



**Landlord name:** Thenue Housing Association Ltd

**RSL Reg. No.:** 193

**Report generated date:** 27/05/2020 14:48:41

**Approval**

A1.1	Date approved	26/05/2020
A1.2	Approver	Lynne McKenzie-Juetten
A1.3	Approver job title	Corporate Services Manager
A1.4	Comments	



## Social landlord contextual information

### Staff

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

C1.1	the name of Chief Executive	Mr Charles Turner
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	12.55
C1.2.2	the number of office based staff	55.10
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	67.65
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	15.93%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.67%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.90%



## 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	233
C3.2	The number of 'supported housing' lets during the reporting year	34
Indicator C3		267



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	70
C2.2	The number of lets to housing list applicants	96
C2.3	The number of mutual exchanges	6
C2.4	The number of lets from other sources	5
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	96
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	267



Comments (Social landlord contextual information)

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	1,123
1.1.2	the fieldwork dates of the survey	06/2017
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:	488
	very satisfied	
1.2.2	fairly satisfied	528
1.2.3	neither satisfied nor dissatisfied	61
1.2.4	fairly dissatisfied	25
1.2.5	very dissatisfied	19
1.2.6	no opinion	2
1.2.7	Total	1,123

Indicator 1	90.47%
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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?"	1,120
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	592
2.2.2	fairly good at keeping them informed	434
2.2.3	neither good nor poor at keeping them informed	53
2.2.4	fairly poor at keeping them informed	27
2.2.5	very poor at keeping them informed	14
2.2.6	Total	1,120

	Indicator 2	91.61%
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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?"	1,110
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	491
5.2.2	fairly satisfied	373
5.2.3	neither satisfied nor dissatisfied	184
5.2.4	fairly dissatisfied	33
5.2.5	very dissatisfied	29
5.2.6	Total	1,110

	Indicator 5	77.84%
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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	10/2018
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	09/2020
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.	

The John Martin Partnership was engaged to carry out a stock condition survey on the stock in 2018. A percentage of each estate within the stock was surveyed and cloning was carried out only within stock in the same estate. All information is held on the Asset Management system HUB which is a bespoke programme which holds details of the expected replacement year of property components. The system also recognises the components that are required to meet the SHQS and records any properties that fail, are exempt or are in abeyance. The system is updated with further information for individual properties as and when planned Major component replacements are carried out. 50% of the stock was assessed In 2018. The number of self-contained properties has risen over the past year which results in the percentage of stock being fully assessed for compliance now equating to 49% of the total stock numbers.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,970	2,998
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	21	12
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	2,949	2,986



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	2,949	2,986
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	2,949	2,986



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	2,970
6.1.2	projected to the end of the next reporting year	2,998
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,949
6.2.2	projected to the end of the next reporting year	2,986

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.29%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.60%



## 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?"	1,123
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	466
7.2.2	fairly satisfied	551
7.2.3	neither satisfied nor dissatisfied	73
7.2.4	fairly dissatisfied	20
7.2.5	very dissatisfied	13
7.3	Total	1,123

	Indicator 7	90.56%
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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	2,454
8.2	The total number of hours taken to complete emergency repairs	4,838

Indicator 8		1.97
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Average length of time taken to complete non-emergency repairs (Indicator 9)
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9.1	The total number of non-emergency repairs completed in the reporting year	7,660
9.2	The total number of working days taken to complete non-emergency repairs	44,806

	Indicator 9	5.85
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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	7,159
10.2	The total number of reactive repairs completed during the reporting year	7,386

Indicator 10		96.93%
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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.	1
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 Gas Process to gain access was carried out by both Association staff and the Gas Service Contractor starting 8 weeks before the legally due date. The tenant failed to respond to any contact attempts or give access for pre-advised visits to gain access to the property to carry out the service. The legally due date was Sunday the 29th March. A visit was scheduled for Friday the 27th March during which the tenant was in the property and refused to give access, stating they were in a vulnerable health group and self-isolating for 12 weeks due to the COVID-19 Pandemic. The Gas Engineer withdrew and reported the no-access. Association staff continue to maintain contact to gain access to carry out the Gas Safety check.</p>		

	Indicator 11	1
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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?"	4,614
12.2	Of the tenants who answered, how many said that they were:	3,200
12.2.1	very satisfied	
12.2.2	fairly satisfied	1,165
12.2.3	neither satisfied nor dissatisfied	93
12.2.4	fairly dissatisfied	41
12.2.5	very dissatisfied	115
12.2.6	Total	4,614

	Indicator 12	94.60%
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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	1,646	33	9	1,688
Four-in-a-block	398	0	0	398
Houses (other than detached)	881	1	0	882
Detached houses	2	0	0	2
<b>Total</b>	<b>2,927</b>	<b>34</b>	<b>9</b>	<b>2,970</b>

C10.2 Number of self contained properties not in scope of the EESH				
	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 EESH				
	Gas	Electric	Other fuels	Total
Flats	1,646	33	9	1,688
Four-in-a-block	398	0	0	398
Houses (other than detached)	881	1	0	882
Detached houses	2	0	0	2
<b>Total</b>	<b>2,927</b>	<b>34</b>	<b>9</b>	<b>2,970</b>

C10.4 Number of properties in scope of the EESH where compliance is unknown				
	Gas	Electric	Other fuels	Total
Flats	6	0	0	6
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>6</b>	<b>0</b>	<b>0</b>	<b>6</b>



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
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We recently completed a new build development with a total of 49 properties. The development included the refurbishment of a former hotel into 6 self-contained flats. The flats are now tenanted however no EPC was carried out to confirm compliance in the former hotel building flats before let. We are not able to carry out cloning from other properties as there is no comparable owned stock. When contractor restrictions due to covid-19 have been relaxed a survey will be instructed to determine the EESSH compliance by evidencing this with an EPC. - The reported 9 'other fuel' properties were previously purchased from a private landlord and have no current form of heating system. EPC's have been carried out and the properties fail the EESSH, therefore despite having no form of heating system, the current EESSH compliance is known.

C10.5	Number of properties in scope of the EESSH that do not meet the standard
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	Gas	Electric	Other fuels	Total
Flats	372	11	9	392
Four-in-a-block	17	0	0	17
Houses (other than detached)	225	0	0	225
Detached houses	0	0	0	0
<b>Total</b>	<b>614</b>	<b>11</b>	<b>9</b>	<b>634</b>

C10.6	Number of properties in scope of the EESSH that are exempt the standard
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	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>

C10.7	Number of properties in scope of the EESSH that meet the standard
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	Gas	Electric	Other fuels	Total
Flats	1,268	22	0	1,290
Four-in-a-block	381	0	0	381
Houses (other than detached)	656	1	0	657
Detached houses	2	0	0	2
<b>Total</b>	<b>2,307</b>	<b>23</b>	<b>0</b>	<b>2,330</b>

C10	78.5%
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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	306	0	9	315
Four-in-a-block	0	0	0	0
Houses (other than detached)	19	0	0	19
Detached houses	0	0	0	0
<b>Total</b>	<b>325</b>	<b>0</b>	<b>9</b>	<b>334</b>

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		13
Social		0
Excessive cost		28
New technology		0
Legal		293
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
<b>Total</b>		<b>334</b>

## C11.3 If other reason or unknown, please explain

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## 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	203	0
B	231	49
C	950	127
D	239	6
E	35	1
F	12	0
G	3	0
<b>Total</b>	<b>1,673</b>	<b>183</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	322	
SAP 2009	629	
SAP 2012	722	
Other procedure / unknown	0	
<b>Total</b>	<b>1,673</b>	

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

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Indicator C12

56.3%



## Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	85
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£255,633
C13.2.2	The landlord's own financial resource	£383,433
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£639,066

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



## Comments (Housing quality and maintenance)

We are carrying out a programme to increase the number of Energy Performance Certificates for stock. The programme has been temporarily suspended due to COVID-19 restrictions. This will resume when the restrictions have been lifted. The increased number of EPC's will provide a more accurate status of the EESSH compliance before the first EESSH milestone. In relation to Indicator C11 Section C11.3 'Anticipated exemptions for the EESSH': The reasons we anticipate an exemption will be required for the properties are as follows: 13 properties for technical reasons due to Grade B Building listing, as the ability to make thermal efficiency improvements are restricted by what improvements are permitted. 293 sandstone tenement flats for legal reasons. Internal energy efficiency measures can be made such as upgraded boilers which may with other improvements allow some properties to meet the standard – however with the exemption of some gable ends, external wall insulation is not appropriate for these buildings. Primarily the top floor and gable end properties will also require additional measures involving common building areas, which requires consent from private owners. 28 properties for excessive cost. This consists of 9 flats. These were purchased from a private landlord which require full refurbishment.



## 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	33	9
Complaints carried forward from previous reporting year	1	2
All complaints received and carried forward	34	11
Number of complaints responded to in full by the landlord in the reporting year	34	11
Time taken in working days to provide a full response	108	101

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	3.18
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	9.18



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?"	1,119
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	477
13.2.2	fairly satisfied	506
13.2.3	neither satisfied nor dissatisfied	79
13.2.4	fairly dissatisfied	31
13.2.5	very dissatisfied	26
13.2.6	Total	1,119

	Indicator 13	87.85%
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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	392
14.2	The number of tenancy offers that were refused	76

Indicator 14		19.39%
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## 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	205
15.2	Of those at 15.1, the number of cases resolved in the last year	205
Indicator 15		100.00%



Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	23
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)
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22.1	The total number of court actions initiated during the reporting year	37
22.2.1	The number of properties recovered: because rent had not been paid	5
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	13.51%
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	13.51%



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	2,970
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	257

Indicator 17		8.65%
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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.	56
19.2	The number of approved applications completed between the start and end of the reporting year	45
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.	

Indicator 19

11



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

20.1	The cost (£) that was landlord funded;	£1,137
20.2	The cost (£) that was grant funded	£93,014
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£94,151
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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.	3,679
21.2	The total number of adaptations completed during the reporting year.	52

Indicator 21		70.75
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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.	146
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.	146
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	119
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.	119
23.7	The total number of accepted offers.	96

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	81.51%
Indicator 23 - The percentage of those offers that result in a let	80.67%



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	220
30.2	The total number of calendar days properties were empty	2,870
Indicator 30		13.05



## 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	78
16.1.2	applicants who were assessed as statutory homeless by the local authority	76
16.1.3	applicants from your organisation's housing list	125
16.1.4	nominations from local authority	0
16.1.5	other	10
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	75
16.2.2	applicants who were assessed as statutory homeless by the local authority	71
16.2.3	applicants from your organisation's housing list	111
16.2.4	nominations from local authority	0
16.2.5	other	10

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	96.15%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.42%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	88.80%
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%



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	£13,254,571
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£13,519,701

	Indicator 26	98.04%
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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)
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27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£604,018
27.2	The total rent due for the reporting year	£13,578,562

	Indicator 27	4.45%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	610
28.2	The total value of management fees invoiced to factored owners in the reporting year	£56,208

Indicator 28		£92.14
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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	13,578,562
18.2	The total amount of rent lost through properties being empty during the reporting year	58,861

Indicator 18		0.43%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.60%
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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	1,998
C6.2	The value of direct housing cost payments received during the reporting year	£7,692,359





## 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	£159,662
C7.2	The total value of former tenant arrears written off at year end	£19,706
Indicator C7		12.34%

**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?"	1,120
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	273
25.2.2	fairly good value for money	592
25.2.3	neither good nor poor value for money	156
25.2.4	fairly poor value for money	78
25.2.5	very poor value for money	21
25.3	Total	1,120

Indicator 25	77.23%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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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?"	253
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	43
29.2.2	fairly satisfied	134
29.2.3	neither satisfied nor dissatisfied	43
29.2.4	fairly dissatisfied	15
29.2.5	very dissatisfied	18
29.3	Total	253

Indicator 29	69.96%
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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)
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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
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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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Comments (Other customers)