

Landlord name: Hillhead Housing Association 2000

RSL Reg. No.: 326

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Approval

A1.1	Date approved	20/05/2026
A1.2	Approver	Catherine McKiernan
A1.3	Approver job title	Director
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. Catherine McKiernan
	C1.2 Staff employed by the RSL:	4.00
C1.2.1	the number of senior staff	
C1.2.2	the number of office based staff	19.00
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	0.00
C1.2.6	the total number of staff	23.00
	Staff turnover and sickness absence:	0.00%
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	13.68%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.32%

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	14
C2.2	The number of lets to housing list applicants	33
C2.3	The number of mutual exchanges	8
C2.4	The number of lets from other sources	0
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	18
C2.6	The number of other nominations from local authorities	13
C2.7	The number of lets made	86
C2.8	Total number of lets excluding exchanges	78

	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	18	13	78
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	0	0	0
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	18	13	78



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

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	475
1.1.2	the fieldwork dates of the survey	09/2024
	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:	248
1.2.1	very satisfied	
1.2.2	fairly satisfied	175
1.2.3	neither satisfied nor dissatisfied	27
1.2.4	fairly dissatisfied	11
1.2.5	very dissatisfied	13
1.2.6	no opinion	1
1.2.7	Total	475

Indicator 1	89.05%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

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?"	475
	2.2 Of the tenants who answered, how many said that their landlord was:	249
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	183
2.2.3	neither good nor poor at keeping them informed	27
2.2.4	fairly poor at keeping them informed	4
2.2.5	very poor at keeping them informed	12
2.2.6	Total	475

Indicator 2	90.95%
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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?"	475
5.2	Of the tenants who answered, how many said that they were:	229
5.2.1	very satisfied	
5.2.2	fairly satisfied	161
5.2.3	neither satisfied nor dissatisfied	66
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	14
5.2.6	Total	475

Indicator 5		82.11%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

N/A

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	02/2022
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	18.00
C7.3	The date of your next scheduled stock condition survey or assessment	02/2027
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C7.5	Comments on method of assessing SHQS compliance.	

The Association targeted 20% of our stock for full survey. We ensured a broad selection of stock house types were surveyed. A higher percentage of surveys were carried out at older stock or where planned maintenance works were completed in earlier improvement phases, with a smaller percentage of surveys at new builds. 20% target was not quite achieved due to access issues.

Survey template which highlight SHQS criteria is used, further information is added relating to actual conditions of components/dwellings and recommendations for actions are provided.

As a community based Housing Association, our office is based at the heart of our operational area. We therefore have a sound knowledge of our stock through our day to day activities. Our staff team have a wealth of knowledge relating to the stock type and common issues within each house type.

All our properties have been modernised with new kitchens, bathrooms, central heating systems, roofs, roughcast and new windows since 2006 and we have a planned renewal programme in place to replace components at the end of their life cycle.

As part of our 2025-26 planned maintenance programme we installed 132 new boilers and 163 kitchens.

We also have an Estate Co – Ordinator role, responsible for carrying out regular visits around the estate and this includes reviewing the external conditions of the properties.

We have an established life cycle programme and also carry out regular cyclical maintenance on components including timber painting, gutter cleaning etc.

We have also implemented a proactive approach to the identification and remediation of any issues of damp and mould in our properties. At every home visit, regardless of the primary reason for the visit (e.g. repairs, arrears, tenancy sustainment etc.) our staff will ask if there are any issues of damp or mould within the home. We also routinely ask the same question of any tenants interacting with our reception staff. Where damp or mould is reported our procedures for dealing with this would then take effect. During 2024 we commenced a programme of home visits to properties where we have identified that we have had little contact from tenants in recent times. This programme has continued during 2025/26. This helps us to identify any stock or repairs issues and act upon them accordingly, as well as picking up any welfare issues with the tenants themselves.

We are in the final stages of development of our next Asset Management Strategy to cover the coming 3 years. As part of this we are reviewing our stock data and approach to stock condition surveys. This will be considered at our next Management Committee meeting in June 2026.

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	871	871
C8.2	Self-contained stock exempt from SHQS	0	0
C8.3	Self-contained stock in abeyance from SHQS	4	4
C8.4.1	Self-contained stock failing SHQS for one criterion	3	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	3	0
C8.5	Stock meeting the SHQS	864	867

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	864	867
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	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	864	867

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	871
6.1.2	projected to the end of the next reporting year	871
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	864
6.2.2	projected to the end of the next reporting year	867

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.20%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.54%

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?"	475
	7.2 Of the tenants who answered, how many said that they were:	257
7.2.1	very satisfied	
7.2.2	fairly satisfied	170
7.2.3	neither satisfied nor dissatisfied	21
7.2.4	fairly dissatisfied	11
7.2.5	very dissatisfied	16
7.3	Total	475
Indicator 7		89.89%

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	298
8.2	The total number of hours taken to complete emergency repairs	436

Indicator 8		1.46
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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	1,764
9.2	The total number of working days taken to complete non-emergency repairs	5,593
Indicator 9		3.17

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	1,678
10.2	Of those, number of reactive repairs that were reported again during the reporting year	99
Indicator 10		94.10%

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?"	125
	12.2 Of the tenants who answered, how many said that they were:	98
12.2.1	very satisfied	
12.2.2	fairly satisfied	12
12.2.3	neither satisfied nor dissatisfied	10
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	4
12.2.6	Total	125
Indicator 12		88.00%

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.	2
11.2	Please provide the reason(s) for failing to meet compliance	
As per Notifiable Events 31397 & 31433		

Indicator 11	2
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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)	3
29.2	Please provide the reason(s) for failing to meet compliance	
1 property was difficult to access and was completed following recovery via abandonment process. 1 property required to be revisited as there was an error with the electronic transfer of original data. 1 property was late due to the condition of the home, support was provided to tenant to improve this.		

Indicator 29		3
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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'	18
30.2	Please provide the reason(s) for failing to meet compliance	
All properties are difficult access and we are endeavoring to engage with the tenants. 16 have been completed since 1 April 2026, and we continue to seek access to the remaining 2.		
Indicator 30		18

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	52
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	0
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	11
31.1	Total number of resolved cases of damp and/or mould	63
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	1,210
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	0
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	250
31.2	Total time taken in working days to resolve cases of damp and/or mould	1,460

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	23.27
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	N/A
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	22.73
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	23.17

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	52
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	0
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	11
32.1	Total number of resolved cases of damp and/or mould	63
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	2
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	1
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	3
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation		3.85
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues		N/A
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues		9.09
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause		4.76

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	22
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	Indicator 33	22
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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’.

Indicator C8 - Scottish Housing Quality Standards We have 4 properties in abeyance re SHQS this is due to 4 tenants that have refused access to complete Scottish Housing Quality Standards upgrade works. We will continue to try and gain access to these properties. We have 3 failures relating to EICRs. The failures are due to the fact the tenants at 2 properties has not provided access to allow our contractor to complete the remedial works following an unsatisfactory EICR. The other property requires asbestos works. The association is in the process of arranging access to carry out the remedial works to these properties.

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	37	6
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	37	6
Number of complaints responded to in full by the landlord in the reporting year	37	6
Time taken in working days to provide a full response	120	87

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	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.24
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.50

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?"	475
	13.2 Of the tenants who answered, how many said that they were:	275
13.2.1	very satisfied	
13.2.2	fairly satisfied	157
13.2.3	neither satisfied nor dissatisfied	15
13.2.4	fairly dissatisfied	22
13.2.5	very dissatisfied	6
13.2.6	Total	475

Indicator 13	90.95%
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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	40
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	0
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	39
14.4	Total self-contained units	871

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	97.50%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	4.6

Abandoned homes (Indicator C3)

C3.1	The number of properties abandoned during the reporting year	3
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	4
20.2	The number of properties recovered:	1
20.2.1	because rent had not been paid	
20.2.2	because of anti-social behaviour	1
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	25.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	25.00%
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	50.00%



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

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	871
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	41

Indicator 16	4.71%
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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	17
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	

Two referrals are on hold awaiting further instruction from Occupational Therapist.

Indicator 18	4
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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.	900
19.2	The total number of adaptations completed during the reporting year.	19
Indicator 19		47.37

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	37
26.2	The total number of calendar days properties were empty	1,660

Indicator 26		44.86
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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	9
15.1.2	applicants who were assessed as statutory homeless by the local authority	11
15.1.3	applicants from your organisation's housing list	15
15.1.4	nominations from local authority	3
15.1.5	other	2
15.1.6	Total number of tenancies which began in the previous reporting year	40
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	8
15.2.2	applicants who were assessed as statutory homeless by the local authority	10
15.2.3	applicants from your organisation's housing list	14
15.2.4	nominations from local authority	3
15.2.5	other	2
15.2.6	Total number of tenancies sustained for more than a year	37

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	88.89%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	90.91%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	93.33%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
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	92.50%

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	9
C9.1.2	Awaiting demolition/reconfiguration	0
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	0
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	9
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.

RE i26: The void process has been updated this year and continuous improvement in void performance is a key priority. We take the approach that only minor works are completed when the new tenant is in situ and ensure our voids are completed to a high standard before re-let. A number of our void properties have required significant repair works to be completed, including replacement windows, kitchens, bathrooms and rot works. We have also experienced delays due to issues with utility meters. Performance is reported to Management Committee quarterly, with detailed information provided on any re-let that has taken longer than the internally agreed target. We ensure only the permitted exclusions are applied and are prudent in our approach to this to ensure accurate recording. We continue to work with our contractors to ensure voids are turned around as quickly as possible, while balancing best value and quality of workmanship.

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	£4,719,065
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,676,078

Indicator 22		100.92%
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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 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£121,579
23.2	The total rent due for the reporting year	£4,705,125

Indicator 23		2.58%
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Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	0
24.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 24		N/A
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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	£4,705,125
17.2	The total amount of rent lost through properties being empty during the reporting year	£29,046
Indicator 17		0.62%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	5.81%
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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	526
C5.2	The value of direct housing cost payments received during the reporting year	£2,428,808

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	£33,090
C6.2	The total value of former tenant arrears written off at year end	£4,615

Indicator C6		13.95%
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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?"	475
21.2	Of the tenants who answered, how many said that their rent represented:	132
21.2.1	very good value for money	
21.2.2	fairly good value for money	218
21.2.3	neither good nor poor value for money	64
21.2.4	fairly poor value for money	38
21.2.5	very poor value for money	23
21.3	Total	475

Indicator 21	73.68%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)
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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?"	
	25.2 Of the factored owners who answered, how many said that they were:	
25.2.1	very satisfied	
25.2.2	fairly satisfied	
25.2.3	neither satisfied nor dissatisfied	
25.2.4	fairly dissatisfied	
25.2.5	very dissatisfied	
25.3	Total	

Indicator 25	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

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.