

Landlord name: Williamsburgh Housing Association Ltd

RSL Reg. No.: 207

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Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	

Comments (Submission)

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Jonathan Grant
	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	36.09
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	5.00
C1.2.6	the total number of staff	45.09
	Staff turnover and sickness absence:	40.00%
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	13.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.76%

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	14
C2.2	The number of lets to housing list applicants	72
C2.3	The number of mutual exchanges	4
C2.4	The number of lets from other sources	15
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	69
C2.6	The number of other nominations from local authorities	8
C2.7	The number of lets made	182
C2.8	Total number of lets excluding exchanges	178

	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	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	69	8	178
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	69	8	178



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	319
1.1.2	the fieldwork dates of the survey	07/2025
	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:	98
1.2.1	very satisfied	
1.2.2	fairly satisfied	182
1.2.3	neither satisfied nor dissatisfied	29
1.2.4	fairly dissatisfied	3
1.2.5	very dissatisfied	6
1.2.6	no opinion	1
1.2.7	Total	319

Indicator 1	87.77%
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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?"	319
	2.2 Of the tenants who answered, how many said that their landlord was:	156
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	161
2.2.3	neither good nor poor at keeping them informed	2
2.2.4	fairly poor at keeping them informed	0
2.2.5	very poor at keeping them informed	0
2.2.6	Total	319

Indicator 2	99.37%
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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?"	319
5.2	Of the tenants who answered, how many said that they were:	157
5.2.1	very satisfied	157
5.2.2	fairly satisfied	161
5.2.3	neither satisfied nor dissatisfied	1
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	319

Indicator 5	99.69%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Housing quality and maintenance

Quality of housing

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

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	12/2025
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	50.00
C7.3	The date of your next scheduled stock condition survey or assessment	12/2028
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C7.5	Comments on method of assessing SHQS compliance.	

A 3-year programme of stock condition surveys was implemented in December 2022 to populate the current Asset Management system HUB with a further 25% survey in December 2025. Consultancy firm The John Martin Partnership were engaged to survey across all stock archetypes in both surveys. This provided robust information across all current stock archetypes to populate the Asset Management database, HUB. The site surveys included all SHQS questions relating to each element within the SHQS Technical Guidance for current individual and block properties. Where survey information resulted in a failed element being identified, relevant repairs were instructed and completed. One block containing five properties failing SHQS in relation to two elements or more requires major refurbishment works to rectify fails within a mixed tenure block with majority private ownership.

As advised in the ARC Return 2024-2025, Williamsburgh instructed site surveys of the external fabric of all sandstone tenement properties. This equates to 223 blocks of sandstone tenements containing 969 Williamsburgh owned properties with the majority being of mixed tenure. Survey information was used to populate the HUB Asset Management database and inform a project plan for stonework repairs to be carried out in conjunction with rainwater good replacements which meet the end of their lifecycle. All reactive repairs identified were completed as part of the survey project. Final survey results identified no component fails with SHQS outwith the 5 properties in the unimproved block failing on 2 elements or more.

1 fail relating to Element 45 – safe electrical systems following an EICR unsatisfactory outcome as at end March which has now been rectified.

Williamsburgh implemented a programme of EPC surveys to reduce the amount of previously cloned data to inform EESSH compliance for Element 35 of SHQS. 10 fails were identified in which information was previously cloned. 7 others from buy back properties purchased through the ROTS scheme. Improvement works will be undertaken and following this the properties will be resurveyed. 1 property remains in abeyance due to social issue for access to carry out an EPC. The programme has resulted in 82% of stock with an individually surveyed EPC, reducing the level of cloned data.

Stock condition information is also currently gathered in relation to any elements failing SHQS through property inspections which continue to inform our Planned Maintenance programmes and Asset Management Strategy which was published in May 2023 and reviewed in March 2026. Elements relating to compliance and other areas – EESSH, EICR, LD2 and other data sets are held on our Housing Management system and are included when reviewing SHQS compliance.

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	1,726	1,726
C8.2	Self-contained stock exempt from SHQS	0	0
C8.3	Self-contained stock in abeyance from SHQS	1	1
C8.4.1	Self-contained stock failing SHQS for one criterion	18	18
C8.4.2	Self-contained stock failing SHQS for two or more criteria	5	5
C8.4.3	Total self-contained stock failing SHQS	23	23
C8.5	Stock meeting the SHQS	1,702	1,702

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	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	1,702	1,702
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,702	1,702

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	1,726
6.1.2	projected to the end of the next reporting year	1,726
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,702
6.2.2	projected to the end of the next reporting year	1,702

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.61%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	98.61%

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?"	319
	7.2 Of the tenants who answered, how many said that they were:	111
7.2.1	very satisfied	
7.2.2	fairly satisfied	175
7.2.3	neither satisfied nor dissatisfied	25
7.2.4	fairly dissatisfied	3
7.2.5	very dissatisfied	5
7.3	Total	319
Indicator 7		89.66%

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	534
8.2	The total number of hours taken to complete emergency repairs	842

Indicator 8		1.58
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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	4,555
9.2	The total number of working days taken to complete non-emergency repairs	24,288
Indicator 9		5.33

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	4,555
10.2	Of those, number of reactive repairs that were reported again during the reporting year	105
Indicator 10		97.69%

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?"	137
12.2	Of the tenants who answered, how many said that they were:	94
12.2.1	very satisfied	
12.2.2	fairly satisfied	30
12.2.3	neither satisfied nor dissatisfied	5
12.2.4	fairly dissatisfied	5
12.2.5	very dissatisfied	3
12.2.6	Total	137
Indicator 12		90.51%

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.	1
11.2	Please provide the reason(s) for failing to meet compliance	
1 property failed to have an Annual Gas Safety check undertaken during the reporting year. An investigation identified a data input error by a member of staff which was rectified and the gas safety check completed one day late. Further data reconciliation checks have been added to the current gas safety processes to mitigate future risk.		

Indicator 11		1
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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)	0
29.2	Please provide the reason(s) for failing to meet compliance	
		N/A

Indicator 29	0
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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'	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	38
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	5
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	4
31.1	Total number of resolved cases of damp and/or mould	47
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	402
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	74
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	22
31.2	Total time taken in working days to resolve cases of damp and/or mould	498

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	10.58
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	14.80
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	5.50
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	10.60

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	38
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	5
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	4
32.1	Total number of resolved cases of damp and/or mould	47
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	0
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	0
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		0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause		0.00

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	4
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	Indicator 33	4
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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’.

The 2024-2025 ARC return reported 19 properties failing the SHQS. 5 properties in the unimproved block on 2 elements or more and 14 fails in relation to EESSH Annex C Element 35. One property was reported as an SHQS abeyance relating to EESSH Annex C Element 35 due to lack of access being provided by the current tenant to measure EESSH compliance.

2025/2026 reporting reflects one property in abeyance for EESSH due to continuing social issues.

A total of 23 properties fail to meet the SHQS. 5 properties in one unimproved block continue to fail on 2 or more elements. EESSH fails following EPC surveys were identified in 10 properties with previously cloned data and 7 properties recently purchased by The Association. 1 fail relating to element 45 – safe electrical systems following an EICR unsatisfactory outcome as at end March which has now been rectified.

Williamsburgh purchased 10 properties through ROTS prior to the end of March 2026 to enhance ownership in common factored blocks in line with the Asset Management Strategy. All elements relating to compliance were instructed and completed in the properties as soon as was reasonably practicable when the properties came into the ownership of WHA.

Data collected during the sandstone tenement block survey was used to inform the asset management database HUB and develop a programme of stonework repairs to be carried out in conjunction with rainwater good replacements which meet the end of their lifecycle. SHQS estimated compliance at the end of 2024-25 was anticipated at 89.69% in anticipation of the outcome of the survey, based on an estimated percentage fail rate. Survey results identified no component fails with SHQS out with the 5 properties in the unimproved block failing on 2 elements or more.

1 property failed to have an Annual Gas Safety check undertaken during the reporting year. An investigation identified a data input error by a member of staff which was rectified and the gas safety check completed one day late. Further data reconciliation checks have been added to the current gas safety processes to mitigate future risk.

New ARC Indicator 29 relating to EICR compliance was implemented for measurement during 2025/26. 100% compliance has been met for this Indicator.

We remain fully compliant in relation to the fitting of LD2 smoke/heat/CO detectors in Tenanted properties which are tested during the annual Gas Service visit, with 7 electrically heated properties visited annually by Staff to ensure components are in place and functioning.

A continued focus remains across all areas relating to Tenant and Resident safety in both strategic and operational areas. Policy relating to Damp and Mould was previously approved with processes for prompt inspections and accurate data collection in place which support ARC reporting requirements. Williamsburgh have implemented a programme of in-depth specialist audits over a 3-year period to incorporate all areas of tenant and resident compliance.

Enhanced communication through newsletters, website, social media, and other forums continue to take place and a programme of training on all relevant areas of compliance relating to Williamsburgh stock is in place.

Performance for emergency reactive repairs has remained consistent during the reporting year compared to the 2024-2025 period. The average time to complete emergency repairs has remained constant at 1.58 hours, with only a slight increase in average time to complete non-emergency repairs being reported from 5 days previously to 5.33 days. Right First Time has increased to 97.69%, incorporating the change in Technical Guidance for the Indicator. Williamsburgh continue to performance manage and work with our repairs contractors to achieve value for money and a high quality service delivery.

Satisfaction with the repairs service was 90.51%, an increase from 82% at the end of 2024/25. Williamsburgh previously outsourced the collection of satisfaction data, however brought this in-house prior to the 2025-2026 reporting period. Satisfaction data is gathered quarterly for all core reactive repair trades and also reported to the Operations and Performance Sub-Committee quarterly. We continue to develop this area and aim to explore incorporating satisfaction for additional areas relating to repairs, including services delivered by our Internal Estates Caretaking Team.

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	29	28
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	29	28
Number of complaints responded to in full by the landlord in the reporting year	26	28
Time taken in working days to provide a full response	87	397

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	89.66%
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	3.35
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.18

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?"	319
	13.2 Of the tenants who answered, how many said that they were:	95
13.2.1	very satisfied	
13.2.2	fairly satisfied	196
13.2.3	neither satisfied nor dissatisfied	23
13.2.4	fairly dissatisfied	4
13.2.5	very dissatisfied	1
13.2.6	Total	319

Indicator 13	91.22%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)

14.1	The number of cases of anti-social behaviour reported in the last year	121
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	121
14.4	Total self-contained units	1,726

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	100.00%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	7.0

Abandoned homes (Indicator C3)

C3.1	The number of properties abandoned during the reporting year	8
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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	6
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	33.33%
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	33.33%



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	1,726
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	129

Indicator 16	7.47%
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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.	41
18.2	The number of approved applications completed between the start and end of the reporting year	29
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	12
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	12
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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.	1,664
19.2	The total number of adaptations completed during the reporting year.	29
Indicator 19		57.38

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	132
26.2	The total number of calendar days properties were empty	4,698

Indicator 26		35.59
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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	10
15.1.2	applicants who were assessed as statutory homeless by the local authority	38
15.1.3	applicants from your organisation's housing list	33
15.1.4	nominations from local authority	3
15.1.5	other	17
15.1.6	Total number of tenancies which began in the previous reporting year	101
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	9
15.2.2	applicants who were assessed as statutory homeless by the local authority	35
15.2.3	applicants from your organisation's housing list	32
15.2.4	nominations from local authority	3
15.2.5	other	15
15.2.6	Total number of tenancies sustained for more than a year	94

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	90.00%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.11%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	96.97%
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	88.24%
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	93.07%

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	6
C9.1.2	Awaiting demolition/reconfiguration	0
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	1
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	7
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.

Average days to complete adaptations 57.38 days. 3 adaptations received during 2024/25 not undertaken until 2025/26 due to grant funding overspend therefore long completion periods affecting overall average time to complete.

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	£8,199,853
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£8,226,822

Indicator 22		99.67%
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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	£227,413
23.2	The total rent due for the reporting year	£8,301,549

Indicator 23		2.74%
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Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	540
24.2	The total value of management fees invoiced to factored owners in the reporting year	£93,547

Indicator 24		£173.24
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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	£8,301,549
17.2	The total amount of rent lost through properties being empty during the reporting year	£74,726
Indicator 17		0.90%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	8.50%
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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	1,097
C5.2	The value of direct housing cost payments received during the reporting year	£4,484,151

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	£72,332
C6.2	The total value of former tenant arrears written off at year end	£7,917

Indicator C6		10.95%
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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?"	319
21.2	Of the tenants who answered, how many said that their rent represented:	79
21.2.1	very good value for money	
21.2.2	fairly good value for money	223
21.2.3	neither good nor poor value for money	10
21.2.4	fairly poor value for money	6
21.2.5	very poor value for money	1
21.3	Total	319

Indicator 21	94.67%
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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?"	194
	25.2 Of the factored owners who answered, how many said that they were:	70
25.2.1	very satisfied	
25.2.2	fairly satisfied	105
25.2.3	neither satisfied nor dissatisfied	11
25.2.4	fairly dissatisfied	5
25.2.5	very dissatisfied	3
25.3	Total	194
Indicator 25		90.21%



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	
27.2	The total amount of rent set for all pitches during the reporting year	

Indicator 27	
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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.