



# Annual Report 2022-2023

The Scottish Social Housing Charter sets the **standards** and **outcomes** that all social landlords should aim to meet when delivering housing services.

We must tell customers:

- ▶ How we are achieving the outcomes;
- ▶ How we compare to last year's performance;
- ▶ How we compare to other similar landlords;
- ▶ Identify any areas where we may need to improve.



**Scottish Social Housing Charter November 2022**

<https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/>

In this report we have compared the performance to **2021 - 2022** and to the overall **Scottish Average**. Changes in performance are shown by the traffic light colouring system:

**GREEN** – our performance has improved from the previous year

**ORANGE** – our performance has remained the same the previous year

**RED** – our performance was not as good as it was the previous year.

If there is a colour in the **Scottish Average box** it shows we are performing better (green) or worse (red).

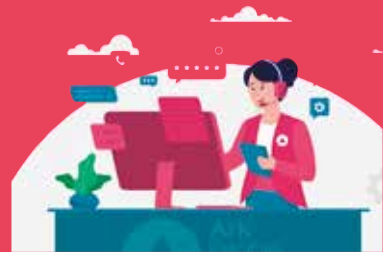
Every year we ask our Tenants what they thought of the report.

Last year we got feedback that Tenants would like a short **summary report** and this is the format we have put the information into this year.

We also have a full report on our website: <https://www.arkha.org.uk/housing-asset-management/annual-report-2022-23/>



# Customer Services



## Here are some of our headline figures.

Tenant Participation and Engagement	Indicator	2022-23	2021-22	Trend	Scottish Average
	Rent Increase Consultation Responses	63 15% of all tenants	44 10% of all tenants	↑	
Our Scrutiny Group carried on with their work and completed one activity on the Ground Maintenance Contract and started a new one on the Repairs service. The Report on the Ground Maintenance Contract is available on Arks website – <a href="https://www.arkha.org.uk/media/opzbqzr0/sig-activity-1-final-report-april-2023.pdf">https://www.arkha.org.uk/media/opzbqzr0/sig-activity-1-final-report-april-2023.pdf</a>					
Tenancy Sustainment	Total Lets	11	27		
	General Needs	4	6		
	Supported	7	21		
	With Ark 12 months later		85.19%	↓	95.13%
	Tenants evicted for:	Anti-social behaviour		→	
	1	1			
	Arrears		→		
	0	0			
Anti-Social Behaviour	Number of cases	15	13		
	Cases resolved within target	14	13	↓	
		93.3%	100%		94.21%
Complaints	Stage 1	29	10	↓	
	Stage 2	4	5	↑	
	Stage 1 carried forward	1	1	→	
	Total Number	34	16	↓	
	% responded to in full at Stage 1	97%	91%	↑	95%
	% responded to in full at Stage 2	100%	100%	→	93%
	Average time to respond to Stage 1 (working days)	4.5 days	3.6 days	↓	5.75 days
	Average time to respond to Stage 2 (working days)	18.75 days	23 days	↑	19.34 days

# Ark's Homes



Quality of Homes	Indicator	2022-23	2021-22	Trend	Scottish Average
Quality of Homes	Number of self-contained homes (SC)	276	275	↑	
	Number of Shared Homes	53	54	↓	
	Homes (SC) meeting Scottish Housing Quality Standards (SHQS)	145	190	↓	79.02%
		<b>52.54%</b>	<b>69.1%</b>		
The drop in those meeting SHQS was due mainly to Ark failing to have accurate records and a robust system in place for electrical testing.					
Repairs	<b>Emergency Repairs</b>	294	333	↑	
	Time to Complete	<b>12.58 hours</b>	<b>8.38 hours</b>	↓	<b>4.17 hours</b>
	<b>Non-Emergency Repairs</b>	594	1336	↑	
	Time to Complete	<b>12.06 days</b>	<b>9.17 days</b>	↓	<b>8.68 days</b>
	<b>Right First Time:</b> Non-emergency Repairs	570	1298	↑	
		<b>95.96%</b>	<b>97.16%</b>	↓	<b>87.8%</b>
	Gas Safety Check not in Target	3	1	↓	<b>1032</b>
Empty Properties	Number that arose in year	11	18	↑	
	% of SC stock	3.99%	6.65%		<b>7.42%</b>
	Days to re-let	43.64 days	25.70 days	↓	<b>55.61 days</b>

# Value for Money



Finances	Indicator	2022-23	2021-22	Trend	Scottish Average
	Rent collected	£3,059,186	£3,037,020	↓	
		98.65%	99.86%		99.03%
	Rent Loss from empty homes	£17,096	£12,225	↓	
		0.55%	0.4%		1.4%
	Rent loss from non-payment of rent	£23,429	£33,815	↑	
		0.75%	1.11%		6.86%
	Former Tenant Arrears	£4147	£1808	↓	
	Former Tenant Arrears write off	£2	£1131	↑	
	Annual Rent Increase	6%	2.5%	↓	5.14%

# Tenant Feedback



We hope that you like the format of the new summary report and took the time to look at the full report on our website.

Please let us know what you think about both reports by completing the online survey – <https://www.surveymonkey.co.uk/r/G3DYD8P>

The team are continuing to update customers preferred method of contact. If you would like us to e-mail you information, rather than post it, please contact us with your updated e-mail address. If you need to contact us for any other reason our details are shown below.

Housing Services Team Contacts  
**housing@arkha.org.uk**  
**0131 478 8146**

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