



Landlord name: Thenue Housing Association Ltd

RSL Reg. No.: 193

Report generated date: 30/05/2024 14:57:16

Approval

A1.1	Date approved	30/05/2024
A1.2	Approver	Gary Naylor
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	Mr. Gary Naylor
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	12.54
C1.2.2	the number of office based staff	56.63
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	69.17
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	7.97%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	4.05%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.90%

**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	224
C3.2	The number of 'supported housing' lets during the reporting year	6
Indicator C3		230



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	53
C2.2	The number of lets to housing list applicants	92
C2.3	The number of mutual exchanges	8
C2.4	The number of lets from other sources	10
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	69
C2.5.2	nominations from the local authority	6
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	230

Annual Return on the Charter (ARC) 2023-2024

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	807
1.1.2	the fieldwork dates of the survey	10/2023
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	381
1.2.2	fairly satisfied	366
1.2.3	neither satisfied nor dissatisfied	26
1.2.4	fairly dissatisfied	27
1.2.5	very dissatisfied	4
1.2.6	no opinion	3
1.2.7	Total	807

Indicator 1	92.57%
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Annual Return on the Charter (ARC) 2023-2024

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?"	807
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	392
2.2.2	fairly good at keeping them informed	404
2.2.3	neither good nor poor at keeping them informed	9
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	0
2.2.6	Total	807

	Indicator 2	98.64%
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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?"	807
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	518
5.2.2	fairly satisfied	281
5.2.3	neither satisfied nor dissatisfied	8
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	807

	Indicator 5	99.01%
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Annual Return on the Charter (ARC) 2023-2024

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

We've worked hard to communicate our vision for the future, involve our tenants and explain our decision making over the last 2 years. We believe this improved connection with our communities is the main reasoning for improvements in our satisfaction scores.



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	12/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	70.00
C8.3	The date of your next scheduled stock condition survey or assessment	12/2026
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

The Asset Management system HUB is currently used by Thenue to determine stock condition information and costings, this was introduced in 2015 by the John Martin Partnership (JMP). Prior to 2015, Thenue utilised the JMP system SID (Stock Information Database) which was introduced in 2008, from which SHQS and cost reports could be produced. Thenue has therefore made use of SID and subsequently HUB to determine the 5-30 year costs for Major component replacement programmes since 2008.

JMP carried out stock surveys in 2013 and 2014, prior to HUB being introduced, with further surveys in 2017, 2018, 2021 and 2023 when HUB was in place. The 2017 survey focused on Energy Performance compliance for EESSH and the 2018 survey incorporated 10% of Thenue stock, whilst the 2021 & 2023 surveys incorporated 20% of Thenue stock to determine condition and make adjustments to HUB to allow for the 5-30 year costings to be refreshed.

A further stock condition survey is required in year 2026/27. The survey will update stock condition information and be carried out across stock identified by the Property Services Team and will primarily be across properties not previously surveyed. The previous stock condition survey carried out in 2023 surveyed 20% of Thenue stock. It is proposed a 20% selection is surveyed at this time to provide an accurate reflection on the condition of Thenue stock and to support the Business Plan requirements. The survey will incorporate the primary building elements currently used by Thenue to determine future required spend for Major repairs to ensure SHQS is maintained and support the points below:

- To support the current Business Plan objective to quantify the monetary investment needed to meet the requirements of SHQS, EESSH and EESSH2.
- To update costs on HUB to more accurately determine future 5-30 year costs for Major repair programmes.
- To target spend in areas required to maintain properties to SHQS.



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	3,097	3,148
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	25	0
C9.4.1	Self-contained stock failing SHQS for one criterion	242	190
C9.4.2	Self-contained stock failing SHQS for two or more criteria	8	0
C9.4.3	Total self-contained stock failing SHQS	250	190
C9.5	Stock meeting the SHQS	2,822	2,958

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	2,822	2,958
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	2,822	2,958

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	3,097
6.1.2	projected to the end of the next reporting year	3,148
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,822
6.2.2	projected to the end of the next reporting year	2,958

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	91.12%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.96%



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?"	807
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	413
7.2.2	fairly satisfied	323
7.2.3	neither satisfied nor dissatisfied	47
7.2.4	fairly dissatisfied	19
7.2.5	very dissatisfied	5
7.3	Total	807

	Indicator 7	91.20%
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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	4,490
8.2	The total number of hours taken to complete emergency repairs	9,786

Indicator 8		2.18
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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	6,851
9.2	The total number of working days taken to complete non-emergency repairs	49,080

Indicator 9		7.16
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	5,781
10.2	The total number of reactive repairs completed during the reporting year	6,752

Indicator 10		85.62%
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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.	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?"	300
	12.2 Of the tenants who answered, how many said that they were:	182
12.2.1	very satisfied	
12.2.2	fairly satisfied	81
12.2.3	neither satisfied nor dissatisfied	23
12.2.4	fairly dissatisfied	11
12.2.5	very dissatisfied	3
12.2.6	Total	300

	Indicator 12	87.67%
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Annual Return on the Charter (ARC) 2023-2024

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.

At 31st March 2024, we have 25 properties in abeyance. These include: 6 hard to access addresses for EICR, all have confirmed two or more no access attempts or housing management issues and are being progressed to completion through our procedures. There are an additional 2 properties that have tampered meters and have been reported to SGN. There are also 4 long term voids and 13 properties requiring remedial works.

A business objective for 2024/25 is to develop a new Repairs Strategy, exploring the model we currently have for delivery and viable alternatives. Consultations with staff and tenants will help to form this strategy over the course of the year with the aim of setting a new direction for our repairs service that meets the needs of our tenants into the future.



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	38	11
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	38	11
Number of complaints responded to in full by the landlord in the reporting year	38	11
Time taken in working days to provide a full response	151	189

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
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	3.97
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.18



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?"	807
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	313
13.2.2	fairly satisfied	463
13.2.3	neither satisfied nor dissatisfied	20
13.2.4	fairly dissatisfied	8
13.2.5	very dissatisfied	3
13.2.6	Total	807

	Indicator 13	96.16%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	316
14.2	The number of tenancy offers that were refused	57

Indicator 14		18.04%
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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	262
15.2	Of those at 15.1, the number of cases resolved in the last year	262

Indicator 15		100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	12
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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	20
22.2.1	22.2 The number of properties recovered: because rent had not been paid	5
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	25.00%
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	25.00%

Annual Return on the Charter (ARC) 2023-2024

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)	
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17.1	The total number of lettable self-contained stock	3,097
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	193

Indicator 17		6.23%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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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.	81
19.2	The number of approved applications completed between the start and end of the reporting year	51
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	30
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	30
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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;	£3,419
20.2	The cost (£) that was grant funded	£147,555
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£150,974
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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.	4,414
21.2	The total number of adaptations completed during the reporting year.	73

		Indicator 21	60.47
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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.	93
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.	93
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	79
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.	79
23.7	The total number of accepted offers.	69

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	84.95%
Indicator 23 - The percentage of those offers that result in a let	87.34%



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	187
30.2	The total number of calendar days properties were empty	4,068

Indicator 30		21.75
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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	100
16.1.2	applicants who were assessed as statutory homeless by the local authority	80
16.1.3	applicants from your organisation's housing list	134
16.1.4	nominations from local authority	8
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	94
16.2.2	applicants who were assessed as statutory homeless by the local authority	74
16.2.3	applicants from your organisation's housing list	119
16.2.4	nominations from local authority	7
16.2.5	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	94.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.50%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	88.81%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

Annual Return on the Charter (ARC) 2023-2024

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)		
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26.1	The total amount of rent collected in the reporting year	£15,829,146
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£15,943,989

Indicator 26		99.28%
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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	£769,791
27.2	The total rent due for the reporting year	£16,025,449

Indicator 27		4.80%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	761
28.2	The total value of management fees invoiced to factored owners in the reporting year	£77,382

Indicator 28		£101.68
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)		
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18.1	The total amount of rent due for the reporting year	£16,025,449
18.2	The total amount of rent lost through properties being empty during the reporting year	£81,460

Indicator 18		0.51%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	8.00%
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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	2,116
C6.2	The value of direct housing cost payments received during the reporting year	£9,466,344



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	£207,186
C7.2	The total value of former tenant arrears written off at year end	£84,247

	Indicator C7	40.66%
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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?"	807
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	204
25.2.2	fairly good value for money	540
25.2.3	neither good nor poor value for money	40
25.2.4	fairly poor value for money	20
25.2.5	very poor value for money	3
25.3	Total	807

Indicator 25	92.19%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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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?"	257
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	64
29.2.2	fairly satisfied	93
29.2.3	neither satisfied nor dissatisfied	26
29.2.4	fairly dissatisfied	36
29.2.5	very dissatisfied	38
29.3	Total	257

Indicator 29	61.09%
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Annual Return on the Charter (ARC) 2023-2024

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

The satisfaction results for Factoring are a couple of years old. In the meantime a new Owners Forum and Newsletter has been launched and we will be revisiting with a new satisfaction survey later in 2024.



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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Annual Return on the Charter (ARC) 2023-2024

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