

Report Card

From the Scottish Housing Regulator

Name: West Whitlawburn Housing Co-operative

Year: 2016

In August 2016 the Scottish Housing Regulator published it's report of WWHC performance over the past year.

The Results one again show an extremely high level of performance by WWHC.



Subject: WWHC Tenant Satisfaction Overall service

Mark: 95.7%

Performance: WWHC well above Scottish average of 89%

Comments:  *Very well done!*

Subject: WWHC Tenant - keeping tenants informed

Mark: 97.7%

Performance: WWHC well above Scottish average of 90.6%

Comments:  *Very well done!*

Subject: WWHC Tenant Satisfaction - opportunities for tenants to participate

Mark: 81.3%

Performance: WWHC above the Scottish average of 79.6%

Comments:  *Very well done!*

Subject: Quality and Maintenance of WWHC Homes - Houses that meet the Scottish Housing Quality Standard

Mark: 100%

Performance: WWHC were above Scottish average of 92.8%


Comments:  *Extremely well done!*


Subject: Average Repair time for emergency repairs


Mark: 2.6 hours


Performance: WWHC far better than Scottish average 5.1 hrs

Comments:  *Extremely well done!*

Subject: Average repair time for non emergency repairs
Mark: 3.5 days
Performance: WWHC miles better than Scottish average of 7.5 days
Comments:  <i>Extremely well done!</i>

Subject: Repairs that were “right first time”
Mark: 85.6%
Performance: WWHC were below Scottish average of 91.3%
Comments:  <i>Slightly below Scottish average</i>

Subject: Keeping repairs appointments
Mark: 90.5%
Performance: WWHC were below Scottish average of 94.4%
Comments:  <i>Slightly below Scottish average</i>

Subject: Tenants satisfied with service during repair
Mark: 97.9%
Performance: WWHC were above Scottish average of 89.9%
Comments:  <i>Very well done!</i>

Subject: Neighbourhoods– resolving anti-social behaviour within target timescales

Mark: 78.9%

Performance: WWHC was below the Scottish average of 86.6%

Comments:  *Very well done!*

Subject: Value for money– collected rent due

Mark: 98.4%

Performance: WWHC slightly below Scottish average of 99.5%

Comments:  *Slightly below Scottish average*

Subject: Rent not collected due to home being empty

Mark: 1.0%

Performance: WWHC was the same as the Scottish average

Comments:  *Equal to Scottish average!*

Subject: WWHC average time to re-let property

Mark: 25.1 days

Performance: WWHC miles better than Scottish average of 35.4 days

Comments:  *Extremely well done!*