

Landlord Report

How Lanarkshire Housing Association performed in 2019/2020

The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, the Scottish Housing Regulator require that landlord's report on its performance against the Charter. Detailed below is how the Association performed in those areas in 2019/2020.

Homes and rents

At 31 March 2020 your landlord owned **927 homes**. The total rent due to this landlord for the year was **£3,934,219**. Your landlord increased its weekly rent on average by **2.7%** from the previous year.

Size of Home	Number owned	Average weekly rents		Difference
		Your landlord	Scottish average	
1 apartment	-	-	£73.47	N/A
2 apartment	361	£73.68	£78.02	-5.6%
3 apartment	466	£86.25	£80.10	7.7%
4 apartment	100	£94.55	£87.08	8.6%
5 apartment	-	-	£96.18	N/A

Tenant satisfaction

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

- **94.6%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.2%
- **97.9%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 92.0%
- **98.7%** of the tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 87.2%

Quality and maintenance of homes

- **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.4%
- The average time your landlord took to complete **emergency repairs** was **1.3 hours**, compared to the Scottish average of 3.6 hours
- The average time your landlord took to complete **non-emergency repairs** was 3.0 days, compared to the Scottish average of 6.4 days
- Your landlord completed **98.5%** of **reactive repairs 'right first time'** compared to the Scottish average of 92.4%
- **91.3%** 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

- **88.2%** of **anti-social behaviour cases** relating to your landlord were resolved, compared to the national average of 94.1%

Value for money

- The amount of money your landlord collected for current and past rent was equal to **100.1%** of the **total rent** it was due in the year, compared to the Scottish average of 99.3%
- It did not collect **0.4%** of **rent due** because homes were empty, compared to the Scottish average of 1.2%

Re-let homes

- It took an average of **18.3 days** to **re-let homes**, compared to the Scottish average of 31.8 days

Want to know more?

If you want to find out more about the Association's performance, contact us on 01698 269119. We are making performance information available to tenants and others who use our services.

The Scottish Housing Regulator website has lots of further information about Lanarkshire Housing Association. You can:

- compare your landlord's performance with other landlords
- see all of the information your landlord reported on the Charter
- find out more about some of the terms used in this report; and
- find out more about our role and how we work

Visit the website at www.scottishhousingregulator.gov.uk