



LANDLORD REPORT

HOW WE PERFORMED IN 2019/2020

Each year we are required to report on our performance to the Scottish Housing Regulator. (SHRSR's role is to protect the interests of our tenants and other people who use our services).

Here is how we performed in 2019/2020.

HOMES AND RENTS

As at 31st March 2020 we owned 495 homes. The total rent due to us for the year was **£1,847,577**. We increased our rent on average by 3% from the previous year.

Average Weekly rents

Size	No	Average weekly rent	Scottish Average	Difference
2 apt	209	59.53	82.14	-27.5%
3 apt	251	69.38	83.49	-16.9%
4 apt	17	95.21	95.88	- 0.7%
5 apt	18	108.13	166.89	-35.2%

Tenant Satisfaction

Of the tenants who responded to our most recent tenant satisfaction survey:

96% said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.2%.

96.5% felt that we were too at **keeping them informed** about our services and outcomes compared to the Scottish average of 92%.

98% of tenants were satisfied with the **opportunities to participate** in our decision making compared to the Scottish average of 87.2%.

Quality and maintenance of homes

100% of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.4%.

The average time we took to complete **emergency repairs** was 1.3 hours compared to the Scottish average of 3.6 hours.

The average time we took to complete **non-emergency repairs** was 1.9 days compared to the Scottish average of 6.4 days.

We completed 84.4% **“right first time”** compared to the Scottish average of 92.4%.

93.8% of our tenants who had repairs or maintenance carried out were satisfied with the service they received compared to the Scottish average of 91.3%.

Neighbourhoods

94.4% of **antisocial behaviour cases** were resolved within targets locally compared to the Scottish average of 94.1%.

Value for Money

The amount of money we collected for current and past rent was equal to 97.5% of the total rent it was due in the year compared to the Scottish average of 99.3%.

We did not collect 0.6% of the rent due because homes were empty compared to the Scottish average of 1.2%.

It took an average of 23.2 days to relet homes compared to the Scottish average of 31.8 days.

WANT TO KNOW MORE?

If you want to find out more about our performance, please contact us directly, we will be more than happy to discuss any aspect of our performance with you.

The Scottish Housing Regulator also has lots of further information on their website about us.

You can:

- Compare our performance to other landlords
- See all the information we provided to the regulator

The Scottish Housing regulators website can be found at www.scottishhousingregulator.gov.uk