

## Arklet Housing Association Ltd

This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The Inspection of Arklet Housing Association took place on the 27th October 2005.

Arklet Housing Association owns 193 new build and dispersed properties in East Renfrewshire, Glasgow and South Lanarkshire. The stock includes dwellings built or adapted for people confined to wheelchairs.

An experienced voluntary management committee governs the Association. This is currently made up of 13 committee members, 3 of whom are tenants. At the time of inspection Arklet had 12 full time employees. The table below shows some key facts on Arklet.

Key Facts	2002-2003	2003-2004	2004-2005
Houses owned	161	161	193
Employees (full time equivalent)	22	11	11
Annual turnover (£000's)	1069	1009	936
Total possible rental income (£000's)	832	736	833
Total Arrears (£'s)	22,800	26,826	24,666
Average weekly rent (£'s)	47.64	50.31	56.06
Houses re-let	16	15	15
Average days to re-let	10	19	21
Responsive repairs carried out	500	493	465

Source: Annual Performance & Statistical Returns (APSR) & annual accounts

### Inspection Findings

We found that Arklet is providing good access to its services. It is responsive to tenants and is committed to continuous improvement. The Association is meeting housing need. It performs well against its responsive repairs targets and has taken action to improve its performance in how quickly it re-lets its houses.

However we found weaknesses in the way Arklet Housing Association operates as the parent organisation in a group structure and this has exposed it to risk. The

Association has not agreed an agency agreement for services provided by Arklet to its subsidiary, Kolcare. This weakness was identified on our previous audit.

Key strengths in Arklet's services are:

- it provides good access to all services;
- it provides good information to tenants and is responsive to their feedback;
- its tenants are generally satisfied;
- it lets its houses to people in housing need;
- it manages its estates well and
- provides the services of 'good neighbours'

The key areas for improvement in Arklet's services are:

- review its management of gas safety
- improve the quality of information it gives to applicants to its housing list.

### Next steps

Arklet Housing Association should respond to our findings by submitting an improvement plan for agreement with us within eight weeks of the publication of this report. We require Arklet to give this summary of the inspection report to all its tenants.

### How to get more information and contact details

If you would like to see Arklet improvement plan you should contact the Chairperson at:

Arklet Housing Association Ltd  
Barrland Drive  
Giffnock  
Glasgow G46 2QD

Telephone: 0141 620 3044  
Email: [arklet@arklet.org.uk](mailto:arklet@arklet.org.uk)

The full report is on our website at [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk).  
This Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5162 or email: [Janette.Campbell](mailto:Janette.Campbell).

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی  
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如果索取這文件的翻譯版本，請致電 **Janette Campbell**  
**0131 479 5162**，或電郵以下地址  
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আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্বেল-কে 0131 479 5162 নম্বরে  
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করবেন।

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