



Landlord name: Easthall Park Housing Cooperative Ltd

RSL Reg. No.: 238

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Approval

A1.1	Date approved	26/05/2021
A1.2	Approver	Claire McGraw
A1.3	Approver job title	Director
A1.4	Comments	N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mrs. Claire McGraw
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	11.00
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	4.00
C1.2.6	the total number of staff	19.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	31.57%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	9.23%

**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	27
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		27



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	5
C2.2	The number of lets to housing list applicants	16
C2.3	The number of mutual exchanges	2
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	6
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	27

Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

C1: Staff sickness, turnover - 1 member of the Senior Management left in the year (Director - reported as a NE). In total 6 members of staff leave in the year 20/21; 3 of these staff were on temporary contracts. Finally, please also note that we had three members of staff off on long term sick in the year.

C2: We have had a reduced number of lets in the last year as fewer tenants terminated their tenancy, however we have had 37 tenancy changes including succession of tenancy and carried forward 3 voids into 21/22.

**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	280
1.1.2	the fieldwork dates of the survey	04/2019
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:	159
	very satisfied	
1.2.2	fairly satisfied	92
1.2.3	neither satisfied nor dissatisfied	14
1.2.4	fairly dissatisfied	8
1.2.5	very dissatisfied	6
1.2.6	no opinion	1
1.2.7	Total	280

Indicator 1	89.64%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Overall satisfaction)



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?"	280
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	113
2.2.2	fairly good at keeping them informed	156
2.2.3	neither good nor poor at keeping them informed	3
2.2.4	fairly poor at keeping them informed	8
2.2.5	very poor at keeping them informed	0
2.2.6	Total	280

	Indicator 2	96.07%
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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?"	280
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	120
5.2.2	fairly satisfied	153
5.2.3	neither satisfied nor dissatisfied	5
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	1
5.2.6	Total	280

	Indicator 5	97.50%
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Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

Ind.1 Our last full tenant survey was carried out in 2019 and is programmed for 2021. In the meantime, we carried out a snapshot survey of 40% of our tenants on how we have managed services over the last year to help us plan for the coming year. We expect the results early June.



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	06/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C8.5	Comments on method of assessing SHQS compliance.	

Easthall Park has appointed independent consultants (Langmuir & Hay and Brown & Wallace) throughout the years to carry out stock condition surveys at various addresses within our stock. EHP has completed analysis of over 60% of our stock since 2009. This includes using information from our new build stock that was built from 2008 to 2010 and the external surveys of remaining stock. The information collected from the surveys and known data was compiled from sampling various property types and then applied to the remainder of the stock. Our current stock consists of flats, main door properties and tenement blocks that are either new build or have had significant investment applied since Easthall Park inception. Information returned from the independent consultants confirmed that our stock was fully compliant with SHQS 2015 at the time of the surveys being carried out.



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	2	0
C9.3	Self-contained stock in abeyance from SHQS	0	0
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	693	695

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	693	695
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	693	695

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	693
6.2.2	projected to the end of the next reporting year	695

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.71%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%



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?"	280
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	126
7.2.2	fairly satisfied	134
7.2.3	neither satisfied nor dissatisfied	7
7.2.4	fairly dissatisfied	8
7.2.5	very dissatisfied	5
7.3	Total	280

	Indicator 7	92.86%
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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	1,046
8.2	The total number of hours taken to complete emergency repairs	2,982

Indicator 8		2.85
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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	627
9.2	The total number of working days taken to complete non-emergency repairs	5,189

Indicator 9		8.28
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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	500
10.2	The total number of reactive repairs completed during the reporting year	627

	Indicator 10	79.74%
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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.	1
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
Failure due to tenant shielding and works were carried out within 4 weeks of due date.		

Indicator 11	1
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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?"	181
	12.2 Of the tenants who answered, how many said that they were:	0
12.2.1	very satisfied	0
12.2.2	fairly satisfied	180
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	0
12.2.6	Total	181

	Indicator 12	99.45%
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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	381	3	0	384
Four-in-a-block	0	0	0	0
Houses (other than detached)	307	3	0	310
Detached houses	1	0	0	1
Total	689	6	0	695

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	381	3	0	384
Four-in-a-block	0	0	0	0
Houses (other than detached)	307	3	0	310
Detached houses	1	0	0	1
Total	689	6	0	695

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	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	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

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	2	0	2
Detached houses	0	0	0	0
Total	0	2	0	2

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	381	3	0	384
Four-in-a-block	0	0	0	0
Houses (other than detached)	307	1	0	308
Detached houses	1	0	0	1
Total	689	4	0	693

	C10	99.7%
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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	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	2	0	2
Detached houses	0	0	0	0
Total	0	2	0	2

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

C11.3 If other reason or unknown, please explain

N/A



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	130	1
C	554	13
D	4	0
E	0	0
F	0	0
G	0	0
Total	688	14

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	173	
SAP 2009	9	
SAP 2012	506	
Other procedure / unknown	0	
Total	688	

C12.3	If other procedure or unknown, please explain	
	N/A	

Indicator C12

99.0%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	0
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	£0
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£0

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

N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Housing quality and maintenance)

Ind. 9 Non-emergency & Ind. 10 RFT

Our non-emergency figures have been affected by Covid and the recording of the start date for repairs taken throughout lockdown. Easthall Park recorded tenant's non-emergency repairs on a register and released them to the contractors once lockdown restrictions were lifted. By doing this and using the start date of the repair as when the tenants first reported it to Easthall, has doubled our average non-emergency completion figure to over 8 days. This also impacts our RFT figure as by using the date the tenant reported it as the start date, means that all the repairs on our register were not completed within our 4-day target and automatically become Not Right First time as a consequence.

Ind. 11 - Gas Safety

We reported 1 failure within the reporting year due to a resident shielding and refusing access. The property was made compliant within 1 month of the original anniversary date.

Ind. 12 – Maintenance Satisfaction Survey

In 2020/21 Easthall Park carried out a total of 228 internal phone surveys of reactive repairs carried out in the reporting year. Some of the repairs surveyed are for the same property, but for different repairs carried out within the reporting year. The information provided at indicator 12 is calculated using information from these properties using the most recent repair only.

Ind. C11 – EESSH

We have reported that 2 properties are classed as exemptions due to social reasons as they do not meet the EESSH 2020 target as result of current tenants refusing heating upgrades to their properties. We will continue to review each property and determine if other technologies are available to increase the EPC ratings to become compliant with EESSH 1 in the short term, whilst looking longer term towards compliance with EESSH 2 criteria and what will assist Easthall achieve full stock 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	24	1
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	24	1
Number of complaints responded to in full by the landlord in the reporting year	24	1
Time taken in working days to provide a full response	23	18

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	0.96
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.00



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?"	280
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	112
13.2.2	fairly satisfied	146
13.2.3	neither satisfied nor dissatisfied	12
13.2.4	fairly dissatisfied	8
13.2.5	very dissatisfied	2
13.2.6	Total	280

Indicator 13	92.14%
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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	0

Indicator 14		0.00%
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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	71
15.2	Of those at 15.1, the number of cases resolved in the last year	71

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	1
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%

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Comments (Neighbourhood & community)

Ind. 3&4 complaints have considerably reduced in the year and it is unclear as to the full reason for this other than tenants did not complain in the same way. We are conducting a survey of tenants on how they feel we managed the services during the last year which may provide some insight.

Ind. 14: Our policy is to make verbal offers on all voids apart from Section 5. No Section 5 offers were refused and only 2 verbal offers were refused in the year for other categories, if these were included in the return, this would be 6.9%.

Ind.22: Our Management Committee agreed to hold off all legal actions as per the guidance for rent arrears during the period hence the reduction in notices being served.



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	695
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	27

Indicator 17		3.88%
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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.	13
19.2	The number of approved applications completed between the start and end of the reporting year	7
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	6
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

6



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

20.1	The cost (£) that was landlord funded;	£201
20.2	The cost (£) that was grant funded	£4,673
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£4,874
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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.	117
21.2	The total number of adaptations completed during the reporting year.	7

Indicator 21		16.71
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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.	8
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	8
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	6
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
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.	6
23.7	The total number of accepted offers.	6

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	75.00%
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	27
30.2	The total number of calendar days properties were empty	466

Indicator 30		17.26
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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	11
16.1.3	applicants from your organisation's housing list	17
16.1.4	nominations from local authority	0
16.1.5	other	0
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	11
16.2.3	applicants from your organisation's housing list	17
16.2.4	nominations from local authority	0
16.2.5	other	0

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	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
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	N/A

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Comments (Access to housing and support)

Ind. 30: Our void relet time has increased significantly during the year in comparison to previous years; reasons for this are clearly related to Covid and the restrictions in place. We did not relet property between March and mid -July 2020 resulting in longer timescales for properties. When we began reletting in July, our performance improved, however, there continued to be difficulties related to viewing property; applicants shielding and not able to view; families not advising us of the death of a relative for significant periods; turnaround time with contractors taking slightly longer to attend property and complete works.

**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)		
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26.1	The total amount of rent collected in the reporting year	£2,693,013
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£2,727,588

Indicator 26		98.73%
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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	£74,884
27.2	The total rent due for the reporting year	£2,733,977

Indicator 27		2.74%
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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	£4,848

Indicator 28		£89.78
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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	£2,733,977
18.2	The total amount of rent lost through properties being empty during the reporting year	£5,232

Indicator 18		0.19%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.00%
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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	506
C6.2	The value of direct housing cost payments received during the reporting year	£1,390,495



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	£10,655
C7.2	The total value of former tenant arrears written off at year end	£4,876

	Indicator C7	45.76%
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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?"	280
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	43
25.2.2	fairly good value for money	166
25.2.3	neither good nor poor value for money	50
25.2.4	fairly poor value for money	17
25.2.5	very poor value for money	4
25.3	Total	280

Indicator 25	74.64%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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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?"	14
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	7
29.2.2	fairly satisfied	3
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	3
29.2.5	very dissatisfied	1
29.3	Total	14

Indicator 29	71.43%
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Comments (Getting good value from rents and service charges)

Ind.25 We have commissioned a report from Arneil Johnston on our rents affordability. We are confident that all of our rents are affordable and will work on the reasons why some tenants do not feel that they get good Value for Money and this is a focus of our work for 2021/22.

**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)
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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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Comments (Other customers)