



**Landlord name:** Berwickshire Housing Association Ltd

**RSL Reg. No.:** 289

**Report generated date:** 01/10/2020 10:45:41

**Approval**

A1.1	Date approved	23/06/2020
A1.2	Approver	Helen Forsyth
A1.3	Approver job title	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	Mrs Helen Forsyth
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	11.00
C1.2.2	the number of office based staff	49.00
C1.2.3	the number of care / support staff	6.00
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	66.00
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	7.60%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.70%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
--	--	--

C3.1	The number of 'general needs' lets during the reporting year	241
C3.2	The number of 'supported housing' lets during the reporting year	42
Indicator C3		283



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

C2.1	The number of lets to existing tenants	59
C2.2	The number of lets to housing list applicants	156
C2.3	The number of mutual exchanges	7
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	67
C2.5.2	nominations from the local authority	1
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	283

# 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)
---

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	711
1.1.2	the fieldwork dates of the survey	11/2019
1.1.3	The method(s) of administering the survey:	
	Post	<input checked="" type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input checked="" 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:	260
	very satisfied	
1.2.2	fairly satisfied	287
1.2.3	neither satisfied nor dissatisfied	49
1.2.4	fairly dissatisfied	69
1.2.5	very dissatisfied	39
1.2.6	no opinion	7
1.2.7	Total	711

Indicator 1	76.93%
-------------	--------

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

### Comments (Overall satisfaction)

BHA reviewed our approach to capturing customer satisfaction and increased our target response rate to 40% of our customer base. The survey was completed by external consultants and anonymised. A corrective action plan has been signed off by our Board and will be reviewed with delegated authority to our Operations Committee. BHA have committed to complete CSS feedback monthly commencing July 2020 with a continued and sustained target of 40% minimum by 2020/21 year end. This change in our capture will be reflective of all satisfaction indicators throughout BHA's submission.



## 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?"	691
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	256
2.2.2	fairly good at keeping them informed	288
2.2.3	neither good nor poor at keeping them informed	109
2.2.4	fairly poor at keeping them informed	27
2.2.5	very poor at keeping them informed	11
2.2.6	Total	691

	Indicator 2	78.73%
--	-------------	--------





## 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?"	662
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	161
5.2.2	fairly satisfied	221
5.2.3	neither satisfied nor dissatisfied	248
5.2.4	fairly dissatisfied	18
5.2.5	very dissatisfied	14
5.2.6	Total	662

	Indicator 5	57.70%
--	-------------	--------

# 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	03/2015
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	50.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2020
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.	

At the start of 2018 BHA appointed GEP Environmental to carry out surveys in relation to achieving the EESSH criteria. During these surveys they have also been surveying our stock in relation to SHQS so we can establish a cost effective approach to delivering all our planned maintenance programmes. To date they have carried out surveys to approx. 25% of our stock. It is our intention to carry out a full stock condition survey during 2020 to allow us to develop planned and cyclical programmes for the next 5 years. This work is currently suspended due to Covid-19 lockdown restrictions but it is our intention to mobilise this work as soon as these are lifted.



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	1,851	1,910
C9.2	Self-contained stock exempt from SHQS	166	166
C9.3	Self-contained stock in abeyance from SHQS	6	6
C9.4.1	Self-contained stock failing SHQS for one criterion	4	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	4	0
C9.5	Stock meeting the SHQS	1,675	1,738

C9.6	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	1,675	1,738
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,675	1,738

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	1,851
6.1.2	projected to the end of the next reporting year	1,910
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,675
6.2.2	projected to the end of the next reporting year	1,738

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	90.49%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	90.99%



## 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?"	699
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	185
7.2.2	fairly satisfied	313
7.2.3	neither satisfied nor dissatisfied	51
7.2.4	fairly dissatisfied	129
7.2.5	very dissatisfied	21
7.3	Total	699

	Indicator 7	71.24%
--	-------------	--------



**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	664
8.2	The total number of hours taken to complete emergency repairs	1,987

Indicator 8		2.99
-------------	--	------



## 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	5,205
9.2	The total number of working days taken to complete non-emergency repairs	34,258

Indicator 9		6.58
-------------	--	------



## 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	5,089
10.2	The total number of reactive repairs completed during the reporting year	5,183

Indicator 10		98.19%
--------------	--	--------



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.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	

Indicator 11	0
--------------	---



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?"	484
	12.2 Of the tenants who answered, how many said that they were:	215
12.2.1	very satisfied	
12.2.2	fairly satisfied	161
12.2.3	neither satisfied nor dissatisfied	23
12.2.4	fairly dissatisfied	51
12.2.5	very dissatisfied	34
12.2.6	Total	484

	Indicator 12	77.69%
--	--------------	--------



## ESSH

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

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	202	81	0	283	
Four-in-a-block	178	78	16	272	
Houses (other than detached)	687	480	122	1,289	
Detached houses	4	3	0	7	
<b>Total</b>	<b>1,071</b>	<b>642</b>	<b>138</b>	<b>1,851</b>	

C10.2		Number of self contained properties not in scope of the ESSH			
	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>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

C10.3		Number of self contained properties in scope of the ESSH			
	Gas	Electric	Other fuels	Total	
Flats	202	81	0	283	
Four-in-a-block	178	78	16	272	
Houses (other than detached)	687	480	122	1,289	
Detached houses	4	3	0	7	
<b>Total</b>	<b>1,071</b>	<b>642</b>	<b>138</b>	<b>1,851</b>	

C10.4		Number of properties in scope of the ESSH 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>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	38	13	0	51
Four-in-a-block	9	22	6	37
Houses (other than detached)	215	130	29	374
Detached houses	0	0	0	0
<b>Total</b>	262	165	35	462

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	<b>Total</b>
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

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	164	68	0	232
Four-in-a-block	169	56	10	235
Houses (other than detached)	472	350	93	915
Detached houses	4	3	0	7
<b>Total</b>	809	477	103	1,389

	C10	75.0%
--	-----	-------



## 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	0	0	0
Four-in-a-block	0	1	0	1
Houses (other than detached)	1	13	2	16
Detached houses	0	0	0	0
<b>Total</b>	<b>1</b>	<b>14</b>	<b>2</b>	<b>17</b>

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		17
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
<b>Total</b>		<b>17</b>

C11.3	If other reason or unknown, please explain





## Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	9	5
B	273	94
C	895	233
D	553	113
E	93	29
F	27	1
G	1	0
<b>Total</b>	<b>1,851</b>	<b>475</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	0	
SAP 2009	1,012	
SAP 2012	839	
Other procedure / unknown	0	
<b>Total</b>	<b>1,851</b>	

## C12.3 If other procedure or unknown, please explain

--

Indicator C12

100.0%



## Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	175
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	£1,005,755
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£1,005,755

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)

BHA were successful in securing Warm Homes funding as part of a consortium with 2 others Borders Based landlords. This work was due to be delivered between March-December 2020 which would allow approx. 119 properties to meet EESSH standards. Along side this work the remainder of our stock not meeting the standard was due to be upgraded between April - December 2020 by Everwarm as part of our planned maintenance programme. This work has been suspended due to the Covid-19 lockdown restrictions and will be mobilised as soon as these restrictions are lifted.



## 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	89	5
Complaints carried forward from previous reporting year	3	0
All complaints received and carried forward	92	5
Number of complaints responded to in full by the landlord in the reporting year	88	5
Time taken in working days to provide a full response	607	100

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	95.65%
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	6.92
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	20.00



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?"	661
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	164
13.2.2	fairly satisfied	282
13.2.3	neither satisfied nor dissatisfied	161
13.2.4	fairly dissatisfied	42
13.2.5	very dissatisfied	12
13.2.6	Total	661

	Indicator 13	67.47%
--	--------------	--------



## Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	472
14.2	The number of tenancy offers that were refused	207

Indicator 14		43.86%
--------------	--	--------



Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
--

15.1	The number of cases of anti-social behaviour reported in the last year	24
15.2	Of those at 15.1, the number of cases resolved in the last year	16

	Indicator 15	66.67%
--	--------------	--------



Abandoned homes (Indicator C4)
--------------------------------

C4.1	The number of properties abandoned during the reporting year	5
------	--	---





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	15
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	2
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	13.33%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	13.33%
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	26.67%

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

### Comments (Neighbourhood & community)

Indicator 15: 5 cases were opened within the last 3 months of the reporting year and are within the 3 month target for resolving



## 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)	
--	--

17.1	The total number of lettable self-contained stock	1,851
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	219

Indicator 17		11.83%
--------------	--	--------



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.	58
19.2	The number of approved applications completed between the start and end of the reporting year	43
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	15
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19		15
--------------	--	----



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

20.1	The cost (£) that was landlord funded;	£3,771
20.2	The cost (£) that was grant funded	£79,451
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£83,222
--------------	--	---------



The average time to complete adaptations (Indicator 21)		
---	--	--

21.1	The total number of working days taken to complete all adaptations.	6,041
21.2	The total number of adaptations completed during the reporting year.	46

Indicator 21		131.33
--------------	--	--------



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.	100
23.2	The total number of individual homeless households referrals received under other referral routes.	2
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	102
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	67
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.	68
23.7	The total number of accepted offers.	56

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	66.67%
Indicator 23 - The percentage of those offers that result in a let	82.35%



Average length of time to re-let properties in the last year (Indicator 30)		
---	--	--

30.1	The total number of properties re-let in the reporting year	231
30.2	The total number of calendar days properties were empty	6,639

Indicator 30		28.74
--------------	--	-------



**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	51
16.1.2	applicants who were assessed as statutory homeless by the local authority	64
16.1.3	applicants from your organisation's housing list	91
16.1.4	nominations from local authority	0
16.1.5	other	6
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	49
16.2.2	applicants who were assessed as statutory homeless by the local authority	55
16.2.3	applicants from your organisation's housing list	76
16.2.4	nominations from local authority	0
16.2.5	other	6

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	96.08%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.94%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	83.52%
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)

Indicator 16: Terminations made up of

- 1 x Moved outwith Borders other afford. hsing
- 4 x Moved within Borders with family/friends/partner
- 4 x Outwith Borders in PRH
- 2 x Within Borders PRH
- 4 x Internal Transfers
- 2 x no reason provided
- 1xOther affordable housing
- 3 x Deceased
- 2 x outwith Borders with Friends/Family/Partner
- 1 x Abandonment
- 1xWithin Borders owner occupation
- 1 x Within Borders other RSL

Indicator 23:

6 Sec 5 received have been housed but with other landlords

**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	£7,785,572
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£7,802,231

Indicator 26		99.79%
--------------	--	--------



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	£400,055
27.2	The total rent due for the reporting year	£7,948,671

Indicator 27		5.03%
--------------	--	-------



## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	67
28.2	The total value of management fees invoiced to factored owners in the reporting year	£34,599

Indicator 28		£516.40
--------------	--	---------



## 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	7,948,671
18.2	The total amount of rent lost through properties being empty during the reporting year	146,440

Indicator 18		1.84%
--------------	--	-------



## Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.90%
------	--	-------



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	844
C6.2	The value of direct housing cost payments received during the reporting year	£2,642,980





## 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	£133,874
C7.2	The total value of former tenant arrears written off at year end	£33,842

	Indicator C7	25.28%
--	--------------	--------

**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
--

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?"	683
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	176
25.2.2	fairly good value for money	351
25.2.3	neither good nor poor value for money	97
25.2.4	fairly poor value for money	46
25.2.5	very poor value for money	13
25.3	Total	683

Indicator 25	77.16%
--------------	--------



## 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?"	0
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	0
29.2.2	fairly satisfied	0
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	0
29.2.5	very dissatisfied	0
29.3	Total	0

Indicator 29

## 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)
---

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

Indicator 31
--------------



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	
--------------	--

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

Comments (Other customers)