

14 September 2017

## Scottish Housing Regulator Landlord Report

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Enclosed is the landlord report produced by the Scottish Housing Regulator (SHR) that compares the performance of Pineview Housing Association Ltd with other Scottish landlords.

The Scottish Housing Regulator compares the 2016/17 results of Pineview against the average of Scottish Landlords. The Scottish average is the average of results from all registered social landlords in Scotland.

You will see from the report that Pineview continues to compare very well with the Scottish average results, with better results in 12 of the 13 comparative measures.

In relation to the average weekly rent charges, Pineview's average rents are lower than the Scottish average for 1 and 2 bedroomed properties, and less than £1.00 per week higher for 3 and 4 bedroomed properties. However, average rent figures can be largely misleading as it is not clear what services are provided or what property types make up the average rents. For example, Pineview has a lot of modern houses and these tend to have more amenities than unimproved or older modernised tenement flats, and as such have higher rent charges. Other landlords, within the average, could have much older, less improved tenemental stock with lower rents, and this can reduce the overall average rent charge. As such, it is very difficult to compare rent charges using average figures and these can give little meaningful information for comparison purposes.

Pineview has worked with other local landlords to try and get more local rent comparisons, although they are still subject to the same comparative issues as above. 2016/17 local results:

Property Size	Pineview HA	DRUMCOG <sup>1</sup>	Scottish Average
2 Apartment	£61.69	£66.93	£71.67
3 Apartment	£71.37	£73.96	£73.13
4 Apartment	£80.40	£87.02	£79.42
5+ Apartment	£88.46	£90.54	£88.02
Total Average	£73.45	£76.60	£74.44

<sup>1</sup> Cernach HA, Drumchapel HC, Kendoon HA, Kingsridge Cleddans HA, Pineview HA

Now that the Association has access to the SHR Scottish average results, we will produce our own report against the Charter and issue this to all our tenants by 31/10/17. Our report will give greater detail and you might find it a bit more useful due to local comparisons and comparisons with previous results also.

If you would like more information about either report, please simply contact Joyce at our office.

**You can read the Regulator's reports, access the online comparison tool and watch a video demonstration of the comparison tool and its features on the Regulator's website:**

<https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords>

Thank you for taking the time to read this covering note and the enclosed landlord report.

## Landlord report

### How your landlord told us it performed in 2016/2017

#### Pineview Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2016/2017.

#### Homes and rents

At 31 March 2017 your landlord owned 533 homes. The total rent due to your landlord for the year was £2,129,860. Your landlord increased its weekly rent on average by 1.00% from the previous year.

Average weekly rents				
Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0	-	£66.55	-%
2 apartment	105	£61.69	£71.67	13.9%
3 apartment	241	£71.37	£73.13	2.4%
4 apartment	133	£80.40	£79.42	1.2%
5 apartment	54	£88.46	£88.02	0.5%

#### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **92.9%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.7%.
- » **96.2%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.1%.
- » **97.5%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 83.8%.

## Quality and maintenance of homes

- » **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 93.6%.
- » The average time your landlord took to complete **emergency repairs** was **1.9 hours**, compared to the Scottish average of 4.7 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **2.3 days**, compared to the Scottish average of 7.1 days.
- » Your landlord completed **94.3%** of **reactive repairs** 'right first time' compared to the Scottish average of 92.4%.
- » Your landlord does operate a **repairs appointment system**. It kept **95.7%** of **appointments** compared to the Scottish average of 95.7%.
- » **98.3%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 90.6%

## Neighbourhoods

- » For every 100 of your landlord's homes, **8.3 cases** of **anti-social behaviour** were reported in the last year.
- » **95.5%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.2%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **99.2%** of the **total rent** it was due in the year, compared to the Scottish average of 99.6%.
- » It did not collect **0.0%** of rent due because **homes were empty**, compared to the Scottish average of 0.9%.
- » It took an average of **2.2 days** to **re-let homes**, compared to the Scottish average of 31.5 days.

### Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)