

Landlord name:

RSL Reg. No.:

Report generated date:

Approval

| | | |
|----|--------------------|--|
| A1 | Date approved | |
| A2 | Approver | |
| A3 | Approver job title | |
| A4 | Comments | |

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

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



Comments (Neighbourhood & community)

Access to housing and support

Housing options and access to social housing

Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24)

| | | |
|------|---|--|
| 24.1 | The total number of individual homeless households referred to RSLs under section 5. | |
| 24.2 | The total number of individual homeless households referred to RSLs under other referral routes. | |
| 24.3 | The total number of individual homeless households referred to RSLs under section 5 and other referral routes. | |
| 24.4 | The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation. | |

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| | Indicator 24 | |
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Comments (Access to housing and support)

Getting good value from rents and service charges

Rents and service charges

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| Average annual management fee per factored property (Indicator 28) | | |
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| 28.1 | The number of residential properties factored | |
| 28.2 | The total value of management fees invoiced to factored owners in the reporting year | |

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| | | Indicator 28 |
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**Value for money**

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| Percentage of factored owners satisfied with the factoring service they receive (Indicator 29) |
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| 29.1 | How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?" | |
| 29.2.1 | 29.2 Of the factored owners who answered, how many said that they were: very satisfied | |
| 29.2.2 | fairly satisfied | |
| 29.2.3 | neither satisfied nor dissatisfied | |
| 29.2.4 | fairly dissatisfied | |
| 29.2.5 | very dissatisfied | |
| 29.3 | Total | |

| | | |
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| | Indicator 29 | |
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Comments (Getting good value from rents and service charges)

Other customers

Gypsies / Travellers

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| For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31) |
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| 31.1 | The total number of pitches | |
| 31.2 | The total amount of rent set for all pitches during the reporting year | |

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| | Indicator 31 | |
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

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| 32.1 | How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?" | |
| 32.2.1 | 32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied | |
| 32.2.2 | fairly satisfied | |
| 32.2.3 | neither satisfied nor dissatisfied | |
| 32.2.4 | fairly dissatisfied | |
| 32.2.5 | very dissatisfied | |
| 32.2.6 | Total | |

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| | Indicator 32 | |
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Comments (Other customers)