



**Landlord name:** Knowes Housing Association Ltd

**RSL Reg. No.:** 300

**Report generated date:** 16/05/2023 13:36:59

**Approval**

A1.1	Date approved	23rd May 2023
A1.2	Approver	Erica Davidson
A1.3	Approver job title	CEO
A1.4	Comments (Approval)	



Comments (Submission)

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## Social landlord contextual information

### Staff

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

C1.1	the name of Chief Executive	Ms. Erica Davidson
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.80
C1.2.2	the number of office based staff	16.00
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	20.80
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	20.83%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	29.99%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.93%

**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	69
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		69



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	24
C2.3	The number of mutual exchanges	3
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	30
C2.5.2	nominations from the local authority	3
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	69

## Annual Return on the Charter (ARC) 2022-2023

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

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

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	700
1.1.2	the fieldwork dates of the survey	02/2022
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	286
	very satisfied	
1.2.2	fairly satisfied	330
1.2.3	neither satisfied nor dissatisfied	51
1.2.4	fairly dissatisfied	20
1.2.5	very dissatisfied	13
1.2.6	no opinion	0
1.2.7	Total	700

Indicator 1	88.00%
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## Annual Return on the Charter (ARC) 2022-2023

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





## The customer / landlord relationship

### Communication

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

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	700
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	283
2.2.2	fairly good at keeping them informed	338
2.2.3	neither good nor poor at keeping them informed	66
2.2.4	fairly poor at keeping them informed	8
2.2.5	very poor at keeping them informed	5
2.2.6	Total	700

	Indicator 2	88.71%
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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?"	700
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	272
5.2.2	fairly satisfied	322
5.2.3	neither satisfied nor dissatisfied	95
5.2.4	fairly dissatisfied	6
5.2.5	very dissatisfied	5
5.2.6	Total	700

	Indicator 5	84.86%
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## Annual Return on the Charter (ARC) 2022-2023

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



## Housing quality and maintenance

### Quality of housing

#### Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	11/2021
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	26.00
C8.3	The date of your next scheduled stock condition survey or assessment	11/2026
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.	

We survey between at least 10% and 20% of our housing stock every 5 years. In 2021 we employed a surveyor to assess 244 (23%) of our housing stock.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	1,048	1,050
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	58	50
C9.4.1	Self-contained stock failing SHQS for one criterion	272	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	272	0
C9.5	Stock meeting the SHQS	718	1,000

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	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	718	1,000
West Lothian	0	0
Totals	718	1,000

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	1,048
6.1.2	projected to the end of the next reporting year	1,050
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	718
6.2.2	projected to the end of the next reporting year	1,000

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	68.51%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	95.24%





## 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?"	700
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	270
7.2.2	fairly satisfied	331
7.2.3	neither satisfied nor dissatisfied	41
7.2.4	fairly dissatisfied	47
7.2.5	very dissatisfied	11
7.3	Total	700

	Indicator 7	85.86%
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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	679
8.2	The total number of hours taken to complete emergency repairs	1,275

Indicator 8		1.88
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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	3,480
9.2	The total number of working days taken to complete non-emergency repairs	39,743

Indicator 9		11.42
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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	3,161
10.2	The total number of reactive repairs completed during the reporting year	3,480

Indicator 10		90.83%
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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?"	225
	12.2 Of the tenants who answered, how many said that they were:	145
12.2.1	very satisfied	
12.2.2	fairly satisfied	27
12.2.3	neither satisfied nor dissatisfied	19
12.2.4	fairly dissatisfied	14
12.2.5	very dissatisfied	20
12.2.6	Total	225

	Indicator 12	76.44%
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## Annual Return on the Charter (ARC) 2022-2023

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.

58 SHQS abeyances - 19 properties which require installation of door entry systems in mixed tenure blocks where owner consents has not been obtainable, 39 properties failing EESSH - 3 electric CH systems where tenants have refused to upgrade to gas, 11 Properties which require external insulation where we have not been able to gain owner consents, and the remainder requiring underfloor insulation and/or upgrades to CH systems where we are not able to gain tenant agreement/access to upgrade (the latter will be addressed when the properties become void).  
SHQS Failures due to 272 properties which do not have a satisfactory EICR made up of 144 with an EICR which requires remedial work and 128 properties which are currently with contractors to arrange an initial visit. Of these 76 properties requiring remedial work have been no accesses on one or more occasion when we have tried to arrange the remedial work and 46 properties have been no accesses on one or more occasions when we have tried to arrange the initial certification. The initial contract to deliver all outstanding EICRs was awarded to one main contractor in July 2021. Although COVID impacted the delivery of the contract the performance of this contractor was such that in March of this year all outstanding addresses were taken off them and awarded to four alternative contractors who currently deliver either solely electrical work or are a main contractor which includes electrical work for Knowes HA. Three of these contractors are working on the backlog with the fourth working on the more recent addresses which are becoming due this year.

We are revisiting the addresses where the original contractor had failed to carry out the remedial works and this is proving challenging as some tenants are reluctant to make time for a second visit as they believe this is repetition. We are working with these tenants but may have to consider forced access to any address which fails to provide access to obtain an EICR and/or carry out remedial works.



## 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	11
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	40	11
Number of complaints responded to in full by the landlord in the reporting year	40	11
Time taken in working days to provide a full response	199	96

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	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.97
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	8.73





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?"	700
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	334
13.2.2	fairly satisfied	310
13.2.3	neither satisfied nor dissatisfied	35
13.2.4	fairly dissatisfied	16
13.2.5	very dissatisfied	5
13.2.6	Total	700

	Indicator 13	92.00%
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## Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	92
14.2	The number of tenancy offers that were refused	21

Indicator 14		22.83%
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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	139
15.2	Of those at 15.1, the number of cases resolved in the last year	138

Indicator 15		99.28%
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Abandoned homes (Indicator C4)
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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	17
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	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	5.88%
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	5.88%

## Annual Return on the Charter (ARC) 2022-2023

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

N/A



## 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	1,048
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	66

Indicator 17		6.30%
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## Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	21
19.2	The number of approved applications completed between the start and end of the reporting year	20
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	1
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

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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;	£6,372
20.2	The cost (£) that was grant funded	£25,000
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£31,372
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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.	742
21.2	The total number of adaptations completed during the reporting year.	20

Indicator 21		37.10
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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.	52
23.2	The total number of individual homeless households referrals received under other referral routes.	10
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	62
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	23
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	4
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.	27
23.7	The total number of accepted offers.	24

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	43.55%
Indicator 23 - The percentage of those offers that result in a let	88.89%



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	69
30.2	The total number of calendar days properties were empty	569

Indicator 30		8.25
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	12
16.1.2	applicants who were assessed as statutory homeless by the local authority	26
16.1.3	applicants from your organisation's housing list	23
16.1.4	nominations from local authority	2
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	12
16.2.2	applicants who were assessed as statutory homeless by the local authority	26
16.2.3	applicants from your organisation's housing list	21
16.2.4	nominations from local authority	1
16.2.5	other	4

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.30%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	50.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	80.00%

## Annual Return on the Charter (ARC) 2022-2023

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



## 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)

26.1	The total amount of rent collected in the reporting year	£4,504,503
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,512,512

	Indicator 26	99.82%
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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	£94,818
27.2	The total rent due for the reporting year	£4,512,512

Indicator 27		2.10%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	571
28.2	The total value of management fees invoiced to factored owners in the reporting year	£27,760

Indicator 28		£48.62
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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	£4,512,512
18.2	The total amount of rent lost through properties being empty during the reporting year	£7,037

	Indicator 18	0.16%
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## Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	4.90%
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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	594
C6.2	The value of direct housing cost payments received during the reporting year	£2,049,832



## 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	£15,493
C7.2	The total value of former tenant arrears written off at year end	£9,758

	Indicator C7	62.98%
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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?"	700
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	173
25.2.2	fairly good value for money	366
25.2.3	neither good nor poor value for money	109
25.2.4	fairly poor value for money	39
25.2.5	very poor value for money	13
25.3	Total	700

Indicator 25	77.00%
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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?"	149
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	39
29.2.2	fairly satisfied	71
29.2.3	neither satisfied nor dissatisfied	14
29.2.4	fairly dissatisfied	21
29.2.5	very dissatisfied	4
29.3	Total	149

	Indicator 29	73.83%
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## Annual Return on the Charter (ARC) 2022-2023

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



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

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

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

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

Indicator 32	
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## Annual Return on the Charter (ARC) 2022-2023

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