

## Landlord Report 2021

Please see below a report that details our performance during 2020/21. If you would like more information on our performance or any other area of our work please contact us on 0141 771 4941 or visit our website [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

### Homes and rents

At 31 March 2021 your landlord owned 515 homes. The total rent due to your landlord for the year was **£1,834,941**. Your landlord increased its weekly rent on average by 0% from the previous year.

#### Average weekly rents

Size of home	Number owned	Your landlord	Scottish Average	Difference
1 apartment	0	-	£76.31	-%
2 apartment	60	£64.84	£79.48	- 18.4%
3 apartment	339	£70.74	£82.60	-14.4%
4 apartment	91	£85.31	£89.81	-5%
5 apartment	25	£96.54	£99.97	-3.4%

### Tenant satisfaction

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

- » **94.4%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89%.
- » **98.4%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.7%.
- » **96.8%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 86.6%.

### Quality and maintenance of homes

- » **99%** of your landlords homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 91%.
- » The average time your landlord took to complete **emergency repairs** was **2.2 hours**, compared to the Scottish average of 4.2 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **6.8 days**, compared to the Scottish average of 6.7 days.
- » Your landlord completed **93.5%** of **reactive repairs right first time** compared to the Scottish average of 91.5%.
- » Your landlord does not operate a **repairs appointment system**.
- » **94.4%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 90.1%

## Neighbourhoods.

- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 94.4%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **102.9%** of the **total rent** it was due in the year, compared to the Scottish average of 99.1%.
- » It did not collect **0.8%** of rent due because **homes were empty**, compared to the Scottish average of 1.4%.
- » It took an average of **26.7 days** to **re-let homes**, compared to the Scottish average of 54.3 days.

### Want to know more?

If you want to find out more about your landlords performance, you can contact us directly. You will also find information on our website at [www.provanhallha.org.uk](http://www.provanhallha.org.uk)

You will also find information on the website of our regulator, The Scottish housing Regulator

Their website has lots of further information about us and our work. You can:

- compare our performance with other landlords;
- see all of the information us, as 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](http://www.scottishhousingregulator.gov.uk)