2021/2022

Annual Return on the Charter

Atrium submitted its 8th Annual Return on the Charter in May 2022 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.

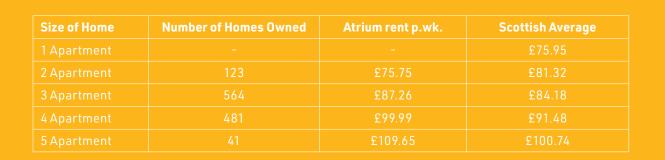
Homes & Rents

At 31 March 2022 No. of homes owned by Atrium: **1,209**

Total rent due for year: **£5,635,870**

Increase on weekly rent for 2022/23: **4.7% 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.





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	81.9%	87.8%
Tenants who felt their landlord was good at keeping them informed about its services and outcomes	84.2%	91.2%
Tenants satisfied with opportunities to participate in landlord's decision making	78.1%	86.9%

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	73.9%	73.2%
Average time taken to complete emergency repairs	2.4 Hours	4.2 Hours
Average time taken to complete non-emergency repairs	17.8 Days	8.9 Days
Reactive repairs completed 'right first time'	86.5%	88.3%
Tenants satisfied with the service they received for repairs or maintenance carried out on their home	85.5%	88.0%

Neighbourhoods

For every 100 of your landlord's homes, 14.1 cases of anti-social behaviour were reported in the last year.

97.7%

94.7%

Percentage of anti-social behaviour cases resolved

within targets agreed locally

Value for	Money
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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	100.4%	99.3%
Percentage of rent due but not collected due to empty homes	0.4%	1.4%
Average number of days taken to re-let homes	21.9 Days	51.6 Days

