



Manor Estates Housing Association  
**ANNUAL REPORT ON THE  
SCOTTISH HOUSING CHARTER**  
2020

# Welcome



Welcome to the Association's report to tenants regarding our performance in respect of the **Scottish Social Housing Charter**.

Following submission of information regarding our performance in relation to the Scottish Social Housing Charter, the Scottish Housing Regulator (SHR) produces a **Landlord Report**. Guidance on how to access this and other information about the Association on the SHR website is available 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 Homes and Rents

**1,014 HOMES** 

At 31 March 2020 Manor Estates owned 1,014 homes.

**£5,185,781**

The total rent due to Manor Estates for the year was £5,185,781.

**2.0%** 


Manor Estates increased its weekly rent on average by 2.0% from the previous year.

Size	Manor Estates	Scottish Average	Ave of Compared Landlords	CEC	Prospect	Muirhouse	Port of Leith
2 apt	£104.75	£78.02	£88.88	£89.07	£79.29	£72.57	£91.16
3 apt	£95.91	£80.10	£101.13	£101.68	£86.49	£85.49	£102.49
4 apt	£98.83	£87.08	£114.78	£117.07	£99.72	£96.32	£112.94
5 apt	£120.61	£96.18	£123.86	£126.18	£114.56	£109.91	£124.31

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 charges applicable in retirement housing. Rents throughout Edinburgh are also generally higher than in other parts of the country.


## Tenant Satisfaction

You may recall that we carried out an independent survey of tenant satisfaction (January 2020) and key highlights are noted below. We are delighted to note that satisfaction in each of these areas has improved since the previous survey and is also better than the Scottish average.

 **2020** | **2019**  
**92.1%** | **90.5%**


**% Tenants Satisfied with Overall Service**

SCOTTISH AVERAGE 89.2%

 **2020** | **2019**  
**96.7%** | **91.6%**

**% Tenants Satisfied with How Well They are Kept Informed**

SCOTTISH AVERAGE 92.0%

 **2020** | **2019**  
**96.1%** | **90.8%**

**% Tenants Satisfied with Opportunities to Participate**

SCOTTISH AVERAGE 87.2%

## Quality and Maintenance of Homes

### Scottish Housing Quality Standard

**86.2%** of Manor Estates' homes met the Scottish Housing Quality Standard compared to 85.6% last year. Although still below the Scottish average of **94.4%**, things are improving.



#### Emergency Repairs

The average time Manor Estates took to complete emergency repairs was **1.4 hours**, compared to the Scottish average of **3.6 hours**.



#### Non-emergency repairs

The average time Manor Estates took to complete non-emergency repairs was **5.5 days**, compared to the Scottish average of **6.4 days**.

Whilst the average days to complete non-emergency repairs increased slightly from the previous year, performance is still better than the Scottish average figure.



#### Reactive repairs 'right first time'

Manor Estates completed **89.2%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Our figure remains below the Scottish average, however it does show an increase from the previous year – this is an area we will be working on with our contractor in the coming year, to seek further improvement.



#### Repair or maintenance satisfaction

**89.8%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

Whilst our figure is slightly below the Scottish average, it shows a significant increase from the previous year and we will be working hard to continue this trend.

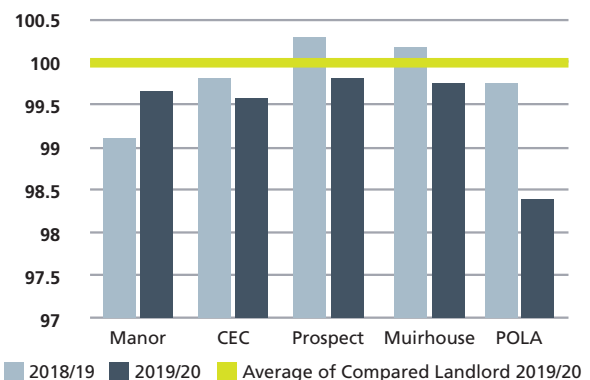
### Value for Money

Part of the assessment of achieving Value for Money looks at how well the Association performs in relation to income maximisation. The following graphs show relevant information regarding collection of rent and re-letting of empty properties.

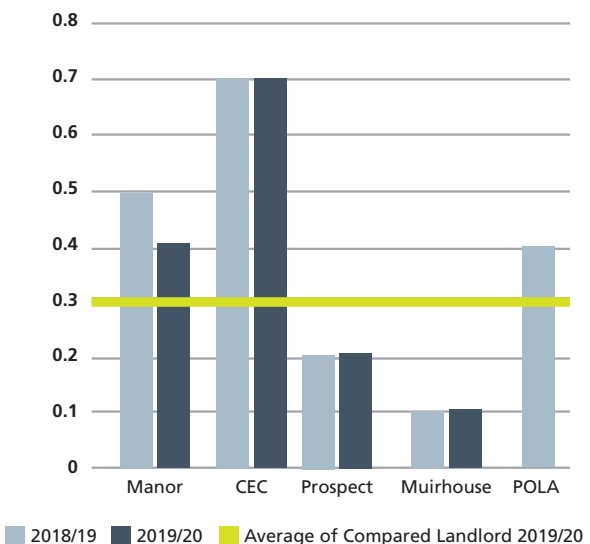
In all the following areas, Association performance improved during 2019/20 – we are still below the Scottish average in terms of how long we take to re-let empty properties, again things are moving in the right direction.

We have no doubt that our performance in a number of key areas will be negatively affected by the impact of the current pandemic. Please be assured that we will be working hard to see services return to normal as soon as possible – and to seek further improvements as we move on.

#### % of Rent Due that was Collected



#### % Rent Loss due to Empty Properties



# Looking for more information

If you want to find out more about the Association, performance or how you can influence our services:

- Contact us directly here at the office  
**0800 093 8823**
- Visit our website  
**[www.manorestates.org.uk](http://www.manorestates.org.uk)**
- Go to the Scottish Housing Regulator's website:  
**[www.scottishhousingregulator.gov.uk](http://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](http://www.manorestates.org.uk)

