



Landlord Report to Tenants 2022 / 23



Midlothian



Welcome to our Landlord Report to Tenants covering the period 1 April 2022 to 31 March 2023. 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.

Welcome to our Landlord Report detailing how we have performed last year. As your landlord, we are committed to providing you with safe, comfortable and affordable homes.

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

The Scottish Housing Regulator

We are regulated by the Scottish Housing Regulator, the SHR protects the interests of tenants, people who are homeless and others who use social landlords' services. Useful information about the Scottish Housing Regulator explaining who they are and what they do can be found on their website. There are sections that allow you to compare our performance against other social landlords.

Midlothian is required to produce a variety of reports to submit to the Scottish Housing Regulator annually including the Annual Return on the Scottish Social Housing Charter and Assurance Statement. You can access our current Engagement Plan with the SHR www.housingregulator.gov.scot



The Scottish Housing Charter

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 \(www.gov.scot\)](http://www.gov.scot)

Equality, Inclusion & Human Rights

Midlothian ensures that equality, inclusion and human rights are at the centre of everything we do enabling us to deliver positive outcomes for our people, applicants and tenants.



Tenant Participation

Tenant participation is about tenants influencing the decisions that we take about housing policies and services. It is a two-way process involving the sharing of information, ideas and plans. It gives an opportunity to empower tenants and makes Midlothian Council more accountable for our actions

Tenants Groups

A tenants group is a group of tenants who live in the same area who work together to represent the views of all tenants in the area to help make their neighbourhood a better place to live. Tenants' groups are set up by volunteers. These volunteers live in the community and want to have a say in how it is run and make a difference. There may be a tenants group already set up in your area. If you would like to set a Group up you could start by finding out if any of your neighbours are interested. We can support you to advertise the group and encourage others to get involved.

Tenant Panel

We want to hear tenants' views on a variety of subjects such as rent levels, repairs, allocations and antisocial behaviour. The tenant panel look at specific parts of the housing service and we will periodically engage with tenants who are interested in these matters. If you wish to be part of this group please let us know, we are always looking for new participants.

Tenant Satisfaction

The council carries out a comprehensive tenant satisfaction survey every three years. The last survey was carried out in 2022 which saw an overall improvement in the satisfaction that our tenants have with the housing services provided to them.

[Midlothian Tenant Satisfaction Survey results reveal overall satisfaction | Midlothian Council](#)

- 82% of respondents have overall satisfaction with the housing service. The Scottish council social housing average is currently 80%.
- 84% of respondents are happy with the quality of housing
- 72% of respondents are happy with the repairs service

- 81% of respondents feel that the housing service provides value for money
- 86% are happy with neighbourhood management
- 80% are happy that they are kept informed

Your home



We care about the quality of your home and we invest in all our homes every year to ensure that properties meet the Scottish Housing Quality Standard (SHQS). The maintenance figures presented contain a discrepancy in reporting. We are working to resolve this, as we do not believe these figures represent the quality of your homes.

32.00% of housing stock meeting the Scottish Housing Quality Standard, the Scottish average is 78.55%

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.

Average time to complete Emergency Repairs is 7.30 hours compared to the Scottish average 4.11 hours

Average time to complete Non-Emergency Repairs 14.29 days compared to the Scottish average 8.62 days

We carried out 100% of our Gas Safety checks.



Your tenancy

We aim to let our vacant homes to the right applicant, at the right time, in the right condition, as quickly as possible.

- 4468 applicants on the housing list
- We have 7,121 homes, 272 more homes than in 2021/22
- 98% of new tenancies remained in tenancy for more than a year
- 3.97% of properties became vacant - amongst the lowest of all Scottish councils compared to the average of 4.8%

Rent and Value for Money

We aim to provide the best possible value for money to all our tenants and keep your rents affordable.

- 98.04% of the total rent due was collected in the year compared to the Scottish average of 99.02% and 99.38% for our peer group. The total amount of rent due to be collected in the reporting year was £27,786,487. The overall arrears outstanding has increased by 0.58% from 2021/22 to 8.66% of the total rent due compared to the Scottish average of 7.25% and 8.52% for our peer group.
- 0.75% of the rent due was lost through to Empty Homes v 1.43% Scottish average

Housing rent

In April 2023 we increased rents by 4.80%.

Average weekly rent

Apartment size	Midlothian Council
1	£76.64
2	£81.72
3	£84.24
4	£87.05
5+	£93.07

Average Time to Re-Let Homes

The average re-let time is 35.92 days, Scottish average 56.15 days

Communities

We know from your feedback that feeling safe and secure in your home and community is vitally important to you.

1.78% of Anti-Social Behaviour cases reported per 100 properties, compared to the Scottish average 7.33%

Percentage of Anti-Social Behaviour Cases resolved 93.08% compared to Scottish average 94.22%

The number of evictions were 2.50% of our stock, and will always try to work with our tenants to support them and provide preventative measures wherever possible. The Scottish average is 13.07%

Our abandoned tenancies is low in Midlothian at 0.08% of our stock showing we have excellent housing stock that tenants do not want to give up.



Contact us:

Email: TenantParticipation@midlothian.gov.uk

Phone: 0131 271 3394

Write to: **Housing Services,
Midlothian Council,
Midlothian House,
40-46 Buccleuch Street,
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