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### ***Social landlord contextual information***

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

***Staff information, staff turnover and sickness rates (Indicator C1)***

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

**C1.2 Staff employed by the RSL:**

C1.2.1 the number of senior staff

6

C1.1 the name of Chief Executive

Jason MacGilp

C1.2.2 the number of office based staff

97

C1.2.3 the number of care / support staff

68

C1.2.4 the number of concierge staff

0

C1.2.5 the number of direct labour staff

8

C1.2.6 the total number of staff

179.0

**C1.3 Staff turnover and sickness absence:**

C1.3.1 the percentage of senior staff turnover in the year to the end of the reporting year

25

C1.3.2 the percentage of total staff turnover in the year to the end of the reporting year

16.27



C1.3.3 the percentage of days lost through staff sickness absence in the reporting year

4.01



## ***Governance***

The information you give us here will tell us about your governing body and how your organisation is structured.

***Parent, subsidiary and other connected organisations (Indicator C2)***

**If parent organisation**

<b>C2.1</b>	<b>C2.1.2</b>	<b>C2.1.3</b>	<b>C2.1.4</b>
Cairn Homes & Services Ltd	Not Registered	Charitable	commercial activities

**C2.2 If subsidiary of another organisation, please state:**

C2.2.1 the name of the parent organisation

C2.2.2 the address of the parent organisation

**If connected with another organisation, please state:**

***Agent employed by the landlord to provide all of its services (Indicator C3)***

If an agent is employed by the landlord to provide all its services, please state:

**(i) the name of the organisation**

**(ii) contact details of the organisation**

C3.1 The name of organisation	
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C3.2 Contact name:
C3.2.1 title
(Select)

C3.2.2 forename	
-----------------	--

C3.2.3 surname	
----------------	--

***RSL members (Indicator C4)***

**Please state:**

C4.1 The total number of RSL members as at the time of the last Annual General Meeting

99

C4.2 The number of members attending last RSL Annual General Meeting

19

***Governing body appointments (Indicator C5)***

**Please state:**

C5.1 The number of governing body vacancies at last Annual General Meeting

8

C5.2 The number of candidates for the vacancies

6

C5.3 The number of vacancies filled

6



## ***Lets***

The information you give us here will allow us to build a profile of your lets.

***Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)***

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

209

C7.2 The number of 'supported housing' lets during the reporting year

116

***The number of lets during the reporting year by source of let (Indicator C8)***

**Please state:**

C8.1 The number of lets to existing tenants

45

C8.2 The number of lets to housing list applicants

176

C8.3 The number of mutual exchanges

31

C8.4 The number of lets from other sources

1

**C8.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:**

C8.5.1 section 5 referrals

6

C8.5.2 nominations from the local authority

4

C8.5.3 other

52

C8.6 the number of other nominations from local authorities

41



***Types of tenancies granted for lets during the reporting year (Indicator C9)***

**Please state, excluding mutual exchanges:**

C9.1 The number of occupancy agreements granted in the reporting year

15

C9.2 The number of short SSTs granted in the reporting year

3

C9.3 The number of SSTs granted in the reporting year

307

## ***Housing lists (Indicator C10)***

**Please state:**

C10.1 What type of housing list do you operate (select all that apply)

Your own housing list,Common housing register,Choice based lettings

C10.2 The number of new applicants added to the housing list(s)

22736

C10.3 The number of applicants on the housing list(s) at end of reporting year

44720

C10.4 The number of suspensions from the housing list at end of reporting year

1257

C10.5 The number of applications cancelled from the housing list during the reporting year

18405

C10.6 The number of Section 5 referrals received during the last reporting year

6



## ***Stock***

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

***The landlord's wholly owned stock (Indicator C14)***

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		<b>Of the stock at year end:</b>					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	500		57		0	
	C14.2 The number of non self-contained units / bedspaces	52	192	17	156	0	0

**Stock by house types, apartment sizes and average weekly rents (Indicator C17)**

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only. For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	0	0	0	0	421	421	395	80.78
2 Apt	116	0	0	101	708	925	916	81.30
3 Apt	471	0	0	121	443	1035	1019	81.35
4 Apt	701	0	0	13	37	751	745	88.25
5 Apt +	65	0	0	2	3	70	70	99.21
Total SC	1353	0	0	237	1612	3202	3145	83.30

Number of lettable non self contained units at year end

35

Number of lettable non self contained bed spaces at year end

36

Average weekly rent charge per bed space for the reporting year

114.24

***The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)***

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre- 1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post- 2002	Total
C19.1 The number of self-contained units	1	12	526	769	1098	796	3202
C19.2 The number of non self-contained units	7	19	2	1	10	13	52
C19.2 The number of non self-contained bed spaces	8	22	2	4	40	116	192



***The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)***

Please state the number of self-contained properties that:

C20.1 were void at the year end

19

C20.2 have been void for more than six months

1

***Development programme – New units and value (excluding Scottish Government funded developments) (Indicator C32)***

**Please state:**

	in the current reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the next reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the following year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0





	in the current reporting year	projected for the next reporting year	projected for the following year
C32.2.1 funded through own cash / reserves	0	0	0
C32.2.2 funded through private finance	0	0	0
C32.2.3 funded through other grants / sources	0	0	0
C32.2.4 funded through sales	0	0	0

***Comments (Social landlord contextual information)***

**Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.**

C10 - comment from East Dunbartonshire: mass allocation review was carried out for CHR applicants and that this was the first review that has been carried out since 2013.

C10 - Borders, HHR, South Lanarkshire, Edindex, North Lanarkshire

C2.1 - Trading as Cairn Living



## ***Overall satisfaction***

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

***Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)***

**1.1 In relation to the overall tenant satisfaction survey carried out, please state:**

1.1.1 the number of tenants who were surveyed

3150

1.1.2 the fieldwork dates of the survey

October 2016

1.1.3 the method(s) of administering the survey

Post  
Telephone  
Online

**1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:**

1.2.1 very satisfied

238

1.2.2 fairly satisfied

186

1.2.3 neither satisfied nor dissatisfied

27

1.2.4 fairly dissatisfied

19

1.2.5 very dissatisfied

23

1.2.6 no opinion

0
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493
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<b>Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)</b>	86.00	%
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***Comments (Overall satisfaction)***

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

We are actively reviewing our approach to gathering annual customer satisfaction in an effort to increase our response rate. In addition to the annual satisfaction survey we carry out regular service specific satisfaction surveys to which we received 1017 returns last year with an average score of 9.32 out of 10.



## ***The Customer/Landlord relationship***

The information you give us here will tell us about the relationships you have with your tenants and other service users.

***Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)***

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

2.2 The number of people who consider themselves to have a disability by:

		(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
<b>2.1.1</b>	<b>White (total)</b>	69	1730	33294	199	14
	(a) Scottish	34	1551	27812	173	11
	(b) Other British	27	112	2291	12	2
	(c) Irish	5	3	185	0	1
	(d) Gypsy/traveller	0	0	21	0	0
	(e) Polish	2	11	1540	7	0
	(f) any other white background	1	53	1445	7	0
<b>2.1.2</b>	<b>Mixed or multiple ethnic background</b>	0	3	205	0	0
	<b>Asian, Asian</b>					



	<b>Scottish, Asian British (total)</b>					
	(a) Indian	1	0	106	0	0
	(b) Pakistani	0	0	242	0	0
	(c) Bangladeshi	0	0	124	0	0
	(d) Chinese	0	1	112	0	0
	(e) Any other Asian backgroun d	0	2	161	0	0
<b>2.1.4</b>	<b>Black, Black Scottish, Black British (total)</b>	0	3	832	0	0
	(a) Caribbean	0	0	646	0	0
	(b) African	0	3	107	0	0
	(c) Any other black backgroun d	0	0	79	0	0
<b>2.1.5</b>	<b>Other ethnic backgrou nd</b>	0	1	291	0	0
	(a) Arab, Arab Scottish or Arab British	0	1	120	0	0
	(b) any other group	0	0	171	0	0
<b>2.1.6</b>	<b>Unknown</b>	110	1405	9353	157	0
<b>2.1.7</b>	<b>Total</b>	180	3145	44720	356	14

	<b>(a) staff</b>	<b>(b) existing tenants</b>	<b>(c) applicants on housing list</b>	<b>(d) new tenants</b>	<b>(e) governing body members</b>
	5	1812	8463	123	1

***Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)***

**In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:**

3.1 "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?" 506

3.2 Of the tenants who answered, how many said that their landlord was:  
3.2.1 very good at keeping them informed 252

3.2.2 fairly good at keeping them informed 193

3.2.3 neither good nor poor at keeping them informed 41

3.2.4 fairly poor at keeping them informed 9

3.2.5 very poor at keeping them informed 11

506

<b>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)</b>	87.94	%
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***Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)***

**In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:**

6.1 "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?"	479
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	176
6.2.2 fairly satisfied	155
6.2.3 neither satisfied nor dissatisfied	123
6.2.4 fairly dissatisfied	12
6.2.5 very dissatisfied	13
	479

<b>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)</b>	69.10	%
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***Comments (The customer / landlord relationship)***



## ***Housing Quality and Maintenance***

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.



## ***Quality of Housing***

**The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.**

***Scottish Housing Quality Standard (SHQS) – Stock condition survey  
information (Indicator C24)***

**Please state:**

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

September 2015

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

42.30

C24.3 The date of your next scheduled stock condition survey or assessment

April 2017

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

5

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

Stock archetypes were identified in greater detail in order to allow for a strong cloning methodology of the stock condition surveys. Almost all SHQS applicable properties were surveyed externally, with just over 42% surveyed internally. The survey incorporated stock condition and energy characteristics. The next stock survey will be carried out internally, covering a minimum of 5% of the stock per annum.

**Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)**

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock	3175	3175
C25.2 Self-contained stock exempt from SHQS	197	187
C25.3 Self-contained stock in abeyance from SHQS	24	24
C25.4.1 Self-contained stock failing SHQS for one criterion	0	0
C25.4.2 Self-contained stock failing SHQS for two or more criteria	0	0
C25.4.3 Total self-contained stock failing SHQS	0	0
C25.5 Stock meeting the SHQS	2954	2964

**C25.6 Total self-contained stock meeting the SHQS by local authority**

Aberdeen City	0	0
Aberdeenshire	36	36
Angus	60	60
Argyll & Bute	27	27
City of Edinburgh	142	142
Clackmannanshire	5	5
Dumfries & Galloway	25	25
Dundee City	40	40
East Ayrshire	0	0
East Dunbartonshire	16	16



East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	54	54
Fife	173	173
Glasgow City	49	49
Highland	1348	1358
Inverclyde	0	0
Midlothian	0	0
Moray	9	9
North Ayrshire	0	0
North Lanarkshire	317	317
Orkney Islands	0	0
Perth & Kinross	125	125
Renfrewshire	38	38
Scottish Borders	110	110
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	259	259
Stirling	45	45
West Dunbartonshire	16	16
West Lothian	60	60
<b>Totals</b>	<b>2954</b>	<b>2964</b>

**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion  
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	0	0
C26.4 Because they did not have modern facilities and services	0	0
C26.5 Because they were not healthy, safe and secure	0	0
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these.	Note that guidance asks not to include properties which only have an exemption or abeyance failing. As all our fails are classed as either ABEY or EXEM, this results in zero's for this question	

**Scottish Housing Quality Standard (SHQS) – Working towards the standard  
(Indicator C27)**

**Please state:**

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

59

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year?

89

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

Larger investment programme and access to some HEEPS ABS funding, resulted in a larger increase in the actual number of properties passing the standard

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year?

10

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

## **Scottish Housing Quality Standard (SHQS) (Indicator C28.1)**

**Please state:**

C28.1.1 The number of self-contained properties with exemptions at the year end

197

C28.1.2 The range of elements not met

C Energy Efficiency: 32 100mm minimum loft insulation,C Energy Efficiency: 34a Full central heating,C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 36 A-D Bathroom Condition,D Modern Facilities and Services: 37 A-C Kitchen Condition,D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements,D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets,D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space,E Healthy, Safe & Secure: 44 Safe smoke alarms / detectors

C28.1.3 The reason(s) the elements are not met

(a) Work cannot be done because the statutory permissions have not been granted,(b) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building,(c) Work could be done but the costs would be disproportionate,(d) Any other reasons

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

Our annual investment programme will address some of the abeyances and exemptions. Cairn also has a designated annual budget to carry out SHQS and EESSH works that may arise from changes in tenancies or where access has now been allowed. Cairn will also contact tenants or owners who have previously refused works, to try and persuade them to allow works to proceed.

**Scottish Housing Quality Standard (SHQS) – Abeyances at the year end  
(Indicator C28.2)**

**Please state:**

C28.2.1 The number of self-contained properties with abeyances at the year end

24

C28.2.2 The range of elements not met

C Energy Efficiency: 32 100mm minimum loft insulation,C Energy Efficiency: 34a Full central heating,C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 36 A-D Bathroom Condition,D Modern Facilities and Services: 37 A-C Kitchen Condition,D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements,D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets,D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space,E Healthy, Safe & Secure: 44 Safe smoke alarms / detectors

C28.2.3 The reason(s) the elements are not met

(a) Work cannot be done because the tenants objects,(c) Any other reasons

C28.2.4 What action is your organisation taking or planning to take to address these abeyances

Our annual investment programme will address some of the abeyances and exemptions. Cairn also has a designated annual budget to carry out SHQS and EESSH works that may arise from changes in tenancies or where access has now been allowed. Cairn will also contact tenants or owners who have previously refused works, to try and persuade them to allow works to proceed.

**Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)**

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	35	208000	0	0
C29.3 Because they were/are not energy efficient	120	450000	76	380000
C29.4 Because they did/do not have modern facilities and services	753	3970500	242	1300000
C29.5 Because they were/are not healthy, safe and secure	250	62535	255	192000
C29.6 The total number of properties improved	580	4691035	573	1872000
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0

**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)  
(Indicator 7)**

**For properties within scope of the SHQS, please state:**

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

3175

7.1.2 projected to the end of the next reporting year

3175

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

2954

7.2.2 projected to the end of the next reporting year

2964

<b>Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)</b>	93.04	%
--	-------	---

<b>Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)</b>	93.35	%
---	-------	---

***Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)***

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

3175
------

8.1.2 projected to the end of the next reporting year

3175
------

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

3042
------

8.2.2 projected to the end of the next reporting year

3053
------

<b>Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)</b>	95.81	%
--	-------	---

<b>Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year(Indicator 8)</b>	96.16	%
--	-------	---



**Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)**

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

88

9.2 Of the tenants who answered, how many said that they were:

**9.2.1 very satisfied**

47

**9.2.2 fairly satisfied**

24

**9.2.3 neither satisfied nor dissatisfied**

6

**9.2.4 fairly dissatisfied**

8

**9.2.5 very dissatisfied**

3

88

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)	80.68	%
--	-------	---

***Percentage of tenants satisfied with the quality of their home (Indicator 10)***

**In relation to tenant satisfaction with the quality of their home, please state:**

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

10.2 Of the tenants who answered, how many said that they were:  
**10.2.1 very satisfied**

**10.2.2 fairly satisfied**

**10.2.3 neither satisfied nor dissatisfied**

**10.2.4 fairly dissatisfied**

**10.2.5 very dissatisfied**

<b>Percentage of tenants satisfied with the quality of their home (Indicator 10)</b>	90.58	%
--	-------	---



## ***Repairs, Maintenance & Improvements***

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

***Average number of reactive repairs completed per occupied property  
(Indicator C13)***

**Please state:**

C13.1 The total number of reactive repairs completed during the reporting year

8958.0

C13.2 The number of occupied properties during the reporting year

3190

<b>Average number of reactive repairs completed per occupied property (Indicator C13)</b>	2.81	
---	------	--

***Average length of time taken to complete emergency repairs (Indicator 11)***

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Please state:

11.1 The number of emergency repairs completed in the reporting year

2229

11.2 The total number of hours taken to complete emergency repairs

3746

<b>Average length of time taken to complete emergency repairs (Indicator 11)</b>	1.68	<b>hours</b>
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***Average length of time taken to complete non-emergency repairs (Indicator 12)***

Non-emergency repairs are reactive repairs that are not categorised as emergency.

Please state:

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

6729

12.2 The total number of working days taken to complete non-emergency repairs

35202

**Average length of time taken to complete non-emergency repairs (Indicator 12)**

5.23

**days**

***Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)***

**Please state:**

13.1 The number of reactive repairs completed right first time during the reporting year

6545

13.2 The total number of reactive repairs completed during the reporting year

6729

<b>Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)</b>	97.27	%
--	-------	---

***Percentage of repairs appointments kept (Indicator 14)***

**Please state:**

14.1 Does your organisation operate a repairs appointment system?
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Yes
-----

14.2 The number of reactive repairs appointments made in the reporting year

3440
------

14.3 The number of reactive repair appointments kept in the reporting year

3440
------

<b>Percentage of repairs appointments kept (Indicator 14)</b>	100.00	%
---	--------	---



***Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)***

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

1731

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

1730

<b>Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)</b>	99.94	%
---	-------	---

***Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)***

**In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:**

16.1 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?"

284

16.2 Of the tenants who answered, how many said that they were:

**16.2.1 very satisfied**

175

**16.2.2 fairly satisfied**

78

**16.2.3 neither satisfied nor dissatisfied**

14

**16.2.4 fairly dissatisfied**

10

**16.2.5 very dissatisfied**

7

**Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)**

89.08

%

***Comments (Housing quality and maintenance)***

Indicator 15 -

1 communal boiler missed it's anniversary service due to its island location. Stornoway is not covered as part of our main servicing contract for assets in the North of the country instead we contract local trades to carry out the servicing. As soon as the asset was highlighted as a variance from the normal servicing cycle, local trades were instructed and the servicing completed.

Improvements have been made in the management of our gas servicing database to ensure that any properties not covered under our main servicing contracts in both the North and South of the country are highlighted so that local trades can be instructed well in advance of the anniversary dates.



## ***Neighbourhood and Community***

The information you give us here will tell us about the neighbourhoods and communities you manage.



***Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes***

The information you give us here will tell us about the neighbourhoods and communities you manage.

***Percentage of 1st and 2nd stage complaints resolved by the landlord  
(Indicators 4 & 5)***

**Equalities related issues:**

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	1	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	1	100.0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	1	100.0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	1	100.0

**Other issues:**

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	95	N/a	19	N/a
Carried forward from the previous reporting year	3	N/a	1	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	98	100.0	20	100.0

4.2.4 Complaints upheld by the landlord in the reporting year	96	97.96	17	85.00
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	98	100.0	20	100.0

**All complaints:**

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	95	N/a	20	N/a
Carried forward from the previous reporting year	3	N/a	1	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	98	100.0	21	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	96	97.96	18	85.71
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	98	100.0	21	100.0

<b>Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	0	%
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<b>Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 &amp; 5)</b>	100.0	%
---	-------	---

<b>Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 &amp; 5)</b>	0	%
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Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	97.96	%
Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	85.00	%
Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%



***Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)***

**In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:**

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?"

498

17.2 Of the tenants who answered, how many said that they were:

**17.2.1 very satisfied**

213

**17.2.2 fairly satisfied**

200

**17.2.3 neither satisfied nor dissatisfied**

49

**17.2.4 fairly dissatisfied**

22

**17.2.5 very dissatisfied**

14

**Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)**

82.93

%

***Percentage of tenancy offers refused during the year (Indicator 18)***

**Please state:**

18.1 The number of tenancy offers made during the reporting year

371
-----

18.2 The number of tenancy offers that were refused

58
----

<b>Percentage of tenancy offers refused during the year (Indicator 18)</b>	15.63	%
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***Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)***

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year

158

19.2 Of those at 19.1, the number of cases resolved in the reporting year

155

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year

125

<b>Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)</b>	79.11	%
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79.11

%

***Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)***

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year

17

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

2

24.2.2 because of anti-social behaviour

0

24.2.3 for other reasons

0

<b>Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)</b>	11.76	%
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11.76

%

<b>Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)</b>	0.0	%
---	-----	---

0.0

%

<b>Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)</b>	0.0	%
--	-----	---

0.0

%

<b>Percentage of the court actions initiated which resulted in eviction (Indicator 24)</b>	11.76	%
--	-------	---

11.76

%

***Abandoned properties (Indicator C11)***

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

**the property is unoccupied; and**

**the tenant does not intend to occupy the property as their home**

**Please state:**

C11.1 The number of properties abandoned during the reporting year

6
---

***Number of notices of proceedings issued and court action initiated (Indicator C12)***

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant. Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.

Please state:

C12.1 The number of notices of proceedings issued during the reporting year

112

C12.2 The number of orders for recovery of possession granted during the reporting year

6

***Comments (Neighbourhood & community)***

We are in the process of reviewing our ASB policy including response time-scales in consultation with customers in order to ensure that we both meet customer expectations and improve performance. Our current response times have proven to be very difficult to achieve and are unrealistic when compared with other organisations in the sector.



### ***Access to housing and support***

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.





## ***Housing Options and Access to Social Housing***

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

***Percentage of lettable houses that became vacant in the last year (Indicator 21)***

**Please state:**

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

323
-----

<b>Percentage of lettable houses that became vacant in the last year (Indicator 21)</b>	10.27	%
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***Average time to re-let properties in the last year (Indicator 35)***

**Please state:**

35.1 The total number of properties re-let in the reporting year

296

35.2 The total number of calendar days properties were empty

4294

<b>Average time to re-let properties in the last year (Indicator 35)</b>	14.51	<b>days</b>
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***Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)***

A 'medical adaptation' is a collective term for a broad range of products (including assistive technology) and changes to the fabric of a building that enable people of all ages to carry out ordinary, daily activities that have been affected by:

- impairment
- ill health
- traumatic injury
- ageing

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year	128
22.2 The number of approved applications completed between start and end of the reporting year	111
23.1 The total number of days taken to complete approved applications	7125
23.2 The number of medical adaptations completed in the reporting year	111

<b>Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)</b>	86.72	%
---	-------	---

<b>Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)</b>	64.19	days
--	-------	------

***Percentage of new tenancies sustained for more than a year, by source of let  
(Indicator 20)***

Please state:

**20.1 The number of tenancies which began in the previous reporting year by:**

20.1.1 existing tenants

38

20.1.2 applicants who were assessed as statutory homeless by the local authority

2

20.1.3 applicants from your organisation's housing list

173

20.1.4 nominations from local authority

19

20.1.5 others

1

**20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:**

20.2.1 existing tenants

33

20.2.2 applicants who were assessed as statutory homeless by the local authority

2

20.2.3 applicants from your organisation's housing list

143

20.2.4 nominations from local authority

17

20.2.5 others

0

<b>Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)</b>	86.84	%
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<b>Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)</b>	100.00	%
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<b>Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)</b>	82.66	%
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<b>Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)</b>	89.47	%
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<b>Percentage of new tenancies to others sustained for more than a year (Indicator 20)</b>	0.0	%
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***Comments (Access to housing and support)***

We have sustained significant improvement in re-let performance for the 2<sup>nd</sup> year running improving both value for money and access to housing. With regard to tenancy sustainment we have a tenancy sustainment strategy in place which includes a sustainability matrix to enable focussed and targeted support. This approach is helping to improve performance in this area.



## ***Getting good value from rents and service charges***

The information you give us here will tell us about your charges and the value for money you achieve.





## ***Value for money***

The information you give us here will tell us about the value for money you achieve.

***Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)***

**In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:**

29.1 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?"

490

29.2 Of the tenants who answered, how many said that their rent represented:

**29.2.1 very good value for money**

184

**29.2.2 fairly good value for money**

211

**29.2.3 neither good nor poor value for money**

63

**29.2.4 fairly poor value for money**

23

**29.2.5 very poor value for money**

9

**Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)**

80.61

%

***Percentage of factored owners satisfied with the factoring service they receive  
(Indicator 33)***

**In relation to tenant satisfaction with the factoring services provided, please state:**

33.1 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?"

7

33.2 Of the factored owners who answered, how many said that they were:

**33.2.1 very satisfied**

2

**33.2.2 fairly satisfied**

2

**33.2.3 neither satisfied nor dissatisfied**

0

**33.2.4 fairly dissatisfied**

1

**33.2.5 very dissatisfied**

2

<b>Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)</b>	57.14	%
---	-------	---

## ***Rents and service charges***

The information you give us here will tell us about how you maximise your income.

***Rent collected as percentage of total rent due in the reporting year (Indicator 30)***

**Please state:**

30.1 The total amount of rent collected in the reporting year

14075612

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

13656179

<b>Rent collected as percentage of total rent due in the reporting year (Indicator 30)</b>	103.07	%
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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 31)***

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

590340

31.2 The total rent due for the reporting year

13721750

<b>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)</b>	4.30	%
--	------	---

***Average annual management fee per factored property (Indicator 32)***

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

Please state:

32.1 The number of residential properties factored

794

32.2 The total value of management fees invoiced to factored owners in the reporting year

20700

<b>Average annual management fee per factored property (Indicator 32)</b>	<b>£</b>	26.07	
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***Percentage of rent due lost through properties being empty during the last year (Indicator 34)***

Please state:

34.1 The total amount of rent due for the reporting year

13721750.0

34.2 The total amount of rent lost through properties being empty during the reporting year

65571

<b>Percentage of rent due lost through properties being empty during the last year (Indicator 34)</b>	0.48	%
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***Rent increase (Indicator C21)***

**Please state:**

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

2



***The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)***

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

1915

C22.2 The value of direct housing cost payments received during the reporting year

6398948

***Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)***

Please state:

C23.1 The total value of former tenant arrears at year end

269052

C23.2 The total value of former tenant arrears written off at year end

147096

<b>Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)</b>	54.67	%
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***Comments (Getting good value from rents and service charges)***

We have sustained excellent performance in Income Collection in comparison to our peer group. This has been achieved via a focus on early intervention and support to customers to maximise income. With regard to Former Tenant Arrears write-off we have focussed this year on addressing historical debt. Whilst this has resulted in higher levels of write-off than in previous years we have also increased the level of Former Tenant Debt collection during the year.

### ***Other Customers***

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

***Gypsies/travellers – Average weekly rent per pitch (Indicator 36)***

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes.  
Please state:

36.1 The total amount of rent set for all pitches during the reporting year

36.2 The total number of pitches

<b>Gypsies/travellers - Average weekly rent per pitch (Indicator 36)</b>	£	0.0	
--	---	-----	--

***For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)***

**In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:**

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

37.2 Of the Gypsies/Travellers who answered, how many said that they were:  
37.2.1 very satisfied

37.2.2 fairly satisfied

37.2.3 neither satisfied nor dissatisfied

37.2.4 fairly dissatisfied

37.2.5 very dissatisfied

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	0.0	%
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***Comments (Other customers)***

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