

## Registered Social Landlords Comparisons - from Scottish Housing Regulator's published data for 2018/2019

Indicator	Homes for Life Housing Partnership	Average of compared landlords	Difference from this average	Castle Rock Edinvar	Dunedin Canmore	East Lothian Housing Association	East Lothian Council
<b>Homes and rents</b>							
Total number of homes	<b>274</b>	5,372	5,098	6,399	5,051	1,305	8,735
Total rent due to be collected	<b>£1,248,603</b>	£21,641,077	£20,392,474	£27,539,643	£24,369,764	£6,262,785	£28,392,115
Percentage average weekly rent increase to be applied	<b>3.00%</b>	3.80%	0.80%	2.50%	3.30%	4.20%	5.00%
Total number of 2 apartments	<b>112</b>	1,912	1,800	2,747	2,783	326	1,791
Average weekly rent for 2 apartments	<b>£76.77</b>	£80.64	£3.87	£80.37	£89.59	£82.85	£65.94
Total number of 3 apartments	<b>116</b>	2,297	2,181	2,574	1,554	602	4,457
Average weekly rent for 3 apartments	<b>£87.44</b>	£80.17	£7.27	£92.16	£99.32	£93.31	£64.43
Total number of 4 apartments	<b>46</b>	994	948	854	568	335	2,221
Average weekly rent for 4 apartments	<b>£93.24</b>	£83.96	£9.28	£103.47	£107.21	£102.72	£67.44
<b>Tenant satisfaction</b>							
% of tenants satisfied with the overall service	<b>93.60%</b>	87.00%	6.60%	93.50%	86.80%	86.20%	81.70%
% of tenants who felt their landlord is good at keeping them informed about their services and outcomes	<b>98.60%</b>	91.50%	7.10%	93.70%	93.50%	89.30%	89.50%
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making	<b>87.20%</b>	85.80%	1.40%	95.40%	85.00%	77.00%	85.90%
<b>Quality and maintenance of homes</b>							
% of homes meeting the Scottish Housing Quality Standard	<b>98.30%</b>	95.60%	2.70%	90.30%	99.70%	96.90%	96.70%
Average number of hours taken to complete emergency repairs	<b>2.1</b>	2.6	0.5	3.6	2.6	1	2.1

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<b>Quality and maintenance of homes</b>							
Average number of days taken to complete non-emergency repairs	7.1	8.8	1.7	12.4	5.1	6.4	9
% of reactive repairs carried out in the last year completed right first time	84.90%	94.50%	9.60%	96.80%	96.90%	94.80%	90.30%
% of repairs appointments kept	85.10%	93.80%	8.70%	93.40%	100.00%	93.90%	96.60%
% of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service	84.80%	90.60%	5.80%	84.80%	93.00%	91.70%	92.80%
<b>Neighbourhoods</b>							
Cases of anti-social behaviour, per 100 homes, reported in the last year	13.5	6.5	7	2.5	6.2	11.1	9
% of anti-social behaviour cases resolved within locally agreed targets in the last year	94.60%	89.10%	5.50%	86.80%	99.00%	79.30%	87.40%
<b>Value for money</b>							
% of total rent due collected in the previous year	98.30%	100.00%	1.80%	99.80%	99.50%	100.20%	100.60%
% Gross Rent arrears	2.08%	4.28%	2.20%	2.74%	4.30%	4.80%	7.49%
% of tenant satisfied rent provides value for money	84.40%	83.70%	0.70%	88.56%	85.24%	72.36%	88.63%
% of rent due not collected through homes being empty in the last year	0.10%	0.60%	0.50%	0.50%	0.20%	0.30%	1.20%
Average length of time in days taken to re-let homes in the last year	12.5	26.7	14.3	24.1	10.1	24	39.9