

Scottish Housing Regulator- Landlord Report for 2019/20 for: Homes for Life Housing Partnership



Homes and rents

At 31 March 2020 this landlord owned **274 homes**.

The total rent due to this landlord for the year was **£1,268,135**.

The landlord increased its weekly rent on average by **2.3%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£73.47	N/A
2 apartment	112	£80.05	£78.02	2.6%
3 apartment	116	£91.44	£80.10	14.2%
4 apartment	46	£98.64	£87.08	13.3%
5 apartment	-	-	£96.18	N/A

Tenant satisfaction

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

Overall service

93.6%89.2% national average

93.6% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

98.6%92.0% national average

98.6% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

Opportunities to participate

87.2%87.2% national average

87.2% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

98.3%94.4% national average

98.3% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

2.4 hours3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.4 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs

9.3 days6.4 days national average

The average time this landlord took to complete emergency repairs was **9.3 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

82.4%92.4% national average

This landlord completed **82.4%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction

89.8%91.3% national average

89.8% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

95.0%94.1% national average

95.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

Value for money

Total rent collected

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

Rent not collected: empty homes

It did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

Re-let homes

13.4 days31.8 days national average

It took an average of **13.4 days** to re-let homes, compared to the Scottish average of **31.8 days**.