

**Landlord name:** North Glasgow Housing Association Ltd

**RSL Reg. No.:** 187

**Report generated date:** 01/06/2026 15:34:57

**Approval**

A1.1	Date approved	29/05/2026
A1.2	Approver	Lynne Cooper
A1.3	Approver job title	Director of Housing Services
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. John Devine
	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	79.31
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	17.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	100.31
	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	6.77%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.63%

## 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	61
C2.2	The number of lets to housing list applicants	66
C2.3	The number of mutual exchanges	14
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	170
C2.6	The number of other nominations from local authorities	0
C2.7	The number of lets made	311
C2.8	Total number of lets excluding exchanges	297

	<b>C2.5 Number of applicants assessed as statutorily homeless by the local authority</b>	<b>C2.6 Number of other nominations from local authorities</b>	<b>C2.8 Total number of lets excluding exchanges</b>
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	170	0	297
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
<b>Totals</b>	<b>170</b>	<b>0</b>	<b>297</b>

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

n/a

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	724
1.1.2	the fieldwork dates of the survey	03/2026
	The method(s) of administering the survey:	
1.1.3	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	236
1.2.1	very satisfied	
1.2.2	fairly satisfied	348
1.2.3	neither satisfied nor dissatisfied	42
1.2.4	fairly dissatisfied	65
1.2.5	very dissatisfied	33
1.2.6	no opinion	0
1.2.7	Total	724

Indicator 1	80.66%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

n/a

## 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?"	724
	2.2 Of the tenants who answered, how many said that their landlord was:	267
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	345
2.2.3	neither good nor poor at keeping them informed	34
2.2.4	fairly poor at keeping them informed	43
2.2.5	very poor at keeping them informed	35
2.2.6	Total	724

	Indicator 2	84.53%
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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?"	724
5.2	Of the tenants who answered, how many said that they were:	194
5.2.1	very satisfied	
5.2.2	fairly satisfied	393
5.2.3	neither satisfied nor dissatisfied	83
5.2.4	fairly dissatisfied	34
5.2.5	very dissatisfied	20
5.2.6	Total	724

Indicator 5		81.08%
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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)		
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C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2026
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	44.09
C7.3	The date of your next scheduled stock condition survey or assessment	04/2026
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.	

We have implemented a 5 year rolling programme to re-survey all our stock. The 1st year of the programme was 24/25 . 26/27 will be year 3 of the programme with a survey target of 20 % of our stock.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)
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		<b>End of the reporting year</b>	<b>End of the next reporting year</b>
C8.1	Total self-contained stock	5,437	5,437
C8.2	Self-contained stock exempt from SHQS	136	116
C8.3	Self-contained stock in abeyance from SHQS	0	0
C8.4.1	Self-contained stock failing SHQS for one criterion	214	100
C8.4.2	Self-contained stock failing SHQS for two or more criteria	1	0
C8.4.3	Total self-contained stock failing SHQS	215	100
C8.5	Stock meeting the SHQS	5,086	5,221

C8.6 Total self-contained stock meeting the SHQS by local authority		End of the reporting year	End of the next reporting year
Aberdeen City		0	0
Aberdeenshire		0	0
Angus		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		5,086	5,221
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		5,086	5,221

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	5,437
6.1.2	projected to the end of the next reporting year	5,437
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	5,086
6.2.2	projected to the end of the next reporting year	5,221

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.54%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	96.03%

## 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?"	724
	7.2 Of the tenants who answered, how many said that they were:	190
7.2.1	very satisfied	
7.2.2	fairly satisfied	362
7.2.3	neither satisfied nor dissatisfied	50
7.2.4	fairly dissatisfied	75
7.2.5	very dissatisfied	47
7.3	Total	724
Indicator 7		76.24%

**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
8.1	The number of emergency repairs completed in the reporting year	9,788
8.2	The total number of hours taken to complete emergency repairs	32,257
Indicator 8		3.30

Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	12,060
9.2	The total number of working days taken to complete non-emergency repairs	74,728
Indicator 9		6.20

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The total number of reactive repairs completed during the reporting year	11,575
10.2	Of those, number of reactive repairs that were reported again during the reporting year	495
Indicator 10		95.72%

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?"	427
	12.2 Of the tenants who answered, how many said that they were:	194
12.2.1	very satisfied	
12.2.2	fairly satisfied	137
12.2.3	neither satisfied nor dissatisfied	18
12.2.4	fairly dissatisfied	40
12.2.5	very dissatisfied	38
12.2.6	Total	427
Indicator 12		77.52%

**Tenant and resident safety**

Number of times in the reporting year you did not meet your statutory duty to complete a gas safety check. (Indicator 11)

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	Please provide the reason(s) for failing to meet compliance	
		N/A

Indicator 11	0
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## Annual Return on the Charter (ARC) 2025-2026

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

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	31
29.2	Please provide the reason(s) for failing to meet compliance	
<p>Long Term Out of management voids -            There are currently 28 out of management properties that don't have an EICR. This is 25 properties in 106, 110 and 116 Stonyhurst Street and 3 properties in 245 Saracen Street. All are scheduled to undergo major refurbishment works to bring them back in to the letting pool</p> <p>Meter Issues - 647 Hawthorn Street 0/1 has no credit on the meter, no power and the electricity supply has been cut off. The tenant is in hospital long term.</p> <p>Recently Acquired Properties - 47 Midton Street 0/2 and 15 Valleyfield Street B/1 are recently acquired properties, are currently void and are undergoing major refurbishment works.</p>		

Indicator 29	31
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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'	28
30.2	Please provide the reason(s) for failing to meet compliance	
<p>Long Term Out of management voids - There are currently 25 out of management properties that do not have a Fire Safety System Installed. These are 25 properties in 106, 110 and 116 Stonyhurst Street. All are scheduled to undergo major refurbishment works to bring them back in to the letting pool</p> <p>Recently Acquired Properties - 74 Mansel Street 0/2, 47 Midton Street 0/2 and 15 Valleyfield Street B/1 are recently acquired properties, are currently void and are undergoing major refurbishment works.</p>		

Indicator 30	28
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**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	234
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	104
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	0
31.1	Total number of resolved cases of damp and/or mould	338
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	20,858
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	9,286
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	0
31.2	Total time taken in working days to resolve cases of damp and/or mould	30,144

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	89.14
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	89.29
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	N/A
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	89.18

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	234
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	104
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	0
32.1	Total number of resolved cases of damp and/or mould	338
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	7
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	7
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	14
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation		2.99
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues		6.73
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues		N/A
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause		4.14

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	73
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Indicator 33		73
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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'.

n/a

## 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	155	36
Complaints carried forward from previous reporting year	1	2
All complaints received and carried forward	156	38
Number of complaints responded to in full by the landlord in the reporting year	154	37
Time taken in working days to provide a full response	796	710

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.72%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	97.37%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.17
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	19.19

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?"	724
	13.2 Of the tenants who answered, how many said that they were:	207
13.2.1	very satisfied	
13.2.2	fairly satisfied	345
13.2.3	neither satisfied nor dissatisfied	53
13.2.4	fairly dissatisfied	74
13.2.5	very dissatisfied	45
13.2.6	Total	724
Indicator 13		76.24%

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	85
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	6
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	83
14.4	Total self-contained units	5,460

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	91.21%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	1.6

Abandoned homes (Indicator C3)		
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C3.1	The number of properties abandoned during the reporting year	27
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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	42
	20.2 The number of properties recovered:	
20.2.1	because rent had not been paid	7
20.2.2	because of anti-social behaviour	2
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	16.67%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	4.76%
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	21.43%

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

n/a

**Access to housing and support**

**Housing options and access to social housing**

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

16.1	The total number of lettable self-contained stock	5,386
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	338

Indicator 16		6.28%
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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.	202
18.2	The number of approved applications completed between the start and end of the reporting year	109
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	82
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
2 Households each have 2 applications & 9 were cancelled.		

Indicator 18	93
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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.	13,875
19.2	The total number of adaptations completed during the reporting year.	111
Indicator 19		125.00

Average length of time to re-let properties in the last year (Indicator 26)	
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26.1	The total number of properties re-let in the reporting year	295
26.2	The total number of calendar days properties were empty	10,085

Indicator 26		34.19
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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	91
15.1.2	applicants who were assessed as statutory homeless by the local authority	209
15.1.3	applicants from your organisation's housing list	208
15.1.4	nominations from local authority	0
15.1.5	other	0
15.1.6	Total number of tenancies which began in the previous reporting year	508
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	87
15.2.2	applicants who were assessed as statutory homeless by the local authority	196
15.2.3	applicants from your organisation's housing list	201
15.2.4	nominations from local authority	0
15.2.5	other	0
15.2.6	Total number of tenancies sustained for more than a year	484

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	95.60%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.78%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	96.63%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	95.28%

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	56
C9.1.2	Awaiting demolition/reconfiguration	25
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	35
C9.1.5	Held for decants	14
C9.1.6	Low demand	0
C9.1.7	Other	0
C9.1.8	Total self-contained properties void at the year end	130
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	25
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	7
C9.2.5	Held for decants	14
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	46

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

n/a

**Getting good value from rents and service charges**

**Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 22)		
22.1	The total amount of rent collected in the reporting year	£30,178,693
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£30,333,516
Indicator 22		99.49%

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

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,534,753
23.2	The total rent due for the reporting year	£30,457,490
Indicator 23		5.04%

Average annual management fee per factored property (Indicator 24)		
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24.1	The number of residential properties factored	1,189
24.2	The total value of management fees invoiced to factored owners in the reporting year	£218,776

Indicator 24		£184.00
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Percentage of rent due lost through properties being empty during the last year (Indicator 17)		
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17.1	The total amount of rent due for the reporting year	£30,457,490
17.2	The total amount of rent lost through properties being empty during the reporting year	£212,865

Indicator 17		0.70%
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Rent increase (Indicator C4)
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C4.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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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 C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	3,777
C5.2	The value of direct housing cost payments received during the reporting year	£19,934,756

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)		
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C6.1	The total value of former tenant arrears at year end	£564,768
C6.2	The total value of former tenant arrears written off at year end	£40,985

Indicator C6		7.26%
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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?"	724
	21.2 Of the tenants who answered, how many said that their rent represented:	167
21.2.1	very good value for money	
21.2.2	fairly good value for money	332
21.2.3	neither good nor poor value for money	65
21.2.4	fairly poor value for money	114
21.2.5	very poor value for money	46
21.3	Total	724

	Indicator 21	68.92%
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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?"	160
	25.2 Of the factored owners who answered, how many said that they were:	
25.2.1	very satisfied	8
25.2.2	fairly satisfied	114
25.2.3	neither satisfied nor dissatisfied	34
25.2.4	fairly dissatisfied	4
25.2.5	very dissatisfied	0
25.3	Total	160
Indicator 25		76.25%

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

n/a

**Other customers**

**Gypsy / Travellers**

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

n/a