

Landlord name: Caledonia Housing Association Ltd

RSL Reg. No.: 224

Report generated date: 02/06/2026 12:40:09

Approval

A1.1	Date approved	26/05/2026
A1.2	Approver	Mrs Julie Cosgrove
A1.3	Approver job title	Chief Executive
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	Ms. Julie Cosgrove
	C1.2 Staff employed by the RSL:	17.00
C1.2.1	the number of senior staff	
C1.2.2	the number of office based staff	114.10
C1.2.3	the number of care / support staff	14.80
C1.2.4	the number of concierge staff	21.80
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	167.70
	Staff turnover and sickness absence:	17.65%
C1.3.1	the percentage of senior staff turnover in the year to the end of the reporting year	
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	13.24%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.53%

Lets

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

C2.1	The number of lets to existing tenants	52
C2.2	The number of lets to housing list applicants	234
C2.3	The number of mutual exchanges	28
C2.4	The number of lets from other sources	2
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	162
C2.6	The number of other nominations from local authorities	39
C2.7	The number of lets made	517
C2.8	Total number of lets excluding exchanges	489

	C2.5 Number of applicants assessed as statutorily homeless by the local authority	C2.6 Number of other nominations from local authorities	C2.8 Total number of lets excluding exchanges
Aberdeen City	0	0	0
Aberdeenshire	0	0	0
Angus	3	0	21
Argyll & Bute	0	0	0
City of Edinburgh	0	0	0
Clackmannanshire	0	0	0
Dumfries & Galloway	0	0	0
Dundee City	25	14	113
East Ayrshire	0	0	0
East Dunbartonshire	14	7	36
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	0	0
Fife	0	9	18
Glasgow City	0	0	0
Highland	6	0	10
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	0
North Ayrshire	0	0	0
North Lanarkshire	0	3	4
Orkney Islands	0	0	0
Perth & Kinross	90	5	201
Renfrewshire	0	0	0
Scottish Borders	0	0	0
Shetland Islands	0	0	0
South Ayrshire	0	0	0
South Lanarkshire	0	0	0
Stirling	0	0	0
West Dunbartonshire	24	1	86
West Lothian	0	0	0
Totals	162	39	489

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

Indicator C1 - Slight increase in staff turnover noted during the year. Majority of employee exits have been due to factors beyond organisation's direct control - contractual factors (for example, ending of fixed term contracts) have been the primary contributor, followed by health related issues.
Indicator C2 - Includes 99 new build lets.

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	1,000
1.1.2	the fieldwork dates of the survey	09/2023
	The method(s) of administering the survey:	
1.1.3	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	504
1.2.1	very satisfied	
1.2.2	fairly satisfied	369
1.2.3	neither satisfied nor dissatisfied	62
1.2.4	fairly dissatisfied	34
1.2.5	very dissatisfied	27
1.2.6	no opinion	4
1.2.7	Total	1,000

Indicator 1	87.30%
-------------	--------

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

Indicator 1 - next large scale satisfaction survey due in 2026/27.

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?"	1,000
	2.2 Of the tenants who answered, how many said that their landlord was:	500
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	393
2.2.3	neither good nor poor at keeping them informed	63
2.2.4	fairly poor at keeping them informed	18
2.2.5	very poor at keeping them informed	26
2.2.6	Total	1,000

	Indicator 2	89.30%
--	--------------------	---------------

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?"	1,000
5.2	Of the tenants who answered, how many said that they were:	411
5.2.1	very satisfied	425
5.2.2	fairly satisfied	130
5.2.3	neither satisfied nor dissatisfied	23
5.2.4	fairly dissatisfied	11
5.2.5	very dissatisfied	1,000
5.2.6	Total	

Indicator 5		83.60%
-------------	--	--------

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	05/2025
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	50.00
C7.3	The date of your next scheduled stock condition survey or assessment	06/2026
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C7.5	Comments on method of assessing SHQS compliance.	

We assess compliance with the Scottish Housing Quality Standard (SHQS) through a structured approach underpinned by ongoing stock condition surveys, with the aim of achieving 100% coverage based on verified, up to date property data surveyed by external surveyors and internal staff. We continuously invest in and develop our asset management systems to ensure alignment with SHQS and EESSH requirements, enabling accurate data management, compliance monitoring, and reporting.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	5,210	5,271
C8.2	Self-contained stock exempt from SHQS	94	94
C8.3	Self-contained stock in abeyance from SHQS	183	70
C8.4.1	Self-contained stock failing SHQS for one criterion	5	0
C8.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C8.4.3	Total self-contained stock failing SHQS	5	0
C8.5	Stock meeting the SHQS	4,928	5,107

C8.6 Total self-contained stock meeting the SHQS by local authority		End of the reporting year	End of the next reporting year
Aberdeen City		0	0
Aberdeenshire		0	0
Angus		431	443
Argyll & Bute		0	0
City of Edinburgh		0	0
Clackmannanshire		0	0
Dumfries & Galloway		0	0
Dundee City		727	727
East Ayrshire		0	0
East Dunbartonshire		254	264
East Lothian		0	0
East Renfrewshire		0	0
Eilean Siar		0	0
Falkirk		0	0
Fife		132	133
Glasgow City		0	0
Highland		171	215
Inverclyde		0	0
Midlothian		0	0
Moray		0	0
North Ayrshire		0	0
North Lanarkshire		52	52
Orkney Islands		0	0
Perth & Kinross		2,386	2,395
Renfrewshire		0	0
Scottish Borders		0	0
Shetland Islands		0	0
South Ayrshire		0	0
South Lanarkshire		0	0
Stirling		0	0
West Dunbartonshire		775	878
West Lothian		0	0
Totals		4,928	5,107

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	5,210
6.1.2	projected to the end of the next reporting year	5,271
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,928
6.2.2	projected to the end of the next reporting year	5,107

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	94.59%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	96.89%

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?"	1,000
	7.2 Of the tenants who answered, how many said that they were:	530
7.2.1	very satisfied	
7.2.2	fairly satisfied	341
7.2.3	neither satisfied nor dissatisfied	63
7.2.4	fairly dissatisfied	48
7.2.5	very dissatisfied	18
7.3	Total	1,000
Indicator 7		87.10%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
8.1	The number of emergency repairs completed in the reporting year	4,056
8.2	The total number of hours taken to complete emergency repairs	14,059
Indicator 8		3.47

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	10,668
9.2	The total number of working days taken to complete non-emergency repairs	60,181
Indicator 9		5.64

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
---	--	--

10.1	The total number of reactive repairs completed during the reporting year	10,594
10.2	Of those, number of reactive repairs that were reported again during the reporting year	74
Indicator 10		99.30%

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?"	571
	12.2 Of the tenants who answered, how many said that they were:	348
12.2.1	very satisfied	
12.2.2	fairly satisfied	138
12.2.3	neither satisfied nor dissatisfied	22
12.2.4	fairly dissatisfied	33
12.2.5	very dissatisfied	30
12.2.6	Total	571
Indicator 12		85.11%

Tenant and resident safety

Number of times in the reporting year you 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	Please provide the reason(s) for failing to meet compliance	
		N/A

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

Annual Return on the Charter (ARC) 2025-2026

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	49
29.2	Please provide the reason(s) for failing to meet compliance	

At the end of March 2026, tenants at 49 properties (0.94% of total self contained stock) had failed to provide access. We are working closely with our contractor to gain access to these properties, with all EICRs scheduled to be renewed by June 2026.

Indicator 29	49
--------------	----

Annual Return on the Charter (ARC) 2025-2026

Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end (Indicator 30)

30.1	The number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'	9
------	--	---

30.2	Please provide the reason(s) for failing to meet compliance	
------	---	--

At the end of March 2026, tenants at 9 properties (0.17% of total self contained stock) had failed to provide access. We have worked closely with our contractor to gain access and work at 8 of these properties has since been completed. Work at the remaining one property is scheduled to be completed by June 2026.

	Indicator 30	9
--	--------------	---

Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)		
31.1.1	The number of resolved cases of damp and/or mould caused by condensation	102
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	25
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	37
31.1	Total number of resolved cases of damp and/or mould	164
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	3,187
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	791
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	871
31.2	Total time taken in working days to resolve cases of damp and/or mould	4,849
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation		31.25
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues		31.64
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues		23.54
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause		29.57

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	102
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	25
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	37
32.1	Total number of resolved cases of damp and/or mould	164
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	15
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	1
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	2
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	18
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation		14.71
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues		4.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues		5.41
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause		10.98



Number of open cases of damp and/or mould at the year end (Indicator 33)		
--	--	--

33.1	The number of open cases of damp and/or mould at the year end	23
------	---	----

Indicator 33		23
--------------	--	----

Annual Return on the Charter (ARC) 2025-2026

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the “Housing quality and maintenance” section’.

Indicator 10 - We note an apparent improvement in performance in comparison with previous years. However, in this regard we acknowledge the year on year figures are not directly comparable and have been impacted by the change in definition of "Right First Time."

Indicators 6, 29 and 30 - We identified a process failing that led to a small number of electrical inspections and fire safety work not being carried out by March 2026. Immediate action has been taken to resolve the issue, with all work scheduled to be completed by June. An internal review has resulted in process change to effectively address no-access tenant safety issues. Meanwhile the monitoring, reporting and oversight framework has been strengthened, which includes increasing the frequency of Board reporting. An internal audit of ARC performance reporting (with a specific focus on tenant safety indicator validation) was completed in May, while the Annual Assurance process for 2026 will have a strong focus on tenant safety and the quality of data on homes.

In relation to Caledonia’s ESSH properties that are not currently compliant, the Association is actively seeking to maximise the utilisation of SHNZ funding available to Registered Social Landlords (RSLs) across all local authority areas. In addition, a new energy efficiency software package has been implemented, which will identify tailored interventions to individual properties that will increase the number of properties that meet the required standards.

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	532	27
Complaints carried forward from previous reporting year	10	2
All complaints received and carried forward	542	29
Number of complaints responded to in full by the landlord in the reporting year	535	23
Time taken in working days to provide a full response	2,609	412
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1		98.71%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2		79.31%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1		4.88
Indicators 3 & 4 - The average time in working days for a full response at Stage 2		17.91

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?"	1,000
	13.2 Of the tenants who answered, how many said that they were:	
13.2.1	very satisfied	471
13.2.2	fairly satisfied	376
13.2.3	neither satisfied nor dissatisfied	71
13.2.4	fairly dissatisfied	46
13.2.5	very dissatisfied	36
13.2.6	Total	1,000
Indicator 13		84.70%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)		
--	--	--

14.1	The number of cases of anti-social behaviour reported in the last year	467
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	23
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	470
14.4	Total self-contained units	5,263

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	95.92%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	8.9

Abandoned homes (Indicator C3)		
--------------------------------	--	--

C3.1	The number of properties abandoned during the reporting year	20
------	--	----

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	74
	20.2 The number of properties recovered:	13
20.2.1	because rent had not been paid	
20.2.2	because of anti-social behaviour	2
20.2.3	for other reasons	1

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	17.57%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	2.70%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	1.35%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	21.62%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Indicator 3 - Six cases at Stage 2 remained open and in progress as at 31st March 2026. All six were responded to in April 2026.

Indicator 14 - based on our interpretation of the guidance we have provided the total number of self contained units, including unlettable and decommissioned properties. If these are excluded and the indicator is based on lettable stock only (5186) the number of cases per 100 properties increases slightly to 9.0.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 16)

16.1	The total number of lettable self-contained stock	5,186
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	470

Indicator 16		9.06%
--------------	--	-------

Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	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.	198
18.2	The number of approved applications completed between the start and end of the reporting year	143
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	55
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	55
--------------	----

The average time to complete adaptations (Indicator 19)		
---	--	--

19.1	The total number of working days taken to complete all adaptations.	26,664
19.2	The total number of adaptations completed during the reporting year.	175

Indicator 19		152.37
--------------	--	--------

Average length of time to re-let properties in the last year (Indicator 26)		
---	--	--

26.1	The total number of properties re-let in the reporting year	387
26.2	The total number of calendar days properties were empty	10,415

Indicator 26		26.91
--------------	--	-------

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)		
15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	12
15.1.2	applicants who were assessed as statutory homeless by the local authority	148
15.1.3	applicants from your organisation's housing list	16
15.1.4	nominations from local authority	273
15.1.5	other	35
15.1.6	Total number of tenancies which began in the previous reporting year	484
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	11
15.2.2	applicants who were assessed as statutory homeless by the local authority	131
15.2.3	applicants from your organisation's housing list	16
15.2.4	nominations from local authority	252
15.2.5	other	27
15.2.6	Total number of tenancies sustained for more than a year	437

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	91.67%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.51%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	92.31%
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	77.14%
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	90.29%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	4
C9.1.2	Awaiting demolition/reconfiguration	28
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	2
C9.1.5	Held for decants	2
C9.1.6	Low demand	0
C9.1.7	Other	6
C9.1.8	Total self-contained properties void at the year end	42
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	4
C9.2.2	Awaiting demolition/reconfiguration	28
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	2
C9.2.5	Held for decants	2
C9.2.6	Low demand	0
C9.2.7	Other	6
C9.2.8	Total self-contained properties void for more than six months at the year end	42

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Indicator 16 - increased vacancies experienced during year primarily due to transfers resulting from Bellsmyre regeneration programme, where long term decanted tenants moved into newly built homes and permanent tenancies.

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 22)		
22.1	The total amount of rent collected in the reporting year	£29,450,407
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£29,755,479
Indicator 22		98.97%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,415,264
23.2	The total rent due for the reporting year	£29,755,479
Indicator 23		4.76%

Average annual management fee per factored property (Indicator 24)		
--	--	--

24.1	The number of residential properties factored	1,679
24.2	The total value of management fees invoiced to factored owners in the reporting year	£103,576

Indicator 24		£61.69
--------------	--	--------

Percentage of rent due lost through properties being empty during the last year (Indicator 17)		
--	--	--

17.1	The total amount of rent due for the reporting year	£29,755,479
17.2	The total amount of rent lost through properties being empty during the reporting year	£336,612
Indicator 17		1.13%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	5.00%
------	--	-------

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	2,974
C5.2	The value of direct housing cost payments received during the reporting year	£13,448,705

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)		
--	--	--

C6.1	The total value of former tenant arrears at year end	£509,096
C6.2	The total value of former tenant arrears written off at year end	£141,478

Indicator C6		27.79%
--------------	--	--------

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)
--

21.1	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?"	1,000
	21.2 Of the tenants who answered, how many said that their rent represented:	
21.2.1	very good value for money	378
21.2.2	fairly good value for money	462
21.2.3	neither good nor poor value for money	118
21.2.4	fairly poor value for money	31
21.2.5	very poor value for money	11
21.3	Total	1,000

	Indicator 21	84.00%
--	--------------	--------

Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)
--

25.1	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?"	90
	25.2 Of the factored owners who answered, how many said that they were:	12
25.2.1	very satisfied	
25.2.2	fairly satisfied	19
25.2.3	neither satisfied nor dissatisfied	17
25.2.4	fairly dissatisfied	13
25.2.5	very dissatisfied	29
25.3	Total	90
Indicator 25		34.44%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicator 25 - results based on postal survey issued to all factored owners. We note a reduction in response rate this year using this traditional method and are actively considering alternative approaches to engagement and capturing service feedback.

Other customers

Gypsy / Travellers

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)		
---	--	--

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

Indicator 27		N/A
--------------	--	-----

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
	28.2 Of the Gypsy/Travellers who answered, how many said that they were:	
28.2.1	very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

Indicator 28	
--------------	--

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.