

Landlord performance > Landlords

Ayrshire Housing

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Assurance statement 2020/2021

Each year landlords tell us how they are meeting regulatory requirements

PDF 70KB

Engagement plan from 31 March 2021 to 31 March 2022

Engagement plans describe our work with each social landlord

Compare this landlord to others

Landlord Comparison Tool

Landlord report Landlord details Housing stock Documents

View report by year

2020/2021



Homes and rents

At 31 March 2021 this landlord owned **1,600 homes**.

The total rent due to this landlord for the year was **£7,262,117**.

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	This landlord	Scottish average	Di
1 apartment	-	-	£73.61	

Size of home	Number of homes owned	This landlord	Scottish average	Di
2 apartment	430	£80.14	£79.48	
3 apartment	677	£90.21	£82.60	
4 apartment	428	£98.34	£89.81	
5 apartment	65	£110.55	£99.97	

Tenant satisfaction

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

Overall service

89.0%

89.0% national average

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

Keeping tenants informed

92.0%

91.7% 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 **91.7%**.

Opportunities to participate

87.0%

86.6% 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 **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

88.0%

91.0% national average

88.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **91.0%**.

Emergency repairs

17.9 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **17.9 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

7.7 days

6.7 days national average

The average time this landlord took to complete emergency repairs was **7.7 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

82.7%

91.5% national average

This landlord completed **82.7%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

72.5%

90.1% national average

72.5% 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

95.7%

94.4% national average

95.7% 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 **100.6%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

Rent not collected: empty homes

It did not collect **0.7%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

37.2 days

56.3 days national average

It took an average of **37.2 days** to re-let homes, compared to the Scottish average of **56.3 days**.



Scottish Housing
Regulator