



Landlord name: Cunninghame Housing Association Ltd

RSL Reg. No.: 195

Report generated date: 01/06/2021 09:21:54

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments	

**Social landlord contextual information****Staff**

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. Frank Sweeney
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	80.00
C1.2.3	the number of care / support staff	2.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	14.00
C1.2.6	the total number of staff	100.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	20.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.24%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)
--

C3.1	The number of 'general needs' lets during the reporting year	241
C3.2	The number of 'supported housing' lets during the reporting year	6

Indicator C3		247
--------------	--	-----



The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	4
C2.2	The number of lets to housing list applicants	171
C2.3	The number of mutual exchanges	13
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	0
C2.5.3	other	72
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	247

Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

Staffing numbers have fallen particularly in the care/support staff area due to the closure of our Victoria House homeless persons service.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	1,110
1.1.2	the fieldwork dates of the survey	02/2021
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	492
1.2.2	fairly satisfied	450
1.2.3	neither satisfied nor dissatisfied	44
1.2.4	fairly dissatisfied	65
1.2.5	very dissatisfied	55
1.2.6	no opinion	4
1.2.7	Total	1,110

Indicator 1	84.86%
-------------	--------

Annual Return on the Charter (ARC) 2020-2021

Comments (Overall satisfaction)

It should be noted that the customer satisfaction survey took place 11 months after the lockdown restrictions commenced. Surveys were limited to telephone only rather than face to face which has been our normal method in our bi annual survey.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	1,110
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	631
2.2.2	fairly good at keeping them informed	379
2.2.3	neither good nor poor at keeping them informed	37
2.2.4	fairly poor at keeping them informed	35
2.2.5	very poor at keeping them informed	28
2.2.6	Total	1,110

Indicator 2	90.99%
-------------	--------



Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	1,078
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	604
5.2.2	fairly satisfied	349
5.2.3	neither satisfied nor dissatisfied	65
5.2.4	fairly dissatisfied	29
5.2.5	very dissatisfied	31
5.2.6	Total	1,078

Indicator 5	88.40%
-------------	--------

Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2021
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	71.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	16.00
C8.5	Comments on method of assessing SHQS compliance.	

All Void properties are fully assessed.

Every year 20% of properties more than 5 years old are assessed. Currently we have 2349 properties on the survey programme.

In year 20/21 we only surveyed 174 properties (all voids) as the survey programme in tenanted properties was suspended due to lockdown/ Covid-19.

The survey data informs the 30 year component replacement programmes. All failing components are replaced within 4 months following stock condition survey.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,954	3,187
C9.2	Self-contained stock exempt from SHQS	162	162
C9.3	Self-contained stock in abeyance from SHQS	87	32
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	0	0
C9.5	Stock meeting the SHQS	2,705	2,993



C9.6	Total self-contained stock meeting the SHQS by local authority
------	--

	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	139	291
Dundee City	0	0
East Ayrshire	546	554
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	2,020	2,148



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	2,705	2,993



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,954
6.1.2	projected to the end of the next reporting year	3,187
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,705
6.2.2	projected to the end of the next reporting year	2,993

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	91.57%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.91%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	1,092
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	560
7.2.2	fairly satisfied	391
7.2.3	neither satisfied nor dissatisfied	55
7.2.4	fairly dissatisfied	60
7.2.5	very dissatisfied	26
7.3	Total	1,092

Indicator 7	87.09%
-------------	--------



Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
--

8.1	The number of emergency repairs completed in the reporting year	2,126
8.2	The total number of hours taken to complete emergency repairs	6,984

Indicator 8		3.29
-------------	--	------



Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	1,513
9.2	The total number of working days taken to complete non-emergency repairs	8,911

Indicator 9		5.89
-------------	--	------



Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	1,365
10.2	The total number of reactive repairs completed during the reporting year	1,513

Indicator 10		90.22%
--------------	--	--------



How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	193
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
Accessing tenants homes during the pandemic has been problematic. Tenants have not given access mainly due to shielding or self isolating. We did not force entry to ensure the gas safety check was carried out if the tenant had advised that they were shielding or self isolating. We have maintained records of our attempts to gain access. At 31 March 2021 189 of the 193 safety checks going over the 1 year statutory timescale had been completed.		

Indicator 11		193
--------------	--	-----



Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	936
12.2	Of the tenants who answered, how many said that they were:	563
12.2.1	very satisfied	
12.2.2	fairly satisfied	254
12.2.3	neither satisfied nor dissatisfied	39
12.2.4	fairly dissatisfied	39
12.2.5	very dissatisfied	41
12.2.6	Total	936

Indicator 12	87.29%
--------------	--------

**EESH**

Percentage of properties meeting the EESH (Indicator C10)

C10.1	Number of self contained properties			
	Gas	Electric	Other fuels	Total
Flats	727	59	0	786
Four-in-a-block	387	11	0	398
Houses (other than detached)	1,726	38	0	1,764
Detached houses	6	0	0	6
Total	2,846	108	0	2,954

C10.2	Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0

C10.3	Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total
Flats	727	59	0	786
Four-in-a-block	387	11	0	398
Houses (other than detached)	1,726	38	0	1,764
Detached houses	6	0	0	6
Total	2,846	108	0	2,954

C10.4	Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total
Flats	0	0	0	0
Four-in-a-block	0	0	0	0
Houses (other than detached)	0	0	0	0
Detached houses	0	0	0	0
Total	0	0	0	0



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
	N/A

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	37	2	0	39
Four-in-a-block	9	0	0	9
Houses (other than detached)	39	1	0	40
Detached houses	0	0	0	0
Total	85	3	0	88

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	38	18	0	56
Four-in-a-block	1	5	0	6
Houses (other than detached)	0	31	0	31
Detached houses	0	0	0	0
Total	39	54	0	93

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	652	39	0	691
Four-in-a-block	377	6	0	383
Houses (other than detached)	1,687	6	0	1,693
Detached houses	6	0	0	6
Total	2,722	51	0	2,773

	C10	93.9%
--	-----	-------



Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	65	17	0	82
Four-in-a-block	7	5	0	12
Houses (other than detached)	1	31	0	32
Detached houses	0	0	0	0
Total	73	53	0	126

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		15
Social		0
Excessive cost		111
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		126

C11.3	If other reason or unknown, please explain
	N/A



Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	4	4
B	1,082	46
C	1,667	60
D	150	5
E	45	3
F	6	0
G	0	0
Total	2,954	118

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	593	
SAP 2009	800	
SAP 2012	1,561	
Other procedure / unknown	0	
Total	2,954	

C12.3	If other procedure or unknown, please explain	
		N/A

Indicator C12

100.0%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	3
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£17,823
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£17,823

C13.3	Please give reasons for any investment which came from another source	N/A
-------	---	-----

Annual Return on the Charter (ARC) 2020-2021

Comments (Housing quality and maintenance)



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	35	5
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	35	5
Number of complaints responded to in full by the landlord in the reporting year	35	5
Time taken in working days to provide a full response	89	27

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.54
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	5.40



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	1,110
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	582
13.2.2	fairly satisfied	386
13.2.3	neither satisfied nor dissatisfied	33
13.2.4	fairly dissatisfied	59
13.2.5	very dissatisfied	50
13.2.6	Total	1,110

Indicator 13	87.21%
--------------	--------



Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	280
14.2	The number of tenancy offers that were refused	33

Indicator 14		11.79%
--------------	--	--------



Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
--

15.1	The number of cases of anti-social behaviour reported in the last year	373
15.2	Of those at 15.1, the number of cases resolved in the last year	372

Indicator 15	99.73%
--------------	--------



Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	23
------	--	----



Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	0
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	N/A

Annual Return on the Charter (ARC) 2020-2021

Comments (Neighbourhood & community)

Court action was restricted due to coronavirus and specific changes in legislation.

**Access to housing and support****Housing options and access to social housing**

Percentage of lettable houses that became vacant in the last year (Indicator 17)
--

17.1	The total number of lettable self-contained stock	2,954
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	174

Indicator 17	5.89%
--------------	-------



Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	88
19.2	The number of approved applications completed between the start and end of the reporting year	65
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	19
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
4 tenants died before work could commence		

Indicator 19	23
--------------	----



Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£191,131
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£191,131
--------------	----------



The average time to complete adaptations (Indicator 21)		
---	--	--

21.1	The total number of working days taken to complete all adaptations.	13,802
21.2	The total number of adaptations completed during the reporting year.	65

Indicator 21		212.34
--------------	--	--------



Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	80
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	80
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	80
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	80
23.7	The total number of accepted offers.	72

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	90.00%



Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	174
30.2	The total number of calendar days properties were empty	4,013

Indicator 30		23.06
--------------	--	-------

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	11
16.1.2	applicants who were assessed as statutory homeless by the local authority	96
16.1.3	applicants from your organisation's housing list	322
16.1.4	nominations from local authority	0
16.1.5	other	25
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	10
16.2.2	applicants who were assessed as statutory homeless by the local authority	84
16.2.3	applicants from your organisation's housing list	307
16.2.4	nominations from local authority	0
16.2.5	other	24

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	90.91%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.34%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	96.00%

Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

During the first lockdown we were unable to allocate any vacant properties. Our repairs contractor was not working and other restrictions made letting impossible. This situation persisted until July 2020 when we introduced a contactless letting process.

**Getting good value from rents and service charges****Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£13,743,660
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£13,571,509

Indicator 26	101.27%
--------------	---------



Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£608,977
27.2	The total rent due for the reporting year	£13,967,563

Indicator 27		4.36%
--------------	--	-------



Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	435
28.2	The total value of management fees invoiced to factored owners in the reporting year	£44,996

Indicator 28		£103.44
--------------	--	---------



Percentage of rent due lost through properties being empty during the last year (Indicator 18)
--

18.1	The total amount of rent due for the reporting year	£13,967,563
18.2	The total amount of rent lost through properties being empty during the reporting year	£50,151

Indicator 18	0.36%
--------------	-------



Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.20%
------	--	-------

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,255
C6.2	The value of direct housing cost payments received during the reporting year	£9,286,583



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
--

C7.1	The total value of former tenant arrears at year end	£223,274
C7.2	The total value of former tenant arrears written off at year end	£57,059

Indicator C7	25.56%
--------------	--------

**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
--

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	1,104
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	354
25.2.2	fairly good value for money	438
25.2.3	neither good nor poor value for money	98
25.2.4	fairly poor value for money	125
25.2.5	very poor value for money	89
25.3	Total	1,104

Indicator 25	71.74%
--------------	--------



Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	79
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	18
29.2.2	fairly satisfied	29
29.2.3	neither satisfied nor dissatisfied	12
29.2.4	fairly dissatisfied	7
29.2.5	very dissatisfied	13
29.3	Total	79

Indicator 29	59.49%
--------------	--------

Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)



Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	
31.2	The total amount of rent set for all pitches during the reporting year	

	Indicator 31	
--	--------------	--



For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
--	--------------	--

Annual Return on the Charter (ARC) 2020-2021

Comments (Other customers)