



Landlord name: Ark Housing Association Ltd

RSL Reg. No.: 66

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Approval

A1.1	Date approved	27/05/2021
A1.2	Approver	Bobby Duffy
A1.3	Approver job title	Chief Executive Officer
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. Bobby Duffy
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	12.00
C1.2.2	the number of office based staff	57.00
C1.2.3	the number of care / support staff	570.00
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	639.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	19.34%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	13.76%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.90%



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	3
C3.2	The number of 'supported housing' lets during the reporting year	24

Indicator C3		27
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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	11
C2.2	The number of lets to housing list applicants	2
C2.3	The number of mutual exchanges	1
C2.4	The number of lets from other sources	13
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	1
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	27

Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

**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	431
1.1.2	the fieldwork dates of the survey	10/2020
1.1.3	The method(s) of administering the survey:	
	Post	<input checked="" type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input checked="" type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	62
	very satisfied	
1.2.2	fairly satisfied	76
1.2.3	neither satisfied nor dissatisfied	18
1.2.4	fairly dissatisfied	13
1.2.5	very dissatisfied	7
1.2.6	no opinion	2
1.2.7	Total	178

Indicator 1	77.53%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Overall satisfaction)

We appointed an external consultant to undertake the surveys just before Covid restrictions were introduced. This limited the options for gathering information to postal and online. Two questionnaire types were used and sent only to Housing Association tenants: a standard version to our 154 mainstream tenants and an Easy Read version to our 277 supported tenants. We got an overall return rate of 41%. This was 3% less than our results 3 years ago. Areas where Ark did well included having helpful staff; providing a good standard of housing and offering a good repairs and areas for improvement included managing estates, communication and some aspects of the repair service. We are developing a Service Improvement Plan in line with the feedback and Business Plan.



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?"	172
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	48
2.2.2	fairly good at keeping them informed	78
2.2.3	neither good nor poor at keeping them informed	31
2.2.4	fairly poor at keeping them informed	12
2.2.5	very poor at keeping them informed	3
2.2.6	Total	172

Indicator 2	73.26%
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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?"	171
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	34
5.2.2	fairly satisfied	58
5.2.3	neither satisfied nor dissatisfied	69
5.2.4	fairly dissatisfied	3
5.2.5	very dissatisfied	7
5.2.6	Total	171

Indicator 5	53.80%
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Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

Communication –73% of tenants said Ark were very good/good at communicating, which is 3% higher than our results 3 years ago. What is notable here is that 18% of the tenants stated neither and only 9% said we were fairly poor/very poor. 76% were satisfied with being able to get in touch with the relevant person, 75% with their query being answered on first contact and 69% with how well they were kept informed. Those aged 45-54 were significantly more likely to agree that they are kept informed, whilst those aged 18-34 were most likely to disagree that they are kept informed. We have re-launched our Scrutiny Group and are developing a new Customer Engagement Strategy.

Participation - What is notable here is that 40% of respondents stated they were neither satisfied/dissatisfied with the opportunity to participate. For the 6% that were very dissatisfied/dissatisfied , a couple of tenants said they had never been offered an opportunity to participate and a couple said they would like to be involved so that they get an opportunity to know what decisions are being made.



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	10/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	07/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	

Previously stock condition surveys have been carried out by an external consultant. From 2021 this will now be carried out by our internal Property Officers



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	272	272
C9.2	Self-contained stock exempt from SHQS	31	31
C9.3	Self-contained stock in abeyance from SHQS	1	1
C9.4.1	Self-contained stock failing SHQS for one criterion	25	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	13	0
C9.4.3	Total self-contained stock failing SHQS	38	0
C9.5	Stock meeting the SHQS	202	240



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	8	8
Aberdeenshire	39	49
Angus	12	19
Argyll & Bute	0	0
City of Edinburgh	63	71
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	5	5
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	1	1
Fife	19	19
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	4	4
Moray	26	31
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	12	14
Renfrewshire	0	0
Scottish Borders	2	2
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	11	17
Totals	202	240



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	272
6.1.2	projected to the end of the next reporting year	272
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	202
6.2.2	projected to the end of the next reporting year	240

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	74.26%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	88.24%



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?"	176
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	58
7.2.2	fairly satisfied	83
7.2.3	neither satisfied nor dissatisfied	20
7.2.4	fairly dissatisfied	13
7.2.5	very dissatisfied	2
7.3	Total	176

Indicator 7	80.11%
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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	383
8.2	The total number of hours taken to complete emergency repairs	2,076

Indicator 8		5.42
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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	1,212
9.2	The total number of working days taken to complete non-emergency repairs	6,416

Indicator 9		5.29
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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	1,170
10.2	The total number of reactive repairs completed during the reporting year	1,212

Indicator 10		96.53%
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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	
Access issues – the tenant did not provide access and had temporarily abandoned the property.		

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?"	115
12.2	Of the tenants who answered, how many said that they were:	40
12.2.1	very satisfied	
12.2.2	fairly satisfied	46
12.2.3	neither satisfied nor dissatisfied	14
12.2.4	fairly dissatisfied	7
12.2.5	very dissatisfied	8
12.2.6	Total	115

Indicator 12	74.78%
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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	91	32	10	133
Four-in-a-block	11	54	3	68
Houses (other than detached)	42	18	4	64
Detached houses	7	0	0	7
Total	151	104	17	272

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	91	32	10	133
Four-in-a-block	11	54	3	68
Houses (other than detached)	42	18	4	64
Detached houses	7	0	0	7
Total	151	104	17	272

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	3	6	0	9
Four-in-a-block	0	9	0	9
Houses (other than detached)	10	11	2	23
Detached houses	0	0	0	0
Total	13	26	2	41

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)	1	0	0	1
Detached houses	0	0	0	0
Total	1	0	0	1

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	88	26	10	124
Four-in-a-block	11	45	3	59
Houses (other than detached)	31	7	2	40
Detached houses	7	0	0	7
Total	137	78	15	230

	C10	84.6%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	0	0	1
Detached houses	0	0	0	0
Total	1	0	0	1

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	1	
Social	0	
Excessive cost	0	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	0	
Total	1	

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



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	2	0
C	141	7
D	77	1
E	11	0
F	0	0
G	0	0
Total	231	8

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	0	
SAP 2009	9	
SAP 2012	222	
Other procedure / unknown	0	
Total	231	

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

Indicator C12

84.9%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	14
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£40,391
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£40,391

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

N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Housing quality and maintenance)

I.8./9 Increased repair numbers: This was due to a couple of factors, 1. Ark HA carried out a data cleansing operation following the appointment of a new Assets Team, this resulted in a large number of confirmation jobs raised which were for works carried out where no previous orders were raised. 2. More repairs were reported by our customers when works were permitted to be carried out.

I. 10. RFT repairs, due to good communication from Ark on what and when we were able and unable to carry out, our customers never reported non emergency repairs to us until such time that restrictions allowed the works to be carried out. Due to the type of repairs we were able to complete them at the 1st attempt.

1.12. Several EPC's have expired during the reporting year but due to restrictions being imposed because of the Covid-19 pandemic we have been unable to survey and update these. A follow up plan to catch up in this area will commence when the easing of restrictions occurs. Capital investment plans to bring the remaining properties back up to SHQS standard was also affected due to Covid-19 restrictions with the non emergency works prohibited for the majority of the year. Plans to catch up on this work have been phased into forthcoming works.

C.11 EESSH exemptions, previous management within Ark Assets Team excluded the options to consider renewable technologies to allow properties to achieve EESSH standards, these properties were classed as exempt due to cost last year. This has now changed and all type of technologies are now considered and we hope to utilize available grant funding to allow these properties to achieve EESSH.

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	8	3
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	8	3
Number of complaints responded to in full by the landlord in the reporting year	7	3
Time taken in working days to provide a full response	31	83

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	87.50%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.43
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	27.67



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?"	169
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	44
13.2.2	fairly satisfied	74
13.2.3	neither satisfied nor dissatisfied	32
13.2.4	fairly dissatisfied	12
13.2.5	very dissatisfied	7
13.2.6	Total	169

Indicator 13	69.82%
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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	28
14.2	The number of tenancy offers that were refused	1

Indicator 14	3.57%
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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	11
15.2	Of those at 15.1, the number of cases resolved in the last year	11

Indicator 15	100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	0
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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	1
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
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	0.00%
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	0.00%

Annual Return on the Charter (ARC) 2020-2021

Comments (Neighbourhood & community)

I13 - This figure is similar to the satisfaction levels 3 years ago. Areas for improvement include upkeep of communal landscaped areas, general tidiness of communal areas and issues with parking. We are launching a Community Benefit Fund which will be used to address neighbourhood priorities identified by tenants.

**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	272
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	14

Indicator 17	5.15%
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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.	12
19.2	The number of approved applications completed between the start and end of the reporting year	11
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	1
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	1
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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;	£0
20.2	The cost (£) that was grant funded	£19,976
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£19,976
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	1,284
21.2	The total number of adaptations completed during the reporting year.	11

	Indicator 21	116.73
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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.	1
23.2	The total number of individual homeless households referrals received under other referral routes.	1
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	2
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	1
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.	1
23.7	The total number of accepted offers.	1

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	50.00%
Indicator 23 - The percentage of those offers that result in a let	100.00%



Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	27
30.2	The total number of calendar days properties were empty	855

Indicator 30		31.67
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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	11
16.1.2	applicants who were assessed as statutory homeless by the local authority	15
16.1.3	applicants from your organisation's housing list	1
16.1.4	nominations from local authority	1
16.1.5	other	20
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	10
16.2.2	applicants who were assessed as statutory homeless by the local authority	14
16.2.3	applicants from your organisation's housing list	1
16.2.4	nominations from local authority	1
16.2.5	other	19

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	90.91%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.33%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
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	95.00%

Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

I.C23 – the total number of general needs properties that became vacant in the year was lower than previous years and therefore the number of requests that we made for S5's/nominations were also reduced. Whilst we only had 1 successful homeless referral, we did receive 1 S5 referral and 1 homeless nomination, made 2 offers but 1 refused the offer due to covid restrictions and lack of support to allow her to move.

I.C30 – We had two mainstream properties which had a longer than anticipated void period because of the initial COVID restrictions and initial advice to not allow any allocations. Both of these properties had been offered to homeless applicants who were receiving support with budgeting etc. who said that they couldn't move. One of the applicants then changed their mind and we had to start the allocation process again. There were additional delays as the LA's advised that they were unable to look at their waiting lists at the start of lockdown. These contributed 431 of the 855 days.

I.20. we received low requests from authorities and were unable to carry out many works due to Covid circumstances (shielding etc.) We liaised with SG and this was confirmed as common across all authorities during the 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	£2,998,021
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£2,992,653

Indicator 26	100.18%
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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	£31,880
27.2	The total rent due for the reporting year	£3,009,047

Indicator 27		1.06%
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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	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28	N/A
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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	£3,009,047
18.2	The total amount of rent lost through properties being empty during the reporting year	£16,394

Indicator 18	0.54%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.60%
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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	384
C6.2	The value of direct housing cost payments received during the reporting year	£2,361,536



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	£3,527
C7.2	The total value of former tenant arrears written off at year end	£1,948

Indicator C7	55.23%
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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?"	169
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	41
25.2.2	fairly good value for money	74
25.2.3	neither good nor poor value for money	37
25.2.4	fairly poor value for money	14
25.2.5	very poor value for money	3
25.3	Total	169

Indicator 25	68.05%
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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?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

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Comments (Getting good value from rents and service charges)

C7 - 90% of the bad debt write off was attributable to 1 former tenant after he filed for a Trust Deed.

C27 - This figure is considerably lower than the covid return at 31st March as the account of one tenant was reduced by £7K of arrears after an longstanding OPG Access to Funds request was approved in early April 2021 and a further £25K was received in housing benefit payments.



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)

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