



Landlord name: Rural Stirling Housing Association Ltd

RSL Reg. No.: 232

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Approval

A1.1	Date approved	20/05/2021
A1.2	Approver	Ms. Donna Birrell
A1.3	Approver job title	CEO
A1.4	Comments	

The ARC was approved by our Governing Body at the Board meeting held 20th May 2021.



Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Ms. Donna Birrell
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	12.60
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	15.60
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	19.20%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.21%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	24
C3.2	The number of 'supported housing' lets during the reporting year	5
Indicator C3		29



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	4
C2.2	The number of lets to housing list applicants	19
C2.3	The number of mutual exchanges	0
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	5
C2.5.2	nominations from the local authority	1
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	29

Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

We have a Senior Management Team of four, CEO, Depute CEO/Director of Finance and Corporate Services, Director of Housing and Property Services and Housing Services Manager. 25% turnover represents one senior staff member. Our staff team were affected by sickness absence as a result of COVID 19. We also had one member of staff on long term sickness absence with Long Covid symptoms.

**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	234
1.1.2	the fieldwork dates of the survey	06/2019
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	98
	very satisfied	
1.2.2	fairly satisfied	112
1.2.3	neither satisfied nor dissatisfied	11
1.2.4	fairly dissatisfied	8
1.2.5	very dissatisfied	5
1.2.6	no opinion	0
1.2.7	Total	234

Indicator 1	89.74%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Overall satisfaction)

Our next three yearly Tenant Satisfaction Survey is due to be carried out in Quarter 4 2021/22.



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?"	234
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	98
2.2.2	fairly good at keeping them informed	122
2.2.3	neither good nor poor at keeping them informed	7
2.2.4	fairly poor at keeping them informed	5
2.2.5	very poor at keeping them informed	2
2.2.6	Total	234

	Indicator 2	94.02%
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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?"	234
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	124
5.2.2	fairly satisfied	89
5.2.3	neither satisfied nor dissatisfied	17
5.2.4	fairly dissatisfied	4
5.2.5	very dissatisfied	0
5.2.6	Total	234

	Indicator 5	91.03%
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Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

None



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	10/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	19.20
C8.3	The date of your next scheduled stock condition survey or assessment	10/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

63% of stock external surveys achieved, with the internal being restricted by COVID 19.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	603	654
C9.2	Self-contained stock exempt from SHQS	19	19
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	26	13
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	26	13
C9.5	Stock meeting the SHQS	558	622

C9.6	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	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	558	622
West Dunbartonshire	0	0
West Lothian	0	0
Totals	558	622

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	603
6.1.2	projected to the end of the next reporting year	654
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	558
6.2.2	projected to the end of the next reporting year	622

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	92.54%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	95.11%



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?"	234
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	125
7.2.2	fairly satisfied	89
7.2.3	neither satisfied nor dissatisfied	10
7.2.4	fairly dissatisfied	8
7.2.5	very dissatisfied	2
7.3	Total	234

	Indicator 7	91.45%
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**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	321
8.2	The total number of hours taken to complete emergency repairs	956

Indicator 8		2.98
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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	1,058
9.2	The total number of working days taken to complete non-emergency repairs	5,939

	Indicator 9	5.61
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	887
10.2	The total number of reactive repairs completed during the reporting year	1,011

Indicator 10		87.73%
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How many times in the reporting year 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.	10
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>During 2020/21 we had been reporting 9 properties not serviced within the required 12 months. However during ARC validation we identified one property, where the supply was capped in early April then property fully serviced after that. This was in effect two services at the same address and both fell outwith the 12 month anniversary so this number has increased to 10. We have been submitting a monthly update to the SHR and maintaining an audit trail in SDM. Self isolating and COVID symptoms along with a general reluctance to allow access to trades people were the main cause of this failure. January to March achieved 100% in completing gas safety checks.</p>		

Indicator 11	10
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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?"	88
	12.2 Of the tenants who answered, how many said that they were:	54
12.2.1	very satisfied	
12.2.2	fairly satisfied	19
12.2.3	neither satisfied nor dissatisfied	7
12.2.4	fairly dissatisfied	3
12.2.5	very dissatisfied	5
12.2.6	Total	88

	Indicator 12	82.95%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	75	9	0	84	
Four-in-a-block	78	90	0	168	
Houses (other than detached)	126	203	7	336	
Detached houses	5	10	0	15	
Total	284	312	7	603	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	75	9	0	84	
Four-in-a-block	78	90	0	168	
Houses (other than detached)	126	203	7	336	
Detached houses	5	10	0	15	
Total	284	312	7	603	

C10.4		Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	2	0	0	2
Four-in-a-block	0	0	0	0
Houses (other than detached)	1	3	5	9
Detached houses	0	1	0	1
Total	3	4	5	12

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	73	9	0	82
Four-in-a-block	78	90	0	168
Houses (other than detached)	125	200	2	327
Detached houses	5	9	0	14
Total	281	308	2	591

	C10	98.0%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		0

C11.3 If other reason or unknown, please explain

N/A



Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	8	0
B	91	0
C	214	22
D	71	13
E	5	2
F	0	0
G	0	0
Total	389	37

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	31	
SAP 2009	68	
SAP 2012	290	
Other procedure / unknown	0	
Total	389	

C12.3	If other procedure or unknown, please explain	
	N/A	

Indicator C12

64.5%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	19
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£16,311
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£16,311

C13.3 Please give reasons for any investment which came from another source

N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Housing quality and maintenance)

Previous ARC returns relied on data from the Stock Condition Survey (SCS) carried out in 2015. We carry out a new SCS every 5 years. The ARC return for 2020/21 relies on information obtained by the SCS report carried out in October 2020. Our SHQS and EESSH figures have been updated to reflect our current knowledge and understanding of our stock with respect to SHQS and EESSH as verified by the SCS 2020.

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	47	15
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	47	15
Number of complaints responded to in full by the landlord in the reporting year	46	12
Time taken in working days to provide a full response	164	214

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	97.87%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	80.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.57
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.83



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?"	234
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	72
13.2.2	fairly satisfied	142
13.2.3	neither satisfied nor dissatisfied	11
13.2.4	fairly dissatisfied	9
13.2.5	very dissatisfied	0
13.2.6	Total	234

Indicator 13	91.45%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	31
14.2	The number of tenancy offers that were refused	2

Indicator 14		6.45%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	83
15.2	Of those at 15.1, the number of cases resolved in the last year	79

Indicator 15		95.18%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	2
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	1
22.2.1	22.2 The number of properties recovered: because rent had not been paid	1
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	100.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	100.00%

Annual Return on the Charter (ARC) 2020-2021

Comments (Neighbourhood & community)

None

**Access to housing and support****Housing options and access to social housing**

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	603
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	30

Indicator 17		4.98%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	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.	28
19.2	The number of approved applications completed between the start and end of the reporting year	22
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	6
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

6



Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£35,968
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£35,968
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	458
21.2	The total number of adaptations completed during the reporting year.	22

Indicator 21		20.82
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	14
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	14
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	5
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	5
23.7	The total number of accepted offers.	5

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	35.71%
Indicator 23 - The percentage of those offers that result in a let	100.00%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	29
30.2	The total number of calendar days properties were empty	477

Indicator 30		16.45
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	15
16.1.2	applicants who were assessed as statutory homeless by the local authority	15
16.1.3	applicants from your organisation's housing list	27
16.1.4	nominations from local authority	1
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	15
16.2.2	applicants who were assessed as statutory homeless by the local authority	15
16.2.3	applicants from your organisation's housing list	26
16.2.4	nominations from local authority	1
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	96.30%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

Average re let times increased by approximately 4.5 days in the last financial year. This is due to COVID-19 lock down restrictions in March/April 2020, when letting activity was suspended. When resumed, initially, the new COVID-19 safe re let process took longer to complete, as did repairs.



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 26)

26.1	The total amount of rent collected in the reporting year	£2,663,342
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£2,673,213

	Indicator 26	99.63%
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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 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£117,218
27.2	The total rent due for the reporting year	£2,677,512

Indicator 27		4.38%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	39
28.2	The total value of management fees invoiced to factored owners in the reporting year	£975

Indicator 28		£25.00
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£2,677,512
18.2	The total amount of rent lost through properties being empty during the reporting year	£4,298

Indicator 18		0.16%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	0.00%
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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 C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	238
C6.2	The value of direct housing cost payments received during the reporting year	£907,049



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£51,266
C7.2	The total value of former tenant arrears written off at year end	£778

	Indicator C7	1.52%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	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?"	234
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	46
25.2.2	fairly good value for money	133
25.2.3	neither good nor poor value for money	33
25.2.4	fairly poor value for money	15
25.2.5	very poor value for money	7
25.3	Total	234

Indicator 25	76.50%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

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?"	3
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	1
29.2.2	fairly satisfied	0
29.2.3	neither satisfied nor dissatisfied	0
29.2.4	fairly dissatisfied	1
29.2.5	very dissatisfied	1
29.3	Total	3

Indicator 29		33.33%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)

Former tenant arrears are currently high at 1.8% of rent due. This is a result of staff absence through COVID-19, combined with a staff restructure where responsibility for monitoring former tenant arrears changed.

Within the last twelve months, Universal Credit claims have increased from 15% to 27% of all tenants. This has resulted in a slight increase in arrears of approximately £4,000 as claims are processed etc. Many of the additional 12% of tenants were previously employed in the local area and subsequently became unemployed as a result of the Coronavirus pandemic.

Due to the location of the Associations properties in the rural Stirling area, many tenants are either employed in the hospitality sector or self employed in the service/tourism sectors, both of which have been badly affected.

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	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 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	

Indicator 32	
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Annual Return on the Charter (ARC) 2020-2021

Comments (Other customers)

N/A