



Landlord name: Oak Tree Housing Association Ltd

RSL Reg. No.: 137

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Approval

A1.1	Date approved	22/05/2023
A1.2	Approver	Nick Jardine
A1.3	Approver job title	CEO
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Nick Jardine
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.00
C1.2.2	the number of office based staff	33.40
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	38.40
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	12.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	34.76%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	7.10%

**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	196
C3.2	The number of 'supported housing' lets during the reporting year	53
Indicator C3		249



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	47
C2.2	The number of lets to housing list applicants	161
C2.3	The number of mutual exchanges	5
C2.4	The number of lets from other sources	3
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	17
C2.5.2	nominations from the local authority	0
C2.5.3	other	4
C2.6	the number of other nominations from local authorities	17
C2.7	Total number of lets excluding exchanges	249

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

While the total staff turnover seems high – This figure includes leavers from both Pathways to Construction & Kickstart, which were temporary, government funded schemes and account for 12 of the 16 people who left in the reporting year.

**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	800
1.1.2	the fieldwork dates of the survey	09/2021
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 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:	390
	very satisfied	
1.2.2	fairly satisfied	292
1.2.3	neither satisfied nor dissatisfied	46
1.2.4	fairly dissatisfied	41
1.2.5	very dissatisfied	26
1.2.6	no opinion	3
1.2.7	Total	798

Indicator 1	85.46%
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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?"	800
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	334
2.2.2	fairly good at keeping them informed	412
2.2.3	neither good nor poor at keeping them informed	24
2.2.4	fairly poor at keeping them informed	20
2.2.5	very poor at keeping them informed	10
2.2.6	Total	800

	Indicator 2	93.25%
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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?"	796
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	363
5.2.2	fairly satisfied	378
5.2.3	neither satisfied nor dissatisfied	45
5.2.4	fairly dissatisfied	4
5.2.5	very dissatisfied	6
5.2.6	Total	796

	Indicator 5	93.09%
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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	08/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	54.60
C8.3	The date of your next scheduled stock condition survey or assessment	05/2027
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	

Over 80% of the qualifying units have been surveyed since the initial SHQS survey was carried out by external assessors in 2004-05. Regarding the remainder of the stock, much of this is subject to desk top analysis where it is already known to comply such as recent new build, conversion or refurbishment contracts. Where failures are identified then these are incorporated into that year's planned maintenance programme or undertaken reactively if appropriate. Our last full stock condition survey carried out in 2021-22 was based on surveying 100% of external areas and 20% of our internal stock. Specific properties were targeted across the stock portfolio where we wished to achieve at least 20% analysis of the different archetypes to ensure that where stock had been cloned that the data was reliable. This will be the aim for the next full stock condition survey scheduled for 2027.

The Association is working its way through a programme of forced accesses (67 properties) where tenants have refused access to have the electricians in their property inspected. We had hoped to be fully EICR compliant by the end of the financial year but have experienced difficulties in securing contractors to undertake the work and to tie in with other tradesmen to co-ordinate the forced access.

It was also determined that we had 74 EICR's expiring in 2022-23 and although a programme was in place it was not followed through due to resourcing issues within the Association.

We fully anticipate to have the 141 non compliant properties, in relation to EICR, fully compliant by the end of July 2023 subject to contractor resources. We will be applying forced access where necessary.



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	1,838	1,838
C9.2	Self-contained stock exempt from SHQS	55	55
C9.3	Self-contained stock in abeyance from SHQS	24	8
C9.4.1	Self-contained stock failing SHQS for one criterion	211	70
C9.4.2	Self-contained stock failing SHQS for two or more criteria	5	0
C9.4.3	Total self-contained stock failing SHQS	216	70
C9.5	Stock meeting the SHQS	1,543	1,705

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	1,543	1,705
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	0	0
West Lothian	0	0
Totals	1,543	1,705



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	1,838
6.1.2	projected to the end of the next reporting year	1,838
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,543
6.2.2	projected to the end of the next reporting year	1,705

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	83.95%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	92.76%



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?"	790
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	335
7.2.2	fairly satisfied	277
7.2.3	neither satisfied nor dissatisfied	83
7.2.4	fairly dissatisfied	59
7.2.5	very dissatisfied	36
7.3	Total	790

	Indicator 7	77.47%
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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	1,829
8.2	The total number of hours taken to complete emergency repairs	5,293

Indicator 8		2.89
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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	4,731
9.2	The total number of working days taken to complete non-emergency repairs	37,288

Indicator 9		7.88
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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	3,870
10.2	The total number of reactive repairs completed during the reporting year	4,657

	Indicator 10	83.10%
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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.	2
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>The two failures relate to two tenants who had tested positive for Covid-19 and refused to provide access. Although our forced access procedure had been re-instated, at that particular time our gas contractor would not enter a property where a tenant had tested positive. Later as time progressed, our gas contractor implemented a revised Covid-19 procedure whereby a tenant or resident within the property tested positive for covid that the tenant/resident was to remain within a different room from where the engineer was working. The attending engineer would be wearing the appropriate Personal Protection Equipment.</p>		

Indicator 11	2
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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?"	434
	12.2 Of the tenants who answered, how many said that they were:	262
12.2.1	very satisfied	
12.2.2	fairly satisfied	93
12.2.3	neither satisfied nor dissatisfied	31
12.2.4	fairly dissatisfied	29
12.2.5	very dissatisfied	19
12.2.6	Total	434

	Indicator 12	81.80%
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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.

We had two late gas safety inspections carried out due to tenants having covid. We now have valid certificates in place.

We have 141 electrical inspections in total yet to complete which are over 5 years old. We have a programme in place to carry these inspections out but have been hampered by contractor issues. We have implemented a forced access procedure, the same as gas, in order to gain access where tenants are refusing to provide access. Our timescale to complete the outstanding EICR's is the end of July 2023 which will cover any outstanding works identified as a result of any unsatisfactory certificates.

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	95	23
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	95	23
Number of complaints responded to in full by the landlord in the reporting year	93	23
Time taken in working days to provide a full response	342	312

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	97.89%
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	3.68
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	13.57



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?"	765
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	347
13.2.2	fairly satisfied	281
13.2.3	neither satisfied nor dissatisfied	49
13.2.4	fairly dissatisfied	49
13.2.5	very dissatisfied	39
13.2.6	Total	765

	Indicator 13	82.09%
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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	452
14.2	The number of tenancy offers that were refused	205

Indicator 14		45.35%
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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	183
15.2	Of those at 15.1, the number of cases resolved in the last year	176

	Indicator 15	96.17%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	7
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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	19
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	2

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
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	10.53%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	10.53%

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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	1,838
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	188

Indicator 17		10.23%
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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.	96
19.2	The number of approved applications completed between the start and end of the reporting year	40
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	56
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

56



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

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£70,006
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£70,006
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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.	7,083
21.2	The total number of adaptations completed during the reporting year.	40

		Indicator 21	177.08
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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.	49
23.2	The total number of individual homeless households referrals received under other referral routes.	93
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	142
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	21
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.	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	17.61%
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	173
30.2	The total number of calendar days properties were empty	15,180

Indicator 30		87.75
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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	40
16.1.2	applicants who were assessed as statutory homeless by the local authority	19
16.1.3	applicants from your organisation's housing list	156
16.1.4	nominations from local authority	18
16.1.5	other	4
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	38
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	146
16.2.4	nominations from local authority	14
16.2.5	other	4

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	95.00%
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	93.59%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	77.78%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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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.

Indicator 23.2 shows a large increase in the homeless households referrals from other routes. The Association is part of the Inverclyde Common Housing Register and from 1 April 2023, new software has allowed the Association to record applicants who have a Homeless Priority Pass. This wasn't possible before.

Indicator 30 - Average days to let. Due to issues with our repairs contractor during the year and a backlog of properties that were at repair in 2021-22 being let in 2022-23 the average days to let is showing a significant increase from the previous year. The backlog has now been cleared and a new repairs contractor is in place. The Association is confident that this indicator will return to lower levels going forward



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	£8,373,160
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£8,388,040

	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	£255,821
27.2	The total rent due for the reporting year	£8,571,731

	Indicator 27	2.98%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,198
28.2	The total value of management fees invoiced to factored owners in the reporting year	£42,630

Indicator 28		£35.58
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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	£8,571,731
18.2	The total amount of rent lost through properties being empty during the reporting year	£183,690

Indicator 18		2.14%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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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	1,101
C6.2	The value of direct housing cost payments received during the reporting year	£4,023,023



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	£87,870
C7.2	The total value of former tenant arrears written off at year end	£35,792

	Indicator C7	40.73%
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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?"	744
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	221
25.2.2	fairly good value for money	359
25.2.3	neither good nor poor value for money	102
25.2.4	fairly poor value for money	56
25.2.5	very poor value for money	6
25.3	Total	744

Indicator 25	77.96%
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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?"	42
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	11
29.2.2	fairly satisfied	12
29.2.3	neither satisfied nor dissatisfied	10
29.2.4	fairly dissatisfied	5
29.2.5	very dissatisfied	4
29.3	Total	42

Indicator 29	54.76%
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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.

18.2 - the amount of rent loss due to voids has increased significantly. As explained in previous comments, this was as a result of difficulties with repairs contractors and a backlog of properties either void or at repair in 2021-22

**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.