



Landlord name: Paragon Housing Association Ltd

RSL Reg. No.: 298

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Approval

A1.1	Date approved	29/07/2020
A1.2	Approver	Margaret Torrance
A1.3	Approver job title	Director
A1.4	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	18.60
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	0.00
C1.2.6	the total number of staff	22.60
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	9.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	8.31%

**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	120
C3.2	The number of 'supported housing' lets during the reporting year	3
Indicator C3		123



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

C2.1	The number of lets to existing tenants	11
C2.2	The number of lets to housing list applicants	49
C2.3	The number of mutual exchanges	6
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	23
C2.5.2	nominations from the local authority	3
C2.5.3	other	13
C2.6	the number of other nominations from local authorities	24
C2.7	Total number of lets excluding exchanges	123

Annual Return on the Charter (ARC) 2019-2020

Comments (Social landlord contextual information)

Note staff turnover included 1 temporary member of staff who was providing cover on a temporary basis

**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	491
1.1.2	the fieldwork dates of the survey	11/2018
1.1.3	The method(s) of administering the survey:	
	Post	<input checked="" type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input checked="" 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:	218
	very satisfied	
1.2.2	fairly satisfied	175
1.2.3	neither satisfied nor dissatisfied	27
1.2.4	fairly dissatisfied	45
1.2.5	very dissatisfied	24
1.2.6	no opinion	2
1.2.7	Total	491

Indicator 1	80.04%
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Annual Return on the Charter (ARC) 2019-2020

Comments (Overall satisfaction)

Between October 2019 and June 2020 366 (40+ a month) tenants were asked to complete a telephone survey conducted by an independent company with questions mirroring the last full Tenant Satisfaction Survey. Overall satisfaction shows a 4.1% increase to 84.1% The monthly 'reality checks' have continued throughout the Coronavirus lockdown.



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?"	480
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	264
2.2.2	fairly good at keeping them informed	154
2.2.3	neither good nor poor at keeping them informed	45
2.2.4	fairly poor at keeping them informed	11
2.2.5	very poor at keeping them informed	6
2.2.6	Total	480

	Indicator 2	87.08%
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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?"	443
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	144
5.2.2	fairly satisfied	166
5.2.3	neither satisfied nor dissatisfied	117
5.2.4	fairly dissatisfied	10
5.2.5	very dissatisfied	6
5.2.6	Total	443

	Indicator 5	69.98%
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Annual Return on the Charter (ARC) 2019-2020

Comments (The customer / landlord relationship)

As with overall satisfaction, the reality check surveys (Oct 19 – June 20) show an increase in the % satisfied with being kept informed to 90%. The Association has continued to build on the positive experience of the Scottish Government's Next Steps Programme and has a detailed action plan with communications with tenants at its heart. Satisfaction with opportunities to participate has increased from 70% to 80.7% as measured by the "reality check surveys"



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?	76.19
C8.3	The date of your next scheduled stock condition survey or assessment	03/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	

The Association continues to use our own survey database to report on all key elements within the standard. The database is also used to monitor progress against achieving/maintaining the standard whilst informing the investment programme & decisions. The data required for the ESSH is maintained on a database created by Energy Action Scotland and is updated annually to reflect the investment made to the stock. The ARC collection & reporting was reviewed previously by our Internal Auditors and found to have appropriate arrangements in place and continues to be used to date. Going forward we are migrating some of the data being collected into our main housing management system. Procurement of our stock condition survey was delayed by Covid-19 restrictions. This has been delayed as most surveyors were furloughed and the advice provided by our consultant Q.S. was to delay advertising this until Phase 4 of lockdown is reached. This will progress in 2020/21 when the relevant restrictions have been lifted.



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	1,428	1,433
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	126	120
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	1,302	1,313

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	416	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	727	738
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	159	159
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,302	1,313



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	1,428
6.1.2	projected to the end of the next reporting year	1,433
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,302
6.2.2	projected to the end of the next reporting year	1,313

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	91.18%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	91.63%



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?"	475
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	153
7.2.2	fairly satisfied	207
7.2.3	neither satisfied nor dissatisfied	47
7.2.4	fairly dissatisfied	49
7.2.5	very dissatisfied	19
7.3	Total	475

	Indicator 7	75.79%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	1,461
8.2	The total number of hours taken to complete emergency repairs	2,152

Indicator 8		1.47
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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	6,026
9.2	The total number of working days taken to complete non-emergency repairs	43,040

Indicator 9		7.14
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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	5,027
10.2	The total number of reactive repairs completed during the reporting year	6,026

Indicator 10		83.42%
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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	

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?"	431
	12.2 Of the tenants who answered, how many said that they were:	287
12.2.1	very satisfied	
12.2.2	fairly satisfied	81
12.2.3	neither satisfied nor dissatisfied	17
12.2.4	fairly dissatisfied	15
12.2.5	very dissatisfied	31
12.2.6	Total	431

	Indicator 12	85.38%
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ESSH

Percentage of properties meeting the ESSH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	495	16	0	511	
Four-in-a-block	52	4	1	57	
Houses (other than detached)	834	22	2	858	
Detached houses	2	0	0	2	
Total	1,383	42	3	1,428	

C10.2		Number of self contained properties not in scope of the ESSH			
	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 ESSH			
	Gas	Electric	Other fuels	Total	
Flats	495	16	0	511	
Four-in-a-block	52	4	1	57	
Houses (other than detached)	834	22	2	858	
Detached houses	2	0	0	2	
Total	1,383	42	3	1,428	

C10.4		Number of properties in scope of the ESSH 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

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	16	2	0	18
Four-in-a-block	2	0	0	2
Houses (other than detached)	107	5	0	112
Detached houses	0	0	0	0
Total	125	7	0	132

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	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	479	14	0	493
Four-in-a-block	50	4	1	55
Houses (other than detached)	727	17	2	746
Detached houses	2	0	0	2
Total	1,258	35	3	1,296

	C10	90.8%
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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	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

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

C11.3 If other reason or unknown, please explain

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Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	50	0
C	1,234	37
D	133	15
E	11	1
F	0	0
G	0	0
Total	1,428	53

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	0	
SAP 2009	0	
SAP 2012	1,428	
Other procedure / unknown	0	
Total	1,428	

C12.3 If other procedure or unknown, please explain

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Indicator C12

100.0%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	139
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£684,818
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£684,818

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

Annual Return on the Charter (ARC) 2019-2020

Comments (Housing quality and maintenance)

The achievement of the ESSH target would have been higher than reported had the Association been able to complete the planned programme of work. However due to the impact of Covid 19 and lockdown measures some energy related works were incomplete at year end. These will be completed when lockdown lifted in 2020/21 and as at July 2020 the Association has been able to recommence some types of work. Similarly, the stock condition survey planned for procurement at year end has been delayed and will be procured at the earliest opportunity when the relevant constraints have been lifted.



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	197	20
Complaints carried forward from previous reporting year	2	2
All complaints received and carried forward	199	22
Number of complaints responded to in full by the landlord in the reporting year	198	20
Time taken in working days to provide a full response	767	341

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.50%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	90.91%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.87
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.05



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?"	461
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	162
13.2.2	fairly satisfied	172
13.2.3	neither satisfied nor dissatisfied	83
13.2.4	fairly dissatisfied	31
13.2.5	very dissatisfied	13
13.2.6	Total	461

	Indicator 13	72.45%
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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	155
14.2	The number of tenancy offers that were refused	32

Indicator 14		20.65%
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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	92
15.2	Of those at 15.1, the number of cases resolved in the last year	88

Indicator 15		95.65%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	10
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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	35
22.2.1	22.2 The number of properties recovered: because rent had not been paid	8
22.2.2	because of anti-social behaviour	0
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	22.86%
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	2.86%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	25.71%

Annual Return on the Charter (ARC) 2019-2020

Comments (Neighbourhood & community)

Performance in ASB remains relatively strong and the reality check surveys we have been undertaking shows an increase in satisfaction with neighbourhood management increase to 81.5%



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	1,428
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	120

	Indicator 17	8.40%
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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.	57
19.2	The number of approved applications completed between the start and end of the reporting year	42
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	15
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19		15
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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;	£2,910
20.2	The cost (£) that was grant funded	£64,697
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£67,607
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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.	7,623
21.2	The total number of adaptations completed during the reporting year.	42

Indicator 21		181.50
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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.	33
23.2	The total number of individual homeless households referrals received under other referral routes.	3
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	36
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	33
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	3
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.	36
23.7	The total number of accepted offers.	26

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	72.22%



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	117
30.2	The total number of calendar days properties were empty	3,026

Indicator 30		25.86
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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	35
16.1.3	applicants from your organisation's housing list	63
16.1.4	nominations from local authority	50
16.1.5	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	4
16.2.2	applicants who were assessed as statutory homeless by the local authority	30
16.2.3	applicants from your organisation's housing list	60
16.2.4	nominations from local authority	44
16.2.5	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	80.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.24%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	88.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

Annual Return on the Charter (ARC) 2019-2020

Comments (Access to housing and support)

This is the first year of reporting on the new homelessness indicators with 100% of homeless nominations resulting in an offer of accommodation. Acceptance of those offers is 72.22% which is slightly lower than the 79.32% acceptance rate for all offers. The Association will work with all three local authorities in our area of operation to consider the reasons behind this rate and agree any measures which may improve this.



Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)	
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26.1	The total amount of rent collected in the reporting year	£5,896,026
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£5,932,644

Indicator 26		99.38%
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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	£369,562
27.2	The total rent due for the reporting year	£5,977,567

Indicator 27		6.18%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	92
28.2	The total value of management fees invoiced to factored owners in the reporting year	£5,060

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	5,977,567
18.2	The total amount of rent lost through properties being empty during the reporting year	44,923

Indicator 18		0.75%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.10%
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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	749
C6.2	The value of direct housing cost payments received during the reporting year	£2,388,888



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	£166,482
C7.2	The total value of former tenant arrears written off at year end	£63,012

	Indicator C7	37.85%
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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)

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?"	480
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	129
25.2.2	fairly good value for money	209
25.2.3	neither good nor poor value for money	87
25.2.4	fairly poor value for money	40
25.2.5	very poor value for money	15
25.3	Total	480

Indicator 25	70.42%
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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?"	27
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	5
29.2.2	fairly satisfied	13
29.2.3	neither satisfied nor dissatisfied	3
29.2.4	fairly dissatisfied	5
29.2.5	very dissatisfied	1
29.3	Total	27

Indicator 29	66.67%
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Annual Return on the Charter (ARC) 2019-2020

Comments (Getting good value from rents and service charges)

Gross arrears levels reduced by 0.5% in 2019/20 in a challenging financial landscape such as an increased reliance on Universal Credit.

The reality check survey shows an increase in perceived value for money to 73.9%.



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	

Indicator 31



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) 2019-2020

Comments (Other customers)