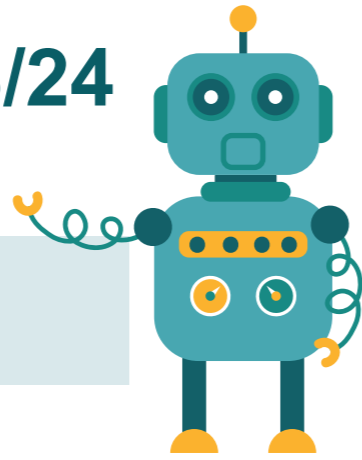


Landlord Report 2023/24

See how our performance last year stacks up...



Key

- FHG 2022/23
- Peer Group
- FHG 2023/24
- Scottish Average

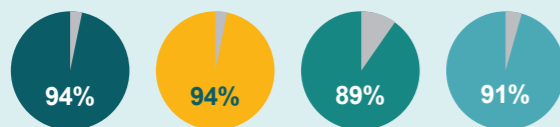
Questions? Chat with us!

Tenant satisfaction

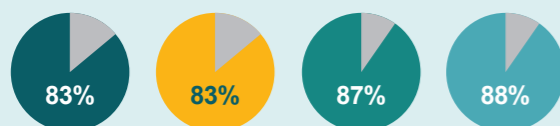
Tenants satisfied with the overall service provided by their landlord



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

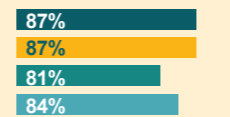


Tenants satisfied with the opportunities to participate in landlord's decision making processes



Quality and maintenance of homes

Tenants satisfied with the quality of their home



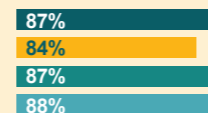
Average length of time taken to complete emergency repairs



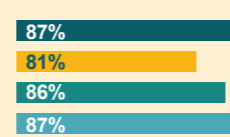
Average length of time taken to complete non-emergency repairs



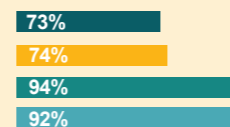
Reactive repairs completed right first time



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



Percentage of properties meeting the EESSH



Neighbourhood and community

Complaints received per 100 homes



Complaints – Stage 1

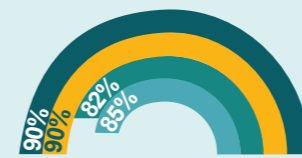


Average time for response (Target = 5 days)

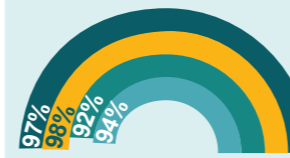
Complaints – Stage 2



Average time for response (Target = 20 days)



Tenants satisfied with the management of the neighbourhood they live in



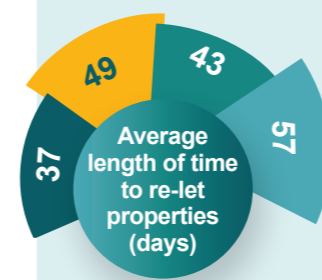
Anti-social behaviour cases which were resolved



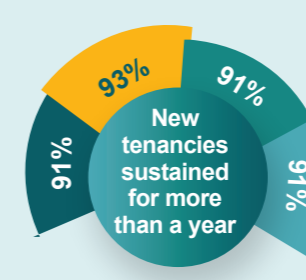
Court actions initiated which resulted in eviction

* We initiated court action against 10 tenants last year. Of these 10 cases, nine households were evicted - six for significant rent arrears, two for anti-social behaviour and one for the poor condition of their garden. Legal action is always our last resort and only pursued once available support has been offered and all other options have been exhausted.

Access to housing and support



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



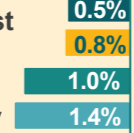
New tenancies sustained for more than a year

Value for money

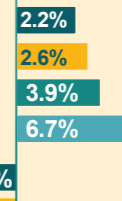
Rent collected as percentage of total rent due



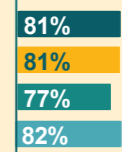
Rent due lost through properties being empty



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

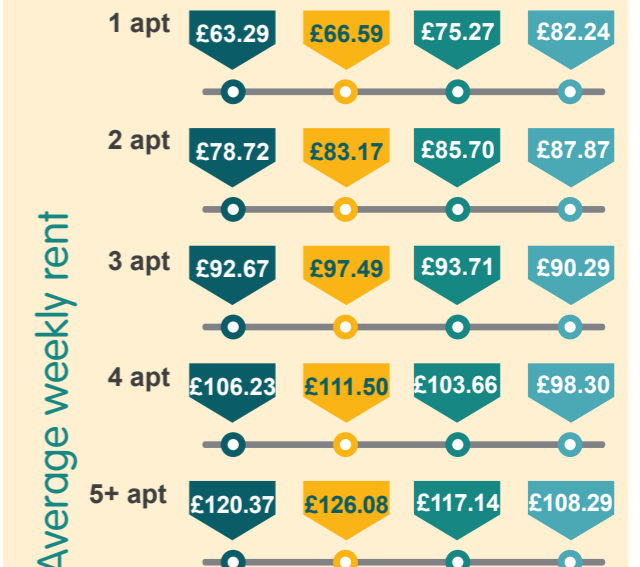
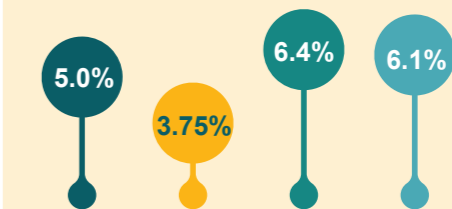


Tenants who feel that the rent for their property represents good value for money



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://www.housingregulator.gov.scot/landlord-performance)