



Landlord name: Easthall Park Housing Cooperative Ltd

RSL Reg. No.: 238

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Approval

A1.1	Date approved	31/05/2023
A1.2	Approver	Kenny Mollins
A1.3	Approver job title	Director
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Kenny Mollins
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	2.00
C1.2.2	the number of office based staff	9.40
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	7.00
C1.2.6	the total number of staff	18.40
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	150.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	38.04%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.10%

**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	24
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		24



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	13
C2.2	The number of lets to housing list applicants	2
C2.3	The number of mutual exchanges	3
C2.4	The number of lets from other sources	0
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	0
C2.5.3	other	4
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	24

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

The Co-operative has been going through a period of strategic review since December 2021, which has included an independent strategic options appraisal; the appointment of a new Director and a review of the staff structure. As a result vacant posts have generally been filled on a temporary basis in the last 2 years and this has impacted on turnover levels, as well as staff securing promoted posts within the sector. The Co-operative has also provided employment and training opportunities, where these people have been on temporary contracts through grant funding and this has also contributed towards our turnover rates.

There has been greater stability in the staff team in latter period of the year.

The Co-operative has seen an improvement in sickness absence levels at 6.10% in 2022-23. This compares favourable to 2021-22 levels of 13.5%,, which was mainly due to organisational matters.

**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	353
1.1.2	the fieldwork dates of the survey	05/2023
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input 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:	228
	very satisfied	
1.2.2	fairly satisfied	98
1.2.3	neither satisfied nor dissatisfied	14
1.2.4	fairly dissatisfied	8
1.2.5	very dissatisfied	4
1.2.6	no opinion	1
1.2.7	Total	353

Indicator 1	92.35%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

A full residents satisfaction survey was carried out by Resource Research between March 2023 - May 2023, with the ARC satisfaction indicators reported to the Management Committee on 31 May 2023. 353 tenants were surveyed (50.8% of the total number of tenants) and 12 Owner Occupiers (21% of the total number of factored owner-occupiers).
Indicator 1 - Overall satisfaction levels have increased from 89.64% in 2019 to 92.35% during 2022/2023.



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?"	353
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	279
2.2.2	fairly good at keeping them informed	60
2.2.3	neither good nor poor at keeping them informed	11
2.2.4	fairly poor at keeping them informed	3
2.2.5	very poor at keeping them informed	0
2.2.6	Total	353

	Indicator 2	96.03%
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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?"	353
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	285
5.2.2	fairly satisfied	58
5.2.3	neither satisfied nor dissatisfied	10
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	353

	Indicator 5	97.17%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Indicator 2 - keeping residents informed - the level of satisfaction has remained static at 96%
Indicator 5 - Opportunities to participate - this has dipped very slightly from 97.50% to 97.17%.

It is clearly evident from the findings of the independent survey that the Co-operative continues to communicate and engage well and encourage tenant and resident participation in our work and services. We will strengthen this engagement in 2023-24 with planned home visits to meet with our tenants to firstly promote our services and assess any support or assistance to help them sustain their tenancy and improve their quality of lives.



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	03/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	48.00
C8.3	The date of your next scheduled stock condition survey or assessment	06/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	50.00
C8.5	Comments on method of assessing SHQS compliance.	

In previous years Easthall Park have appointed independent consultants (Langmuir & Hay and Brown & Wallace) to carry out stock condition surveys at various addresses within our stock. In 2022 it was felt that this approach did not give a clear picture of the condition of the stock and therefore it was difficult to have sufficient information to produce an informed Asset Management Strategy and 30 Year forecast.

A tender was therefore produced and published on Public Contracts Scotland's website on Friday 12 May 2023 to appoint suitably qualified consultants to carry out a survey of either 50%, 75% or 100% of the stock, subject to fee bid. The intention is that consultants will be appointed in June 2023 with the survey being carried out over the period July to August with the results being made available in September 2023. These results will inform the development of an investment plan and review of our 30 year financial plan beyond April 2024.



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	695	695
C9.2	Self-contained stock exempt from SHQS	1	1
C9.3	Self-contained stock in abeyance from SHQS	41	0
C9.4.1	Self-contained stock failing SHQS for one criterion	40	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	40	0
C9.5	Stock meeting the SHQS	613	694

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	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	613	694
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	613	694



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	695
6.1.2	projected to the end of the next reporting year	695
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	613
6.2.2	projected to the end of the next reporting year	694

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	88.20%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.86%



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?"	353
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	207
7.2.2	fairly satisfied	94
7.2.3	neither satisfied nor dissatisfied	40
7.2.4	fairly dissatisfied	6
7.2.5	very dissatisfied	6
7.3	Total	353

	Indicator 7	85.27%
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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	712
8.2	The total number of hours taken to complete emergency repairs	2,506

Indicator 8		3.52
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	1,502
9.2	The total number of working days taken to complete non-emergency repairs	11,566

Indicator 9		7.70
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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	1,014
10.2	The total number of reactive repairs completed during the reporting year	1,462

	Indicator 10	69.36%
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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	N/A

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?"	117
	12.2 Of the tenants who answered, how many said that they were:	66
12.2.1	very satisfied	
12.2.2	fairly satisfied	27
12.2.3	neither satisfied nor dissatisfied	18
12.2.4	fairly dissatisfied	2
12.2.5	very dissatisfied	4
12.2.6	Total	117

	Indicator 12	79.49%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

SHQS

The Co-operative has 81 properties that do not comply with the SHQS, due to the following:

- Abeyances – There are 41 properties in the abeyance category, which has reduced from 55 in 2021-22. These abeyances are due to no access being provided by the tenant to attend to EICRs. The Co-operative is pursuing these with tenants.
- Failures – There are 40 properties that fail the SHQS due to ventilation issues. The Co-operative is progressing a project for replacement veranda screens and associated new ventilation systems for internal kitchens and bathrooms. The Co-operative has scheduled consultation with tenants and owner-occupiers on the proposals for new ventilation system for July 2023, thereafter it will be subject to an application for building warrant from Glasgow City Council.

Quality of the Home

There has been a reduction in the tenants' satisfaction with the quality of their home from 92.86% in 2019 to 85.27% in 2022-23. We feel this is in part due to slippage in the planned major repairs programme since Covid 19. The Co-operative will recommence the planned major repair programme in 2023-24 and re-set the Investment Plan following the stock condition survey in the year.

Repairs Service

Indicator 12 - Repairs service - We have seen a reduction in satisfaction from 84.67% to 79.49%.

Indicator 9.2 – Average number of working days to complete a non-emergency repair has reduced from 5.62 days in 2021-22 to 7.7 days in 2022-23

Indicator 10.1 - % of repairs completed right first time has reduced from 80.65% to 69.36%

Right First Time

The reduction in repairs service is mainly due to the contract termination of the multi trade contractor in 2022-23 by mutual agreement and new working arrangements with existing and local contractors. The termination of the multi-trade contractor, Turners was the subject of a notifiable event to the SHR.

The repair service was also affected by a turnover and vacant positions within the maintenance department throughout the year. The maintenance team is now stable and is working with a network of existing and local contractors and there is notable improvements in the repairs service in 2023-24

Gas Servicing

Our performance in the management of gas servicing continues to be excellent at 100% compliance.



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	107	6
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	107	6
Number of complaints responded to in full by the landlord in the reporting year	98	4
Time taken in working days to provide a full response	371	84

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	91.59%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	66.67%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.79
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	21.00



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?"	353
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	279
13.2.2	fairly satisfied	64
13.2.3	neither satisfied nor dissatisfied	6
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	1
13.2.6	Total	353

	Indicator 13	97.17%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	29
14.2	The number of tenancy offers that were refused	8

Indicator 14		27.59%
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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	76
15.2	Of those at 15.1, the number of cases resolved in the last year	76

Indicator 15		100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	1
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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	3
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
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	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
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	0.00%

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Our recent Satisfaction survey results has highlighted the following areas for improvement: Communication and engagement and repairs service. These improvement areas are listed in our business plan and are being taken forward.

We have also developed a new Complaints Policy, which will be followed up with staff training with the aim to improve our performance in the management of complaints.



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	694
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	23

	Indicator 17	3.31%
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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.	20
19.2	The number of approved applications completed between the start and end of the reporting year	17
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	3
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

3



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	£30,061
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£30,061
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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.	835
21.2	The total number of adaptations completed during the reporting year.	17

		Indicator 21	49.12
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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.	4
23.2	The total number of individual homeless households referrals received under other referral routes.	5
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	9
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	4
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	5
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.	9
23.7	The total number of accepted offers.	9

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	100.00%
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	24
30.2	The total number of calendar days properties were empty	504

Indicator 30		21.00
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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	6
16.1.2	applicants who were assessed as statutory homeless by the local authority	10
16.1.3	applicants from your organisation's housing list	14
16.1.4	nominations from local authority	0
16.1.5	other	10
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	6
16.2.2	applicants who were assessed as statutory homeless by the local authority	9
16.2.3	applicants from your organisation's housing list	13
16.2.4	nominations from local authority	0
16.2.5	other	9

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	90.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	92.86%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	90.00%

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

There has been an increase in the average number of days to re-let empty properties from 15 to 21 days, which is mainly due to challenges in our repairs service with the termination on the multi trade contractors and a move to use existing and local contractors.

Tenancy sustainment in all categories is between 90-100%, which reflects the quality of the housing, the management of the neighbourhood and services to support our tenants and their families by the Co-operative and wider role delivery partner, Easthall Residents Association. The Co-operative continues to have high demand from applicants on the common housing register to live in our communities. This is also supported through very low turnover of the housing stock at 3.31%.

Adaptations

The Co-operative completed a comparable number of adaptations, 17 in 2022-23 to 18 in 2021-23 and at an average time of 49 days.



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	£2,890,171
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£2,891,050

Indicator 26		99.97%
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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	£91,005
27.2	The total rent due for the reporting year	£2,890,835

Indicator 27		3.15%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	54
28.2	The total value of management fees invoiced to factored owners in the reporting year	£4,988

Indicator 28		£92.37
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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	£2,890,835
18.2	The total amount of rent lost through properties being empty during the reporting year	£4,215

	Indicator 18	0.15%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.00%
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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	542
C6.2	The value of direct housing cost payments received during the reporting year	£1,533,385



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	£12,854
C7.2	The total value of former tenant arrears written off at year end	£10,282

	Indicator C7	79.99%
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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?"	353
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	110
25.2.2	fairly good value for money	206
25.2.3	neither good nor poor value for money	30
25.2.4	fairly poor value for money	6
25.2.5	very poor value for money	1
25.3	Total	353

Indicator 25	89.52%
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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?"	12
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	10
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	0
29.2.5	very dissatisfied	0
29.3	Total	12

Indicator 29	100.00%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Gross Rent Arrears

The Co-operative has seen an increase in gross rent arrears in the year from £78,818 to £91,005, which is due to close working with our housing management software provider to improve our calculation of technical arrears, as well as increased non-payment of rent.

Void Lost rent

Void lost rent is comparable at 0.15% in 2021-22 to 2022-23. Although there was a reduction in our void performance many of the properties were uninhabitable.

Value for Money

Indicator 25 - % of tenants who feel that the rent for their property represents good value for money is 89.52% in 2022-23, which has increased significantly from 74.64% in 2019. This increase is high when taking into account reduced performance and satisfaction with the repairs service and tenant satisfaction with the quality of their home, also the rent increase of 5% during the cost of living crisis. We will work with the Residents Panel and tenants to better understand their views on value for money.

Factoring service

The satisfaction of the factoring service increased from 71.43% in 2019 to 100% in 2022-23. The independent company that conducted the satisfaction survey highlighted that owners' surveyed did not have any communication or engagement with the Co-operative. The Co-operative is currently undertaking a full review of our factoring service.

**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	N/A

	Indicator 31	N/A
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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

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.