



Landlord name: Castlehill Housing Association Ltd

RSL Reg. No.: 83

Report generated date: 24/05/2024 08:47:29

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
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	Mr. David Lappin
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	46.80
C1.2.3	the number of care / support staff	14.66
C1.2.4	the number of concierge staff	0.54
C1.2.5	the number of direct labour staff	3.00
C1.2.6	the total number of staff	69.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	11.99%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.80%

**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	133
C3.2	The number of 'supported housing' lets during the reporting year	100
Indicator C3		233



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	3
C2.2	The number of lets to housing list applicants	178
C2.3	The number of mutual exchanges	5
C2.4	The number of lets from other sources	6
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	6
C2.5.3	other	34
C2.6	the number of other nominations from local authorities	6
C2.7	Total number of lets excluding exchanges	233

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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)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	840
1.1.2	the fieldwork dates of the survey	01/2023
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 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:	282
	very satisfied	
1.2.2	fairly satisfied	324
1.2.3	neither satisfied nor dissatisfied	89
1.2.4	fairly dissatisfied	68
1.2.5	very dissatisfied	41
1.2.6	no opinion	4
1.2.7	Total	808

Indicator 1	75.00%
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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?"	809
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	257
2.2.2	fairly good at keeping them informed	423
2.2.3	neither good nor poor at keeping them informed	70
2.2.4	fairly poor at keeping them informed	41
2.2.5	very poor at keeping them informed	18
2.2.6	Total	809

	Indicator 2	84.05%
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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?"	793
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	151
5.2.2	fairly satisfied	409
5.2.3	neither satisfied nor dissatisfied	164
5.2.4	fairly dissatisfied	39
5.2.5	very dissatisfied	30
5.2.6	Total	793

	Indicator 5	70.62%
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Annual Return on the Charter (ARC) 2023-2024

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	05/2022
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	03/2025
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.	

Comprehensive stock condition survey has been carried out by an independent surveying firm. This has been analysed and cross referenced with EPC & BACRA data. Any fails that were identified have been addressed.



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	1,898	1,897
C9.2	Self-contained stock exempt from SHQS	2	2
C9.3	Self-contained stock in abeyance from SHQS	1	0
C9.4.1	Self-contained stock failing SHQS for one criterion	6	6
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	6	6
C9.5	Stock meeting the SHQS	1,889	1,889

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	1,072	1,072
Aberdeenshire	757	757
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	60	60
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,889	1,889

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	1,898
6.1.2	projected to the end of the next reporting year	1,897
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,889
6.2.2	projected to the end of the next reporting year	1,889

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.53%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.58%



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?"	809
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	310
7.2.2	fairly satisfied	333
7.2.3	neither satisfied nor dissatisfied	75
7.2.4	fairly dissatisfied	71
7.2.5	very dissatisfied	20
7.3	Total	809

	Indicator 7	79.48%
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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	819
8.2	The total number of hours taken to complete emergency repairs	2,338

		Indicator 8	2.85
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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	2,924
9.2	The total number of working days taken to complete non-emergency repairs	19,696

Indicator 9		6.74
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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	2,589
10.2	The total number of reactive repairs completed during the reporting year	2,924

Indicator 10		88.54%
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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?"	364
	12.2 Of the tenants who answered, how many said that they were:	310
12.2.1	very satisfied	
12.2.2	fairly satisfied	29
12.2.3	neither satisfied nor dissatisfied	12
12.2.4	fairly dissatisfied	7
12.2.5	very dissatisfied	6
12.2.6	Total	364

	Indicator 12	93.13%
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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.

0 properties failed SHQS



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	78	24
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	78	24
Number of complaints responded to in full by the landlord in the reporting year	78	24
Time taken in working days to provide a full response	207	456

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	2.65
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	19.00



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?"	803
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	201
13.2.2	fairly satisfied	353
13.2.3	neither satisfied nor dissatisfied	130
13.2.4	fairly dissatisfied	79
13.2.5	very dissatisfied	40
13.2.6	Total	803

	Indicator 13	68.99%
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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	276
14.2	The number of tenancy offers that were refused	50

		Indicator 14	18.12%
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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	163
15.2	Of those at 15.1, the number of cases resolved in the last year	139

Indicator 15		85.28%
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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	10
22.2.1	22.2 The number of properties recovered: because rent had not been paid	5
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	50.00%
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	50.00%

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



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	1,898
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	245

Indicator 17		12.91%
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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.	64
19.2	The number of approved applications completed between the start and end of the reporting year	59
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	6
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
13 Cromar Court has one outstanding referral and another complete, so it is not a 100% complete household, and therefore not counted in 19.2, but the outstanding referral is still counted here		

Indicator 19

5



Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£514
20.2	The cost (£) that was grant funded	£92,205
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£92,719
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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.	3,225
21.2	The total number of adaptations completed during the reporting year.	70

		Indicator 21	46.07
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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.	6
23.2	The total number of individual homeless households referrals received under other referral routes.	34
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	40
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	6
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	34
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.	40
23.7	The total number of accepted offers.	40

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	100.00%



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	226
30.2	The total number of calendar days properties were empty	11,501

Indicator 30		50.89
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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	21
16.1.2	applicants who were assessed as statutory homeless by the local authority	13
16.1.3	applicants from your organisation's housing list	198
16.1.4	nominations from local authority	9
16.1.5	other	10
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	19
16.2.2	applicants who were assessed as statutory homeless by the local authority	12
16.2.3	applicants from your organisation's housing list	171
16.2.4	nominations from local authority	6
16.2.5	other	9

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	90.48%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.31%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	86.36%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	66.67%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	90.00%

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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.

Reduction in average relet times

In 2022/23 CHA let a number of longer term voids which had been vacant for approx. 3 years. This skewed overall performance.

In 2023/24 CHA did not have the same level of longer term voids and the reported average performance is therefore a more accurate representation.

**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	£10,659,159
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£11,127,926

Indicator 26		95.79%
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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	£558,108
27.2	The total rent due for the reporting year	£10,443,122

Indicator 27		5.34%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	29
28.2	The total value of management fees invoiced to factored owners in the reporting year	£2,406

Indicator 28		£82.97
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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	£10,443,122
18.2	The total amount of rent lost through properties being empty during the reporting year	£176,385

Indicator 18		1.69%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	7.30%
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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	1,058
C6.2	The value of direct housing cost payments received during the reporting year	£3,697,733



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£144,358
C7.2	The total value of former tenant arrears written off at year end	£22,616

	Indicator C7	15.67%
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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?"	807
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	184
25.2.2	fairly good value for money	423
25.2.3	neither good nor poor value for money	130
25.2.4	fairly poor value for money	55
25.2.5	very poor value for money	15
25.3	Total	807

Indicator 25	75.22%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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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?"	7
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	3
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	0
29.2.5	very dissatisfied	1
29.3	Total	7

Indicator 29	85.71%
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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.



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.