



**Muirhouse
Housing
Association**

6.7 days

To relet empty homes

2.8 days

To carry out non-emergency repairs

95.5%

Repairs done right the first time

Muirhouse Housing Association

Report on our Performance 2019-20



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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 2019 to 2020. 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: <https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/> or else contact us for a copy.

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 2019 and the previous survey in 2016.

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	£72.57	£78.02
2 bedrooms	196	£85.49	£80.10
3 bedrooms	145	£96.32	£87.08
4 or more	40	£109.91	£96.18

The total rent due in the year was **£2,451,359**.

Tenant Satisfaction	MHA 2016	MHA 2019	Scottish Average
Tenants who said they were satisfied with our service overall	91%	93.9%	89.2%
Tenants who said we were good at keeping them informed	94%	93.9%	92.0%
Tenants who said they were satisfied with the opportunities to participate	74%	80.5%	87.2%

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

	MHA 2018/19	MHA 2019/20	Scottish Average
Homes which meet the Quality standard	99.8%	99.8%	94.4%
Time taken to do emergency repairs	1.7 hours	1.9 hours	3.6 hours
Time taken to do non-emergency repairs	3.3 days	2.8 days	6.4 days
Tenants satisfied with repairs service	97%	90.3%	91.3%

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

Neighbourhoods

There were **21** cases of antisocial behaviour reported to us between April 2019 and March 2020. **100%** were resolved within 20 working days which is well above our target to resolve 80% of complaints within 20 working days.

Value for Money

	MHA 2018/19	MHA 2019/20	Scottish Average
Money collected for current and past rent	100.2%	99.7%	99.3%
Money lost because homes were empty	0.06%	0.1%	1.2%
Time taken to re-let homes	4.4 days	6.7 days	31.8 days

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.