



Landlord Report to Tenants 2021 / 22



Midlothian



Welcome to our Landlord Report to Tenants covering the period 1 April 2021 to 31 March 2022. The information contained in the report shows our tenants and service users how we are performing as a landlord. We explain in the report what we have achieved, where we are making improvements and how we will continue to improve things further.

Our 2021 / 22 Landlord Report to Tenants details how we performed between the period from 1 April 2021 to 31 March 2022. We are delighted to share with you our performance figures which were submitted to the Scottish Housing Regulator.

As your landlord, we are committed to providing you with safe, comfortable and affordable homes. We would like to take this opportunity to update you on some important matters.

This was a unique and challenging year, we were faced with significant global uncertainty and an emerging financial crisis. We continued to maintain high levels of performance and we believe that 2021/22 was another very good year for Midlothian Council Housing Services.

We worked in partnership with Midlothian's Tenant Panel and they helped shape this report and influence the content and design. If there is anything you would like us to include in next year's report, please let us know.

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 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.

We hope you enjoy reading about what we achieved in the year 2021 – 2022 and taking a look at how we performed.

Key achievements

Between 1 April 2021 and 31 March 2022:

- 4440 applicants on the housing list
- 7,121 properties
- 90 new build properties completed
- 22 properties were purchased from the open market.
- Carried out 100% of our Gas Safety checks.
- 96.10% of new tenancies remained in tenancy for more than a year
- Continued to improve services through virtual tenant participation and scrutiny activities

We use evictions as a last resort. We only evicted one household during the period of this report, and we will always try to work with our tenants to support them and provide preventative measures wherever possible.

Our abandoned tenancies figure is low in Midlothian at 0.11% of our stock. This highlights the high quality of our housing stock.

- A total of 7.91% of offers were refused compared to the Scottish average of 38.26%.
- 431 properties let across the service.
- 314 properties re-let in 44.8 days
- 59 mutual exchanges let.
- 3.97% of properties became vacant - amongst the lowest of all Scottish councils. This compares to a figure of 4.8% for 2020/21
- 9.93% of rent lost through properties being in arrears. 0.97% of rent lost through properties becoming empty.
- 4,220 emergency repairs completed compared to 4,749 for 2020/21
- 10,814 non-emergency repairs completed compared to 2,859 for 2020/21



The Social Housing Charter was updated in November 2022.

The Charter helps to improve the quality and value of services provided by social landlords in Scotland. It sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Scottish Social Housing Charter November 2022 - gov.scot (www.gov.scot)

The Charter has helped us focus on how we are performing and has provided good information to our tenants. We regularly gather feedback from tenants and service users through satisfaction surveys, our complaints and feedback policy, and through our work with the Midlothian Tenant Panel and tenant groups.

You can find out more about the Scottish Social Housing Charter and how our performance compares against all other Scottish social landlords at the Scottish Housing Regulator's website – www.housingregulator.gov.scot



Tenant Participation

Tenant participation is central to the way we work and our aim is to maximise our tenants' involvement in influencing and scrutinising our housing services. We want tenants to get involved in ways that suit them best. How tenant participation works is set out in our Tenant Participation Strategy. The aim of tenant participation is to improve housing services.

We need to be aware of tenants' needs, keep them informed by quarterly newsletters via social media, treat them fairly and provide ways for them to have an influence over the services they use and the decisions we take. The Midlothian Tenant Panel continued to work in partnership with us to deliver and improve services for tenants. We continued to encourage people to get involved in scrutiny and consultation events knowing the importance of tenants working together to improve housing services.

We have new ways of keeping in touch and engaging with tenants and service users. In the period of the report, we made more use of online communication and held most of our meetings and events online. We offered digital support training

to tenants to enable them all the opportunity to participate. We also contacted tenants and service users by email and telephone offering advice and the chance to catch up on local matters and a course on mindfulness.

Many of our tenants and service users provided positive feedback from these meetings and events. We carried out seven estate walkabouts throughout Midlothian in this 2021 - 2022.

Tenant Satisfaction

The council carries out a comprehensive tenant satisfaction survey every three years. The last survey was carried out in 2019 which saw an overall improvement in the satisfaction that our tenants have with the housing services provided to them. These surveys give us good information about what parts of the service our tenants are most satisfied with and identify areas where we need to make improvements. The results of the tenant satisfaction survey completed at the end of 2022 are published on our website **Midlothian Tenant Satisfaction Survey results reveal overall satisfaction | Midlothian Council**



Housing Quality

We must ensure that properties meet the Scottish Housing Quality Standard (SHQS). Every new tenancy is let to the SHQS but over time we will upgrade areas within the property.

Our properties must meet the Tolerable Standard, be free from serious disrepair, be energy efficient, have modern facilities and services and be healthy, safe and secure.

Improving housing standards increases the energy efficiency of the property and in turn contributes to lower levels of requirements to use fuel. It also improves health outcomes, particularly for older people, young children, and those with respiratory and other chronic health conditions.



We have targets to improve Energy Performance Certificates (EPCs) by 2032, where practically possible. Energy Efficiency Standard for Social Housing (ESSH) performance sets target for all social housing to meet by 2032.

- 77.55% of housing stock meets the Scottish Housing Quality Standard, the Scottish Average is 72.05%
- 85.68% of housing stock meets EESSH compared to the Scottish average of 84.73%

Rent and Value for Money

The information below shows how we spent every pound collected of our rental income in 2021/22.

Rent collection performance

99.07% of the total rent due was collected in the year compared to the Scottish average of 99.28% and 100% for our peer group. The overall arrears outstanding reduced by 0.04% from 2020/21 to 6.4% of the total rent due compared to the Scottish average of 4.38% and 5.21% for our peer group.

Housing stock and rent

In February 2022, councillors decided to defer the 3% rent increase proposed for 2022/23 in the context of the Covid-19 pandemic impact and its effects upon households.

The weekly rent for each apartment size in 2021/22

Apartment size	Midlothian Council	Scottish Average	Difference
1	£76.64	£75.95	£0.69+
2	£82.54	£81.32	£1.22+
3	£84.87	£84.22	£0.65+
4	£86.76	£91.54	£4.78-
5+	£91.15	£100.78	£9.63-

Housing related queries

Contact us:

By email: Housing.Enquiries@Midlothian.Gov.Uk

By phone: 0131 271 3394

In writing: **Housing Services,
Midlothian Council,
Midlothian House,
40-46 Buccleuch Street,
Dalkeith EH221DN**

