

## RSR (Regulatory and Statistical Return)

The RSR provides an annual snapshot of housing association housing stock in England, and is used nationally to inform the social housing agenda. It is used to collect data on stock size, location and types, Registered Social Landlord (RSL) characteristics, rent and activities over the year.

Here is a snapshot of the Trusts key data for this year and the comparatives from the last three years.

RSR SUMMARY	2005/06	2006/07	2007/08	2008/09
<i>Weekly charges for our homes</i>				
<u>Average weekly net rent</u>				
General needs	£ 49.77	£ 53.70	£ 57.97	£ 62.36
Supported housing	£ 43.87	£ 48.31	£ 51.68	£ 54.71
<u>Average weekly service charges</u>				
General needs	N/A	£ 5.67	£ 8.89	£8.00
Supported housing	N/A	£ 7.52	£ 13.09	£13.07
<i>How we are improving homes</i>				
SAP rating	70.7	72.1	67.9	67.9
Cumulative number of decent homes created from transfer	6	404	2,888	4,695
% of homes failing the decent homes standard	68.9%	63.9%	53.1%	23.5%
<i>Dealing with issues</i>				
Number of evictions due to rent arrears	1	31	21	38
Number of ASBO injunctions granted	5	3	1	1
<i>Customer Satisfaction</i>				
% of customers very or fairly satisfied with the overall service provided	N/A	77.2%	78.4%	82.1%
% of customers very or fairly satisfied with the opportunities for participation in management and decision making	N/A	71.7%	65.7%	62.5%
<i>Our Employees</i>				
Staff numbers	212	224	224	224
<i>Lettings</i>				
<u>Total number of lettings</u>				
General needs	103	414	491	552
Supported housing	3	0	10	20
<u>Vacant properties at the end of the year</u>				
General needs	21	7	87	54
Supported housing	0	0	7	6
<i>Right to Buy sales</i>				
Number of right to buy sales	18	80	33	14
<i>Our Board Members</i>				
Number of Governing Body Members	15	15	14	14

