



West Whitlawburn Housing Co-operative's Annual Performance Report on The Scottish Social Housing Charter

Each year the Co-operative is required to report to the Scottish Housing Regulator on how we performed over a number of areas and compare this to the Scottish average.

Out of the 13 indicators reported 10 were above the Scottish average and only 3 slightly below the Scottish average. This is a huge achievement and this report details the breakdown of each indicator.



Report to tenants 2018/19

Tenant satisfaction

Of the tenants who responded to our most recent tenant satisfaction survey:



93.4%

said they were satisfied with the overall service we provided.

Scottish average 90.1%.



94.2%

felt that we were good at keeping them informed about our services and outcomes.

Scottish average 91.6%.



83.5%

of tenants were satisfied with the opportunities to participate in our decision making process.

Scottish average 86.5%.

Quality and maintenance of homes



98.9%

of our homes met the Scottish Housing Quality Standard.

Scottish average 94.1%



3.7hrs

The average time we took to complete emergency repairs was 3.7 hours.

Scottish average 3.6 hours



3.1 days

The average time we took to complete non-emergency repairs was 3.1 days.

Scottish average 6.6 days



96.1%

We completed 96.1% of reactive repairs 'right first time'.

Scottish average of 92.5%



97.2%

We operate a repairs appointment system. We kept 97.2% of appointments.

Scottish average of 95.6%



97.4%

97.4% of tenants who had repairs or maintenance carried out were satisfied with the service they received.

Scottish average of 91.7%

Neighbourhoods

For every 100 of our homes, **17.1 cases of anti-social behaviour** were reported in the last year.

90% of these cases were resolved within targets agreed locally.

Scottish average 87.9%.

Value for Money



The amount of money we collected for current and past rent was equal to **98.6%** of rent due for the year

Scottish average 99.1%.



It took an average of **23.6** days to re-let homes

Scottish average 31.9 days.



0.8% of rent was not collected due to homes being empty

Scottish average 0.9%.



Want to know more?

For full report visit www.scottishhousingregulator.gov.uk



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A registered society under the Co-operative and Community Benefit Societies Act 2014

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Jeśli Państwo mają życzenie, aby wybrany dokument lub informacja przekazana przez WWHC została przetłumaczona na język polski, prosimy o kontakt z Joanną w biurze.