Landlord name: Elderpark Housing Association Ltd

RSL Reg. No.: 108

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Approval

A1.1	Date approved	25/05/2026
A1.2	Approver	Gary Dalziel
A1.3	Approver job title	Chief Executive
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. Gary Dalziel
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	28.60
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	32.60
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	31.68%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.37%

Lets

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	9
C2.2	The number of lets to housing list applicants	11
C2.3	The number of mutual exchanges	1
C2.4	The number of lets from other sources	3
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	56
C2.6	The number of other nominations from local authorities	0
C2.7	The number of lets made	80
C2.8	Total number of lets excluding exchanges	79

	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	56	0	79
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
Totals	56	0	79

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

Staff turnover in the year is accentuated through various temporary positions within the association coming to an end, of the ten colleagues that left in the year six had been on temporary fixed term contracts and three of the remaining four moved to promoted posts in the sector

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	600
1.1.2	the fieldwork dates of the survey	04/2025
1.1.3	The method(s) of administering the survey: Post	☐
1.1.4	Telephone	☐
1.1.5	Face-to-face	✓
1.1.6	Online	☐
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	268
1.2.2	fairly satisfied	264
1.2.3	neither satisfied nor dissatisfied	48
1.2.4	fairly dissatisfied	7
1.2.5	very dissatisfied	9
1.2.6	no opinion	4
1.2.7	Total	600

Indicator 1	88.67%

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

This satisfaction data was gathered in Spring 2025 as part of the three yearly large scale tenants satisfaction survey.

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?"	600
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	402
2.2.2	fairly good at keeping them informed	169
2.2.3	neither good nor poor at keeping them informed	22
2.2.4	fairly poor at keeping them informed	6
2.2.5	very poor at keeping them informed	1
2.2.6	Total	600

Indicator 2	95.17%

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?"	600
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	380
5.2.2	fairly satisfied	171
5.2.3	neither satisfied nor dissatisfied	41
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	3
5.2.6	Total	600

Indicator 5	91.83%

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	01/2024
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	70.00
C7.3	The date of your next scheduled stock condition survey or assessment	01/2027
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.	

Elderpark is currently recruiting a dedicated Stock Condition Surveyor, who will be in post within the next six months. The role is designed to build on the previous survey work and provide a clearer, more current picture of the Associations SHQS position across the stock, thereby informing the capital investment programme with stronger decision grade data.

The appointment will give Elderpark a permanenet in-house resource dedicated to SHQS assessment on an ongoing basis. The aim is to conduct an internal survey of all 1353 homes on a three to five year cycle.

The Stock Condition Surveyor will be supported by the existing Assets Officer, who will also conduct periodic inspections of both tenanted and void properties. Combined with one full-time dedicated resource and a clear plan for the existing Asset Officer team, this will allow Elderpark to develop and maintain a significantly clearer view of stock condition and SHQS compliance going forward.

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	1,353	1,401
C8.2	Self-contained stock exempt from SHQS	0	0
C8.3	Self-contained stock in abeyance from SHQS	0	0
C8.4.1	Self-contained stock failing SHQS for one criterion	111	56
C8.4.2	Self-contained stock failing SHQS for two or more criteria	6	0
C8.4.3	Total self-contained stock failing SHQS	117	56
C8.5	Stock meeting the SHQS	1,236	1,345

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	1,236	1,345
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	1,236	1,345

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,353
6.1.2	projected to the end of the next reporting year	1,401
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,236
6.2.2	projected to the end of the next reporting year	1,345

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	91.35%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	96.00%

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?"	600
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	224
7.2.2	fairly satisfied	314
7.2.3	neither satisfied nor dissatisfied	43
7.2.4	fairly dissatisfied	10
7.2.5	very dissatisfied	9
7.3	Total	600

Indicator 7	89.67%

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	591
8.2	The total number of hours taken to complete emergency repairs	960

Indicator 8	1.62

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	3,398
9.2	The total number of working days taken to complete non-emergency repairs	15,158

Indicator 9	4.46

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	3,398
10.2	Of those, number of reactive repairs that were reported again during the reporting year	816

Indicator 10	75.99%

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?"	319
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	186
12.2.2	fairly satisfied	57
12.2.3	neither satisfied nor dissatisfied	33
12.2.4	fairly dissatisfied	16
12.2.5	very dissatisfied	27
12.2.6	Total	319

Indicator 12	76.18%

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	

On one occasion, a forced access was scheduled due to engagement from the tenant we were unable to access the property - when access was forced - due to excessive waste and material that the tenant had built up within the property. We were unable to clear a path to the gas boiler that was safe for our contractor, City Technical, and as a result had to commission a separate contractor to clear the access route to allow the CP12 to be undertaken. The CP12 was carried out within 10 days of the original forced access.

Indicator 11	1

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)	198
29.2	Please provide the reason(s) for failing to meet compliance	

During the reporting year, 198 instances occurred in which the requirement to complete an Electrical Installation Condition Report within five years of the previous EICR was not met. This is a significant change from the prior year's position of zero failures.

The position arose from a single root cause: a delay in appointing an electrical contractor to deliver the planned EICR programme. A procurement exercise was undertaken during the year, but issues were identified in the tender documentation which required the exercise to be withdrawn and reissued. This extended the procurement timeline and meant that the planned EICR programme could not progress at the pace required to maintain the five year cycle for properties falling due during the year. Emergency electrical works and reactive repairs were unaffected and continued throughout under alternative arrangements.

A new electrical contractor has since been appointed and is now in place. All outstanding EICRs have been completed and the Association is once again operating within the five year cycle. A rolling EICR programme has been re-established to maintain compliance on a forward basis , and the Association has reviewed the circumstances of the procurement issue to inform future tender processes.

Indicator 29	198

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	17
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	3
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	11
31.1	Total number of resolved cases of damp and/or mould	31
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	216
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	21
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	93
31.2	Total time taken in working days to resolve cases of damp and/or mould	330

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	12.71
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	7.00
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	8.45
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	10.65

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	17
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	3
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	11
32.1	Total number of resolved cases of damp and/or mould	31
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)

33.1	The number of open cases of damp and/or mould at the year end	3

Indicator 33	3

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’.

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	141	38
Complaints carried forward from previous reporting year	1	2
All complaints received and carried forward	142	40
Number of complaints responded to in full by the landlord in the reporting year	142	39
Time taken in working days to provide a full response	854	803

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	97.50%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	6.01
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	20.59

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?'"	600
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	193
13.2.2	fairly satisfied	326
13.2.3	neither satisfied nor dissatisfied	57
13.2.4	fairly dissatisfied	14
13.2.5	very dissatisfied	10
13.2.6	Total	600

Indicator 13	86.50%

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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	78
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	2
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	17
14.4	Total self-contained units	1,353

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	21.25%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	5.8

Abandoned homes (Indicator C3)		
C3.1	The number of properties abandoned during the reporting year	9

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	30
20.2.1	20.2 The number of properties recovered: because rent had not been paid	4
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	13.33%
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	13.33%

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

For Indicator 20 a number of the court actions raised related to historic cases which were originally sisted and court action re-initiated during the year.

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	1,353
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	79

Indicator 16	5.84%

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.	16
18.2	The number of approved applications completed between the start and end of the reporting year	15
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	1
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	1

The average time to complete adaptations (Indicator 19)		
19.1	The total number of working days taken to complete all adaptations.	840
19.2	The total number of adaptations completed during the reporting year.	17

Indicator 19	49.41

Average length of time to re-let properties in the last year (Indicator 26)

26.1	The total number of properties re-let in the reporting year	78
26.2	The total number of calendar days properties were empty	2,339

Indicator 26	29.99

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	11
15.1.2	applicants who were assessed as statutory homeless by the local authority	53
15.1.3	applicants from your organisation's housing list	22
15.1.4	nominations from local authority	0
15.1.5	other	4
15.1.6	Total number of tenancies which began in the previous reporting year	90
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	10
15.2.2	applicants who were assessed as statutory homeless by the local authority	49
15.2.3	applicants from your organisation's housing list	22
15.2.4	nominations from local authority	0
15.2.5	other	4
15.2.6	Total number of tenancies sustained for more than a year	85

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	90.91%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.45%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
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	100.00%
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	94.44%

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	3
C9.1.5	Held for decants	1
C9.1.6	Low demand	0
C9.1.7	Other	0
C9.1.8	Total self-contained properties void at the year end	10
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	2
C9.2.5	Held for decants	1
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	3

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

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	£6,798,515
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£6,811,514

Indicator 22	99.81%

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	£333,577
23.2	The total rent due for the reporting year	£6,770,749

Indicator 23	4.93%

Average annual management fee per factored property (Indicator 24)		
24.1	The number of residential properties factored	232
24.2	The total value of management fees invoiced to factored owners in the reporting year	£34,313

Indicator 24	£147.90

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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	£6,770,749
17.2	The total amount of rent lost through properties being empty during the reporting year	£36,499

Indicator 17	0.54%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	5.30%

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	825
C5.2	The value of direct housing cost payments received during the reporting year	£3,715,155

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	£114,350
C6.2	The total value of former tenant arrears written off at year end	£45,366

Indicator C6	39.67%

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)

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?"	600
21.2.1	21.2 Of the tenants who answered, how many said that their rent represented: very good value for money	171
21.2.2	fairly good value for money	324
21.2.3	neither good nor poor value for money	74
21.2.4	fairly poor value for money	21
21.2.5	very poor value for money	10
21.3	Total	600

Indicator 21	82.50%

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Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)		
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?"	23
25.2.1	25.2 Of the factored owners who answered, how many said that they were: very satisfied	7
25.2.2	fairly satisfied	7
25.2.3	neither satisfied nor dissatisfied	2
25.2.4	fairly dissatisfied	5
25.2.5	very dissatisfied	2
25.3	Total	23

Indicator 25	60.87%

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

Indicator 27	N/A

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	

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.