



Landlord name: Abertay Housing Association Ltd

RSL Reg. No.: 297

Report generated date: 09/07/2020 09:24:28

Approval

A1.1	Date approved	08/07/2020
A1.2	Approver	Kath Mands
A1.3	Approver job title	Chair of Management Committee
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 Barry Moore
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	2.00
C1.2.2	the number of office based staff	30.00
C1.2.3	the number of care / support staff	6.00
C1.2.4	the number of concierge staff	0.60
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	38.60
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	50.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	16.58%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.70%



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	116
C3.2	The number of 'supported housing' lets during the reporting year	5

Indicator C3		121
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The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	10
C2.2	The number of lets to housing list applicants	47
C2.3	The number of mutual exchanges	10
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	58
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	1
C2.7	Total number of lets excluding exchanges	121

Annual Return on the Charter (ARC) 2019-2020

Comments (Social landlord contextual information)

There have been 121 lets identified at C3, but only 116 identified at 30.1. This is as two new builds which were received at the end of 2018/19 were let for the first time in 2019/20 and three purchases were added during the year. There relets and excluded from 30.1. Stock numbers have increased by 1 during the year. This represents the three purchases mentioned less two properties sold during the year.

**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	1,760
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 type="checkbox"/>
1.1.5	Face-to-face	<input checked="" 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: very satisfied	166
1.2.2	fairly satisfied	131
1.2.3	neither satisfied nor dissatisfied	16
1.2.4	fairly dissatisfied	14
1.2.5	very dissatisfied	9
1.2.6	no opinion	0
1.2.7	Total	336

Indicator 1	88.39%
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Annual Return on the Charter (ARC) 2019-2020

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?"	336
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	126
2.2.2	fairly good at keeping them informed	153
2.2.3	neither good nor poor at keeping them informed	42
2.2.4	fairly poor at keeping them informed	7
2.2.5	very poor at keeping them informed	8
2.2.6	Total	336

Indicator 2	83.04%
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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?"	336
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	117
5.2.2	fairly satisfied	127
5.2.3	neither satisfied nor dissatisfied	77
5.2.4	fairly dissatisfied	7
5.2.5	very dissatisfied	8
5.2.6	Total	336

Indicator 5	72.62%
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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	02/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	35.00
C8.3	The date of your next scheduled stock condition survey or assessment	05/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	50.00
C8.5	Comments on method of assessing SHQS compliance.	

Abertay operates a find, fix and repair ethos to maintain our property at or above SHQS standard where we possibly can. We currently record known omissions and a small number of properties which require excessive financial input to achieve EESSH requirements of SHQS but meet in all other respects. These properties are all kept under review and should alternative solutions become available, these will be considered.



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	1,796	1,811
C9.2	Self-contained stock exempt from SHQS	25	25
C9.3	Self-contained stock in abeyance from SHQS	14	14
C9.4.1	Self-contained stock failing SHQS for one criterion	10	9
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	10	9
C9.5	Stock meeting the SHQS	1,747	1,763



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	16	16
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	1,726	1,742
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	5	5
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	1,747	1,763



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	1,796
6.1.2	projected to the end of the next reporting year	1,811
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,747
6.2.2	projected to the end of the next reporting year	1,763

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	97.27%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	97.35%



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?"	335
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	149
7.2.2	fairly satisfied	130
7.2.3	neither satisfied nor dissatisfied	17
7.2.4	fairly dissatisfied	19
7.2.5	very dissatisfied	20
7.3	Total	335

Indicator 7	83.28%
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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	1,021
8.2	The total number of hours taken to complete emergency repairs	2,258

Indicator 8	2.21
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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	5,966
9.2	The total number of working days taken to complete non-emergency repairs	34,017

Indicator 9		5.70
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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	5,342
10.2	The total number of reactive repairs completed during the reporting year	5,949

Indicator 10		89.80%
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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.	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
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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?"	614
12.2	Of the tenants who answered, how many said that they were:	600
12.2.1	very satisfied	
12.2.2	fairly satisfied	6
12.2.3	neither satisfied nor dissatisfied	5
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	3
12.2.6	Total	614

Indicator 12	98.70%
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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	918	116	0	1,034
Four-in-a-block	123	0	0	123
Houses (other than detached)	468	159	0	627
Detached houses	3	9	0	12
Total	1,512	284	0	1,796

C10.2	Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	5	12	0	17
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	1	0	1
Detached houses	0	0	0	0
Total	5	13	0	18

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	913	104	0	1,017
Four-in-a-block	123	0	0	123
Houses (other than detached)	468	158	0	626
Detached houses	3	9	0	12
Total	1,507	271	0	1,778

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)	4	0	0	4
Detached houses	1	0	0	1
Total	5	0	0	5


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

We have been unable to gain access to complete an energy assessment and do not have comparable properties to clone data from.

C10.5 | Number of properties in scope of the EESSH that do not meet the standard

	Gas	Electric	Other fuels	Total
Flats	4	0	0	4
Four-in-a-block	0	0	0	0
Houses (other than detached)	116	0	0	116
Detached houses	0	0	0	0
Total	120	0	0	120

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

	Gas	Electric	Other fuels	Total
Flats	4	0	0	4
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	9	0	9
Detached houses	0	0	0	0
Total	4	9	0	13

C10.7 | Number of properties in scope of the EESSH that meet the standard

	Gas	Electric	Other fuels	Total
Flats	905	104	0	1,009
Four-in-a-block	123	0	0	123
Houses (other than detached)	348	149	0	497
Detached houses	2	9	0	11
Total	1,378	262	0	1,640

C10 | 92.2%



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	4	0	0	4
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	9	0	9
Detached houses	0	0	0	0
Total	4	9	0	13

C11.2	The reasons properties anticipated to require an exemption	
	Number of Properties	
Technical	0	
Social	0	
Excessive cost	9	
New technology	0	
Legal	0	
Disposal	4	
Long term voids	0	
Unable to secure funding	0	
Other reason / unknown	0	
Total	13	

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	0	0
B	133	8
C	927	121
D	115	27
E	7	0
F	0	0
G	0	0
Total	1,182	156

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	106	
SAP 2005	315	
SAP 2009	507	
SAP 2012	254	
Other procedure / unknown	0	
Total	1,182	

C12.3	If other procedure or unknown, please explain

Indicator C12

65.8%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	9
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	£15,122
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£15,122

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

COVID-19 lockdown will have an impact on timescales and budgets to complete some planned works and we may see a delay in EESSH achievement as a result



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	214	4
Complaints carried forward from previous reporting year	2	0
All complaints received and carried forward	216	4
Number of complaints responded to in full by the landlord in the reporting year	212	1
Time taken in working days to provide a full response	929	20

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.15%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	25.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.38
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?"	334
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	127
13.2.2	fairly satisfied	143
13.2.3	neither satisfied nor dissatisfied	49
13.2.4	fairly dissatisfied	10
13.2.5	very dissatisfied	5
13.2.6	Total	334

Indicator 13	80.84%
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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	213
14.2	The number of tenancy offers that were refused	92

Indicator 14		43.19%
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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	384
15.2	Of those at 15.1, the number of cases resolved in the last year	378

Indicator 15	98.44%
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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	45
22.2.1	22.2 The number of properties recovered: because rent had not been paid	9
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	20.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	2.22%
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	22.22%

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Comments (Neighbourhood & community)

Of the four Stage 1 complaints reported in 2018/19 as not responded to, one had a completion date wrongly entered as in the future discovered after ARC submission and another when reviewed after the ARC submission was discovered to have actually been completed pre year end. We did not consider the effects of these errors to be material and have therefore not done an update of 2018/19 figures.

**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	1,794
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	123

Indicator 17	6.86%
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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.	82
19.2	The number of approved applications completed between the start and end of the reporting year	81
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	1
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

Indicator 19	1
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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	£101,138
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£101,138
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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.	2,002
21.2	The total number of adaptations completed during the reporting year.	130

Indicator 21		15.40
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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.	81
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.	81
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	77
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.	77
23.7	The total number of accepted offers.	58

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	95.06%
Indicator 23 - The percentage of those offers that result in a let	75.32%



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	116
30.2	The total number of calendar days properties were empty	1,798

Indicator 30		15.50
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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	50
16.1.2	applicants who were assessed as statutory homeless by the local authority	50
16.1.3	applicants from your organisation's housing list	46
16.1.4	nominations from local authority	18
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	48
16.2.2	applicants who were assessed as statutory homeless by the local authority	47
16.2.3	applicants from your organisation's housing list	43
16.2.4	nominations from local authority	17
16.2.5	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	96.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	94.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	93.48%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	94.44%
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)

For indicator 16, the figure in 16.1.4 has been reduced by 2 and the figure in 16.1.5 has been reduced by 1 from 2018/19 C8 figures as leases to other organisations had been included in error.

**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	£8,082,584
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£8,052,966

Indicator 26	100.37%
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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	£220,531
27.2	The total rent due for the reporting year	£8,078,814

Indicator 27		2.73%
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Average annual management fee per factored property (Indicator 28)
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28.1	The number of residential properties factored	2,192
28.2	The total value of management fees invoiced to factored owners in the reporting year	£56,642

Indicator 28		£25.84
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)
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18.1	The total amount of rent due for the reporting year	8,078,814
18.2	The total amount of rent lost through properties being empty during the reporting year	25,848

Indicator 18	0.32%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	2.50%
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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	1,155
C6.2	The value of direct housing cost payments received during the reporting year	£4,103,218



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£68,221
C7.2	The total value of former tenant arrears written off at year end	£38,906

Indicator C7	57.03%
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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?"	334
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	125
25.2.2	fairly good value for money	146
25.2.3	neither good nor poor value for money	38
25.2.4	fairly poor value for money	9
25.2.5	very poor value for money	16
25.3	Total	334

Indicator 25	81.14%
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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?"	165
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	29
29.2.2	fairly satisfied	70
29.2.3	neither satisfied nor dissatisfied	30
29.2.4	fairly dissatisfied	16
29.2.5	very dissatisfied	20
29.3	Total	165

Indicator 29	60.00%
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Comments (Getting good value from rents and service charges)

The increase in C6.1 is due to the Association receiving increased direct payments for those on Universal Credit.



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	
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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)