



Landlord name: Abertay Housing Association Ltd

RSL Reg. No.: 297

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Approval

A1.1	Date approved	25/05/2022
A1.2	Approver	Kath Mands
A1.3	Approver job title	Chair of Board
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



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	29.20
C1.2.3	the number of care / support staff	4.90
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	36.70
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	7.63%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.00%

**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	160
C3.2	The number of 'supported housing' lets during the reporting year	7

Indicator C3		167
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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	13
C2.2	The number of lets to housing list applicants	73
C2.3	The number of mutual exchanges	8
C2.4	The number of lets from other sources	4
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	76
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	167

Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

43 properties which were handed over from the developer during the year were first let during 2021/22.
In addition, 4 new build properties which had been handed over in 2020/21 but not let due to drainage issues were first let during this 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:	166
	very satisfied	
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) 2021-2022

Comments (Overall satisfaction)

The Association plans to carry out a tenant satisfaction survey in 2022/23.



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) 2021-2022

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	03/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	40.54
C8.3	The date of your next scheduled stock condition survey or assessment	11/2022
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.	

We use our own staff to conduct a number of stock condition surveys annually. In addition we engage an external organisation to complete a periodic survey as an external audit of our own findings. The number of stock condition surveys we were able to conduct during this past 12 months was greatly impacted due to COVID restrictions and tenants being unwilling to allow access between lockdown periods.



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	1,847	1,847
C9.2	Self-contained stock exempt from SHQS	117	108
C9.3	Self-contained stock in abeyance from SHQS	181	8
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	12	0
C9.4.3	Total self-contained stock failing SHQS	12	0
C9.5	Stock meeting the SHQS	1,537	1,731



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	1,519	1,713
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	2	2
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	1,537	1,731



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	1,847
6.1.2	projected to the end of the next reporting year	1,847
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,537
6.2.2	projected to the end of the next reporting year	1,731

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	83.22%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.72%



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	1,451
8.2	The total number of hours taken to complete emergency repairs	7,257

Indicator 8		5.00
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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	5,488
9.2	The total number of working days taken to complete non-emergency repairs	50,868

	Indicator 9	9.27
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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	5,052
10.2	The total number of reactive repairs completed during the reporting year	5,487

Indicator 10		92.07%
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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	N/A

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?"	233
	12.2 Of the tenants who answered, how many said that they were:	225
12.2.1	very satisfied	
12.2.2	fairly satisfied	5
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	1
12.2.6	Total	233

	Indicator 12	98.71%
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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	924	116	0	1,040
Four-in-a-block	135	0	0	135
Houses (other than detached)	501	159	0	660
Detached houses	3	9	0	12
Total	1,563	284	0	1,847

C10.2 Number of self contained properties not in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	6	5	0	11
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	1	0	1
Total	6	6	0	12

C10.3 Number of self contained properties in scope of the EESH				
	Gas	Electric	Other fuels	Total
Flats	918	111	0	1,029
Four-in-a-block	135	0	0	135
Houses (other than detached)	501	159	0	660
Detached houses	3	8	0	11
Total	1,557	278	0	1,835

C10.4 Number of properties in scope of the EESH where compliance is unknown				
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	1	0	0	1
Total	1	0	0	1



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
Unable to gain access to carry out EPC and there are no other homes of this type in our own or private stock nearby to use a potential clone	

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	6	0	0	6
Four-in-a-block	0	0	0	0
Houses (other than detached)	102	9	0	111
Detached houses	0	0	0	0
Total	108	9	0	117

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	912	111	0	1,023
Four-in-a-block	135	0	0	135
Houses (other than detached)	399	150	0	549
Detached houses	2	8	0	10
Total	1,448	269	0	1,717

	C10	93.6%
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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	6	0	0	6
Four-in-a-block	0	0	0	0
Houses (other than detached)	102	9	0	111
Detached houses	0	0	0	0
Total	108	9	0	117

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		1
Excessive cost		116
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		117

C11.3 If other reason or unknown, please explain

N/A

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Comments (Housing quality and maintenance)

Indicator 8: In 2020/21, the number of emergency repairs reported increased by almost 1,200 from the previous year. This was due to the Covid-19 pandemic and subsequent restrictions. The number has started to reduce in 2021/22 as restrictions started to lift.

Indicator 9: In 2020/21 the number of non emergency repairs decreased by almost 2,100 from the previous year. This was the converse of the above emergency repairs. Again, this has started to return to normal as restrictions started to lift.

Indicator C9: 105 properties which had EESSH exemptions in 2020/21 were wrongly classified as failing SHQS for one criterion (C9.41) in that year. They have now been moved to C9.2.

Indicator C10.1: The number of flats with gas heating has reduced by 4 since 2020/21 due to the sale of 4 flats.

None of the Association's properties failed SHQS as they did not comply with the requirements for Integrated Smoke and Heat Alarms at 31 March 2022. Although 11 properties did not meet the requirements by the deadline of 1 February 2022, the work was completed and all properties complied by 28 February 2022.

183 of the Association's properties did not have appropriate electrical certification at 31 March 2022. Of these 171 have been treated as abeyances due to lack of access, tenants' reluctance to have the testing done and the acute shortage and / or availability of suitably qualified operatives. The remaining 12 have been treated as failing SHQS for two or more criteria. The Association is working on access to these properties and aims to have all certificates up to date during 2022/23.



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	175	9
Complaints carried forward from previous reporting year	3	1
All complaints received and carried forward	178	10
Number of complaints responded to in full by the landlord in the reporting year	175	9
Time taken in working days to provide a full response	700	163

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.31%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	90.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.00
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.11



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)		
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14.1	The number of tenancy offers made during the reporting year	266
14.2	The number of tenancy offers that were refused	99

Indicator 14		37.22%
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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	406
15.2	Of those at 15.1, the number of cases resolved in the last year	398

Indicator 15		98.03%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	6
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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	23
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
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	4.35%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	8.70%
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	13.04%

Annual Return on the Charter (ARC) 2021-2022

Comments (Neighbourhood & community)

Indicators 3 and 4 - The number of Stage 1 complaints received in 2020/21 reduced by 85 compared with the previous year due to the pandemic. Numbers are now starting to return to a more normal level as restrictions start to ease.
Indicator 14: The number of offers made in 2021/22 is higher than the previous year due to 43 new build properties coming on stream during the year.



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	1,845
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	118

	Indicator 17	6.40%
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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.	101
19.2	The number of approved applications completed between the start and end of the reporting year	97
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	3
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
Three applications outstanding, one with 2 adaptations.		

Indicator 19

4



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

20.1	The cost (£) that was landlord funded;	£2,343
20.2	The cost (£) that was grant funded	£112,384
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£114,727
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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.	2,418
21.2	The total number of adaptations completed during the reporting year.	126

Indicator 21		19.19
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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.	106
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.	106
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	106
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.	106
23.7	The total number of accepted offers.	76

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	100.00%
Indicator 23 - The percentage of those offers that result in a let	71.70%



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	120
30.2	The total number of calendar days properties were empty	3,030

Indicator 30		25.25
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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	11
16.1.2	applicants who were assessed as statutory homeless by the local authority	45
16.1.3	applicants from your organisation's housing list	56
16.1.4	nominations from local authority	2
16.1.5	other	7
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	9
16.2.2	applicants who were assessed as statutory homeless by the local authority	42
16.2.3	applicants from your organisation's housing list	50
16.2.4	nominations from local authority	0
16.2.5	other	5

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	81.82%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.33%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.29%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	0.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	71.43%

Annual Return on the Charter (ARC) 2021-2022

Comments (Access to housing and support)

Indicators 19-21: Significantly more applications for adaptations were received, and adaptations completed during the year, for which full funding was received from the Scottish Government.

Indicator 30: The number of calendar days properties were empty has started to reduce as the increased times for works to take place due to the Covid-19 pandemic begin to reduce.

Comparing this with Indicator 18, the average rent x the number of calendar days at 30.2 is £11,000 less than the rent lost through properties being empty. This is due to the rent lost on new build properties, which are not counted as relets, and more particularly, the properties which were handed over in 2020/21 and not let due to drainage issues. As these properties are intended for tenants with particular needs, it can take longer to find a suitable tenant.

**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	£8,323,517
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£8,355,936

Indicator 26		99.61%
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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	£227,828
27.2	The total rent due for the reporting year	£8,355,936

Indicator 27		2.73%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	2,199
28.2	The total value of management fees invoiced to factored owners in the reporting year	£51,726

Indicator 28		£23.52
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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	£8,355,936
18.2	The total amount of rent lost through properties being empty during the reporting year	£47,586

Indicator 18		0.57%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.60%
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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	1,197
C6.2	The value of direct housing cost payments received during the reporting year	£4,467,877



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	£55,265
C7.2	The total value of former tenant arrears written off at year end	£22,005

	Indicator C7	39.82%
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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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Annual Return on the Charter (ARC) 2021-2022

Comments (Getting good value from rents and service charges)

Indicator 18: The void rent loss percentage is starting to improve as the time taken to carry out repairs, which increased in 2020/21 due to Covid-19 is starting to reduce.

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

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

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)
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32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Annual Return on the Charter (ARC) 2021-2022

Comments (Other customers)