



Landlord Report 2022-2023

Welcome to the Association's report to tenants regarding our performance against the **Scottish Social Housing Charter**.

The Scottish Social Housing Charter was introduced in April 2012, and requires all Registered Social Landlords (RSLs) in Scotland to demonstrate how they perform in delivering housing services and other activities against a number of outcomes.

Every October we publish our Landlord report, which measures our performance against the Scottish Social Housing Charter, in terms of the standards and outcomes we should achieve.

Following submission of information about our performance against the Social Housing Charter, the Scottish Housing Regulator (SHR) produces a **Landlord Report**.

You can use this to compare Molendinar's performance against the Scottish Average performance figures and directly with other landlords by using the comparison tool on the Scottish Housing Regulator website. (The address is at the bottom of this report).

Homes and rents

- At 31 March 2023 Molendinar Park HA owned 496 homes.
- The total rent due to us for the year was £1,969,757.
- The Association increased its weekly rent on average by 5.6% from the previous year.


Average weekly rents

Size of home	Number of homes owned	Molendinar Park HA	Scottish average	Difference from Scottish average	Performance
1 apartment	-	-	£78.26	N/A	
2 apartment	207	£72.69	£83.46	-12.90%	😊
3 apartment	255	£77.57	£86.28	-10.10%	😊
4 apartment	16	£105.36	£93.96	12.10%	😞
5 apartment	18	£117.96	£103.72	13.70%	😞


Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:


Overall service

MPHA 93.0%	86.7% national average	
93.0% said they were satisfied with the overall service it provided, compared to the Scottish average of 86.7% .		

Keeping tenants informed


MPHA 98.5%	89.7% national average	
98.5% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of 89.7% .		

Opportunities to participate


MPHA 96.5%	85.9% national average	
96.5% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of 85.9% .		

Quality and maintenance of homes


Scottish Housing Quality Standard

MPHA 100.0%	79.0% national average	
100.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of 79.0% .		


Emergency repairs

MPHA 1.4 hours	4.2 hours national average	
The average time this landlord took to complete emergency repairs was 1.4 hours , compared to the Scottish average of 4.2 hours .		


Non-emergency repairs

MPHA 1.9 days	8.7 days national average	
The average time this landlord took to complete non-emergency repairs was 1.9 days , compared to the Scottish average of 8.7 days .		

Reactive repairs 'right first time'


MPHA 90.1%	87.8% national average	
This landlord completed 90.1% of reactive repairs 'right first time' compared to the Scottish average of 87.8% .		

Repair or maintenance satisfaction

MPHA 92.3%	88.0% national average	
92.3% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 88.0% .		


Neighbourhoods

Percentage of anti-social behaviour cases resolved


MPHA 96.2%	94.2% national average	
96.2% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of 94.2% .		

Value for money


Total rent collected

The amount of money this landlord collected for current and past rent was equal to 100.1% of the total rent it was due in the year compared to the Scottish average of 99.0% .	
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Rent not collected: empty homes

It did not collect 0.2% of rent due because homes were empty compared to the Scottish average of 1.4% .	
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Re-let homes

MPHA 12.7 days	55.6 days national average	
It took an average of 12.7 days to re-let homes, compared to the Scottish average of 55.6 days .		



Scottish Housing
Regulator

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services. Our website has lots of further information about your landlord and our work.

You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk

Molendinar Park Housing Association, 3 Graham Square, Glasgow G311AD

Tel: 0141-564 5256 • **E-mail:** admin@molendinar.org.uk • **Web:** www.molendinar.org.uk

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