

## Landlord Report Card 2021/22

We have to report our performance to you annually. Our report card results are below. There are a few “must to better” areas which we will be prioritising this year.

Area of comparison	Our Results	Scottish Average	Our score	What we will do to improve on our current results
<b>Homes and Rent</b>				
Rent increase applied from 1 April 2022	2%	3%	✓	<ul style="list-style-type: none"> <li>Keep our rent increase to a minimum</li> </ul>
2 apt rent average weekly rent	£84.01	£81.32	✗	<ul style="list-style-type: none"> <li>Review our rent setting policy</li> </ul>
3 apt rent average weekly rent	£95.04	£84.18	✗	
4 apt rent average weekly rent	£102.39	£91.48	✗	
% tenants who were satisfied with overall service	88%	88%	✓	<ul style="list-style-type: none"> <li>Review how we deliver our services</li> </ul>
% tenants think landlord good at keeping them informed	98%	91%	✓	<ul style="list-style-type: none"> <li>Improve our platforms and continue with our comms plan</li> </ul>
% tenants happy with opportunities to participate	96%	87%	✓	<ul style="list-style-type: none"> <li>Roll out our tenant participation strategy</li> </ul>
<b>Quality and maintenance of homes</b>				
% of our homes meeting SHQS	97%	75%	✓	<ul style="list-style-type: none"> <li>Working towards 100% compliance</li> </ul>
Average hours to complete emergency repairs	3.7	4.2	✓	<ul style="list-style-type: none"> <li>Work with contractors to maintain/improve performance</li> </ul>
Average days to complete non-emergency repairs	6.4	8.9	✓	<ul style="list-style-type: none"> <li>Work with contractors to maintain/improve performance</li> </ul>
% of reactive repairs carried out right first time	83%	88%	✗	<ul style="list-style-type: none"> <li>Investigate and improve</li> </ul>
% satisfaction with repairs & maintenance service	83%	88%	✗	<ul style="list-style-type: none"> <li>Investigate and improve</li> </ul>
<b>Neighbourhoods</b>				
% of anti-social behaviour cases resolve	100%	95%	✓	<ul style="list-style-type: none"> <li>Continue with early intervention</li> </ul>
<b>Value for Money</b>				
% rent due collected in year	100%	99%	✓	<ul style="list-style-type: none"> <li>Continue with early intervention</li> </ul>
% rent due not collected through homes being empty	1.3%	1.4%	✓	<ul style="list-style-type: none"> <li>Continue with early intervention</li> </ul>
Average length taken to relet homes in last year (days)	56	52	✗	<ul style="list-style-type: none"> <li>Review our re-let policy</li> </ul>
% of tenants who think their rent represents value for money	79%	83%		<ul style="list-style-type: none"> <li>Implement our value for money strategy</li> </ul>