

On 31<sup>st</sup> August the Scottish Housing Regulator issued our annual 'Landlord report'. This is a short two page summary that shows how we performed in the year 2016/2017.

In that report there are 14 areas where our performance is compared to the Scottish average. A summary of each of those areas is:-

<b>Better than the Scottish average</b>	<b>Thenue</b>	<b>Scottish average</b>
Satisfaction with keeping tenants informed about services	91.6%	91.1%
Satisfaction with opportunities to participate	84.8%	83.8%
Percentage of homes that meet the quality standard, (SHQS)	97.2%	93.6%
Average time to complete an emergency repair	1.8 hours	4.7 hours
Average time to complete non-emergency repairs	4.3 days	7.1 days
Percentage of reactive repairs completed 'right first time'	97.7%	92.4%
Percentage of tenants satisfied with repairs service	98.4%	90.6%
Percentage of anti-social behaviour complaints resolved	92.5%	87.2%
Overall percentage of total rent collected	100%	99.6%
Rent not collected because homes were empty	0.3%	0.9%
Time, on average to re-let homes in between tenancies	23.8 days	31.5 days
<b>Worse than the Scottish average</b>	<b>Thenue</b>	<b>Scottish average</b>
Satisfaction with overall service we provide	88.6%	89.7%
Percentage of reactive repairs appointments kept	94.4%	95.7%
Average weekly rent level	£80.37	£75.76

Of the 14 areas we are performing better than the Scottish average in 11 of them. Charles Turner, our Chief Executive said that "our high performance is down to overall teamwork, being empathetic and living our values of passion, excellence, respect and connection. If you want to go fast, go alone. If you want to go far, go together. Together we strive to work together to create better homes and stronger communities...making people happy".

We are required to produce a full analysis of our overall performance by the end of October, and we will do that both on-line and a hard copy to each of our tenants. The Regulator's report can be found at:-

<https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/thenue-housing-association-ltd>