

**Landlord name:** Clydesdale Housing Association Ltd**RSL Reg. No.:** 93**Report generated date:** 30/07/2020 08:05:43**Approval**

A1.1	Date approved	29/07/2020
A1.2	Approver	Jane Guthrie
A1.3	Approver job title	Depute Chief Executive
A1.4	Comments	

**Social landlord contextual information****Staff**

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

C1.1	the name of Chief Executive	Mr Joe Gorman
C1.2.1	C1.2 Staff employed by the RSL:  the number of senior staff	3.60
C1.2.2	the number of office based staff	9.63
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	13.23
C1.3.1	Staff turnover and sickness absence:  the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	7.56%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.30%

**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	34
C3.2	The number of 'supported housing' lets during the reporting year	24

Indicator C3		58
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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	3
C2.2	The number of lets to housing list applicants	41
C2.3	The number of mutual exchanges	0
C2.4	The number of lets from other sources	0
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	0
C2.5.3	other	14
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	58

## Annual Return on the Charter (ARC) 2019-2020

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	443
1.1.2	the fieldwork dates of the survey	10/2019
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	202
1.2.2	fairly satisfied	215
1.2.3	neither satisfied nor dissatisfied	11
1.2.4	fairly dissatisfied	8
1.2.5	very dissatisfied	6
1.2.6	no opinion	1
1.2.7	Total	443

Indicator 1	94.13%
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## Annual Return on the Charter (ARC) 2019-2020

### Comments (Overall satisfaction)

There were no exceptional circumstances regarding the overall satisfaction figures.



## 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?"	443
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	203
2.2.2	fairly good at keeping them informed	234
2.2.3	neither good nor poor at keeping them informed	3
2.2.4	fairly poor at keeping them informed	1
2.2.5	very poor at keeping them informed	2
2.2.6	Total	443

Indicator 2	98.65%
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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?"	443
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	214
5.2.2	fairly satisfied	226
5.2.3	neither satisfied nor dissatisfied	3
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	443

Indicator 5	99.32%
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**Annual Return on the Charter (ARC) 2019-2020**

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	03/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	68.46
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	32.00
C8.5	Comments on method of assessing SHQS compliance.	

CHA has a target to annually survey 20% of all properties against the SHQS. This will provide close to 100% stock condition over 5 years.

The 20% annual survey is selected through an analysis of current surveys held compared to location, dwelling type, year built and relevant component qualities.

Stock condition data is held on an SQL database. Full SHQS survey is cloned to unsurveyed properties within the same estate, based on dwelling type, year built and relevant component qualities. RDSAP data has been cloned to properties lacking energy efficiency data. RDSAP cloning has been made on the basis of matching surveyed properties with unsurveyed properties using location, dwelling type, house size and year built. Cloned data will decrease over time as accurate RDSAP data is gathered.



## 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	742	742
C9.2	Self-contained stock exempt from SHQS	107	8
C9.3	Self-contained stock in abeyance from SHQS	5	4
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	630	730



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



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	630	730
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	630	730



## 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	742
6.1.2	projected to the end of the next reporting year	742
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	630
6.2.2	projected to the end of the next reporting year	730

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	84.91%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.38%



## 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?"	443
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	207
7.2.2	fairly satisfied	183
7.2.3	neither satisfied nor dissatisfied	35
7.2.4	fairly dissatisfied	12
7.2.5	very dissatisfied	6
7.3	Total	443

Indicator 7	88.04%
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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	493
8.2	The total number of hours taken to complete emergency repairs	1,286

Indicator 8	2.61
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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	1,719
9.2	The total number of working days taken to complete non-emergency repairs	6,756

Indicator 9		3.93
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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	1,584
10.2	The total number of reactive repairs completed during the reporting year	1,682

Indicator 10		94.17%
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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>The tenant has been without gas since March 2019 but only made this known to the Association in late November 2019. At which point, the Association made a referral to the Glasgow HEAT team. The Association has been helping the tenant in connection with their smart meter and inability to top it up. The tenant engaged at first but due to some mental health issues, then did not allow access to our representatives to allow us to make contact with their energy supplier. Despite several attempts to access the property, the Association was unsuccessful in re-engaging with the tenant, in the early course of 2020. The Association took the decision to cap the gas at the meter on 21/02/20. The CP12 expired on 06/02/20.</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?"	481
12.2	Of the tenants who answered, how many said that they were:	422
12.2.1	very satisfied	
12.2.2	fairly satisfied	37
12.2.3	neither satisfied nor dissatisfied	14
12.2.4	fairly dissatisfied	5
12.2.5	very dissatisfied	3
12.2.6	Total	481

Indicator 12	95.43%
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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	58	148	0	206
Four-in-a-block	92	69	0	161
Houses (other than detached)	148	221	4	373
Detached houses	0	2	0	2
<b>Total</b>	298	440	4	742

C10.2	Number of self contained properties not in scope of the EESHS			
	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>	0	0	0	0

C10.3	Number of self contained properties in scope of the EESHS			
	Gas	Electric	Other fuels	Total
Flats	58	148	0	206
Four-in-a-block	92	69	0	161
Houses (other than detached)	148	221	4	373
Detached houses	0	2	0	2
<b>Total</b>	298	440	4	742

C10.4	Number of properties in scope of the EESHS 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>	0	0	0	0



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	Total
Flats	0	1	0	1
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	6	1	9
Detached houses	0	0	0	0
<b>Total</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>10</b>

C10.6 Number of properties in scope of the EESSH that are exempt the standard

	Gas	Electric	Other fuels	Total
Flats	0	1	0	1
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	106	1	107
Detached houses	0	1	0	1
<b>Total</b>	<b>0</b>	<b>108</b>	<b>1</b>	<b>109</b>

C10.7 Number of properties in scope of the EESSH that meet the standard

	Gas	Electric	Other fuels	Total
Flats	58	146	0	204
Four-in-a-block	92	69	0	161
Houses (other than detached)	146	109	2	257
Detached houses	0	1	0	1
<b>Total</b>	<b>296</b>	<b>325</b>	<b>2</b>	<b>623</b>

C10 84.0%



## 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	1	0	1
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	106	1	107
Detached houses	0	1	0	1
<b>Total</b>	0	108	1	109

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	0	
Social	0	
Excessive cost	0	
New technology	0	
Legal	0	
Disposal	0	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	109	
<b>Total</b>	109	

C11.3	If other reason or unknown, please explain
<p>The current restrictions imposed due to the Covid-19 pandemic have severely impacted on our heating installation programme. When lock down was imposed, we were in the first stage of surveying properties for heating sizes, the need for Scottish Power isolator switches and any new meters required. Until restrictions are lifted and social distancing measures relaxed, we are unable to complete our surveying. Thereafter, the requirement for Scottish Power to deliver the required amount of isolator switches and meters will further impact on our delivery time. At the time of completing this submission, it is not known when restrictions will be eased to allow contractors to work within homes therefore it is best to take the most pessimistic view based on where the project stands at present.</p>	





## 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	9	2
C	263	10
D	158	1
E	23	0
F	8	0
G	0	0
<b>Total</b>	<b>461</b>	<b>13</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	71
SAP 2009	114
SAP 2012	276
Other procedure / unknown	0
<b>Total</b>	<b>461</b>

C12.3	If other procedure or unknown, please explain

Indicator C12 62.1%



## Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	44
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	£7,398
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£7,398

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

## Annual Return on the Charter (ARC) 2019-2020

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	20	9
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	20	9
Number of complaints responded to in full by the landlord in the reporting year	20	9
Time taken in working days to provide a full response	18	152

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	0.90
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	16.89



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?"	443
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	161
13.2.2	fairly satisfied	267
13.2.3	neither satisfied nor dissatisfied	9
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	3
13.2.6	Total	443

Indicator 13	96.61%
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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	89
14.2	The number of tenancy offers that were refused	29

Indicator 14	32.58%
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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	61
15.2	Of those at 15.1, the number of cases resolved in the last year	58

Indicator 15	95.08%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	1
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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	5
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	20.00%
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	20.00%

## Annual Return on the Charter (ARC) 2019-2020

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	742
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	59

Indicator 17	7.95%
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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.	18
19.2	The number of approved applications completed between the start and end of the reporting year	16
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19	2
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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;	£0
20.2	The cost (£) that was grant funded	£37,107
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£37,107
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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.	708
21.2	The total number of adaptations completed during the reporting year.	16

Indicator 21	44.25
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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.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	0
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.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	0
23.7	The total number of accepted offers.	0

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

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



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	58
30.2	The total number of calendar days properties were empty	696

Indicator 30		12.00
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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	2
16.1.2	applicants who were assessed as statutory homeless by the local authority	17
16.1.3	applicants from your organisation's housing list	57
16.1.4	nominations from local authority	0
16.1.5	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	2
16.2.2	applicants who were assessed as statutory homeless by the local authority	17
16.2.3	applicants from your organisation's housing list	47
16.2.4	nominations from local authority	0
16.2.5	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	82.46%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

## Annual Return on the Charter (ARC) 2019-2020

Comments (Access to housing and support)

94 days were deducted from the re-let times due to major repairs and a number of deaths. Following a review of the Allocations Policy in May 2019 it was agreed to allow the families of deceased tenants 14 days to clear the property.

**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	£3,112,152
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,061,731

Indicator 26	101.65%
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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	£77,137
27.2	The total rent due for the reporting year	£3,073,070

Indicator 27		2.51%
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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	191
28.2	The total value of management fees invoiced to factored owners in the reporting year	£2,292

Indicator 28		£12.00
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)
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18.1	The total amount of rent due for the reporting year	3,073,070
18.2	The total amount of rent lost through properties being empty during the reporting year	10,291

Indicator 18	0.33%
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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	2.70%
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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	486
C6.2	The value of direct housing cost payments received during the reporting year	£1,594,598





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	£41,326
C7.2	The total value of former tenant arrears written off at year end	£13,198

Indicator C7	31.94%
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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?"	443
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	145
25.2.2	fairly good value for money	258
25.2.3	neither good nor poor value for money	21
25.2.4	fairly poor value for money	16
25.2.5	very poor value for money	3
25.3	Total	443

Indicator 25	90.97%
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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?"	17
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	3
29.2.2	fairly satisfied	5
29.2.3	neither satisfied nor dissatisfied	5
29.2.4	fairly dissatisfied	2
29.2.5	very dissatisfied	2
29.3	Total	17

Indicator 29	47.06%
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## Annual Return on the Charter (ARC) 2019-2020

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	
31.2	The total amount of rent set for all pitches during the reporting year	

	Indicator 31	
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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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