

Sharing Owner & Owners 2013-14 Report

Enclosed is a copy of our 2013/14 Annual Report to Tenants on the outcomes of the Scottish Social Housing Charter.

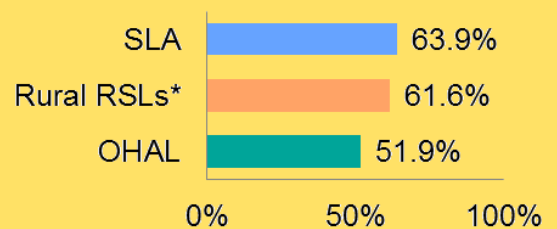
Most of the comparative data relates to tenants only. There is one indicator for Sharing Owners

Overall Satisfaction with factoring service

The level of satisfaction is lower than we would like. We recognise a need to improve our performance in this area and have undertaken work in this area over the past year in terms of changes to the grounds maintenance service and increased estate management inspections.

We have also formed a Residents Panel whose members are involved in monitoring our performance, as well as helping to develop new policies, procedures and services. We would

Overall Satisfaction

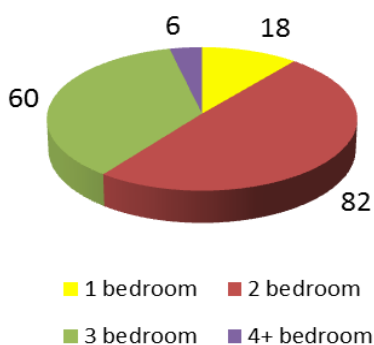


* This group consists of all 18 Associations that the Regulator has classified as Rural

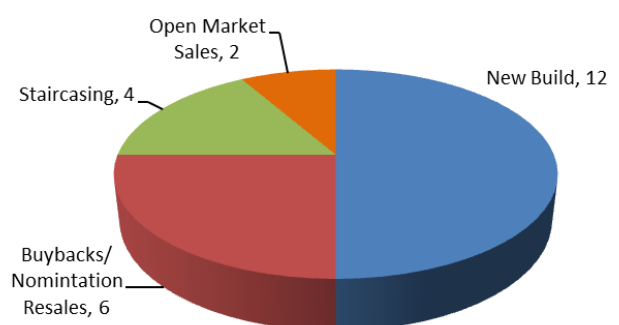
We have a total of 166 properties in shared ownership and an additional 39 outright owners to whom we provide a factoring service which include the following:-

• common ground maintenance	• common stairwell maintenance
• buildings insurance	• door entry systems (flats only)
• fire alarm/emergency lights testing (Kiln Corner properties only)	

OHAL Shared Ownership Housing Stock



Shared Ownership Sales & Stock Turnover



We hope you find this and the Tenants Report to be of interest and would welcome your feedback.