

How did we perform in 2019/20?



Full report on our charter outcomes can be found on
www.westhighlandha.co.uk

HOW WE ARE DOING?

Tenants Satisfaction Survey 2020 results summary:

OVERALL SERVICE
PROVIDED BY
WHHA

93%
satisfied

2018/19
89%

2017/18
94%

MANAGEMENT OF
YOUR
NEIGHBOURHOOD

90%
satisfied

2018/19
88%

2017/18
92%

FEEL YOUR RENT
IS GOOD VALUE
FOR MONEY

90%
satisfied

2018/19
88%

2017/18
89%

THE OVERALL
QUALITY OF YOUR
HOME

93%
satisfied

2018/19
91.98%

2017/18
96%

KEEPING YOU
INFORMED

97%
satisfied

2018/19
97%

2017/18
99%

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OPPORTUNITIES FOR YOU TO PARTICIPATE

93%
satisfied

2018/19
89%

2017/18
92%

SATISFACTION WITH LAST REPAIR OR MAINTENANCE

84%
satisfied

2018/19
96%

2017/18
93%

NUMBER OF LETS DURING THE YEAR 2019/20

3
Existing tenants

40
General waiting list

15
Statutory homeless

9
Mutual exchanges

AVERAGE TIME IN DAYS TO RE-LET OUR HOMES

7 days

2018/19
14 days

2017/18
7 days

ABANDONMENTS

1

2018/19
3

2017/18
1



**TOTAL RENT DUE
TO BE COLLECTED**

£3,768,677

2018/19
£3,608,695

2017/18
£3,443,515

RENT INCREASES

2.5%

2018/19
2%

2017/18
3%

**AVERAGE
LENGTH OF TIME
TO COMPLETE
EMERGENCY
REPAIRS**

**4
hours**

2018/19
5
hours

2017/18
7
hours

**AVERAGE
LENGTH OF TIME
TO COMPLETE
NON-EMERGENCY
REPAIRS**

**6
days**

2018/19
7 days

2017/18
7 days

**STOCK MEETING
SCOTTISH
QUALITY
HOUSING
STANDARD**

763

2018/19
751

2017/18
779