

Forth Housing Association Ltd

Correspondence address

Kildean Business & Enterprise Hub
146 Drip Road
Stirling
FK8 1RW

Email address

info@forthha.org.uk

Phone number

01786 446066

Website

www.forthha.org.uk

Assurance statement 2021/2022

Each year landlords tell us how they are meeting regulatory requirements

PDF 337KB

Engagement plan from 31 March 2022 to 31 March 2023

Engagement plans describe our work with each social landlord

Compare this landlord to others

Landlord Comparison Tool

Landlord report Landlord details Housing stock Documents

View report by year

2021/2022



Homes and rents

At 31 March 2022 this landlord owned **875 homes**.

The total rent due to this landlord for the year was **£3,653,863**.

The landlord increased its weekly rent on average by **3.9%** from the previous year.

Average weekly rents

| Size of home | Number of homes owned | This landlord | Scottish average | Differer |
|--------------|-----------------------|---------------|------------------|----------|
| 1 apartment | - | - | £75.95 | |
| 2 apartment | 301 | £75.93 | £81.32 | |
| 3 apartment | 423 | £84.06 | £84.18 | |
| 4 apartment | 123 | £92.77 | £91.48 | |
| 5 apartment | 28 | £98.60 | £100.74 | |

Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

Overall service

93.6%

87.8% national average

93.6% said they were satisfied with the overall service it provided, compared to the Scottish average of **87.8%**.

Keeping tenants informed

98.1%

91.2% national average

98.1% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.2%**.

Opportunities to participate

94.3%

86.9% national average

94.3% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.9%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

99.0%

73.0% national average

99.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **73.0%**.

Emergency repairs

2.2 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.2 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

4.3 days

8.9 days national average

The average time this landlord took to complete emergency repairs was **4.3 days**, compared to the Scottish average of **8.9 days**.

Reactive repairs 'right first time'

96.8%

88.3% national average

This landlord completed **96.8%** of reactive repairs 'right first time' compared to the Scottish average of **88.3%**.

Repair or maintenance satisfaction

90.3%

88.0% national average

90.3% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

98.4%

94.7% national average

98.4% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.7%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.5%** of the total rent it was due in the year, compared to the Scottish average of

99.3%.

Rent not collected: empty homes

It did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

5.9 days

51.6 days national average

It took an average of **5.9 days** to re-let homes, compared to the Scottish average of **51.6 days**.



