

Landlord performance > Landlords

# Ayrshire Housing

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## Assurance statement 2022/2023

Each year landlords tell us how they are meeting regulatory requirements

PDF 94KB

## Engagement plan from 31 March 2023 to 31 March 2024

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

2022/2023



## Homes and rents

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At 31 March 2023 this landlord owned **1,668 homes**.

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The total rent due to this landlord for the year was **£8,065,460**.

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The landlord increased its weekly rent on average by **5.0%** from the previous year.

### Average weekly rents

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Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£78.26	N/A
2 apartment	431	£85.14	£83.46	2.0%
3 apartment	733	£95.94	£86.28	11.2%
4 apartment	439	£104.45	£93.96	11.2%
5 apartment	65	£117.26	£103.72	13.1%

## Tenant satisfaction

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

### Overall service

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**83.0%**

86.7% national average

**83.0%** said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

### Keeping tenants informed

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# 88.0%

89.7% national average

**88.0%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **89.7%**.

## Opportunities to participate

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# 81.9%

85.9% national average

**81.9%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **85.9%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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# 64.3%

79.0% national average

**64.3%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

### Emergency repairs

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# 8.8 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **8.8 hours**, compared to the Scottish average of **4.2 hours**.

## Non-emergency repairs

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**9.3 days**

8.7 days national average

The average time this landlord took to complete non-emergency repairs was **9.3 days**, compared to the Scottish average of **8.7 days**.

## Reactive repairs 'right first time'

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**79.4%**

87.8% national average

This landlord completed **79.4%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

## Repair or maintenance satisfaction

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**81.9%**

88.0% national average

**81.9%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**96.0%**

94.2% national average

**96.0%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.2%**.

## Value for money

### Total rent collected

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The amount of money this landlord collected for current and past rent was equal to **99.6%** of the total rent it was due in the year, compared to the Scottish average of **99.0%**.

### Rent not collected: empty homes

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It did not collect **0.5%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

## Re-let homes

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# 24.1 days

55.6 days national average

It took an average of **24.1 days** to re-let homes, compared to the Scottish average of **55.6 days**.



**Scottish Housing**  
Regulator