

**Landlord name:** Ochil View Housing Association Ltd

**RSL Reg. No.:** 213

**Report generated date:** 30/05/2025 09:15:21

**Approval**

A1.1	Date approved	29/05/2025
A1.2	Approver	Anne Smith
A1.3	Approver job title	Chief Executive
A1.4	Comments (Approval)	
		N/A



N/A

**Social landlord contextual information****Staff**

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

C1.1	the name of Chief Executive	Mrs. Anne Smith
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	24.30
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	28.30
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	14.80%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.62%

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	83
C3.2	The number of 'supported housing' lets during the reporting year	2
Indicator C3		85

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

C2.1	The number of lets to existing tenants	14
C2.2	The number of lets to housing list applicants	36
C2.3	The number of mutual exchanges	9
C2.4	The number of lets from other sources	5
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	7
C2.5.2	nominations from the local authority	0
C2.5.3	other	23
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	85

Annual Return on the Charter (ARC) 2024-2025

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

C2.4 Lets from other sources - 1 Exceptional Allocation and 4 lets to Ukrainian Refugees through the resettlement programme.

C2.5.3 Other - These are Statutory Homeless applicants who were allocated properties through our Choice Based Lettings system.

C3.2 Supported Housing Lets - These are 2 wheelchair adapted properties

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	608
1.1.2	the fieldwork dates of the survey	09/2022
1.1.3	The method(s) of administering the survey:	
	Post	<input checked="" type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input checked="" 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:	384
	very satisfied	
1.2.2	fairly satisfied	160
1.2.3	neither satisfied nor dissatisfied	33
1.2.4	fairly dissatisfied	13
1.2.5	very dissatisfied	14
1.2.6	no opinion	4
1.2.7	Total	608

Indicator 1	89.47%
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**Annual Return on the Charter (ARC) 2024-2025**

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.



**The customer / landlord relationship****Communication**

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	607
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	426
2.2.2	fairly good at keeping them informed	150
2.2.3	neither good nor poor at keeping them informed	25
2.2.4	fairly poor at keeping them informed	4
2.2.5	very poor at keeping them informed	2
2.2.6	Total	607

Indicator 2	94.89%
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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?"	608
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	345
5.2.2	fairly satisfied	176
5.2.3	neither satisfied nor dissatisfied	83
5.2.4	fairly dissatisfied	4
5.2.5	very dissatisfied	0
5.2.6	Total	608

Indicator 5	85.69%
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**Annual Return on the Charter (ARC) 2024-2025**

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

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	03/2025
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	24.40
C8.3	The date of your next scheduled stock condition survey or assessment	03/2026
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C8.5	Comments on method of assessing SHQS compliance.	

During the year we undertook surveys at every void property or new purchase to determine compliance. In addition to this during the year, we undertook an independent stock condition exercise, including compliance with SHQS which targeted 10% of our stock total.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	1,455	1,455
C9.2	Self-contained stock exempt from SHQS	70	70
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	30	30
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	30	30
C9.5	Stock meeting the SHQS	1,355	1,355

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	1,177	1,177
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	178	178
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	1,355	1,355

## 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	1,455
6.1.2	projected to the end of the next reporting year	1,455
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,355
6.2.2	projected to the end of the next reporting year	1,355

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.13%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.13%



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?"	609
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	341
7.2.2	fairly satisfied	174
7.2.3	neither satisfied nor dissatisfied	24
7.2.4	fairly dissatisfied	59
7.2.5	very dissatisfied	11
7.3	Total	609

Indicator 7	84.56%
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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	1,354
8.2	The total number of hours taken to complete emergency repairs	1,837

Indicator 8	1.36
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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	4,684
9.2	The total number of working days taken to complete non-emergency repairs	35,729

Indicator 9		7.63
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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	4,156
10.2	The total number of reactive repairs completed during the reporting year	4,684

Indicator 10		88.73%
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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.	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
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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?"	893
12.2	Of the tenants who answered, how many said that they were:	603
12.2.1	very satisfied	
12.2.2	fairly satisfied	163
12.2.3	neither satisfied nor dissatisfied	68
12.2.4	fairly dissatisfied	37
12.2.5	very dissatisfied	22
12.2.6	Total	893

Indicator 12	85.78%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

C9.2 - This has reduced by 1 property during the year, following revised EPC data.

C9.4.1 - These all relate to EESSH failures. 2 properties now pass this category whereby work / revised EPC's have been undertaken however a new purchase during 2024-25 fails EESSH, resulting in an overall reduction of 1 property since last year.

C9.4.3 - All of our failures relate to EESSH standards whereby work is required to push up the overall energy rating of the properties. For a small number (5 properties) we also have to consider cavity wall insulation and whether this is feasible.

Element 45 compliance - During 2024-25 we failed to undertake an EICR for 36 properties within the 5-year timescale. Our investigation found this was due to a staff error and incorrect monitoring of this area. We rectified this immediately with all 36 EICR's subsequently undertaken no later than 6 weeks beyond their expiry date. All relevant staff have been re-trained following the incident, our internal process was revised and we have added further reporting on this area. There have been no further failures in this area.

## 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	134	20
Complaints carried forward from previous reporting year	3	0
All complaints received and carried forward	137	20
Number of complaints responded to in full by the landlord in the reporting year	136	19
Time taken in working days to provide a full response	250	170

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.27%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	95.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	1.84
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	8.95



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?"	609
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	353
13.2.2	fairly satisfied	189
13.2.3	neither satisfied nor dissatisfied	34
13.2.4	fairly dissatisfied	25
13.2.5	very dissatisfied	8
13.2.6	Total	609

Indicator 13	89.00%
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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	115
14.2	The number of tenancy offers that were refused	30

Indicator 14		26.09%
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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	174
15.2	Of those at 15.1, the number of cases resolved in the last year	172

Indicator 15		98.85%
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Abandoned homes (Indicator C4)
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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	13
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	2
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	15.38%
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	15.38%

## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Indicator 14 -Tenancy Offers Refused - The number of refusals have increased since 23-24 despite additional measures put in place to provide applicants with further information prior to offering a property. Further to our Allocation Policy Review in 2024 and consultation with applicants, tenants and peers we have now introduced a suspension for three months to those who refuse three reasonable offers. We are monitoring this internally to see if it has any impact. No concerns raised on the reasons for refusals, all were for different reasons but mainly as the applicant decided they weren't ready to move after the offer was made.

**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	1,455
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	95

Indicator 17	6.53%
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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.	90
19.2	The number of approved applications completed between the start and end of the reporting year	81
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	9
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	9
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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;	£2,728
20.2	The cost (£) that was grant funded	£180,801
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£183,529
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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.	8,277
21.2	The total number of adaptations completed during the reporting year.	81

Indicator 21	102.19
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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.	15
23.2	The total number of individual homeless households referrals received under other referral routes.	23
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	38
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	15
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	23
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.	38
23.7	The total number of accepted offers.	30

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	78.95%

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	82
30.2	The total number of calendar days properties were empty	1,942

Indicator 30	23.68
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	20
16.1.2	applicants who were assessed as statutory homeless by the local authority	40
16.1.3	applicants from your organisation's housing list	53
16.1.4	nominations from local authority	0
16.1.5	other	2
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	19
16.2.2	applicants who were assessed as statutory homeless by the local authority	38
16.2.3	applicants from your organisation's housing list	44
16.2.4	nominations from local authority	0
16.2.5	other	2

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	95.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	95.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	83.02%
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%

## Annual Return on the Charter (ARC) 2024-2025

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

21.1 & 21.2 - The Average Time to Complete Adaptations - We saw an increase during 2024-25 primarily due to the lateness in receiving notification of our grant funding. Although later in the year, our Board of Management took the decision to fund minor adaptations, this resulted in many other adaptations being on hold for large periods of the year.

23.1 Total number of individual homeless households referrals received under section 5 - 3 of the 15 were referrals received 23-24 and included on the ARC Return for 23-24 as received. They were offered properties and accepted in 24-25 however, the portal would not allow 12 to be entered here and 15 entered as offered at 23.4, as 23.4 must be  $\leq$  23.1.

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	£7,546,097
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£7,555,076

Indicator 26	99.88%
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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	£312,398
27.2	The total rent due for the reporting year	£7,585,065

Indicator 27		4.12%
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Average annual management fee per factored property (Indicator 28)
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28.1	The number of residential properties factored	36
28.2	The total value of management fees invoiced to factored owners in the reporting year	£4,824

Indicator 28	£134.00
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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	£7,585,065
18.2	The total amount of rent lost through properties being empty during the reporting year	£29,989

Indicator 18	0.40%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.80%
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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	915
C6.2	The value of direct housing cost payments received during the reporting year	£3,783,553

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	£89,795
C7.2	The total value of former tenant arrears written off at year end	£43,674

Indicator C7		48.64%
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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?"	608
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	254
25.2.2	fairly good value for money	251
25.2.3	neither good nor poor value for money	61
25.2.4	fairly poor value for money	40
25.2.5	very poor value for money	2
25.3	Total	608

Indicator 25	83.06%
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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?"	16
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	2
29.2.2	fairly satisfied	3
29.2.3	neither satisfied nor dissatisfied	3
29.2.4	fairly dissatisfied	3
29.2.5	very dissatisfied	5
29.3	Total	16

Indicator 29	31.25%
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**Annual Return on the Charter (ARC) 2024-2025**

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicator 28 - average management fee has increased from £88.97 last year to £134 this year. The management fee previously included the insurance charge which resulted in large fluctuations when the insurance charge fluctuated. This has now been separated out, and the Management Fee has been re-set to reflect the cost increases experienced over recent years.



**Other customers**

**Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31		N/A
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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) 2024-2025**

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