



Annual Report 2023-2024

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 **2022 - 2023** 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 as 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).

We also have a full report on our website: <https://www.arkha.org.uk/housing-asset-management/annual-report-2023-24/>



Customer Services



Here are some of our headline figures.

	Indicator	2023-24	2022-23	Trend	Scottish Average
Tenancy Sustainment	Total Lets	24	11		
	General Needs	6	4		
	Supported	18	7		
	With Ark 12 months later	100%	85.19%	↑	95.13%
	Tenants evicted for:	Anti-social behaviour		↑	
		0	1		
		Arrears		→	
	0	0			
Anti-Social Behaviour	Number of cases	8	15		
	Cases resolved within target	8	14	↑	
		100%	93.3%		94.29%
Complaints	Stage 1	13	29	↑	
	Stage 2	7	4	↓	
	Stage 1 carried forward	0	1	↑	
	Total Number	20	34	↑	
	% responded to in full at Stage 1	100%	97%	↑	96.7%
	% responded to in full at Stage 2	100%	100%	→	93%
	Average time to respond to Stage 1 (working days)	5.46 days	4.5 days	↓	5.11 days
	Average time to respond to Stage 2 (working days)	11.43 days	18.75 days	↑	17.52 days

Ark's Homes



	Indicator	2023-24	2022-23	Trend	Scottish Average
Quality of Homes	Number of self-contained homes (SC)	276	276	→	
	Number of Shared Homes	53	53	→	
	Homes (SC) meeting Scottish Housing Quality Standards (SHQS)	220 79.71%	145 52.54%	↑	84.36%
Repairs	Emergency Repairs	265	294	↑	
	Time to Complete	9.95 hours	12.58 hours	↑	3.96 hours
	Non-Emergency Repairs	1120	594	↓	
	Time to Complete	7.4 days	12.06 days	↑	8.95 days
	Right First Time: Non-emergency Repairs	726 64.82%	570 95.96%	↓	88.40%
	Gas Safety Check not in Target	0	3	↑	
Empty Properties	Number that arose in year	14	11	↓	
	% of self contained stock	5.07%	3.99%	↓	7.18%
	Days to re-let	23.92 days	43.64 days	↑	56.73 days

Value for Money



	Indicator	2023-24	2022-23	Trend	Scottish Average
Finances	Rent collected	£3,194,714	£3,059,186	↓	
		97.63%	98.65%		99.42%
	Rent loss from empty homes	£22,826	£17,096	↑	
		0.7%	0.55%		1.39%
	Rent loss from non-payment of rent	£39,703	£23,429	↑	
		1.21%	0.75%		6.74%
	Former Tenant Arrears	£10,128	£4,147	↑	
Former Tenant Arrears write off	£428	£2	↑		
Annual Rent Increase	6.7%	6%	↓	6.05%	

Tenant Feedback



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

Please let us know what you like, don't like or would like more information about by e-mailing us at

customer.services@arkha.org.uk

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.

Feedback: <https://www.surveymonkey.com/r/PRPW36W>

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