



Landlord name: Southside Housing Association Ltd

RSL Reg. No.: 186

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Approval

A1.1	Date approved	26/05/2022
A1.2	Approver	Patrick Mc Grath
A1.3	Approver job title	Director
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Patrick McGrath
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.80
C1.2.2	the number of office based staff	61.14
C1.2.3	the number of care / support staff	1.71
C1.2.4	the number of concierge staff	24.00
C1.2.5	the number of direct labour staff	2.57
C1.2.6	the total number of staff	93.22
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	26.30%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	14.46%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	7.90%

**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	135
C3.2	The number of 'supported housing' lets during the reporting year	11
Indicator C3		146



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	28
C2.2	The number of lets to housing list applicants	33
C2.3	The number of mutual exchanges	1
C2.4	The number of lets from other sources	14
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	71
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	146

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Comments (Social landlord contextual information)

A large empty rectangular box intended for providing 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	400
1.1.2	the fieldwork dates of the survey	06/2020
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: very satisfied	261
1.2.2	fairly satisfied	117
1.2.3	neither satisfied nor dissatisfied	13
1.2.4	fairly dissatisfied	5
1.2.5	very dissatisfied	4
1.2.6	no opinion	0
1.2.7	Total	400

Indicator 1	94.50%
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Comments (Overall satisfaction)

Indicator 1 - The Association commissioned Research Resource to carry out a Tenant Satisfaction Survey in 2020.



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?"	400
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	297
2.2.2	fairly good at keeping them informed	97
2.2.3	neither good nor poor at keeping them informed	3
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	1
2.2.6	Total	400

	Indicator 2	98.50%
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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?"	400
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	280
5.2.2	fairly satisfied	120
5.2.3	neither satisfied nor dissatisfied	0
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	400

	Indicator 5	100.00%
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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)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	12/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	60.20
C8.3	The date of your next scheduled stock condition survey or assessment	11/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	90.00
C8.5	Comments on method of assessing SHQS compliance.	

The Association conducted a full stock condition survey in 2019- 2020 to identify compliance with Scottish Housing Quality and Energy Efficiency Standards. The stock condition surveys undertaken included the inspection of dwellings and the collection of data to enable the production of forward forecast costs in relation to Planned Maintenance and Scottish Housing Quality Standards.

The Association's SHQS database details the condition and life expectancy of each element as it relates to Scottish Housing Quality Standards. This information is built up from the 2019 stock condition survey, void inspections, pre and post contract inspections and SHQS validation visits.

SHQS stock information, allows the Association to extract each properties performance against SHQS and subsequently collate/calculate the necessary information required under this return. There were no further surveys carried out in 2020 due to the Covid 19 pandemic.

The Association is commissioning a desk top review of the existing stock condition information we currently hold and we hope to have this work completed by February 2023.



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	2,130	2,289
C9.2	Self-contained stock exempt from SHQS	89	47
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	298	176
C9.4.2	Self-contained stock failing SHQS for two or more criteria	221	23
C9.4.3	Total self-contained stock failing SHQS	519	199
C9.5	Stock meeting the SHQS	1,522	2,043

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	1,522	2,043
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	0	0
West Lothian	0	0
Totals	1,522	2,043



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	2,130
6.1.2	projected to the end of the next reporting year	2,289
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,522
6.2.2	projected to the end of the next reporting year	2,043

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	71.46%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	89.25%



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?"	400
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	225
7.2.2	fairly satisfied	159
7.2.3	neither satisfied nor dissatisfied	10
7.2.4	fairly dissatisfied	4
7.2.5	very dissatisfied	2
7.3	Total	400

	Indicator 7	96.00%
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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	2,389
8.2	The total number of hours taken to complete emergency repairs	6,230

Indicator 8		2.61
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	4,865
9.2	The total number of working days taken to complete non-emergency repairs	21,015

Indicator 9		4.32
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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	4,395
10.2	The total number of reactive repairs completed during the reporting year	4,839

Indicator 10		90.82%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	2
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
One was late due to the tenant being terminally ill, and the other was an administration error.		

Indicator 11	2
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	129
	12.2 Of the tenants who answered, how many said that they were:	58
12.2.1	very satisfied	
12.2.2	fairly satisfied	23
12.2.3	neither satisfied nor dissatisfied	13
12.2.4	fairly dissatisfied	5
12.2.5	very dissatisfied	30
12.2.6	Total	129

	Indicator 12	62.79%
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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	1,283	1,081	0	2,364
Four-in-a-block	0	0	0	0
Houses (other than detached)	22	30	0	52
Detached houses	0	1	0	1
Total	1,305	1,112	0	2,417

C10.2 Number of self contained properties not in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	206	65	0	271
Four-in-a-block	0	0	0	0
Houses (other than detached)	4	11	0	15
Detached houses	0	1	0	1
Total	210	77	0	287

C10.3 Number of self contained properties in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	1,077	1,016	0	2,093
Four-in-a-block	0	0	0	0
Houses (other than detached)	18	19	0	37
Detached houses	0	0	0	0
Total	1,095	1,035	0	2,130

C10.4 Number of properties in scope of the EESH where compliance is unknown				
	Gas	Electric	Other fuels	Total
Flats	43	20	0	63
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	1	0	2
Detached houses	0	0	0	0
Total	44	21	0	65



C10.4.21 | Where EESSH compliance is unknown for any properties, please explain why

Properties require Energy Performance Certification (EPC).

C10.5 | Number of properties in scope of the EESSH that do not meet the standard

	Gas	Electric	Other fuels	Total
Flats	122	152	0	274
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	5	0	6
Detached houses	0	0	0	0
Total	123	157	0	280

C10.6 | Number of properties in scope of the EESSH that are exempt the standard

	Gas	Electric	Other fuels	Total
Flats	0	47	0	47
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	47	0	47

C10.7 | Number of properties in scope of the EESSH that meet the standard

	Gas	Electric	Other fuels	Total
Flats	912	797	0	1,709
Four-in-a-block	0	0	0	0
Houses (other than detached)	16	13	0	29
Detached houses	0	0	0	0
Total	928	810	0	1,738

C10 | 81.6%



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	43	75	0	118
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	1	0	3
Detached houses	0	0	0	0
Total	45	76	0	121

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		0
Excessive cost		21
New technology		0
Legal		0
Disposal		0
Long term voids		32
Unable to secure funding		0
Other reason / unknown		68
Total		121

C11.3 If other reason or unknown, please explain

Heating Installation works programmed in coming financial years to meet Energy Efficiency standards.

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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	218	32
Complaints carried forward from previous reporting year	6	2
All complaints received and carried forward	224	34
Number of complaints responded to in full by the landlord in the reporting year	212	30
Time taken in working days to provide a full response	1,894	317

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	94.64%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	88.24%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	8.93
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	10.57



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?"	400
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	252
13.2.2	fairly satisfied	119
13.2.3	neither satisfied nor dissatisfied	19
13.2.4	fairly dissatisfied	5
13.2.5	very dissatisfied	5
13.2.6	Total	400

Indicator 13	92.75%
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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	282
14.2	The number of tenancy offers that were refused	140

Indicator 14		49.65%
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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	236
15.2	Of those at 15.1, the number of cases resolved in the last year	236

	Indicator 15	100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	15
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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	2
22.2.1	22.2 The number of properties recovered: because rent had not been paid	3
22.2.2	because of anti-social behaviour	2
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	150.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	100.00%
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	250.00%

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Comments (Neighbourhood & community)

Indicator 22 the reason the percentages are higher than 100 is 2 of the rent arrears cases evicted were booked to court in the last reporting year however due to covid-19 restrictions impacting on court timescales and when we could carry out evictions the evictions have taken place in this reporting year. Also one of the anti-social evictions was already on a Short Scottish secure tenancy and so no court action was required however there was a formal eviction carried out to remove the tenant after the notice ending the tenancy had been served.



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	2,141
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	154

	Indicator 17	7.19%
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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.	61
19.2	The number of approved applications completed between the start and end of the reporting year	46
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	15
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

15



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

20.1	The cost (£) that was landlord funded;	£44,661
20.2	The cost (£) that was grant funded	£11,874
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£56,535
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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.	1,521
21.2	The total number of adaptations completed during the reporting year.	56

Indicator 21		27.16
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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.	142
23.2	The total number of individual homeless households referrals received under other referral routes.	3
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	145
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	107
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	3
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.	110
23.7	The total number of accepted offers.	74

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	75.86%
Indicator 23 - The percentage of those offers that result in a let	67.27%



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	139
30.2	The total number of calendar days properties were empty	6,041

Indicator 30		43.46
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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	21
16.1.2	applicants who were assessed as statutory homeless by the local authority	74
16.1.3	applicants from your organisation's housing list	22
16.1.4	nominations from local authority	8
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	18
16.2.2	applicants who were assessed as statutory homeless by the local authority	71
16.2.3	applicants from your organisation's housing list	20
16.2.4	nominations from local authority	6
16.2.5	other	3

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	95.95%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	90.91%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	75.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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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)		
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26.1	The total amount of rent collected in the reporting year	£9,269,734
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£9,471,841

Indicator 26		97.87%
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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	£627,504
27.2	The total rent due for the reporting year	£9,571,375

	Indicator 27	6.56%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	949
28.2	The total value of management fees invoiced to factored owners in the reporting year	£148,867

Indicator 28		£156.87
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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	£9,571,375
18.2	The total amount of rent lost through properties being empty during the reporting year	£83,180

Indicator 18		0.87%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.25%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,604
C6.2	The value of direct housing cost payments received during the reporting year	£5,980,982



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	£181,851
C7.2	The total value of former tenant arrears written off at year end	£60,111

	Indicator C7	33.06%
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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?"	400
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	131
25.2.2	fairly good value for money	198
25.2.3	neither good nor poor value for money	49
25.2.4	fairly poor value for money	19
25.2.5	very poor value for money	3
25.3	Total	400

Indicator 25	82.25%
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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?"	301
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	118
29.2.2	fairly satisfied	109
29.2.3	neither satisfied nor dissatisfied	31
29.2.4	fairly dissatisfied	28
29.2.5	very dissatisfied	15
29.3	Total	301

	Indicator 29	75.42%
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Comments (Getting good value from rents and service charges)

Indicator 29 - These results have been taken from a survey carried out in May 2019.

**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)
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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)