

Landlord name: Waverley Housing

RSL Reg. No.: 327

Report generated date: 11/05/2021 14:51:35

Approval

A1.1	Date approved	12/04/2021
A1.2	Approver	Gregor Booth
A1.3	Approver job title	Operations Director
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. Fraser Kelly
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	2.00
C1.2.2	the number of office based staff	28.29
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	26.00
C1.2.6	the total number of staff	56.29
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	10.83%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.12%

**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	108
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		108



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	27
C2.2	The number of lets to housing list applicants	60
C2.3	The number of mutual exchanges	1
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	21
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	108

Annual Return on the Charter (ARC) 2020-2021

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	1,424
1.1.2	the fieldwork dates of the survey	03/2019
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:	276
	very satisfied	
1.2.2	fairly satisfied	168
1.2.3	neither satisfied nor dissatisfied	19
1.2.4	fairly dissatisfied	24
1.2.5	very dissatisfied	5
1.2.6	no opinion	3
1.2.7	Total	495

Indicator 1	89.70%
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Comments (Overall satisfaction)

The satisfaction survey was issued to tenants in October 2018 and responses taken up to 31/3/19. 498 responses were received in total (35% return) albeit not all 498 tenants responded to every satisfaction question.



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?"	495
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	332
2.2.2	fairly good at keeping them informed	127
2.2.3	neither good nor poor at keeping them informed	23
2.2.4	fairly poor at keeping them informed	7
2.2.5	very poor at keeping them informed	6
2.2.6	Total	495

	Indicator 2	92.73%
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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?"	491
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	261
5.2.2	fairly satisfied	144
5.2.3	neither satisfied nor dissatisfied	82
5.2.4	fairly dissatisfied	2
5.2.5	very dissatisfied	2
5.2.6	Total	491

	Indicator 5	82.48%
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Annual Return on the Charter (ARC) 2020-2021

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	03/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	98.50
C8.3	The date of your next scheduled stock condition survey or assessment	03/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

Stock condition survey data is monitored through bespoke spreadsheets which include data for all properties and their current SHQS status. This data is reviewed on a regular basis and reported in management and Board papers. Any changes to housing stock SHQS status is updated on both these spreadsheets and our asset management system - including updating information on any works that have been completed to meet EPC recommendations. All updates and information collected via stock condition surveys are then used to form planned and cyclical maintenance programmes going forward to ensure SHQS is maintained.

Stock condition surveys delayed due to Covid-19 will commence in June 2021 to March 2022.



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	1,547	1,520
C9.2	Self-contained stock exempt from SHQS	86	83
C9.3	Self-contained stock in abeyance from SHQS	14	13
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	1,447	1,424

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	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	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	1447	1424
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1447	1424

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,547
6.1.2	projected to the end of the next reporting year	1,520
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,447
6.2.2	projected to the end of the next reporting year	1,424

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.64%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.75%



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?"	492
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	218
7.2.2	fairly satisfied	171
7.2.3	neither satisfied nor dissatisfied	36
7.2.4	fairly dissatisfied	51
7.2.5	very dissatisfied	16
7.3	Total	492

	Indicator 7	79.07%
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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	385
8.2	The total number of hours taken to complete emergency repairs	647

Indicator 8		1.68
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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	2,428
9.2	The total number of working days taken to complete non-emergency repairs	11,019

Indicator 9		4.54
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	2,342
10.2	The total number of reactive repairs completed during the reporting year	2,374

	Indicator 10	98.65%
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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?"	323
	12.2 Of the tenants who answered, how many said that they were:	322
12.2.1	very satisfied	
12.2.2	fairly satisfied	1
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	0
12.2.6	Total	323

	Indicator 12	100.00%
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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	475	62	0	537
Four-in-a-block	219	8	0	227
Houses (other than detached)	717	54	2	773
Detached houses	9	1	0	10
Total	1,420	125	2	1,547

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

C10.3 Number of self contained properties in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	475	62	0	537
Four-in-a-block	219	8	0	227
Houses (other than detached)	717	54	2	773
Detached houses	9	1	0	10
Total	1420	125	2	1547

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



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

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	61	5	0	66
Four-in-a-block	0	1	0	1
Houses (other than detached)	4	15	0	19
Detached houses	0	0	0	0
Total	65	21	0	86

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	61	5	0	66
Four-in-a-block	0	1	0	1
Houses (other than detached)	4	15	0	19
Detached houses	0	0	0	0
Total	65	21	0	86

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	414	57	0	471
Four-in-a-block	219	7	0	226
Houses (other than detached)	713	39	2	754
Detached houses	9	1	0	10
Total	1355	104	2	1461

	C10	97.1%
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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	61	4	0	65
Four-in-a-block	0	1	0	1
Houses (other than detached)	3	14	0	17
Detached houses	0	0	0	0
Total	64	19	0	83

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		21
Excessive cost		3
New technology		0
Legal		0
Disposal		59
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		83

C11.3 If other reason or unknown, please explain

N/A



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	4	0
C	1268	19
D	98	8
E	11	0
F	8	0
G	1	0
Total	1389	27

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	0	
SAP 2009	0	
SAP 2012	1389	
Other procedure / unknown	0	
Total	1389	

C12.3	If other procedure or unknown, please explain	
	N/A	

Indicator C12

89.4%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	14
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	£28,011
C13.2.3	Another source	£100,740
C13.2.4	Total amount invested in bringing properties up to the EESSH	£128,751

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

Waverley Housing partnered with Warmworks to participate in two projects in 2020/21. The Borders Warm Homes Fund project provided part funding for heat pumps and Q-bot underfloor insulation to be installed in our properties with the funding coming from the Warm Homes Fund, ECO and the Renewable Heat Incentive.

The BEIS Electrification of Heat project is a demonstrator project by the UK government to install heat pumps in a range of house types in south east Scotland and Waverley Housing joined Warmworks to participate in this by providing suitable properties for the project. The grant funded heat pumps will have their performance monitored for 12 months following installation to provide information to Government for policy development purposes.

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Comments (Housing quality and maintenance)



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	39	5
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	39	5
Number of complaints responded to in full by the landlord in the reporting year	39	4
Time taken in working days to provide a full response	74	29

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	80.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	1.90
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	7.25



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?"	493
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	274
13.2.2	fairly satisfied	156
13.2.3	neither satisfied nor dissatisfied	36
13.2.4	fairly dissatisfied	22
13.2.5	very dissatisfied	5
13.2.6	Total	493

Indicator 13	87.22%
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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	155
14.2	The number of tenancy offers that were refused	38

Indicator 14		24.52%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	60
15.2	Of those at 15.1, the number of cases resolved in the last year	52

	Indicator 15	86.67%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	14
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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	16
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
22.2.2	because of anti-social behaviour	1
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	6.25%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	6.25%
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	12.50%

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Comments (Neighbourhood & community)

A large empty rectangular box intended for entering comments related to the neighbourhood and community.



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	1,425
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	102

	Indicator 17	7.16%
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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.	23
19.2	The number of approved applications completed between the start and end of the reporting year	21
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	2
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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;	£3,476
20.2	The cost (£) that was grant funded	£22,539
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£26,015
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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.	1492
21.2	The total number of adaptations completed during the reporting year.	25

		Indicator 21	59.68
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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.	55
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.	55
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	25
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.	25
23.7	The total number of accepted offers.	21

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	45.45%
Indicator 23 - The percentage of those offers that result in a let	84.00%



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	100
30.2	The total number of calendar days properties were empty	3,584

Indicator 30		35.84
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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	27
16.1.2	applicants who were assessed as statutory homeless by the local authority	23
16.1.3	applicants from your organisation's housing list	102
16.1.4	nominations from local authority	0
16.1.5	other	5
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	25
16.2.2	applicants who were assessed as statutory homeless by the local authority	19
16.2.3	applicants from your organisation's housing list	93
16.2.4	nominations from local authority	0
16.2.5	other	4

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	92.59%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	82.61%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.18%
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	80.00%

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Comments (Access to housing and support)

Average length of time to relet properties in the last year has been adversely affected by the Government restrictions introduced to deal with the Covid19 pandemic.

**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	£6,339,567
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,372,567

Indicator 26		99.48%
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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	£192,757
27.2	The total rent due for the reporting year	£6,420,157

	Indicator 27	3.00%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	473
28.2	The total value of management fees invoiced to factored owners in the reporting year	£1,970

Indicator 28		£4.16
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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	6,420,157
18.2	The total amount of rent lost through properties being empty during the reporting year	47,345

	Indicator 18	0.74%
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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	589
C6.2	The value of direct housing cost payments received during the reporting year	£1,835,301



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	£82,321
C7.2	The total value of former tenant arrears written off at year end	£52,584

	Indicator C7	63.88%
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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?"	492
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	241
25.2.2	fairly good value for money	162
25.2.3	neither good nor poor value for money	55
25.2.4	fairly poor value for money	25
25.2.5	very poor value for money	9
25.3	Total	492

Indicator 25	81.91%
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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?"	90
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	31
29.2.2	fairly satisfied	40
29.2.3	neither satisfied nor dissatisfied	10
29.2.4	fairly dissatisfied	7
29.2.5	very dissatisfied	2
29.3	Total	90

	Indicator 29	78.89%
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Comments (Getting good value from rents and service charges)

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

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

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

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