

**Landlord name:** Paragon Housing Association Ltd**RSL Reg. No.:** 298**Report generated date:** 05/10/2022 16:58:11**Approval**

A1.1	Date approved	25/05/2022
A1.2	Approver	Margaret Torrance
A1.3	Approver job title	Director
A1.4	Comments (Approval)	
		N/A



Comments (Submission)

N/A



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	24.90
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	28.90
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	20.80%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.40%

**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	92
C3.2	The number of 'supported housing' lets during the reporting year	7

Indicator C3		99
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The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	12
C2.2	The number of lets to housing list applicants	45
C2.3	The number of mutual exchanges	16
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	17
C2.5.2	nominations from the local authority	1
C2.5.3	other	17
C2.6	the number of other nominations from local authorities	7
C2.7	Total number of lets excluding exchanges	99

Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

The number of staff has increased due to the Association's participation in local employment initiatives.

**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	480
1.1.2	the fieldwork dates of the survey	03/2022
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	215
1.2.2	fairly satisfied	190
1.2.3	neither satisfied nor dissatisfied	34
1.2.4	fairly dissatisfied	25
1.2.5	very dissatisfied	15
1.2.6	no opinion	1
1.2.7	Total	480

Indicator 1	84.38%
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Annual Return on the Charter (ARC) 2021-2022

Comments (Overall satisfaction)

PHA used an independent survey company to undertake telephone surveys on a rolling basis May 2021 - March 2022. The rolling surveys are regularly promoted through Facebook and on our website with tenants having the option to 'opt' in and request contact from the survey company if they have not already participated in a survey this year. Additionally the Association ensures that all tenants and other customers are given multiple opportunities to feedback to and engage with the Association. Despite the difficult circumstances of covid restrictions and increasing economic uncertainty overall satisfaction levels have increased.



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	288
2.2.2	fairly good at keeping them informed	136
2.2.3	neither good nor poor at keeping them informed	32
2.2.4	fairly poor at keeping them informed	13
2.2.5	very poor at keeping them informed	11
2.2.6	Total	480

Indicator 2	88.33%
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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?"	480
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	176
5.2.2	fairly satisfied	175
5.2.3	neither satisfied nor dissatisfied	101
5.2.4	fairly dissatisfied	14
5.2.5	very dissatisfied	14
5.2.6	Total	480

Indicator 5	73.12%
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Annual Return on the Charter (ARC) 2021-2022

Comments (The customer / landlord relationship)

We used a rolling survey approach as we believe this gives a much clearer picture of the customer / landlord relationship on an ongoing basis and regular monitoring allows us to respond to issues in real time. The Association has worked hard to improve how information is provided to tenants. In addition to written communication issued to every tenant (newsletters and updates on the impact covid was having on service delivery etc) the Association has continued to use both its Website and Facebook page to communicate urgent changes and sources of practical support.

Survey results for 2021/22 record an increase in the percentage of tenants feeling the Association is good at keeping them informed.

The Tenant Scrutiny Panel has continued to meet on a virtual basis throughout the covid lockdown restrictions.



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	03/2022
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	05/2023
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 but completed financial year 2021/22. The survey did not pick up any failures other than those known to the Association (Door Entry Systems). 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 SHQS continues. In addition to this, the Association will continue from 2022/23 to collect stock survey information through our 6 year planned maintenance cycle with 20% of stock planned for survey 2022/23.

Covid has impacted on some areas of the repairs service eg Right First Time. Throughout the covid restrictions, the Association continued to accept and log all repair reports in order to ensure that these could be dealt with as restrictions were 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	1,435	1,443
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	157	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	67	0
C9.4.3	Total self-contained stock failing SHQS	67	0
C9.5	Stock meeting the SHQS	1,211	1,323



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	413	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	694	748
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	141	159
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,248	1,323



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	1,435
6.1.2	projected to the end of the next reporting year	1,443
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,211
6.2.2	projected to the end of the next reporting year	1,323

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	84.39%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	91.68%



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?"	480
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	192
7.2.2	fairly satisfied	206
7.2.3	neither satisfied nor dissatisfied	26
7.2.4	fairly dissatisfied	35
7.2.5	very dissatisfied	21
7.3	Total	480

Indicator 7	82.92%
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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	1,391
8.2	The total number of hours taken to complete emergency repairs	2,825

Indicator 8	2.03
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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	4,146
9.2	The total number of working days taken to complete non-emergency repairs	43,437

Indicator 9		10.48
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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	3,295
10.2	The total number of reactive repairs completed during the reporting year	4,019

Indicator 10		81.99%
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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.	2
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
The 2 properties overdue were due to tenants shielding or self isolating due to Covid 19. We worked with the tenants and contractor and completed these when tenant stopped shield/self isolating		

Indicator 11		2
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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?"	300
12.2	Of the tenants who answered, how many said that they were:	173
12.2.1	very satisfied	
12.2.2	fairly satisfied	75
12.2.3	neither satisfied nor dissatisfied	7
12.2.4	fairly dissatisfied	17
12.2.5	very dissatisfied	28
12.2.6	Total	300

Indicator 12	82.67%
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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	504	12	0	516
Four-in-a-block	53	4	0	57
Houses (other than detached)	841	16	3	860
Detached houses	2	0	0	2
Total	1,400	32	3	1,435

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	504	12	0	516
Four-in-a-block	53	4	0	57
Houses (other than detached)	841	16	3	860
Detached houses	2	0	0	2
Total	1,400	32	3	1,435

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

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

	Gas	Electric	Other fuels	Total
Flats	7	0	0	7
Four-in-a-block	1	0	0	1
Houses (other than detached)	28	1	1	30
Detached houses	0	0	0	0
Total	36	1	1	38

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	497	12	0	509
Four-in-a-block	52	4	0	56
Houses (other than detached)	813	15	2	830
Detached houses	2	0	0	2
Total	1,364	31	2	1,397

C10 97.4%



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	7	0	0	7
Four-in-a-block	1	0	0	1
Houses (other than detached)	28	1	1	30
Detached houses	0	0	0	0
Total	36	1	1	38

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	0	
Social	38	
Excessive cost	0	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	0	
Total	38	

C11.3	If other reason or unknown, please explain
N/A	

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Comments (Housing quality and maintenance)

FCMD Works - 100% compliance

EICR Works - The Association, prior to the introduction of the 5yr cycle for EICR, carried out Periodic Testing on a 10yr cycle. Covid restrictions, contractors staff and material availability along with the time restraints affected our ability to complete 100% EICRs by end March 2022. As at end March 2022 we were 95.33% compliant with 67 EICRs (4.67%) outstanding. These 67 have been included in the existing contract award and are underway and will be completed 2022/23. These have been included as abeyances given we have a contract ongoing in 2022/23 to complete.

Health Safe & Secure - Door Entry Systems: Abeyances are requested for the 122 Association properties affected split as follows:

- Element 54, DES Security – 122 Tenanted properties within 28 multi tenure blocks with 70 owners unwilling to participate following lengthy DES Strategy and consultation. Note: the Association continues to acquire Buy Backs in flatted blocks affected by this which is helping to secure majority decisions going forward to install new DES and similar common repairs/improvements.

Amendment to Narrative at Page 26 as follows:

EICR as at end March 2022, the Association were 95.33% compliant. The balance (4.67% - 67 Properties) have now been classed as failing both Health Safe & Secure and Tolerable Standard in line with the guidance.

These 67 properties were already included in the contract award in 2021/20 which has been running through Covid restrictions etc to complete the 5year cycle of EICRs.

In the original ARC submission, these 67 were included as abeyances on the basis that the contract was awarded with the contractor unable to complete all works due to resources within the company at the time coupled with the extensive electrical works required in the same properties. These 67 will be completed 2022/23 and reflected in the return for next year.

Of the 157 abeyances noted at C9.3 (for energy efficiency and Door Entry Systems), 36 of the properties are also included within the 67 EICR properties recorded as failing two or more criteria.



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	112	33
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	112	33
Number of complaints responded to in full by the landlord in the reporting year	108	31
Time taken in working days to provide a full response	479	573

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	96.43%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	93.94%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.44
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.48



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?"	480
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	162
13.2.2	fairly satisfied	179
13.2.3	neither satisfied nor dissatisfied	76
13.2.4	fairly dissatisfied	44
13.2.5	very dissatisfied	19
13.2.6	Total	480

Indicator 13	71.04%
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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	119
14.2	The number of tenancy offers that were refused	20

Indicator 14		16.81%
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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	63
15.2	Of those at 15.1, the number of cases resolved in the last year	58

Indicator 15	92.06%
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Abandoned homes (Indicator C4)

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	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	18.18%
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	18.18%

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Comments (Neighbourhood & community)

The Association was disappointed in that satisfaction with our contribution to the management of neighbourhoods is one of the few areas where we are reporting a drop in satisfaction levels. Post covid we have a number of neighbourhood initiatives underway which aim to improve neighbourhood management eg tackling fly tipping. Levels of ASB remain relatively low, but tenancy sustainability has dropped which is something the Association is looking to address with the reintroduction of settling in visits and an increase in our intensive HoME (Help on Managing Everything) Tenancy Support Service in which we are a partner with Link. For 2022/23 we have increased the number of hours of support from this service in recognition of the increasing challenges people face in sustaining tenancies.

**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	1,435
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	105

Indicator 17	7.32%
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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.	64
19.2	The number of approved applications completed between the start and end of the reporting year	59
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	5
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	5
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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;	£1,491
20.2	The cost (£) that was grant funded	£65,686
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£67,177
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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.	4,452
21.2	The total number of adaptations completed during the reporting year.	59

Indicator 21		75.46
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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.	17
23.2	The total number of individual homeless households referrals received under other referral routes.	16
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	33
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	17
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	8
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	75.76%
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	94
30.2	The total number of calendar days properties were empty	4,748

Indicator 30		50.51
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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	7
16.1.2	applicants who were assessed as statutory homeless by the local authority	29
16.1.3	applicants from your organisation's housing list	46
16.1.4	nominations from local authority	5
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	6
16.2.2	applicants who were assessed as statutory homeless by the local authority	26
16.2.3	applicants from your organisation's housing list	42
16.2.4	nominations from local authority	4
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	89.66%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.30%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	80.00%
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)

The number of vacancies remains lower than average. All Section 5 referrals resulted not only in an offer of accommodation but also in the creation of a tenancy. Success with homeless applicants from other sources is under consideration over the next few months. The % of refusals (50%) amongst 'other' homeless households is significantly higher than the 16.81% across all offer and this is something we will be discussing with local authorities in the next couple of months to see if there is additional support that can be offered to these homeless households to encourage the same level of acceptance as with Section 5's

**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	£6,202,261
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,175,226

Indicator 26	100.44%
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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	£340,273
27.2	The total rent due for the reporting year	£6,175,226

Indicator 27		5.51%
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Average annual management fee per factored property (Indicator 28)
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28.1	The number of residential properties factored	88
28.2	The total value of management fees invoiced to factored owners in the reporting year	£4,840

Indicator 28		£55.00
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)
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18.1	The total amount of rent due for the reporting year	£6,175,226
18.2	The total amount of rent lost through properties being empty during the reporting year	£52,730

Indicator 18	0.85%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.90%
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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	769
C6.2	The value of direct housing cost payments received during the reporting year	£2,715,596



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£107,886
C7.2	The total value of former tenant arrears written off at year end	£7,443

Indicator C7	6.90%
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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?"	480
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	149
25.2.2	fairly good value for money	213
25.2.3	neither good nor poor value for money	57
25.2.4	fairly poor value for money	38
25.2.5	very poor value for money	23
25.3	Total	480

Indicator 25	75.42%
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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?"	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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Comments (Getting good value from rents and service charges)

Despite difficult times arrears levels have remained relatively stable, even showing a slight improvement. The percentage of tenants feeling their rent represents value for money has improved. However there is awareness that there are increasing pressures on tenants in relation to cost of living increases and on rising costs in relation to service delivery.



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)

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)