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.

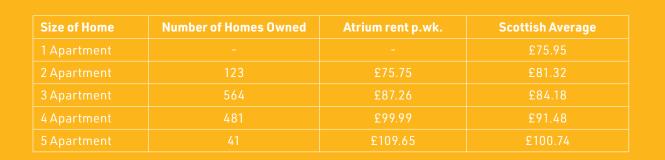
Homes & Rents

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 |
|-----------|-------|
|-----------|-------|

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 |

