

Annual Return on the Charter (ARC) 2019-2020

Scottish Housing
Regulator**Landlord name:** Sanctuary Scotland Housing Association Ltd**RSL Reg. No.:** 302**Report generated date:** 18/05/2020 10:47:25**Approval**

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments	



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mrs Patricia Cahill
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	6.00
C1.2.2	the number of office based staff	49.14
C1.2.3	the number of care / support staff	1.86
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	57.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	7.30%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.26%



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	566
C3.2	The number of 'supported housing' lets during the reporting year	36
Indicator C3		602



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	19
C2.2	The number of lets to housing list applicants	405
C2.3	The number of mutual exchanges	42
C2.4	The number of lets from other sources	4
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	74
C2.5.2	nominations from the local authority	3
C2.5.3	other	40
C2.6	the number of other nominations from local authorities	57
C2.7	Total number of lets excluding exchanges	602



Comments (Social landlord contextual information)

**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	803
1.1.2	the fieldwork dates of the survey	02/2019
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:	350
	very satisfied	
1.2.2	fairly satisfied	260
1.2.3	neither satisfied nor dissatisfied	63
1.2.4	fairly dissatisfied	53
1.2.5	very dissatisfied	75
1.2.6	no opinion	2
1.2.7	Total	803

Indicator 1	75.97%
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Comments (Overall satisfaction)



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?"	803
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	342
2.2.2	fairly good at keeping them informed	376
2.2.3	neither good nor poor at keeping them informed	30
2.2.4	fairly poor at keeping them informed	26
2.2.5	very poor at keeping them informed	29
2.2.6	Total	803

	Indicator 2	89.41%
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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?"	803
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	373
5.2.2	fairly satisfied	349
5.2.3	neither satisfied nor dissatisfied	58
5.2.4	fairly dissatisfied	8
5.2.5	very dissatisfied	15
5.2.6	Total	803

	Indicator 5	89.91%
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Comments (The customer / landlord relationship)



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	37.00
C8.3	The date of your next scheduled stock condition survey or assessment	09/2020
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C8.5	Comments on method of assessing SHQS compliance.	

Survey information is uploaded on to Sanctuary Group's in house asset management database. This allows reports to be run to ensure housing stock is SHQS compliant or if intervention is required to ensure compliance with the standards.



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	6,944	6,944
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	4	0
C9.4.1	Self-contained stock failing SHQS for one criterion	6	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	6	0
C9.5	Stock meeting the SHQS	6,934	6,944



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	701	701
Aberdeenshire	746	746
Angus	53	53
Argyll & Bute	0	0
City of Edinburgh	24	24
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	925	925
East Ayrshire	0	0
East Dunbartonshire	36	36
East Lothian	0	0
East Renfrewshire	2	2
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	1,497	1,497
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	2,020	2,026
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	927	931
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	3	3
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	6,934	6,944



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	6,944
6.1.2	projected to the end of the next reporting year	6,944
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	6,934
6.2.2	projected to the end of the next reporting year	6,944

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.86%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%



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?"	803
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	431
7.2.2	fairly satisfied	225
7.2.3	neither satisfied nor dissatisfied	63
7.2.4	fairly dissatisfied	52
7.2.5	very dissatisfied	32
7.3	Total	803

	Indicator 7	81.69%
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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	6,551
8.2	The total number of hours taken to complete emergency repairs	33,830

Indicator 8		5.16
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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	23,223
9.2	The total number of working days taken to complete non-emergency repairs	152,063

Indicator 9		6.55
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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	21,499
10.2	The total number of reactive repairs completed during the reporting year	23,223

Indicator 10		92.58%
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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	

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?"	1,111
12.2	Of the tenants who answered, how many said that they were:	698
12.2.1	very satisfied	
12.2.2	fairly satisfied	238
12.2.3	neither satisfied nor dissatisfied	105
12.2.4	fairly dissatisfied	34
12.2.5	very dissatisfied	36
12.2.6	Total	1,111

	Indicator 12	84.25%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1 Number of self contained properties				
	Gas	Electric	Other fuels	Total
Flats	2,289	153	0	2,442
Four-in-a-block	218	7	1	226
Houses (other than detached)	4,140	74	3	4,217
Detached houses	57	2	0	59
Total	6,704	236	4	6,944

C10.2 Number of self contained properties not in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.3 Number of self contained properties in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	2,289	153	0	2,442
Four-in-a-block	218	7	1	226
Houses (other than detached)	4,140	74	3	4,217
Detached houses	57	2	0	59
Total	6,704	236	4	6,944

C10.4 Number of properties in scope of the EESH where compliance is unknown				
	Gas	Electric	Other fuels	Total
Flats	8	0	0	8
Four-in-a-block	2	0	0	2
Houses (other than detached)	39	0	0	39
Detached houses	0	0	0	0
Total	49	0	0	49



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
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We have an on-going EPC programme, in these instances Tenants have not responded or have refused access for an EPC, so a rating is not available at this time

C10.5	Number of properties in scope of the EESSH that do not meet the standard
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	Gas	Electric	Other fuels	Total
Flats	240	59	0	299
Four-in-a-block	10	1	0	11
Houses (other than detached)	672	32	1	705
Detached houses	2	1	0	3
Total	924	93	1	1,018

C10.6	Number of properties in scope of the EESSH that are exempt the standard
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	Gas	Electric	Other fuels	Total
Flats	3	0	0	3
Four-in-a-block	1	0	0	1
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	4	0	0	4

C10.7	Number of properties in scope of the EESSH that meet the standard
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	Gas	Electric	Other fuels	Total
Flats	2,038	94	0	2,132
Four-in-a-block	205	6	1	212
Houses (other than detached)	3,429	42	2	3,473
Detached houses	55	1	0	56
Total	5,727	143	3	5,873

C10	84.6%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	3	0	0	3
Four-in-a-block	1	0	0	1
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	4	0	0	4

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		4
Unable to secure funding		0
Other reason / unknown		0
Total		4

C11.3 If other reason or unknown, please explain

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Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	59	0
B	1,808	99
C	2,231	439
D	662	24
E	108	2
F	36	1
G	8	0
Total	4,912	565

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	0	
SAP 2009	1,168	
SAP 2012	3,744	
Other procedure / unknown	0	
Total	4,912	

C12.3	If other procedure or unknown, please explain

Indicator C12

70.7%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	444
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£1,121,819
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£1,121,819

C13.3 Please give reasons for any investment which came from another source



Comments (Housing quality and maintenance)



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	230	59
Complaints carried forward from previous reporting year	13	14
All complaints received and carried forward	243	73
Number of complaints responded to in full by the landlord in the reporting year	241	70
Time taken in working days to provide a full response	686	1,230

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.18%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	95.89%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.85
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.57



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?"	803
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	313
13.2.2	fairly satisfied	331
13.2.3	neither satisfied nor dissatisfied	80
13.2.4	fairly dissatisfied	51
13.2.5	very dissatisfied	28
13.2.6	Total	803

Indicator 13	80.20%
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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	1,001
14.2	The number of tenancy offers that were refused	195

		Indicator 14	19.48%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	425
15.2	Of those at 15.1, the number of cases resolved in the last year	376

Indicator 15		88.47%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	41
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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	106
22.2.1	The number of properties recovered: because rent had not been paid	28
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	4

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	26.42%
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	3.77%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	30.19%



Comments (Neighbourhood & community)



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	6,970
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	454

Indicator 17		6.51%
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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.	252
19.2	The number of approved applications completed between the start and end of the reporting year	238
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	14
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19

14



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

20.1	The cost (£) that was landlord funded;	£169,908
20.2	The cost (£) that was grant funded	£235,000
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£404,908
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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.	8,978
21.2	The total number of adaptations completed during the reporting year.	345

		Indicator 21	26.02
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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.	96
23.2	The total number of individual homeless households referrals received under other referral routes.	21
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	117
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	96
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	21
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.	117
23.7	The total number of accepted offers.	114

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	97.44%



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	408
30.2	The total number of calendar days properties were empty	8,944

Indicator 30		21.92
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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	14
16.1.2	applicants who were assessed as statutory homeless by the local authority	156
16.1.3	applicants from your organisation's housing list	508
16.1.4	nominations from local authority	103
16.1.5	other	11
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	14
16.2.2	applicants who were assessed as statutory homeless by the local authority	148
16.2.3	applicants from your organisation's housing list	454
16.2.4	nominations from local authority	99
16.2.5	other	10

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	94.87%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.37%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	96.12%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	90.91%



Comments (Access to housing and support)



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	£33,731,517
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£33,321,158

	Indicator 26	101.23%
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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)
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27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£2,102,239
27.2	The total rent due for the reporting year	£33,475,179

	Indicator 27	6.28%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,822
28.2	The total value of management fees invoiced to factored owners in the reporting year	£198,031

Indicator 28		£108.69
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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	33,475,179
18.2	The total amount of rent lost through properties being empty during the reporting year	154,021

Indicator 18		0.46%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.70%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	3,967
C6.2	The value of direct housing cost payments received during the reporting year	£15,064,428



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	£523,189
C7.2	The total value of former tenant arrears written off at year end	£490,843
Indicator C7		93.82%

**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)

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?"	803
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	147
25.2.2	fairly good value for money	400
25.2.3	neither good nor poor value for money	132
25.2.4	fairly poor value for money	99
25.2.5	very poor value for money	25
25.3	Total	803

Indicator 25	68.12%
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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?"	151
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	15
29.2.2	fairly satisfied	38
29.2.3	neither satisfied nor dissatisfied	25
29.2.4	fairly dissatisfied	33
29.2.5	very dissatisfied	40
29.3	Total	151

Indicator 29	35.10%
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Comments (Getting good value from rents and service charges)



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	

Indicator 31



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