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Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

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

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

C1.2 Staff employed by the RSL:

C1.2.1 the number of senior staff

17

C1.1 the name of Chief Executive

Julie Cosgrove

C1.2.2 the number of office based staff

71.96

C1.2.3 the number of care / support staff

63.01

C1.2.4 the number of concierge staff

11.13

C1.2.5 the number of direct labour staff

0

C1.2.6 the total number of staff

163.10

C1.3 Staff turnover and sickness absence:

C1.3.1 the percentage of senior staff turnover in the year to the end of the reporting year

0

C1.3.2 the percentage of total staff turnover in the year to the end of the reporting year

13.7



C1.3.3 the percentage of days lost through staff sickness absence in the reporting year

2.8



Governance

The information you give us here will tell us about your governing body and how your organisation is structured.

Parent, subsidiary and other connected organisations (Indicator C2)

If parent organisation

C2.1	C2.1.2	C2.1.3	C2.1.4
Caledonia Ventures Ltd	Not Registered	Not Charitable	commercial activities
Cordale Housing Association	Registered	Charitable	collaborative venture with other landlord
Cordale Property Services	Not Registered	Charitable	commercial activities
Bellsmyre Housing Association	Registered	Charitable	collaborative venture with other landlord
Servite Solutions Ltd	Not Registered	Not Charitable	commercial activities

C2.2 If subsidiary of another organisation, please state:

C2.2.1 the name of the parent organisation

C2.2.2 the address of the parent organisation

If connected with another organisation, please state:

Agent employed by the landlord to provide all of its services (Indicator C3)

If an agent is employed by the landlord to provide all its services, please state:

(i) the name of the organisation

(ii) contact details of the organisation

C3.1 The name of organisation	
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C3.2 Contact name:
C3.2.1 title
(Select)

C3.2.2 forename	
-----------------	--

C3.2.3 surname	
----------------	--

RSL members (Indicator C4)

Please state:

C4.1 The total number of RSL members as at the time of the last Annual General Meeting

159

C4.2 The number of members attending last RSL Annual General Meeting

28

Governing body appointments (Indicator C5)

Please state:

C5.1 The number of governing body vacancies at last Annual General Meeting

5

C5.2 The number of candidates for the vacancies

4

C5.3 The number of vacancies filled

4

Lets

The information you give us here will allow us to build a profile of your lets.

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

386

C7.2 The number of 'supported housing' lets during the reporting year

43

The number of lets during the reporting year by source of let (Indicator C8)

Please state:

C8.1 The number of lets to existing tenants	17
C8.2 The number of lets to housing list applicants	248
C8.3 The number of mutual exchanges	17
C8.4 The number of lets from other sources	5
C8.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:	
C8.5.1 section 5 referrals	30
C8.5.2 nominations from the local authority	2
C8.5.3 other	100
C8.6 the number of other nominations from local authorities	27

Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state, excluding mutual exchanges:

C9.1 The number of occupancy agreements granted in the reporting year

5

C9.2 The number of short SSTs granted in the reporting year

7

C9.3 The number of SSTs granted in the reporting year

417

Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate (select all that apply)

Common housing register

C10.2 The number of new applicants added to the housing list(s)

28814

C10.3 The number of applicants on the housing list(s) at end of reporting year

46053

C10.4 The number of suspensions from the housing list at end of reporting year

2458

C10.5 The number of applications cancelled from the housing list during the reporting year

16185

C10.6 The number of Section 5 referrals received during the last reporting year

22



Stock

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

The landlord's wholly owned stock (Indicator C14)

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		Of the stock at year end:					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	13		44		0	
	C14.2 The number of non self-contained units / bedspaces	2	20	1	10	0	0

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only. For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	0	0	29	0	0	29	29	86.86
2 Apt	200	206	1073	87	0	1566	1552	86.21
3 Apt	744	59	800	71	2	1676	1656	80.82
4 Apt	539	1	68	0	10	618	608	89.98
5 Apt +	131	0	0	0	1	132	132	97.79
Total SC	1614	266	1970	158	13	4021	3977	84.93

Number of lettable non self contained units at year end

16

Number of lettable non self contained bed spaces at year end

74

Average weekly rent charge per bed space for the reporting year

182.52

The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre- 1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post- 2002	Total
C19.1 The number of self-contained units	172	3	404	204	1796	1442	4021
C19.2 The number of non self-contained units	2	0	0	0	11	4	17
C19.2 The number of non self-contained bed spaces	18	0	0	0	58	8	84

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)

Please state the number of self-contained properties that:

C20.1 were void at the year end

C20.2 have been void for more than six months

Development programme – New units and value (excluding Scottish Government funded developments) (Indicator C32)

Please state:

	in the current reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the next reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the following year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	in the current reporting year	projected for the next reporting year	projected for the following year
C32.2.1 funded through own cash / reserves	0	0	0
C32.2.2 funded through private finance	0	0	0
C32.2.3 funded through other grants / sources	0	0	0
C32.2.4 funded through sales	0	0	0

Comments (Social landlord contextual information)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.

Indicator C2 - Both Caledonia Ventures Limited and Servite Solutions Limited are dormant companies, having never traded. Both were established to carry out non-charitable activities that could not legitimately be undertaken by the parent organisation. Cordale Housing Association joined the Caledonia Housing Association Group on 1st April 2014. Cordale Property Service is a subsidiary of Cordale Housing Association. Bellsmyre Housing Association joined the Group on 1st April 2016.

Indicators C1, C4, C7, C8, C9, C14, C17, C19, C20 - the Caledonia Housing Association Group acquired all assets of, and interests in, the former Antonine Housing Association on 1st October 2018, following conclusion of a transfer of engagements process. We have included the performance data for Antonine for the period prior to the transfer of engagements (April - October 2018).

Indicator C10 - We do not maintain our own register and instead participate, at different levels, in Common Housing Registers (CHR) in all our areas of operation. We are a partner in the Perth and Kinross CHR and allocations policy,

and members of the Angus and Dundee CHRs. In Fife, Highland, East and West Dunbartonshire, and North Lanarkshire we have a nomination agreement with the CHR. The figures presented are cumulative totals for the Perth and Kinross, Angus, Dundee, Fife, Highland and North Lanarkshire areas as per data supplied by the relevant Local Authorities. East and West Dunbartonshire did not respond to our request for information.

Indicator C14 - The unlettable self contained stock includes 30 properties in Newhouse Road, Perth which are being held vacant pending demolition as part of local regeneration plans. The unlettable non self contained unit comprising 10 bedspaces is located at St. Paul's Square in Perth. It is currently being considered for either re-provision as alternative supported accommodation or refurbishment to be let as shared accommodation.

Indicator C17 - As in previous years, the inclusion of service and other charges in the average rent calculation has a significant impact on the average rents for smaller properties, particularly 1 and 2 apartments. This is due to housing support charges levied on these properties, which are predominantly sheltered housing provision. These properties also attract a heating charge for communal areas and individual heating charges, which are not eligible for Housing Benefit. The utility charges are outwith the direct control of the Association. In accordance with previous advice from SHR we have included as "other charges" those that are made where communal heating systems are in place (mainly sheltered housing complexes) and that are payable by tenants to us. This has had a particularly significant impact on the reported figures.

We have recognised the importance of rent affordability and value for money for services to our tenants and plan to undertake a fundamental review of our rent structure in 2019/20.



Overall satisfaction

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1 In relation to the overall tenant satisfaction survey carried out, please state:

1.1.1 the number of tenants who were surveyed

1000

1.1.2 the fieldwork dates of the survey

January 2018

1.1.3 the method(s) of administering the survey

Post
Face-to-Face

1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:

1.2.1 very satisfied

569

1.2.2 fairly satisfied

311

1.2.3 neither satisfied nor dissatisfied

40

1.2.4 fairly dissatisfied

50

1.2.5 very dissatisfied

30

1.2.6 no opinion

0

1000

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	88.00	%
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Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

Indicator 1 - The 1000 tenants who participated comprised 49 (5%) who returned a postal questionnaire and 951 (95%) who took part in a face to face interview.



The Customer/Landlord relationship

The information you give us here will tell us about the relationships you have with your tenants and other service users.

Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

2.2 The number of people who consider themselves to have a disability by:

		(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
2.1.1	White (total)	154	1789	31053	50	11
	(a) Scottish	127	1561	26552	45	9
	(b) Other British	22	117	2628	3	1
	(c) Irish	1	6	106	1	1
	(d) Gypsy/traveller	0	8	23	0	0
	(e) Polish	1	59	753	1	0
	(f) any other white background	3	38	991	0	0
2.1.2	Mixed or multiple ethnic background	0	2	73	0	0
	Asian, Asian					

	Scottish, Asian British (total)					
	(a) Indian	1	1	73	0	0
	(b) Pakistani	0	0	126	1	0
	(c) Bangladeshi	0	0	33	1	0
	(d) Chinese	1	2	27	0	0
	(e) Any other Asian backgroun d	0	3	76	0	0
2.1.4	Black, Black Scottish, Black British (total)	0	7	191	0	0
	(a) Caribbean	0	0	14	0	0
	(b) African	0	7	98	0	0
	(c) Any other black backgroun d	0	0	79	0	0
2.1.5	Other ethnic backgrou nd	0	3	779	0	0
	(a) Arab, Arab Scottish or Arab British	0	0	10	0	0
	(b) any other group	0	3	769	0	0
2.1.6	Unknown	51	2589	13622	452	0
2.1.7	Total	207	4396	46053	504	11

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	5	287	2702	9	1

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 "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?"

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed

3.2.2 fairly good at keeping them informed

3.2.3 neither good nor poor at keeping them informed

3.2.4 fairly poor at keeping them informed

3.2.5 very poor at keeping them informed

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	90.10	%
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Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)

In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:

6.1 "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?"	1000
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	471
6.2.2 fairly satisfied	366
6.2.3 neither satisfied nor dissatisfied	98
6.2.4 fairly dissatisfied	44
6.2.5 very dissatisfied	21
	1000

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	83.70	%
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Comments (The customer / landlord relationship)

Indicator 2c - We participate at different levels in Common Housing Registers (CHR) in all our areas of operation. The figures presented are cumulative for all these CHRs and are as supplied by the relevant Local Authority in each area.



Housing Quality and Maintenance

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.



Quality of Housing

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

***Scottish Housing Quality Standard (SHQS) – Stock condition survey
information (Indicator C24)***

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

March 2017

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

20

C24.3 The date of your next scheduled stock condition survey or assessment

March 2019

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

40

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

The current stock condition programme commenced in 2015 with a view to achieving a sample of 40% over a four year period. At the time of writing, Caledonia is reporting based on a 20% sample as, although 40% of stock has been surveyed, the report has not yet been produced. The survey was also extended to include ex-Antonine Housing Association stock. The findings from the survey confirmed the information from the previous survey, and information updated since, as being accurate. An assessment of energy efficiency was carried out, again to validate information previously recorded, but also to verify SAP ratings to further develop data required for EESSH reporting. This information is being used to determine the future works programme to deliver EESSH compliance.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock	4021	4092
C25.2 Self-contained stock exempt from SHQS	54	54
C25.3 Self-contained stock in abeyance from SHQS	38	38
C25.4.1 Self-contained stock failing SHQS for one criterion	44	38
C25.4.2 Self-contained stock failing SHQS for two or more criteria	9	7
C25.4.3 Total self-contained stock failing SHQS	53	45
C25.5 Stock meeting the SHQS	3876	3955

C25.6 Total self-contained stock meeting the SHQS by local authority

Aberdeen City	0	0
Aberdeenshire	0	0
Angus	374	394
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	603	603
East Ayrshire	0	0
East Dunbartonshire	205	213



East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	139	139
Glasgow City	0	0
Highland	102	119
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0
North Lanarkshire	47	47
Orkney Islands	0	0
Perth & Kinross	2328	2359
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	78	81
West Lothian	0	0
Totals	3876	3955

**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	28	28
C26.3 Because they were not energy efficient	10	5
C26.4 Because they did not have modern facilities and services	26	23
C26.5 Because they were not healthy, safe and secure	3	3
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these.	SHQS failures relate to ex-Antonine HA stock. Compliance to be worked towards over the next 5 years.	

**Scottish Housing Quality Standard (SHQS) – Working towards the standard
(Indicator C27)**

Please state:

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

0

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year?

7

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

Additional failures identified in survey addressed in same year.

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year?

8

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

71 new build properties and 8 other properties to be made compliant over reporting period.

Scottish Housing Quality Standard (SHQS) (Indicator C28.1)

Please state:

C28.1.1 The number of self-contained properties with exemptions at the year end

54

C28.1.2 The range of elements not met

C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements,D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets,D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space,E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

C28.1.3 The reason(s) the elements are not met

(b) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building,(c) Work could be done but the costs would be disproportionate

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

Considering other possible solutions where viable and in line with Planned Maintenance Programme.

**Scottish Housing Quality Standard (SHQS) – Abeyances at the year end
(Indicator C28.2)**

Please state:

C28.2.1 The number of self-contained properties with abeyances at the year end

38

C28.2.2 The range of elements not met

C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 37 A-C Kitchen Condition,D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements,D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space

C28.2.3 The reason(s) the elements are not met

(a) Work cannot be done because the tenants objects

C28.2.4 What action is your organisation taking or planning to take to address these abeyances

Addressing abeyances when properties become void or when access is granted.

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	0	0	0	0
C29.3 Because they were/are not energy efficient	62	261077	5	17500
C29.4 Because they did/do not have modern facilities and services	0	0	3	9000
C29.5 Because they were/are not healthy, safe and secure	0	0	0	0
C29.6 The total number of properties improved	62	261077	8	26500
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0

**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)
(Indicator 7)**

For properties within scope of the SHQS, please state:

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

4021

7.1.2 projected to the end of the next reporting year

4092

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

3876

7.2.2 projected to the end of the next reporting year

3955

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	96.39	%
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Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	96.65	%
---	-------	---

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

4021

8.1.2 projected to the end of the next reporting year

4092

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

4005

8.2.2 projected to the end of the next reporting year

4081

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)	99.60	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year(Indicator 8)	99.73	%
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Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

119

9.2 Of the tenants who answered, how many said that they were:

9.2.1 very satisfied

79

9.2.2 fairly satisfied

31

9.2.3 neither satisfied nor dissatisfied

0

9.2.4 fairly dissatisfied

5

9.2.5 very dissatisfied

4

119

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

92.44

%

Percentage of tenants satisfied with the quality of their home (Indicator 10)

In relation to tenant satisfaction with the quality of their home, please state:

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

1000

10.2 Of the tenants who answered, how many said that they were:

10.2.1 very satisfied

583

10.2.2 fairly satisfied

310

10.2.3 neither satisfied nor dissatisfied

38

10.2.4 fairly dissatisfied

55

10.2.5 very dissatisfied

14

Percentage of tenants satisfied with the quality of their home (Indicator 10)

89.30

%



Repairs, Maintenance & Improvements

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

***Average number of reactive repairs completed per occupied property
(Indicator C13)***

Please state:

C13.1 The total number of reactive repairs completed during the reporting year

11519.0

C13.2 The number of occupied properties during the reporting year

3966

Average number of reactive repairs completed per occupied property (Indicator C13)	2.90	
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Average length of time taken to complete emergency repairs (Indicator 11)

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Please state:

11.1 The number of emergency repairs completed in the reporting year

3059

11.2 The total number of hours taken to complete emergency repairs

12761

Average length of time taken to complete emergency repairs (Indicator 11)	4.17	hours
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Average length of time taken to complete non-emergency repairs (Indicator 12)

Non-emergency repairs are reactive repairs that are not categorised as emergency.

Please state:

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

8460

12.2 The total number of working days taken to complete non-emergency repairs

45064

Average length of time taken to complete non-emergency repairs (Indicator 12)

5.33

days

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)

Please state:

13.1 The number of reactive repairs completed right first time during the reporting year

7302

13.2 The total number of reactive repairs completed during the reporting year

8460

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	86.31	%
--	-------	---

Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?

No

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

2432

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

2413

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	99.22	%
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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 16)

In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:

16.1 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?"

2614

16.2 Of the tenants who answered, how many said that they were:

16.2.1 very satisfied

1915

16.2.2 fairly satisfied

400

16.2.3 neither satisfied nor dissatisfied

76

16.2.4 fairly dissatisfied

87

16.2.5 very dissatisfied

136

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

88.56

%

Comments (Housing quality and maintenance)

Indicators 11,12,13,15 - the Caledonia Housing Association Group acquired all assets of, and interests in, the former Antonine Housing Association on 1st October 2018, following conclusion of a transfer of engagements process. We have included the performance data for Antonine for the period prior to the transfer of engagements (April - October 2018). Whilst we have confidence that this data is accurate, we have not been able to undertake as thorough a validation exercise as would have been preferable.

Indicator 9 - figures are derived from responses received to a postal survey issued to all new tenants during the course of the year.

Indicators 11, 12, 13 & 16 - the outturn on these indicators were impacted by one of our main contractors (McGill Electrical Ltd.) going into administration in January, 2019.

Indicator 15 - All services have been completed. However, 4 were late due to access issues. A further 16 were late at a new build development due to errors with the install commissioning certificate. The boilers had been installed and commissioned over one month prior to handover.

Indicator 16 - figures are derived from responses received during the period 1/4/18 - 31/3/19 to transactional surveys issued post repair completion.



Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.



Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

The information you give us here will tell us about the neighbourhoods and communities you manage.

***Percentage of 1st and 2nd stage complaints resolved by the landlord
(Indicators 4 & 5)***

Equalities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	0	N/a
Carried forward from the previous reporting year	0	N/a	1	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	1	100.0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	1	100.0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	1	100.0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	714	N/a	24	N/a
Carried forward from the previous reporting year	8	N/a	1	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	715	99.03	24	96.00

4.2.4 Complaints upheld by the landlord in the reporting year	445	62.24	16	66.67
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	661	92.45	20	83.33

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	714	N/a	24	N/a
Carried forward from the previous reporting year	8	N/a	2	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	715	99.03	25	96.15
4.3.4 Complaints upheld by the landlord in the reporting year	445	62.24	17	68.00
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	661	92.45	21	84.00

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
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Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	99.03	%
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Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
--	---	---



Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	62.24	%
Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	96.00	%
Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	66.67	%
Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	92.45	%
Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	83.33	%

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?"

1000

17.2 Of the tenants who answered, how many said that they were:

17.2.1 very satisfied

424

17.2.2 fairly satisfied

391

17.2.3 neither satisfied nor dissatisfied

49

17.2.4 fairly dissatisfied

114

17.2.5 very dissatisfied

22

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	81.50	%
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Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year

720

18.2 The number of tenancy offers that were refused

291

Percentage of tenancy offers refused during the year (Indicator 18)	40.42	%
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Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year

373

19.2 Of those at 19.1, the number of cases resolved in the reporting year

370

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year

364

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	97.59	%
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year

58

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

3

24.2.2 because of anti-social behaviour

3

24.2.3 for other reasons

0

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)

5.17

%

Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)

5.17

%

Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)

0.0

%

Percentage of the court actions initiated which resulted in eviction (Indicator 24)

10.34

%

Abandoned properties (Indicator C11)

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

the property is unoccupied; and

the tenant does not intend to occupy the property as their home

Please state:

C11.1 The number of properties abandoned during the reporting year

27

Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant. Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.

Please state:

C12.1 The number of notices of proceedings issued during the reporting year

207

C12.2 The number of orders for recovery of possession granted during the reporting year

34



Comments (Neighbourhood & community)



Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.



Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

Percentage of lettable houses that became vacant in the last year (Indicator 21)

Please state:

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

387

Percentage of lettable houses that became vacant in the last year (Indicator 21)	9.73	%
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Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year

377

35.2 The total number of calendar days properties were empty

6658

Average time to re-let properties in the last year (Indicator 35)

17.66

days

Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

A 'medical adaptation' is a collective term for a broad range of products (including assistive technology) and changes to the fabric of a building that enable people of all ages to carry out ordinary, daily activities that have been affected by:

- impairment
- ill health
- traumatic injury
- ageing

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year	250
22.2 The number of approved applications completed between start and end of the reporting year	230
23.1 The total number of days taken to complete approved applications	7143
23.2 The number of medical adaptations completed in the reporting year	197

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	92.00	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	31.06	days
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***Percentage of new tenancies sustained for more than a year, by source of let
(Indicator 20)***

Please state:

20.1 The number of tenancies which began in the previous reporting year by:

20.1.1 existing tenants

34

20.1.2 applicants who were assessed as statutory homeless by the local authority

167

20.1.3 applicants from your organisation's housing list

241

20.1.4 nominations from local authority

19

20.1.5 others

5

20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:

20.2.1 existing tenants

34

20.2.2 applicants who were assessed as statutory homeless by the local authority

158

20.2.3 applicants from your organisation's housing list

211

20.2.4 nominations from local authority

18

20.2.5 others

3

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	100.00	%
--	--------	---

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	94.61	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	87.55	%
---	-------	---

Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)	94.74	%
---	-------	---

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	60.00	%
--	-------	---

Comments (Access to housing and support)

Indicator 20 - Of the 42 tenancies started in 2017/18 that were not sustained for a year, 15 ended as a result of the tenant's death or need to move to residential care.

Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.

Value for money

The information you give us here will tell us about the value for money you achieve.

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 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?"

1000

29.2 Of the tenants who answered, how many said that their rent represented:

29.2.1 very good value for money

571

29.2.2 fairly good value for money

321

29.2.3 neither good nor poor value for money

79

29.2.4 fairly poor value for money

24

29.2.5 very poor value for money

5

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	89.20	%
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***Percentage of factored owners satisfied with the factoring service they receive
(Indicator 33)***

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 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?"

126

33.2 Of the factored owners who answered, how many said that they were:

33.2.1 very satisfied

37

33.2.2 fairly satisfied

53

33.2.3 neither satisfied nor dissatisfied

12

33.2.4 fairly dissatisfied

14

33.2.5 very dissatisfied

10

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	71.43	%
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Rents and service charges

The information you give us here will tell us about how you maximise your income.

Rent collected as percentage of total rent due in the reporting year (Indicator 30)

Please state:

30.1 The total amount of rent collected in the reporting year

17948248

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

17876989

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	100.40	%
--	--------	---

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

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

834032

31.2 The total rent due for the reporting year

17944810

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	4.65	%
--	------	---

Average annual management fee per factored property (Indicator 32)

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

Please state:

32.1 The number of residential properties factored

1101

32.2 The total value of management fees invoiced to factored owners in the reporting year

75106

Average annual management fee per factored property (Indicator 32)	£	68.22	
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Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year

17944810.0

34.2 The total amount of rent lost through properties being empty during the reporting year

67297

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.38	%
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Rent increase (Indicator C21)

Please state:

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

2.4



The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

2568

C22.2 The value of direct housing cost payments received during the reporting year

7802491

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)

Please state:

C23.1 The total value of former tenant arrears at year end

373688

C23.2 The total value of former tenant arrears written off at year end

54679

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	14.63	%
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Comments (Getting good value from rents and service charges)

Indicator 33 - Results based on postal survey of factored owners.

Indicator 29 - Rent affordability and value for money are key strategic issues for the Group given their importance to our tenants and other customers. We have recognised though that there are some inconsistencies with some of our rents and that these are not always easy to understand or explain. We intend to undertake a fundamental review of our rent structure and present options to develop a new structure that is fair, open, transparent and easier to understand.

Indicators 30,31,34 - the Caledonia Housing Association Group acquired all assets of, and interests in, the former Antonine Housing Association on 1st October 2018, following conclusion of a transfer of engagements process. We have included the performance data for Antonine for the period prior to the transfer of engagements (April - October 2018).

Indicator C21 - As part of the transfer commitments made to tenants of the former Antonine Housing Association, no rent increase has been applied to 3, 4 and 5 apartment properties.



Other Customers

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes.
Please state:

36.1 The total amount of rent set for all pitches during the reporting year

36.2 The total number of pitches

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	£	0.0	
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For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

37.2 Of the Gypsies/Travellers who answered, how many said that they were:
37.2.1 very satisfied

37.2.2 fairly satisfied

37.2.3 neither satisfied nor dissatisfied

37.2.4 fairly dissatisfied

37.2.5 very dissatisfied

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	0.0	%
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Comments (Other customers)

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