

Landlord name: Easthall Park Housing Association Ltd

RSL Reg. No.: 238

Report generated date: 28/05/2025 12:43:55

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	



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	4.00
C1.2.2	the number of office based staff	10.60
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	6.00
C1.2.6	the total number of staff	20.60
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	29.13%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.00%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	22
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		22

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	3
C2.2	The number of lets to housing list applicants	10
C2.3	The number of mutual exchanges	4
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	9
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	22

Annual Return on the Charter (ARC) 2024-2025

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

We let 22 properties in 24/25, all of which were general needs.

10 properties were let to waiting list applicants with a further 3 properties let to existing tenants. We let 9 properties to homeless applicants, via section 5 referrals. We work closely with the local authority in an effort to alleviate homelessness.

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	05/2025
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%
-------------	--------

Annual Return on the Charter (ARC) 2024-2025

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.

As part of our operational plan for 2025/2026, we will be instructing Resource Research to carry out a new survey for our residents in September 2025 which will provide us with an updated position.

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%
-------------	--------

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%
-------------	--------

Annual Return on the Charter (ARC) 2024-2025

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 Association continues to communicate and engage well and encourage tenant and resident participation in our work and services. We have strengthened our engagement in 2024-25 with our staff carrying out cyclical home visits to our tenants. Through these visits, we promote our services and identify any support issues to help tenants manage their tenancies and improve their quality of life. We have also re-established our Residents Panel which has resulted in meetings and tenant participation activities taking place.

As part of our operational plan for 2025/2026, we will be instructing Resource Research to carry out a new survey for our residents in September 2025.

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	08/2024
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	58.00
C8.3	The date of your next scheduled stock condition survey or assessment	08/2029
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.	

Independent survey by Hardies Property & Construction Services. The Association is reviewing the position of using external consultants for surveying for stock condition survey against using internal staff, property services officers.

The Association is exploring a rolling programme of stock condition surveys over 5 years against full amount in year 4 to year 5.

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	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	44	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	23	0
C9.4.3	Total self-contained stock failing SHQS	67	0
C9.5	Stock meeting the SHQS	627	694

C9.6	Total self-contained stock meeting the SHQS by local authority
------	--

	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	627	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	627	694

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

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	627
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	90.22%
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%
-------------	--------

Repairs, maintenance & improvements

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

8.1	The number of emergency repairs completed in the reporting year	566
8.2	The total number of hours taken to complete emergency repairs	1,230

Indicator 8	2.17
-------------	------

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	1,726
9.2	The total number of working days taken to complete non-emergency repairs	7,618

Indicator 9		4.41
-------------	--	------

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	1,711
10.2	The total number of reactive repairs completed during the reporting year	1,725
Indicator 10		99.19%

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
--------------	--	---

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%
--------------	--------

Annual Return on the Charter (ARC) 2024-2025

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.

ARC Comments

Maintenance Indicators

- Indicator 6
 - o Stock Condition Survey Commented by Hardies
 - o 58% of 695 Stock Surveyed
 - o 695 Units in Glasgow City Council Area
 - o 90.22% of SHQS Complaint (627 properties)
 - o 44 Properties failing under one criterion of SHQS
 - o 23 Properties failing under two criterion of SHQS
 - o 694 units to be compliant in next year
 - o 99.86% compliance by next year
- Indicator 7
 - o Survey from 2023
 - o 353 Tenants asked question of "Overall, how satisfied or dissatisfied are you with the quality of your home?"
 - o 85.27% of tenants satisfied with quality of their home.
- 207 Very Satisfied
- 94 Fairly Satisfied
- 40 Neither Satisfied nor dissatisfied
- 6 Fairly dissatisfied
- 6 Very dissatisfied
- Indicator 8
 - o 566 Emergency jobs completed within 01/04/2024-31/03/2025
 - o 1230 Total number of hours taken to complete emergency repairs
 - o 2.17 Average time taken to complete emergency repairs
- Indicator 9
 - o 1726 non-emergency jobs completed within 01/04/2024-31/03/2025
 - o 7618 Total number of hours taken to complete non-emergency repairs
 - o 4.41 Average time taken to complete non-emergency repairs
- Indicator 10
 - o 1711 right first-time jobs completed within 01/04/2024-31/03/2025
 - o 1725 Total number of reactive repairs within 01/04/2024-31/03/2025
 - o 99.19% Percentage of reactive repairs carried out in the last year completed right first time
- Indicator 11
 - o 777 Gas services completed within 01/04/2024-31/03/2025
 - o Includes new boilers and voids
- 752 Gas services (programmed in ten-month cycle) completed within 01/04/2024-31/03/2025
- Indicator 12
 - o Survey from 2023
 - o 117 tenants responded to 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?"
- 79.49% Satisfied
- 66 Very Satisfied
- 27 Fairly Satisfied
- 18 Neither Satisfied nor dissatisfied
- 3 Fairly Satisfied
- 4 Very Satisfied
- Indicator 19
 - o 28 Stage 3 OT referrals received
 - o 24 Stage 3 referrals completed
 - o 2 Stage 3 referrals waiting
 - o 2 Stage 3 referrals cancelled
 - o Stage 3 grant funding given later in year and less than amount the Association requested. Then Second amount given in Q4. Therefore, impacting on Average completion time (Stage 3 referral received to works completion date)
- Indicator 20
 - o The Association funded £0.00
 - o The SG Grant funding received including 10% management fee was £48,106.00
 - o £0.00 funding from other sources
- Indicator 21
 - o 1469 total days to complete all adaptations
 - o 24 adaptations completed within the year
 - o 61.21 Average days to completed adaptations.

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	33	9
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	33	9
Number of complaints responded to in full by the landlord in the reporting year	33	9
Time taken in working days to provide a full response	141	103

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	4.27
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	11.44

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%
--------------	--------

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

14.1	The number of tenancy offers made during the reporting year	25
14.2	The number of tenancy offers that were refused	3

Indicator 14		12.00%
--------------	--	--------

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	57
15.2	Of those at 15.1, the number of cases resolved in the last year	57

Indicator 15		100.00%
--------------	--	---------

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	1
------	--	---

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	6
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) 2024-2025

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

Our most 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. As part of our operational plan for 2025/2026, we will be instructing Resource Research to carry out a new survey for our residents in September 2025.

We have also developed and implemented a new Customer Care Policy and delivered training to all staff, with the aim to improve our services.

During 24/25, we received 57 ASB complaints, all of which were resolved within timescales.

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)
--

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	22

Indicator 17	3.17%
--------------	-------

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.	28
19.2	The number of approved applications completed between the start and end of the reporting year	24
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
2 jobs cancelled in the year therefore showing the difference in the calculation. Due to the Association receiving lower grant funding then a second amount of grant funding, this has impacted on average timescale for completion.		

Indicator 19	4
--------------	---

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	£48,106
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£48,106
--------------	--	---------

The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	1,469
21.2	The total number of adaptations completed during the reporting year.	24

Indicator 21	61.21
--------------	-------

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.	9
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.	9
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	9
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.	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)

30.1	The total number of properties re-let in the reporting year	22
30.2	The total number of calendar days properties were empty	358

Indicator 30	16.27
--------------	-------

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	2
16.1.2	applicants who were assessed as statutory homeless by the local authority	12
16.1.3	applicants from your organisation's housing list	13
16.1.4	nominations from local authority	0
16.1.5	other	3
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	2
16.2.2	applicants who were assessed as statutory homeless by the local authority	12
16.2.3	applicants from your organisation's housing list	13
16.2.4	nominations from local authority	0
16.2.5	other	3

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	100.00%

Annual Return on the Charter (ARC) 2024-2025

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

We have again achieved 100% tenancy sustainment for this reporting year. This reflects that we have well maintained, desirable housing stock within an attractive community that people want to live. We provide excellent housing services and engage with our residents at every opportunity. For the last 2 years we have been carrying out a programme of cyclical home visits to all our tenants, which has strengthened our relationships with the local community and allowed us to identify additional support needs. We have also been working closely with the Wise Group which provides our tenants with access to fuel and debt mentoring services, which also impacts positively on our tenancy sustainment performance. In December 2024, we also launched our tenant portal, which has increased our engagement with our residents. In 2025/26, we will be looking to develop the portal further, to enhance it's features for our tenants and staff.

The Association were previously part of a common housing register with other participating landlords in the local area. The common register was disbanded in June 2024. We developed our own allocations policy and applications process. This has given us more control of the Allocations process within our organisation and allows us to make best use of our stock. We are accessible to all applicants who can make applications online or in person. Housing Options advice is delivered by our housing team.

We also work closely with the local authority homeless casework team in an effort to achieve our homeless lets.

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	£3,315,914
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,185,351

Indicator 26	104.10%
--------------	---------

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	£70,799
27.2	The total rent due for the reporting year	£3,185,351

Indicator 27		2.22%
--------------	--	-------

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	£6,832

Indicator 28		£126.52
--------------	--	---------

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	£3,185,351
18.2	The total amount of rent lost through properties being empty during the reporting year	£4,361

Indicator 18	0.14%
--------------	-------

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.50%
------	--	-------

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	566
C6.2	The value of direct housing cost payments received during the reporting year	£1,883,914

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	£11,228
C7.2	The total value of former tenant arrears written off at year end	£318

Indicator C7	2.83%
--------------	-------

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
--

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%
--------------	--------



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%
--------------	---------

Annual Return on the Charter (ARC) 2024-2025

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

The Association received £102,932 in late HB and UC payments. We received the payments in April 2025, but they were for the period up to 31st March 2025. When applying the technical guidance, this has had a considerably positive impact on our performance noted below.

Rent Collection

Our total rent collection for the year, including the late payments is £3,315,914.96 which represents 104% of our gross rental income.

Gross Rent Arrears

Our gross rent arrears were £70,799, however the late UC and HB payments reduced our Gross arrears to £59,571 which represents 2.22% of our gross rental income.

Lets

We let 22 properties in 2024/2025 in a total of 590 days. However, we experienced a number of deaths during the year and we had 3 void properties that required major repair works. When applying the technical guidance, our 590 days reduces to 358 days, which gives us an average letting time of 16.28 days.

Void rent loss

Our void rent loss at the end of 24/25 was £7,111, however we experienced a number of deaths during the year and we had 3 void properties that required major repair works. When applying the technical guidance, our void rent loss is £4361 which represents 0.14% of our gross rental income.

Overall, we have performed excellently this year in the areas noted above. We achieved our KPI targets based on raw data, however, by applying the technical guidance afforded, this has further boosted our performance.

Value for Money

At our last resident satisfaction survey in 2023, 89.52% of our tenants reported that they feel their property represents value for money. We consulted with tenants on the rent increase for 24/25 with the majority indicating that they would be in favour of the 5% increase, which was the lowest option that we consulted on. We will be conducting another satisfaction survey in 25/26 which will provide us with an up to date position on tenants views regarding value for money.

Factoring

We factor 54 properties. Our last resident satisfaction survey in 2023 shows that 100% of our factored owners were satisfied with the service they had received. We will be conducting another independent survey in 25/26. Our Written Statement of Services was reviewed and issued to owners in April 2025.

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
--------------	--	-----

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) 2024-2025

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