

# Report Card


From The Scottish Housing Regulator


**Name:** West Whitlawburn  
Housing Co-operative


**Year:** 2014


The Scottish Housing Regulator published WWHC's Performance Report in August 2014. Everyone is very pleased with the results.



<b>Subject:</b> WWHC Tenant Satisfaction Overall service
<b>Mark:</b> 95.7%
<b>Performance:</b> WWHC well above Scottish average of 87.8%
<b>Comments:</b>  very well done!

<b>Subject:</b> WWHC Tenant Satisfaction– keeping tenants informed
<b>Mark:</b> 97.7%
<b>Performance:</b> WWHC well above Scottish average of 88.9%
<b>Comments:</b>  very well done!

<b>Subject:</b> WWHC Tenant Satisfaction– opportunities for tenants to participate
<b>Mark:</b> 81.3%
<b>Performance:</b> WWHC well above Scottish average of 78.4%
<b>Comments:</b>  very well done!

<b>Subject:</b> Quality + Maintenance of WWHC Homes - Houses that meet the Scottish Housing Quality Standard
<b>Mark:</b> 97.8%
<b>Performance:</b> WWHC well above Scottish average of 85.4%
<b>Comments:</b>  very well done, target 100% this year should be achieved.

**Subject:** Average repair time for emergency repairs

**Mark:** 4.3 hours

**Performance:** WWHC well above Scottish average of 6.9 hours

**Comments:**

 Very well done!

**Subject:** Average repair time for non emergency repairs

**Mark:** 2.9 days

**Performance:** WWHC miles better than Scottish average of 8.2 days

**Comments:**

 Extremely well done!

**Subject:** Right first time

**Mark:** 96.8%

**Performance:** WWHC far better than Scottish average of 92.9%

**Comments:**

 Very well done!

**Subject:** Keeping repairs appointments

**Mark:** 81.2%

**Performance:** WWHC below Scottish average 87.2%

**Comments:**

 Could do better.

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

**Mark:** 94.4%

**Performance:** WWHC miles better than Scottish average 75.9%

**Comments:**

 Extremely well done!

**Subject:** Value for money- collected rent due

**Mark:** 97.5%

**Performance:** WWHC below Scottish average 99%

**Comments:**

 Could do better

**Subject:** Rent not collected because homes were empty

**Mark:** 0.8%

**Performance:** WWHC better than Scottish average of 1.2%

**Comments:**

 Very well done!

**Subject:** WWHC average time to relet a property

**Mark:** 21.8 days

**Performance:** WWHC miles better than the Scottish average of 35.7 days

**Comments:**

 Extremely well done!