Landlord report

How your landlord told us it performed in 2015/2016

Port of Leith 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 landlord's performance. Here is how your landlord performed in those areas in 2015/2016.

Homes and rents

At 31 March 2016 your landlord owned 2,424 homes. The total rent due to your landlord for the year was £10,802,908. Your landlord increased its weekly rent on average by 1.80% from the previous year.

		Average weekly rents		
Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	4	£65.69	£65.94	0.4%
2 apartment	1,289	£80.67	£70.39	14.6%
3 apartment	934	£91.90	£71.55	28.4%
4 apartment	153	£104.49	£77.60	34.7%
5 apartment	44	£110.76	£85.98	28.8%

Tenant satisfaction

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

- **88.3%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.0%.
- **94.0%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 90.6%.
- **76.0%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 81.3%.

Quality and maintenance of homes

- **96.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 92.8%.
- The average time your landlord took to complete **emergency repairs** was **2.8 hours**, compared to the Scottish average of 5.1 hours.
- The average time your landlord took to complete **non-emergency repairs** was **6.6 days**, compared to the Scottish average of 7.5 days.
- Your landlord completed **93.2%** of **reactive repairs 'right first time'** compared to the Scottish average of 91.3%.
- Your landlord does not operate a **repairs appointment system.**
- **84.9%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 89.9%

Neighbourhoods

- For every 100 of your landlord's homes, **5.8 cases** of **anti-social behaviour** were reported in the last year.
- **60.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 86.6%.

Value for money

- The amount of money your landlord collected for current and past rent was equal to **100.5%** of the **total rent** it was due in the year, compared to the Scottish average of 99.5%.
- It did not collect **1.0%** of rent due because **homes were empty**, compared to the Scottish average of 1.0%.
- It took an average of **34.8 days** to **re-let homes**, compared to the Scottish average of 35.4 days.

Want to know more?

If you want to find out more about your landlord's 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 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 our website at **www.scottishhousingregulator.gov.uk**