

Annual Report to Tenants

2023/2024

Midlothian



All figures are for 2023/24 (unless otherwise stated)

Dear Tenants,

We are pleased to share this report highlighting key areas of our homes. It measures our progress, comparing us with other landlords across Scotland and identifies areas for improvement.



The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to meet when delivering housing services. We must tell customers:

- How we are achieving the outcomes;
- How we compare to last year's performance;
- How we compare to other similar landlords;
- Identify any areas where we may need to improve.

Scottish Social Housing Charter November 2022
www.gov.scot/publications/scottish-social-housing-charter-november-2022

We are proud of our achievements in customer services this year. Your feedback plays an important role in helping us to maintain and improve the services we provide.

Customer Services

Percentage of tenants satisfied with the overall service provided by their landlord:

81.47%

(80.51% Scottish average)



Percentage of tenants satisfied with the quality of their home:

83.87%

(78.93% Scottish Average)

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions:

80.13%

(82.71% Scottish Average)



Percentage of tenants satisfied with opportunities given to them to participate in their landlord's decision-making process:

77.87%

(81.02% Scottish Average)

Housing Service
Stage 1 Complaints:

96 completed within target at 3.7 days

Housing Service
Stage 2 Complaints:

42 completed within target 4.5 days



Midlothian council recognise involving tenants and customers is an essential part of our decision making and is committed to ensuring there is wide range of opportunities for tenants and customers to participate in the design, delivery and scrutiny of housing services. This is embedded in the Tenant Participation and Customer Engagement Strategy 2021 – 2024.

Neighbourhood & Community

Maintaining strong, safe and well managed neighbourhood is another core priority for us.

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in:

85.47% (80.11% Scottish Average)

Percentage of anti-social behaviour cases reported which were resolved:

91.79% (92.44% Scottish Average)

Our Homes

We continue to focus on providing timely and efficient repairs services to ensure the comfort and safety of your homes.

Percentage of reactive repairs carried out and completed right first time:

96.37%

(89.33% Scottish Average)



Emergency repairs completed:

3,969

Non-emergency repairs completed:

16,856

Abandoned homes: **13**

Evictions: **9**



By the end of 2023/24 we managed **7683** homes. We built **181** properties and purchased **26**.

We let **552** homes as below

Number of bedrooms	Number of properties let
1	155
2	272
3	105
4	20



We continue to invest in making your homes better. **24** home adaptations were completed to meet the needs of tenants.



Value for Money

We strive to ensure that rent levels remain affordable while delivering high quality services.

Rent collected as percentage of total rent due:

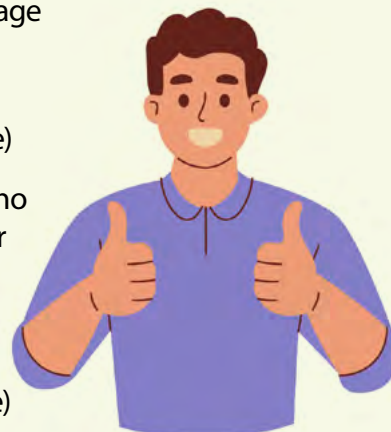
96.32%

(99.25% Scottish Average)

Percentage of tenants who feel that the rent for their property represents good value for money:

80.80%

(80.21% Scottish Average)



Average weekly rent charges

Number of bedrooms	Midlothian average rent	Scottish average rent
1	£84.26	£79.37
2	£86.19	£85.07
3	£91.14	£92.63
4	£95.56	£100.56

Support and Feedback

We provide a tenancy support service through Care Support Scotland (formerly known as Withyou) to help tenants sustain their tenancies and improve their quality of life. This includes budgeting advice, helping to reduce financial pressures. If you need help, we encourage you to reach out to us for advice and support.



We are regulated by the Scottish Housing Regulator and you can find details at the following website: www.housingregulator.gov.scot/for-tenants

If you have any concerns or complaints, our complaints procedure is available to ensure your voice is heard. We are always striving to improve our services based on your feedback.

Thank you for being part of Midlothian Council's Housing community. We look forward to working with you to continue to improve our services this year.