



Landlord name: Rosehill Housing Co-operative Limited

RSL Reg. No.: 174

Report generated date: 19/04/2021 15:03:59

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments	



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Ms. Geri Mogan
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	12.85
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	16.85
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	5.93%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.96%

**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	36
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		36



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	4
C2.2	The number of lets to housing list applicants	16
C2.3	The number of mutual exchanges	0
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	16
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	36

Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

Performance is reported to our financial year end 30/09/20

C.2 - During the pandemic the majority of our lets went to section 5 referrals from the local authority. As our rules preclude us from offering accommodation for temporary accommodation we agreed with Glasgow City Council that in order to assist homelessness within the city during the crisis that the majority of our lets would go to people accepted as statutorily homeless during this period.

**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	500
1.1.2	the fieldwork dates of the survey	07/2019
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:	290
	very satisfied	
1.2.2	fairly satisfied	178
1.2.3	neither satisfied nor dissatisfied	6
1.2.4	fairly dissatisfied	19
1.2.5	very dissatisfied	7
1.2.6	no opinion	0
1.2.7	Total	500

Indicator 1	93.60%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Overall satisfaction)

Performance is reported to our financial year end 30/09/20



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?"	500
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	304
2.2.2	fairly good at keeping them informed	188
2.2.3	neither good nor poor at keeping them informed	6
2.2.4	fairly poor at keeping them informed	1
2.2.5	very poor at keeping them informed	1
2.2.6	Total	500

	Indicator 2	98.40%
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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?"	500
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	210
5.2.2	fairly satisfied	273
5.2.3	neither satisfied nor dissatisfied	14
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	2
5.2.6	Total	500

	Indicator 5	96.60%
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Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

Performance is reported to our financial year end 30/09/20



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	09/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	49.00
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	10.00
C8.5	Comments on method of assessing SHQS compliance.	

C8.5

We have completed year 4 of a 5 year rolling programme of surveys, having previously achieved a 97% survey rate over the last 5 year rolling programme. The surveys have targeted our oldest stock and have been carried out in 11 of our 14 stock areas. The surveys completed this year have been collated in a database of historic surveys and used as a basis for cloning unsurveyed properties based on property types, ages and development areas and previous historic surveys to project overall compliance. The surveys are carried out by external consultants/ qualified staff and they provide a stock compliance statement and observations on overall compliance. Due to the impact of Covid 19 we have only carried out surveys on any properties we have relet this year. We plan to increase the number of surveys carried out in the next year to mitigate the reduced numbers this year.



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	1,030	1,035
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	11	0
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	1,019	1,035

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	1,019	1,035
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	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,019	1,035



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	1,030
6.1.2	projected to the end of the next reporting year	1,035
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,019
6.2.2	projected to the end of the next reporting year	1,035

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.93%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%



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?"	500
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	290
7.2.2	fairly satisfied	170
7.2.3	neither satisfied nor dissatisfied	12
7.2.4	fairly dissatisfied	23
7.2.5	very dissatisfied	5
7.3	Total	500

	Indicator 7	92.00%
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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	417
8.2	The total number of hours taken to complete emergency repairs	1,167

Indicator 8		2.80
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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	2,316
9.2	The total number of working days taken to complete non-emergency repairs	7,251

	Indicator 9	3.13
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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	2,152
10.2	The total number of reactive repairs completed during the reporting year	2,316

	Indicator 10	92.92%
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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.	2
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>Indicator 11.2 - The 2 no. times that we did not meet our statutory requirements were due to Covid 19. We suspended our force access procedure when Covid was the reasoning for non-access, keeping detailed records of all steps taken. Both of these cases have now had the gas safety check carried out and these were completed within 6 and 15 days of the anniversary date. These failures were during the height of the pandemic in April and May 2020.</p>		

Indicator 11		2
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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?"	94
	12.2 Of the tenants who answered, how many said that they were:	81
12.2.1	very satisfied	
12.2.2	fairly satisfied	12
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	1
12.2.6	Total	94

	Indicator 12	98.94%
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ESSH

Percentage of properties meeting the ESSH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	79	11	0	90	
Four-in-a-block	271	0	0	271	
Houses (other than detached)	663	0	0	663	
Detached houses	6	0	0	6	
Total	1,019	11	0	1,030	

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	
Total	0	0	0	0	

C10.3		Number of self contained properties in scope of the ESSH			
	Gas	Electric	Other fuels	Total	
Flats	79	11	0	90	
Four-in-a-block	271	0	0	271	
Houses (other than detached)	663	0	0	663	
Detached houses	6	0	0	6	
Total	1,019	11	0	1,030	

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	
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	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

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	11	0	11
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	11	0	11

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	79	0	0	79
Four-in-a-block	271	0	0	271
Houses (other than detached)	663	0	0	663
Detached houses	6	0	0	6
Total	1,019	0	0	1,019

	C10	98.9%
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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	0	11	0	11
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	11	0	11

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		10
Unable to secure funding		0
Other reason / unknown		1
Total		11

C11.3 If other reason or unknown, please explain

C11.3 - Part of refurbishment work programme with Glasgow City Council dependant on additional acquisitions.



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	80	0
C	216	0
D	23	0
E	1	0
F	0	0
G	0	0
Total	320	0

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	14	
SAP 2009	129	
SAP 2012	177	
Other procedure / unknown	0	
Total	320	

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

Indicator C12

31.1%



Investment in the EESSH (Indicator C13)

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

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

N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Housing quality and maintenance)

C8 – Covid impacted (Surveys unable to be carried out due to restrictions)

I9 – Covid impacted (periods of emergency only repairs to be carried out due to restrictions). Our number of repairs/ time taken are artificially low as during the first lockdown March 2020 – July 2020 we did not record any non emergency repairs requests, we merely suspended the complete service. Once guidance had been given in July any subsequent periods of lockdown we have continued to record non emergency repairs from their reported dates.

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	4	4
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	4	4
Number of complaints responded to in full by the landlord in the reporting year	4	3
Time taken in working days to provide a full response	15	52

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	75.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.75
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.33



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?"	500
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	258
13.2.2	fairly satisfied	202
13.2.3	neither satisfied nor dissatisfied	20
13.2.4	fairly dissatisfied	17
13.2.5	very dissatisfied	3
13.2.6	Total	500

	Indicator 13	92.00%
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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	37
14.2	The number of tenancy offers that were refused	1

Indicator 14		2.70%
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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	59
15.2	Of those at 15.1, the number of cases resolved in the last year	59

	Indicator 15	100.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	3
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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	4
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	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	50.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	50.00%

Annual Return on the Charter (ARC) 2020-2021

Comments (Neighbourhood & community)

Performance is reported to our financial year end 30/09/20



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	1,019
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	44

Indicator 17		4.32%
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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.	25
19.2	The number of approved applications completed between the start and end of the reporting year	14
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	11
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	11
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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	£40,656
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£40,656
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	497
21.2	The total number of adaptations completed during the reporting year.	18

Indicator 21		27.61
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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.	27
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	27
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	16
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	16
23.7	The total number of accepted offers.	16

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	59.26%
Indicator 23 - The percentage of those offers that result in a let	100.00%



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	36
30.2	The total number of calendar days properties were empty	550

Indicator 30		15.28
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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	20
16.1.2	applicants who were assessed as statutory homeless by the local authority	21
16.1.3	applicants from your organisation's housing list	46
16.1.4	nominations from local authority	0
16.1.5	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	20
16.2.2	applicants who were assessed as statutory homeless by the local authority	18
16.2.3	applicants from your organisation's housing list	45
16.2.4	nominations from local authority	0
16.2.5	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	97.83%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

Performance is reported to our financial year end 30/09/20

I20 and 21 have been Covid 19 impacted due to restrictions on access to properties and tenants shielding

Indicator 30: The number of days a property took to relet was severely impacted by the Covid 19 pandemic. When we entered the first lockdown on March 23rd 2020 all none essential maintenance including void works were suspended. This meant that we were unable to get the properties to a lettable state. We were also unable to view the properties or arrange tenancy signups. Once we started to move out of lockdown we put a new process in place to view properties and to sign the tenancy. This process was slightly more protracted than normal so also impacted on the tenancy turnaround times. We now have a virtual viewing and sign up process in place and new covid safe repair processes so the turnaround time is slowly returning to normal.

**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	£4,104,771
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,127,613

Indicator 26		99.45%
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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	£105,952
27.2	The total rent due for the reporting year	£4,142,430

Indicator 27		2.56%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	30
28.2	The total value of management fees invoiced to factored owners in the reporting year	£1,937

Indicator 28		£64.57
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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	4,142,430
18.2	The total amount of rent lost through properties being empty during the reporting year	14,817

Indicator 18		0.36%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	0.90%
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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	627
C6.2	The value of direct housing cost payments received during the reporting year	£2,171,499



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	£29,544
C7.2	The total value of former tenant arrears written off at year end	£9,601

	Indicator C7	32.50%
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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?"	500
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	224
25.2.2	fairly good value for money	239
25.2.3	neither good nor poor value for money	15
25.2.4	fairly poor value for money	21
25.2.5	very poor value for money	1
25.3	Total	500

Indicator 25	92.60%
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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?"	10
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	3
29.2.2	fairly satisfied	5
29.2.3	neither satisfied nor dissatisfied	1
29.2.4	fairly dissatisfied	1
29.2.5	very dissatisfied	0
29.3	Total	10

Indicator 29	80.00%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)

Performance is reported to our financial year end 30/09/20

C5.1: In our five year business plan we had made a promise to limit rent increases to inflation only. However our Committee felt that to support our tenants that a below inflation rent increase should be applied for the coming year so have agreed a rent increase 0.4% below the rate of inflation in October 2020 which stood at 1.3%.

Indicator 18: Our rent loss through properties being empty has increased due to not being able to let properties during the first lockdown. Processes have now been put in place to repair and let void properties in a covid safe way so this is returning to normal levels however will continue to be impacted until normal working practices can be resumed fully.

Indicator 27: During our reporting year we have had the further rollout of Universal Credit and the Covid 19 lockdown so we expected a sharp rise in rent arrears. However despite both of these factors our gross arrears have remained stable with no rise in the percentage of gross rent arrears. This has been as a result of strenuous work from our Income Maximisation Team to make sure that people received the support they needed during really difficult times. Our staff have ensured that support was available at all times for people who may have lost work or had their incomes reduced to claim help with their housing costs.

Indicator 28 – The average management fee per factored property is lower than in previous years due to a change in the timing of the issuing of invoices. This has resulted in invoices being issued three times in the reporting year rather than four. Our annual management fee is currently £85.00.

Indicator 29 – Results from in-house survey completed September 2019

**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)

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) 2020-2021

Comments (Other customers)

N/A