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Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.



Lets

The information you give us here will allow us to build a profile of your lets.

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state:

C7.1 The number of 'general needs' lets during the reporting year

1470

C7.2 The number of 'supported housing' lets during the reporting year

182

The number of lets during the reporting year by source of let (Indicator C8)

Please state:

C8.1 The number of lets to existing tenants

180

C8.2 The number of lets to housing list applicants

325

C8.3 The number of mutual exchanges

61

C8.4 The number of lets from other sources

0

C8.5 The number of lets to homeless applicants

1147

Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state:

C9.1 The number of occupancy agreements granted in the reporting year

0

C9.2 The number of short SSTs granted in the reporting year

6

C9.3 The number of SSTs granted in the reporting year

1646

Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate (select all that apply)

Common housing register
Choice based lettings
Mutual exchange scheme

C10.2 The number of new applicants added to the housing list(s)

6956

C10.3 The number of applicants on the housing list(s) at end of reporting year

27268

C10.4 The number of suspensions from the housing list at end of reporting year

5

C10.5 The number of applications cancelled from the housing list during the reporting year

5400



Stock

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

The landlord's wholly owned stock (Indicator C14)

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		Of the stock at year end:					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	0		9		0	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	0	0

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only. For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	119	32	47	121	26	345	345	74.94
2 Apt	756	687	2101	940	846	5330	5321	82.45
3 Apt	1070	2287	5195	1090	529	10171	10171	94.43
4 Apt	1308	27	1534	361	266	3496	3496	107.31
5 Apt +	404	0	21	48	105	578	578	114.61
Total SC	3657	3033	8898	2560	1772	19920	19911	93.74

Number of lettable non self contained units at year end

0

Number of lettable non self contained bed spaces at year end

0

Average weekly rent charge per bed space for the reporting year

0

The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre- 1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post- 2002	Total
C19.1 The number of self-contained units	592	4884	5756	8012	476	200	19920
C19.2 The number of non self-contained units	0	0	0	0	0	0	0
C19.2 The number of non self-contained bed spaces	0	0	0	0	0	0	0

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)

Please state the number of self-contained properties that:

C20.1 were void at the year end

234

C20.2 have been void for more than six months

59

Comments (Social landlord contextual information)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.

Please note the City of Edinburgh Council has 9 different rent levels based on type and size of property. The average rent information is provided in the most suitable format for the return, however this differs from internal reporting. The calculation is done by grouping all properties in to apartment size and then dividing the total debit (including actual service charges) by the total number of properties in that group.
The Council has 440 temporary accommodation properties. These are included within the overall stock figure of 19,920.



Overall satisfaction

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1 In relation to the overall tenant satisfaction survey carried out, please state:

1.1.1 the number of tenants who were surveyed

1041

1.1.2 the fieldwork dates of the survey

April 2013

1.1.3 the method(s) of administering the survey

Face-to-Face

1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:

1.2.1 very satisfied

260

1.2.2 fairly satisfied

678

1.2.3 neither satisfied nor dissatisfied

56

1.2.4 fairly dissatisfied

30

1.2.5 very dissatisfied

15



1.2.6 no opinion

2

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	90.11	%
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Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.



The Customer/Landlord relationship

The information you give us here will tell us about the relationships you have with your tenants and other service users.

Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants
2.1.1	White (total)	12090	24001	1533
	(a) Scottish	10428	19786	1200
	(b) Other British	384	1131	65
	(c) Irish	92	161	7
	(d) Gypsy/traveller	6	21	0
	(e) Polish	369	1367	141
	(f) any other white background	811	1535	120
2.1.2	Mixed or multiple ethnic background	81	229	12
2.1.3	Asian, Asian Scottish, Asian British (total)	312	838	36
	(a) Indian	30	108	2
	(b) Pakistani	83	283	11
	(c) Bangladeshi	52	117	8
	(d) Chinese	58	134	5
	(e) Any other Asian background	89	196	10



2.1.4	Black, Black Scottish, Black British (total)	385	931	71
	(a) Caribbean	20	57	6
	(b) African	320	785	58
	(c) Any other black background	45	89	7
2.1.5	Other ethnic background	113	220	19
	(a) Arab, Arab Scottish or Arab British	15	77	10
	(b) any other group	98	143	9
2.1.6	Unknown	6366	1049	42
2.1.7	Total	19347	27268	1713

2.2 The number of people who consider themselves to have a disability by:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants	
		2776	7073	552	

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 "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?" 1041

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed 172

3.2.2 fairly good at keeping them informed 614

3.2.3 neither good nor poor at keeping them informed 198

3.2.4 fairly poor at keeping them informed 51

3.2.5 very poor at keeping them informed 6

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	75.50	%
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Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)

In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:

6.1 "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?" 1041

6.2 Of the tenants who answered, how many said that they were:
6.2.1 very satisfied 149

6.2.2 fairly satisfied 538

6.2.3 neither satisfied nor dissatisfied 288

6.2.4 fairly dissatisfied 59

6.2.5 very dissatisfied 7

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	65.99	%
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Comments (The customer / landlord relationship)



Housing Quality and Maintenance

The information you give us here will tell us about the quality of the housing you provide and the repairs service you offer.



Quality of Housing

The information you give us here will allow us to monitor the quality of the housing your organisation gives its tenants.

**Scottish Housing Quality Standard (SHQS) – Stock condition survey
information (Indicator C24)**

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

October 2014

C24.2 What percentage of stock did your organisation fully assess for compliance between 1 April 2011 to 31 March 2015?

100

C24.3 The date of your next scheduled stock condition survey or assessment

February 2016

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

50

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

Data imported into an asset management system. From this a five year SHQS programme was developed. Asset management system currently being developed to integrate revenue streams. SHQS survey data revisited each financial year through desktop exercises and on site surveys to develop SHQS specific capital programmes. Survey data to be developed to support EESSH requirements.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock at the end of the reporting year	19911	19911
C25.2 Self-contained stock exempt from SHQS	1835	1835
C25.3 Self-contained stock in abeyance from SHQS	3083	3083
C25.3.1 Self-contained stock failing SHQS for one criterion	0	0
C25.3.2 Self-contained stock failing SHQS for two or more criteria	0	0
C25.3.3 Total self-contained stock failing SHQS	0	0
C25.4 Stock meeting the SHQS	14993	14993

**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard in 2015?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	0	0
C26.4 Because they did not have modern facilities and services	0	0
C26.5 Because the were not healthy, safe and secure	0	0

***Scottish Housing Quality Standard (SHQS) – Working towards the standard
(Indicator C27)***

Please state:

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

1884

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year?

1884

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year?

0

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

Scottish Housing Quality Standard (SHQS) (Indicator C28.1)

Please state:

C28.1.1 The number of self-contained properties with anticipated exemptions

1835

C28.1.2 The range of elements not met

C Energy Efficiency: 34a Full central heating
C Energy Efficiency: 34b Efficient central heating
C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems)
D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements
D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets
D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space
E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)
E Healthy, Safe & Secure: 55 Common external front and rear access doors in a good state of repair (flats only)

C28.1.3 The reason(s) the elements are not met

(b) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building
(c) Work could be done but the costs would be disproportionate
(d) Any other reasons

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

Energy Efficiency - Improve SAP rating as practical by installing insulation to inside face of external walls, install triple glazing and improve heating.
Door entry and secure common doors: Owner funding - revisit blocks to encourage further owner sign up

**Scottish Housing Quality Standard (SHQS) – Abeyances at the year end
(Indicator C28.2)**

Please state:

C28.2.1 The number of self-contained properties with anticipated exemptions

3083

C28.2.2 The range of elements not met

C Energy Efficiency: 34a Full central heating

C Energy Efficiency: 34b Efficient central heating

C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems)

E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

E Healthy, Safe & Secure: 55 Common external front and rear access doors in a good state of repair (flats only)

C28.2.3 The reason(s) the elements are not met

(a) Work cannot be done because the tenants objects

(b) Work cannot be done because owners object to common repairs

C28.2.4 What action is your organisation taking or planning to take to address these exemptions

35 Energy efficiency - Contact residents to encourage further take up.

54 + 55 Door entry and secure common door (1240) - Work to be enforced through the Tenement Scotland Act 2004, which due to the length of the enforcement process will be compliant post March 2015.

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	0	0	0	0
C29.3 Because they were/are not energy efficient	372	747080	0	0
C29.4 Because they did/do not have modern facilities and services	645	4448448	0	0
C29.5 Because they were/are not healthy, safe and secure	867	2112500	0	0
C29.6 The total number of properties improved	1884	7308028	0	0
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of	1	15000	0	0



demolition				
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**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)
(Indicator 7)**

For properties within scope of the SHQS, please state:

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

19911

7.1.2 projected to the end of the next reporting year

19911

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

14993

7.2.2 projected to the end of the next reporting year

14993

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	75.30	%
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Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	75.30	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

19911

8.1.2 projected to the end of the next reporting year

19911

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

18594

8.2.2 projected to the end of the next reporting year

18594

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)	93.39	%
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93.39

%

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year (Indicator 8)	93.39	%
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93.39

%

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

84

9.2 Of the tenants who answered, how many said that they were:

9.2.1 very satisfied

16

9.2.2 fairly satisfied

44

9.2.3 neither satisfied nor dissatisfied

9

9.2.4 fairly dissatisfied

12

9.2.5 very dissatisfied

3

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)	71.43	%
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Percentage of tenants satisfied with the quality of their home (Indicator 10)

In relation to tenant satisfaction with the quality of their home, please state:

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

1041

10.2 Of the tenants who answered, how many said that they were:

10.2.1 very satisfied

270

10.2.2 fairly satisfied

658

10.2.3 neither satisfied nor dissatisfied

42

10.2.4 fairly dissatisfied

58

10.2.5 very dissatisfied

13

Percentage of tenants satisfied with the quality of their home (Indicator 10)	89.15	%
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Repairs, Maintenance & Improvements

The information you give us here will tell us about the repairs service you offer.

***Average number of reactive repairs completed per occupied property
(Indicator C13)***

Please state:

C13.1 The total number of reactive repairs completed during the reporting year

59270.0

C13.2 The number of occupied properties during the reporting year

19327

Average number of reactive repairs completed per occupied property (Indicator C13)	3.07	
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Average length of time taken to complete emergency repairs (Indicator 11)

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Please state:

11.1 The number of emergency repairs completed in the reporting year

15031

11.2 The total number of hours taken to complete emergency repairs

63435

Average length of time taken to complete emergency repairs (Indicator 11)	4.22	hours
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Average length of time taken to complete non-emergency repairs (Indicator 12)

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

44239

12.2 The total number of working days taken to complete non-emergency repairs

354198

Average length of time taken to complete non-emergency repairs (Indicator 12)	8.01	days
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)

Please state:

13.1 The number of reactive repairs completed right first time during the reporting year

36442

13.2 The total number of reactive repairs completed during the reporting year

44239

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	82.38	%
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Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?
Yes

14.2 The number of reactive repairs appointments made in the reporting year 38335

14.3 The number of reactive repair appointments kept in the reporting year 34066

Percentage of repairs appointments kept (Indicator 14)	88.86	%
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Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

16551

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

16522

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	99.82	%
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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 16)

In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:

16.1 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?"

428

16.2 Of the tenants who answered, how many said that they were:

16.2.1 very satisfied

171

16.2.2 fairly satisfied

193

16.2.3 neither satisfied nor dissatisfied

29

16.2.4 fairly dissatisfied

28

16.2.5 very dissatisfied

7

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

85.05

%



Comments (Housing quality and maintenance)

As at 31st March 2015 no Council properties fail SHQS. The Council will continue to prioritise abeyances in its Capital Programme in 2015/16 and 2016/17. We are unable to specify the number that can be brought up to the standard as the majority of abeyances require private owner participation.

Indicator 8 - no properties fail the standard. 1,196 properties are exemptions and 121 are abeyances.



Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.



Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

The information you give us here will tell us about the neighbourhoods and communities you manage.

**Percentage of 1st and 2nd stage complaints resolved by the landlord
(Indicators 4 & 5)**

Equalities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	0	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	0	0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	1803	N/a	155	N/a
Carried forward from the previous reporting year	26	N/a	13	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	1798	98.31	151	89.88

4.2.4 Complaints upheld by the landlord in the reporting year	988	54.02	69	41.07
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	1607	89.38	129	85.43

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	1803	N/a	155	N/a
Carried forward from the previous reporting year	26	N/a	13	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	1798	98.31	151	89.88
4.3.4 Complaints upheld by the landlord in the reporting year	988	54.02	69	41.07
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	1607	89.38	129	85.43

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
--	---	---

Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	98.31	%
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Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
--	---	---



4 & 5)		
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Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	54.02	%
--	-------	---

Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
---	---	---

Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	89.88	%
--	-------	---

Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
---	---	---

Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	41.07	%
--	-------	---

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
--	---	---

Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	89.38	%
---	-------	---



Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
---	---	---

Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	85.43	%
--	-------	---

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?" 1041

17.2 Of the tenants who answered, how many said that they were:

17.2.1 very satisfied 264

17.2.2 fairly satisfied 662

17.2.3 neither satisfied nor dissatisfied 80

17.2.4 fairly dissatisfied 32

17.2.5 very dissatisfied 3

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	88.95	%
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Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year

3343

18.2 The number of tenancy offers that were refused

1182

Percentage of tenancy offers refused during the year (Indicator 18)	35.36	%
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Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year

1732

19.2 Of those at 19.1, the number of cases resolved in the reporting year

1669

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year

902

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	52.08	%
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year

448

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

47

24.2.2 because of anti-social behaviour

8

24.2.3 for other reasons

0

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)

10.49

%

Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)

1.79

%

Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)

0.0

%



Percentage of the court actions initiated which resulted in eviction (Indicator 24)	12.28	%
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Abandoned properties (Indicator C11)

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

the property is unoccupied; and

the tenant does not intend to occupy the property as their home

Please state:

C11.1 The number of properties abandoned during the reporting year

195

Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant. Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property. Please state:

C12.1 The number of notices of proceedings issued during the reporting year

590

C12.2 The number of orders for recovery of possession granted during the reporting year

209

Comments (Neighbourhood & community)

All 'equalities issues' complaints are captured within the 'other issues' complaints as these are not monitored separately.



Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.



Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

Percentage of lettable houses that became vacant in the last year (Indicator 21)

Please state:

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

1871

Percentage of lettable houses that became vacant in the last year (Indicator 21)	9.40	%
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Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year

1652

35.2 The total number of calendar days properties were empty

41255

Average time to re-let properties in the last year (Indicator 35)

24.97

days

Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year

22.2 The number of approved applications completed between start and end of the reporting year

23.1 The total number of days taken to complete approved applications

23.2 The number of medical adaptations completed in the reporting year

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	74.67	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	154.72	days
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***Percentage of new tenancies sustained for more than a year, by source of let
(Indicator 20)***

Please state:

20.1 The number of tenancies which began in the previous reporting year by:

20.1.1 existing tenants

214

20.1.2 applicants who were assessed as statutory homeless by the local authority

1007

20.1.3 applicants from your organisation's housing list

590

20.1.5 others

0

20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:

20.2.1 existing tenants

198

20.2.2 applicants who were assessed as statutory homeless by the local authority

922

20.2.3 applicants from your organisation's housing list

540

20.2.5 others

0



Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	92.52	%
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Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	91.56	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	91.53	%
---	-------	---

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	0.0	%
--	-----	---



Homeless people

The information you give us here will tell us about the services you offer homeless people.

***Average length of time in temporary or emergency accommodation by type
(Indicator 25)***

For cases that were closed in the reporting year, please state:

25.1 The total number of days households spent in temporary or emergency accommodation by:

25.1.1 Ordinary local authority dwelling

102925

25.1.2 RSL dwelling

10914

25.1.3 Local authority-owned hostel

46236

25.1.4 RSL-owned hostel

24205

25.1.5 Other hostel

52578

25.1.6 Bed and breakfast

118996

25.1.7 Women's refuge

0

25.1.8 Private sector lease

0

25.1.9 Other

18598

25.2 The total number of different households who occupied temporary or emergency accommodation by:

25.2.1 Ordinary local authority dwelling

917

25.2.2 RSL dwelling

91

25.2.3 Local authority-owned hostel

996

25.2.4 RSL-owned hostel

326

25.2.5 Other hostel

902

25.2.6 Bed and breakfast

4505

25.2.7 Women's refuge

0

25.2.8 Private sector lease

0

25.2.9 Other

416

Average length of time in temporary or emergency accommodation (ordinary local authority dwelling) (Indicator 25)

112.24

days

Average length of time in temporary or emergency accommodation (RSL dwelling) (Indicator 25)	119.93	days
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Average length of time in temporary or emergency accommodation (local authority- owned hostel) (Indicator 25)	46.42	days
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Average length of time in temporary or emergency accommodation (RSL-owned hostel) (Indicator 25)	74.25	days
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Average length of time in temporary or emergency accommodation (other hostel) (Indicator 25)	58.29	days
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Average length of time in temporary or emergency accommodation (bed and breakfast) (Indicator 25)	26.41	days
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Average length of time in temporary or emergency accommodation (women's refuge) (Indicator 25)	0.0	days
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Average length of time in temporary or emergency accommodation (private sector lease) (Indicator 25)	0.0	days
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Average length of time in temporary or emergency accommodation (other) (Indicator 25)	44.71	days
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Average length of time in temporary or emergency accommodation (all types) (Indicator 25)	45.93	days
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Percentage of households requiring temporary or emergency accommodation to whom an offer was made and offers refused in the last year by accommodation type (Indicators 26 & 27)

Please state:

26.1 The number of households where the landlord was required to make an offer of temporary or emergency accommodation in the reporting year	8687
26.2 The number of offers of temporary or emergency accommodation made in the reporting year by:	
26.2.1 Ordinary local authority dwelling	992
26.2.2 RSL dwelling	95
26.2.3 Local authority-owned hostel	1030
26.2.4 RSL-owned hostel	329
26.2.5 Other hostel	894
26.2.6 Bed and breakfast	4601
26.2.7 Women's refuge	0

26.2.8 Private sector lease

0

26.2.9 Other

517

27.1 The number of offers of temporary or emergency accommodation refused in the reporting year
by:

27.1.1 Ordinary local authority dwelling

88

27.2.2 RSL dwelling

1

27.2.3 Local authority-owned hostel

51

27.2.4 RSL-owned hostel

3

27.2.5 Other hostel

23

27.2.6 Bed and breakfast

91

27.2.7 Women's refuge

0

27.2.8 Private sector lease

0

27.2.9 Other

42



26.2

8458

Percentage of households requiring temporary or emergency accommodation to whom an offer was made (Indicator 26)	97.36	%
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Percentage of offers of temporary or emergency accommodation refused (ordinary local authority dwelling) (Indicator 27)	8.87	%
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Percentage of offers of temporary or emergency accommodation refused (RSL dwelling) (Indicator 27)	1.05	%
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Percentage of offers of temporary or emergency accommodation refused (local authority-owned hostel) (Indicator 27)	4.95	%
--	------	---

Percentage of offers of temporary or emergency accommodation refused (RSL-owned hostel) (Indicator 27)	0.91	%
--	------	---

Percentage of offers of temporary or emergency accommodation refused (other hostel) (Indicator 27)	2.57	%
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Percentage of offers of temporary or emergency accommodation refused (bed and breakfast) (Indicator 27)	1.98	%
---	------	---



Percentage of offers of temporary or emergency accommodation refused (women's refuge) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (private sector lease) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (other) (Indicator 27)	8.12	%
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Percentage of offers of temporary or emergency accommodation refused (all types) (Indicator 27)	3.54	%
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Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

Please state:

28.1 For each placement in temporary or emergency accommodation in the last year, how many households answered the question How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?

91

28.2 Of the households who answered, how many said that they were:

28.2.1 very satisfied

38

28.2.2 fairly satisfied

40

28.2.3 neither satisfied nor dissatisfied

4

28.2.4 fairly dissatisfied

5

28.2.5 very dissatisfied

4

Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

85.71

%



Comments (Access to housing and support)

The types of temporary and emergency accommodation are categorised as per the Councils statutory returns to the Scottish Government.



Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.



Value for money

The information you give us here will tell us about the value for money you achieve.

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 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?" 1041

29.2 Of the tenants who answered, how many said that their rent represented:
29.2.1 very good value for money 179

29.2.2 fairly good value for money 499

29.2.3 neither good nor poor value for money 295

29.2.4 fairly poor value for money 49

29.2.5 very poor value for money 10

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	65.13	%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 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?"

119

33.2 Of the factored owners who answered, how many said that they were:

33.2.1 very satisfied

18

33.2.2 fairly satisfied

58

33.2.3 neither satisfied nor dissatisfied

19

33.2.4 fairly dissatisfied

11

33.2.5 very dissatisfied

13

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	63.87	%
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Rents and service charges

The information you give us here will tell us about how you maximise your income.

Rent collected as percentage of total rent due in the reporting year (Indicator 30)

Please state:

30.1 The total amount of rent collected in the reporting year

92119264

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

92823051

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	99.24	%
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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 31)

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

5945934

31.2 The total rent due for the reporting year

93943777

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	6.33	%
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Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year

93943777.0

34.2 The total amount of rent lost through properties being empty during the reporting year

560363

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.60	%
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Rent increase (Indicator C21)

Please state:

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

2



The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

16142

C22.2 The value of direct housing cost payments received during the reporting year

61728931

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)

Please state:

C23.1 The total value of former tenant arrears at year end

1416609

C23.2 The total value of former tenant arrears written off at year end

708638

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	50.02	%
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Comments (Getting good value from rents and service charges)



Other Customers

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes.
Please state:

36.1 The total amount of rent set for all pitches during the reporting year

80361

36.2 The total number of pitches

20

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	£	77.27	
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For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

14

37.2 Of the Gypsies/Travellers who answered, how many said that they were:

37.2.1 very satisfied

2

37.2.2 fairly satisfied

5

37.2.3 neither satisfied nor dissatisfied

2

37.2.4 fairly dissatisfied

2

37.2.5 very dissatisfied

3

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	50.00	%
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Comments (Other customers)

There has been further improvement of Edinburgh's North Cairntow Travelling Persons Site with investment in improved CCTV, landscaping and repairs to the children's play area. This year, Edinburgh Council and its partners will also deliver an educational and social facility to the site by means of the placdement of a fully fitted out double decker bus and parked up as a permanent fixture. This will assist with education, health screening/assessment and community engagement. It will also be the regular meeting point for members of the Travelling Persons Site Advisory Group.