

Tenants Today

Scottish Social Housing Charter – How Midlothian Council is performing 2018/19

Every year Midlothian Council publishes performance information in relation to the Housing Services that we provide. We also compare this to other landlords to help tenants and other service users understand how we compare. We also tell you about how we feel about our performance and what we are focusing on for improvement.

How we compare our performance to other landlords

To ensure a realistic comparison between Councils the Scotland's Housing Network has developed a 'peer group' system which groups councils of similar size together for ease of comparison. This is because comparing larger and smaller councils may be less useful although we do now report the average results for all Scottish Councils too. Our peer group councils are: Angus, Clackmannanshire, East Dunbartonshire, East Lothian, East Renfrewshire, Moray, Orkney Islands, Shetland Islands, Perth and Kinross, South Ayrshire and Stirling.





Money Matters





During the financial year 2018/19 you paid £24.8 million in rent payments for council housing.

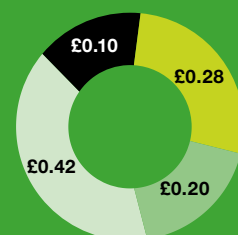
The pie chart shows that just under half the income is used on managing and maintaining the stock. Spend on loan charges account for £0.42 in every pound collected. These charges are used to fund the development of new council housing and major investment plans such as the current window replacement programme.



On average, Midlothian Council tenants pay slightly lower rent charges compared to the Scottish average for councils. In 2018 tenants and applicants voted on future rent plans. A total of 1,040 responses were received. Tenants and housing list applicants were given four options for future rent charges, with bigger increases allowing more funding for more new council housing. The most popular choice was a 3% increase, which will also enable development of a further 1,000 new council houses in Midlothian. As a result, there will be a 3% increase in 2019, 2020 and 2021. This is a lower increase than between 2016 and 2018 which was 5% each year.







































How we show Midlothian Council's performance

	If we are one of the best performing councils among those that we are comparing ourselves to we will attach a green smiley face to the indicator
	If we are one of the second best three performing councils among those that we are comparing ourselves to, we will attach a yellow smiley face to the indicator.
	If we are one of the third best three performing councils among those that we are comparing ourselves to, we will attach an orange straight face to the indicator.
	If we are one of the poorest performing councils among those that we are comparing ourselves to, we will attach a red unhappy face to the indicator.
	If we have improved our performance since the previous year we attach a green arrow pointing upwards to the measure.
	If we have performed similarly to the previous year we will indicate this by placing a grey horizontal arrow next to the measure.
	If our performance is not as good as last year we will indicate this by placing a red downward facing arrow next to the measure.

-  General Repairs
-  Administration and Management
-  Loan Charges
-  Other Expenses



Measure	Midlothian	Peer Group	Scottish Average	How do we compare?	Compared to last year
Rent and rent collection					
The total number of council homes	6,830	5281	12816		
Total rent due in the year	25.4m	£18.7m	£48.6m		
Average rent charge for 1 bedroom property	£65.83	£64.62	£69.63		n/a
Average rent charge for 2 bedroom property	£71.94	£69.15	£74.13		n/a
Average rent charge for 3 bedroom property	£79.64	£75.13	£80.07		n/a
Average rent charge for 4+ bedroom property	£84.30	£81.15	£87.44		n/a
Average rent charge for all properties	£73.87	£69.53	£74.60		n/a
Annual rent increase	3%	2.75%	2.81%		

Measure	Midlothian	Peer Group	Scottish Average	How do we compare?	Compared to last year
The length of time it takes to repair and re-let houses that become empty.	48.3 days	38.7 days	35.9 days		
The percentage of rent lost through properties being empty in the last year.	0.7%	1%	0.9%		
The percentage of rent due collected.	98.7%	98.9%	98.7%		
The amount of rent in arrears at the end of the year.	7.2%	7.7%	7.3%		
The percentage of properties abandoned in the year.	0.06%	0.6%	0.6%		
The percentage of new tenancies that are still in place a year later.	93.9%	89.5%	88.8%		
Measure	Midlothian	Peer Group	Scottish Average	How do we compare?	Compared to last year
Repairs and Maintenance					
The percentage of homes that are meeting the Scottish Housing Quality Standard.	96%	96%	94%		
The average length of time to complete emergency repairs.	4 hours	4 hours	4 hours		
The average length of time to complete non-emergency repairs.	17 days	9 days	8 days		
The percentage of repairs appointments kept.	77%	94.1%	96.3%		
Measure	Midlothian	Peer Group	Scottish Average	How do we compare?	Compared to last year
Homeless households					
The percentage of new tenancies given to homeless households.	47%	49%	43%		
The average time that homeless households stay in council managed temporary accommodation.	235 days	193 days	148 days		
Measure	Midlothian	Peer Group	Scottish Average	How do we compare?	Compared to last year
Customer Satisfaction					
The percentage of tenants who feel Midlothian Council is good at keeping them informed about services and their outcomes.	85%	87%	85%		
The percentage of tenants satisfied with the quality of their property.	84%	85%	85%		
The percentage of tenants satisfied with a repair that has been carried out in the last 12 months.	82%	88%	90%		
The percentage of new tenants satisfied with the quality of their property when moving in.	100%	82%	83%		
The percentage of homeless people satisfied with the quality of their temporary accommodation.	83%	87%	88%		
The percentage of tenants satisfied that their rent offers value for money.	84%	83%	82%		
The percentage of tenants satisfied with overall service of the council.	84%	86%	86%		

Key Points

- Midlothian Council conducted a tenant satisfaction survey in 2019 which saw an overall improvement in the satisfaction that our tenants have with the housing services provided to them.
- Our customers appreciate the quality of accommodation when they first move in. To ensure a good letting standard this can mean empty houses take longer to relet due to repair and maintenance work going on in the property.
- In terms of homelessness, more homeless households are being housed in Midlothian but households generally spend a long time in accommodation due to the shortage of affordable accommodation in Midlothian.

If you want to find out more about our performance, you can get detailed information from the Scottish Housing Regulator's website: www.scottishhousingregulator.gov.uk. We would also be happy to talk to you if there are specific things you want to know about our performance. We are able to discuss performance information in more detail at tenants groups or you could join our tenant panel if you want to help identify ways we can improve. You could also just contact us for a chat about the report.

For more information call us on 0131 271 6698 or email housingstrategy@midlothian.gov.uk