



**MANORESTATES**  
Housing Association

Manor Estates Housing Association

# ANNUAL REPORT ON THE CHARTER

October 2023

## 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 page.

We have compared our performance in a number of areas with other Housing Associations working in Edinburgh and City of Edinburgh Council – again, you can access the Regulator's website and compare our figures with any other registered social landlord in Scotland.

**Please note:** we usually include information regarding tenant satisfaction with services in this report, however the outcomes of our Tenant Satisfaction Survey were included in your last newsletter, therefore we are not repeating the information here. You can, of course, contact us if you would like more information regarding this.

## LANDLORD REPORT

### HOMES AND RENTS



At 31 March 2023,  
Manor Estates owned  
**1,014** homes



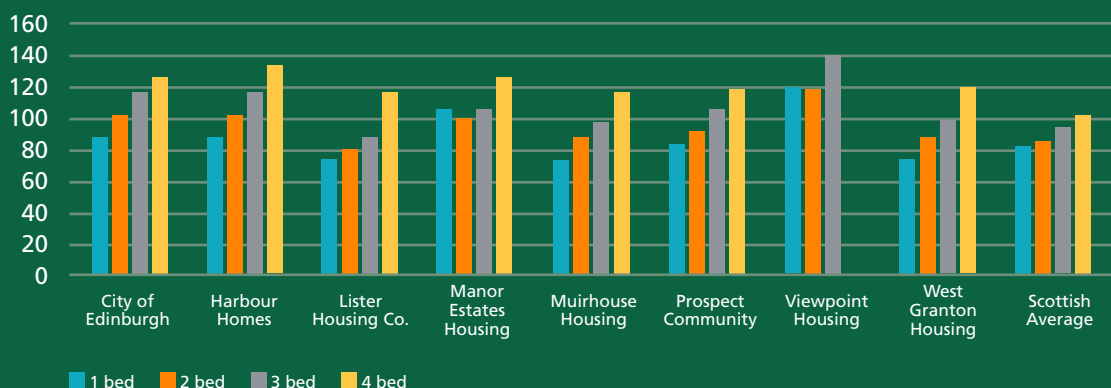
The total rent due to  
Manor Estates for the year  
was **£5,543,190**

# HOMES AND RENTS



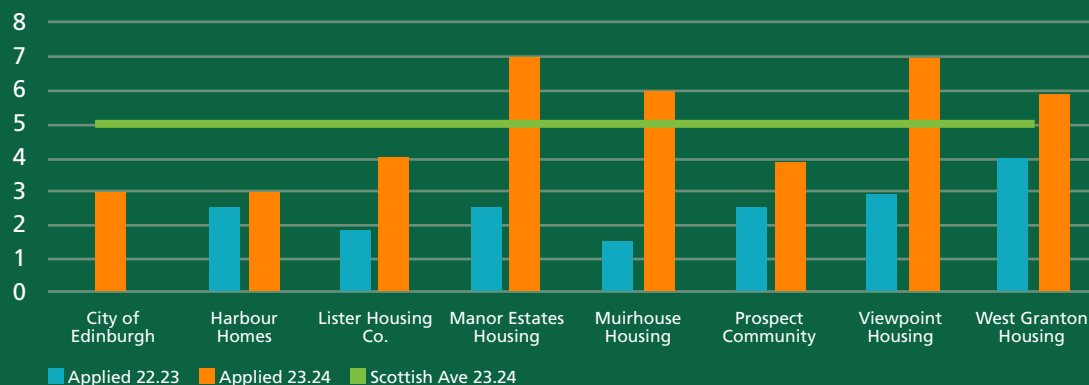
The average rents payable in 2022/23 are shown in the table below.

## Average Rents (£) 2022.23



**Note:** our rents for 1-bedroom properties include the service charges applicable to retirement housing, which impacts on the average rents for that property size.

## % Rent Increase



Manor Estates increased the weekly rent payable during 2023/24 by 7% from the previous year.

The 2023/24 rent increase was imposed at a time of high inflation (when all our costs were increasing at over 10%) and after lower than inflation rent increases in the previous two years.

# QUALITY AND MAINTENANCE OF HOMES



## Scottish Housing Quality Standard



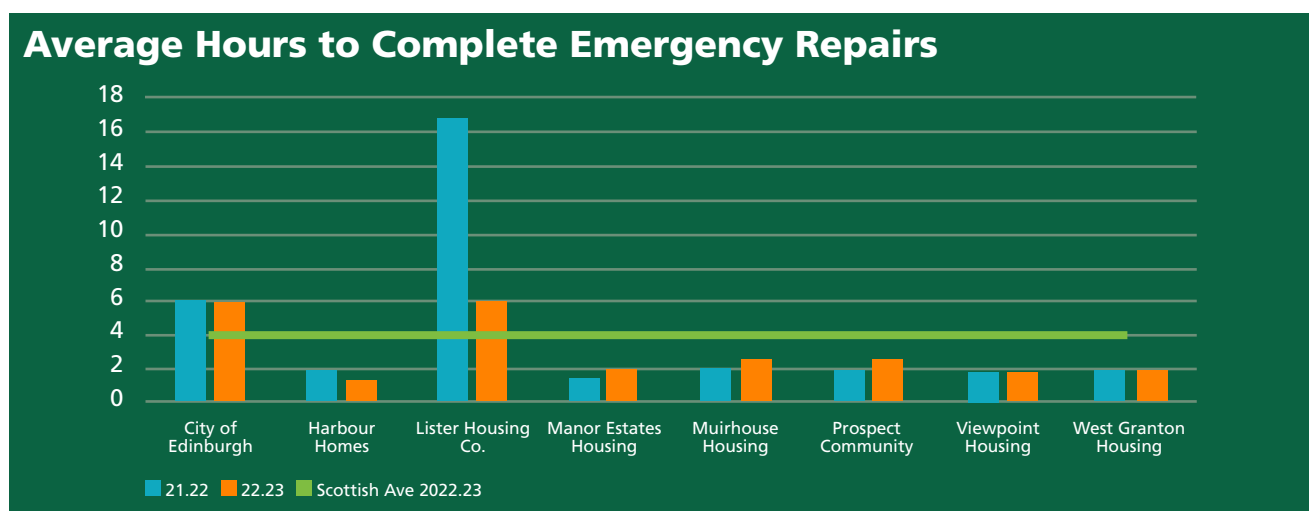
The Scottish Housing Quality Standard lays out minimum standards for all properties. There are 2 main factors that affect our ability to meet the standards in all properties:

- Where we have properties in blocks of flats that include properties that are owned, we cannot proceed with installation of door entry systems without the agreement of all owners in the block;

- There are a small number of properties where tenants do not wish to have heating installed or do not want their system to be upgraded.

82.5% of the Association's properties meet the Scottish Housing Quality Standard, an increase of 4.4% from last year's figure and higher than the Scottish average of 79%.

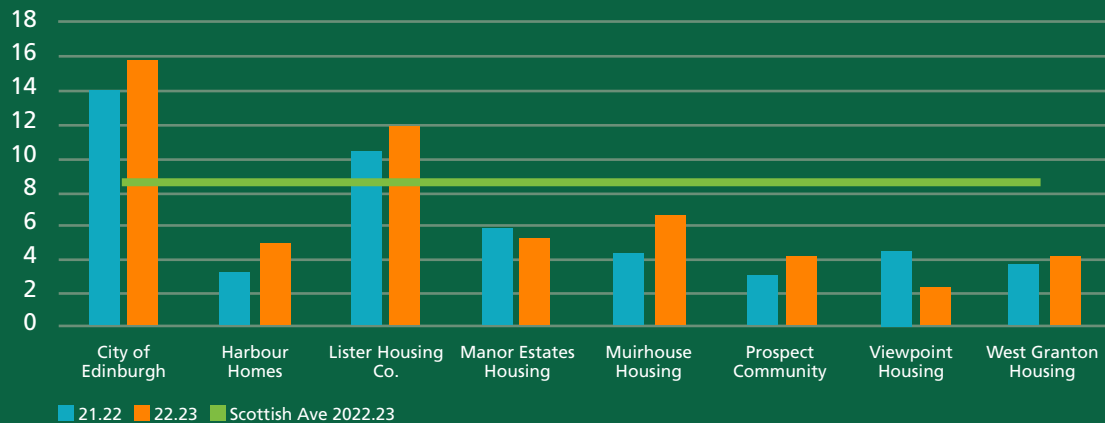
## Emergency Repairs





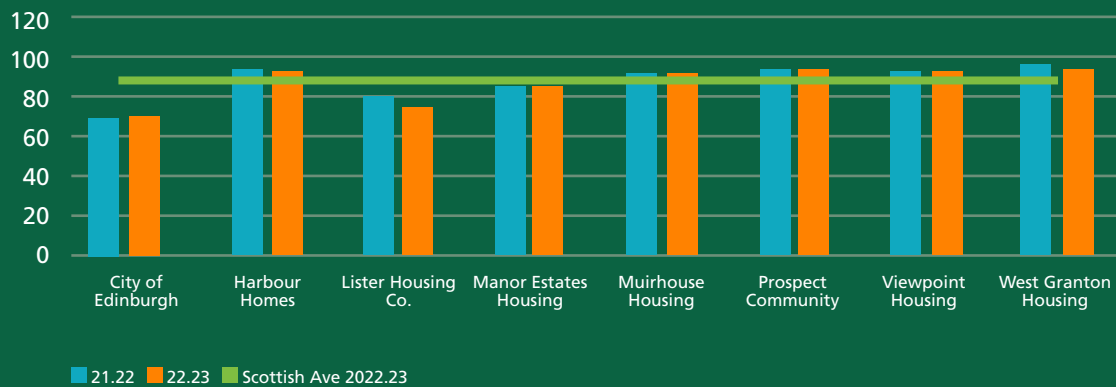
## Non-emergency repairs

### Average Days to Complete Non-Emergency Repairs



## Reactive Repairs 'Right First Time'

### % Repairs Completed Right First Time

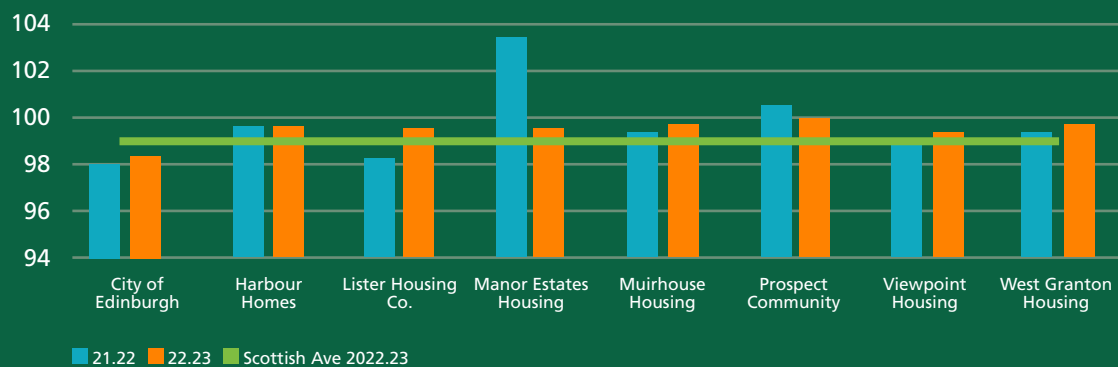


# VALUE FOR MONEY

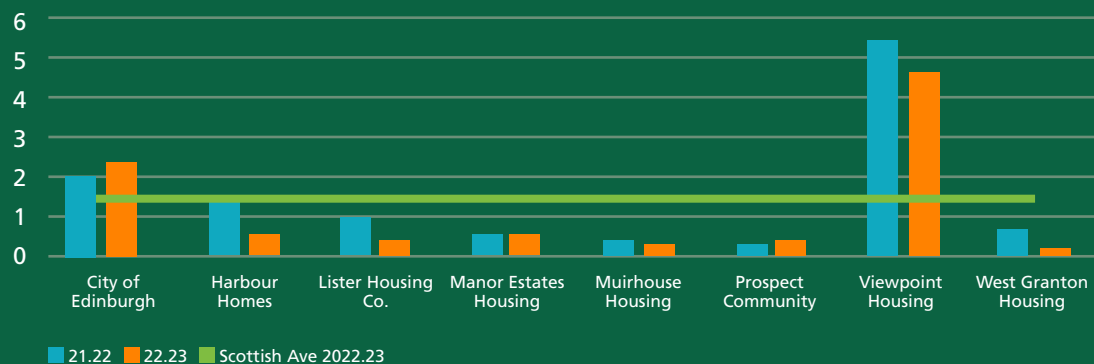


Assessment of how we achieve Value for Money in respect of providing services includes consideration of our performance in relation to maximising our income, specifically through collection of rent and re-letting properties that become vacant as quickly as possible.

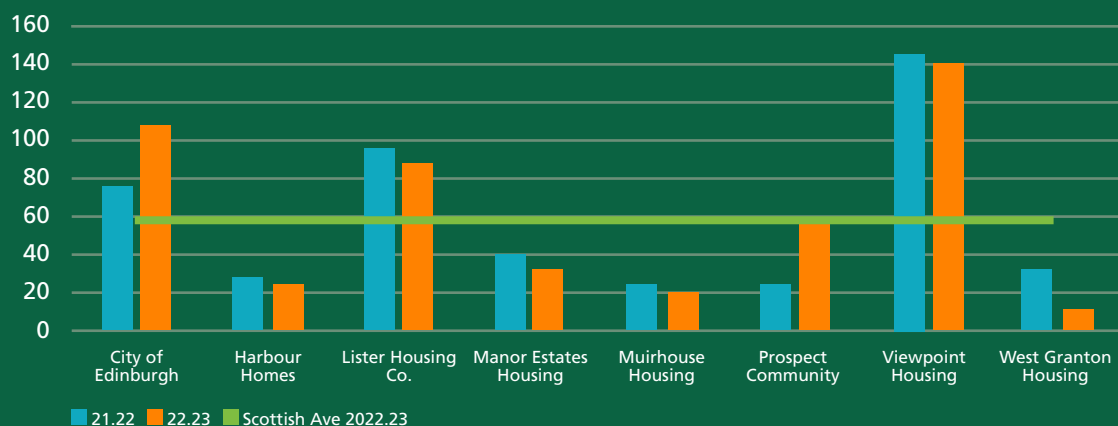
## Rent Collected as % of Rent Due



## % Rent Loss Due to Empty Properties



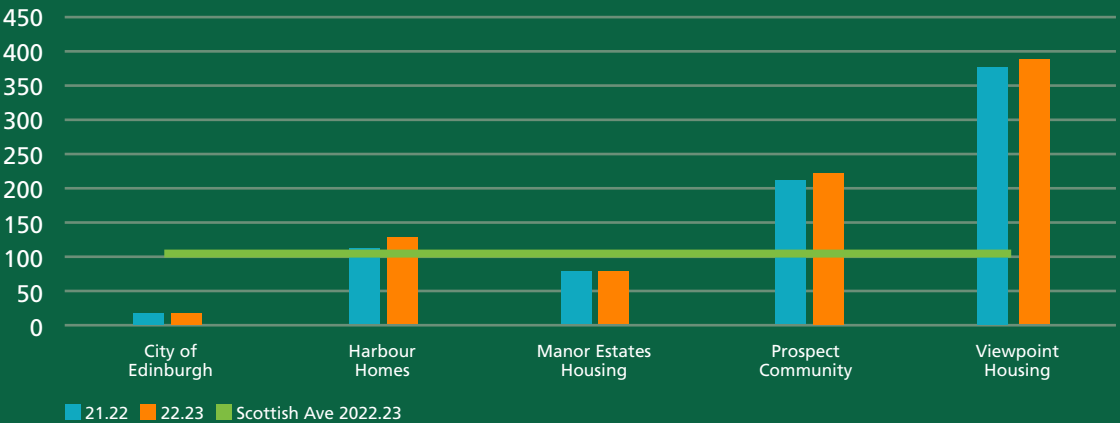
## Average Days to Re-Let Properties





# FACTORING INFORMATION

## Average Management Fee per Property



## % Owners Satisfied with Factoring Service





You can follow us on Facebook and Twitter - **@ManorEstatesHA**

## LOOKING FOR MORE INFORMATION

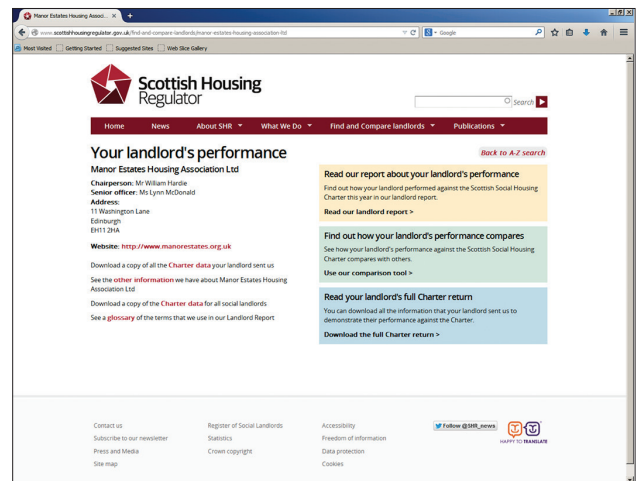
If you want to find out more about the Association, performance or how you can influence our services:

- Contact us directly here at the office  
**0131 510 8540**
- 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)**



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