2020/21 Landlord Report – South Ayrshire Council

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 2021 this landlord owned **8,301 homes**.

The total rent due to this landlord for the year was **£31,063,263**.

The landlord increased its weekly rent on average by **1.5%** 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	67	£70.42	£75.95	-7.3%
2 apartment	2,576	£76.07	£81.32	-6.5%
3 apartment	3,506	£77.51	£84.18	-7.9%
4 apartment	1,981	£81.84	£91.48	-10.5%
5 apartment	171	£86.30	£100.74	-14.3%

Tenant satisfaction

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

Overall service

94.4% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

97.1% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.7%**.

Opportunities to participate

93.3% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

89.4% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **86.8%**.

Emergency repairs

The average time this landlord took to complete emergency repairs was **2.5 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

The average time this landlord took to complete emergency repairs was **4.8 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

This landlord completed **97.0%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

100.0% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.1%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

87.4% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.4%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.8%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

Rent not collected: empty homes

South Ayrshire Council did not collect **1.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

It took an average of **51.4 days** to re-let homes, compared to the Scottish average of **56.3 days**.