

## Landlord report

### How your landlord told us it performed in 2019/20

#### Provanhall Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlords performance. Here is how your landlord performed in those areas in 2019/20

### Homes and rents

At 31 March 2020 your landlord owned 497 homes. The total rent due to your landlord for the year was £1,764,684. Your landlord increased its weekly rent on average by 2.20% from the previous year.

\*latest figures available

Size of home	Number owned	Average weekly rents		
		Your landlord	Scottish Average 18/19*	Difference
1 apartment	0	-	£70.22	-%
2 apartment	54	£62.70	£76.10	17.5%
3 apartment	332	£69.18	£77.70	11%
4 apartment	88	£83.56	£84.44	1%
5 apartment	23	£93.85	£93.49	-

### Tenant satisfaction

Of the tenants who responded to your landlords most recent tenant satisfaction survey:

- » **94.5%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.1%.
- » **98.4%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.6%.
- » **96.9%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 86.5%.

## Quality and maintenance of homes

- » **99%** of your landlords 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 **1.47 hours**, compared to the Scottish average of 3.6 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **3.34 days**, compared to the Scottish average of 6.4 days.
- » Your landlord completed **99%** of **reactive repairs right first time** compared to the Scottish average of 92.4%.
- » Your landlord does not operate a **repairs appointment system**.
- » **95.38%** 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

- » For every 100 of your landlords homes, **13.2 cases** of **anti-social behaviour** were reported in the last year.
- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 94.1%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **101.6%** of the **total rent** it was due in the year, compared to the Scottish average of 99.3%.
- » It did not collect **0.1%** of rent due because **homes were empty**, compared to the Scottish average of 1.2%.
- » It took an average of **4.7 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 your landlords performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlords 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 our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)