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**Report to: Place Committee**

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**Date of Meeting: 5<sup>th</sup> November 2020**

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**Subject: Scottish Housing Regulator Annual Return of the Charter (ARC)**

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**Report by: Strategic Director (Place)**

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## **1.0 Purpose**

- 1.1. This report asks members to note the Council's annual submission of the Scottish Housing Regulator's Annual Return of Charter (ARC) attached in Appendix 1.

## **2.0 Recommendations**

- 2.1.1 It is recommended that the Committee:
- 2.1.2 Notes the 2019/20 submission of the Annual Return of the Charter sent to the Scottish Housing Regulator on 30<sup>th</sup> July 2020, noting the relevant performance results and measures for scrutiny purposes.

## **3.0 Considerations**

- 3.1. As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.
- 3.2. The Charter was approved by resolution of the Scottish Parliament in 2012, taking effect from 1 April 2012.
- 3.3. Purpose of the Charter

The Charter aims to improve the quality and value of the services that social landlords deliver for their tenants and other customers and supports the Scottish Government's strategic objective of a safer and stronger Scotland. It does so in the following ways:

- By providing tenants and other customers with a clear statement of what they can expect from social landlords, and helping them to hold landlords to account.
- Focuses the efforts of social landlords on achieving outcomes that matter to their tenants and other customers.

- Provides the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This enables the Regulator, tenants and other customers, and social landlords to identify areas of strong performance and areas where improvement is needed.

3.4. Reporting on performance against the Charter is undertaken via the Annual Return of Charter (ARC) which all social landlords are required to return annually by 31st May (submission date revised this year to 31<sup>st</sup> July 2020). This return submitted to the Scottish Housing Regulator who monitors landlord performance against the Charter.

3.5. Some key highlights from the return for 2019-20 include an excellent SHQS compliance position of 96.12% of stock meeting the standard, highlighting the significant investment made in improving tenants' homes. In void properties our turn around times to re-let reduced from 38 days to 35 days whilst in re-active repairs the percentage of tenants satisfied with the service provided was up from 96.73% to 97.31%. Gas safety compliance remained steady with no failures in our statutory duty to complete gas servicing in every tenanted property.

#### 4.0 Sustainability Implications

4.1. The information contained within the ARC demonstrates that housing priorities contribute positively to sustainability.

#### 5.0 Resource Implications

##### 5.1. *Financial Details*

Finance have been consulted and have agreed the financial implications as set out in the report. Yes

#### 6.0 Exempt Reports

6.1. Is this report exempt? Yes  (please detail the reasons for exemption below) No

#### 7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box )

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

**8.0 Equalities Impact**

8.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?  
 Yes  No

**9.0 Legality**

9.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

**10.0 Appendices**

Appendix 1 - Annual Return of Charter (ARC) 2019/20

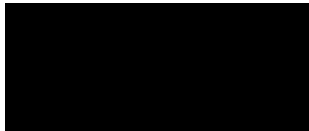
**11.0 Background Papers**

11.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).  
 Yes  No   
 (please list the documents below)

**Author(s)**

NAME	DESIGNATION	TEL NO / EXTENSION
Andrew Buchanan	Team Leader Business Improvement	5169
Murray Sharp	Service Manager	5113

**Approved by**

NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director - Place	



**Landlord name:**

**RSL Reg. No.:** 1,006

**Report generated date:** 06/10/2020 10:20:27

### Approval

A1.1	Date approved	30/07/2020
A1.2	Approver	Murray Sharp
A1.3	Approver job title	Senior Manager (Housing)
A1.4	Comments	

## Social landlord contextual information

### Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	408
C3.2	The number of 'supported housing' lets during the reporting year	9
Indicator C3		417

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	59
C2.2	The number of lets to housing list applicants	155
C2.3	The number of mutual exchanges	75
C2.4	The number of lets from other sources	3
C2.5	The number of lets to homeless applicants.	200
C2.6	Total number of lets excluding exchanges	417

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	901
1.1.2	the fieldwork dates of the survey	05/2019
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" 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:	441
	very satisfied	
1.2.2	fairly satisfied	379
1.2.3	neither satisfied nor dissatisfied	31
1.2.4	fairly dissatisfied	30
1.2.5	very dissatisfied	10
1.2.6	no opinion	10
1.2.7	Total	901

Indicator 1	91.01%
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Comments (Overall satisfaction)

## 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?"	901
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	431
2.2.2	fairly good at keeping them informed	431
2.2.3	neither good nor poor at keeping them informed	18
2.2.4	fairly poor at keeping them informed	18
2.2.5	very poor at keeping them informed	3
2.2.6	Total	901

	Indicator 2	95.67%
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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?"	901
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	423
5.2.2	fairly satisfied	374
5.2.3	neither satisfied nor dissatisfied	85
5.2.4	fairly dissatisfied	12
5.2.5	very dissatisfied	7
5.2.6	Total	901

Indicator 5	88.46%
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Comments (The customer / landlord relationship)

## Housing quality and maintenance

### Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	60.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C8.5	Comments on method of assessing SHQS compliance.	

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		<b>End of the reporting year</b>	<b>End of the next reporting year</b>
C9.1	Total self-contained stock	4,950	4,965
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	181	0
C9.4.1	Self-contained stock failing SHQS for one criterion	11	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	11	0
C9.5	Stock meeting the SHQS	4,758	4,965

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	4,950
6.1.2	projected to the end of the next reporting year	4,965
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,758
6.2.2	projected to the end of the next reporting year	4,965

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	96.12%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%



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?"	901
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	451
7.2.2	fairly satisfied	366
7.2.3	neither satisfied nor dissatisfied	47
7.2.4	fairly dissatisfied	30
7.2.5	very dissatisfied	7
7.3	Total	901

	Indicator 7	90.68%
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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	7,310
8.2	The total number of hours taken to complete emergency repairs	34,793

Indicator 8		4.76
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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	10,064
9.2	The total number of working days taken to complete non-emergency repairs	72,073

Indicator 9		7.16
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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	9,200
10.2	The total number of reactive repairs completed during the reporting year	9,946

Indicator 10		92.50%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

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

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

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	372
	12.2 Of the tenants who answered, how many said that they were:	336
12.2.1	very satisfied	
12.2.2	fairly satisfied	26
12.2.3	neither satisfied nor dissatisfied	4
12.2.4	fairly dissatisfied	4
12.2.5	very dissatisfied	2
12.2.6	Total	372

	Indicator 12	97.31%
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**EESSH**
**Percentage of properties meeting the EESSH (Indicator C10)**

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	1,180	27	1	1,208	
Four-in-a-block	1,034	2	1	1,037	
Houses (other than detached)	2,622	18	9	2,649	
Detached houses	53	3	0	56	
<b>Total</b>	<b>4,889</b>	<b>50</b>	<b>11</b>	<b>4,950</b>	

C10.2		Number of self contained properties not in scope of the EESSH			
	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	
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

C10.3		Number of self contained properties in scope of the EESSH			
	Gas	Electric	Other fuels	Total	
Flats	1,180	27	1	1,208	
Four-in-a-block	1,034	2	1	1,037	
Houses (other than detached)	2,622	18	9	2,649	
Detached houses	53	3	0	56	
<b>Total</b>	<b>4,889</b>	<b>50</b>	<b>11</b>	<b>4,950</b>	

C10.4		Number of properties in scope of the EESSH 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	
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

C10.4.21	Where EESSH compliance is unknown for any properties, please explain why

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	164	11	0	175
Four-in-a-block	61	1	0	62
Houses (other than detached)	423	7	0	430
Detached houses	2	2	0	4
<b>Total</b>	650	21	0	671

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	4	0	0	4
Four-in-a-block	25	0	0	25
Houses (other than detached)	40	0	0	40
Detached houses	44	0	0	44
<b>Total</b>	113	0	0	113

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	1,012	16	1	1,029
Four-in-a-block	948	1	1	950
Houses (other than detached)	2,159	11	9	2,179
Detached houses	7	1	0	8
<b>Total</b>	4,126	29	11	4,166

	C10	84.2%
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Anticipated exemptions from the EESSH (Indicator C11)
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C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	4	0	0	4
Four-in-a-block	25	0	0	25
Houses (other than detached)	23	0	6	29
Detached houses	53	0	0	53
<b>Total</b>	105	0	6	111

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		6
Social		0
Excessive cost		0
New technology		49
Legal		56
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
<b>Total</b>		111

C11.3	If other reason or unknown, please explain
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Energy Performance Certificates (EPCs) (Indicator C12)
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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	125	0
C	2,698	488
D	960	110
E	103	3
F	7	0
G	0	0
<b>Total</b>	<b>3,893</b>	<b>601</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	206	
SAP 2009	362	
SAP 2012	3,325	
Other procedure / unknown	0	
<b>Total</b>	<b>3,893</b>	

C12.3	If other procedure or unknown, please explain

Indicator C12	78.6%
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Investment in the EESSH (Indicator C13)
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C13.1	The total number of properties brought up to the EESSH during the reporting year	86
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£125,000
C13.2.2	The landlord's own financial resource	£2,151,721
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£2,276,721

C13.3	Please give reasons for any investment which came from another source
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Comments (Housing quality and maintenance)

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## 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	40	13
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	40	14
Number of complaints responded to in full by the landlord in the reporting year	40	14
Time taken in working days to provide a full response	170	197

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
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	4.25
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.07

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?"	901
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	357
13.2.2	fairly satisfied	464
13.2.3	neither satisfied nor dissatisfied	50
13.2.4	fairly dissatisfied	25
13.2.5	very dissatisfied	5
13.2.6	Total	901

	Indicator 13	91.12%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	647
14.2	The number of tenancy offers that were refused	230

Indicator 14		35.55%
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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	230
15.2	Of those at 15.1, the number of cases resolved in the last year	183

Indicator 15		79.57%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	21
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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	93
22.2.1	22.2 The number of properties recovered: because rent had not been paid	19
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	20.43%
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	20.43%



## 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	4,803
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	415

Indicator 17		8.64%
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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.	304
19.2	The number of approved applications completed between the start and end of the reporting year	203
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	101
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

	Indicator 19	101
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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;	£162,395
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£109,529

Indicator 20		£271,924
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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.	15,810
21.2	The total number of adaptations completed during the reporting year.	203

Indicator 21		77.88
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Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	27
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	0
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	27
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	372

	Indicator 24.	7.26%
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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	412
30.2	The total number of calendar days properties were empty	14,506

Indicator 30		35.21
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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	89
16.1.2	applicants who were assessed as statutory homeless by the local authority	217
16.1.3	applicants from your organisation's housing list	137
16.1.4	other	3
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	85
16.2.2	applicants who were assessed as statutory homeless by the local authority	179
16.2.3	applicants from your organisation's housing list	114
16.2.4	other	2

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	95.51%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	82.49%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	83.21%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	66.67%

Comments (Access to housing and support)

## 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	£17,845,565
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£18,272,672

	Indicator 26	97.66%
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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	£1,856,537
27.2	The total rent due for the reporting year	£18,354,350

Indicator 27		10.11%
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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	

Indicator 28		
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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	18,354,350
18.2	The total amount of rent lost through properties being empty during the reporting year	81,678

Indicator 18		0.45%
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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	1.50%
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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	3,241
C6.2	The value of direct housing cost payments received during the reporting year	£9,586,762

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	£1,149,523
C7.2	The total value of former tenant arrears written off at year end	£71,082

Indicator C7		6.18%
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## Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	901
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	234
25.2.2	fairly good value for money	541
25.2.3	neither good nor poor value for money	72
25.2.4	fairly poor value for money	48
25.2.5	very poor value for money	6
25.3	Total	901

Indicator 25	86.02%
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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)

**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	15
31.2	The total amount of rent set for all pitches during the reporting year	£73,180

	Indicator 31	£93.82
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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?"	9
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	1
32.2.2	fairly satisfied	3
32.2.3	neither satisfied nor dissatisfied	5
32.2.4	fairly dissatisfied	0
32.2.5	very dissatisfied	0
32.2.6	Total	9

Indicator 32		44.44%
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Comments (Other customers)

A large empty rectangular box intended for customer comments.