



Landlord name: Irvine Housing Association Ltd

RSL Reg. No.: 280

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Approval

A1.1	Date approved	23/05/2024
A1.2	Approver	Diana MacLean
A1.3	Approver job title	Managing Director
A1.4	Comments (Approval)	N/A



Comments (Submission)

Approved by the Irvine HA Board on 23rd May 2024



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mrs. Diana MacLean
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	32.81
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	35.81
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	12.84%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	8.74%

**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	149
C3.2	The number of 'supported housing' lets during the reporting year	32
Indicator C3		181



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	12
C2.2	The number of lets to housing list applicants	87
C2.3	The number of mutual exchanges	31
C2.4	The number of lets from other sources	18
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	64
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	181

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

The level of sickness absence has been impacted by cases of long term absences.

**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	2,404
1.1.2	the fieldwork dates of the survey	03/2024
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input 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:	161
	very satisfied	
1.2.2	fairly satisfied	168
1.2.3	neither satisfied nor dissatisfied	45
1.2.4	fairly dissatisfied	56
1.2.5	very dissatisfied	51
1.2.6	no opinion	0
1.2.7	Total	481

Indicator 1	68.40%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

N/A



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?"	486
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	212
2.2.2	fairly good at keeping them informed	148
2.2.3	neither good nor poor at keeping them informed	64
2.2.4	fairly poor at keeping them informed	23
2.2.5	very poor at keeping them informed	39
2.2.6	Total	486

	Indicator 2	74.07%
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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?"	486
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	161
5.2.2	fairly satisfied	153
5.2.3	neither satisfied nor dissatisfied	128
5.2.4	fairly dissatisfied	24
5.2.5	very dissatisfied	20
5.2.6	Total	486

	Indicator 5	64.61%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Following extensive work to understand the needs of our customers we have implemented improvements across our services which are leading to improvements across all tenant satisfaction indicators.



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	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
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	20.00
C8.5	Comments on method of assessing SHQS compliance.	

Stock condition and SHQS survey last completed by Savills in March 2023. Over the last 12 months we have been working to analyse the data from the recent stock condition survey. We are in the process of procuring a new contract which will see us complete 20% stock condition surveys per year over the coming 3 years to further build on our SHQS data.



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	2,498	2,498
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	267	154
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	267	154
C9.5	Stock meeting the SHQS	2,231	2,344

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	359	361
Dundee City	0	0
East Ayrshire	177	177
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	1,582	1,693



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	113	113
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	2,231	2,344



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	2,498
6.1.2	projected to the end of the next reporting year	2,498
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,231
6.2.2	projected to the end of the next reporting year	2,344

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	89.31%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.84%



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?"	486
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	219
7.2.2	fairly satisfied	167
7.2.3	neither satisfied nor dissatisfied	38
7.2.4	fairly dissatisfied	35
7.2.5	very dissatisfied	27
7.3	Total	486

	Indicator 7	79.42%
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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	2,213
8.2	The total number of hours taken to complete emergency repairs	10,497

		Indicator 8	4.74
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	6,136
9.2	The total number of working days taken to complete non-emergency repairs	80,242

Indicator 9		13.08
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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	5,110
10.2	The total number of reactive repairs completed during the reporting year	6,136

Indicator 10		83.28%
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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?"	651
	12.2 Of the tenants who answered, how many said that they were:	428
12.2.1	very satisfied	
12.2.2	fairly satisfied	60
12.2.3	neither satisfied nor dissatisfied	30
12.2.4	fairly dissatisfied	18
12.2.5	very dissatisfied	115
12.2.6	Total	651

	Indicator 12	74.96%
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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.

Since the implementation of our new contractor management framework, we have worked closely with our contractors to manage performance and customer satisfaction. We have rolled out internal training on trauma informed practise with our contractors. Over the last 12 months we have seen satisfaction with repairs and maintenance service rise and dip throughout the year. Overall there has been a 0.86% decrease. We have implemented a repairs improvement plan and internal processes to drive this forward over the next 12 months. We have seen our average length of time taken to complete an emergency repair remain steady throughout the year at 4.71 hours. Percentage of repairs right first time has seen a steady increase throughout the year up to 84.50%. We have completed internal audits on all areas of compliance this year and will be taking forward agreed actions to ensure compliance. We carried out a large project to complete electrical safety checks in all of our properties which saw our overall compliance rise to 99.43% at the end of March 2024. All other areas of compliance have remained at 100% compliance at the end of the reporting year. We have implemented a one point of contact role for all complaints and have seen that complaints satisfaction has risen and dipped throughout the year but overall remained steady. Over the course of the next 12 months we will be carrying out a programme of stock condition data validation in addition to carrying out 20% stock condition surveys annually.



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	218	40
Complaints carried forward from previous reporting year	11	2
All complaints received and carried forward	229	42
Number of complaints responded to in full by the landlord in the reporting year	217	40
Time taken in working days to provide a full response	1,872	529

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	94.76%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	95.24%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	8.63
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	13.22



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?"	486
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	155
13.2.2	fairly satisfied	140
13.2.3	neither satisfied nor dissatisfied	99
13.2.4	fairly dissatisfied	48
13.2.5	very dissatisfied	44
13.2.6	Total	486

	Indicator 13	60.70%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	189
14.2	The number of tenancy offers that were refused	8

Indicator 14		4.23%
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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	168
15.2	Of those at 15.1, the number of cases resolved in the last year	145

Indicator 15		86.31%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	5
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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	11
22.2.1	22.2 The number of properties recovered: because rent had not been paid	4
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	36.36%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	36.36%

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

Figures for days taken to respond to stage 1 complaints show higher due to internal process, staff were retaining the complaint as open until work carried out. However, throughout the year this was updated to ensure that stage 1 complaints were closed once resolution was agreed. Staff will now close a complaint once resolution is agreed.



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	2,498
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	132

Indicator 17		5.28%
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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.	59
19.2	The number of approved applications completed between the start and end of the reporting year	23
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	36
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	36
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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;	£42,717
20.2	The cost (£) that was grant funded	£75,000
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£117,717
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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.	832
21.2	The total number of adaptations completed during the reporting year.	23

		Indicator 21	36.17
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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.	167
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.	167
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	65
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.	65
23.7	The total number of accepted offers.	64

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	38.92%
Indicator 23 - The percentage of those offers that result in a let	98.46%



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	128
30.2	The total number of calendar days properties were empty	4,134

Indicator 30		32.30
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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	23
16.1.2	applicants who were assessed as statutory homeless by the local authority	56
16.1.3	applicants from your organisation's housing list	143
16.1.4	nominations from local authority	0
16.1.5	other	25
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	21
16.2.2	applicants who were assessed as statutory homeless by the local authority	48
16.2.3	applicants from your organisation's housing list	133
16.2.4	nominations from local authority	0
16.2.5	other	21

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	91.30%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	93.01%
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	84.00%

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

This year our scrutiny panel carried out a report on our voids process and we will be working over the coming year to improve our days taken to complete a void property.

**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	£12,269,500
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£12,304,387

Indicator 26		99.72%
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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	£603,603
27.2	The total rent due for the reporting year	£12,381,471

Indicator 27		4.88%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,041
28.2	The total value of management fees invoiced to factored owners in the reporting year	£9,956

Indicator 28		£9.56
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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	£12,381,471
18.2	The total amount of rent lost through properties being empty during the reporting year	£77,084

	Indicator 18	0.62%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.70%
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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	1,730
C6.2	The value of direct housing cost payments received during the reporting year	£7,022,647



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	£223,539
C7.2	The total value of former tenant arrears written off at year end	£30,809

	Indicator C7	13.78%
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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?"	486
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	139
25.2.2	fairly good value for money	180
25.2.3	neither good nor poor value for money	78
25.2.4	fairly poor value for money	56
25.2.5	very poor value for money	33
25.3	Total	486

Indicator 25	65.64%
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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?"	76
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	3
29.2.2	fairly satisfied	27
29.2.3	neither satisfied nor dissatisfied	12
29.2.4	fairly dissatisfied	16
29.2.5	very dissatisfied	18
29.3	Total	76

Indicator 29	39.47%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

The Association continues to aim to keep rent increases to a minimum and to keep rents affordable for our tenants. This has been increasingly challenging in recent years due to the cost-of-living crisis and the inflationary increases associated with delivering our services. The number of customers struggling to pay their rent has increased and this has had a particularly significant impact on tenants in low paid employment. We continue to offer the support of our Affordability Officer which we have extended this year who works alongside our Income Collection service and Tenant Partners to work with new tenants, and those at high risk of homelessness to maximise their income and manage their household expenditure.



Other customers

Gypsies / Travellers

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

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

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

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

Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

N/A