

**Landlord name:** Paragon Housing Association Ltd**RSL Reg. No.:** 298**Report generated date:** 26/10/2023 16:08:23**Approval**

A1.1	Date approved	24/05/2023
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	24.29
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	28.29
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	21.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.32%

**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	74
C3.2	The number of 'supported housing' lets during the reporting year	4

Indicator C3		78
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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	7
C2.2	The number of lets to housing list applicants	39
C2.3	The number of mutual exchanges	14
C2.4	The number of lets from other sources	2
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	28
C2.5.2	nominations from the local authority	0
C2.5.3	other	2
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	78

## Annual Return on the Charter (ARC) 2022-2023

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

Staff - there were 5 leavers in the year - all were trainees supported by Employment and Training Unit and funding ended. A further 4 trainees over the last 2 years successfully gained permanent employment with the Association.

### ALLOCATIONS INDICATORS

The increase in average relets days is a direct consequence of the issues with the previous contractor at the start of the year and the short notice change of contractors in June / July 2022. In Quarter 2 of the year 27 (34.61% of the 78 let in the whole year) properties were let with an average relet time of 121.22 days. This figure dropped to 57.62 (25 properties) days in Q3. Although the figure increased slightly in Q4 this was in part due to the letting of two properties taken off charge due to insurance claims, as well as number of buy back properties that had required extensive works before being available to relet. In April 2023 8 properties were let with an average re-let time of 27.1 days.

Tenancy sustainment levels improved by just over 10% in 2022/23 with just 4 out of 99 tenancies ending within 12 months of their start date. The percentage of offers refused has remained low with only 17 of 104 offers made in 2022/23 being refused.

The Association continues to work well with the three local authorities with 100% of Section 5 nominations resulting in an offer of tenancy and over 50% of our allocations being to statutory homeless households.

**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	604
1.1.2	the fieldwork dates of the survey	05/2022
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	268
1.2.2	fairly satisfied	234
1.2.3	neither satisfied nor dissatisfied	42
1.2.4	fairly dissatisfied	34
1.2.5	very dissatisfied	25
1.2.6	no opinion	1
1.2.7	Total	604

Indicator 1	83.11%
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## Annual Return on the Charter (ARC) 2022-2023

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

Fieldwork May 2022 - February 2023

Satisfaction indicators - the percentage of tenants satisfied with the overall service provided by Paragon decreased (1.27%) in 2022/23 however the figure for February 2023 increased to 90.3%. Tracking levels monthly allows us to link levels to specific events / actions and also to react in real time to address emerging issues and themes. For example we know that we are likely to see a drop in overall satisfaction during the rent consultation process with tenants generally not wanting welcoming a rent increase – especially during the current cost of living crisis. Conversely we can also see the positive impact of actions such as our cost of living initiatives that have offered significant support to tenants. Satisfaction with keeping tenants informed and opportunities to participate both increased. Throughout 2023/24 Paragon will continue to undertake tenant satisfaction surveys on a rolling basis targeting an annual response rate equal to or higher than the 41.8% of tenants surveyed in 2022/23. Results are monitored monthly with those expressing dissatisfaction given the option to be contacted by the Association to look at ways we can address that dissatisfaction directly. We continue to develop projects to address the impact of the cost of living crisis on our tenants and are developing action plans aimed at improving levels of satisfaction with our Reactive Repairs Maintenance and with our contribution to the management of neighbourhoods.





## 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?"	604
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	368
2.2.2	fairly good at keeping them informed	169
2.2.3	neither good nor poor at keeping them informed	34
2.2.4	fairly poor at keeping them informed	22
2.2.5	very poor at keeping them informed	11
2.2.6	Total	604

Indicator 2	88.91%
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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?"	604
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	278
5.2.2	fairly satisfied	190
5.2.3	neither satisfied nor dissatisfied	92
5.2.4	fairly dissatisfied	25
5.2.5	very dissatisfied	19
5.2.6	Total	604

Indicator 5	77.48%
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## Annual Return on the Charter (ARC) 2022-2023

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

Satisfaction with keeping tenants informed and opportunities to participate both increased. The Association has an active Tenant Scrutiny Panel and an Owners Group. The TSP have undertaken reviews of complaints and reactive repairs.



## 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	03/2023
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	05/2024
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. In addition to this, the Association continues to collect stock survey information through our 6yr planned maintenance cycle with 20% of stock planned annually. We also plan in 2023/24 to procure and appoint a consultant to update the previous stock condition survey undertaken by JMP to take account of EESSH 2 review.



## 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	1,445	1,450
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	144	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	1,301	1,332



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	738	757
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	149	159
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,301	1,332



## 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	1,445
6.1.2	projected to the end of the next reporting year	1,450
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,301
6.2.2	projected to the end of the next reporting year	1,332

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	90.03%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	91.86%





## Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	604
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	219
7.2.2	fairly satisfied	268
7.2.3	neither satisfied nor dissatisfied	44
7.2.4	fairly dissatisfied	40
7.2.5	very dissatisfied	33
7.3	Total	604

Indicator 7	80.63%
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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	1,263
8.2	The total number of hours taken to complete emergency repairs	2,539

Indicator 8	2.01
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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	3,741
9.2	The total number of working days taken to complete non-emergency repairs	37,487

Indicator 9		10.02
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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	3,274
10.2	The total number of reactive repairs completed during the reporting year	3,398

Indicator 10		96.35%
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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	
On the day of the gas forced entry, the tenant was not available and had left their dog in hall preventing access. Staff and contractor advised not to enter on H&S Grounds. Gas Service was completed within one week of this with tenant in attendance.		

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?"	356
12.2	Of the tenants who answered, how many said that they were:	195
12.2.1	very satisfied	
12.2.2	fairly satisfied	80
12.2.3	neither satisfied nor dissatisfied	19
12.2.4	fairly dissatisfied	34
12.2.5	very dissatisfied	28
12.2.6	Total	356

Indicator 12	77.25%
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## Annual Return on the Charter (ARC) 2022-2023

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) - The Association had a total of 1421 (98.34%) EICRs from 1445 stock completed and in place on 31st March 2023. Of the 1421 completed and in place, 39 were out-with the 5 year deadline although done within the financial year ending 31st March 2023. The breakdown of the 39 are: 11 initially refused access & 28 were contractor failure due to resources and volume of works required at time.

This left a balance of 24 outstanding where abeyances have been applied as we continue to progress these. The breakdown of the 24 are as follows: 11 refused access to date and process for forced entry being followed to complete. 2 where tenants are in long term hospital / care home, we are liaising with the families and agencies to access these, 5 are due to the condition of property (hoarding) and again we are working with other agencies to resolve them. the remaining 8 are Buy Backs which are under major works following acquisition through our Buy Back Policy (EICRs will be produced for these as part of the major works, these will be the first EICR produced for these properties).

Reactive Repairs - Despite issues with the [previous] reactive repairs contractor in the first quarter of 2022/23 we are delighted to see response times for repairs are reducing and the percentage of repairs right first time has increased by over 10%. However it must be acknowledged that satisfaction with the reactive repairs service does not reflect this improvement with a drop of 5.42%. We are working closely with the [new] reactive repairs contractor to develop an action plan to address this. In addition to the information gathered our independent survey provider through the overall satisfaction surveys, we conduct our own transactional surveys. These target 100% of reactive repairs completed. All who express dissatisfaction are contacted in an effort to both resolve any outstanding issues and equally importantly pinpoint the reason for their dissatisfaction in an effort to identify and address emerging trends. Tracking satisfaction levels monthly we can clearly see the impact of contractor issues early on in year. An internal audit of the reactive maintenance service has recently been carried out and the final report is awaited.



## 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	134	25
Complaints carried forward from previous reporting year	4	2
All complaints received and carried forward	138	27
Number of complaints responded to in full by the landlord in the reporting year	136	24
Time taken in working days to provide a full response	568	428

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.55%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	88.89%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.18
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.83





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?"	604
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	199
13.2.2	fairly satisfied	217
13.2.3	neither satisfied nor dissatisfied	79
13.2.4	fairly dissatisfied	56
13.2.5	very dissatisfied	53
13.2.6	Total	604

Indicator 13	68.87%
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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	104
14.2	The number of tenancy offers that were refused	17

Indicator 14		16.35%
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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	60
15.2	Of those at 15.1, the number of cases resolved in the last year	55

Indicator 15	91.67%
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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	7
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	28.57%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	14.29%
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	42.86%

## Annual Return on the Charter (ARC) 2022-2023

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

2022/23 saw satisfaction with the Association's contribution to the management of neighbourhoods drop by 2.17%. Analysis of satisfaction data shows that there is a variation of satisfaction levels across the three local authority areas where we have stock, with for example lower levels of satisfaction with open space maintenance in the Falkirk Council area. The management of waste and flytipping continues to be an area of high dissatisfaction. This is a matter of ongoing discussion with the local authority. In 2023 /24 a new Estate Management Strategy is being developed and the accompanying action plan will specifically target an improvement in this indicator. A pilot is currently being developed on one of our estates in Grangemouth that has proved to be a flytipping hotspot. Undertaking surveys monthly allows us to monitor in progress and issues in real time and to take action. For example we saw satisfaction levels in January drop and the analysis of reasons for dissatisfaction enabled us to identify post Christmas (delayed bin collections etc) issues as a significant factor so we will highlight in our winter newsletter and increase inspections of hotspots immediately after the festive period.

**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	1,445
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	79

Indicator 17	5.47%
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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.	65
19.2	The number of approved applications completed between the start and end of the reporting year	61
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	4
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	4
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)
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20.1	The cost (£) that was landlord funded;	£2,971
20.2	The cost (£) that was grant funded	£65,952
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£68,923
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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.	5,457
21.2	The total number of adaptations completed during the reporting year.	61

Indicator 21		89.46
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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.	31
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.	31
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	31
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.	31
23.7	The total number of accepted offers.	28

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	90.32%



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	76
30.2	The total number of calendar days properties were empty	5,580

Indicator 30		73.42
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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	12
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	45
16.1.4	nominations from local authority	7
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	12
16.2.2	applicants who were assessed as statutory homeless by the local authority	35
16.2.3	applicants from your organisation's housing list	41
16.2.4	nominations from local authority	7
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	91.11%
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) 2022-2023

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

Tenancy sustainment levels improved by just over 10% in 2022/23 with just 4 out of 99 tenancies ending within 12 months of their start date. The percentage of offers refused has remained low with only 17 of 104 offers made in 2022/23 being refused. The Association continues to work well with the three local authorities with 100% of Section 5 nominations resulting in an offer of tenancy and over 50% of our allocations being to statutory homeless households.

**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	£6,206,064
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,396,119

Indicator 26	97.03%
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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)
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27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£401,238
27.2	The total rent due for the reporting year	£6,396,119

Indicator 27		6.27%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	85
28.2	The total value of management fees invoiced to factored owners in the reporting year	£4,675

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	£6,396,119
18.2	The total amount of rent lost through properties being empty during the reporting year	£92,703

Indicator 18	1.45%
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## Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	4.00%
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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	773
C6.2	The value of direct housing cost payments received during the reporting year	£2,795,932



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	£151,740
C7.2	The total value of former tenant arrears written off at year end	£92,164

Indicator C7	60.74%
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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?"	604
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	182
25.2.2	fairly good value for money	270
25.2.3	neither good nor poor value for money	70
25.2.4	fairly poor value for money	42
25.2.5	very poor value for money	40
25.3	Total	604

Indicator 25	74.83%
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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) 2022-2023

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

Although the Association has recorded an increase in rent arrears alongside a reduction in the amount of rent collected, analysis of both the arrears and payment trends gives us confidence that the position is manageable and understandable given the cost of living crisis and constraints (such as restrictions on the court process) we are working within. The percentage of write offs is relatively high but this is countered by the low level of write offs the previous year. With regards to Void Rent Loss this is unquestionably higher than we would have liked but it is largely the result of issues with our [previous] reactive repairs contractor in April to June 2022 who provided short notice of withdrawal for the contract and the need to put in alternative arrangements at short notice. Early indications for 2023/24 are that we are performing much closer to our 28 day target and should see a corresponding reduction in void rent loss



**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) 2022-2023

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