

# West Granton Housing Co-op's Annual Performance Report



Each year at this time the Scottish Housing Regulator publishes information about the performance of social landlords in Scotland. This can be found on its website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk). Each landlord has to then present and explain highlights of the information to their tenants in an Annual Performance Report. This is WGHC's report for 2016-17.



## Rents

Size of house or flat	West Granton Housing	Edinburgh Council	Muirhouse Housing Association	Port of Leith Housing Association	Scottish Average
1 bedrooms	£66.79	£85.50	£68.45	£82.41	£71.67
2 bedrooms	£76.61	£98.46	£80.93	£94.18	£73.13
3 bedrooms	£86.59	£111.94	£90.85	£106.85	£79.42
4+ bedrooms	£105.49	£119.17	£103.66	£113.16	£88.02

**Table 1: Average weekly rents April 2016 to March 2017**

WGHC rents are a little higher than the Scottish average for social landlords. The average Scottish social rent is affected by low rents and high density of flats in certain areas. The table above shows WGHC rents and the rents of social landlords in Edinburgh with houses near us. As you can see our rents are similar to those of other local landlords. In fact, in most cases, ours are lower. Edinburgh



## Value for Money

	West Granton Housing	Edinburgh Council	Muirhouse Housing Association	Port of Leith Housing Association	Scottish Average
April 2017 rent increase	1.6%	2.0%	1.9%	3.0%	1.9%
Tenants satisfied that rent is value for money	96%	79%	86%	88%	79%

**Table 2: Comparison of Local Rent Increases and**

The above table shows that WGHC's last rent increase was low compared with other landlords. And our last tenants survey showed that WGHC tenants are far more satisfied that their rents give value for money than those of other landlords.

# How well are we doing ?

Some key performance indicators	West Granton Housing Co-op	Edinburgh Council	Muirhouse Housing Association	Port of Leith Housing Association	Scottish Average
Satisfaction with overall service	99%	89%	91%	92%	88%
Satisfaction with maintenance	98%	89%	92%	88%	90%
Satisfied with home when moving in	97%	89%	94%	90%	88%
Time to complete emergency repair	2.2 hours	4.5	5.6	1.4	3.6
Time to complete other repairs	4.3 days	8.5	5.1	4.1	5.6
Meeting SHQS(*)	90%	76%	100%	96%	93%
Time to relet homes	27 days	27	3	25	29

**Table 3: Comparison of some WGHC's Key Performance Indicators**

## Doing well - keep it up!

When it comes to tenant satisfaction with WGHC, our repairs service and the condition of our homes we pretty much come top of the class.

Some of the tenant satisfaction figures in this report come from our big 2016 survey but other small surveys are done all the time. These include satisfaction with maintenance and with the home when moving in quoted above. So these are the latest figures.

Our repairs times continue to improve and we are faster than most. We try to respond fast but not at the expense of quality of work.

## Want to know more?

The Scottish Housing Regulator has lots more information about our performance and that of other social landlords on its website

we should this year's report in this leaflet. But we've also put this report and the SHR's summary landlord report on our own website.

[www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

## Could we do better?

90% of our houses meet the Scottish Housing Quality Standard (\*) which is less than we'd like.

The other 10% are houses where kitchens have slightly less cupboards than the Standard recommends. In most of these cases this is due to tenants choice. If you would like some additional kitchen units and there is space for them please get in touch and we'll see what we can do.

We are slower than many to relet houses. We try to get work done before new tenancies start and give longer than some landlords to relatives to clear a house after a bereavement. We'll be looking to improve on letting times but we'll still be putting people first.

We know from surveys that our tenants prefer to get information on paper and Committee agreed