



Landlord name: Oak Tree Housing Association Ltd

RSL Reg. No.: 137

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Approval

A1.1	Date approved	23/05/2022
A1.2	Approver	Nick Jardine/Anne Culley
A1.3	Approver job title	Chief Executive Officer (Job Share)
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Nick Jardine/Ms Anne Culley
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.20
C1.2.2	the number of office based staff	31.26
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	36.46
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	34.60%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	13.20%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	8.40%

**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	177
C3.2	The number of 'supported housing' lets during the reporting year	60
Indicator C3		237



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	40
C2.2	The number of lets to housing list applicants	156
C2.3	The number of mutual exchanges	4
C2.4	The number of lets from other sources	4
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	18
C2.5.2	nominations from the local authority	0
C2.5.3	other	1
C2.6	the number of other nominations from local authorities	18
C2.7	Total number of lets excluding exchanges	237

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Comments (Social landlord contextual information)

C1.3.1 During the relevant period 1.8 senior staff members left the association, which included a Senior Management Team restructure in July 2021.

C1.3.3 During the relevant period sickness figures have been driven by a variety of factors including Covid 19 and close family bereavements.

**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	798
1.1.2	the fieldwork dates of the survey	09/2022
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:	390
	very satisfied	
1.2.2	fairly satisfied	292
1.2.3	neither satisfied nor dissatisfied	46
1.2.4	fairly dissatisfied	41
1.2.5	very dissatisfied	26
1.2.6	no opinion	3
1.2.7	Total	798

Indicator 1	85.46%
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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?"	800
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	334
2.2.2	fairly good at keeping them informed	412
2.2.3	neither good nor poor at keeping them informed	24
2.2.4	fairly poor at keeping them informed	20
2.2.5	very poor at keeping them informed	10
2.2.6	Total	800

	Indicator 2	93.25%
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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?"	796
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	363
5.2.2	fairly satisfied	378
5.2.3	neither satisfied nor dissatisfied	45
5.2.4	fairly dissatisfied	4
5.2.5	very dissatisfied	6
5.2.6	Total	796

	Indicator 5	93.09%
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Annual Return on the Charter (ARC) 2021-2022

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	08/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	54.60
C8.3	The date of your next scheduled stock condition survey or assessment	09/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	

OTHA continues to operate a rolling programme of annual inspections in conjunction with delivery programme requirements albeit this has been in abeyance over 2021/22 as a result of Covid-19. Annual stock surveys concentrate on areas where major elements of work are planned i.e. kitchens, bathroom, heating, roof, window replacements etc.). This ensures the Association continues to collect data on a large sample of our total stock. The next scheduled internal stock condition assessment is in September 2022. Over 80% of the qualifying units have been surveyed since the initial SHQS survey was carried out by external assessors in 2004-05. Regarding the remainder of the stock, much of this is subject to desk top analysis where it is already known to comply such as recent new-build, conversion or refurbishment contracts. There is therefore less reliance on cloned data. If surveyors identify failures or potential for future failures, the works programme is reviewed and adjusted accordingly and resources identified to ensure work can still be addressed and accommodated within the scope of our approved delivery programme. In addition, feedback from maintenance inspectors and contractors is continuously used to appraise SHQS compliance and to adjust the Association's 30-year-investment/delivery programme accordingly. A full comprehensive Stock Condition Survey was commissioned and undertaken during the 2020-21 reporting period. In terms of the brief and outcome, 100% of the external areas were surveyed. The internal survey target was 20% and the surveyors were asked to focus on obtaining data across a broader sample of the Associations compliment of stock i.e. to try and obtain at least a 20% analysis of the different archetypes to ensure where stock has been cloned the data is much more reliable.

Compliance in respect of SHQS has dropped significantly in 2021/22 and this is predominantly as a result of a failure to have EICR's completed. A notifiable event has been submitted regarding this and the regulation team for OTHA have been informed and have since been in touch.



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	1,834	1,905
C9.2	Self-contained stock exempt from SHQS	61	2
C9.3	Self-contained stock in abeyance from SHQS	0	10
C9.4.1	Self-contained stock failing SHQS for one criterion	1,029	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	122	0
C9.4.3	Total self-contained stock failing SHQS	1,151	0
C9.5	Stock meeting the SHQS	622	1,893

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	622	1,893
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	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	622	1,893

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	1,834
6.1.2	projected to the end of the next reporting year	1,905
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	622
6.2.2	projected to the end of the next reporting year	1,893

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	33.91%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.37%



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?"	790
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	335
7.2.2	fairly satisfied	277
7.2.3	neither satisfied nor dissatisfied	83
7.2.4	fairly dissatisfied	59
7.2.5	very dissatisfied	36
7.3	Total	790

	Indicator 7	77.47%
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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	1,840
8.2	The total number of hours taken to complete emergency repairs	6,287

Indicator 8		3.42
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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	4,913
9.2	The total number of working days taken to complete non-emergency repairs	39,894

Indicator 9		8.12
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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	3,838
10.2	The total number of reactive repairs completed during the reporting year	4,902

Indicator 10		78.29%
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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.	3
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 Association had suspended its forced access procedure when Covid-19 restrictions were in place. Once restrictions were eased, we resumed our forced access procedure and obtained certificates for those properties where the annual gas service was outstanding. A recent audit carried out confirmed that robust procedures were in place to keep the overdue period for outstanding services as low as possible and a full audit trail is available for the three properties indicating the measures that were put in place in order to fully comply when we were able to.</p>		

Indicator 11	3
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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?"	434
	12.2 Of the tenants who answered, how many said that they were:	262
12.2.1	very satisfied	
12.2.2	fairly satisfied	93
12.2.3	neither satisfied nor dissatisfied	31
12.2.4	fairly dissatisfied	29
12.2.5	very dissatisfied	19
12.2.6	Total	434

	Indicator 12	81.80%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	1,114	5	1	1,120	
Four-in-a-block	121	0	0	121	
Houses (other than detached)	599	0	0	599	
Detached houses	10	0	0	10	
Total	1,844	5	1	1,850	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	30	0	0	30	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	7	0	0	7	
Detached houses	0	0	0	0	
Total	37	0	0	37	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	1,084	5	1	1,090	
Four-in-a-block	121	0	0	121	
Houses (other than detached)	592	0	0	592	
Detached houses	10	0	0	10	
Total	1,807	5	1	1,813	

C10.4		Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	71	2	0	73
Four-in-a-block	1	0	0	1
Houses (other than detached)	19	0	0	19
Detached houses	0	0	0	0
Total	91	2	0	93

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	1,013	3	1	1,017
Four-in-a-block	120	0	0	120
Houses (other than detached)	573	0	0	573
Detached houses	10	0	0	10
Total	1,716	3	1	1,720

	C10	94.9%
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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	50	2	0	52
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	0	0	2
Detached houses	0	0	0	0
Total	52	2	0	54

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		1
Social		2
Excessive cost		31
New technology		0
Legal		0
Disposal		20
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		54

C11.3 If other reason or unknown, please explain

N/A

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Comments (Housing quality and maintenance)

N/A



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	90	24
Complaints carried forward from previous reporting year	1	3
All complaints received and carried forward	91	27
Number of complaints responded to in full by the landlord in the reporting year	91	27
Time taken in working days to provide a full response	347	355

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	3.81
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	13.15



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?"	765
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	347
13.2.2	fairly satisfied	281
13.2.3	neither satisfied nor dissatisfied	49
13.2.4	fairly dissatisfied	49
13.2.5	very dissatisfied	39
13.2.6	Total	765

	Indicator 13	82.09%
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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	417
14.2	The number of tenancy offers that were refused	184

Indicator 14		44.12%
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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	173
15.2	Of those at 15.1, the number of cases resolved in the last year	171

	Indicator 15	98.84%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	12
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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	7
22.2.1	22.2 The number of properties recovered: because rent had not been paid	2
22.2.2	because of anti-social behaviour	1
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	28.57%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	14.29%
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	42.86%

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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	1,773
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	203

	Indicator 17	11.45%
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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.	60
19.2	The number of approved applications completed between the start and end of the reporting year	38
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	22
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	22
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£64,385
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£64,385
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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.	2,823
21.2	The total number of adaptations completed during the reporting year.	38

		Indicator 21	74.29
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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.	36
23.2	The total number of individual homeless households referrals received under other referral routes.	1
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	37
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	19
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	1
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	20
23.7	The total number of accepted offers.	19

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	54.05%
Indicator 23 - The percentage of those offers that result in a let	95.00%



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	168
30.2	The total number of calendar days properties were empty	6,344

Indicator 30		37.76
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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	24
16.1.2	applicants who were assessed as statutory homeless by the local authority	13
16.1.3	applicants from your organisation's housing list	73
16.1.4	nominations from local authority	12
16.1.5	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	24
16.2.2	applicants who were assessed as statutory homeless by the local authority	11
16.2.3	applicants from your organisation's housing list	64
16.2.4	nominations from local authority	11
16.2.5	other	2

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	84.62%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	87.67%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	91.67%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	66.67%

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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)		
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26.1	The total amount of rent collected in the reporting year	£7,843,593
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£7,878,654

Indicator 26		99.55%
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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	£244,636
27.2	The total rent due for the reporting year	£7,981,845

Indicator 27		3.06%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,198
28.2	The total value of management fees invoiced to factored owners in the reporting year	£40,336

Indicator 28		£33.67
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£7,981,845
18.2	The total amount of rent lost through properties being empty during the reporting year	£103,190

Indicator 18		1.29%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.00%
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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	1,057
C6.2	The value of direct housing cost payments received during the reporting year	£3,813,818



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£92,565
C7.2	The total value of former tenant arrears written off at year end	£42,326

	Indicator C7	45.73%
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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?"	744
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	221
25.2.2	fairly good value for money	359
25.2.3	neither good nor poor value for money	102
25.2.4	fairly poor value for money	56
25.2.5	very poor value for money	6
25.3	Total	744

Indicator 25	77.96%
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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?"	42
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	11
29.2.2	fairly satisfied	12
29.2.3	neither satisfied nor dissatisfied	10
29.2.4	fairly dissatisfied	5
29.2.5	very dissatisfied	4
29.3	Total	42

Indicator 29	54.76%
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Comments (Getting good value from rents and service charges)

Regarding the rent increase, the Committee approved a 3% increase. However the Association has now completed a rent rationalisation exercise that had been ongoing since 2015. This meant that a very small number of tenants had either a smaller or larger increase to bring their rent into line with the Rent Setting Policy. Additionally the Committee approved a recommendation that no rent increase be applied to a very small number of properties in an area that is being cleared prior to demolition.

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

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

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)
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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) 2021-2022

Comments (Other customers)