Landlord name: Clydesdale Housing Association Ltd

RSL Reg. No.: 93

Report generated date: 23/11/2026 11:45:22

Approval

A1.1	Date approved	28/05/2026
A1.2	Approver	Joe Gorman
A1.3	Approver job title	Chief Executive
A1.4	Comments (Approval)	

N/A

Comments (Submission)

Approved by Management Committee on 27th May 2026. We tried to submit this between Thursday 28th and Friday 29th but kept receiving error messages and buffering. It was very slow to verify each page and as such we did not see that Indicator 27 had not been completed with a zero until today. It is not applicable to our Association and had been left blank.

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	3.80
C1.2.2	the number of office based staff	13.35
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	17.15
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	15.16%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.13%

Lets

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	1
C2.2	The number of lets to housing list applicants	24
C2.3	The number of mutual exchanges	6
C2.4	The number of lets from other sources	0
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	26
C2.6	The number of other nominations from local authorities	0
C2.7	The number of lets made	57
C2.8	Total number of lets excluding exchanges	51

	C2.5 Number of applicants assessed as statutorily homeless by the local authority	C2.6 Number of other nominations from local authorities	C2.8 Total number of lets excluding exchanges
Aberdeen City	0	0	0
Aberdeenshire	0	0	0
Angus	0	0	0
Argyll & Bute	0	0	0
City of Edinburgh	0	0	0
Clackmannanshire	0	0	0
Dumfries & Galloway	0	0	0
Dundee City	0	0	0
East Ayrshire	0	0	0
East Dunbartonshire	0	0	0
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	0	0
Fife	0	0	0
Glasgow City	0	0	0
Highland	0	0	0
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	0
North Ayrshire	0	0	0
North Lanarkshire	0	0	0
Orkney Islands	0	0	0
Perth & Kinross	0	0	0
Renfrewshire	0	0	0
Scottish Borders	0	0	0
Shetland Islands	0	0	0
South Ayrshire	0	0	0
South Lanarkshire	26	0	51
Stirling	0	0	0
West Dunbartonshire	0	0	0
West Lothian	0	0	0
Totals	26	0	51

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

C1.3.1 STAFF TURNOVER: 2 full-time staff members resigned and 1 part-time staff member retired in the reporting year.

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	448
1.1.2	the fieldwork dates of the survey	01/2026
1.1.3	The method(s) of administering the survey: Post	☐
1.1.4	Telephone	☐
1.1.5	Face-to-face	✔
1.1.6	Online	☐
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	257
1.2.2	fairly satisfied	167
1.2.3	neither satisfied nor dissatisfied	22
1.2.4	fairly dissatisfied	2
1.2.5	very dissatisfied	0
1.2.6	no opinion	0
1.2.7	Total	448

Indicator 1	94.64%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

The 2025 Tenant Satisfaction Survey was carried out by an independent research company on our behalf. Doorstep surveys were carried out between 26th November 2025 and 20th January 2026.

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?"	448
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	283
2.2.2	fairly good at keeping them informed	161
2.2.3	neither good nor poor at keeping them informed	4
2.2.4	fairly poor at keeping them informed	0
2.2.5	very poor at keeping them informed	0
2.2.6	Total	448

Indicator 2	99.11%

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?"	448
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	298
5.2.2	fairly satisfied	141
5.2.3	neither satisfied nor dissatisfied	9
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	448

Indicator 5	97.99%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Throughout 24/25 & 25/26, we have been working with our Registered Tenants Organisation to form a Scrutiny Panel. With support from TIS, the panel began reviewing our Repairs and Maintenance Policy, in December 2024. They meet every 6 weeks so the process has taken longer than expected but is now complete. The current Scrutiny panel have intimated that they have no desire to continue working on other projects, therefore we will begin the process of forming another group over the course of 26/27. We actively promote the RTO and Scrutiny Panel through our newsletters and push messages via our CX Feedback tenant engagement software.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2026
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	83.02
C7.3	The date of your next scheduled stock condition survey or assessment	04/2026
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C7.5	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 our asset management software, Integrator+. 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 non-surveyed properties using location, dwelling type, house size and year built. Cloned data will decrease over time as accurate RDSAP data is gathered. The restrictions put in place during the Covid-19 pandemic meant that we have not reached the 100% over the last five years but we should achieve this by the end of the next reporting year.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	742	742
C8.2	Self-contained stock exempt from SHQS	2	1
C8.3	Self-contained stock in abeyance from SHQS	6	5
C8.4.1	Self-contained stock failing SHQS for one criterion	0	0
C8.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C8.4.3	Total self-contained stock failing SHQS	0	0
C8.5	Stock meeting the SHQS	734	736

C8.6	Total self-contained stock meeting the SHQS by local authority

	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	734	736
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	734	736

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	734
6.2.2	projected to the end of the next reporting year	736

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.92%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.19%

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?"	448
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	220
7.2.2	fairly satisfied	199
7.2.3	neither satisfied nor dissatisfied	26
7.2.4	fairly dissatisfied	2
7.2.5	very dissatisfied	1
7.3	Total	448

Indicator 7	93.53%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	412
8.2	The total number of hours taken to complete emergency repairs	1,013

Indicator 8	2.46

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	1,784
9.2	The total number of working days taken to complete non-emergency repairs	8,656

Indicator 9	4.85

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
10.1	The total number of reactive repairs completed during the reporting year	1,784
10.2	Of those, number of reactive repairs that were reported again during the reporting year	9

Indicator 10	99.50%

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?"	248
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	191
12.2.2	fairly satisfied	34
12.2.3	neither satisfied nor dissatisfied	15
12.2.4	fairly dissatisfied	3
12.2.5	very dissatisfied	5
12.2.6	Total	248

Indicator 12	90.73%

Tenant and resident safety

Number of times in the reporting year you 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	Please provide the reason(s) for failing to meet compliance	
N/A		

Indicator 11	0

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	1
29.2	Please provide the reason(s) for failing to meet compliance	

The tenant of this property was receiving hospital treatment which resulted on long stays in hospital. We worked with the tenant to ensure access in between hospital stays but this left us vulnerable in terms of access and consequently, due to an unexpected hospital stay, this meant that we could not gain access by the anniversary date. Learning from this, we will ensure that we do not deviate from our EICR procedure which is to issue 3 appointment and if access is not gained, we will force access.

Indicator 29	1

Number of homes that do not have ‘satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire’ installed at the year end (Indicator 30)

30.1	The number of homes that do not have ‘satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire’	0
30.2	Please provide the reason(s) for failing to meet compliance	
		N/A

Indicator 30	0

Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)

31.1.1	The number of resolved cases of damp and/or mould caused by condensation	9
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	2
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	2
31.1	Total number of resolved cases of damp and/or mould	13
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	289
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	53
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	42
31.2	Total time taken in working days to resolve cases of damp and/or mould	384

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	32.11
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	26.50
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	21.00
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	29.54

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	9
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	2
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	2
32.1	Total number of resolved cases of damp and/or mould	13
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	1
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	0
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	0
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	1

Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation	11.11
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause	7.69

Number of open cases of damp and/or mould at the year end (Indicator 33)

33.1	The number of open cases of damp and/or mould at the year end	3

Indicator 33	3

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the “Housing quality and maintenance” section’.

No further comments.

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	35	16
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	35	16
Number of complaints responded to in full by the landlord in the reporting year	34	15
Time taken in working days to provide a full response	97	286

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	97.14%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	93.75%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.85
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	19.07

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?'"	448
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	249
13.2.2	fairly satisfied	180
13.2.3	neither satisfied nor dissatisfied	18
13.2.4	fairly dissatisfied	1
13.2.5	very dissatisfied	0
13.2.6	Total	448

Indicator 13	95.76%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)

14.1	The number of cases of anti-social behaviour reported in the last year	91
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	1
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	89
14.4	Total self-contained units	742

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	96.74%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	12.3

Abandoned homes (Indicator C3)		
C3.1	The number of properties abandoned during the reporting year	1

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	3
20.2.1	20.2 The number of properties recovered: because rent had not been paid	1
20.2.2	because of anti-social behaviour	0
20.2.3	for other reasons	0

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	33.33%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	33.33%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

No further comments

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 16)		
16.1	The total number of lettable self-contained stock	727
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	57

Indicator 16	7.84%

Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	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.	19
18.2	The number of approved applications completed between the start and end of the reporting year	19
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	0
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	0

The average time to complete adaptations (Indicator 19)		
19.1	The total number of working days taken to complete all adaptations.	531
19.2	The total number of adaptations completed during the reporting year.	20

Indicator 19	26.55

Average length of time to re-let properties in the last year (Indicator 26)

26.1	The total number of properties re-let in the reporting year	51
26.2	The total number of calendar days properties were empty	736

Indicator 26	14.43

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)

15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	2
15.1.2	applicants who were assessed as statutory homeless by the local authority	0
15.1.3	applicants from your organisation's housing list	28
15.1.4	nominations from local authority	13
15.1.5	other	0
15.1.6	Total number of tenancies which began in the previous reporting year	43
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	2
15.2.2	applicants who were assessed as statutory homeless by the local authority	0
15.2.3	applicants from your organisation's housing list	27
15.2.4	nominations from local authority	13
15.2.5	other	0
15.2.6	Total number of tenancies sustained for more than a year	42

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	96.43%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	97.67%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	0
C9.1.2	Awaiting demolition/reconfiguration	0
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	1
C9.1.5	Held for decants	0
C9.1.6	Low demand	0
C9.1.7	Other	0
C9.1.8	Total self-contained properties void at the year end	1
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	0
C9.2.2	Awaiting demolition/reconfiguration	0
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	0
C9.2.5	Held for decants	0
C9.2.6	Low demand	0
C9.2.7	Other	0
C9.2.8	Total self-contained properties void for more than six months at the year end	0

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

The time taken to complete adaptations includes the two months in which we were waiting for confirmation of our grant funding allocation from the Scottish Government. Had this been in place for the beginning of the financial year, the average days to complete figure would have been significantly lower.

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 22)		
22.1	The total amount of rent collected in the reporting year	£3,846,257
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,860,286

Indicator 22	99.64%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£88,557
23.2	The total rent due for the reporting year	£3,870,717

Indicator 23	2.29%

Average annual management fee per factored property (Indicator 24)		
24.1	The number of residential properties factored	195
24.2	The total value of management fees invoiced to factored owners in the reporting year	£6,825

Indicator 24	£35.00

Percentage of rent due lost through properties being empty during the last year (Indicator 17)		
17.1	The total amount of rent due for the reporting year	£3,870,717
17.2	The total amount of rent lost through properties being empty during the reporting year	£10,431

Indicator 17	0.27%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	5.80%

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	456
C5.2	The value of direct housing cost payments received during the reporting year	£2,023,888

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)		
C6.1	The total value of former tenant arrears at year end	£39,570
C6.2	The total value of former tenant arrears written off at year end	£9,612

Indicator C6	24.29%

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)

21.1	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?"	448
21.2.1	21.2 Of the tenants who answered, how many said that their rent represented: very good value for money	146
21.2.2	fairly good value for money	233
21.2.3	neither good nor poor value for money	66
21.2.4	fairly poor value for money	2
21.2.5	very poor value for money	1
21.3	Total	448

Indicator 21	84.60%

Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)

25.1	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?"	22
25.2.1	25.2 Of the factored owners who answered, how many said that they were: very satisfied	4
25.2.2	fairly satisfied	3
25.2.3	neither satisfied nor dissatisfied	7
25.2.4	fairly dissatisfied	3
25.2.5	very dissatisfied	5
25.3	Total	22

Indicator 25	31.82%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicator 25 - data used from survey carried out in April 2025.

Other customers

Gypsy / Travellers

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)

27.1	The total number of pitches	0
27.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 27	N/A

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
	28.2 Of the Gypsy/Travellers who answered, how many said that they were:	
28.2.1	very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

Indicator 28	

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

No comment required