

ANNUAL RETURN ON THE CHARTER 2017/2018

Atrium submitted its 4th Annual Return on the Charter in June 2018 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 AND RENTS

At 31 March 2018

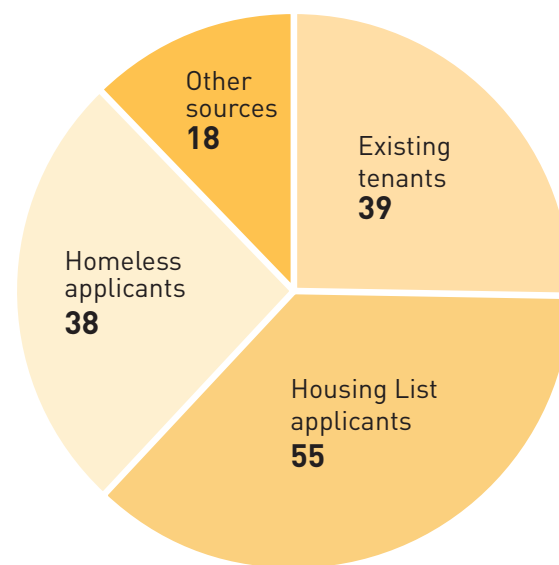
No. of homes owned by Atrium:
1,172

Total rent due for year:
£4,824,568

Increase on weekly rent:
2.90% on average from previous year

At Atrium Homes we allocate all our available properties through the Common Housing Register for East Ayrshire, known as SEARCH. Properties are allocated from 5 lists, with targets for each agreed at the start of the year - Waiting, Transfer, Homeless, Strategic Needs and Outwith the District.

During 2017/18 Atrium Homes let 150 properties, made up of:



The number of new applicants added to the housing list(s)

2742

The number of applicants on the housing list(s) at end of reporting year

3870

The number of suspensions from the housing list at end of reporting year

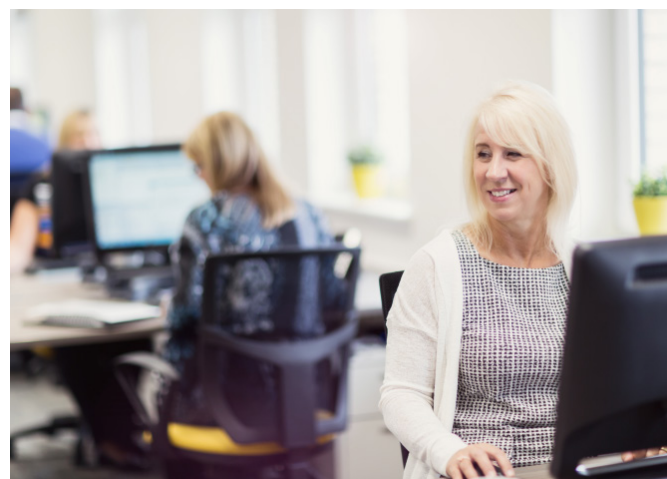
453

The number of applications cancelled from the housing list during the reporting year

1801

Average weekly rents

Size of home	Number owned	Atrium	Scottish average	Difference
1 apartment	0	£0.00	£67.44	-%
2 apartment	120	£68.64	£73.33	6.4%
3 apartment	528	£78.98	£74.94	5.4%
4 apartment	484	£89.98	£81.37	10.6%
5 apartment	40	£98.25	£90.39	8.7%



TENANT SATISFACTION

The figures shown here are from the Tenant Satisfaction Survey conducted in 2017 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	82.2%	90.5%
Tenants who felt their landlord was good at keeping them informed about its services and outcomes	87.1%	91.7%
Tenants satisfied with opportunities to participate in landlord's decision making	81.1%	85.9%



NEIGHBOURHOODS

For every 100 of Atrium's properties, 8.8 cases of anti-social behaviour were reported in the last year.

	Atrium	Scottish average
Percentage of anti-social behaviour cases resolved within targets agreed locally	99%	87.9%

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	98.9%	94.2%
Average time taken to complete emergency repairs	2.1 hours	4 hours
Average time taken to complete non-emergency repairs	4.3 days	6.4 days
Reactive repairs completed 'right first time'	92.9%	92.2%
Appointments kept under repairs appointments system	93%	95.5%
Tenants satisfied with the service they received for repairs or maintenance carried out on their home	84.2%	92.1%

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	98.4%	99.4%
Percentage of rent due but not collected due to empty homes	0.9%	0.8%
Average number of days taken to re-let homes	34.7 days	30.7 days