

ANNUAL RETURN ON THE CHARTER 2019 / 2020

Atrium submitted its 6th Annual Return on the Charter in June 2020 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

At 31 March 2020

No. of homes owned by Atrium:

1,169

Total rent due for year:

£5,247,066

Increase on weekly rent:

2.6% 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.

AVERAGE WEEKLY RENTS

Size of Home	Number of Homes Owned	Atrium
1 Apartment	-	-
2 Apartment	119	£74.44
3 Apartment	532	£85.87
4 Apartment	477	£98.25
5 Apartment	41	£107.68

TENANT SATISFACTION

Of the tenants who responded to this landlord's most recent satisfaction survey:

	Atrium	Scottish Average
Tenants satisfied with landlord's overall service	89.3%	89.2%
Tenants who felt their landlord was good at keeping them informed about its services and outcomes	91.1%	92.0%
Tenants satisfied with opportunities to participate in landlord's decision making	89.8%	87.2%

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%	94.4%
Average time taken to complete emergency repairs	2.0 Hours	3.6 Hours
Average time taken to complete non-emergency repairs	5.7 Days	6.4 Days
Reactive repairs completed 'right first time'	93.3%	92.4%
Tenants satisfied with the service they received for repairs or maintenance carried out on their home	88.6%	91.3%

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
Percentage of anti-social behaviour cases resolved within targets agreed locally	97.4%	94.1%

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	99.5%	99.3%
Percentage of rent due but not collected due to empty homes	1.3%	1.2%
Average number of days taken to re-let homes	43.7 Days	31.8 Days

