

# ANNUAL PERFORMANCE REPORT

2023-2024



**LANARKSHIRE**  
HOUSING ASSOCIATION LTD



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# *ANNUAL PERFORMANCE REPORT 2023 – 2024*

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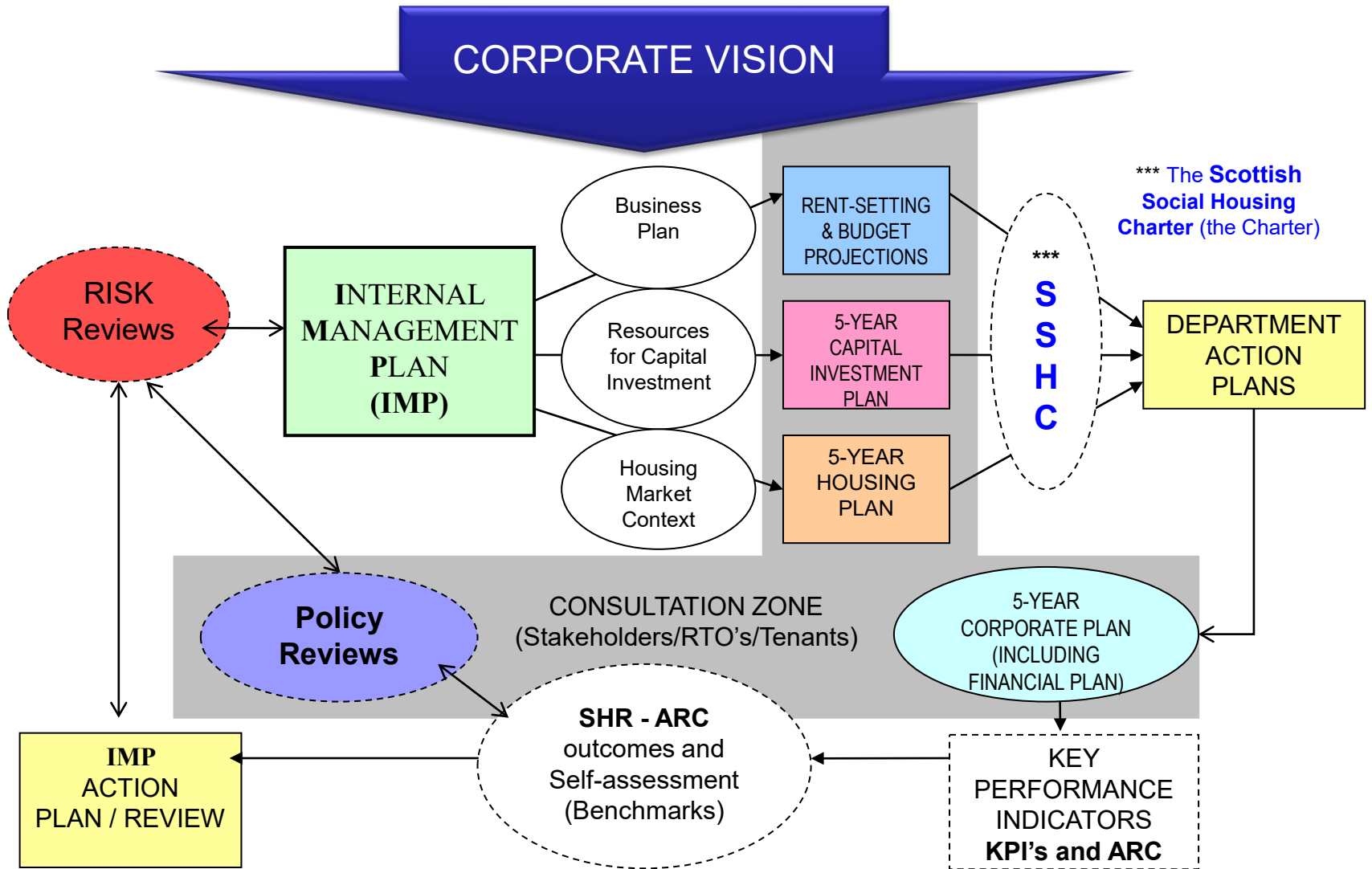
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# *Section 1*

*Strategic Planning*

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# Strategic Planning - Relationships



# *Section 2*

## *Management Committee Summary Report*



**MANAGEMENT COMMITTEE - SUMMARY REPORT (September 2024)****Departmental review:****1. HOUSING SERVICES**

- 1.1 Local Authority (LA) nominations represented **17%** of all tenancy allocations, this is an increase of **3%** from last year but lower than the agreed 50%. The arrangement has not recently been re-negotiated and will be reviewed as part of the Allocations Policy review.
- 1.2 The rented housing stock remains static at **928** units with no purchases made during the year.
- 1.3 The Shared Ownership housing reduced by 1 to **39** units, which represents **4.1%** of the overall housing stock.
- 1.4 Rental income increased by **1.48%** during the year to £4,282,635. It is a management priority to ensure that rents remain affordable whilst allowing the business to accumulate the required level of surplus to fund future major repair and improvement commitments.
- 1.5 Voids and bad debts represented **0.15%** of rental income, this is well within the acceptable limit of **3%**. The position will be regularly monitored for any continued negative trend. Management of void property is a key priority status within Housing Services which includes:
  - Re-let timescales
  - Rent arrears
  - Bad debt
- 1.6 Total rent arrears increased by **0.17%** to **3.54%** which slightly exceeds our target of **3.5%** (calculation based on ARC guidance)). Performance is well below the sector average of **6.7%** and demonstrates Housing Services commitment to:
  - A proactive approach to managing rent arrears and maximising the organisational income
  - Supporting tenants experiencing financial difficulties by utilising the AFTAR project and any other organisation that can provide financial advice
  - Implementing our streamlined Arrears Management Policy and procedures, focusing on early intervention, reducing the need for legal action and enhancing tenancy sustainability
- 1.7 The removal of legacy benefits and the migration of applicants to Universal Credit presents a significant risk to our income streams.

## 2. PROPERTY SERVICES

- 2.1 With respect to repairs' response times the Property Services section managed to deliver impressive outcomes despite the continuing challenges within the sector. **(E) 97.6** (97.2%), **(R) 99.3%** (99.7%) and **(U) 99.2%** (99.6%) respectively. Benchmarks are all set at 100% for these purposes.
- 2.2 **Routine** (or reactive) repairs' costs increased from £353 to **£407** per unit, which was over budget by £66 per unit. The total maintenance/repair cost was **£2,405** per unit which was over the budget of £1,953. The planned maintenance cost was **£1,179** per unit against a budget of £941 due to the impact of supply chain issues which resulted in material and labour shortages causing rapidly rising tender price inflation. Analysis of specific trends or anomalies in day-to-day expenditure are kept under regular review.
- 2.3 The Property Services overhead was **£343** per unit which was under budget by £237 per unit.
- 2.4 LHA's actual planned maintenance expenditure of **£1,179** per unit was higher than the prior year's spending of £583 per unit and was more than the budget of £941. The anticipated fluctuation in spending on planned renewals for building elements (components) is regularly monitored against the long-term plan for any discrepancies or anomalies. The introduction of Component Accounting means the old 'Designated' Reserve for major repairs no longer requires to be funded. As a consequence, the associated reserve has been transferred to Revenue Reserve.
- 2.5 In summary the budget setting process for 2023-24 reflected a realistic approach taking account of the level of rent collection, real cost increases and the need for renewals over an appropriate time frame. A rent increase of 4.0% was approved after consideration by the Management Committee taking into account efficiencies and a programme of savings that was introduced to mitigate against the potential loss of income. In general, control measures are sufficiently well progressed to ensure effective delivery of the SHQS. If there is a proven case that reactive maintenance budgets need to be increased above current anticipated levels then this evidence must be incorporated in future rent reviews.
- 2.6 It is recommended that, due to the latest financial and corporate ratings, LHA continues to consolidate its position through a cautious budget setting regime in its routine repairs for 2024-25, whilst moving ahead with the essential aspects of planned maintenance as set out in the approved programme for renewals and the SHQS requirements. In respect of the Watling Street Estate ongoing litigation, despite a favourable court ruling repudiating liability on the Association's part, legal fees are expected to be incurred for the next few years as we

continue to defend our position against the remaining pursuers in this legal process.

- 2.7 **ALL** gas safety servicing was carried out within 12 months of the last service.

### 3. DEVELOPMENT

- 3.1 Development 'deficits' are measured in relation to notional allowances that have already been acknowledged as completely inadequate unless there is a significant uninterrupted capital programme. This remains highly unlikely in the current market and economic climate. Following the usual business risk assessments, it remains the Governing Body's approved policy to continue to fund any notional 'deficit' from general surplus funds as long as this proves feasible. Viability studies will continue, particularly where rental income is under any threat. The lack of development opportunities, for new entrants into an established market, within North Lanarkshire, continues to be a constraint.
- 3.2 There are no current legal actions or threats of legal action relating to building contracts. With respect to the alleged land contamination case at Watling Street, Motherwell: LHA was recently successful (June 2024) in Court of Session proceedings, where the lack of sufficiently supportive evidence resulted in the failure of the pursuer's case. Notwithstanding this, the pursuers have since indicated an intention to appeal the decision.
- 3.3 LHA did not have a Grant Planning Target (GPT) during 2023-24 for any development activity and there was no private funding required due to the lack of a development programme. Given the economic climate for the short/medium term there is likely to be few, if any, new development opportunities.

### 4. FINANCE

- 4.1 In terms of the Statement of Comprehensive Income, turnover increased from £4,426,220 to **£4,567,563** (up by **3.2%**), and operating costs increased from £3,841,561 to **£4,023,853**, up by **4.7%**, thus maintaining a healthy surplus on ordinary activities before interest and tax, albeit lower than last year (down from £584,659 to **£543,710**), a decrease of **7%**.
- 4.2 The operating surplus before tax decreased from £347,992 to **£316,566**, as LHA was exposed to sharp increases in interest rates, resulting in higher than expected debt servicing costs.
- 4.3 The overall financial performance was worse than expected in this respect. The 'net profit margin' represented **7%** of LHA's overall



turnover compared to benchmark of 3%. Corporation Tax is no longer an issue due to our Charitable Status.

- 4.4 A detailed breakdown of financial ratios, with approved Benchmarks, is incorporated in the Key Performance Indicators (Table 7.1). Interest cover reported as **220%** (previously, 721%), with a benchmark of 110%. Gross Surplus was **12%** (previously, 13%) compared to the benchmark of 30%. The growth in reserves this year was **1%**, below the anticipated 3% growth benchmark. The main reasons for this are increased costs in respect of interest payable and maintenance.
- 4.5 Standard financial ratios are published quarterly with the Management Accounts.
- 4.6 Net Housing Debt is currently **£3,732** per unit, which is below the benchmark of £5,850 and is below the national average. This is despite the fact that LHA has operated historically with less than average levels of public subsidy (HAG) and has a relatively new housing stock.
- 4.7 Staff costs decreased to **28.7%** of turnover, well within the benchmark maximum of 32%. Office overheads were **5%** (previously, 6%) – which is below the benchmark of 10%. The general executive view remains that staff costs are sustainable around the **30%** level, but a figure in excess of 35% would require to be urgently addressed.

## 5. CORPORATE SUMMARY

- 5.1 LHA's surplus decreased this year due to the effects of an increased planned maintenance spend, high levels of inflation and sharp increases in interest payable rates. However, the substantial funds in overall reserves increased from £23.193m to **£23.451m**.
- 5.2 The company "liability" under the retirement benefit scheme (an FRS 17 valuation) with respect to the Strathclyde Pension Fund (SPF) remained consistent at a **£(0)** pension "deficit". Due to the result of very strong investment returns and changes in financial assumptions which reduced the value of long term liabilities, the pension fund produced an asset position, however, an asset ceiling was applied to keep the affect of this to a nil balance in the Statement of Financial Position. The calculation of this position did, however, cause an actuarial loss of **£59,000**. Combined with our ordinary surplus of £316,566 this gave rise to an overall **£257,566** revenue SURPLUS. Movement in this surplus can be very sensitive to the following key areas:
  - a) The retirement benefit scheme "liability" (FRS 17)
  - b) LHA's component accounting system that depreciates key elements of the physical housing stock over their useful economic life and capitalises relevant major repairs and renewals (so there is no need to add to a 'Major Repairs' fund)

- c) Accounting provisions for potential legal or contractual liabilities where these are significant

In relation to (a) above it should be noted that the Local Authority pension fund is guaranteed by the Treasury and actuarial shortfalls are required to be remedied by a triennial reassessment of the employers' contributions. However, in a technical sense FRS 17 may disadvantage LHA since not all RSL's are currently *required* to follow this accounting practice (e.g. where individual employer's actuarial calculations are deemed unavailable) which brings about a disparity between LHA and the majority of RSL's linked to the SFHA/Pensions Trust. Further details are available from the Chief Executive. Nevertheless, we are compelled to apply the ruling under FRS 17 since an actuarial calculation can be made available by the SPF.

5.3 The wider executive view of corporate risk is that the organisational objectives are achievable but will continue to require further appropriate restraint in budgets for routine maintenance, non-performance related wage increases and general overheads.

5.4 This year's financial results are categorised as "**GOOD**" as strong financial performance in many areas has balanced the impact of cost over-runs in the maintenance programme. Despite ongoing challenges, most operational benchmarks were successfully achieved. LHA is well placed to meet these challenges. Where results against benchmarks point to immediate or foreseeable concerns then action plans will be implemented in appropriate areas. These can be summarised as follows:

- a) Continually review the impact of wider economic factors on service delivery and rent collection
- b) Monitor risks/costs associated with Watling Street Court action
- c) Continue to exercise appropriate restraint in budget setting; in particular routine maintenance costs and excessive or unnecessary overheads
- d) Revise policies to mitigate the effects of government welfare reforms on rental income (universal credit and housing benefit payments)
- e) Keep under review the bad debt position
- f) Retain our "quality" measures in terms of the corporate ratings linked with departmental performance against budgets
- g) Closely monitor re-let times across the housing stock

h) Continue to improve service delivery and respond effectively to customer complaints

5.5 For the purposes of Committee monitoring, self-assessment and internal audit, the agreed style of Corporate Benchmarking will remain in its present format of a monthly performance report distributed to the Management Team and Governing Body, highlighting crucial business performance areas and trends. Monitoring of performance on other service delivery areas as defined in the Annual Return on the Charter (ARC) will be implemented in 2024/25 to ensure that a full set of performance indicators are available for review.

NOTE: Charitable Status was fully implemented during the financial year 2011-2012 and applied fully from the financial year 2012-2013.

# *Section 3*

## *Summary and Review of Benchmarks*

SUMMARY AND REVIEW OF  
BENCHMARKS

	<u>Benchmark</u>	<u>2023/24 Actual</u>	<u>+/- Variance</u>		<u>2024/25 Benchmark</u>
<b>Average Weekly Rent (£)</b>					
2 Apt	79.91	79.81	(0)%	S	85.40
3 Apt	93.75	93.60	(0)%	S	100.15
4 Apt	102.92	102.57	(0)%	S	109.75
5 Apt	N/A	N/A	N/A		
Average Annual Rent Increase (%)	4.0%	4.0%	0%	S	7.0%
<b>SFHA Affordability Test - Pass Rate</b>	89%	93%	4%	S	89%
<b>Source of Lettings:</b>					
NLC Nominations	50%	8%	42%	S	50%
<b>Rent Collection:</b>					
Technical Arrears	0.5%	0.3%	(0.2)%	S-	0.5%
Non-Technical Arrears	2.3%	2.5%	0.2%	S-	2.3%
Former Tenant Arrears	0.8%	1.0%	0.3%	S-	0.8%
Void Loss	0.8%	0.2%	(0.7)%	S+	0.8%
Total	4.4%	4.0%	(0.4)%	S	4.4%
<b>Management Cost/Unit</b>	1,120	1,373	23%	S-	1,195
<b>Routine Repairs Cost/Unit</b>	341	407	19%	S-	399
<b>Maintenance Overhead</b>	580	343	(41)%	S+	619
<b>Re-Let Times:</b>					
LHA Overall	18	15	(17)%	S+	18
<b>Repairs Response Times:</b>					
Emergency (2 hours)	100%	97.6%	2%	S	100%
Urgent (5 working days)	100%	99.2%	1%	S	100%
Routine (8 working days)	100%	99.3%	1%	S	100%
<b>Tenant Satisfaction:</b>					
overall	88%	95%	8%	S+	95%
repairs	88%	93%	6%	S	95%
participation	87%	95%	9%	S	99%
informed about services	91%	98%	8%	S	98%
value for money	82%	89%	8%	S	90%
neighbourhood	85%	86%	1%	S	93%
quality of home	85%	79%	(7)%	S-	90%
<b>Planned Maintenance:</b>					
Annual Expenditure per unit	941	1,179	25%	S-	1083

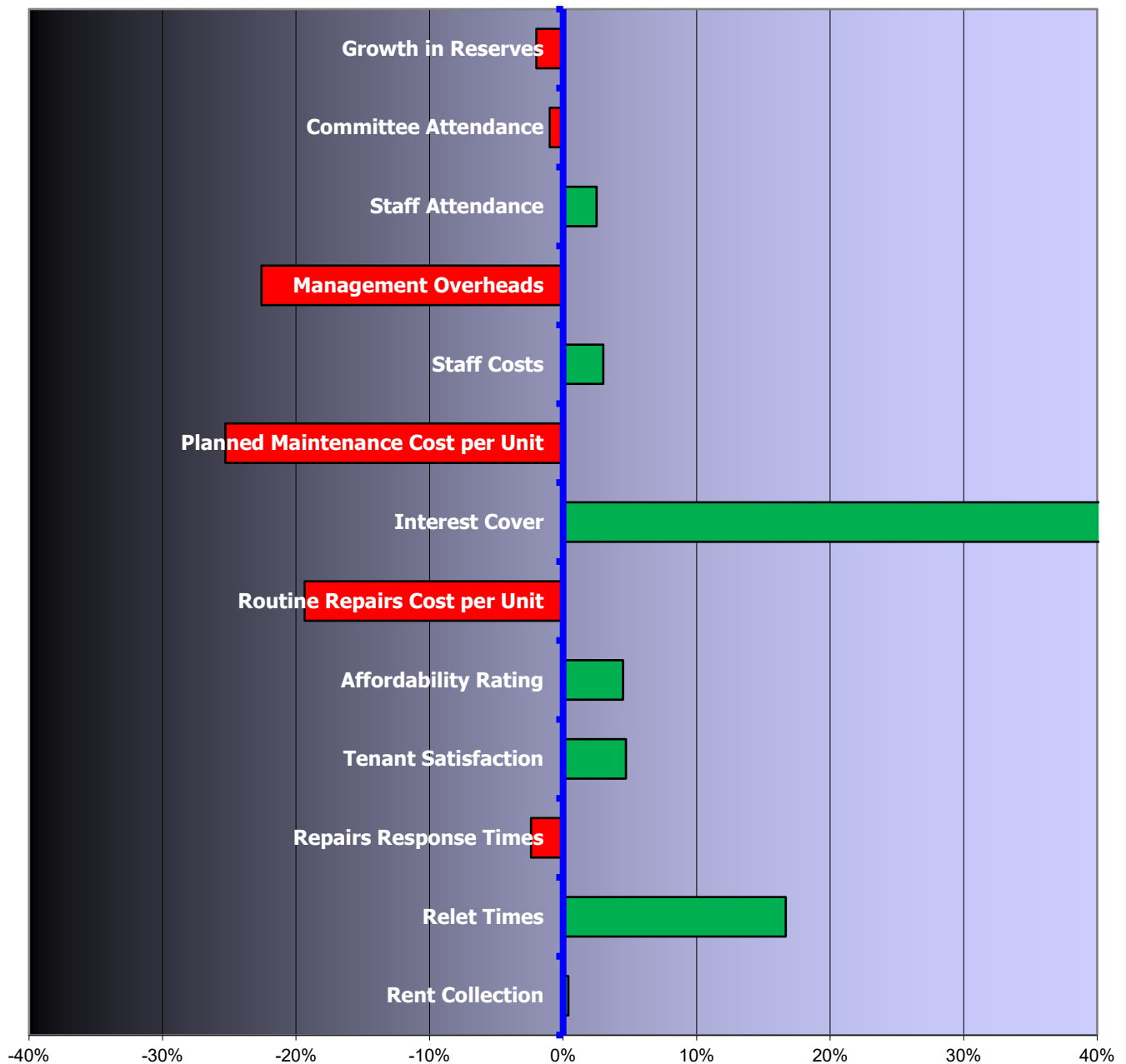
**Key:****S+ = more than satisfactory****S = satisfactory****S- = fairly satisfactory (consider action)****U = unsatisfactory**

## SUMMARY AND REVIEW OF BENCHMARKS

	<u>Benchmark</u>	<u>2023/24 Actual</u>	<u>+/- Variance</u>		<u>2024/25 Benchmark</u>
<b>Development Programme:</b>					
Annual HAG Spend (£m.)	0.487	0.487	0%	S	0.057
Total Spend (£m.)	0.487	0.487	0%	S	0.057
Ratio of HAG/Total funding	100%	100%	0%	S	100%
Claims (as % of income)	0%	0%	0%		
<b>GOVERNANCE:-</b>					
<b>Finance:</b>					
Housing Debt/Unit (£)	5,850	3,732	(36)%	S+	3,437
Interest Cover (%)	110%	220%	(110)%	S+	110%
Net Surplus / -Deficit (%)	3%	7%	(4)%	S+	3%
Growth in Reserves (%)	3%	1%	2%	S+	3%
Staff Costs (%)	32%	29%	(3)%	S+	32%
Office Overheads (%)	10%	5%	(5)%	S+	10%
<b>Attendance/Absence:</b>					
Staff Attendance	95%	98%	(3)%	S+	95%
Committee Attendance	70%	69%	1%	S-	70%
AGM Attendance	4%	15%	(11)%	S	4%
<b>Governing Body</b>					
Tenant Members	1	2	1	S	1
Former Tenant Members	2	2	0	S	2
Non-Tenant Members	10	7	(3)	S	10
Governing Body - meetings quorate	100%	100%	0%	S+	100%
<b>Complaints:</b>					
Lodged	12	11	(1)	S	12
Upheld /Parially Upheld	10	8	(2)	S	10
Sent to Ombudsman	0	0	0	S	0
Upheld by Ombudsman	0	0	0	S	0
<b>Equal Opportunities Monitoring:</b>					
Race	YES	YES	√	S	YES
Gender	YES	YES	√	S	YES
Disability	YES	YES	√	S	YES

**Key:****S+ = more than satisfactory****S = satisfactory****S- = fairly satisfactory (consider action)****U = unsatisfactory**

## Performance Against Benchmarks 2023/24



The above graph represents the Association's actual performance against agreed targets for the financial year 2023/24.

Performance for the year reported a strong financial position, with rental collection levels exceeding expectations and cost controls ensuring that expenditure remained within budget. Many of the financial performance indicators produced positive outcomes despite significant challenges resulting from the cost-of-living crisis. The inflationary pressures in the economy have particularly impacted the maintenance expenditure, and costs were difficult to contain within budget. Compensatory savings were identified which assisted overall financial performance. No Tenant Satisfaction Survey was carried out within the year, therefore, the figures included are historic. Average re-let times significantly outperformed expectations in the year and the rent increase applied in April met affordability targets comfortably.



# *Section 4*

*Key Performance Indicators (KPI)*

*Strategic Framework*

## KEY PERFORMANCE INDICATORS (KPI) – STRATEGIC FRAMEWORK

(\*Note Lanarkshire Housing Association hereinafter referred to as LHA)

**YEAR ENDING – 31 MARCH 2024**

### 1. BUSINESS OVERVIEW

KPI – Summary Business	Definition
Rent Income (£)	Total amount of rental and service charge income
Voids – Bad Debts (%)	% of lost rent and service charge income to annual voids and bad debt
Rent Arrears	Total arrears of rent and service charge as a percentage of rent income
Annual Loan Costs	Cost of servicing loans as a % of annual rental income
Annual Staff Costs	Total cost of staff as a % of annual rental income
Maintenance Costs (Reactive)	Cost of contractors payments for reactive repairs per unit per annum
Committee Meetings - % quorate	% of Governing Body meetings that were quorate during year
Staff attendance levels	Average % attendance level of all staff each year
Formal Complaints lodged	The number of formal complaints received as a % of the number of units in management
Formal Complaints upheld	The % of formal complaints upheld during the year
Designated Reserves per house	The reserve available for major repairs / renewals divided by the number of houses in management

**TABLE 1 – Overall Business KPI's (Trends Analysis)**

KPI	2021/22	2022/23	2023/24
Rental Income (£)	<b>£4.128m</b>	<b>£4.219m</b>	<b>£4.393m</b>
Voids – Bad Debts (%)	<b>0.4%</b>	<b>0.2%</b>	<b>0.15%</b>
Rent Arrears (%)	<b>3.1%</b>	<b>3.4%</b>	<b>3.54%</b>
Annual Loan Interest Costs	<b>3.9%</b>	<b>5.5%</b>	<b>6.8%</b>
Annual Staff Costs	<b>26.9%</b>	<b>29.7%</b>	<b>28.5%</b>
Reactive Maintenance Costs	<b>£396k</b>	<b>£419k</b>	<b>£448k</b>
Committee Meetings - % quorate	<b>100%</b>	<b>100%</b>	<b>100%</b>
Staff attendance levels	<b>93.7%</b>	<b>98.4%</b>	<b>97.5%</b>
Formal Complaints lodged	<b>1.3%</b>	<b>1.2%</b>	<b>1.1%</b>
Formal Complaints upheld	<b>46%</b>	<b>83%</b>	<b>73%</b>
Reserves per House	<b>£24,243</b>	<b>£23,960</b>	<b>£24,251</b>

\*Housing Stock revalued as part of FRS102 implementation

## 2. HOUSING STOCK

**TABLE 2.1 – Housing Stock**

Rental Stock by Size	General Needs	Particular Needs	Total No.	£Total %
2 Apt.	307	55	362	37.44%
3 Apt.	436	31	467	48.29%
4/5 Apt.	97	2	99	10.24%
<b>Sub-totals</b>	<b>840</b>	<b>88</b>	<b>928</b>	<b>95.97%</b>
Shared Owners.	39	0	39	4.03%
<b>Totals</b>	<b>879</b>	<b>88</b>	<b>967</b>	<b>100%</b>

**TABLE 2.2 – Average Rent Level**

Rental Stock by Size	Weekly Rent	Housing Regulator National Average Weekly Rent 2023/24
2 Apt.	£79.81	£87.87
3 Apt.	£93.60	£90.29
4 Apt.	£102.57	£98.30
5 Apt.	-	-
<b>Average Rent</b>	<b>£92.18</b>	<b>£99.71</b>

**TABLE 2.3 – Source of Lettings**

Housing Applications	No.	%age	Benchmark
LA (NLC) Nomination	3	8%	50%
Housing List Applicants	22	61%	
Existing Tenants	2	6%	
Statutory Homeless	9	25%	
Other	0	0%	
<b>Totals</b>	<b>36</b>	<b>100%</b>	

**TABLE 2.4 – Groups Housed**

<b>Housing Applicants</b>	<b>No.</b>	<b>%age</b>
Single people under 65 years of age	<b>13</b>	<b>36%</b>
Single people over 65 years of age	<b>5</b>	<b>14%</b>
Couples	<b>3</b>	<b>8%</b>
One adult with child/children	<b>14</b>	<b>39%</b>
Two adults with child/children	<b>1</b>	<b>3%</b>
Other (shared accomm., etc.)	<b>0</b>	<b>0%</b>
<b>Totals</b>	<b>36</b>	<b>100%</b>

**TABLE 2.5 – Allocation Priorities**

<b>Housing Lets</b>	<b>No.</b>	<b>%age</b>
Urgent Re-housing	<b>0</b>	<b>0%</b>
Independent Housing	<b>0</b>	<b>0%</b>
Overcrowding or Under-occupancy	<b>8</b>	<b>22%</b>
Medical Priority	<b>8</b>	<b>22%</b>
Social Priority	<b>2</b>	<b>6%</b>
Homeless	<b>17</b>	<b>47%</b>
Other	<b>1</b>	<b>3%</b>
<b>Total</b>	<b>36</b>	<b>100%</b>
Re-lets Turnover		<b>3.99%</b>

**TABLE 2.6 – House Re-possession (Evictions/Abandonments)**

<b>Housing</b>	<b>For non-payment of rent</b>	<b>For anti-social behaviour</b>	<b>Other</b>	<b>Total</b>
Number of Notice of Proceedings Issued	<b>10</b>	<b>0</b>	<b>0</b>	<b>10</b>
Court Actions	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>
Court Orders for Recovery of Possession granted	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>
Abandonment before vacant possession received	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Vacant possession obtained	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Abandoned dwellings			<b>1</b>	<b>1</b>

**TABLE 2.7 – Ethnic Origin (Housing Applicants/Tenants)**

<b>Housing Applicants</b>	<b>No.</b>	<b>%age</b>	<b>Tenants</b>	<b>No.</b>	<b>%age</b>
<b>African</b>			<b>African</b>		
African, African Scottish or African British	<b>10</b>	<b>0.46</b>	African, African Scottish or African British	<b>10</b>	<b>1.1</b>
Other African background	<b>3</b>	<b>0.14</b>	Other African background	<b>0</b>	<b>0</b>
<b>White</b>			<b>White</b>		
Scottish	<b>674</b>	<b>31.15</b>	Scottish	<b>838</b>	<b>90.6</b>
English	<b>0</b>	<b>0</b>	English	<b>11</b>	<b>1.2</b>
Other British	<b>32</b>	<b>1.48</b>	Other British	<b>0</b>	<b>0</b>
Irish	<b>2</b>	<b>0.09</b>	Irish	<b>2</b>	<b>0.2</b>
Gypsy/Traveller	<b>1</b>	<b>0.05</b>	Gypsy/Traveller	<b>0</b>	<b>0</b>
Polish	<b>30</b>	<b>1.38</b>	Polish	<b>40</b>	<b>4.3</b>
Roma	<b>0</b>	<b>0</b>	Roma	<b>0</b>	<b>0</b>
Welsh	<b>0</b>	<b>0</b>	Welsh	<b>0</b>	<b>0</b>
<b>Mixed Groups</b>			<b>Mixed Groups</b>		
Mixed or multiple ethnic background	<b>1</b>	<b>0.05</b>	Mixed or multiple ethnic background	<b>5</b>	<b>0.5</b>
<b>Asian, Scottish Asian, British Asian</b>			<b>Asian, Asian Scottish, Asian British</b>		
Indian, Indian Scottish or Indian British	<b>3</b>	<b>0.14</b>	Indian, Indian Scottish or Indian British	<b>1</b>	<b>0.1</b>
Pakistani, Pakistani Scottish or Pakistani British	<b>5</b>	<b>0.23</b>	Pakistani, Pakistani Scottish or Pakistani British	<b>7</b>	<b>0.8</b>
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	<b>0</b>	<b>0</b>	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	<b>0</b>	<b>0</b>
Chinese, Chinese Scottish, Chinese British	<b>0</b>	<b>0</b>	Chinese, Chinese Scottish, Chinese British	<b>1</b>	<b>0.1</b>
Any other Asian background	<b>1</b>	<b>0.05</b>	Any other Asian background	<b>1</b>	<b>0.1</b>
<b>Black or Caribbean</b>			<b>Black or Caribbean</b>		
Caribbean, Caribbean Scottish, Caribbean British	<b>0</b>	<b>0</b>	Caribbean, Caribbean Scottish, Caribbean British	<b>0</b>	<b>0</b>
Black, Black Scottish, Black British	<b>1</b>	<b>0.05</b>	Black, Black Scottish, Black British	<b>0</b>	<b>0</b>
Any other caribbean or black background	<b>1</b>	<b>0.05</b>	Any other caribbean or black background	<b>0</b>	<b>0</b>
<b>Other</b>			<b>Other</b>		
<b>Other Group</b>	<b>19</b>	<b>0.88</b>	<b>Other Group</b>	<b>9</b>	<b>1</b>
Prefer not to say	<b>1381</b>	<b>63.8</b>	Prefer not to say	<b>0</b>	<b>0</b>
<b>Totals</b>	<b>2164</b>	<b>100%</b>	<b>Totals</b>	<b>925</b>	<b>100%</b>

\* Footnote: All figures based on Total No. of Returned Forms

### 3. INCOME AND EXPENDITURE

**TABLE 3.1 – Rent Collection**

	LHA	%age	LHA Benchmark
Rent Income	<b>£4,295,636</b>		
Voids	<b>£6,307</b>	<b>0.15%</b>	<b>0.80%</b>
Non-technical Arrears	<b>£108,053</b>	<b>2.5%</b>	<b>2.25%</b>
Technical (HB) Arrears	<b>£12,409</b>	<b>0.29%</b>	<b>0.50%</b>
Former Tenant Arrears	<b>£43,975</b>	<b>1.02%</b>	<b>0.75%</b>
<b>Total Rent Arrears</b>	<b>£16,438</b>	<b>3.83%</b>	<b>3.50%</b>

**TABLE 3.2 – Management and Maintenance Costs**

RSL/ Peer Group	LHA £	LHA Benchmark (allowance/Budget) £
Planned Maintenance per unit (£)	<b>1,179</b>	<b>941</b>
Reactive repairs per unit (£)	<b>407</b>	<b>341</b>
Void repairs per unit (£)	<b>59</b>	<b>91</b>
Maintenance Overhead	<b>343</b>	<b>580</b>
<b>Total Maintenance/Repair Cost</b>	<b>2,405</b>	<b>1,953</b>
Housing Management Overhead	<b>1,373</b>	<b>1,120</b>
<b>Total Management &amp; Maint. Cost</b>	<b>3,778</b>	<b>3,073</b>

### 4. VACANCIES AND ALLOCATIONS

**TABLE 4.1 – Vacant Stock at Year End**

Vacancies	Vacant and available (%)	Vacant and unavailable (%)	Total vacant Stock (%)
Percentage of Total Stock	<b>0.32%</b>	<b>0</b>	<b>0.32%</b>

**TABLE 4.2 – Average Re-let Times**

RSL/ Peer Group	Average No. of days to Re-let	Lets as %age of total stock	Less than 16 weeks	More than 16 weeks
National Average (2023/24)	<b>56.7</b>			
Internal Benchmark	<b>15</b>			
<b>LHA Average</b>	<b>15</b>	<b>3.88%</b>	<b>36</b>	<b>0</b>

**5. SERVICES TO TENANTS**

**TABLE 5.1 – Repairs Completed within Target**

RSL/ Peer Group	% Emergency	% Urgent	% Routine
Internal Benchmark	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>LHA Actual</b>	<b>97.6%</b>	<b>99.2%</b>	<b>99.3%</b>

<p><b>TARGETS</b></p> <p><b>Emergency Completion Target – 2 Hours</b></p> <p><b>Urgent Completion Target – 5 working days</b></p> <p><b>Routine Completion Target – 8 working days</b></p>
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**TABLE 5.2 – Annual Servicing of Gas Appliances**

	Number of Units	%age
Properties with gas appliances	<b>828</b>	
Properties with current gas safety certificates	<b>828</b>	<b>100%</b>
Properties where current safety check was carried out within 12 months of previous check	<b>828</b>	<b>100%</b>
Properties where safety check was up to 1 month late	<b>0</b>	<b>0%</b>
Properties where safety check was between 1 and 3 months late	<b>0</b>	<b>0%</b>
Properties where safety check was more than 3 months late	<b>0</b>	<b>0%</b>



**TABLE 5.3 – Tenant Satisfaction Results**

Satisfaction Measure questions	Benchmark %age (MIS average)	LHA %age
<b>CORE</b>		
Overall service	<b>87.74%</b>	<b>95.20%</b>
Keeping them informed about services and decisions	<b>91.15%</b>	<b>98.10%</b>
Opportunity to participate in decision making process	<b>86.81%</b>	<b>95.20%</b>
Quality of their home	<b>85.44%</b>	<b>79.40%</b>
Repairs and maintenance service	<b>88.01%</b>	<b>87.18%</b>
Management of the neighbourhood they live in	<b>85.09%</b>	<b>85.50%</b>
Rent for their property represents good value for money	<b>82.51%</b>	<b>88.50%</b>

**TABLE 5.4 – Anti-Social Behaviour / Racial Harassment**

Nature of Complaint	Total complaints received	Resolved by internal intervention/ mediation	Referral to Task Force or other Agency	ASBO's or other Legal proceedings for prevention
Reports of Anti-Social Behaviour	<b>26</b>	<b>26</b>	<b>0</b>	<b>0</b>
Reports of Racial Harassment	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 6. PROJECTS

**TABLE 6.1 – Planned Maintenance**

Planned Maintenance	Budget £	Actual £
Capital – Major Component Renewals	<b>798,807</b>	<b>1,098,945</b>
Revenue – Planned Maintenance	<b>112,000</b>	<b>41,291</b>
<b>Total Spend</b>	<b>910,807</b>	<b>1,141,704</b>

**TABLE 6.2 – Capital Programme (£m - last 4 years)**

Developments	2020/21	2021/22	2022/23	2023/24
HAG Spend	<b>0.015</b>	<b>0.027</b>	<b>0.066</b>	<b>0.487</b>
Private Finance	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
Other Grant spend	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
<b>Total Spend</b>	<b>0.015</b>	<b>0.027</b>	<b>0.066</b>	<b>0.487</b>
GPT	<b>0.015</b>	<b>0.027</b>	<b>0.066</b>	<b>0.487</b>
% of GPT achieved	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 7. CORPORATE FUNCTIONS (Finance & Administration)

**TABLE 7.1 – Key Financial Ratios**

<b>Ratio</b>	<b>Benchmark</b>	<b>LHA</b>
Interest Cover (%)	<b>110%</b>	<b>220%</b>
Current Ratio (%)	<b>110%</b>	<b>161%</b>
Net Housing Debt per Unit (£)	<b>£5,850</b>	<b>£3,732</b>
Gross Surplus / Deficit (%)	<b>30%</b>	<b>13%</b>
Net Surplus / Deficit (%)	<b>3%</b>	<b>7%</b>
Growth in Reserves	<b>3%</b>	<b>1%</b>
Staff Costs (% of Income)	<b>32%</b>	<b>29%</b>
Office Overheads (% of Income)	<b>10%</b>	<b>5%</b>

**TABLE 7.2 – Cash Flow Summary**

	<b>Budget</b>	<b>Actual</b>
<b>Revenue</b>	<b>£</b>	<b>£</b>
Cash Received	<b>4,489,262</b>	<b>4,667,384</b>
Cash Paid Out	<b>(4,200,382)</b>	<b>(3,852,816)</b>
Net Inc/(Dec) in Cash	<b>288,880</b>	<b>814,568</b>
<b>Capital</b>		
Cash Received	<b>454,040</b>	<b>454,040</b>
Cash Paid Out	<b>(1,226,524)</b>	<b>(1,892,873)</b>
Net Inc/(Dec) in Cash	<b>(772,484)</b>	<b>(1,438,833)</b>
<b>Total Inc/(Dec) in Cash</b>	<b>(483,604)</b>	<b>(624,265)</b>

**TABLE 7.3 – Annual Increase/Decrease in Cash**

	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
<b>Inc/(Dec) In Cash</b>	<b>(106,502)</b>	<b>500,018</b>	<b>421,563</b>	<b>265,900</b>	<b>(624,265)</b>

**TABLE 7.4 – Attendance Levels**

<b>RSL/ Peer Group</b>	<b>Committee Members Attendance (%)</b>	<b>Staff Members Attendance (%)</b>
Internal Benchmark	<b>70%</b>	<b>95%</b>
<b>LHA Actual</b>	<b>69%</b>	<b>98%</b>

**TABLE 7.5 – Policy Reviews**

Department	No. of Policies due for review	No. of Policies reviewed	Annual Review success rate (%)
Governance & Finance	24	24	100%
Housing Services	9	9	100%
Property Services	13	13	100%
Development	6	6	100%
<b>Total</b>	<b>52</b>	<b>52</b>	<b>100%</b>

**TABLE 7.6 – Complaints Monitoring April 2023 - March 2024**

Department	Stage 1 Complaints	Stage 2 Complaints	SPS Ombudsman
Governance	0	0	0
Corporate (Finance & Admin)	0	0	0
Housing Services	1	3	0
Property Services	3	4	0
Development	0	0	0
Other	0	0	0
<b>Total</b>	<b>4</b>	<b>7</b>	<b>0</b>

**TABLE 7.7 – Training Budget**

Training Budget	Budget (£)	Actual Spend (£)	Budget % achieved
Committee Members Training Budget	4,000	2,000	50%
Staff Members Training Budget	16,000	7,357	45%
<b>Total</b>	<b>20,000</b>	<b>9,357</b>	<b>47%</b>

**TABLE 7.8 – Staff Appraisals & Personal Development**

Annual Appraisals	Managerial Staff	General Staff
% Appraisals concluded	100%	100%
% awarded exceptional/ commendable grade	100%	
% awarded good/satisfactory grade	0	
% awarded unsatisfactory grade	0	
% awarded staff bonus		100%

## 8. EQUALITY

**TABLE 8.1 – Ethnic Origin (Staff, Committee & Membership)**

<b>Staff</b>	<b>No.</b>	<b>%age</b>	<b>Committee</b>	<b>No.</b>	<b>%age</b>	<b>Membership</b>	<b>No.</b>	<b>%age</b>
<b>African</b>			<b>African</b>			<b>African</b>		
African, African Scottish or African British	0	0	African, African Scottish or African British	0	0	African, African Scottish or African British	0	0
Other African background	0	0	Other African background	0	0	Other African background	0	0
<b>White</b>			<b>White</b>			<b>White</b>		
Scottish	17	90	Scottish	7	100	Scottish	37	84
English	0	0	English	0	0	English	3	7
Other British	0	0	Other British	0	0	Other British	1	2
Irish	0	0	Irish	0	0	Irish	0	0
Gypsy/Traveller	0	0	Gypsy/Traveller	0	0	Gypsy/Traveller	0	0
Polish	0	0	Polish	0	0	Polish	0	0
Roma	0	0	Roma	0	0	Roma	0	0
Welsh	0	0	Welsh	0	0	Welsh	0	0
<b>Mixed Groups</b>			<b>Mixed Groups Mixed</b>			<b>Mixed Groups</b>		
Mixed or multiple ethnic background	0	0	Mixed or multiple ethnic background	0	0	Mixed or multiple ethnic background	0	0
<b>Asian, Scottish Asian, British Asian</b>			<b>Asian, Asian Scottish, Asian British</b>			<b>Asian, Asian Scottish, Asian British</b>		
Indian, Indian Scottish or Indian British	0	0	Indian, Indian Scottish or Indian British	0	0	Indian, Indian Scottish or Indian British	0	0
Pakistani, Pakistani Scottish or Pakistani British	0	0	Pakistani, Pakistani Scottish or Pakistani British	0	0	Pakistani, Pakistani Scottish or Pakistani British	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish, Chinese British	0	0	Chinese, Chinese Scottish, Chinese British	0	0	Chinese, Chinese Scottish, Chinese British	0	0
Any other Asian background	0	0	Any other Asian background	0	0	Any other Asian background	0	0
<b>Black or Caribbean</b>			<b>Black or Caribbean</b>			<b>Black or Caribbean</b>		
Caribbean, Caribbean Scottish, Caribbean British	0	0	Caribbean, Caribbean Scottish, Caribbean British	0	0	Caribbean, Caribbean Scottish, Caribbean British	0	0
Black, Black Scottish, Black British	0	0	Black, Black Scottish, Black British	0	0	Black, Black Scottish, Black British	0	0
Any other caribbean or black background	0	0	Any other caribbean or black background	0	0	Any other caribbean or black background	0	0
<b>Other</b>			<b>Other</b>			<b>Other</b>		
Other Group	0	0	Other Group	0	0	Other Group	2	5
Prefer not to say	2	10	Prefer not to say	0	0	Prefer not to say	1	2
<b>Totals</b>	<b>19</b>	<b>100%</b>	<b>Totals</b>	<b>7</b>	<b>100%</b>	<b>Totals</b>	<b>44</b>	<b>100%</b>

\* Footnote: All figures based on Total No. of Returned Forms

**TABLE 8.2 – Ethnic Origin (Job/New Membership Applicants)**

<b>Job Applicants</b>	<b>No.</b>	<b>%age</b>	<b>Membership Applicants</b>	<b>No.</b>	<b>%age</b>
<b>African</b>			<b>African</b>		
African, African Scottish or African British	0	0	African, African Scottish or African British	0	0
Other African background	0	0	Other African background	0	0
<b>White</b>			<b>White</b>		
Scottish	2	100	Scottish	2	100
English	0	0	English	0	0
Other British	0	0	Other British	0	0
Irish	0	0	Irish	0	0
Gypsy/Traveller	0	0	Gypsy/Traveller	0	0
Polish	0	0	Polish	0	0
Roma	0	0	Roma	0	0
Welsh	0	0	Welsh	0	0
<b>Mixed Groups</b>			<b>Mixed Groups</b>		
Mixed or multiple ethnic background	0	0	Mixed or multiple ethnic background	0	0
<b>Asian, Scottish Asian, British Asian</b>			<b>Asian, Asian Scottish, Asian British</b>		
Indian, Indian Scottish or Indian British	0	0	Indian, Indian Scottish or Indian British	0	0
Pakistani, Pakistani Scottish or Pakistani British	0	0	Pakistani, Pakistani Scottish or Pakistani British	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish, Chinese British	0	0	Chinese, Chinese Scottish, Chinese British	0	0
Any other Asian background	0	0	Any other Asian background	0	0
<b>Black or Caribbean</b>			<b>Black or Caribbean</b>		
Caribbean, Caribbean Scottish, Caribbean British	0	0	Caribbean, Caribbean Scottish, Caribbean British	0	0
Black, Black Scottish, Black British	0	0	Black, Black Scottish, Black British	0	0
Any other caribbean or black background	0	0	Any other caribbean or black background	0	0
<b>Other</b>			<b>Other</b>		
<b>Other Group</b>	0	0	<b>Other Group</b>	0	0
Prefer not to say	0	0	Prefer not to say	0	0
<b>Totals</b>	<b>2</b>	<b>100%</b>	<b>Totals</b>	<b>2</b>	<b>100%</b>

\* Footnote: All figures based on Total No. of Returned Forms

**TABLE 8.3 – Disability Monitoring**

Source	Number with a disability	As a %age of total	No. of Cases where Adjustments made
Job applicants	0	0	0
Staff	1	5	0
Committee	2	28	0

**TABLE 8.4 – Gender (Staff, Committee & Membership)**

Staff	No.	%age	Committee	No	%age	Membership	No.	%age
Male	6	32	Male	4	57	Male	29	66
Female	11	58	Female	3	43	Female	15	34
Intersex	0	0	Intersex	0	0	Intersex	0	0
Prefer not to say	2	10	Prefer not to say	0	0	Prefer not to say	0	0
<b>Totals</b>	<b>19</b>	<b>100%</b>	<b>Totals</b>	<b>7</b>	<b>100%</b>	<b>Totals</b>	<b>44</b>	<b>100%</b>

**TABLE 8.5 – Gender (Job / New Membership Applications)**

Job Applicants	No.	%age	Membership Applicants	No.	%age
Male	0	0	Male	0	0
Female	2	100	Female	2	100
Intersex	0	0	Intersex	0	0
Prefer not to say	0	0	Prefer not to say	0	0
<b>Totals</b>	<b>2</b>	<b>100%</b>	<b>Totals</b>	<b>2</b>	<b>100%</b>

\*Footnote: All figures based on Total No. of Returned Forms

# *Section 5*

*Scottish Housing Regulator –  
Landlord Report*





## Landlord Report

### How Lanarkshire Housing Association performed in 2023/2024

The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, the Scottish Housing Regulator require that landlords report on its performance against the Charter. Detailed below is how the Association performed in those areas in 2023/2024.

### Homes and rents

At 31 March 2024 your landlord owned **928 homes**. The total rent due to this landlord for the year was **£4,289,329**. Your landlord increased its weekly rent on average by **7.0%** from the previous year.

Size of Home	Number owned	Average weekly rents		Difference
		Your landlord	Scottish average	
1 apartment	-	-	£82.24	n/a
2 apartment	362	£79.81	£87.87	-9.2%
3 apartment	467	£93.60	£90.29	3.7%
4 apartment	99	£102.57	£98.30	4.3%
5 apartment	-	-	£108.29	n/a

### Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

- **95.2%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of **86.5%**
- **98.1%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **90.5%**
- **96.3%** of the tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of **87.7%**

### Quality and maintenance of homes

- **99.7%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **84.4%**
- The average time your landlord took to complete **emergency repairs** was **1.4 hours**, compared to the Scottish average of **4.0 hours**
- The average time your landlord took to complete **non-emergency repairs** was **3.6 days**, compared to the Scottish average of **9.0 days**
- Your landlord completed **99.2%** of **reactive repairs** 'right first time' compared to the Scottish average of **88.4%**
- **87.2%** of tenants who had repairs or maintenance carried out were **satisfied with the service they received**, compared to the Scottish average of **87.3%**

## Neighbourhoods

- **100%** of **anti-social behaviour cases** relating to your landlord were resolved, compared to the national average of **94.3%**

## Value for money

- The amount of money your landlord collected for current and past rent was equal to **99.8%** of the **total rent** it was due in the year, compared to the Scottish average of **99.4%**
- It did not collect **0.2%** of **rent due** because homes were empty, compared to the Scottish average of **1.4%**

## Re-let homes

- It took an average of **15.0 days** to **re-let homes**, compared to the Scottish average of **56.7 days**

### Want to know more?

If you want to find out more about the Association's performance, contact us on 01698 269119. We are making performance information available to tenants and others who use our services.

The Scottish Housing Regulator website has lots of further information about Lanarkshire Housing Association. You can:

- compare your landlord's performance with other landlords
- see all of the information your landlord reported on the Charter
- find out more about some of the terms used in this report; and
- find out more about our role and how we work

Visit the website at [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)