



MANORESTATES
Housing Association

Manor Estates Housing Association

**ANNUAL REPORT ON
THE CHARTER**

October 2021



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 2021 Manor Estates owned **1,014 homes**.

£5,335,709

The total rent due to Manor Estates for the year was **£5,335,709**.

0.5%

Manor Estates increased its weekly rent on average by **0.5%** from the previous year.

Size	Manor Estates	Scottish Average	Ave of Compared Landlords	CEC	Prospect	Muirhouse	Port of Leith
2 apt	105.29	79.48	90.20	90.18	80.29	73.90	93.42
3 apt	98.55	82.60	102.52	102.95	87.59	87.10	105.23
4 apt	102.07	89.81	116.37	118.53	101.34	98.10	116.97
5 apt	124.10	99.97	125.61	127.76	116.35	112.00	127.74

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.

TENANT SATISFACTION

The tenant satisfaction figures for Manor Estates noted below are the same as were presented last year as they are based on the last independent survey that we carried out in January 2020.

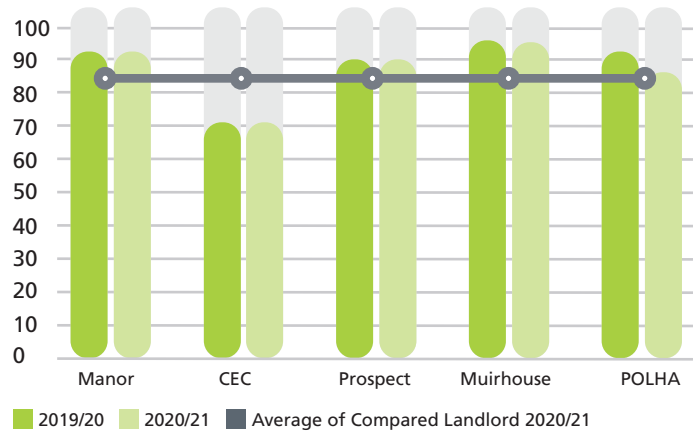
Overall service

92.1%

said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**

SCOTTISH AVERAGE 89.0%

% TENANT SATISFIED WITH OVERALL SERVICE



Keeping tenants informed

96.7%

felt that Manor Estates was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.7%**

SCOTTISH AVERAGE 91.7%

% TENANTS SATISFIED WITH HOW WELL THEY ARE KEPT INFORMED



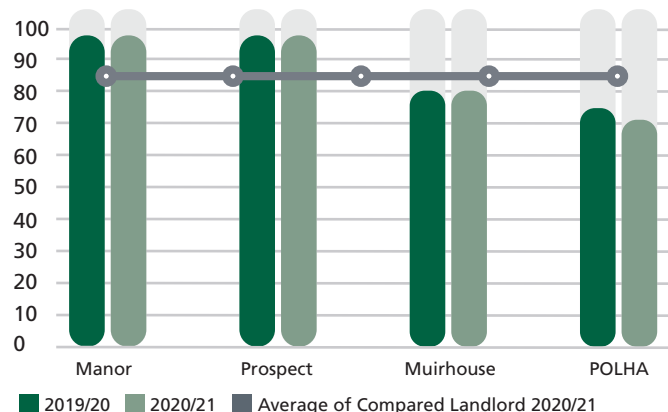
Opportunities to participate

96.1%

of tenants were satisfied with the opportunities to participate in Manor Estates' decision making, compared to the Scottish average of **86.6%**

SCOTTISH AVERAGE 86.6%

% TENANTS SATISFIED WITH OPPORTUNITIES TO PARTICIPATE



QUALITY AND MAINTENANCE OF HOMES

Scottish Housing Quality Standard

The Association's properties fall behind the Scottish average of 91% achievement with only 71% achieving the Standard at this time.

Delays to the loft insulation project were further impacted by Covid, with all non-essential repairs delayed until restrictions were lifted. The properties, requiring a last top up layer of insulation, will be reprogrammed through winter 2021.

109 properties requiring door entry systems in blocks require cooperation of sharing owners. 6 properties require heating but upgrades have been refused. A further 8 properties require owner cooperation to arrange cavity wall insulation.

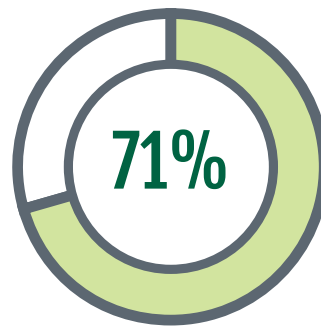
The Association continues to work with households to support them to agree to upgrades, and is undertaking a legal review of contractual costs for non-essential works which may be carried out for owner occupiers.



% OF HOMES MEETING SCOTTISH HOUSING QUALITY STANDARD



2019/20



2020/21

Emergency Repairs

The average time Manor Estates took to complete emergency repairs was **1.1 hours**, compared to the Scottish average of **4.2 hours**. This was a priority area

for our Contractors throughout Covid lockdown periods and the performance on emergencies is slightly higher than previous year.



AVERAGE HOURS TO COMPLETE EMERGENCY REPAIRS



2019/20



2020/21

Non-emergency repairs

5.2 DAYS

The average time Manor Estates took to complete Non-Emergency repairs was **5.2 days**, compared to the Scottish average of **6.7 days**. This sits well ahead of our target of 13 days and has improved in year despite the Covid disruption

SCOTTISH AVERAGE 6.7 DAYS

AVERAGE DAYS TO COMPLETE
NON-EMERGENCY REPAIRS

5.5 DAYS

2019/20

2020/21

5.2 DAYS

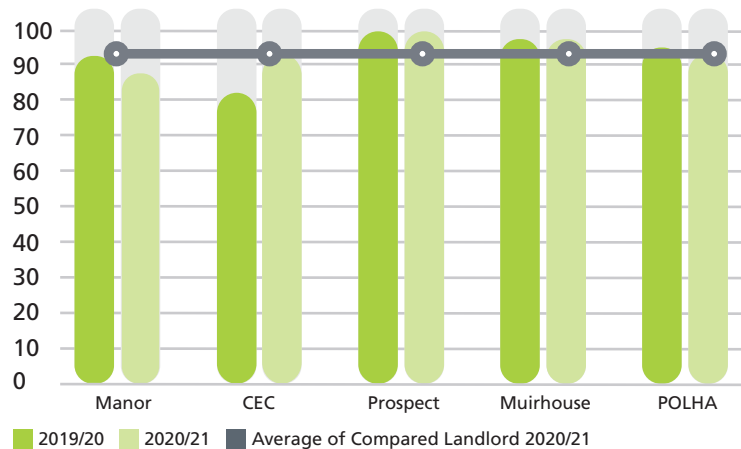
Reactive repairs 'right first time'

87.9%

Manor Estates completed **87.9%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**. This sits fractionally below last year's performance.

SCOTTISH AVERAGE 91.5%

% REPAIRS COMPLETED RIGHT FIRST TIME



Repair or maintenance satisfaction

87.5% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.0%**. There has been a general dissatisfaction with waiting times for non-essential maintenance work, which were impacted by the Covid lockdowns. The Association worked with our regular contractors to attend to the backlog of repairs that had built up during the lockdown restrictions. This lower than average satisfaction achieved is perhaps reflective of the general effect the pandemic has had on us all. We will not be complacent and will take on board specific feedback on repairs and contracts.

SCOTTISH AVERAGE 91.0%

% TENANTS SATISFIED WITH REPAIRS

89.8%

2019/20

87.5%

2020/21

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 dipped during 2020/21 – this was affected significantly by the impact of the Covid pandemic. The rent loss due to properties being empty was particularly affected as we were unable to relet properties between April and June 2020. Even when we were able to start this process, there were still many restrictions in place that meant all stages took longer than normal.

% OF RENT DUE THAT WAS COLLECTED



99.7%

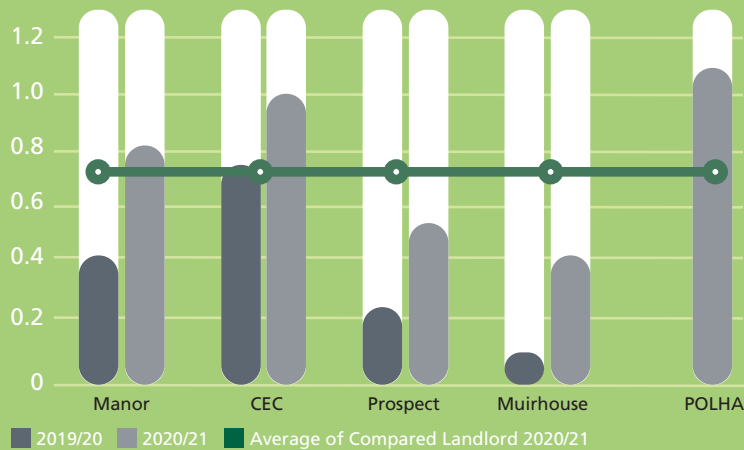
2019/20



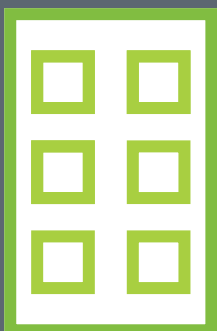
99.2%

2020/21

% RENT LOSS DUE TO EMPTY PROPERTIES

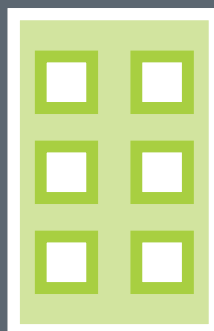


AVERAGE DAYS TO RELET EMPTY PROPERTIES



22.7 DAYS

2019/20

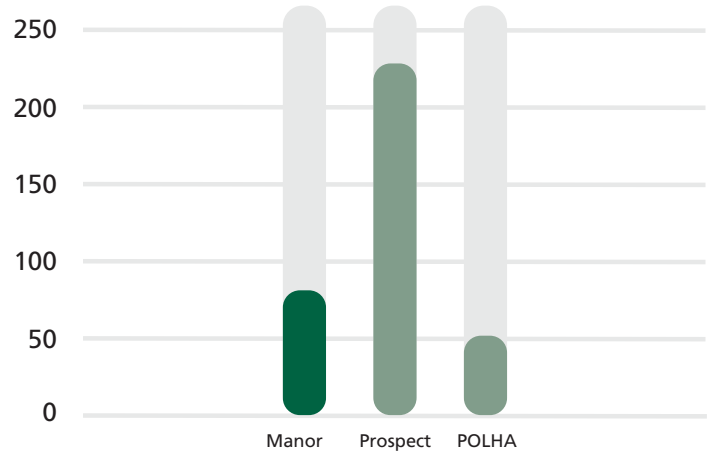


54.5 DAYS

2020/21

FACTORING INFORMATION

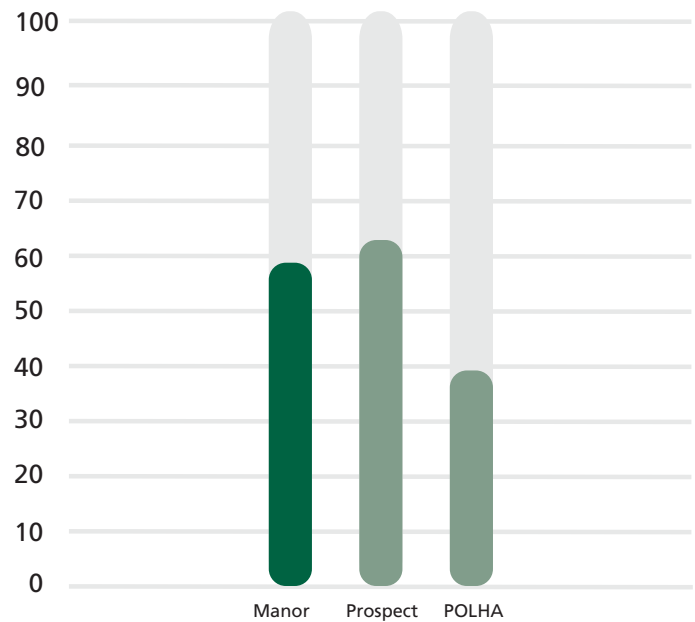
AVERAGE MANAGEMENT FEE FOR FACTORING SERVICES



% SATISFIED WITH FACTORING SERVICES



59.5%





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
0800 093 8823
- Visit our website
www.manorestates.org.uk
- Go to the Scottish Housing Regulator's website:
www.scottishhousingregulator.gov.uk

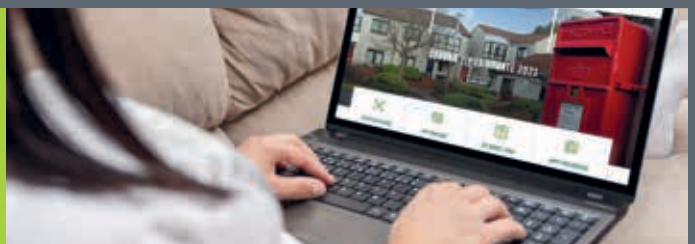


Take the following steps to navigate to Manor Estates

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



Email: info@manorestates.org.uk