



**Landlord name:** Paragon Housing Association Ltd

**RSL Reg. No.:** 298

**Report generated date:** 15/07/2024 15:02:56

**Approval**

A1.1	Date approved	29/05/2024
A1.2	Approver	Margaret Torrance
A1.3	Approver job title	Director
A1.4	Comments (Approval)	N/A



Comments (Submission)

No further comments



## Social landlord contextual information

### Staff

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

C1.1	the name of Chief Executive	Ms. Margaret Torrance
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	21.00
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	0.00
C1.2.6	the total number of staff	25.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	20.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.75%

**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	85
C3.2	The number of 'supported housing' lets during the reporting year	4
Indicator C3		89



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	7
C2.2	The number of lets to housing list applicants	54
C2.3	The number of mutual exchanges	10
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	25
C2.5.2	nominations from the local authority	3
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	89

## Annual Return on the Charter (ARC) 2023-2024

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

Staff = 25 FT equivalent / 26 members of staff as 2 x PT 0.5 post. 2 PT cleaners retired during year and replaced with outsourced cleaning service. Turnover includes temp staff covering sick/mat leave. Sickness absence included long term absence.

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

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	600
1.1.2	the fieldwork dates of the survey	04/2023
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input 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: very satisfied	266
1.2.2	fairly satisfied	264
1.2.3	neither satisfied nor dissatisfied	27
1.2.4	fairly dissatisfied	23
1.2.5	very dissatisfied	20
1.2.6	no opinion	0
1.2.7	Total	600

Indicator 1	88.33%
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## Annual Return on the Charter (ARC) 2023-2024

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

All satisfaction indicators are reporting an improvement. Steady improvement which is being sustainable. Last year we again had consultants undertake the tenant telephone surveys on a rolling basis and this has enabled us to monitor the results closely and identify and address issues in real time. We will continue to survey tenants in this way in 2024/25.



## 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?"	600
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	314
2.2.2	fairly good at keeping them informed	249
2.2.3	neither good nor poor at keeping them informed	14
2.2.4	fairly poor at keeping them informed	12
2.2.5	very poor at keeping them informed	11
2.2.6	Total	600

	Indicator 2	93.83%
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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?"	600
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	211
5.2.2	fairly satisfied	272
5.2.3	neither satisfied nor dissatisfied	65
5.2.4	fairly dissatisfied	33
5.2.5	very dissatisfied	19
5.2.6	Total	600

	Indicator 5	80.50%
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## Annual Return on the Charter (ARC) 2023-2024

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

We note that the overall trend is one of continued improvement but we are not complacent about the commitment needed to ensure this trend continues. Strategically the Association's aim is to insure that the matters tenants tell us are important to them remain front and centre. We have an active Tenant Scrutiny Panel in place.



## 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	03/2024
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	100.00
C8.3	The date of your next scheduled stock condition survey or assessment	07/2026
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

The Association appointed JMP Consultants to undertake a full stock condition survey late 2019/20. Due to the impact of Covid, this was delayed and completed financial year 2021/22. The survey did not pick up any failures other than those known to the Association. The data collected has been migrated into our new Asset Management System HUB and will be used to manage forward investment plans to ensure compliance with the SHQS continues.

JMP were appointed 9/2/2024 to undertake an up to date full stock condition survey as done in 2021/22. The survey work is complete with the full report due June 2024. Early indications from JMP confirms there are no failures other than those known to the Association.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	1,450	1,455
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	137	118
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	1,313	1,337

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	414	416
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	749	764
Fife	0	0
Glasgow City	0	0
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	150	157
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,313	1,337

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	1,450
6.1.2	projected to the end of the next reporting year	1,455
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,313
6.2.2	projected to the end of the next reporting year	1,337

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	90.55%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	91.89%



## 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?"	600
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	215
7.2.2	fairly satisfied	276
7.2.3	neither satisfied nor dissatisfied	31
7.2.4	fairly dissatisfied	45
7.2.5	very dissatisfied	33
7.3	Total	600

	Indicator 7	81.83%
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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	770
8.2	The total number of hours taken to complete emergency repairs	1,237

Indicator 8		1.61
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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	4,802
9.2	The total number of working days taken to complete non-emergency repairs	49,100

Indicator 9		10.22
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	4,073
10.2	The total number of reactive repairs completed during the reporting year	4,802

Indicator 10		84.82%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

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

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

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	376
	12.2 Of the tenants who answered, how many said that they were:	186
12.2.1	very satisfied	
12.2.2	fairly satisfied	111
12.2.3	neither satisfied nor dissatisfied	14
12.2.4	fairly dissatisfied	35
12.2.5	very dissatisfied	30
12.2.6	Total	376

	Indicator 12	78.99%
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## Annual Return on the Charter (ARC) 2023-2024

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.

Element 45 (safe electrical systems) - For 2023/24 Financial Year, there were 609 properties due for an EICR (within 5yrs of previous). From our stock of 1450 properties, there are 1435 (98.96%) live EICRs in place as at 31st March 2024.

Of the 609 due in 2023/24, 594 were completed within the 2023/24 Financial Year with the remaining balance of 15 rolled into 2024/25 (\*see explanation below).

Of the 594 completed in 2023/24, 189 (111 contractor delays - resources/volume, 78 tenant failure) were out-with the 5 year date, although done within the reporting year.

\*The balance of 15 properties rolled into 2024/25, are those where abeyances have been applied. There are various reasons for these 15 failures such as: hoarding/condition of property, hospitalisation and where access has been forced but unable to complete. We continue to progress these through working with other agencies where required. Dates have been fixed to complete the 15 EICR over the next 2 month period subject access, live supplies, accessibility to mains board etc.

Going forward from 2024/25, we have streamlined the number of EICRs planned to 20% (290) of stock annually to ensure deliverability achieved.

In terms of Reactive Repairs whilst we are disappointed to see the percentage drop, this was anticipated following reinstatement of routine repair response times and careful monitoring indicates that performance improved in the latter half of the year. Performance is being monitored weekly, monthly and quarterly with regular meetings with the main contractors to address any issues. In February 2024 RFT figures for our reactive repairs was 92.24% with weekly figures for 2024/25 to date being consistently above 90%. Reactive Repairs, including the Association's response to reports of Damp Mould & Condensation continues to be a top priority for the Association with additional resources being at least partially responsible for the improved performance in the latter part of the year.



## 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	123	37
Complaints carried forward from previous reporting year	2	3
All complaints received and carried forward	125	40
Number of complaints responded to in full by the landlord in the reporting year	125	39
Time taken in working days to provide a full response	525	729

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	97.50%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.20
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.69



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?"	600
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	169
13.2.2	fairly satisfied	265
13.2.3	neither satisfied nor dissatisfied	62
13.2.4	fairly dissatisfied	58
13.2.5	very dissatisfied	46
13.2.6	Total	600

	Indicator 13	72.33%
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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	89
14.2	The number of tenancy offers that were refused	3

Indicator 14		3.37%
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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	53
15.2	Of those at 15.1, the number of cases resolved in the last year	47

Indicator 15		88.68%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	8
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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	11
22.2.1	22.2 The number of properties recovered: because rent had not been paid	2
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	18.18%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	9.09%
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	27.27%

## Annual Return on the Charter (ARC) 2023-2024

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

When interrogating responses to the satisfaction question we find that issues with the waste management service and fly-tipping are consistently the top reason for dissatisfaction. Some of these factors are outwith the control of the Association . We are working closely with local authority colleagues to see what further measures can be introduced to improve the situation.

Anti-Social Behaviour - the number of cases remains relatively low however the proportion of those cases assessed to be in a more serious category is increasing and consequently some cases are remaining open for longer and have not been closed at the time of reporting on this indicator. Our ND&ASB Policy is due for review this year and our tenant scrutiny panel has indicated that they would like ASB to be the subject of their next report.

Following adoption of our Estate Management Strategy an action plan has been drawn up and is being incorporated into our Internal Management Plan.



## 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	1,450
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	73

Indicator 17		5.03%
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Number of households currently waiting for adaptations to their home (Indicator 19)
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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.	71
19.2	The number of approved applications completed between the start and end of the reporting year	55
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	16
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

	Indicator 19	16
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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;	£2,606
20.2	The cost (£) that was grant funded	£57,000
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£59,606
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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.	6,211
21.2	The total number of adaptations completed during the reporting year.	55

		Indicator 21	112.93
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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.	25
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.	25
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	25
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.	25
23.7	The total number of accepted offers.	25

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



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	77
30.2	The total number of calendar days properties were empty	3,505

Indicator 30		45.52
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	7
16.1.2	applicants who were assessed as statutory homeless by the local authority	40
16.1.3	applicants from your organisation's housing list	29
16.1.4	nominations from local authority	2
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	7
16.2.2	applicants who were assessed as statutory homeless by the local authority	36
16.2.3	applicants from your organisation's housing list	26
16.2.4	nominations from local authority	2
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	90.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.66%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

## Annual Return on the Charter (ARC) 2023-2024

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

Performance in assisting homeless households to secure a tenancy remains strong. Sustainability levels have dropped slightly but remain high. However with reduced levels of funding to support tenancy sustainment / cost of living measures through cuts to the Fuel Insecurity Fund we are conscious that this situation may change over the next 12 months and will be monitoring last years new tenancies very carefully. We recognise that the extremely low level of refusals is due in part to the housing crisis in the local authority areas we operate.



## 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	£6,615,278
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,747,415

	Indicator 26	98.04%
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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	£390,265
27.2	The total rent due for the reporting year	£6,747,415

Indicator 27		5.78%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	87
28.2	The total value of management fees invoiced to factored owners in the reporting year	£4,785

Indicator 28		£55.00
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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	£6,747,415
18.2	The total amount of rent lost through properties being empty during the reporting year	£72,851

	Indicator 18	1.08%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.30%
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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	793
C6.2	The value of direct housing cost payments received during the reporting year	£3,043,539



## 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	£93,858
C7.2	The total value of former tenant arrears written off at year end	£37,110

	Indicator C7	39.54%
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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?"	600
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	128
25.2.2	fairly good value for money	324
25.2.3	neither good nor poor value for money	63
25.2.4	fairly poor value for money	51
25.2.5	very poor value for money	34
25.3	Total	600

Indicator 25	75.33%
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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?"	19
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	9
29.2.3	neither satisfied nor dissatisfied	2
29.2.4	fairly dissatisfied	5
29.2.5	very dissatisfied	1
29.3	Total	19

Indicator 29	57.89%
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## Annual Return on the Charter (ARC) 2023-2024

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

Void re-let days remain higher than precovid we have again noted improved performance as the year progressed. Disruption due to an [unexpected] change of contractor in 2022/23 meant a higher level of voids than usual were carried into 2023/24. Consequently there was an element of catch up for the remainder of the year and average days were also skewed due to low turnover.

Rent arrears levels remained broadly similar to the previous year despite the cost of living crisis and ongoing restrictions regarding enforcement. We anticipate a higher number of court actions and evictions as we move through 2024/25 but will continue to explore every opportunity to ensure eviction is seen as an absolute last resort.

We will be undertaking a satisfaction survey of fully factored owners during 2024/25.



**Other customers**

**Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

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

Indicator 32	
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## Annual Return on the Charter (ARC) 2023-2024

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

no comments