

HOW DID WE DO?



Manor Estates Housing Association
ANNUAL REPORT ON THE CHARTER
October 2019

Welcome

WELCOME TO THE ASSOCIATION'S SIXTH REPORT TO TENANTS REGARDING OUR PERFORMANCE IN RESPECT OF THE SCOTTISH SOCIAL HOUSING CHARTER.



Over the coming year, we want to look at each of the outcomes of the Charter in more detail to identify any areas for improvement – if you would like to help us with this project, please contact **Carolyn Hughes** at the office.

Throughout this report, we have tried to provide explanations as regards some of the figures, but please do not hesitate to contact us if there is anything you

wish to discuss in more detail. You can also access additional information via the Scottish Housing Regulator's website – guidance on how to do so is included at the end of this report.

We have compared our performance in a number of areas with a small number of landlords – again you can access the Regulator's website and compare our figures with any other registered social landlord in Scotland.

Landlord Report

ENCLOSED IS OUR LANDLORD REPORT, PRODUCED BY THE SCOTTISH HOUSING REGULATOR IN AUGUST 2019. THE REPORT OUTLINES OUR PERFORMANCE IN KEY AREAS THAT THE REGULATOR THINKS WILL BE OF INTEREST TO YOU AND TELLS YOU HOW OUR PERFORMANCE COMPARES TO THE SCOTTISH AVERAGE.



We would like to offer some additional information regarding the figures in the report.

The Association's rents are shown as being significantly higher than the Scottish average. The figures are affected by the inclusion of service charges – this particularly affects 2 apartment properties due to the high charges applicable in retirement housing. Rents in

Edinburgh are also generally higher than in other parts of the country.

The table below shows our rent levels compared to 2 other associations working in Edinburgh (Prospect and Muirhouse), an association based in Dalkeith that has similar house-types to Manor Estates (Melville) and City of Edinburgh Council.

Size	Manor Estates	Scottish Average	Ave of Compared Landlords	CEC	Prospect	Muirhouse	Melville
2 apt	£104.65	£76.10	£93.17	£94.57	£77.84	£71.13	£73.96
3 apt	£93.11	£77.70	£100.87	£103.14	£84.96	£83.80	£81.23
4 apt	£94.99	£84.44	£111.08	£121.30	£97.75	£94.43	£85.19
5 apt	£116.76	£93.49	£116.14	£120.39	£112.22	£107.75	£93.95

The indicators included in the report in relation to tenant satisfaction are the same as last year as they are based on the last independent tenant satisfaction survey that was carried out in 2016. A company called Research Resource are currently carrying out an independent survey on our behalf and outcomes will be reported to tenants early in the New Year.

Performance

OUR PERFORMANCE IN RESPECT OF THE FOLLOWING INDICATORS IS BETTER THAN LAST YEAR:



		2018/19	2017/18
★	Percentage of homes meeting the Scottish Housing Quality Standard	85.6%	83.7%
★	Average time to complete emergency repairs	1.4 hours	1.5 hours
★	Average time to complete non-emergency repairs	4.9 days	5.2 days
★	Average days to re-let homes	29 days	34.7 days
★	Rent loss due to properties being empty	0.5%	0.7%
★	% Rent collected	99.1%	98.6%

99.1%

% RENT COLLECTED

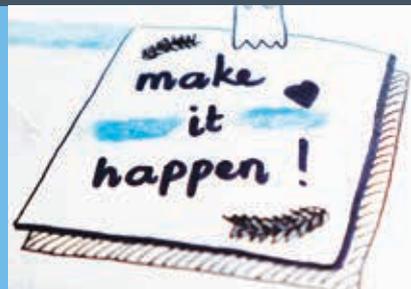
1.4 HOURS

AVERAGE TIME TO COMPLETE EMERGENCY REPAIRS

0.5%

RENT LOSS DUE TO PROPERTIES BEING EMPTY

IN THOSE AREAS WHERE OUR PERFORMANCE IS POORER THAN LAST YEAR, WE WILL BE REVIEWING PROCEDURES TO IDENTIFY SPECIFIC ISSUES THAT REQUIRE TO BE ADDRESSED. IF THERE ARE ANY ASPECTS OF OUR SERVICE THAT YOU THINK NEED TO CHANGE, PLEASE GET IN TOUCH.



90.48%

% OF TENANTS SATISFIED WITH OVERALL SERVICE

SCOTTISH AVERAGE 90.12%

90.85%

% OF TENANTS SATISFIED WITH QUALITY OF HOME

SCOTTISH AVERAGE 88.12%

85.92%

% OF REACTIVE REPAIRS COMPLETED RIGHT FIRST TIME

SCOTTISH AVERAGE 92.52%



You can follow us on Facebook and Twitter - @ManorEstatesHA

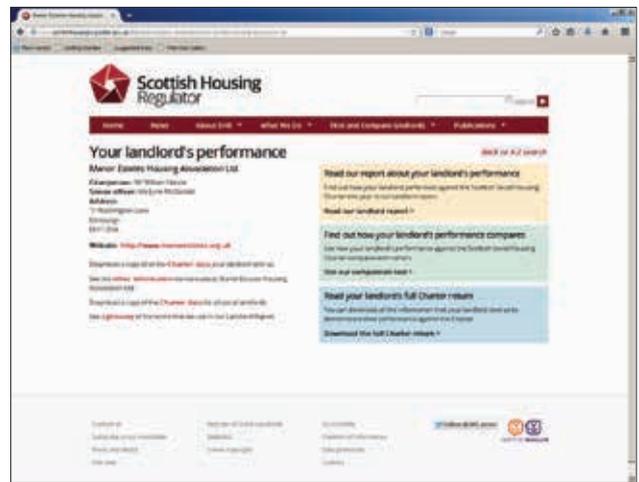
Looking for more information

IF YOU WANT TO FIND OUT MORE ABOUT THE ASSOCIATION, PERFORMANCE OR HOW YOU CAN GET INFLUENCE OUR SERVICES:

- Contact us directly here at the office
0131 337 3222
- Visit our website
WWW.MANORESTATES.ORG.UK
- Go to the Scottish Housing Regulator’s website:
WWW.SCOTTISHHOUSINGREGULATOR.GOV.UK

Take the following steps to navigate to Manor Estates

1. HOME PAGE
2. FOR TENANTS
3. FIND OUT ABOUT YOUR LANDLORD
4. SEARCH M
2. MANOR ESTATES



Further information on performance is available and regularly updated on the Association’s website – www.manorestates.org.uk



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