



# **Rural Stirling**

## Housing Association

### **Scottish Social Housing Charter Annual Return on the Charter Landlord Report**

**2019-20**

Each year all Social Housing Landlords in Scotland are required to prepare and submit their data for the Annual Return on the Charter to the Scottish Housing Regulator who monitor the performance of all Landlords.

Once the data is collated, the Scottish Housing Regulator publishes the data on their website for the public to view and see how each Landlord is performing.

This document details the key performance data for Rural Stirling Housing Association for reporting year 2019-20.

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## Homes and Rents

- ✚ As at the 31<sup>st</sup> March 2020 we owned 602 homes.
- ✚ The total rent due for the year was £2,599,983.
- ✚ The annual week rent was increased by 2.4%

### Average Weekly Rents

Size of Home	Number of homes owned	Rural Stirling Housing Association	Scottish Average	Difference from Scottish Average
1 apartment	-	-	£73.47	N/A
2 apartment	218	£74.95	£78.05	-4.0%
3 apartment	260	£87.24	£80.11	6.4%
4 Apartment	102	£92.47	£87.09	6.2%
5 apartment	22	£98.79	£96.19	2.7%

## Tenant Satisfaction

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

- ✚ 89.7% said they were satisfied with the overall service provided, compared to the Scottish average of 89.2%
- ✚ 94.0% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of 92.0%
- ✚ 91.0% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of 87.2%

## Quality and Maintenance of Homes

### Scottish Housing Quality Standard

96.0% of our homes met the Scottish Housing Quality Standard (SHQS) compared to the Scottish average of 94.4%

### Emergency Repairs

The average time taken to complete emergency repairs was 2.6 hours compared to the Scottish average of 3.6 hours

### Non-emergency Repairs

The average time take to complete non-emergency repairs was 5.8 days compared to the Scottish average of 6.4 days

### Re-active Repairs – ‘Right First Time’

We completed 87.3% of reactive repairs ‘right first time’ compared to the Scottish average of 92.4%

### Repair or Maintenance Satisfaction

93.4% of our tenants who had repairs or maintenance carried out were satisfied with the service they received compared to the Scottish average of 91.3%

## **Neighbourhoods**

### Anti-Social Behaviour

98.4% of anti-social behaviour cases relating to this landlord were resolved compared to the Scottish average of 94.1%

## **Value for Money**

### Total Rent Collected

The amount of money we collected for current and past rents was equal to 100.9% of the total rent due for the year. This was compared to the Scottish Average of 99.3%.

### Rent Not Collected – Empty Homes

We did not collect 0.2% of rent due because homes were empty, compared to the Scottish average of 1.2%

### Re-let Homes

We took on average 11.8 days to re-let homes compared to Scottish average of 31.8 days.