

Landlord name: Yorkhill Housing Association Ltd

RSL Reg. No.: 209

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Approval

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

Comments (Submission)

Social landlord contextual information

Staff

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

C1.1	the name of Chief Executive	Mr. Tony Mallaghan
	C1.2 Staff employed by the RSL:	2.00
C1.2.1	the number of senior staff	
C1.2.2	the number of office based staff	14.00
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	3.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	19.00
	Staff turnover and sickness absence:	0.00%
C1.3.1	the percentage of senior staff turnover in the year to the end of the reporting year	
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.53%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.79%

Lets

The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	3
C2.2	The number of lets to housing list applicants	6
C2.3	The number of mutual exchanges	2
C2.4	The number of lets from other sources	2
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	17
C2.6	The number of other nominations from local authorities	0
C2.7	The number of lets made	30
C2.8	Total number of lets excluding exchanges	28

	C2.5 Number of applicants assessed as statutorily homeless by the local authority	C2.6 Number of other nominations from local authorities	C2.8 Total number of lets excluding exchanges
Aberdeen City	0	0	0
Aberdeenshire	0	0	0
Angus	0	0	0
Argyll & Bute	0	0	0
City of Edinburgh	0	0	0
Clackmannanshire	0	0	0
Dumfries & Galloway	0	0	0
Dundee City	0	0	0
East Ayrshire	0	0	0
East Dunbartonshire	0	0	0
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	0	0
Fife	0	0	0
Glasgow City	17	0	28
Highland	0	0	0
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	0
North Ayrshire	0	0	0
North Lanarkshire	0	0	0
Orkney Islands	0	0	0
Perth & Kinross	0	0	0
Renfrewshire	0	0	0
Scottish Borders	0	0	0
Shetland Islands	0	0	0
South Ayrshire	0	0	0
South Lanarkshire	0	0	0
Stirling	0	0	0
West Dunbartonshire	0	0	0
West Lothian	0	0	0
Totals	17	0	28



Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

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	476
1.1.2	the fieldwork dates of the survey	01/2026
	The method(s) of administering the survey:	
1.1.3	Post	☐
1.1.4	Telephone	☒
1.1.5	Face-to-face	☒
1.1.6	Online	☐
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	56
1.2.1	very satisfied	
1.2.2	fairly satisfied	129
1.2.3	neither satisfied nor dissatisfied	23
1.2.4	fairly dissatisfied	2
1.2.5	very dissatisfied	2
1.2.6	no opinion	0
1.2.7	Total	212

Indicator 1	87.26%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

This year's survey was handled by an external agency therefore larger numbers of responses were obtained compared with last year. There is a larger number of neither/nor answers this year. Satisfaction still remains high with only a small overall percentage reduction.

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?"	212
	2.2 Of the tenants who answered, how many said that their landlord was:	108
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	102
2.2.3	neither good nor poor at keeping them informed	2
2.2.4	fairly poor at keeping them informed	0
2.2.5	very poor at keeping them informed	0
2.2.6	Total	212

Indicator 2	99.06%
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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?"	212
5.2	Of the tenants who answered, how many said that they were:	96
5.2.1	very satisfied	
5.2.2	fairly satisfied	113
5.2.3	neither satisfied nor dissatisfied	3
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	212

Indicator 5	98.58%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

We have made an increased effort to engage with our tenants through a variety of methods. We introduced a new website with a customer portal, regular news articles, and approved a new Customer Experience Policy. Our Customer Engagement Strategy was recently renewed also. We are pleased with the high satisfaction.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	06/2025
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	100.00
C7.3	The date of your next scheduled stock condition survey or assessment	06/2026
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C7.5	Comments on method of assessing SHQS compliance.	

We carry out our survey over a 4 year period & use the survey data to inform our day to day maintenance & planned works programmes.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	472	472
C8.2	Self-contained stock exempt from SHQS	96	94
C8.3	Self-contained stock in abeyance from SHQS	3	0
C8.4.1	Self-contained stock failing SHQS for one criterion	0	0
C8.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C8.4.3	Total self-contained stock failing SHQS	0	0
C8.5	Stock meeting the SHQS	373	378

C8.6	Total self-contained stock meeting the SHQS by local authority
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	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	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	373	378
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0
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	373	378

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	472
6.1.2	projected to the end of the next reporting year	472
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	373
6.2.2	projected to the end of the next reporting year	378

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	79.03%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	80.08%

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?"	212
	7.2 Of the tenants who answered, how many said that they were:	55
7.2.1	very satisfied	
7.2.2	fairly satisfied	130
7.2.3	neither satisfied nor dissatisfied	23
7.2.4	fairly dissatisfied	4
7.2.5	very dissatisfied	0
7.3	Total	212
Indicator 7		87.26%

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	92
8.2	The total number of hours taken to complete emergency repairs	199
Indicator 8		2.16

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	1,033
9.2	The total number of working days taken to complete non-emergency repairs	2,148
Indicator 9		2.08

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

10.1	The total number of reactive repairs completed during the reporting year	1,033
10.2	Of those, number of reactive repairs that were reported again during the reporting year	19
Indicator 10		98.16%

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?"	70
	12.2 Of the tenants who answered, how many said that they were:	44
12.2.1	very satisfied	
12.2.2	fairly satisfied	19
12.2.3	neither satisfied nor dissatisfied	3
12.2.4	fairly dissatisfied	4
12.2.5	very dissatisfied	0
12.2.6	Total	70

Indicator 12		90.00%
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Tenant and resident safety

Number of times in the reporting year you 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.	0
11.2	Please provide the reason(s) for failing to meet compliance	
		N/A

Indicator 11	0
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Annual Return on the Charter (ARC) 2025-2026

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	1
29.2	Please provide the reason(s) for failing to meet compliance	
The tenant had various social issues and wouldn't give access. However, the tenant is now deceased and the EiCR was carried out while the property was void albeit outwith the timescale.		

Indicator 29		1
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Annual Return on the Charter (ARC) 2025-2026

Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end (Indicator 30)

30.1	The number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'	0
30.2	Please provide the reason(s) for failing to meet compliance	
		N/A
Indicator 30		0

Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)

31.1.1	The number of resolved cases of damp and/or mould caused by condensation	11
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	0
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	1
31.1	Total number of resolved cases of damp and/or mould	12
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	133
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	0
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	5
31.2	Total time taken in working days to resolve cases of damp and/or mould	138

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	12.09
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	N/A
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	5.00
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	11.50

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	11
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	0
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	1
32.1	Total number of resolved cases of damp and/or mould	12
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	0
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	0
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	0
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	0
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation		0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues		N/A
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues		0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause		0.00

Number of open cases of damp and/or mould at the year end (Indicator 33)
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33.1	The number of open cases of damp and/or mould at the year end	4
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	Indicator 33	4
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Annual Return on the Charter (ARC) 2025-2026

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the "Housing quality and maintenance" section'.

We have employed a new Multi trade Out of hours contractor - although timescales are slightly longer than previous they are still well within our 4 hr timeframe and the new contractor gives the Association a better all round service.

Currently - 95 Properties exempt due to small or Galley Kitchens which cannot meet the standard due to size/design. 1 property which does not meet EESSH 1 - tenant has been offered IWI but has refused - 3 Properties in Abeyance due to refusing kitchen upgrades where their current kitchen does not meet the standard due to volume but tenants prefer their current arrangement.

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	32	10
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	33	10
Number of complaints responded to in full by the landlord in the reporting year	33	10
Time taken in working days to provide a full response	148	131

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	4.48
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	13.10

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?"	212
	13.2 Of the tenants who answered, how many said that they were:	54
13.2.1	very satisfied	
13.2.2	fairly satisfied	145
13.2.3	neither satisfied nor dissatisfied	8
13.2.4	fairly dissatisfied	3
13.2.5	very dissatisfied	2
13.2.6	Total	212
Indicator 13		93.87%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)
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14.1	The number of cases of anti-social behaviour reported in the last year	51
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	3
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	49
14.4	Total self-contained units	472

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	90.74%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	10.8

Abandoned homes (Indicator C3)

C3.1	The number of properties abandoned during the reporting year	1
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	1
20.2	The number of properties recovered:	1
20.2.1	because rent had not been paid	
20.2.2	because of anti-social behaviour	0
20.2.3	for other reasons	0

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	100.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	100.00%



Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Despite local issues with pest control, reducing council services in relation to waste management the Association has implemented new services which has improved satisfaction with how we manage the neighbourhood. Our Estate Caretaker service has taken over council services in terms of bulk collection and others, and ensured the estate is in a good condition.

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

Percentage of lettable houses that became vacant in the last year (Indicator 16)
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16.1	The total number of lettable self-contained stock	472
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	28

Indicator 16	5.93%
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Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	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.	9
18.2	The number of approved applications completed between the start and end of the reporting year	9
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	0
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	0
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The average time to complete adaptations (Indicator 19)

19.1	The total number of working days taken to complete all adaptations.	136
19.2	The total number of adaptations completed during the reporting year.	9
Indicator 19		15.11

Average length of time to re-let properties in the last year (Indicator 26)		
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26.1	The total number of properties re-let in the reporting year	27
26.2	The total number of calendar days properties were empty	284

Indicator 26		10.52
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)

15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	11
15.1.2	applicants who were assessed as statutory homeless by the local authority	21
15.1.3	applicants from your organisation's housing list	8
15.1.4	nominations from local authority	0
15.1.5	other	0
15.1.6	Total number of tenancies which began in the previous reporting year	40
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	11
15.2.2	applicants who were assessed as statutory homeless by the local authority	21
15.2.3	applicants from your organisation's housing list	8
15.2.4	nominations from local authority	0
15.2.5	other	0
15.2.6	Total number of tenancies sustained for more than a year	40

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	100.00%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	2
C9.1.2	Awaiting demolition/reconfiguration	0
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	4
C9.1.5	Held for decants	0
C9.1.6	Low demand	0
C9.1.7	Other	0
C9.1.8	Total self-contained properties void at the year end	6
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	0
C9.2.2	Awaiting demolition/reconfiguration	0
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	0
C9.2.5	Held for decants	0
C9.2.6	Low demand	0
C9.2.7	Other	0
C9.2.8	Total self-contained properties void for more than six months at the year end	0

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

2 full bathroom/wetfloor adaptations - 6 handrails (external & Internal) & 1 lever tap installation - we have utilised the Associations Framework to direct award wetfloors this has as expected reduced timescales.

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 22)		
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22.1	The total amount of rent collected in the reporting year	£2,327,208
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£2,342,472

Indicator 22		99.35%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£84,156
23.2	The total rent due for the reporting year	£2,345,850
Indicator 23		3.59%

Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	425
24.2	The total value of management fees invoiced to factored owners in the reporting year	£76,736
Indicator 24		£180.56

Percentage of rent due lost through properties being empty during the last year (Indicator 17)

17.1	The total amount of rent due for the reporting year	£2,345,850
17.2	The total amount of rent lost through properties being empty during the reporting year	£3,378
Indicator 17		0.14%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	6.60%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	286
C5.2	The value of direct housing cost payments received during the reporting year	£1,231,737

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)

C6.1	The total value of former tenant arrears at year end	£30,064
C6.2	The total value of former tenant arrears written off at year end	£6,741

Indicator C6		22.42%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)
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21.1	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?"	212
21.2	Of the tenants who answered, how many said that their rent represented:	25
21.2.1	very good value for money	
21.2.2	fairly good value for money	170
21.2.3	neither good nor poor value for money	13
21.2.4	fairly poor value for money	3
21.2.5	very poor value for money	1
21.3	Total	212

Indicator 21	91.98%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)
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25.1	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?"	188
	25.2 Of the factored owners who answered, how many said that they were:	75
25.2.1	very satisfied	
25.2.2	fairly satisfied	80
25.2.3	neither satisfied nor dissatisfied	19
25.2.4	fairly dissatisfied	10
25.2.5	very dissatisfied	4
25.3	Total	188
Indicator 25		82.45%



Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

New services such as the Estate Caretaker service gains better value for money responses.
Factoring satisfaction is still high although impacted by communication levels which have now been resolved.

Other customers**Gypsy / Travellers**

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)

27.1	The total number of pitches	0
27.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 27		N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
	28.2 Of the Gypsy/Travellers who answered, how many said that they were:	
28.2.1	very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

	Indicator 28	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.