

Landlord Report

How your landlord told us it performed in 2015/2016

2015/2016 Response

Indicator	Homes for Life Housing Partnership	Average of compared landlords	Difference from this average	East Lothian Council	East Lothian Housing Association Ltd	Castle Rock Edinvar Housing Association Ltd	Dunedin Canmore Housing Limited
Homes and rents							
Total number of homes	275	5,145	4,870	8,629	1,231	5,967	4,754
Total rent due to be collected	£1,127,353	£19,069,070	£17,941,717	£24,385,907	£5,326,258	£25,067,782	£21,496,333
Percentage average weekly rent increase to be applied	1.0 %	2.5 %	1.5 %	5.0 %	2.1 %	1.0 %	2.0 %
Total number of 1 apartments	0	38	38	42	0	40	69
Average weekly rent for 1 apartments	-	£73.05	N/A	£51.84	-	£68.92	£83.12
Total number of 2 apartments	112	1,852	1,740	1,739	312	2,680	2,677
Average weekly rent for 2 apartments	£71.90	£74.70	£2.80	£56.77	£74.14	£77.69	£82.90
Total number of 3 apartments	116	2,148	2,032	4,425	563	2,240	1,362
Average weekly rent for 3 apartments	£81.52	£71.71	£9.81	£55.42	£83.29	£88.14	£91.87
Total number of 4 apartments	47	966	919	2,199	317	823	526
Average weekly rent for 4 apartments	£87.35	£74.89	£12.46	£57.89	£92.02	£97.41	£99.74
Total number of 5 apartments	0	142	142	224	39	184	120

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Average weekly rent for 5 apartments	-	£88.96	N/A	£59.34	£102.32	£103.92	£116.21
Tenant satisfaction							
Percentage of tenants satisfied with the overall service	91.5 %	89.2 %	2.3 %	84.3 %	88.3 %	94.5 %	89.6 %
Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes	97.4 %	91.1 %	6.4 %	88.7 %	89.1 %	94.5 %	92.0 %
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making	88.0 %	80.5 %	7.6 %	76.6 %	73.7 %	95.1 %	76.4 %
Quality and maintenance of homes							
Percentage of homes meeting the Scottish Housing Quality Standard	98.3 %	94.7 %	3.6 %	92.0 %	96.3 %	94.5 %	99.6 %
Average number of hours taken to complete emergency repairs	1.9	4.0	2.1	5.0	1.7	2.9	2.1
Average number of days taken to complete non-emergency repairs	5.4	8.7	3.3	13.8	7.2	6.9	5.5
Percentage of reactive repairs carried out in the last year completed right first time	89.7 %	87.7 %	2.0 %	86.0 %	90.9 %	87.6 %	88.9 %
Percentage of repairs appointments kept	90.7 %	96.2 %	5.6 %	95.6 %	91.0 %	97.3 %	98.1 %
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service	90.7 %	87.2 %	3.5 %	84.5 %	88.9 %	87.9 %	87.4 %
Neighbourhoods							
Cases of anti-social behaviour, per 100 homes, reported in the last year	6.2	11.8	5.6	9.8	16.1	9.0	17.7
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year	100.0 %	81.7 %	18.3 %	88.1 %	52.0 %	76.3 %	85.8 %

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Value for money							
Percentage of total rent due collected in the previous year	100.5 %	99.7 %	0.7 %	99.8 %	99.0 %	99.7 %	99.9 %
Percentage of rent due not collected through homes being empty in the last year	0.3 %	0.5 %	0.2 %	0.6 %	0.4 %	0.5 %	0.5 %
Average length of time in days taken to re-let homes in the last year	20.2	23.7	3.5	19.6	19.1	27.2	26.4