



**Muirhouse  
Housing  
Association**

# Muirhouse Housing Association

## Report on our Performance 2018-19

**4.4**

Days to relet empty  
homes

**3.3**

To carry out non-  
emergency  
Repairs

**95%**

Repairs done  
right the first  
time



[www.muirhouseha.org.uk](http://www.muirhouseha.org.uk)

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## Why we are reporting to you

Welcome to Muirhouse Housing Association's performance special newsletter where we report to you how well we performed against the Scottish Social Housing Charter during 2018 to 2019. The Charter was agreed in consultation with all Scottish tenants and sets out the standards and outcomes that we should achieve as your landlord. You can find the Charter on the Scottish Government's website at: <http://housingcharter.scotland.gov.uk/> or else contact us for a copy.

As usual, we consulted with our Tenants' Group who gave their views on what information they would like to know and how the report should look. The Group were keen to include the performance report in our Autumn newsletter as we did last year. This is to highlight how important this information is and also to help keep costs down.

The report gives you information on our performance under:

- Homes and Rents
- Tenant Satisfaction
- Quality and Maintenance
- Neighbourhoods
- Value for Money

Our report includes the figures for the Scottish National Average so that you can compare our performance. We have also included the results of our last Tenants' Satisfaction Survey which was held in 2016 and the previous survey in 2013.

We are working hard to provide top quality homes and services, tailored to the needs of the individual and this report shows that we have had some excellent results. We would welcome any questions, feedback or comments.

## How are we performing?

### Homes and Rents

We have **506** houses/ flats

Size	Number	Average Rent	Scottish Average Rent
1 bedroom	125	£71.13	£76.10
2 bedrooms	196	£83.80	£77.70
3 bedrooms	145	£94.43	£84.44
4 or more	40	£107.75	£93.49

The total rent due in the year was **£2,405,912.**

<b>Tenant Satisfaction</b>	<b>MHA 2013</b>	<b>MHA 2016</b>	<b>Scottish Average</b>
Tenants who said they were satisfied with our service overall	<b>90%</b>	<b>91%</b>	<b>90%</b>
Tenants who said we were good at keeping them informed	<b>95%</b>	<b>94%</b>	<b>92%</b>
Tenants who said they were satisfied with the opportunities to participate	<b>84%</b>	<b>74%</b>	<b>87%</b>

(New Tenant Satisfaction Survey being done in 2019 and results due in 2020)

## Quality and Maintenance

The Scottish Housing Quality Standard is a measurement which means housing should be fit to live in, free from free from serious disrepair, energy efficient, modern facilities and services, healthy, safe and secure

	<b>MHA 2017/18</b>	<b>MHA 2018/19</b>	<b>Scottish Average</b>
Homes which meet the Quality standard	<b>100%</b>	<b>99.8%</b>	<b>94.1%</b>
Time taken to do emergency repairs	<b>2.0 hours</b>	<b>1.7 hours</b>	<b>3.6 hours</b>
Time taken to do non-emergency repairs	<b>4.3 days</b>	<b>3.3 days</b>	<b>6.6 days</b>
Tenants satisfied with repairs service	<b>92%</b>	<b>97%</b>	<b>92%</b>

We do not have a full repairs appointment system in place.

## Neighbourhoods

There were **29** cases of antisocial behaviour reported to us between 2016 and 2017. **97%** were resolved within 20 working days which is well within our target to resolve 80% of complaints within 20 working days.

## Value for Money

	<b>MHA 2017/18</b>	<b>MHA 2018/19</b>	<b>Scottish Average</b>
Money collected for current and past rent	<b>100.6%</b>	<b>100.2%</b>	<b>99.1%</b>
Money lost because homes were empty	<b>0.04%</b>	<b>0.06%</b>	<b>0.9%</b>
Time taken to re-let homes	<b>2.7 days</b>	<b>4.4 days</b>	<b>31.9 days</b>

We would like to hear from you on how you think we are performing, as well as any ideas about how we can improve our services in the future. If you have any questions or comments, or would like to join our Tenants Panel then please let us know.