

Landlord name: Osprey Housing Ltd

RSL Reg. No.: 312

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Approval

A1.1	Date approved	28/05/2025
A1.2	Approver	BRIAN WATSON
A1.3	Approver job title	CHAIR, OSPREY HOUSING
A1.4	Comments (Approval)	
		N/A



N/A

Social landlord contextual information**Staff**

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

C1.1	the name of Chief Executive	Ms. Stacy Angus
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	5.00
C1.2.2	the number of office based staff	30.92
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	35.92
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	6.68%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.57%

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	139
C3.2	The number of 'supported housing' lets during the reporting year	4
Indicator C3		143

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

C2.1	The number of lets to existing tenants	20
C2.2	The number of lets to housing list applicants	0
C2.3	The number of mutual exchanges	17
C2.4	The number of lets from other sources	45
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	33
C2.5.2	nominations from the local authority	0
C2.5.3	other	13
C2.6	the number of other nominations from local authorities	32
C2.7	Total number of lets excluding exchanges	143

Annual Return on the Charter (ARC) 2024-2025

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

N/A

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	254
1.1.2	the fieldwork dates of the survey	07/2023
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 checked="" 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	120
1.2.2	fairly satisfied	113
1.2.3	neither satisfied nor dissatisfied	10
1.2.4	fairly dissatisfied	9
1.2.5	very dissatisfied	2
1.2.6	no opinion	0
1.2.7	Total	254

Indicator 1	91.73%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

The tenant satisfaction survey will take place in July 2025 over the course of three weeks. All members of Osprey staff team will spend time undertaking satisfaction surveys with tenants, going door to door and asking a series of preset questions to gauge satisfaction levels, as well as recording any other issues that may need to be actioned. Digital and paper copies will be supplied to any tenants who are not available on the day of the visit or wish to complete the form independently. We will also offer other accessible forms and the option to complete the survey over the phone to any tenants that require this option.

We have reviewed the previous exercise and identified the areas that were not surveyed in 2023. We have also highlighted several other areas that we would like to better understand tenant sentiment. We have chosen a sample of 50% which we believe is a representative sample and that it will provide a good understanding of satisfaction levels across our stock.

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?"	251
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	97
2.2.2	fairly good at keeping them informed	132
2.2.3	neither good nor poor at keeping them informed	9
2.2.4	fairly poor at keeping them informed	8
2.2.5	very poor at keeping them informed	5
2.2.6	Total	251

Indicator 2	91.24%
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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?"	251
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	80
5.2.2	fairly satisfied	133
5.2.3	neither satisfied nor dissatisfied	30
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	3
5.2.6	Total	251

Indicator 5	84.86%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

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	03/2025
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	79.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

The Planned percentage assessment of stock during 2024/2025 was less than targeted as we seek to improve the way in which the assessments are done and recorded. If possible, greater than 20% of stock will be assessed in 2025/2026.

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	1,808	1,876
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	4	4
C9.4.1	Self-contained stock failing SHQS for one criterion	14	14
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	14	14
C9.5	Stock meeting the SHQS	1,790	1,858

C9.6	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	90	98
Aberdeenshire	1,122	1,174
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	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	578	586
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	1,790	1,858

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	1,808
6.1.2	projected to the end of the next reporting year	1,876
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,790
6.2.2	projected to the end of the next reporting year	1,858

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.00%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.04%

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?"	249
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	106
7.2.2	fairly satisfied	120
7.2.3	neither satisfied nor dissatisfied	8
7.2.4	fairly dissatisfied	13
7.2.5	very dissatisfied	2
7.3	Total	249

Indicator 7	90.76%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
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8.1	The number of emergency repairs completed in the reporting year	298
8.2	The total number of hours taken to complete emergency repairs	972

Indicator 8	3.26
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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	5,119
9.2	The total number of working days taken to complete non-emergency repairs	52,946

Indicator 9		10.34
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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	4,063
10.2	The total number of reactive repairs completed during the reporting year	5,115

Indicator 10		79.43%
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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.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
		N/A

Indicator 11		0
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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?"	344
12.2	Of the tenants who answered, how many said that they were:	232
12.2.1	very satisfied	
12.2.2	fairly satisfied	35
12.2.3	neither satisfied nor dissatisfied	25
12.2.4	fairly dissatisfied	12
12.2.5	very dissatisfied	40
12.2.6	Total	344

Indicator 12	77.62%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Background

In the reporting year, a concerted effort has been made to transition where possible all our data gathering and reporting to our housing and finance management system - HomeMaster. This includes a contractor portal that is used by our main contractors. As part of this work, and with respect to 'Repairs, maintenance & improvements', this exercise has resulted in a number of previously incomplete and/or miscategorised work orders now being reported in the current reporting year to the net detriment of overall performance. This particularly as it relates to Indicator 9 (non-emergency repairs), Indicator 10 ('right first time') and Indicator 12 (repair satisfaction).

An internal audit reviewing the work order process, including the use of HomeMaster, was carried out to assist with improvements and future assurance purposes. This has been completed which demonstrates our commitment to ensuring that the systems we now have in place are accurate and effective. We have a follow-up audit scheduled for the coming reporting year (December 2025) to ensure that the changes implemented to reporting continues to be accurate and effective.

Indicator 9 (Non-Emergency Repairs)

Following the data review exercise, a number of aged and not previously captured work order completions were recorded. These are low in frequency but high in number of days to complete. This is not reflective of general performance and this is believed to be an isolated occurrence as a result of the data exercise completed.

For context, if the 1.2% longest duration work orders are removed from the statistics, the average length of time taken to complete non-emergency repairs goes from the reported 10.34 days to 8.62 days.

With greater access to timely data of live work orders, it is our intention in the next reporting period to focus on the proactive and more intensive monitoring of contractor performance to ensure this is recorded within our performance data. For example, we are aware, but note that this is not suitably recorded, that issues with tenant no access can significantly affect overall performance (expanded on this below at Indicator 10). All issues will be reviewed with a view to improving the outcomes for our tenants.

Indicator 10 ('Right First Time')

Performance under this indicator is primarily in relation to work orders not being completed within the required/agreed timeline. Less than 1% of all repairs not 'right first time' are as a result of either recalls or further work orders being raised for the same issue. This gives assurance over the quality of work being completed however the timescales are the current area being addressed.

In this performance reporting, we have been unable to make exclusions for issues with tenant no access which we recognise are frequent occurrences and should not be included within the data. Alongside ongoing monitoring of performance generally (as noted at Indicator 9), going forward we will also be implementing the use of a 'no access' recording module within our housing management system which will allow us to better manage no access situations and document issues as they arise allowing more accurate performance reporting.

Indicator 12 (Repair Satisfaction)

With a 25% increase in returned satisfaction surveys, we were pleased to note an increase in the percentage of tenants who were 'very satisfied' with the repairs service they received. It is noted, however, that there has been a marked increase in the number and percentage of those tenants who were 'very dissatisfied'. Whilst this is in part believed to be as a result of the data review exercise, whereby a number of tenants received an automated satisfaction survey some weeks or months after their actual repair, we are committed to reviewing the reasons for each dissatisfied return.

We now have a process in place to make direct personal contact with each tenant who returned that they were either 'fairly dissatisfied' or 'very dissatisfied' with their repair so that we can understand any underlying issues and seek to resolve them for the year ahead along with any learning opportunities.

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	23	5
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	23	5
Number of complaints responded to in full by the landlord in the reporting year	23	5
Time taken in working days to provide a full response	127	119

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	5.52
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	23.80

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?"	252
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	87
13.2.2	fairly satisfied	134
13.2.3	neither satisfied nor dissatisfied	14
13.2.4	fairly dissatisfied	12
13.2.5	very dissatisfied	5
13.2.6	Total	252

Indicator 13	87.70%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	148
14.2	The number of tenancy offers that were refused	12

Indicator 14		8.11%
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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	41
15.2	Of those at 15.1, the number of cases resolved in the last year	35

Indicator 15		85.37%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	3
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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	9
22.2.1	22.2 The number of properties recovered: because rent had not been paid	3
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	33.33%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	33.33%

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

Six ASB cases had not been resolved at year end and remained open into the new reporting period. These cases required further investigation and could not be closed until this was concluded.

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)
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17.1	The total number of lettable self-contained stock	1,808
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	126

Indicator 17	6.97%
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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.	62
19.2	The number of approved applications completed between the start and end of the reporting year	51
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	11
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	11
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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	£64,861
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20		£64,861
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	3,452
21.2	The total number of adaptations completed during the reporting year.	51

Indicator 21	67.69
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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.	42
23.2	The total number of individual homeless households referrals received under other referral routes.	13
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	55
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	33
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	13
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.	46
23.7	The total number of accepted offers.	42

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	83.64%
Indicator 23 - The percentage of those offers that result in a let	91.30%

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	118
30.2	The total number of calendar days properties were empty	3,148

Indicator 30	26.68
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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	18
16.1.2	applicants who were assessed as statutory homeless by the local authority	46
16.1.3	applicants from your organisation's housing list	55
16.1.4	nominations from local authority	28
16.1.5	other	30
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	17
16.2.2	applicants who were assessed as statutory homeless by the local authority	43
16.2.3	applicants from your organisation's housing list	50
16.2.4	nominations from local authority	25
16.2.5	other	29

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	94.44%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.48%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	90.91%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	89.29%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	96.67%

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

'Other' is higher than the previous reporting period as we are utilising the CBL system 'TheseHomes'.

Indicator 20 (Total cost of adaptations)
In the reporting year, the allocated funding for medical adaptations was sufficient to cover total expenditure. There was therefore no landlord funded cost under this indicator.

Indicator 23 - This year we have had a higher rate of S5 referrals that did not result in an offer being made. This is mainly due to applicants being referred for properties that they were not interested in therefore no formal offer was made. On other occasions the referral was cancelled when the nominating authority felt that the expected relet period would be too long for the applicant to wait dependent on their personal circumstances.

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	£10,501,688
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£10,514,502

Indicator 26	99.88%
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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 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£378,549
27.2	The total rent due for the reporting year	£10,563,631

Indicator 27		3.58%
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Average annual management fee per factored property (Indicator 28)
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28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28	N/A
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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	£10,563,631
18.2	The total amount of rent lost through properties being empty during the reporting year	£49,129

Indicator 18		0.47%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.70%
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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 C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	665
C6.2	The value of direct housing cost payments received during the reporting year	£3,619,810

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	£140,291
C7.2	The total value of former tenant arrears written off at year end	£48,924

Indicator C7		34.87%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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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?"	254
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	64
25.2.2	fairly good value for money	151
25.2.3	neither good nor poor value for money	17
25.2.4	fairly poor value for money	19
25.2.5	very poor value for money	3
25.3	Total	254

Indicator 25	84.65%
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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?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

The 3.7% rent increase figure is made up of a 1.7% CPI linked increase and an additional 2% rental income due to our recent rent harmonisation exercise.

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