

Landlord performance > Landlords

# Ayrshire Housing

---

## Correspondence address

119 Main Street

Ayr

KA8 8BX

---

## Email address

[info@ayrshirehousing.org.uk](mailto:info@ayrshirehousing.org.uk)

---

## Phone number

01292 880120

---

## Website

[www.ayrshirehousing.org.uk](http://www.ayrshirehousing.org.uk)

## Assurance statement 2019/2020

Each year landlords tell us how they are meeting regulatory requirements

PDF 32KB

## Engagement plan from 31/03/2019 to 29/03/2020

Engagement plans describe our work with each social landlord

PDF 321KB

## Compare this landlord to others

Landlord Comparison Tool

**Landlord report**   Landlord details   Housing stock   Documents

View report by year

2019/2020



## Homes and rents

At 31 March 2020 this landlord owned **1,569 homes**.

The total rent due to this landlord for the year was **£6,978,056**.

The landlord increased its weekly rent on average by **2.9%** from the previous year.

## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Di
1 apartment	-	-	£73.47	

Size of home	Number of homes owned	This landlord	Scottish average	Di
2 apartment	408	£77.81	£78.65	
3 apartment	669	£87.58	£82.26	
4 apartment	427	£95.50	£89.76	
5 apartment	65	£107.44	£98.69	

## Tenant satisfaction

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

### Overall service

# 89.0%

89.2% national average

**89.0%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

### Keeping tenants informed

# 92.0%

92.0% national average

**92.0%** 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

---

**87.0%**

87.2% national average

**87.0%** 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

---

**97.6%**

94.4% national average

**97.6%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

### Emergency repairs

---

**2.8 hours**

3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.8 hours**, compared to the Scottish average of **3.6 hours**.

## Non-emergency repairs

---

**7.2 days**

6.4 days national average

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'

---

**85.7%**

92.4% national average

This landlord completed **85.7%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

## Repair or maintenance satisfaction

---

**93.1%**

91.3% national average

**93.1%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

---

**97.9%**

94.1% national average

**97.9%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

## Value for money

### Total rent collected

---

The amount of money this landlord collected for current and past rent was equal to **100.9%** 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 **0.4%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

## Re-let homes

---

# 16.7 days

31.8 days national average

It took an average of **16.7 days** to re-let homes, compared to the Scottish average of **31.8 days**.

---

