,932
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£82,932
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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.	1,796
21.2	The total number of adaptations completed during the reporting year.	84

Indicator 21		21.38
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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.	1
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.	1
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	1
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.	1
23.7	The total number of accepted offers.	1

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	100.00%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	123
30.2	The total number of calendar days properties were empty	2,025

Indicator 30		16.46
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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	24
16.1.2	applicants who were assessed as statutory homeless by the local authority	39
16.1.3	applicants from your organisation's housing list	61
16.1.4	nominations from local authority	0
16.1.5	other	3
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	24
16.2.2	applicants who were assessed as statutory homeless by the local authority	36
16.2.3	applicants from your organisation's housing list	58
16.2.4	nominations from local authority	0
16.2.5	other	3

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	92.31%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.08%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	
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)

We operated a CBL with a common housing registration process in Clackmannanshire and a CHR in Fife. We do not have a nomination agreement as homeless applicants are on all lists. We currently award a Gold Priority pass to any applicant that is homeless, this is the highest priority pass you can award. During 19/20 we housed 41 applicants with a gold homeless pass and 1 section 5 referral out of 140 lets =30%.

**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)	
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26.1	The total amount of rent collected in the reporting year	£5,961,303
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,036,156

Indicator 26		98.76%
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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	£407,547
27.2	The total rent due for the reporting year	£6,063,935

	Indicator 27	6.72%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	39
28.2	The total value of management fees invoiced to factored owners in the reporting year	£6,807

Indicator 28		£174.54
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	6,063,935
18.2	The total amount of rent lost through properties being empty during the reporting year	26,485

Indicator 18		0.44%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.30%
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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	875
C6.2	The value of direct housing cost payments received during the reporting year	£2,855,240



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	£140,369
C7.2	The total value of former tenant arrears written off at year end	£86,629

	Indicator C7	61.72%
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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: the average management fee has increased by 8.4% when the insurance element is excluded as per the Guidance. However the insurance element fluctuates year on year. In overall terms, including the insurance element the management fee increased in line with the rent increase of 3.1%



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	

Indicator 31



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