



Landlord name: Easthall Park Housing Cooperative Ltd

RSL Reg. No.: 238

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Approval

A1.1	Date approved	25/05/2022
A1.2	Approver	Anila Ali
A1.3	Approver job title	Governance and Business Improvement Manager
A1.4	Comments (Approval)	
<p>The reason for this error is that the Co-operative only provides written offers to Section 5 referrals, and all other offers made are verbal only. The guidance asks for verbal offers not to be included at Indicator 14. Clarification was sought from SHR on this validation error, and response from Carolyn Anderson suggested that we explain the difference in our approach (i.e. verbal offers instead of written offers for all but Section 5s). Our approach on verbal offers is laid out in our allocations policy.</p>		



Comments (Submission)

Annual Return on Charter approved by Management Committee on 25th May 2022 for submission to SHR by Governance and Business Improvement Manager.



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	10.71
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	21.71
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	50.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	27.60%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	13.50%

**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	30
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		30



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	6
C2.2	The number of lets to housing list applicants	14
C2.3	The number of mutual exchanges	5
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	10
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	30

Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

C1.2.1 Guidance asks not to include agency staff, however the Interim Director has been included in the count for Senior Staff despite being a temporary appointment via an agency.
C1.2.5 includes three trainees on a fixed term contract

**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) 2021-2022

Comments (Overall satisfaction)

It is our intention to gather satisfaction data from our tenants over the summer, when a full tenant satisfaction survey would be carried out.



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) 2021-2022

Comments (The customer / landlord relationship)

Our full tenant satisfaction survey will be commissioned in June 2022 with expected completion date of August 2022



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	03/2023
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 have 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 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. Easthall Park plan to procure a new stock condition consultant in 2022/23 to allow further analysis to be carried out of the stock which will also include analysis of the energy efficiency requirements to meet EESSH 2 and Net Zero.



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	55	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	638	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	638	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	638	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	638
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	91.80%
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	904
8.2	The total number of hours taken to complete emergency repairs	2,393

Indicator 8		2.65
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	1,680
9.2	The total number of working days taken to complete non-emergency repairs	9,446

Indicator 9		5.62
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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	1,355
10.2	The total number of reactive repairs completed during the reporting year	1,680

	Indicator 10	80.65%
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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	
<p>We have reported 1 failure which was due to internal IT systems and our contractors new interface system migrating over old service data from 1 system to another. Once it was identified internally as part of the checking procedure it was resolved within 6 hours of it being identified. The property was made compliant within 1 month of the original anniversary date.</p>		

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?"	166
12.2	Of the tenants who answered, how many said that they were:	103
12.2.1	very satisfied	
12.2.2	fairly satisfied	55
12.2.3	neither satisfied nor dissatisfied	3
12.2.4	fairly dissatisfied	5
12.2.5	very dissatisfied	0
12.2.6	Total	166

	Indicator 12	95.18%
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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	382	2	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	690	5	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	382	2	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	690	5	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	382	2	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	690	3	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

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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 periods coupled with a backlog of repairs from previous Covid restrictions. Easthall Park recorded tenant's non-emergency repairs on a register and released them to the contractors once lockdown restrictions were being eased. By doing this and using the start date of the repair as when the tenants first reported it to Easthall, has impacted our non-emergency average days completion figure to 5.62 days. This also impacts our RFT figure, as by using the date the tenant reported it as the start date, means large numbers of our repairs on our register were not completed within our 4 and 10 day non-emergency targets and automatically become Not Right First time as a consequence.

Ind. 12 – Maintenance Satisfaction Survey

In 2021/22 Easthall Park carried out a total of 268 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 information only.

Indicator C9 - SHQS

Our stock is 100% compliant with LD2 Fire safety SHQS Element 11A & 11B requirement within tenants homes allowing this element to pass SHQS fully.

We are reporting at C9.1 abeyances for 55 properties within element 45 SHQS tolerable standard criteria for carrying out an electric periodic inspection within a 5-year period. We have continually engaged and recorded our communication with tenants on multiple occasions over the last year. However, for a variety of reasons some tenants still failed to allow access, most commonly for Covid related reasons. We are continuing to engage with these tenants to make sure access is achieved as soon as practicable. Our term electrical contractor has included the remaining 2021/22 properties within their quota for 2022/23 and we will continue to monitor progress on achieving compliance within this category.

We have reported at C9.1 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. As with the electrical inspections we aim to have both these properties EESSH 2020 compliant as soon as reasonably practicable if our tenants agree to the upgrades or the property becomes void within the next reporting year.

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	92	4
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	92	4
Number of complaints responded to in full by the landlord in the reporting year	92	4
Time taken in working days to provide a full response	323	74

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	3.51
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.50



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)	
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14.1	The number of tenancy offers made during the reporting year	10
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	90
15.2	Of those at 15.1, the number of cases resolved in the last year	88

	Indicator 15	97.78%
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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	2
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	1
22.2.3	for other reasons	1

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	50.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	50.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	100.00%

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Comments (Neighbourhood & community)

Indicator 14; we only make verbal offers for all lets, this was 49 offers, of which 12 were refused creating a 24.49% refusal rate. We only provide written offers for 10 Section 5 lets, all of which accepted.



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	30

	Indicator 17	4.32%
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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	18
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.	
		N/A

	Indicator 19	2
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£47,850
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£47,850
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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.	1,858
21.2	The total number of adaptations completed during the reporting year.	22

Indicator 21		84.45
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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.	14
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.	14
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	10
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.	10
23.7	The total number of accepted offers.	10

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	71.43%
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	30
30.2	The total number of calendar days properties were empty	472

Indicator 30		15.73
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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	5
16.1.2	applicants who were assessed as statutory homeless by the local authority	6
16.1.3	applicants from your organisation's housing list	16
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	5
16.2.2	applicants who were assessed as statutory homeless by the local authority	6
16.2.3	applicants from your organisation's housing list	16
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)

n/a



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	£279,536,386
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£275,992,673

	Indicator 26	101.28%
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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	£78,718
27.2	The total rent due for the reporting year	£2,760,148

Indicator 27		2.85%
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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	£4,753

Indicator 28		£88.02
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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	£2,760,148
18.2	The total amount of rent lost through properties being empty during the reporting year	£4,016

	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	4.95%
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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	447
C6.2	The value of direct housing cost payments received during the reporting year	£1,447,564



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	£9,628
C7.2	The total value of former tenant arrears written off at year end	£6,708

	Indicator C7	69.67%
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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)

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)

We will be carrying out a resident satisfaction survey and factored owner satisfaction survey this year.

**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)