



Landlord name:

RSL Reg. No.:

Report generated date:

**Approval**

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	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		

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	

**Annual Return on the Charter (ARC) 2019-2020**

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.	

	Indicator 24	
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## Annual Return on the Charter (ARC) 2019-2020

Comments (Access to housing and support)



## Getting good value from rents and service charges

### Rents and service charges

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	

Indicator 28		
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**Value for money**

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	

	Indicator 29	
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**Annual Return on the Charter (ARC) 2019-2020**

Comments (Getting good value from rents and service charges)



**Other customers**

**Gypsies / Travellers**

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	

	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)

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

	Indicator 32	
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Annual Return on the Charter (ARC) 2019-2020

Comments (Other customers)