

# Report to Tenants

## Scottish Social Housing Charter Performance 2017/18

October 2018

Welcome to your landlord's performance report on the Annual Return on the Charter. The Scottish Social Housing Charter sets out what your landlord should be doing for you and the standard of services you should receive. The Scottish Government introduced the Charter in 2012 after extensive consultation. It was updated in 2017.

Every year the Scottish Housing Regulator reviews landlord performance. You can see the City of Edinburgh Council Annual Return on the Charter and compare our performance with other landlords in Scotland by visiting the Scottish Housing Regulator's website, <https://bit.ly/2J2Xjty>

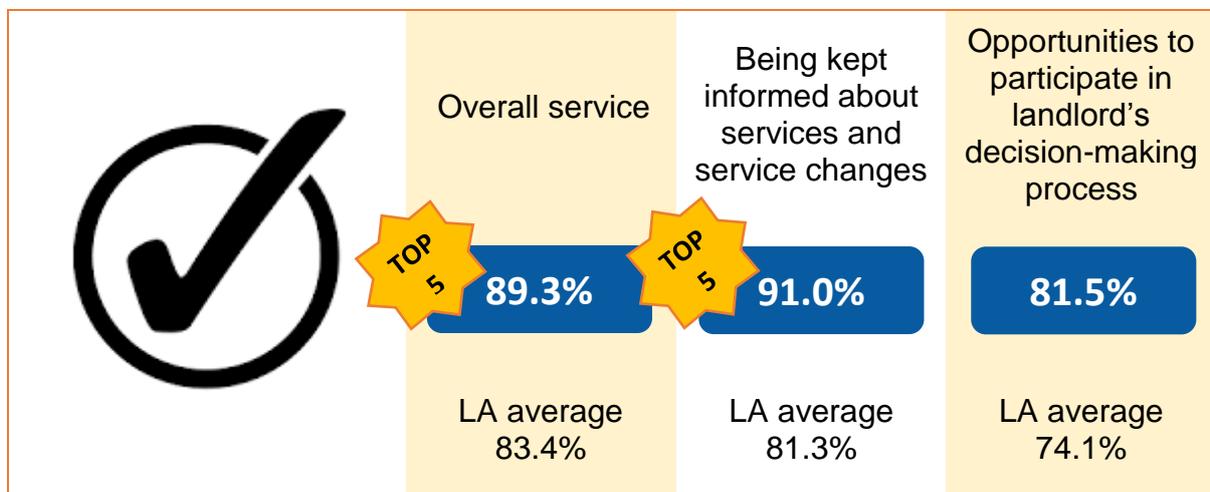
Overall, performance was maintained in 2017/18 with several services improving or maintaining high performance. There has been significant improvement in rent collection, homes being let on first offer and satisfaction amongst owners who receive paid services from the Council. High performance has also been maintained in gas safety checks and tenancy sustainment.

But some services show a decline in performance: complaint handling, getting repairs right first time, repair appointments and anti-social behaviour cases being resolved. These services will be more closely monitored going forward.

Read on to see how your landlord performed in 2017/18 compared with other Scottish local authority (LA) landlords.

We'd really like to see more tenants helping to improve and shape services. You can be involved in different ways. Complete and return the form on page 4 to sign up and be entered in the prize draw for a chance to win £50 of shopping vouchers.

### Satisfaction with your landlord



## Responding to your complaints

	Complaints	1 <sup>st</sup> stage	2 <sup>nd</sup> stage
	Percentage responded to in full	<b>99.4%</b> LA average 98.1%	<b>98.6%</b> LA average 94.7%
	Percentage of complaints upheld	<b>41.3%</b> LA average 43.7%	<b>41.0%</b> LA average 37.7%
	Percentage within the Scottish Public Ombudsman timescale	<b>79.0%</b> LA average 81.1%	<b>79.2%</b> LA average 77.7%

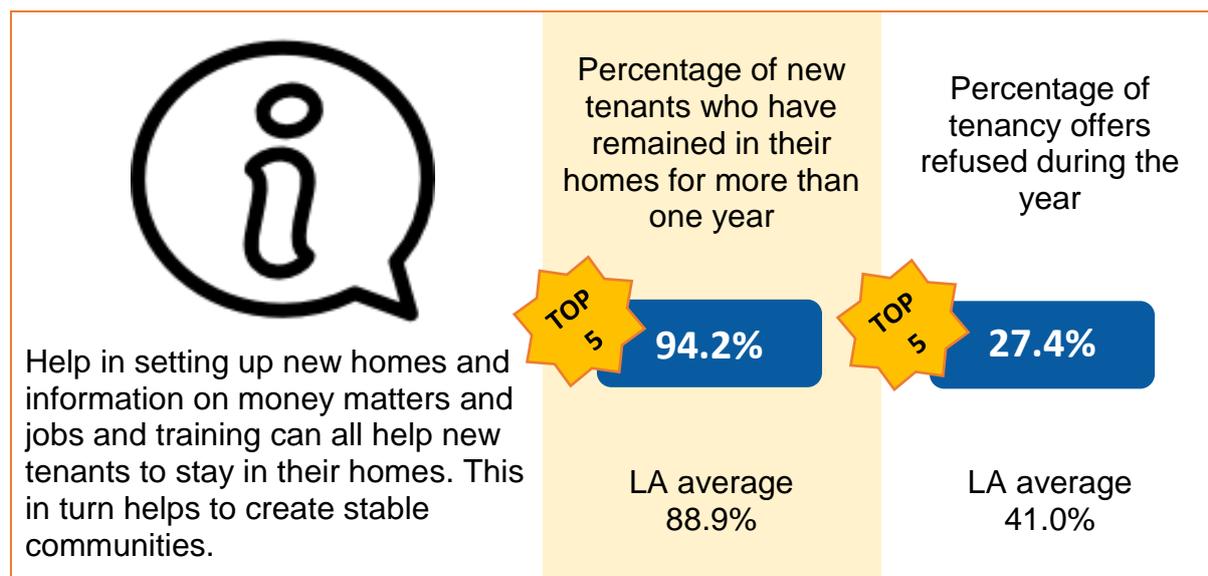
## Quality of your home

	Percentage of tenants satisfied with the quality of their home  <b>88.5%</b>  LA average 81.3%	Percentage of homes meeting the relevant energy efficiency rating  <b>98.6%</b>  LA average 97.1%
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## Repairs

 <p>Last year we carried out:</p> <ul style="list-style-type: none"> <li>✓ 29,099 non-emergency repairs.</li> <li>✓ 11,592 emergency repairs.</li> </ul>	Percentage of tenants satisfied with the service  <b>93.8%</b>  LA average 91.0%	Average time to complete emergency repairs  <b>4.7 hours</b>  LA average 4.6 hours
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## Supporting tenants to stay in their homes



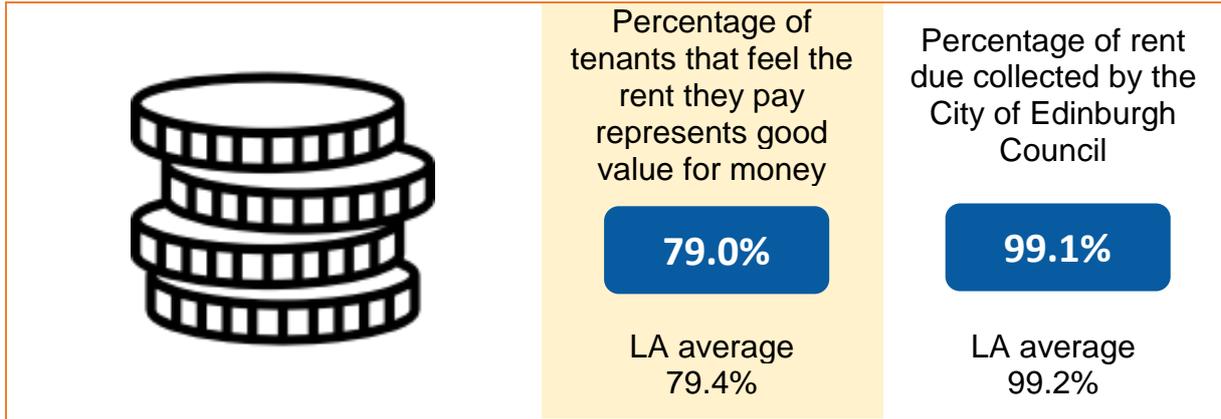
## Neighbourhood and community



## Homelessness in Edinburgh



## Value for money



### Have your say to win £50 of shopping vouchers

For a chance to win £50 of shopping vouchers, please complete and return this form to Housing Research, FREEPOST EH3030, The City of Edinburgh Council, G5, Waverley Court, 4 East Market Street Edinburgh EH8 8BG or e-mail your comments to:

[housing.research@edinburgh.gov.uk](mailto:housing.research@edinburgh.gov.uk)

- Does this report include the kind of information that you want to know? Yes / No
- Is the information clear and easy to read? Yes / No
- Do you want to sign up to give us your views more often? Yes / No
- Please tell us the Council housing services you would like to know more about:

- Please add any other comments you want to make:

Name	
Address	
Phone	
Email	

To provide services to you we need to collect your personal data. The City of Edinburgh Council's Privacy Notice explains how we do this and why. It's available on the Council's website at [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk). If you would like a copy, please call 0131 529 7805, email [tenant.panel@edinburgh.gov.uk](mailto:tenant.panel@edinburgh.gov.uk), or write to: Tenant and Resident Services, G5, Waverley Court, 4 East Market Street, Edinburgh. EH8 8BG.