



Landlord name: Cairn Housing Association Ltd

RSL Reg. No.: 218

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Approval

A1.1	Date approved	10/07/2020
A1.2	Approver	Jason MacGilp
A1.3	Approver job title	Group Chief Executive
A1.4	Comments	



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr Jason MacGilp
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	9.00
C1.2.2	the number of office based staff	88.06
C1.2.3	the number of care / support staff	25.64
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	12.00
C1.2.6	the total number of staff	134.70
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	11.11%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.54%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.97%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	191
C3.2	The number of 'supported housing' lets during the reporting year	124
Indicator C3		315



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	43
C2.2	The number of lets to housing list applicants	177
C2.3	The number of mutual exchanges	29
C2.4	The number of lets from other sources	2
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	5
C2.5.2	nominations from the local authority	34
C2.5.3	other	48
C2.6	the number of other nominations from local authorities	6
C2.7	Total number of lets excluding exchanges	315

Annual Return on the Charter (ARC) 2019-2020

Comments (Social landlord contextual information)

**Overall satisfaction****All outcomes**

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	505
1.1.2	the fieldwork dates of the survey	08/2018
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	230
	very satisfied	
1.2.2	fairly satisfied	194
1.2.3	neither satisfied nor dissatisfied	34
1.2.4	fairly dissatisfied	21
1.2.5	very dissatisfied	25
1.2.6	no opinion	1
1.2.7	Total	505

Indicator 1	83.96%
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Annual Return on the Charter (ARC) 2019-2020

Comments (Overall satisfaction)

BI Comment - Figures are from last Customer Satisfaction Survey carried out in 2018.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	505
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	260
2.2.2	fairly good at keeping them informed	165
2.2.3	neither good nor poor at keeping them informed	42
2.2.4	fairly poor at keeping them informed	30
2.2.5	very poor at keeping them informed	8
2.2.6	Total	505

	Indicator 2	84.16%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	505
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	184
5.2.2	fairly satisfied	188
5.2.3	neither satisfied nor dissatisfied	91
5.2.4	fairly dissatisfied	33
5.2.5	very dissatisfied	9
5.2.6	Total	505

	Indicator 5	73.66%
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Annual Return on the Charter (ARC) 2019-2020

Comments (The customer / landlord relationship)

BI Comment - Figures from last Customer Satisfaction Survey carried out in 2018.



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	09/2015
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	50.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	

A stock condition survey was carried out in the summer of 2015, where 40% were covered by a full external and internal survey. The remaining stock was cloned using a detailed archetype method. Last year 5% of stock was fully assessed by internal staff and we are planning to continue surveys by our own staff this year until an external surveyor is appointed for a full stock condition survey. Covid-19 has limited the opportunity for full surveys and it's likely our next large scale stock condition survey will now be pushed into 2021.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	3,241	3,293
C9.2	Self-contained stock exempt from SHQS	167	505
C9.3	Self-contained stock in abeyance from SHQS	21	21
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	3,053	2,767



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	37	37
Angus	97	97
Argyll & Bute	24	24
City of Edinburgh	139	136
Clackmannanshire	5	5
Dumfries & Galloway	29	29
Dundee City	40	40
East Ayrshire	0	0
East Dunbartonshire	16	15
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	54	37
Fife	174	160
Glasgow City	49	63
Highland	1,405	1,289
Inverclyde	0	0
Midlothian	0	0
Moray	9	9
North Ayrshire	0	0



North Lanarkshire	317	203
Orkney Islands	0	0
Perth & Kinross	123	119
Renfrewshire	38	37
Scottish Borders	110	110
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	266	260
Stirling	45	21
West Dunbartonshire	16	16
West Lothian	60	60
Totals	3,053	2,767

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	3,241
6.1.2	projected to the end of the next reporting year	3,293
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	3,053
6.2.2	projected to the end of the next reporting year	2,767

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	94.20%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	84.03%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	505
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	269
7.2.2	fairly satisfied	188
7.2.3	neither satisfied nor dissatisfied	19
7.2.4	fairly dissatisfied	22
7.2.5	very dissatisfied	7
7.3	Total	505

	Indicator 7	90.50%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	2,009
8.2	The total number of hours taken to complete emergency repairs	5,217

Indicator 8		2.60
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	8,343
9.2	The total number of working days taken to complete non-emergency repairs	45,514

Indicator 9		5.46
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	7,677
10.2	The total number of reactive repairs completed during the reporting year	8,342

	Indicator 10	92.03%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	289
	12.2 Of the tenants who answered, how many said that they were:	191
12.2.1	very satisfied	
12.2.2	fairly satisfied	52
12.2.3	neither satisfied nor dissatisfied	11
12.2.4	fairly dissatisfied	18
12.2.5	very dissatisfied	17
12.2.6	Total	289

	Indicator 12	84.08%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	1,124	310	67	1,501	
Four-in-a-block	228	135	2	365	
Houses (other than detached)	1,048	288	9	1,345	
Detached houses	21	8	1	30	
Total	2,421	741	79	3,241	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	1,124	310	67	1,501	
Four-in-a-block	228	135	2	365	
Houses (other than detached)	1,048	288	9	1,345	
Detached houses	21	8	1	30	
Total	2,421	741	79	3,241	

C10.4		Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	3	1	0	4
Four-in-a-block	5	13	0	18
Houses (other than detached)	87	84	0	171
Detached houses	0	2	0	2
Total	95	100	0	195

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	50	4	0	54
Four-in-a-block	7	2	0	9
Houses (other than detached)	180	35	1	216
Detached houses	0	1	0	1
Total	237	42	1	280

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	1,071	305	67	1,443
Four-in-a-block	216	120	2	338
Houses (other than detached)	781	169	8	958
Detached houses	21	5	1	27
Total	2,089	599	78	2,766

	C10	85.3%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	53	5	0	58
Four-in-a-block	12	6	0	18
Houses (other than detached)	266	99	1	366
Detached houses	0	3	0	3
Total	331	113	1	445

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		17
Excessive cost		426
New technology		2
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		445

C11.3 If other reason or unknown, please explain

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Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	339	75
C	1,540	32
D	798	3
E	113	0
F	23	0
G	2	0
Total	2,815	110

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	403	
SAP 2009	487	
SAP 2012	1,925	
Other procedure / unknown	0	
Total	2,815	

C12.3 If other procedure or unknown, please explain

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Indicator C12

86.9%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	27
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£20,500
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£20,500

C13.3 Please give reasons for any investment which came from another source

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Annual Return on the Charter (ARC) 2019-2020

Comments (Housing quality and maintenance)

C11 - Many of our challenging properties require extensive energy improvement works, but we are continuing to evaluate the options as new technologies and systems become available and will work to identify cost effective solutions as far as possible.



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	51	8
Complaints carried forward from previous reporting year	1	2
All complaints received and carried forward	52	10
Number of complaints responded to in full by the landlord in the reporting year	51	9
Time taken in working days to provide a full response	182	84

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.08%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	90.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.57
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	9.33



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	0
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	0
13.2.2	fairly satisfied	0
13.2.3	neither satisfied nor dissatisfied	0
13.2.4	fairly dissatisfied	0
13.2.5	very dissatisfied	0
13.2.6	Total	0

Indicator 13	
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	364
14.2	The number of tenancy offers that were refused	51

		Indicator 14	14.01%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	169
15.2	Of those at 15.1, the number of cases resolved in the last year	160

	Indicator 15	94.67%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	9
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	30
22.2.1	22.2 The number of properties recovered: because rent had not been paid	5
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	16.67%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	3.33%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	20.00%

Annual Return on the Charter (ARC) 2019-2020

Comments (Neighbourhood & community)

Cairn last carried out a Customer Satisfaction Survey in 2018 and are planning to carry out a survey in 2020/2021. Due to the wording change for Indicator 13 we are no longer able to use existing satisfaction data.
Indicator 3&4 - Complaints performance remains strong with high % response time and will be reviewing policy in line with SPSO guidance this year.



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	3,279
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	324

Indicator 17		9.88%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	117
19.2	The number of approved applications completed between the start and end of the reporting year	56
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	61
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19	61
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£204,681
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£204,681
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	10,864
21.2	The total number of adaptations completed during the reporting year.	56

		Indicator 21	194.00
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	6
23.2	The total number of individual homeless households referrals received under other referral routes.	78
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	84
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	5
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	48
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	53
23.7	The total number of accepted offers.	53

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	63.10%
Indicator 23 - The percentage of those offers that result in a let	100.00%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	283
30.2	The total number of calendar days properties were empty	14,907

Indicator 30		52.67
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	27
16.1.2	applicants who were assessed as statutory homeless by the local authority	26
16.1.3	applicants from your organisation's housing list	265
16.1.4	nominations from local authority	28
16.1.5	other	9
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	23
16.2.2	applicants who were assessed as statutory homeless by the local authority	15
16.2.3	applicants from your organisation's housing list	208
16.2.4	nominations from local authority	24
16.2.5	other	8

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	85.19%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	57.69%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	78.49%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	88.89%

Annual Return on the Charter (ARC) 2019-2020

Comments (Access to housing and support)

Performance for the year can be broken down between our properties in the North of our operating area (where we have an in-house R&M team) and properties in the South of our operating area (where R&M services are provided via a multi-trade contractor)

Performance in the North for the year was 82.59 days average re-let time across 112 properties & was impacted on most by the lack of available contractors to supplement the work of our in-house team. Whilst we previously had access to a contractor who undertook works to voids during busy periods / & major works voids this option is no longer available given pressure on contractor availability in the Highland region particularly as a result of increased housebuilding activity. As a result of this we are midway through a wholesale review project of our in-house R&M team (supported by an external consultant & sponsored by 2 x Board members) the aim of which is to ensure that we have the appropriate resources & structure in place to deliver the required level of work. The impact of the difficulty in identifying available contractors to supplement the work of the in-house team has been a backlog of void properties which the team have been working hard to reduce. Covid-19 impact aside we are working hard to improve performance in this area via the review.

Performance in the South is considerably better with the year-end position being 30.82 days across 158 properties. This performance was impacted most by the decision to re-let a long-term low demand void studio flat in one of our retirement courts (which had previously been categorised as being out of management) to assist a vulnerable tenant with a high level of need move from first floor to ground floor accommodation. Performance excluding this letting would have been 24.26 days for the South region.

We have included commentary on the wider challenges we face with regard to demand for studio flats in our retirement courts & our specific longer term project aimed at addressing this issue.

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

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£15,851,241
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£15,389,537

	Indicator 26	103.00%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
(Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£594,470
27.2	The total rent due for the reporting year	£15,730,380

Indicator 27		3.78%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	663
28.2	The total value of management fees invoiced to factored owners in the reporting year	£17,424

Indicator 28		£26.28
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	15,730,380
18.2	The total amount of rent lost through properties being empty during the reporting year	340,773

Indicator 18		2.17%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.40%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,521
C6.2	The value of direct housing cost payments received during the reporting year	£6,561,674



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£205,606
C7.2	The total value of former tenant arrears written off at year end	£57,196

	Indicator C7	27.82%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	505
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	169
25.2.2	fairly good value for money	206
25.2.3	neither good nor poor value for money	55
25.2.4	fairly poor value for money	48
25.2.5	very poor value for money	27
25.3	Total	505

Indicator 25	74.26%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	7
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	2
29.2.2	fairly satisfied	2
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	1
29.2.5	very dissatisfied	2
29.3	Total	7

Indicator 29

57.14%

Annual Return on the Charter (ARC) 2019-2020

Comments (Getting good value from rents and service charges)

103% was a solid performance in light of continuing challenges with UC and wider welfare reforms impacting on our customers. We continue to focus arrears performance to develop a more robust and efficient approach to income collection and support tenancy sustainment.



Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	

Indicator 31



For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Annual Return on the Charter (ARC) 2019-2020

Comments (Other customers)