Annual Return on the Charter (ARC) 2023-2024

Landlord name: Oak Tree Housing Association Ltd

RSL Reg. No.: 137

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Approval

A1.1	Date approved	20/05/2024
A1.2	Approver	Suk Hopper
A1.3	Approver job title	Director of Property (Depute CEO)
A1.4	Comments (Approval)	
		N/A

Comments (Submission)

A draft ARC return was presented to our Management Committee at our meeting held on Monday 20th May 2024. Our Management Committee approved the draft documentation for submission.

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	4.00
C1.2.2	the number of office based staff	38.80
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	42.80
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	50.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.30%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.72%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between ‘general needs’ and ‘supported housing’ (Indicator C3)

C3.1	The number of ‘general needs’ lets during the reporting year	112
C3.2	The number of ‘supported housing’ lets during the reporting year	76

Indicator C3	188

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	16
C2.2	The number of lets to housing list applicants	114
C2.3	The number of mutual exchanges	8
C2.4	The number of lets from other sources	1
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	7
C2.5.2	nominations from the local authority	0
C2.5.3	other	15
C2.6	the number of other nominations from local authorities	35
C2.7	Total number of lets excluding exchanges	188

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

Overall satisfaction

All outcomes

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	800
1.1.2	the fieldwork dates of the survey	09/2021
1.1.3	The method(s) of administering the survey: Post	
1.1.4	Telephone	X
1.1.5	Face-to-face	
1.1.6	Online	
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	390
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%

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%

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%

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	08/2020
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	09/2025
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.	

We have SQL reports in place which pull data direct from SDM, our housing software programme. We have reports for EESSH, LD2, Kitchen non compliance and EICR's. Each report provides an indication of applicable properties, passes/failures, exemptions and abeyances.
We have 52 exempt properties which is comprised of 15 kitchen (kitchen floor space cannot be reconfigured to comply with 1m3 storage units) and 37 EESSH (there are technical reasons and excessive costs). We have 4 kitchen exempt properties where there is not enough room within the kitchen to provide additional storage without re-modelling. These properties are included within the 2024-25 planned maintenance programme and we will take the opportunity to comply at that point.
We have 25 properties in abeyance where 18 tenants are refusing to allow reconfiguration of their kitchen layout and 7 properties for EICR where tenants have either rigged their electricity meter or are a hoarder making an inspection impossible. We are working together with our repairs colleagues and progressing compliance when these properties become void. Our housing colleagues are also working with our tenants to provide support with their hoarding to then enable an electrical inspection to be carried out.
We have 21 properties failing SHQS and these are all related to EESSH failures where the EPC rating is below 'C'. These properties were either cloned, established via a desk top survey or surveyed by an external surveyor. All our Maintenance Officers are now fully qualified to undertake EPC surveys and are familiar and knowledgeable on our stock. We now intend to re-visit these failing properties and re-survey the EPC's to determine whether or not they have been calculated correctly. We will carry out measures, where required, where possible.

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	52	48
C9.3	Self-contained stock in abeyance from SHQS	25	25
C9.4.1	Self-contained stock failing SHQS for one criterion	21	21
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	21	21
C9.5	Stock meeting the SHQS	1,740	1,744

C9.6	Total self-contained stock meeting the SHQS by local authority

	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	1,740	1,744
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	1,740	1,744

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

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	1,740
6.2.2	projected to the end of the next reporting year	1,744

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	94.67%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	94.89%

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%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	2,004
8.2	The total number of hours taken to complete emergency repairs	4,706

Indicator 8	2.35

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	5,485
9.2	The total number of working days taken to complete non-emergency repairs	38,462

Indicator 9	7.01

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	4,639
10.2	The total number of reactive repairs completed during the reporting year	5,331

Indicator 10	87.02%

How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
		N/A

Indicator 11	0

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
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	262
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.

The bulk of this information has already been provided in the earlier section regarding SHQS figures. As you are aware we had a notifiable event regarding EICR failures which has been addressed robustly with only 7 EICR's failing at present due to matters out with the Association's control. Where meters have been rigged, these have been reported to the supplier and is being regularly pursued to progress to a conclusion so that we can be in a position to carry out an electrical inspection. As advised where tenants have been hoarders, our electrical contractor has advised that it is impossible to carry out an adequate test and this is being resolved by our housing officers who are seeking external support and assistance for these tenants. To confirm, we comply with gas and fire safety requirements.

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	92	4
Complaints carried forward from previous reporting year	2	0
All complaints received and carried forward	94	4
Number of complaints responded to in full by the landlord in the reporting year	93	3
Time taken in working days to provide a full response	482	44

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.94%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	75.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.18
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.67

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%

Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	469
14.2	The number of tenancy offers that were refused	283

Indicator 14	60.34%

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	233
15.2	Of those at 15.1, the number of cases resolved in the last year	230

Indicator 15	98.71%

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	7

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	11
22.2.1	22.2 The number of properties recovered: because rent had not been paid	2
22.2.2	because of anti-social behaviour	5
22.2.3	for other reasons	1

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	18.18%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	45.45%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	9.09%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	72.73%

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)

17.1	The total number of lettable self-contained stock	1,840
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	164

Indicator 17	8.91%

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.	135
19.2	The number of approved applications completed between the start and end of the reporting year	86
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	49
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	49

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	£89,985
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£89,985

The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	16,278
21.2	The total number of adaptations completed during the reporting year.	86

Indicator 21	189.28

Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	52
23.2	The total number of individual homeless households referrals received under other referral routes.	117
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	169
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	7
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	15
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.	22
23.7	The total number of accepted offers.	22

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	13.02%
Indicator 23 - The percentage of those offers that result in a let	100.00%

Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	188
30.2	The total number of calendar days properties were empty	13,061

Indicator 30	69.47

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	47
16.1.2	applicants who were assessed as statutory homeless by the local authority	21
16.1.3	applicants from your organisation's housing list	160
16.1.4	nominations from local authority	18
16.1.5	other	3
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	46
16.2.2	applicants who were assessed as statutory homeless by the local authority	20
16.2.3	applicants from your organisation's housing list	148
16.2.4	nominations from local authority	16
16.2.5	other	3

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	97.87%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	95.24%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	92.50%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	88.89%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£9,233,641
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£9,268,318

Indicator 26	99.63%

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	£271,164
27.2	The total rent due for the reporting year	£9,438,433

Indicator 27	2.87%

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	£48,418

Indicator 28	£40.42

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	£9,438,433
18.2	The total amount of rent lost through properties being empty during the reporting year	£169,412

Indicator 18	1.79%

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.10%

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	1,129
C6.2	The value of direct housing cost payments received during the reporting year	£4,432,460

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	£73,013
C7.2	The total value of former tenant arrears written off at year end	£21,651

Indicator C7	29.65%

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?"	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%

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%

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

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31	N/A

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	

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