

Landlord report

How we performed in 2021/22

Provanhall Housing Association Ltd

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

Here is how we performed in 2021/22:

Homes and rents

At 31 March 2022 we owned 517 homes. The total rent due for the year was £1,897,644. We increased the weekly rent on average by 2.6% from the previous year.

Average weekly rents

Size of home	Number owned	Your landlord	Scottish Average	Difference
1 apartment	0	0	£75.95	NA
2 apartment	60	£64.84	£81.32	-20.3%
3 apartment	340	£70.73	£84.18	-16.0%
4 apartment	91	£85.39	£91.48	-6.7%
5 apartment	26	£96.52	£100.74	-4.2%

Tenant satisfaction

Of the tenants who responded our most recent tenant satisfaction survey:

- » **94.4%** said they were satisfied with the **overall service** we provided, compared to the Scottish average of **87.7%**.
- » **98.4%** felt we were good at **keeping them informed** about services and outcomes compared to the Scottish average of **91.2%**.
- » **96.8%** of tenants were satisfied with the **opportunities to participate** our decision making, compared to the Scottish average of **86.8%**.

Quality and maintenance of homes

- » **97.1%** of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **73.0%**.
- » The average time we took to complete **emergency repairs** was **2.00 hours**, compared to the Scottish average of **4.2** hours.
- » The average time we took to complete **non-emergency repairs** was **12.6 days**, compared to the Scottish average of **8.9 days**.
- » We completed **94.3%** of **reactive repairs right first time** compared to the Scottish average of **88.3%**.
- » We do not operate a **repairs appointment system**.
- » **94.1%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

- » **100.0%** of Anti-Social Behaviour **cases were resolved** within targets agreed locally, compared to the Scottish figure of **94.7%**.

Value for money

- » The amount of money we collected for current and past rent was equal to **101.7%** of the **total rent** due in the year, compared to the Scottish average of **99.3%**.
- » We did not collect **0.5%** of rent due because **homes were empty**, compared to the Scottish average of **1.4%**.
- » It took an average of **17.9 days** to **re-let homes**, compared to the Scottish average of **51.6 days**.

Want to know more?

If you want to find out more about our performance, please get in touch by telephoning 0141 771 4941 or by email to info@provanhallha.org.uk

We will make performance information available to our tenants and others who use our services. The Scottish Housing Regulators' website has lots of further information about Provanhall Housing Association 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 their role and how they work.

Visit their website at www.scottishhousingregulator.gov.uk