



Landlord Report

How your landlord told us it performed in 2017/2018

2017/2018 Response

Graph of compared landlords	Indicator	Expand / collapse previous years	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
Total number of homes		275	5,274	4,999	1,305	6,195	4,903		
Total rent due to be collected		£1,173,249	£20,508,435	£19,335,186	£5,882,734	£26,559,555	£22,786,099		
Percentage average weekly rent increase to be applied		3.0 %	3.9 %	0.9 %	4.4 %	3.0 %	3.2 %		
Total number of 1 apartments		0	26	26	0	37	24		
Average weekly rent for 1 apartments		-	£65.65	N/A	-	£67.62	£75.21		
Total number of 2 apartments		112	1,882	1,770	326	2,693	2,742		
Average weekly rent for 2 apartments		£74.21	£77.70	£3.49	£77.90	£78.79	£85.78		
Total number of 3 apartments		116	2,236	2,120	602	2,442	1,453		
Average weekly rent for 3 apartments		£83.84	£76.37	£7.47	£89.30	£89.33	£94.10		
Total number of 4 apartments		47	988	942	335	840	565		
Average weekly rent for 4 apartments		£90.05	£80.58	£9.47	£98.26	£100.29	£103.99		

Homes and rents

Graph of compared landlords	Indicator	Expand / collapse previous years	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
	Total number of 5 apartments	0		142	142	222	42	183	119
	Average weekly rent for 5 apartments	-		£91.99	N/A	£65.68	£109.42	£107.51	£110.18
	<i>Tenant satisfaction</i>								
	Percentage of tenants satisfied with the overall service	89.1 %	89.4 %	89.4 %	0.3 %	81.7 %	88.3 %	93.5 %	94.2 %
	Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes	92.2 %	91.7 %	91.7 %	0.5 %	89.5 %	89.1 %	93.7 %	94.5 %
	Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making	89.1 %	84.7 %	84.7 %	4.3 %	85.9 %	73.7 %	95.4 %	84.0 %
	<i>Quality and maintenance of homes</i>								
	Percentage of homes meeting the Scottish Housing Quality Standard	98.3 %	96.5 %	96.5 %	1.8 %	96.6 %	96.9 %	93.7 %	99.7 %
	Average number of hours taken to complete emergency repairs	1.9	3.1	3.1	1.2	3.0	1.5	3.0	3.3
	Average number of days taken to complete non-emergency repairs	5.2	7.2	7.2	2.0	7.2	5.7	8.6	6.0
	Percentage of reactive repairs carried out in the last year completed right first time	86.6 %	93.4 %	93.4 %	6.7 %	93.2 %	91.8 %	92.1 %	95.8 %
	Percentage of repairs appointments kept	97.1 %	94.6 %	94.6 %	2.6 %	95.9 %	92.6 %	94.3 %	99.2 %

	Expand / collapse previous years	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
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	92.1 %	89.7 %	2.4 %	92.0 %	88.9 %	84.8 %	93.1 %	
Neighbourhoods								
Cases of anti-social behaviour, per 100 homes, reported in the last year	12.0	7.3	4.7	8.3	9.8	3.0	10.3	
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year	93.9 %	85.0 %	9.0 %	84.1 %	66.4 %	79.8 %	92.8 %	
Value for money								
Percentage of total rent due collected in the previous year	99.6 %	99.7 %	0.2 %	99.2 %	98.8 %	100.6 %	99.5 %	
Percentage of rent due not collected through homes being empty in the last year	0.4 %	0.6 %	0.1 %	0.8 %	0.5 %	0.4 %	0.5 %	
Average length of time in days taken to re-let homes in the last year	20.0	22.5	2.4	28.1	23.3	22.7	13.6	