



Landlord name: Oak Tree Housing Association Ltd

RSL Reg. No.: 137

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Approval

A1.1	Date approved	24/05/2021
A1.2	Approver	Anne Culley
A1.3	Approver job title	Depute Chief Executive Officer
A1.4	Comments	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
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.80
C1.2.2	the number of office based staff	33.64
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	38.44
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	1.30%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.37%

**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	85
C3.2	The number of 'supported housing' lets during the reporting year	40
Indicator C3		125



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	24
C2.2	The number of lets to housing list applicants	73
C2.3	The number of mutual exchanges	5
C2.4	The number of lets from other sources	3
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	8
C2.5.2	nominations from the local authority	0
C2.5.3	other	5
C2.6	the number of other nominations from local authorities	12
C2.7	Total number of lets excluding exchanges	125

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)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	1,034
1.1.2	the fieldwork dates of the survey	11/2018
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:	497
	very satisfied	
1.2.2	fairly satisfied	456
1.2.3	neither satisfied nor dissatisfied	37
1.2.4	fairly dissatisfied	23
1.2.5	very dissatisfied	20
1.2.6	no opinion	1
1.2.7	Total	1,034

Indicator 1	92.17%
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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?"	1,034
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	506
2.2.2	fairly good at keeping them informed	510
2.2.3	neither good nor poor at keeping them informed	13
2.2.4	fairly poor at keeping them informed	4
2.2.5	very poor at keeping them informed	1
2.2.6	Total	1,034

	Indicator 2	98.26%
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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?"	1,034
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	455
5.2.2	fairly satisfied	565
5.2.3	neither satisfied nor dissatisfied	7
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	2
5.2.6	Total	1,034

	Indicator 5	98.65%
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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	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	09/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	31.29
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. 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. Accounting for RTBs, acquisitions, exemptions, demolitions etc., 1409 units (82.11%) of the 1716 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 newbuild, 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. The survey also picked up on aspects of work which we are now in the process of progressing now that the COVID restrictions have eased. In particular, a number of SHQS failings were recorded. A works programme had been introduced to address requirements following the survey. However, the lockdown had impacted on the work being taken forward. It should also be noted that a number of the failings had in fact resulted from tenants undertaking their own works e.g. installing larger appliances such as large range cookers or taking base units away to allow for additional appliances to be installed. This will place some of our units back in abeyance as the tenants are refusing to allow the adjustments to be made that will bring them back into line with the SHQS standards. The work will therefore be picked up when planned replacements are scheduled or when properties become void. Overall the exercise has been useful in validating our SHQS and EESSH position.



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	1,761	1,834
C9.2	Self-contained stock exempt from SHQS	45	4
C9.3	Self-contained stock in abeyance from SHQS	10	10
C9.4.1	Self-contained stock failing SHQS for one criterion	131	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1	0
C9.4.3	Total self-contained stock failing SHQS	132	0
C9.5	Stock meeting the SHQS	1,574	1,820

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	1,574	1,820
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	1,574	1,820

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	1,761
6.1.2	projected to the end of the next reporting year	1,834
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,574
6.2.2	projected to the end of the next reporting year	1,820

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	89.38%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.24%



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?"	1,034
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	481
7.2.2	fairly satisfied	439
7.2.3	neither satisfied nor dissatisfied	56
7.2.4	fairly dissatisfied	46
7.2.5	very dissatisfied	12
7.3	Total	1,034

	Indicator 7	88.97%
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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	1,882
8.2	The total number of hours taken to complete emergency repairs	4,645

Indicator 8		2.47
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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	2,962
9.2	The total number of working days taken to complete non-emergency repairs	20,280

Indicator 9		6.85
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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	2,743
10.2	The total number of reactive repairs completed during the reporting year	2,962

	Indicator 10	92.61%
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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.	156
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>This area of business was significantly impacted by the covid-19 pandemic, firstly with the contractor initially ceasing service work as the pandemic and lockdown began. Although service work started quite quickly again as guidance emerged the Association had to suspend forced access activity as tenants were in many instances reluctant to allow access due to their fears of contracting covid-19. The Association had to balance this very real fear with forcing access and kept under review until eventually resuming this policy in February 2021. Regular contact was maintained with tenants whose CP12 had lapsed to encourage access until the formal process was resumed. As at 31/3/21, 98% of our properties have a current gas safety certificate. As at 24/5/21, 1 property does not have a current gas safety certificate. We have plans in place to address this.</p>		

Indicator 11		156
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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?"	463
	12.2 Of the tenants who answered, how many said that they were:	351
12.2.1	very satisfied	
12.2.2	fairly satisfied	56
12.2.3	neither satisfied nor dissatisfied	19
12.2.4	fairly dissatisfied	27
12.2.5	very dissatisfied	10
12.2.6	Total	463

	Indicator 12	87.90%
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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	1,113	7	1	1,121	
Four-in-a-block	114	0	0	114	
Houses (other than detached)	554	0	0	554	
Detached houses	10	0	0	10	
Total	1,791	7	1	1,799	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	29	1	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	36	1	0	37	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	1,084	6	1	1,091	
Four-in-a-block	114	0	0	114	
Houses (other than detached)	547	0	0	547	
Detached houses	10	0	0	10	
Total	1,755	6	1	1,762	

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	86	3	0	89
Four-in-a-block	1	0	0	1
Houses (other than detached)	25	0	0	25
Detached houses	0	0	0	0
Total	112	3	0	115

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	998	3	1	1,002
Four-in-a-block	113	0	0	113
Houses (other than detached)	522	0	0	522
Detached houses	10	0	0	10
Total	1,643	3	1	1,647

	C10	93.5%
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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	3	0	53
Four-in-a-block	0	0	0	0
Houses (other than detached)	2	0	0	2
Detached houses	0	0	0	0
Total	52	3	0	55

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		1
Social		3
Excessive cost		31
New technology		0
Legal		0
Disposal		20
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		55

C11.3 If other reason or unknown, please explain

N/A



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	166	6
C	668	44
D	79	0
E	12	0
F	0	0
G	0	0
Total	925	50

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	34	
SAP 2009	270	
SAP 2012	621	
Other procedure / unknown	0	
Total	925	

C12.3	If other procedure or unknown, please explain	
	N/A	

Indicator C12

51.4%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	4
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	£240
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£240

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

NON EMERGENCY REPAIRS:

The reduction in non emergency repair numbers from last year due to covid-19 pandemic. This also however affected the avg time as repairs logged during the initial lock down were not ordered till restrictions allowed. The original request date however was preserved as the point when actually reported by tenant. There was also massive disruption in service due to main contractor withdrawing, and the subsequent use of an interim contractor until new contractor was appointed in September.

EESH:

Compliance is 93% with 115 properties not meeting the standard. Of these 55 have been identified as needing exemption at the next milestone. Work in the coming year will be focused on obtaining fresh EPC's for the remaining 60 properties. The analysis of the outcome of the exercise will be used to determine our investment and delivery strategy going forward.

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	79	23
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	80	23
Number of complaints responded to in full by the landlord in the reporting year	80	19
Time taken in working days to provide a full response	257	217

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	82.61%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.21
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	11.42



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?"	1,034
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	392
13.2.2	fairly satisfied	578
13.2.3	neither satisfied nor dissatisfied	41
13.2.4	fairly dissatisfied	16
13.2.5	very dissatisfied	7
13.2.6	Total	1,034

	Indicator 13	93.81%
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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	221
14.2	The number of tenancy offers that were refused	91

Indicator 14		41.18%
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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	209
15.2	Of those at 15.1, the number of cases resolved in the last year	197

	Indicator 15	94.26%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	8
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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	8
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	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	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	12.50%
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	12.50%

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Comments (Neighbourhood & community)

[Empty comment box]



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	1,716
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	128

Indicator 17		7.46%
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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.	61
19.2	The number of approved applications completed between the start and end of the reporting year	39
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;	£9,192
20.2	The cost (£) that was grant funded	£37,461
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£46,653
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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.	2,487
21.2	The total number of adaptations completed during the reporting year.	46

Indicator 21		54.07
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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.	52
23.2	The total number of individual homeless households referrals received under other referral routes.	5
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	57
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	9
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	5
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.	14
23.7	The total number of accepted offers.	13

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	24.56%
Indicator 23 - The percentage of those offers that result in a let	92.86%



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	125
30.2	The total number of calendar days properties were empty	7,037

Indicator 30		56.30
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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	23
16.1.2	applicants who were assessed as statutory homeless by the local authority	15
16.1.3	applicants from your organisation's housing list	129
16.1.4	nominations from local authority	16
16.1.5	other	2
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	23
16.2.2	applicants who were assessed as statutory homeless by the local authority	12
16.2.3	applicants from your organisation's housing list	116
16.2.4	nominations from local authority	14
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	80.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.92%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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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)

26.1	The total amount of rent collected in the reporting year	£7,802,609
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£7,812,091

	Indicator 26	99.88%
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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	£214,403
27.2	The total rent due for the reporting year	£7,907,122

	Indicator 27	2.71%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,204
28.2	The total value of management fees invoiced to factored owners in the reporting year	£39,653

Indicator 28		£32.93
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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	£7,907,122
18.2	The total amount of rent lost through properties being empty during the reporting year	£95,031

Indicator 18		1.20%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.00%
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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	1,020
C6.2	The value of direct housing cost payments received during the reporting year	£3,834,105



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	£71,544
C7.2	The total value of former tenant arrears written off at year end	£24,114

	Indicator C7	33.71%
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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?"	1,034
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	147
25.2.2	fairly good value for money	682
25.2.3	neither good nor poor value for money	153
25.2.4	fairly poor value for money	47
25.2.5	very poor value for money	5
25.3	Total	1,034

Indicator 25	80.17%
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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?"	63
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	17
29.2.2	fairly satisfied	21
29.2.3	neither satisfied nor dissatisfied	12
29.2.4	fairly dissatisfied	9
29.2.5	very dissatisfied	4
29.3	Total	63

	Indicator 29	60.32%
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Comments (Getting good value from rents and service charges)

Regarding the rent increase, the Committee approved a 1% increase. However the Association is almost at the end of a rent rationalisation exercise that has been ongoing since 2015. This meant a very small number of tenants had a larger increase and some had no increase at all. Additionally the Committee approved the recommendation that no increase be applied to a small number of properties in an area that is currently 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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Comments (Other customers)

N/A