



**Landlord name:** Southside Housing Association Ltd

**RSL Reg. No.:** 186

**Report generated date:** 22/09/2022 12:00:41

### Approval

A1.1	Date approved	27/05/2021
A1.2	Approver	Patrick Mc Grath
A1.3	Approver job title	Director
A1.4	Comments	N/A



## Social landlord contextual information

### Staff

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

C1.1	the name of Chief Executive	Mr. Patrick McGrath
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.80
C1.2.2	the number of office based staff	56.02
C1.2.3	the number of care / support staff	1.71
C1.2.4	the number of concierge staff	25.00
C1.2.5	the number of direct labour staff	2.57
C1.2.6	the total number of staff	90.10
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	8.40%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.36%

**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	125
C3.2	The number of 'supported housing' lets during the reporting year	8
Indicator C3		133



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	21
C2.2	The number of lets to housing list applicants	22
C2.3	The number of mutual exchanges	1
C2.4	The number of lets from other sources	8
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	74
C2.5.2	nominations from the local authority	8
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	133

## Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

Indicator C2 - Section 5 Statutory Homeless lets have increased as a % of all lets from 27% in 2019/20 to 56% in 2020/21. However the total number of lets for the year is significantly lower due to the covid-19 restrictions.

**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	400
1.1.2	the fieldwork dates of the survey	06/2020
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:	261
	very satisfied	
1.2.2	fairly satisfied	117
1.2.3	neither satisfied nor dissatisfied	13
1.2.4	fairly dissatisfied	5
1.2.5	very dissatisfied	4
1.2.6	no opinion	0
1.2.7	Total	400

Indicator 1	94.50%
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# Annual Return on the Charter (ARC) 2020-2021

Comments (Overall satisfaction)

Indicator 1 - The Association commissioned Research Resource to carry out a Tenant Satisfaction Survey in 2020.



## 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?"	400
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	297
2.2.2	fairly good at keeping them informed	97
2.2.3	neither good nor poor at keeping them informed	3
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	1
2.2.6	Total	400

	Indicator 2	98.50%
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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?"	400
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	280
5.2.2	fairly satisfied	120
5.2.3	neither satisfied nor dissatisfied	0
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	400

	Indicator 5	100.00%
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# Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

N/A



## 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	11/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	60.20
C8.3	The date of your next scheduled stock condition survey or assessment	11/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	80.00
C8.5	Comments on method of assessing SHQS compliance.	

Indicator C8 - The Association carried out a full Stock Condition Survey in November 2019 to identify compliance with the Scottish Housing Quality Standards. This survey covered 1358 properties, representing a sample of 60.2% of the stock, followed by a robust and accurate cloning exercise. The cloning of properties was achieved by matching key number of property characteristics, for example, property type, construction type and date of construction. The Association's SHQS database details the condition and life expectancy of each element as it relates to Scottish Housing Quality Standards. This information is built up from the 2019 stock condition survey, void inspections, pre and post contract inspections and SHQS validation visits. Having created and maintained the aforementioned SHQS stock information, allows the Association to extract each properties performance against SHQS and subsequently collate/calculate the necessary information required under this return. There were no further surveys carried out in 2020 due to Covid 19 pandemic.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,088	2,121
C9.2	Self-contained stock exempt from SHQS	87	1
C9.3	Self-contained stock in abeyance from SHQS	16	16
C9.4.1	Self-contained stock failing SHQS for one criterion	259	212
C9.4.2	Self-contained stock failing SHQS for two or more criteria	165	0
C9.4.3	Total self-contained stock failing SHQS	424	212
C9.5	Stock meeting the SHQS	1,561	1,892

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	1,561	1,892
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,561	1,892

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,088
6.1.2	projected to the end of the next reporting year	2,121
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,561
6.2.2	projected to the end of the next reporting year	1,892

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	74.76%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	89.20%



## 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?"	400
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	225
7.2.2	fairly satisfied	159
7.2.3	neither satisfied nor dissatisfied	10
7.2.4	fairly dissatisfied	4
7.2.5	very dissatisfied	2
7.3	Total	400

	Indicator 7	96.00%
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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	2,912
8.2	The total number of hours taken to complete emergency repairs	5,783

Indicator 8		1.99
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## Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	3,440
9.2	The total number of working days taken to complete non-emergency repairs	9,663

Indicator 9		2.81
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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	3,289
10.2	The total number of reactive repairs completed during the reporting year	3,402

Indicator 10		96.68%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

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

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

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	0
	12.2 Of the tenants who answered, how many said that they were:	0
12.2.1	very satisfied	0
12.2.2	fairly satisfied	0
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	0
12.2.6	Total	0

	Indicator 12	N/A
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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	1,214	1,122	0	2,336	
Four-in-a-block	4	0	0	4	
Houses (other than detached)	25	19	0	44	
Detached houses	0	0	0	0	
<b>Total</b>	<b>1,243</b>	<b>1,141</b>	<b>0</b>	<b>2,384</b>	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	175	110	0	285	
Four-in-a-block	4	0	0	4	
Houses (other than detached)	7	0	0	7	
Detached houses	0	0	0	0	
<b>Total</b>	<b>186</b>	<b>110</b>	<b>0</b>	<b>296</b>	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	1,039	1,012	0	2,051	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	18	19	0	37	
Detached houses	0	0	0	0	
<b>Total</b>	<b>1,057</b>	<b>1,031</b>	<b>0</b>	<b>2,088</b>	

C10.4		Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total	
Flats	6	16	0	22	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	1	1	0	2	
Detached houses	0	0	0	0	
<b>Total</b>	<b>7</b>	<b>17</b>	<b>0</b>	<b>24</b>	



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
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The Surveyors did not get access to carry out EPC surveys. COVID-19 also put hold on home visits. We will plan further survey visits in the coming months when COVID-19 restrictions will ease.

C10.5	Number of properties in scope of the EESSH that do not meet the standard
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	Gas	Electric	Other fuels	Total
Flats	113	147	0	260
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	5	0	6
Detached houses	0	0	0	0
<b>Total</b>	<b>114</b>	<b>152</b>	<b>0</b>	<b>266</b>

C10.6	Number of properties in scope of the EESSH that are exempt the standard
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	Gas	Electric	Other fuels	Total
Flats	9	27	0	36
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
<b>Total</b>	<b>9</b>	<b>27</b>	<b>0</b>	<b>36</b>

C10.7	Number of properties in scope of the EESSH that meet the standard
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	Gas	Electric	Other fuels	Total
Flats	911	822	0	1,733
Four-in-a-block	0	0	0	0
Houses (other than detached)	16	13	0	29
Detached houses	0	0	0	0
<b>Total</b>	<b>927</b>	<b>835</b>	<b>0</b>	<b>1,762</b>

C10	84.4%
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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	14	89	0	103
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	1	0	2
Detached houses	0	0	0	0
<b>Total</b>	<b>15</b>	<b>90</b>	<b>0</b>	<b>105</b>

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		105
<b>Total</b>		<b>105</b>

## C11.3 If other reason or unknown, please explain

Delays in project delivery due to the corona virus outbreak, refusals from tenants to accept heating upgrade works.





## 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	226	0
C	648	32
D	158	8
E	18	0
F	2	0
G	3	0
<b>Total</b>	<b>1,055</b>	<b>40</b>

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	28	
SAP 2009	443	
SAP 2012	584	
Other procedure / unknown	0	
<b>Total</b>	<b>1,055</b>	

C12.3	If other procedure or unknown, please explain	
	N/A	

Indicator C12

44.3%



## Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	17
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£48,405
C13.2.2	The landlord's own financial resource	£104,903
C13.2.3	Another source	£37,500
C13.2.4	Total amount invested in bringing properties up to the EESSH	£190,808

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

SHA received funding for Renewable Heating upgrade, Air Source Heat Systems. Air Source Heating Units are eligible for Renewable Heat Initiatives (RHI)

## Annual Return on the Charter (ARC) 2020-2021

### Comments (Housing quality and maintenance)

Indicator 12 - No repairs satisfaction surveys were carried out during the reporting year. This is very much a manual process of printing out documents, along with a Survey card, enveloping and sending out to each tenant in the post who has had a repair carried out. We do not have the facility to carry out this process while working from home. This process is going to be changed very soon when we move over to Orchard repairs system.

Indicator 7 - increased from 85% in the previous survey.

Indicator C9 - The Association is working towards compliance with Electrical Safety Inspections. Inspection programme was put on hold due to covid-19 pandemic outbreak. This programme is now restarted as of April 2021.

## 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	50	11
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	50	12
Number of complaints responded to in full by the landlord in the reporting year	44	11
Time taken in working days to provide a full response	255	350

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	88.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	91.67%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.80
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	31.82



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?"	400
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	252
13.2.2	fairly satisfied	119
13.2.3	neither satisfied nor dissatisfied	19
13.2.4	fairly dissatisfied	5
13.2.5	very dissatisfied	5
13.2.6	Total	400

Indicator 13	92.75%
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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	133
14.2	The number of tenancy offers that were refused	51

Indicator 14		38.35%
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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	389
15.2	Of those at 15.1, the number of cases resolved in the last year	389

	Indicator 15	100.00%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	6
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## Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	2
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
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	50.00%
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	50.00%

## Annual Return on the Charter (ARC) 2020-2021

### Comments (Neighbourhood & community)

Indicator 22 - number of court actions raised particularly for rent arrears are lower this year than in previous years due to the covid 19 pandemic. The courts were closed for some of the year and this coupled with the extended 6 month notice period for notice of proceedings reduced our ability to take court action. We have one case where a decree has been awarded however we have been unable to carry out the eviction due to covid 19 restrictions on evictions.

**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	2,043
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	141

	Indicator 17	6.90%
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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	46
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	11
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	11
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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;	£16,689
20.2	The cost (£) that was grant funded	£15,313
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£32,002
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	1,433
21.2	The total number of adaptations completed during the reporting year.	47

		Indicator 21	30.49
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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.	138
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.	138
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	88
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.	88
23.7	The total number of accepted offers.	74

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	63.77%
Indicator 23 - The percentage of those offers that result in a let	84.09%



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	125
30.2	The total number of calendar days properties were empty	4,841

Indicator 30		38.73
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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	62
16.1.2	applicants who were assessed as statutory homeless by the local authority	61
16.1.3	applicants from your organisation's housing list	88
16.1.4	nominations from local authority	0
16.1.5	other	5
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	54
16.2.2	applicants who were assessed as statutory homeless by the local authority	57
16.2.3	applicants from your organisation's housing list	83
16.2.4	nominations from local authority	0
16.2.5	other	5

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	87.10%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.44%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	94.32%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

## Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

Indicator 16 - last year 230 lets, however not reporting on 14 for this indicator as they were all Scottish Short Secured Tenancies and are not expected to last over a year.



## 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	£9,166,191
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£9,366,791

	Indicator 26	97.86%
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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	£609,680
27.2	The total rent due for the reporting year	£9,428,962

Indicator 27		6.47%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	969
28.2	The total value of management fees invoiced to factored owners in the reporting year	£176,978

Indicator 28		£182.64
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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	£9,428,962
18.2	The total amount of rent lost through properties being empty during the reporting year	£62,172

Indicator 18		0.66%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.00%
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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	1,479
C6.2	The value of direct housing cost payments received during the reporting year	£6,026,788





## 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	£147,988
C7.2	The total value of former tenant arrears written off at year end	£66,191

	Indicator C7	44.73%
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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?"	400
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	131
25.2.2	fairly good value for money	198
25.2.3	neither good nor poor value for money	49
25.2.4	fairly poor value for money	19
25.2.5	very poor value for money	3
25.3	Total	400

Indicator 25	82.25%
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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?"	301
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	118
29.2.2	fairly satisfied	109
29.2.3	neither satisfied nor dissatisfied	31
29.2.4	fairly dissatisfied	28
29.2.5	very dissatisfied	15
29.3	Total	301

	Indicator 29	75.42%
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## Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)

Indicator 29 - These results have been taken from a survey carried out in May 2019.

Indicator 26 - Covid-19 has caused financial hardship to a lot of our tenants which has caused issues with payments, particularly in 2020. Although many of these tenants are now back to paying and have repayment arrangements in place it will take time to recover the money. Also with restrictions on notices and legal action we have been more limited than in previous years in terms of being able to take action against any tenants who have failed to pay rent.

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

Indicator 32	
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# Annual Return on the Charter (ARC) 2020-2021

Comments (Other customers)