

Annual Report on the Charter 2020/21

Facts and Figures
About Your Landlord



fairfield housing
association

Introduction

Our Annual Report on the Charter gives our customers information on our performance in key areas of work and lets you know how we are doing in meeting the standards of the Scottish Social Housing Charter.

The report details our performance over 12 months from April 2020 to March 2021 and how we compared to the average of all Scottish social landlords during that same period in 2020/21.

Homes And Rents

As of 31 March 2021, Fairfield Housing Association owned **514 homes**.

The total rent due for the year was **£2,088,511**.

The total amount of money we collected for current and past rent was equal to **95.5%** of the total rent due, compared to the Scottish average of **99.1%**.

We did not collect **2.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

We continually work to keep rents affordable for customers and to deliver additional value for money for the rent that you pay.

Fairfield Housing Association increased its weekly rent on average by **1.5%** from the previous year.

By comparison, the average rent increase for social housing in Scotland this year was **2.49%**.

Average Weekly Rents

SIZE OF HOME	NUMBER OF HOMES OWNED	FAIRFIELD HOUSING ASSOCIATION	SCOTTISH AVERAGE	DIFFERENCE FROM SCOTTISH AVERAGE
1 apartment	-	-	£76.31	N/A
2 apartment	100	£70.87	£79.48	-10.8%
3 apartment	230	£78.47	£82.60	-5.0%
4 apartment	160	£80.48	£89.81	-10.4%
5 apartment	24	£84.30	£99.97	-15.7%

Overall Satisfaction

88.5%



88.5% of tenants say they are satisfied with the overall services we provide.

Scottish Average: 89.0%

95.5%



95.5% of tenants say we're good at keeping them informed about our services and outcomes.

Scottish Average: 91.7%

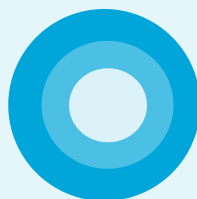
99%



99.0% of tenants say they are satisfied with the opportunities to participate in our decision making.

Scottish Average: 86.6%

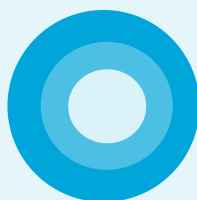
Quality and Maintenance of Homes



99.2%

Of Fairfield's homes met the Scottish Housing Quality Standard.

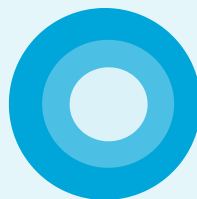
Scottish Average: 91.0%



5.0 Hours

The average time it took us to complete an emergency repair.

Scottish Average: 4.2 hours



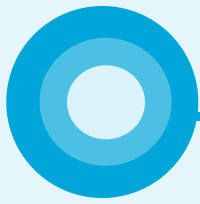
5.2 Days

The average time it took us to complete a non-emergency repair.

Scottish Average: 6.7 days

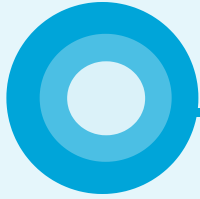
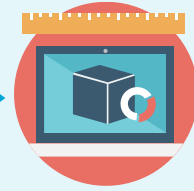


Quality and Maintenance of Homes



71.5%

Of the reactive repairs we carried out were 'right first time'.
Scottish Average: 91.5%



77%

Of tenants who had repairs or maintenance carried out were satisfied with the service they received. **Scottish Average: 90.1%**



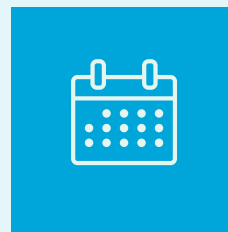
Value For Money

	FAIRFIELD HOUSING ASSOCIATION	SCOTTISH AVERAGE
Percentage of tenants who thought their rent was good value for money	84%	82.8%
Percentage of rent collected	95.48%	99.1%
Rent money lost due to homes being empty	2.19%	1.4%

Neighbourhoods



97.2% of reported anti-social behaviour cases were resolved.
Scottish Average: 94.4%



It took us an average of 98.5 days to re-let a property.
Scottish Average: 56.3 days

