

Report Card

From the Scottish Housing Regulator






Name: West Whitlawburn Housing Co-operative

Year: 2015

In August 2015 the Scottish Housing Regulator published it's report of WWHC performance over the past year.

Our performance report for 2014 demonstrated a very high quality of performance. This year's is even better. All at WWHC are delighted to have achieved such outstanding results and we look forward to continuing to deliver such high quality homes and services to you our members/tenants.



Subject: WWHC Tenant Satisfaction Overall service
Mark: 95.7%
Performance: WWHC well above Scottish average of 88.1%
Comments:  <i>Very well done!</i>
Subject: WWHC Tenant—keeping tenants informed
Mark: 97.7%
Performance: WWHC well above Scottish average of 89.3%
Comments:  <i>Very well done!</i>
Subject: WWHC Tenant Satisfaction—opportunities for tenants to participate
Mark: 81.3%
Performance: WWHC above the Scottish average of 79.6%
Comments:  <i>Very well done!</i>
Subject: Quality and Maintenance of WWHC Homes— Houses that meet the Scottish Housing Quality Standard
Mark: 98.8%
Performance: WWHC well above Scottish average of 91.0%
Comments:  <i>Extremely well done!</i>
Subject: Average Repair time for emergency repairs
Mark: 3.1 hours
Performance: WWHC far better than Scottish average 5.9 hours
Comments:  <i>Extremely well done!</i>

Subject: Average repair time for non emergency repairs

Mark: 3.2 days

Performance: WWHC miles better than Scottish average of 7.9

Comments:  *Extremely well done!*

Subject: Repairs that were “right first time”

Mark: 92.7%

Performance: WWHC were above Scottish average of 90.2%

Comments:  *Very well done!*

Subject: Keeping repairs appointments

Mark: 94.5%

Performance: WWHC were the same as Scottish average

Comment  *Equal to Scottish average!*

Subject: Tenants satisfied with service during repair

Mark: 94.5%

Performance: WWHC above Scottish average of 89.3%

Comments:  *Very well done!*

Subject: Neighbourhoods– resolving anti-social behaviour within target timescales

Mark: 89.1%

Performance: WWHC far better than Scottish average of 83.2%

Comments:  *Very well done!*

Subject: Value for money– collected rent due

Mark: 98.7%

Performance: WWHC below Scottish average of 99.5%

Comments:  *Could do better!*

Subject: Rent not collected due to home being empty

Mark: 0.9%

Performance: WWHC better than Scottish average 1.1%

Comments:  *Very well done!*

Subject: WWHC average time to re-let property

Mark: 25 days

Performance: WWHC miles better than Scottish average of 36.8 days

Comments:  *Extremely well done!*