

Landlord name: BT Loch Aillse agus an Eilein Sgitheanaich Ltd - Lochalsh and Skye HA Ltd

RSL Reg. No.: 324

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Approval

A1.1	Date approved	25/05/2026
A1.2	Approver	Lowri Richards
A1.3	Approver job title	Chief Executive
A1.4	Comments (Approval)	
		N/A

Comments (Submission)

This ARC report was reviewed and approved by the Governing Body - The Board on 25th May 2026 and submitted by Lowri Richards, Chief Executive on 26th May 2026.

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Ms. Lowri Richards
	C1.2 Staff employed by the RSL:	2.00
C1.2.1	the number of senior staff	
C1.2.2	the number of office based staff	29.00
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	12.00
C1.2.6	the total number of staff	43.00
	Staff turnover and sickness absence:	66.66%
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	30.43%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.76%

Lets

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	9
C2.2	The number of lets to housing list applicants	17
C2.3	The number of mutual exchanges	2
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	30
C2.6	The number of other nominations from local authorities	0
C2.7	The number of lets made	60
C2.8	Total number of lets excluding exchanges	58

	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	0	0	0
Argyll & Bute	0	0	0
City of Edinburgh	0	0	0
Clackmannanshire	0	0	0
Dumfries & Galloway	0	0	0
Dundee City	0	0	0
East Ayrshire	0	0	0
East Dunbartonshire	0	0	0
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	0	0
Fife	0	0	0
Glasgow City	0	0	0
Highland	30	0	58
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	0
North Ayrshire	0	0	0
North Lanarkshire	0	0	0
Orkney Islands	0	0	0
Perth & Kinross	0	0	0
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	0	0	0
West Lothian	0	0	0
Totals	30	0	58

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

Our senior staff turnover figure of 66.66% was high because of the Chief Executive maternity cover position being recruited on a fixed term contract starting December 2024-2025, with the returning Chief Executive re-starting work in December 2025. There was also a small overlap of a departing Director in April 2025 due to handover and induction with their replacement. The higher percentage of staff turnover is partly due to a lower headcount in the organisation in 2025-2026, making any turnover percentages proportionately higher than in comparison to the previous year. There were also a number of resignations due to personal circumstances.

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	352
1.1.2	the fieldwork dates of the survey	12/2024
	The method(s) of administering the survey:	
1.1.3	Post	☐
1.1.4	Telephone	☒
1.1.5	Face-to-face	☐
1.1.6	Online	☐
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	163
1.2.1	very satisfied	
1.2.2	fairly satisfied	138
1.2.3	neither satisfied nor dissatisfied	20
1.2.4	fairly dissatisfied	23
1.2.5	very dissatisfied	8
1.2.6	no opinion	0
1.2.7	Total	352

Indicator 1	85.51%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

These results are part of our three-yearly survey. There was a reduction in the overall satisfaction which seems to be linked to the level of repairs service, property condition, and communications with tenants.

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?"	352
	2.2 Of the tenants who answered, how many said that their landlord was:	178
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	154
2.2.3	neither good nor poor at keeping them informed	15
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	3
2.2.6	Total	352

Indicator 2	94.32%
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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?"	352
5.2	Of the tenants who answered, how many said that they were:	83
5.2.1	very satisfied	
5.2.2	fairly satisfied	219
5.2.3	neither satisfied nor dissatisfied	43
5.2.4	fairly dissatisfied	7
5.2.5	very dissatisfied	0
5.2.6	Total	352

Indicator 5		85.80%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

These results are the same as 2024-2025 as part of our three-yearly survey. The performance on this indicator has declined and tenants commented that they wanted the Association to listen more closely to their feedback.

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	03/2026
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	32.00
C7.3	The date of your next scheduled stock condition survey or assessment	03/2027
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	50.00
C7.5	Comments on method of assessing SHQS compliance.	

We have completed a significant number of surveys internally with our Property Services Officers. 100 surveys were commissioned externally but the contractor failed to deliver this work during Quarter 4 (due to a period of illness and hospitalisation) which left little time to re-commission the work. We were aware of 43 surveys being completed but due to the contractor's illness/absence, the completed reports were never received and the remaining ones incomplete/not started. In 2026-2027 we have commissioned a new professional surveying company to complete 120 by Quarter 3 and this will be complimented by a rolling programme of internal surveys in addition - reporting on progress to the Board quarterly.

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	866	869
C8.2	Self-contained stock exempt from SHQS	25	13
C8.3	Self-contained stock in abeyance from SHQS	3	1
C8.4.1	Self-contained stock failing SHQS for one criterion	8	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	8	0
C8.5	Stock meeting the SHQS	830	855

C8.6	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	0	0
Highland	830	855
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	830	855

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	866
6.1.2	projected to the end of the next reporting year	869
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	830
6.2.2	projected to the end of the next reporting year	855

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	95.84%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.39%

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?"	352
	7.2 Of the tenants who answered, how many said that they were:	154
7.2.1	very satisfied	
7.2.2	fairly satisfied	143
7.2.3	neither satisfied nor dissatisfied	29
7.2.4	fairly dissatisfied	17
7.2.5	very dissatisfied	9
7.3	Total	352
Indicator 7		84.38%

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	217
8.2	The total number of hours taken to complete emergency repairs	925

Indicator 8		4.26
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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	1,336
9.2	The total number of working days taken to complete non-emergency repairs	15,923
Indicator 9		11.92

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	1,336
10.2	Of those, number of reactive repairs that were reported again during the reporting year	39
Indicator 10		97.08%

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?"	139
12.2	Of the tenants who answered, how many said that they were:	128
12.2.1	very satisfied	
12.2.2	fairly satisfied	7
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	2
12.2.5	very dissatisfied	1
12.2.6	Total	139

Indicator 12	97.12%
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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
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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)	110
29.2	Please provide the reason(s) for failing to meet compliance	
LSHA has been totally reliant on a limited number of external contractors to complete EICR tests, due to no DLO electrician/internal capacity. Upcoming EICRs had been given to contractors to self-schedule and contact tenants in advance. Our contractors failed to notify LSHA of no-contact issues and no-access gained which meant that escalation procedures were too late, particularly in Q4, to be done before their due date. LSHA has since recruited a DLO electrician, onboarded new contractors to increase capacity and taken back responsibility for appointment booking and scheduling with tenants. New escalation procedures have been agreed where no-contact or no-access issues persist.		
Indicator 29		110

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'	0
30.2	Please provide the reason(s) for failing to meet compliance	
		N/A
Indicator 30		0

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	3
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	4
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	10
31.1	Total number of resolved cases of damp and/or mould	17
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	23
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	188
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	98
31.2	Total time taken in working days to resolve cases of damp and/or mould	309

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	7.67
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	47.00
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	9.80
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	18.18

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	3
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	4
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	10
32.1	Total number of resolved cases of damp and/or mould	17
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	0
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	0
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	2
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation		0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues		0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues		20.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause		11.76

Number of open cases of damp and/or mould at the year end (Indicator 33)
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33.1	The number of open cases of damp and/or mould at the year end	13
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	Indicator 33	13
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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’.

We have improved our average time taken to complete emergency and non-emergency repairs. Average satisfaction on repairs completed has improved.
SHQS - 8 properties have failed due to: three are awaiting new doors being delivered, one was an abandonment requiring major repairs (inadequate bathroom), one is getting applied Damp Proof Membrane. One is under investigation for damp and mould issues, one has soffits and verges in poor repair, one had insufficient sockets in the kitchen but works were completed in April to rectify this.

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	6	13
Complaints carried forward from previous reporting year	0	3
All complaints received and carried forward	6	16
Number of complaints responded to in full by the landlord in the reporting year	6	6
Time taken in working days to provide a full response	85	348

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	37.50%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	14.17
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	58.00

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?"	352
	13.2 Of the tenants who answered, how many said that they were:	153
13.2.1	very satisfied	
13.2.2	fairly satisfied	130
13.2.3	neither satisfied nor dissatisfied	43
13.2.4	fairly dissatisfied	21
13.2.5	very dissatisfied	5
13.2.6	Total	352

Indicator 13	80.40%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)
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14.1	The number of cases of anti-social behaviour reported in the last year	6
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	2
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	5
14.4	Total self-contained units	848

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	62.50%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	0.7

Abandoned homes (Indicator C3)

C3.1	The number of properties abandoned during the reporting year	4
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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	5
20.2	The number of properties recovered:	2
20.2.1	because rent had not been paid	
20.2.2	because of anti-social behaviour	0
20.2.3	for other reasons	0

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	40.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	40.00%

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

We recognise that our complaints handling timescales are outwith SPSO targets and we have done a lot of new staff training, awareness raising and procedural reviews to ensure improvement is made on time taken to respond to complaints. The nature of stage 2 complaints have been complex, with multiple issues that could not be resolved quickly and required external investigations into new build defects issues. With regard to our anti-social behaviour complaints, there was a considerable difference from last year in the number of cases reported. Our ASB Policy was reviewed in November 2024 - only complaints meeting the new policy criteria were recorded.

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)
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16.1	The total number of lettable self-contained stock	848
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	54

Indicator 16	6.37%
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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.	21
18.2	The number of approved applications completed between the start and end of the reporting year	21
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	0
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	0
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The average time to complete adaptations (Indicator 19)

19.1	The total number of working days taken to complete all adaptations.	1,974
19.2	The total number of adaptations completed during the reporting year.	21
Indicator 19		94.00

Average length of time to re-let properties in the last year (Indicator 26)		
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26.1	The total number of properties re-let in the reporting year	48
26.2	The total number of calendar days properties were empty	1,003

Indicator 26		20.90
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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	5
15.1.2	applicants who were assessed as statutory homeless by the local authority	33
15.1.3	applicants from your organisation's housing list	14
15.1.4	nominations from local authority	0
15.1.5	other	2
15.1.6	Total number of tenancies which began in the previous reporting year	54
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	5
15.2.2	applicants who were assessed as statutory homeless by the local authority	31
15.2.3	applicants from your organisation's housing list	14
15.2.4	nominations from local authority	0
15.2.5	other	2
15.2.6	Total number of tenancies sustained for more than a year	52

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.94%
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	N/A
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	96.30%

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	3
C9.1.2	Awaiting demolition/reconfiguration	0
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	3
C9.1.5	Held for decants	0
C9.1.6	Low demand	0
C9.1.7	Other	0
C9.1.8	Total self-contained properties void at the year end	6
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	0
C9.2.2	Awaiting demolition/reconfiguration	0
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	0
C9.2.5	Held for decants	0
C9.2.6	Low demand	0
C9.2.7	Other	0
C9.2.8	Total self-contained properties void for more than six months at the year end	0

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

Our average time taken to complete aids and adaptations has improved; with almost double the number of projects being completed in less time (average is now 94 days, down from 143 days). Our re-let times have increased from 18.13 to 20.90 due to various reasons - lack of resources, completion of repairs (one property had a flea infestation requiring lengthy treatment), and awaiting EICR certificates before letting. One property was offered to an applicant fleeing domestic abuse who failed to start the tenancy, two refusals followed, then we were awaiting availability of the incoming tenant who was on holiday so a substantial void. For another property the sign-up was delayed due to staff leave over the Christmas/New Year holiday period followed by adverse weather (snow) early January.

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)		
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22.1	The total amount of rent collected in the reporting year	£4,668,271
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,708,959

Indicator 22		99.14%
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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 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£215,589
23.2	The total rent due for the reporting year	£4,726,119
Indicator 23		4.56%

Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	115
24.2	The total value of management fees invoiced to factored owners in the reporting year	£8,062

Indicator 24		£70.10
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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	£4,726,119
17.2	The total amount of rent lost through properties being empty during the reporting year	£17,160

Indicator 17	0.36%
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Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	3.80%
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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 C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	320
C5.2	The value of direct housing cost payments received during the reporting year	£1,301,646

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	£82,160
C6.2	The total value of former tenant arrears written off at year end	£25,836

Indicator C6		31.45%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)
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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?"	352
21.2	Of the tenants who answered, how many said that their rent represented:	65
21.2.1	very good value for money	
21.2.2	fairly good value for money	185
21.2.3	neither good nor poor value for money	69
21.2.4	fairly poor value for money	23
21.2.5	very poor value for money	10
21.3	Total	352

Indicator 21	71.02%
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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?"	13
	25.2 Of the factored owners who answered, how many said that they were:	0
25.2.1	very satisfied	
25.2.2	fairly satisfied	3
25.2.3	neither satisfied nor dissatisfied	4
25.2.4	fairly dissatisfied	2
25.2.5	very dissatisfied	4
25.3	Total	13
Indicator 25		23.08%



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

N/A

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