

# Comparison tool

What social landlords told us about their performance in 2019/2020

Homes for Life Housing Partnership



Castle Rock Edinvar Housing Association Ltd



Dunedin Canmore Housing Limited



East Lothian Housing Association Ltd



East Lothian Council



	Homes for Life Housing Partnership	Average of compared landlords	Difference from the average	Castle Rock Edinvar Housing Association Ltd	Dunedin Canmore Housing Limited	East Lothian Housing Association Ltd	East Lothian Council
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## Home and rents

Total number of homes Previous years >	274	5,503	-5,229	6,750	5,131	1,305	8,826
Total rent due to be collected Previous years >	£1,268,135	£22,738,436	- £21,470,301	£29,133,494	£25,668,062	£6,488,508	£29,663,680
Percentage average weekly rent increase to be applied Previous years >	2.3%	3.5%	-1.2%	2.4%	3.4%	3.2%	5%
Total number of 1 apartments Previous years >	-	36	N/A	37	29	-	43

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Average weekly rent for 1 apartments Previous years >	-	£72.16	N/A	£71.41	£85.61	-	£59.67
Total number of 2 apartments Previous years >	112	1,934	-1,821	2,817	2,787	326	1,804
Average weekly rent for 2 apartments Previous years >	£80.05	£83.36	-£3.31	£83.97	£91.30	£87.16	£68.86
Total number of 3 apartments Previous years >	116	2,383	-2,267	2,813	1,610	602	4,507
Average weekly rent for 3 apartments Previous years >	£91.44	£83.64	£7.80	£95.94	£100.62	£97.15	£67.76
Total number of 4 apartments Previous years >	46	1,016	-970	898	587	335	2,244
Average weekly rent for 4 apartments Previous years >	£98.64	£87.70	£10.94	£106.66	£110.76	£106.87	£70.96
Total number of 5 apartments Previous years >	-	143	N/A	185	118	42	228
Average weekly rent for 5 apartments Previous years >	-	£101.48	N/A	£121.94	£117.74	£119.05	£72.73

## Tenant satisfaction

Percentage of tenants satisfied with the overall service Previous years >	93.6%	92.1%	1.5%	93.5%	96%	94.5%	84.3%
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Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes Previous years >	98.6%	93.8%	4.8%	93.7%	95%	97.7%	88.6%
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making Previous years >	87.2%	91.6%	-4.4%	95.4%	93.6%	92.3%	85.3%

## Quality and maintenance of homes

Percentage of homes meeting the Scottish Housing Quality Standard Previous years >	98.3%	96.3%	2%	90.8%	99.8%	97.1%	97.5%
Average number of hours taken to complete emergency repairs Previous years >	2.4	2.6	-0.2	3.5	1.8	1.2	4.0
Average number of days taken to complete non-emergency repairs Previous years >	9.3	7.3	2.0	11.4	5.1	5.4	7.2
Percentage of reactive repairs carried out in the last year completed right first time Previous years >	82.4%	95.1%	-12.7%	96.1%	96.8%	95.5%	92.1%
Percentage of repairs appointments kept (Historical data only) Previous years >	-	N/A	N/A	-	-	-	-
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 Previous years >	89.8%	90.7%	-0.9%	84.8%	94.6%	93.3%	90.2%

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## Neighbourhoods

Percentage of anti-social behaviour cases resolved (2019/2020 onwards)	95%	90.8%	4.2%	91.4%	100%	96.4%	75.4%
Previous years >							

## Value for money

Percentage of total rent due collected in the previous year	99.3%	101.6%	-2.3%	103.5%	99.2%	-	102.2%
Previous years >							
Percentage of rent due not collected through homes being empty in the last year	0.1%	0.4%	-0.3%	0.4%	0.4%	0.4%	0.5%
Previous years >							
Average length of time in days taken to re-let homes in the last year	13.4	20.6	-7.2	22.8	9.7	19.1	30.8
Previous years >							

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The data in this tool is based on what social landlords told us in their Annual Return on the Charter about their performance against the standards and outcomes of the [Scottish Social Housing Charter](#).