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**Report to: Place Committee**

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**Date of Meeting: 20 May 2021**

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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), the draft submission is attached in Appendix 1.

## **2.0 Recommendations**

- 2.1.1 It is recommended that the Committee:
- 2.1.2 Notes the 2020/21 submission of the Annual Return of the Charter, which is due to be submitted to the Scottish Housing Regulator by 31<sup>st</sup> May 2021, 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. This return is submitted to the Scottish Housing Regulator who monitors landlord performance against the Charter. At the date of committee meeting the service is still finalising and verifying some of the results before submission, most notably with current rent arrears figures. Therefore a draft submission is attached and members of the committee will have the final version circulated prior to submission to the Scottish Housing Regulator (SHR).
- 3.5. Comparison will be difficult between performance years given the impact of covid on service performance. However, some key highlights from the return for 2020/21 include;
- Average Length of time to complete emergency repairs has reduced from 4.76 hours (19/20) to 3.63 hours (20/21). This was despite a 5% increase in emergency repairs required (7,310 to 7,698). This is due to an increased availability of trades personnel able to attend to repairs due to a vastly reduced planned programmed works package throughout the pandemic
  - Average length of time taken to complete non-emergency repairs reduced from 7.16 days (19/20) to only 4.24 days (20/21). This performance also benefited from a restriction in planned work.
  - Percentage of reactive repairs carried out in the last year completed right first time increased from 92.5% (19/20) to 97.16% (20/21)
  - Average length of time to re-let properties in the last year, slightly increased from 35.21 days (19/20) to 39.93 days (20/21). This performance was directly impacted by covid restrictions which meant that (a) new covid working practices and risk assessments had to be put into place for trades teams to work safely, which meant a reduction in number of trades allowed on site at any one time increasing the duration of property refurbishment, and (b) that properties needed to be left unoccupied for 3 days before the commencement of works. Although Scottish Government and H&S advice has now been issued to waive this waiting period with appropriate mitigations, discussion with TU's are continuing in adjusting local practice.
- 3.6. The final performance of rent arrears at the time of writing the report was still being verified, largely due to some payment files still to be processed by Revenues and IT. However, it is anticipated that current tenant arrears have reduced during 2020/21, a comparison table is included below to show the make up of the accounts and change in balances.

### 3.7. Rent Arrears

#### Rent arrears comparison

	19/20	20/21
Current rent arrears	£848,346	
Gross arrears as a % (indicator 31)	10.11	
<b>No of accounts in arrears</b>	1,980	1,920
greater than £4000	3	12
Between £3000 & £3999	6	10
Between £2000 & £2999	47	42
Between £1000 & £1999	162	175
Between £500 & £999	372	306
Between £0 and £499	1,390	1,375
Highest account balance	£4,161.13	£6,826.24
NTRs served	303	31

3.8. During the pandemic the effort of housing officers has been to support tenants as much as possible with rent payments. This includes for example, trying to ensure tenants were applying for all qualifying benefits.

3.9. Moreover, to assist staff to work on the correct arrears cases, as part of our IT improvements we have gone live with an IT program called 'RentSense'. This is a program that uses a series of complex algorithms that analyses tenant's transactional history, which coupled with a predicative analytical application highlights which tenants should be contacted in priority order. This has removed a thousand cases from the view of housing officers (essentially wasted effort) as well as ensuring that those tenants who need targeted support are contacted as soon as possible.

#### **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) 2020/21 **(DRAFT as at 11/05/2021)**

## 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)**

<b>NAME</b>	<b>DESIGNATION</b>	<b>TEL NO / EXTENSION</b>
Andrew Buchanan	Team Leader Business Improvement	5169
Murray Sharp	Senior Manager (Housing)	5113

**Approved by**

<b>NAME</b>	<b>DESIGNATION</b>	<b>SIGNATURE</b>
Pete Leonard	Strategic Director (Place)	Signed: P Leonard



**Landlord name:** Clackmannanshire Council

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

**Report generated date:** 12/05/2021 12:51:30

**Approval**

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
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	324
C3.2	The number of 'supported housing' lets during the reporting year	11
Indicator C3		335



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	54
C2.2	The number of lets to housing list applicants	66
C2.3	The number of mutual exchanges	17
C2.4	The number of lets from other sources	1
C2.5	The number of lets to homeless applicants.	214
C2.6	Total number of lets excluding exchanges	335



# 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)
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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	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: very satisfied	441
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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# Annual Return on the Charter (ARC) 2020-2021

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

Comments (The customer / landlord relationship)

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



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		
C9.2	Self-contained stock exempt from SHQS		
C9.3	Self-contained stock in abeyance from SHQS		
C9.4.1	Self-contained stock failing SHQS for one criterion		
C9.4.2	Self-contained stock failing SHQS for two or more criteria		
C9.4.3	Total self-contained stock failing SHQS		
C9.5	Stock meeting the SHQS		





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	N/A
6.1.2	projected to the end of the next reporting year	N/A
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	N/A
6.2.2	projected to the end of the next reporting year	N/A

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	N/A
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	N/A



## 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 &amp; 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	7,698
8.2	The total number of hours taken to complete emergency repairs	27,958

Indicator 8		3.63
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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	7,919
9.2	The total number of working days taken to complete non-emergency repairs	33,592

	Indicator 9	4.24
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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	7,622
10.2	The total number of reactive repairs completed during the reporting year	7,845

Indicator 10		97.16%
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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	
<p>Failure due to Covid-19                      Tenant who was an OAP was shielding and vulnerable and would not allow access. The gas service was due on 6 June but we weren't given access until 22 June.</p>		

	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?"	427
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	400
12.2.2	fairly satisfied	21
12.2.3	neither satisfied nor dissatisfied	2
12.2.4	fairly dissatisfied	2
12.2.5	very dissatisfied	2
12.2.6	Total	427

Indicator 12		98.59%
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**EESHS**

## Percentage of properties meeting the EESHS (Indicator C10)

C10.1		Number of self contained properties			
		Gas	Electric	Other fuels	Total
Flats					
Four-in-a-block					
Houses (other than detached)					
Detached houses					
<b>Total</b>					

C10.2		Number of self contained properties not in scope of the EESHS			
		Gas	Electric	Other fuels	Total
Flats					
Four-in-a-block					
Houses (other than detached)					
Detached houses					
<b>Total</b>					

C10.3		Number of self contained properties in scope of the EESHS			
		Gas	Electric	Other fuels	Total
Flats					
Four-in-a-block					
Houses (other than detached)					
Detached houses					
<b>Total</b>					

C10.4		Number of properties in scope of the EESHS where compliance is unknown			
		Gas	Electric	Other fuels	Total
Flats					
Four-in-a-block					
Houses (other than detached)					
Detached houses					
<b>Total</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				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
<b>Total</b>				

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

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
<b>Total</b>				

C10	
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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				
Four-in-a-block				
Houses (other than detached)				
Detached houses				
<b>Total</b>				

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

C11.3	If other reason or unknown, please explain



## 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		
B		
C		
D		
E		
F		
G		
<b>Total</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		
SAP 2005		
SAP 2009		
SAP 2012		
Other procedure / unknown		
<b>Total</b>		

C12.3	If other procedure or unknown, please explain

Indicator C12



## Investment in the EESSH (Indicator C13)

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

C13.3	Please give reasons for any investment which came from another source
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## Annual Return on the Charter (ARC) 2020-2021

Comments (Housing quality and maintenance)



## 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	32	4
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	32	4
Number of complaints responded to in full by the landlord in the reporting year	32	4
Time taken in working days to provide a full response	155	63

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	4.84
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	15.75



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)

14.1	The number of tenancy offers made during the reporting year	492
14.2	The number of tenancy offers that were refused	157

Indicator 14		31.91%
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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	270
15.2	Of those at 15.1, the number of cases resolved in the last year	203

	Indicator 15	75.19%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	22
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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	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)



## 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	4,808
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	321

Indicator 17		6.68%
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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.	248
19.2	The number of approved applications completed between the start and end of the reporting year	145
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	103
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

	Indicator 19	103
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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;	
20.2	The cost (£) that was grant funded	
20.3	The cost (£) that was funded by other sources.	

Indicator 20	
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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.	9,917
21.2	The total number of adaptations completed during the reporting year.	166

		Indicator 21	59.74
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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.	52
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.	52
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	374

	Indicator 24.	13.90%
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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	327
30.2	The total number of calendar days properties were empty	13,056

Indicator 30		39.93
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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	59
16.1.2	applicants who were assessed as statutory homeless by the local authority	200
16.1.3	applicants from your organisation's housing list	155
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	57
16.2.2	applicants who were assessed as statutory homeless by the local authority	178
16.2.3	applicants from your organisation's housing list	146
16.2.4	other	3

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	96.61%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	89.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	94.19%
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)

[Empty comment box]

**Getting good value from rents and service charges**

**Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)
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26.1	The total amount of rent collected in the reporting year	
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	

Indicator 26
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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	
27.2	The total rent due for the reporting year	

	Indicator 27	
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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	N/A
18.2	The total amount of rent lost through properties being empty during the reporting year	175,583

	Indicator 18	N/A
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## Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	0.00%
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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	
C6.2	The value of direct housing cost payments received during the reporting year	



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	N/A
C7.2	The total value of former tenant arrears written off at year end	N/A

Indicator C7		N/A
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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?"	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

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

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?"	
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)