

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	25/05/2023
A1.2	Approver	Neil Clapperton
A1.3	Approver job title	CEO
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. Neil Clapperton
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	27.00
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	14.00
C1.2.6	the total number of staff	44.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	13.64%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	8.53%

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	80
C3.2	The number of 'supported housing' lets during the reporting year	2
Indicator C3		82



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

C2.1	The number of lets to existing tenants	16
C2.2	The number of lets to housing list applicants	13
C2.3	The number of mutual exchanges	4
C2.4	The number of lets from other sources	7
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	0
C2.5.3	other	46
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	82

Annual Return on the Charter (ARC) 2022-2023

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

Re staffing - there has been a relatively high turnover of staff during the reporting period. This is being addressed through actions on business critical roles, a plan on addressing priorities arising from a staff satisfaction survey and implementing a staff retention plan. Through a restructure of SMT in the reporting period, the Senior Management Team reduced from four persons to three. As three members were retained, turnover was 25%.

Staff sickness is better than last year but admittedly above average for the sector. This is primarily due to a small number of legitimate long-term illnesses or conditions. We will be reviewing and monitoring this and any other issues arising in 2023.

Re lets: there are no notable changes in figures from the previous year - up from 79 to 82 lets - a small decrease in homeless applicants housed due to increase in transfers ie existing tenants and other sources.

**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	320
1.1.2	the fieldwork dates of the survey	03/2022
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	162
1.2.2	fairly satisfied	137
1.2.3	neither satisfied nor dissatisfied	5
1.2.4	fairly dissatisfied	9
1.2.5	very dissatisfied	7
1.2.6	no opinion	0
1.2.7	Total	320

Indicator 1	93.44%
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Annual Return on the Charter (ARC) 2022-2023

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

Performance has stayed the same as we have used the same data from our large scale tenant satisfaction survey completed Jan - March 2022.



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?"	320
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	152
2.2.2	fairly good at keeping them informed	163
2.2.3	neither good nor poor at keeping them informed	2
2.2.4	fairly poor at keeping them informed	3
2.2.5	very poor at keeping them informed	0
2.2.6	Total	320

Indicator 2	98.44%
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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?"	320
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	133
5.2.2	fairly satisfied	182
5.2.3	neither satisfied nor dissatisfied	1
5.2.4	fairly dissatisfied	3
5.2.5	very dissatisfied	1
5.2.6	Total	320

Indicator 5	98.44%
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Annual Return on the Charter (ARC) 2022-2023

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

No change



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?	88.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2024
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

This will be in-house on a rolling programme, with an external qualified consultant to provide mentoring and share best practice, plus shadow a percentage sample of the survey to verify onsite practice.

The rationale for our approach was set out in a February Audit Finance and Risk (AFR) Committee report (shared with SHR 23.2.2023) and supported by an internal audit giving full assurance (shared with SHR 9.5.2023). The key elements and outcomes are:

Local market failure and the expense of bringing in a surveyor from the central belt makes the use of an external firm poor value for money.

Use of in-house expertise (experienced Property Services Officer/Clerk of Works and the Energy Advice team) and knowledge of all our properties has provided accurate data to support and inform the asset management strategy and financial plan.

Through regular stock surveys from 2005-2020 the Association has good information on its housing stock, co-ordinated digitally for service planning, compliance and delivery. Survey data and tenant feedback has led to improvements in build and design quality. Using in-house expertise from 2010, LSHA identified components using a standard methodology and achieved near 100% survey coverage.

With EESSH, Net Zero and fuel poverty becoming central to landlord effectiveness, our in-house Energy Advice Service carried out a house by house survey that focused on EESSH 1 and 2 compliance, calculation and validation of EPC scores, tenant warmth, humidity management, energy use and costs.



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	786	837
C9.2	Self-contained stock exempt from SHQS	7	7
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	282	50
C9.4.2	Self-contained stock failing SHQS for two or more criteria	4	0
C9.4.3	Total self-contained stock failing SHQS	286	50
C9.5	Stock meeting the SHQS	493	780



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	493	780
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	493	780



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	786
6.1.2	projected to the end of the next reporting year	837
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	493
6.2.2	projected to the end of the next reporting year	780

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	62.72%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.19%



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?"	320
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	130
7.2.2	fairly satisfied	137
7.2.3	neither satisfied nor dissatisfied	30
7.2.4	fairly dissatisfied	16
7.2.5	very dissatisfied	7
7.3	Total	320

Indicator 7	83.44%
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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	197
8.2	The total number of hours taken to complete emergency repairs	606

Indicator 8	3.08
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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	1,154
9.2	The total number of working days taken to complete non-emergency repairs	12,332

Indicator 9		10.69
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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	1,033
10.2	The total number of reactive repairs completed during the reporting year	1,154

Indicator 10		89.51%
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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?"	126
12.2	Of the tenants who answered, how many said that they were:	86
12.2.1	very satisfied	
12.2.2	fairly satisfied	24
12.2.3	neither satisfied nor dissatisfied	2
12.2.4	fairly dissatisfied	8
12.2.5	very dissatisfied	6
12.2.6	Total	126

Indicator 12	87.30%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Last year's ARC return was not accurate in terms of SHQS compliance. Due to staff absence and the lead officer's misinterpretation of the guidance, the number of properties that met new standards for electrical checks was over-reported and this was not picked up during preparation for last year's ARC return. We have ensured that we are reporting accurately within this year's submission and have changed how we collate and organise the ARC submission, who is involved and the system of data checks.

It is worth noting that on top of stock survey work every 3-5 years there is also a regular inspection regimes for housing that combines data from Change of Tenancies (COTs), estates inspections, defects period checks, servicing cycles for ASHP, oil boilers, smoke alarms and 5 yearly electrical inspections. LSHA calls in specialist help when it comes to asbestos and other H&S challenges.

LSHA has been slow to meet the new standard for electrical inspections due to contractor – market failure in the area, the loss of the DLO electrician and being unable to recruit a replacement. LSHA now has a fast-track trainee electrician in place to deliver in the near future. We are able to obtain electrical certificates for re-lets through focusing what contractor capacity we have on voids. For catch up on existing tenanted stock, we have budgeted for tendering on PCS to bring in an external contractor to achieve near 100% compliance in 2023-24 based on 90% access.



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	2	2
Complaints carried forward from previous reporting year	0	11
All complaints received and carried forward	2	13
Number of complaints responded to in full by the landlord in the reporting year	2	12
Time taken in working days to provide a full response	12	726

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	92.31%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	6.00
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	60.50



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?"	320
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	153
13.2.2	fairly satisfied	143
13.2.3	neither satisfied nor dissatisfied	12
13.2.4	fairly dissatisfied	7
13.2.5	very dissatisfied	5
13.2.6	Total	320

Indicator 13	92.50%
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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	106
14.2	The number of tenancy offers that were refused	24

Indicator 14		22.64%
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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	10
15.2	Of those at 15.1, the number of cases resolved in the last year	7

Indicator 15	70.00%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	2
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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	0
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	N/A

Annual Return on the Charter (ARC) 2022-2023

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

Performance on tenant satisfaction with the management of the neighbourhood has stayed the same as we have used the same data from our large scale tenant satisfaction survey completed Jan - March 2022.

With regard the 61 days average to resolve a stage 2 complaint – the average was calculated based on 12 complaints. The majority of them took a long period of time because the closure of the complaint became dependent on asset management decisions, budget approval, technical team availability and energy advice assessments being completed. Only until we had conclusive answers to their concerns and questions and had completed as much preventative work as possible were we able to agree with tenants the closure of the complaints. They were all related to issues around affordable heat, efficiency of heat, damp and humidity management which required inter-departmental coordination and planning. With staff shortages, difficulties accessing some properties to complete jobs and allowing time for monitoring improvements, it meant that the complaints could not be 'resolved' – in agreement with the complainants – any quicker.



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)

17.1	The total number of lettable self-contained stock	786
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	58

Indicator 17	7.38%
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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.	16
19.2	The number of approved applications completed between the start and end of the reporting year	16
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	0
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	0
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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	£134,655
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£134,655
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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.	1,296
21.2	The total number of adaptations completed during the reporting year.	16

Indicator 21		81.00
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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.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	523
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	523
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	54
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.	54
23.7	The total number of accepted offers.	46

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	10.33%
Indicator 23 - The percentage of those offers that result in a let	85.19%



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	56
30.2	The total number of calendar days properties were empty	1,056

Indicator 30		18.86
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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	14
16.1.2	applicants who were assessed as statutory homeless by the local authority	51
16.1.3	applicants from your organisation's housing list	12
16.1.4	nominations from local authority	0
16.1.5	other	2
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	12
16.2.2	applicants who were assessed as statutory homeless by the local authority	45
16.2.3	applicants from your organisation's housing list	11
16.2.4	nominations from local authority	0
16.2.5	other	2

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	85.71%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.24%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.67%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

Annual Return on the Charter (ARC) 2022-2023

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

Re Indicator 23, the number of homeless referrals that resulted in an offer doubled from last year, with an almost identical percentage of acceptances both years.

Re Indicator 30, the average number of void days for re-lets increased from 12 days last year to 19 days this year - this is due to delays in electrical inspections being done by external contractor, having to clear debts on meters, 1 property - 2 refusals and had to advertise to let it (55 days void), 1 property - death of tenant, then acceptance withdrawn at last minute (53 days void).

Re Indicator 16, the number of tenancies let to existing tenants that remained in their tenancy for more than one year increased from 70% last year to 86% this year.

**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	£3,384,184
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£3,421,114

Indicator 26	98.92%
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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	£147,411
27.2	The total rent due for the reporting year	£3,434,930

Indicator 27		4.29%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	96
28.2	The total value of management fees invoiced to factored owners in the reporting year	£5,907

Indicator 28		£61.53
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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	£3,434,930
18.2	The total amount of rent lost through properties being empty during the reporting year	£13,816

Indicator 18	0.40%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	8.00%
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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	286
C6.2	The value of direct housing cost payments received during the reporting year	£902,062



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	£23,424
C7.2	The total value of former tenant arrears written off at year end	£3,004

Indicator C7	12.82%
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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?"	320
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	66
25.2.2	fairly good value for money	202
25.2.3	neither good nor poor value for money	27
25.2.4	fairly poor value for money	20
25.2.5	very poor value for money	5
25.3	Total	320

Indicator 25	83.75%
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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?"	13
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	1
29.2.2	fairly satisfied	4
29.2.3	neither satisfied nor dissatisfied	1
29.2.4	fairly dissatisfied	3
29.2.5	very dissatisfied	4
29.3	Total	13

Indicator 29	38.46%
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Annual Return on the Charter (ARC) 2022-2023

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

Performance on tenants' views on value for money has stayed the same as we have used the same data from our large scale tenant satisfaction survey completed in Jan - March 2022.

Gross rent arrears are higher than 2021-22. Rent collection remains a challenge in many cases as tenants are adversely affected by the cost of living crisis. Rural areas are particularly hard hit as the cost of food, other goods and transport are higher than other areas. Energy prices have increased dramatically which hits Skye and Lochalsh hard as energy usage is higher than other areas. This puts a lot of pressure on household budgets and means many tenants have to make stark choices and as a result can miss rent payments and find it difficult to pay back arrears.



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)

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) 2022-2023

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

N/A