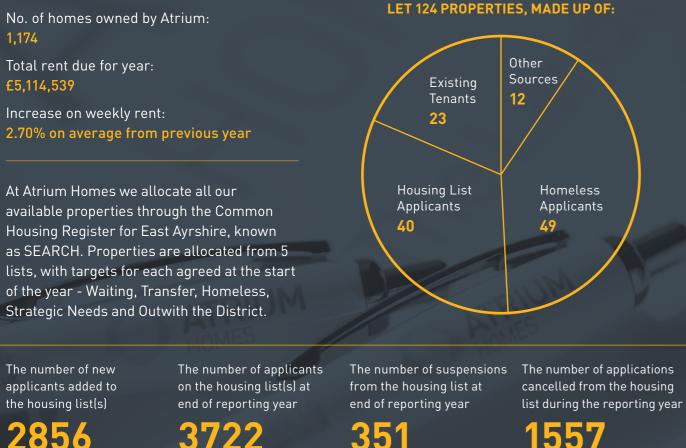
# ANNUAL RETURN ON THE CHARTER 2018/2019

Atrium submitted its 5th Annual Return on the Charter in June 2019 to the Scottish Housing Regulator. The ARC Report is broken down into 5 sections: Homes & Rents; Tenant Satisfaction; Quality & Maintenance of Homes; Neighbourhoods and Value for Money.

HOMES + RENT



**DURING 2018/19 ATRIUM HOMES** 

Scottish Average Difference

ERAGE WEEKLY RENTS		
ze of Home	Number Owned	Atri

1 Apartment	0	-	£70.22	-%
2 Apartment	120	£70.66	£76.10	7.1%
3 Apartment	530	£81.20	£77.70	4.5%
4 Apartment	484	£94.25	£84.44	11.6%
5 Apartment	40	£101.68	£93.49	8.8%

### TENANT SATISFACTION

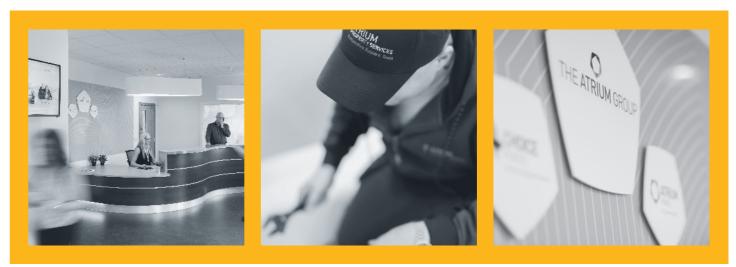
The figures shown here are from the Tenant Satisfaction Survey conducted in 2018 and may not reflect current satisfaction levels. Updated results will be published separately when available.

	Atrium	Scottish Average
Tenants satisfied with landlord's overall service	89.3%	90.1%
Tenants who felt their landlord was good at keeping them informed about its services and outcomes	91.1%	91.6%
Tenants satisfied with opportunities to participate in landlord's decision making	89.8%	86.5%

#### NEIGHBOURHOODS

For every 100 of your landlord's homes, 8.5 cases of anti-social behaviour were reported in the last year.

		Atrium	Scottish Average	_
behaviour o	e of anti-social cases resolved ets agreed locally	91.0%	87.9%	



At 31 March 2019

1,174

£5,114,539

The number of new

applicants added to

the housing list(s)

2856

## QUALITY + MAINTENANCE OF HOMES

We aim to provide well maintained homes for all our tenants.

	Atrium	Scottish Average
Landlord homes meeting the Scottish Housing Quality Standard	98.8%	94.1%
Average time taken to complete emergency repairs	1.9 Hours	3.6 Hours
Average time taken to complete non-emergency repairs	5.0 Days	6.6 Days
Reactive repairs completed 'right first time'	95.4%	92.5%
Appointments kept under repairs appointments system	96.8%	95.6%
Tenants satisfied with the service they received for repairs or maintenance carried out on their home	88.6%	91.7%

# VALUE FOR MONEY

We recognise the importance of delivering value for money in all our services.

	Atrium	Scottish Average
Percentage of total rent due in the year collected by landlord	98.3%	99.1%
Percentage of rent due but not collected due to empty homes	1.1%	0.9%
Average number of days taken to re-let homes	34.8 Days	31.9 Days