2019/20 Landlord Report – South Ayrshire Council

(published by Scottish Housing Regulator – 30 October 2020) - Can be viewed on SHR website using the following link: https://www.housingregulator.gov.scot/landlord-performance/landlords/south-ayrshire-council#panel-1

Homes and rents

At 31 March 2020 this landlord owned **8,155 homes**.

The total rent due to this landlord for the year was **£30,751,380**.

The landlord increased its weekly rent on average by **2.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	South Ayrshire Council	Scottish average	Difference from Scottish average
1 apartment	66	£68.00	£73.47	-7.4%
2 apartment	2,481	£73.06	£78.65	-7.1%
3 apartment	3,463	£74.93	£82.26	-8.9%
4 apartment	1,975	£79.09	£89.76	-11.9%
5+ apartment	170	£83.57	£98.69	-15.3%

Tenant satisfaction

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

Overall service

94.4%

94.4% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

97.1%

97.1% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

Opportunities to participate

93.3%

93.3% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

97.7%

97.7% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

2.5 hours

The average time this landlord took to complete emergency repairs was **2.5 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs
7.2 days
The average time this landlord took to complete emergency repairs was **7.2 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'
97.8%

This landlord completed **97.8%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction
91.1%

91.1% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

Value for money

Total rent collected

The amount of money this 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 **99.3%**.

Rent not collected: empty homes

It did not collect **1.0%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

Re-let homes
31.4 days

It took an average of **31.4 days** to re-let homes, compared to the Scottish average of **31.8 days**.