Landlord report

How your landlord told us it performed in 2025/26

Milnbank Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlords performance. Here is how your landlord performed in those areas in 2025/2026.

Homes and rents

At 31 March 2024 your landlord owned 1,671 homes. The total rent due to your landlord for the year was **£7,182,765**. Your landlord increased its weekly rent on average by 5.6% from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	41	**£73.58**	£91.63	-19.7%
2 apartment	568	**£80.00**	£98.61	-18.9%
3 apartment	807	**£87.50**	£101.42	-13.7%
4 apartment	243	**£96.77**	£110.33	-12.3%
5 apartment	12	**£97.97**	£121.71	-19.5%

Tenant satisfaction

Of the tenants who responded to your landlords most recent tenant satisfaction survey:

- **89.8%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 87.6%
- **98.2%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.4%.
- **98.7%** of tenants were satisfied with the **opportunities to participate** in your landlords decision making, compared to the Scottish average of 88.1%.

Quality and maintenance of homes

» **81.5%** of your landlords homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 89.5%.

» The average time your landlord took to complete **emergency repairs** was **2.8 hours**, compared to the Scottish average of 3.5 hours.

» The average time your landlord took to complete **non-emergency repairs** was **5.2 days**, compared to the Scottish average of 8.8 days.

» Your landlord completed **97%** of **reactive repairs right first time** compared to the Scottish average of 95.3%.

» **89.1%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 88.1%

Neighbourhoods

» **94.8%** of anti-social behaviour cases relating to this landlord were resolved, compared to the Scottish average of 93.1%

Value for money

» The amount of money your landlord collected for current and past rent was equal to **101.4%** of the **total rent** it was due in the year, compared to the Scottish average of 99.7%.

» It did not collect **0.5%** of rent due because **homes were empty**, compared to the Scottish average of 1.1%.

» It took an average of **25.1 days** to **re-let homes**, compared to the Scottish average of 51.7 days.