

Landlord name: Dalmuir Park Housing Association Ltd

RSL Reg. No.: 98

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Approval

A1.1	Date approved	21/05/2024
A1.2	Approver	Anne Marie Brown
A1.3	Approver job title	Chief Executive
A1.4	Comments (Approval)	
		N/A



Comments (Submission)

N/A

**Social landlord contextual information****Staff**

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

C1.1	the name of Chief Executive	Mrs. Anne Marie Brown
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	13.29
C1.2.3	the number of care / support staff	8.77
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.34
C1.2.6	the total number of staff	26.40
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	4.58%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.31%

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	66
C3.2	The number of 'supported housing' lets during the reporting year	6
Indicator C3		72



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

C2.1	The number of lets to existing tenants	5
C2.2	The number of lets to housing list applicants	15
C2.3	The number of mutual exchanges	0
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	48
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	72

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

Other sources of let reported at C2.4 include 3 nominations received from West Dunbartonshire council under an existing nomination agreement for vacancies at our Sheltered Housing complexes. The remaining "other" let was a condition of sale of property and the existing occupier remained in the property as a tenant.

**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	139
1.1.2	the fieldwork dates of the survey	01/2024
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 checked="" 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: very satisfied	71
1.2.2	fairly satisfied	54
1.2.3	neither satisfied nor dissatisfied	9
1.2.4	fairly dissatisfied	3
1.2.5	very dissatisfied	2
1.2.6	no opinion	0
1.2.7	Total	139

Indicator 1	89.93%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	139
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	89
2.2.2	fairly good at keeping them informed	45
2.2.3	neither good nor poor at keeping them informed	1
2.2.4	fairly poor at keeping them informed	4
2.2.5	very poor at keeping them informed	0
2.2.6	Total	139

Indicator 2	96.40%
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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?"	139
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	82
5.2.2	fairly satisfied	48
5.2.3	neither satisfied nor dissatisfied	8
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	0
5.2.6	Total	139

Indicator 5	93.53%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	11/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	43.00
C8.3	The date of your next scheduled stock condition survey or assessment	06/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	30.00
C8.5	Comments on method of assessing SHQS compliance.	

An independent Building Surveying company has been appointed to carry out visual inspection of 73% of our lettable housing stock over 2 years. This commenced in November 2023 with the 2nd phase due to commence in June 2024.



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	670	670
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	27	24
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	27	24
C9.5	Stock meeting the SHQS	643	646



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
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	643	646
West Lothian	0	0
Totals	643	646



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	670
6.1.2	projected to the end of the next reporting year	670
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	643
6.2.2	projected to the end of the next reporting year	646

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	95.97%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	96.42%



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?"	139
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	56
7.2.2	fairly satisfied	61
7.2.3	neither satisfied nor dissatisfied	11
7.2.4	fairly dissatisfied	10
7.2.5	very dissatisfied	1
7.3	Total	139

Indicator 7	84.17%
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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	301
8.2	The total number of hours taken to complete emergency repairs	832

Indicator 8	2.76
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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	1,048
9.2	The total number of working days taken to complete non-emergency repairs	4,811

Indicator 9		4.59
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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	914
10.2	The total number of reactive repairs completed during the reporting year	1,047
Indicator 10		87.30%

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

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

Indicator 11		0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	72
12.2	Of the tenants who answered, how many said that they were:	50
12.2.1	very satisfied	
12.2.2	fairly satisfied	14
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	5
12.2.5	very dissatisfied	2
12.2.6	Total	72

Indicator 12	88.89%
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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.

DPHA remain fully compliant in respect of electrical, gas and fire safety regulations. All 27 failures recorded under SHQS relate to EPC failures which require retrofit insulation in order to bring them above a Grade D level. There are 3 properties where additional measures can be taken and we will endeavor to complete this work in the coming year to bring them up to SHQS.



Neighbourhood & community

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

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	34	9
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	34	9
Number of complaints responded to in full by the landlord in the reporting year	32	9
Time taken in working days to provide a full response	134	153

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	94.12%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.19
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.00



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	139
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	55
13.2.2	fairly satisfied	58
13.2.3	neither satisfied nor dissatisfied	10
13.2.4	fairly dissatisfied	13
13.2.5	very dissatisfied	3
13.2.6	Total	139

Indicator 13	81.29%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	92
14.2	The number of tenancy offers that were refused	25

Indicator 14		27.17%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	18
15.2	Of those at 15.1, the number of cases resolved in the last year	18

Indicator 15	100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	11
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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	1
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	100.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	100.00%

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

The number of abandos reported at C4.1 has increased from 2 in 22/23 to 11 in 23/24. A breakdown of the reasons behind the increase is listed below:

5 abandonments were served due to failure to end the tenancy correctly, the keys returned to the office but no letter, signed form or email to confirm end of tenancy was received and there was no way to contact the tenant. 2 abandonments were served following evictions granted (but not yet enforced) for rent arrears and the tenant left the property rather than facing eviction proceedings. The remaining 4 were where DPHA were informed by another party (Police, Support workers, neighbours) that the tenant was absent from the home. End of tenancy procedures have been reviewed and we anticipate improved results in this respect in the coming year.

The number of 1st stage complaints reported at Indicator 3 has risen from 18 reported in 22/23 to 34 reported this year. This is due to increased recording of expressions of dissatisfaction, staff training provided throughout the year has created more awareness and increased recording of complaints dealt with at frontline resolution.

The court action initiated and reported at 22.1 pertains to an anti-social behaviour case which is still in court proceedings. The recovered property due to rent not paid reported at 22.2.1 pertains to court action raised the previous year.



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	670
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	67

Indicator 17	10.00%
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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.	12
19.2	The number of approved applications completed between the start and end of the reporting year	12
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	0
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	0
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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	£14,596
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£14,596
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	340
21.2	The total number of adaptations completed during the reporting year.	12

Indicator 21	28.33
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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.	76
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	76
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	43
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
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.	43
23.7	The total number of accepted offers.	34

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	56.58%
Indicator 23 - The percentage of those offers that result in a let	79.07%

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	68
30.2	The total number of calendar days properties were empty	1,742

Indicator 30		25.62
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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	3
16.1.2	applicants who were assessed as statutory homeless by the local authority	26
16.1.3	applicants from your organisation's housing list	14
16.1.4	nominations from local authority	7
16.1.5	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	3
16.2.2	applicants who were assessed as statutory homeless by the local authority	23
16.2.3	applicants from your organisation's housing list	12
16.2.4	nominations from local authority	7
16.2.5	other	0

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	88.46%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	0.00%

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

The number of re-lets reported at Indicator 30 (68) differs from the number of lets reported at C2 (72) for the following reasons. 3 properties were new lets following DPHA purchasing property, 1 has not been counted as a re-let as it was a succession of tenancy case where a let was made to a non-resident family member to allow for continued care of children within the home.

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	£3,035,495
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,078,626

Indicator 26	98.60%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£229,259
27.2	The total rent due for the reporting year	£3,098,804

Indicator 27		7.40%
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Average annual management fee per factored property (Indicator 28)
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28.1	The number of residential properties factored	90
28.2	The total value of management fees invoiced to factored owners in the reporting year	£12,870

Indicator 28	£143.00
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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	£3,098,804
18.2	The total amount of rent lost through properties being empty during the reporting year	£20,178

Indicator 18	0.65%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.90%
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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	459
C6.2	The value of direct housing cost payments received during the reporting year	£1,435,145



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	£78,772
C7.2	The total value of former tenant arrears written off at year end	£28,729

Indicator C7	36.47%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	139
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	60
25.2.2	fairly good value for money	62
25.2.3	neither good nor poor value for money	11
25.2.4	fairly poor value for money	5
25.2.5	very poor value for money	1
25.3	Total	139

Indicator 25	87.77%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	61
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	27
29.2.2	fairly satisfied	27
29.2.3	neither satisfied nor dissatisfied	3
29.2.4	fairly dissatisfied	0
29.2.5	very dissatisfied	4
29.3	Total	61

Indicator 29	88.52%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

We are aware of the increase in tenant debt as reported at Indicator 27, steps are in place to address the increasing arrears and a restructure of our Customer Services team has taken place in recognition of the need to address increasing rent debt and improve performance management. An action plan is in development and targets for 24/25 have been agreed by our Board.

Former tenant debt reported at C7 increased to £78,772 from £49,111 the previous year. Much of this increase was due to increased write offs in the year and 4 cases where legal action had been taken due to non payment of rent and the tenancy ending in this financial year (of these 4; 1 evicted, 2 abandons and one voluntarily ended tenancy). This added £19,944 to our former tenant debt.

Other customers

Gypsies / Travellers

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

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

Indicator 31		N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were:	
	very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.