

# Landlord Report 2022/23

See how our performance last year stacks up...

## Annual Return on the Charter (ARC) Indicators

### Key

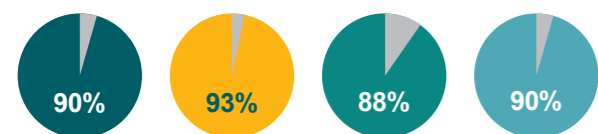
- FHG 2020/22
- FHG 2022/23
- Peer Group
- Scottish Average

### Tenant satisfaction

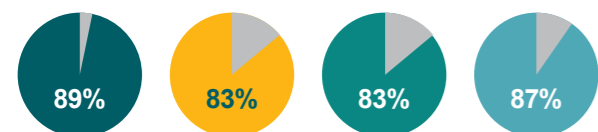
Tenants satisfied with the overall service provided by their landlord



Tenants who feel their landlord is good at keeping them informed about their services and decisions

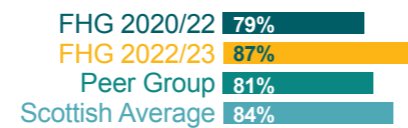


Tenants satisfied with the opportunities to participate in landlord's decision making processes

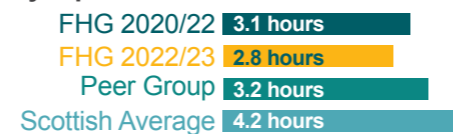


### Quality and maintenance of homes

Tenants satisfied with the quality of their home



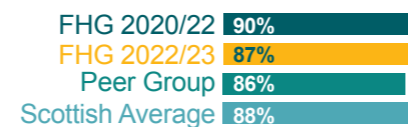
Average length of time taken to complete emergency repairs



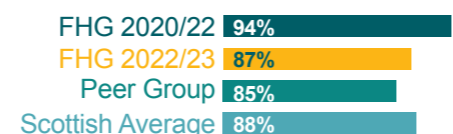
Average length of time taken to complete non-emergency repairs



Reactive repairs completed right first time



Tenants who had repairs or maintenance carried out in the last 12 months, who are satisfied with the service



### Neighbourhood and community

Complaints received per 100 homes



Complaints – Stage 1

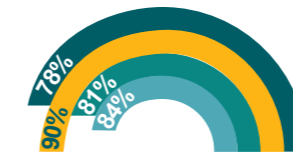


Average time for response (Target = 5 days)

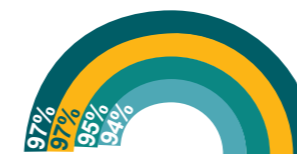
Complaints – Stage 2



Average time for response (Target = 20 days)



Tenants satisfied with the management of the neighbourhood they live in



Anti-social behaviour cases which were resolved

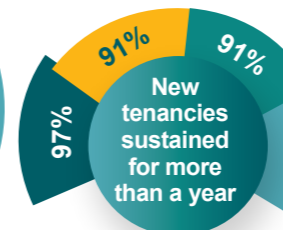


Court actions initiated which resulted in eviction

### Access to housing and support



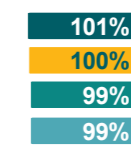
Average length of time to re-let properties (days)



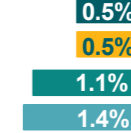
New tenancies sustained for more than a year

### Value for money

Rent collected as percentage of total rent due



Rent due lost through properties being empty



Gross rent arrears (all tenants) as at 31 March 2020 as a percentage of rent due

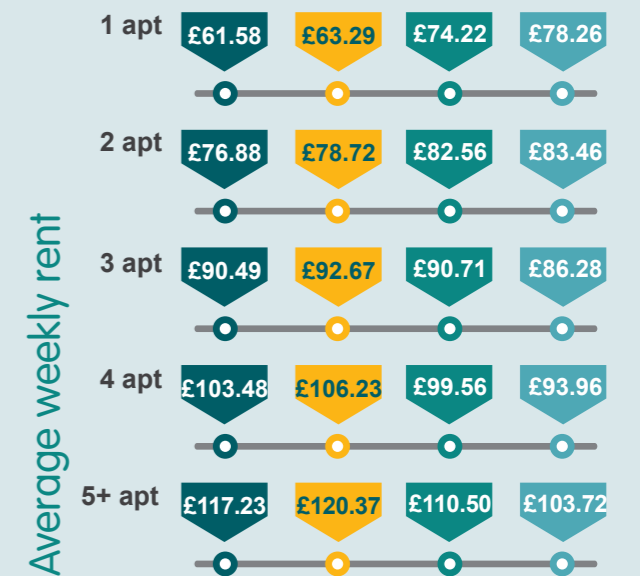


Tenants who feel that the rent for their property represents good value for money



### Average rent increase

Average rent increase applied



You can view this information in more detail and compare our performance against other landlords on the Scottish Housing Regulator's website - [housingregulator.gov.scot/landlord-performance](https://housingregulator.gov.scot/landlord-performance)

Our Annual Report is also available to view online, providing a snapshot of some of the steps we took to support tenants, improve service delivery and develop our business during the last financial year...

