MANOR ESTATES
Housing Association

Manor Estates Housing Association

Annual Report On The Charter

October 2026

Welcome to the Association's report to tenants regarding our performance in respect of the **Scottish Social Housing Charter**.

Following submission of information regarding our performance in relation to the Scottish Social Housing Charter, the Scottish Housing Regulator (SHR) produces a **Landlord Report**. Guidance on how to access this and other information about the Association is on the Scottish Housing Regulator's website. The website address is at the bottom of this document.

We have compared our performance in a number of areas with other Housing Associations working in Edinburgh and City of Edinburgh Council. You can access the Regulator's website and compare our figures with any other registered social landlord in Scotland.

Landlord Report

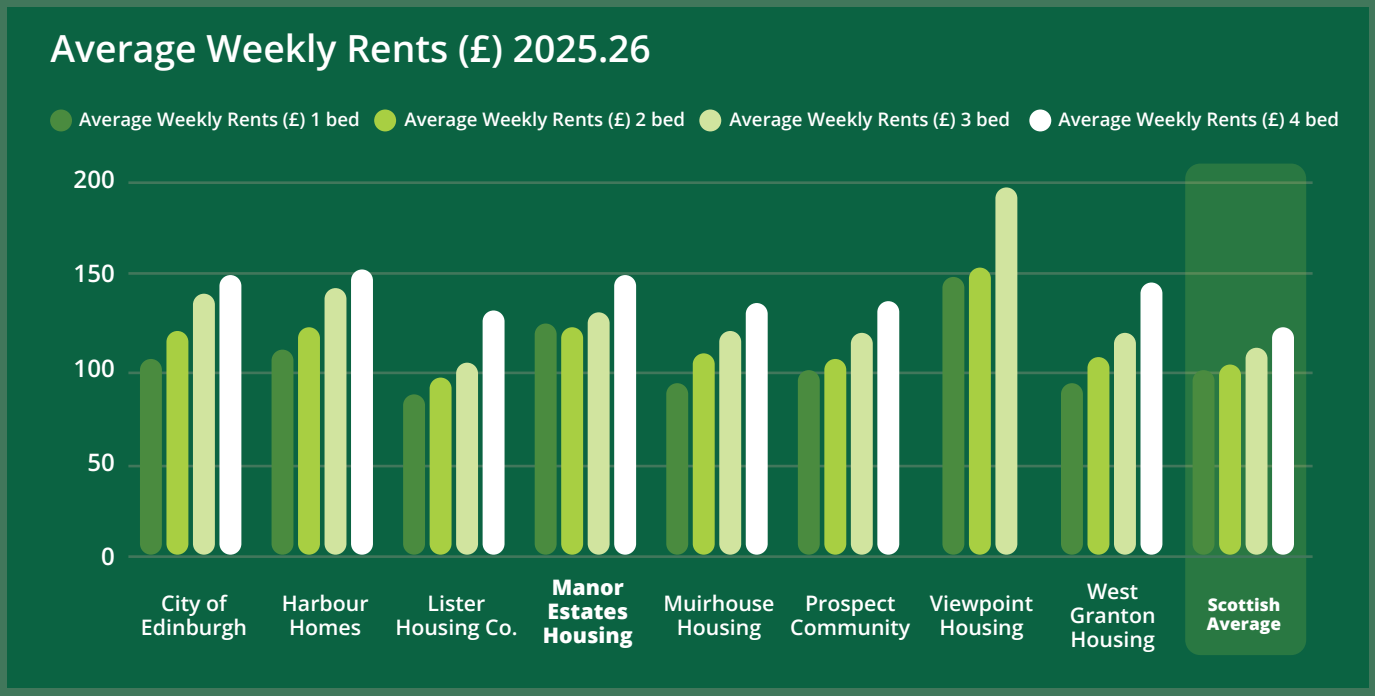
Homes and Rents

At 31 March 2026, Manor Estates owned **1,041** homes

The total rent due to Manor Estates for the year was **£6,555,551**

Homes and Rents

The average rents payable in 2025/26 are shown in the table below.



Note: Our rents for 1-bedroom properties include the service charges applicable to retirement housing, which impacts on the average rents for that property size.

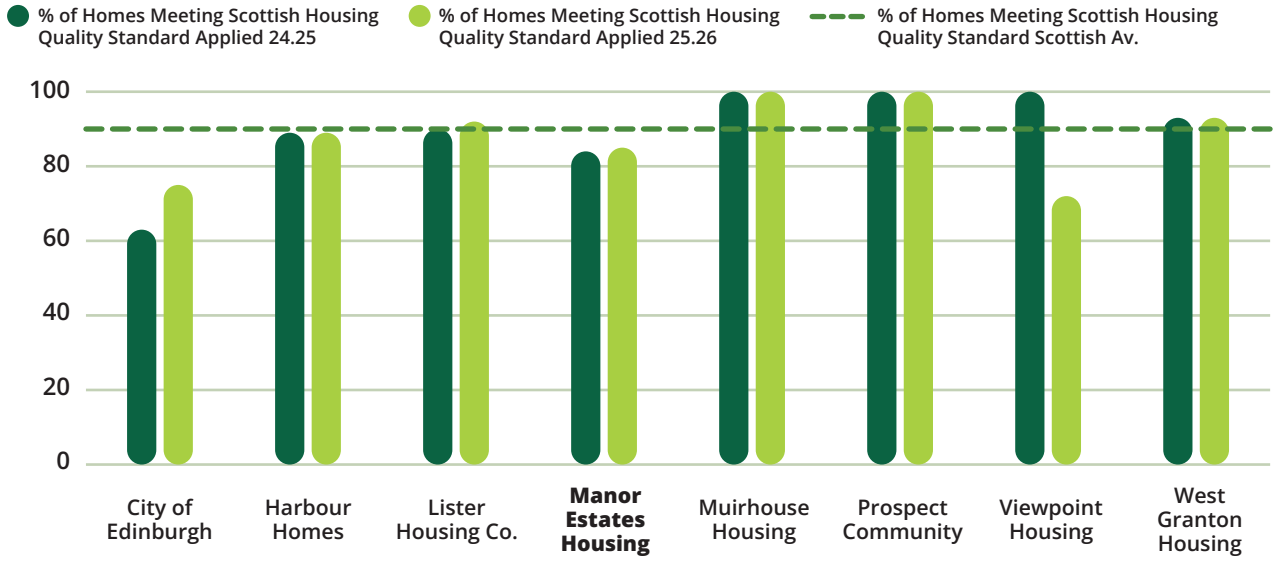


Manor Estates increased the weekly rent payable during 2025/26 by 4.2% which is lower than the Scottish Average.

Quality and Maintenance of Homes

Scottish Housing Quality Standard

% of Homes Meeting Scottish Housing Quality Standard



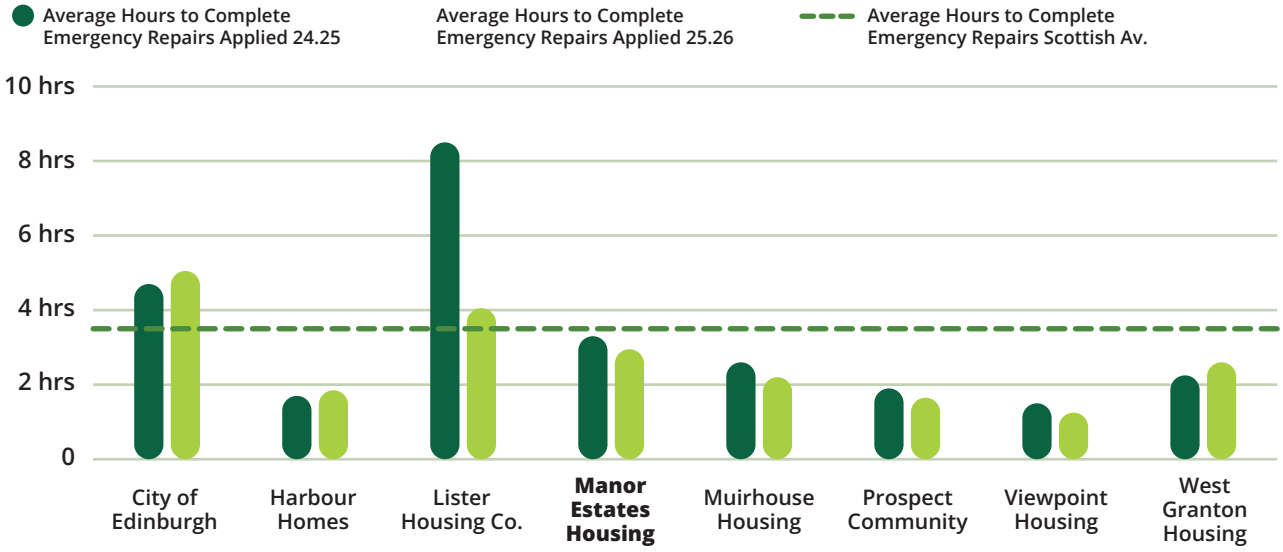
The Scottish Housing Quality Standard lays out minimum standards for all properties. There are 2 main factors that affect our ability to meet the standards in all properties:

- Where we have properties in blocks of flats that include properties that are owned, we cannot proceed with installation of door entry systems without the agreement of all owners in the block;
- There are a small number of properties where tenants do not wish to have heating installed or do not want their system to be upgraded.

85.4% of the Association's properties meet the Scottish Housing Quality Standard, an increase of **0.6%** from last year's figure.

Emergency Repairs

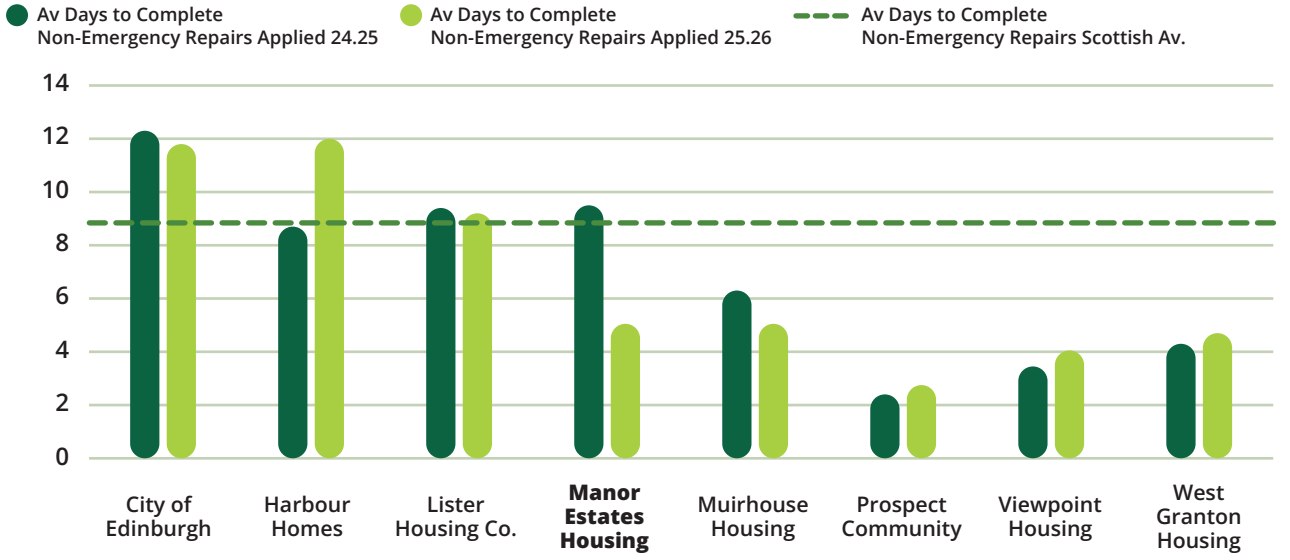
Average Hours to Complete Emergency Repairs



Quality and Maintenance of Homes

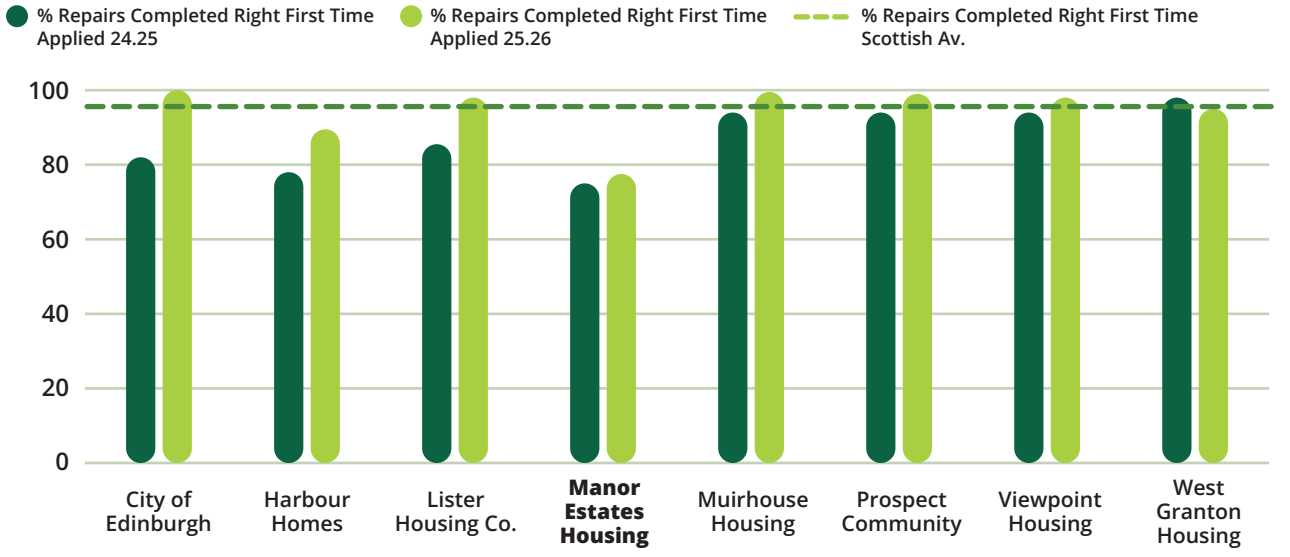
Non-Emergency Repairs

Av Days to Complete Non-Emergency Repairs



Reactive Repairs 'Right First Time'

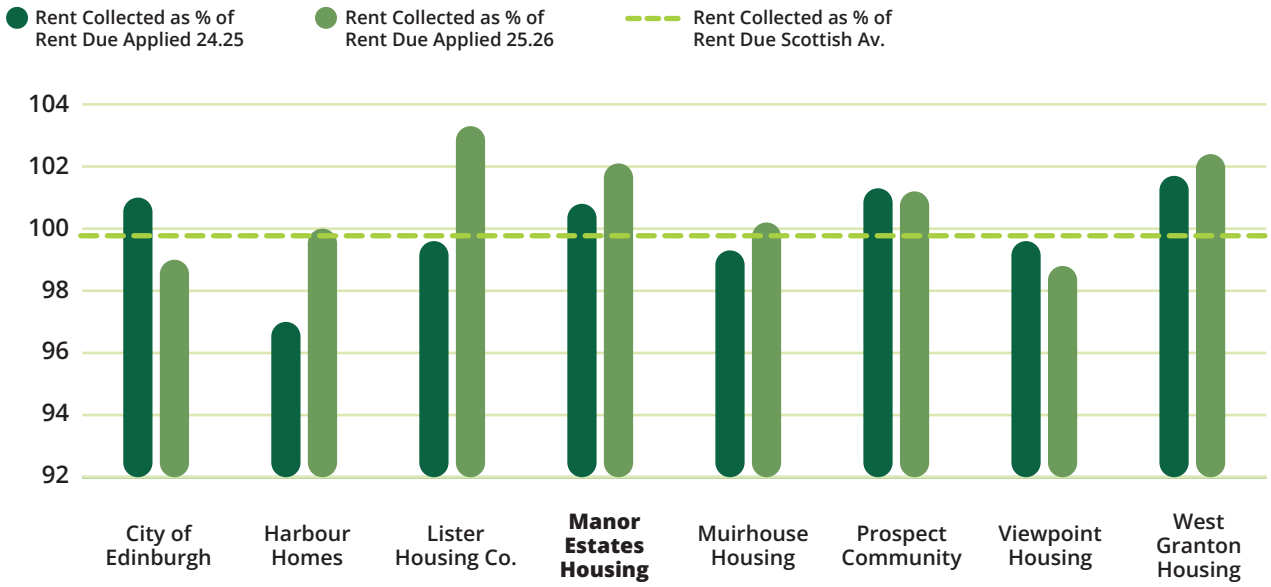
% of Repairs Completed Right First Time



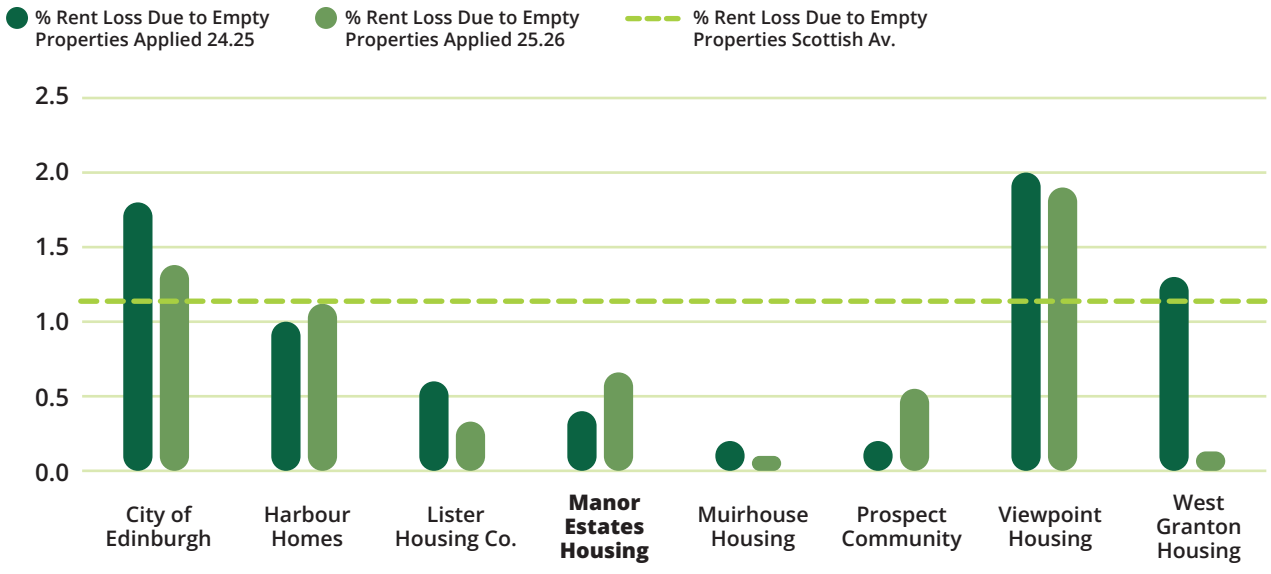
Value for Money

Assessment of how we achieve Value for Money includes consideration of our performance in relation to maximising our income, specifically through the collection of rent and the re-letting of properties that become vacant as quickly as possible.

Rent Collected as % of Rent Due

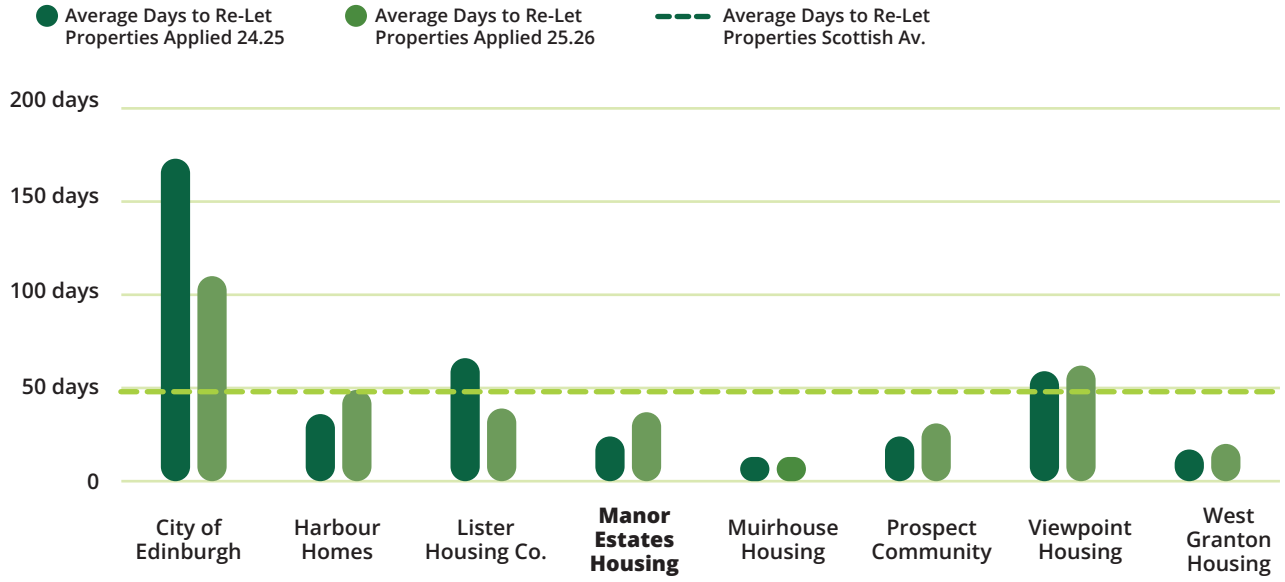


% Rent Loss Due to Empty Properties



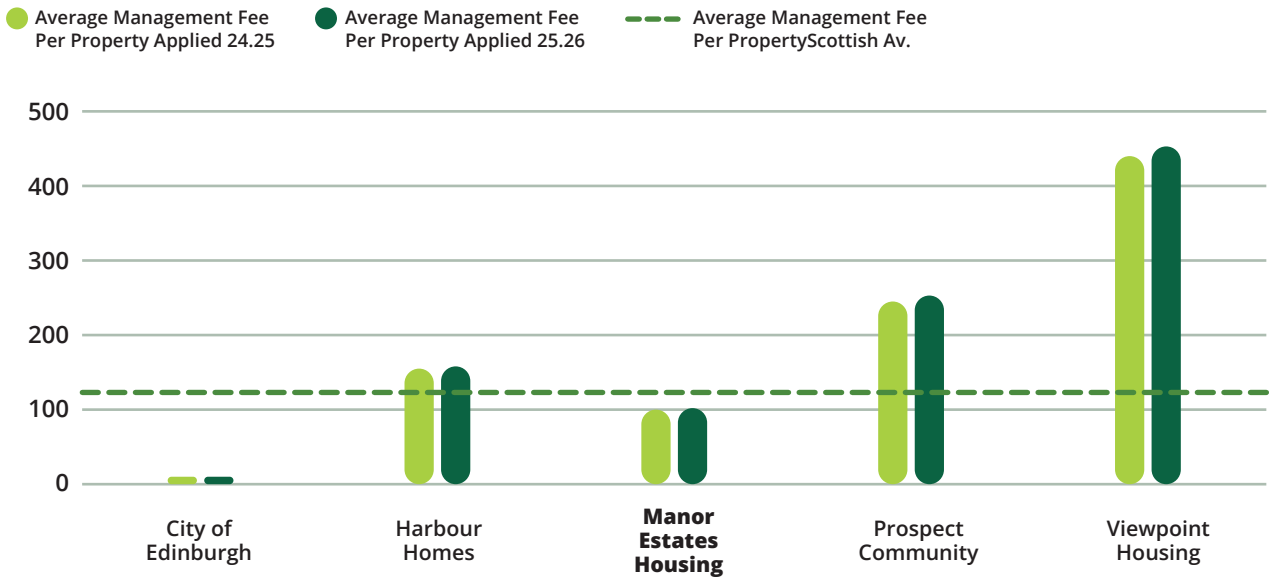
Value for Money

Average Days to Re-Let Properties

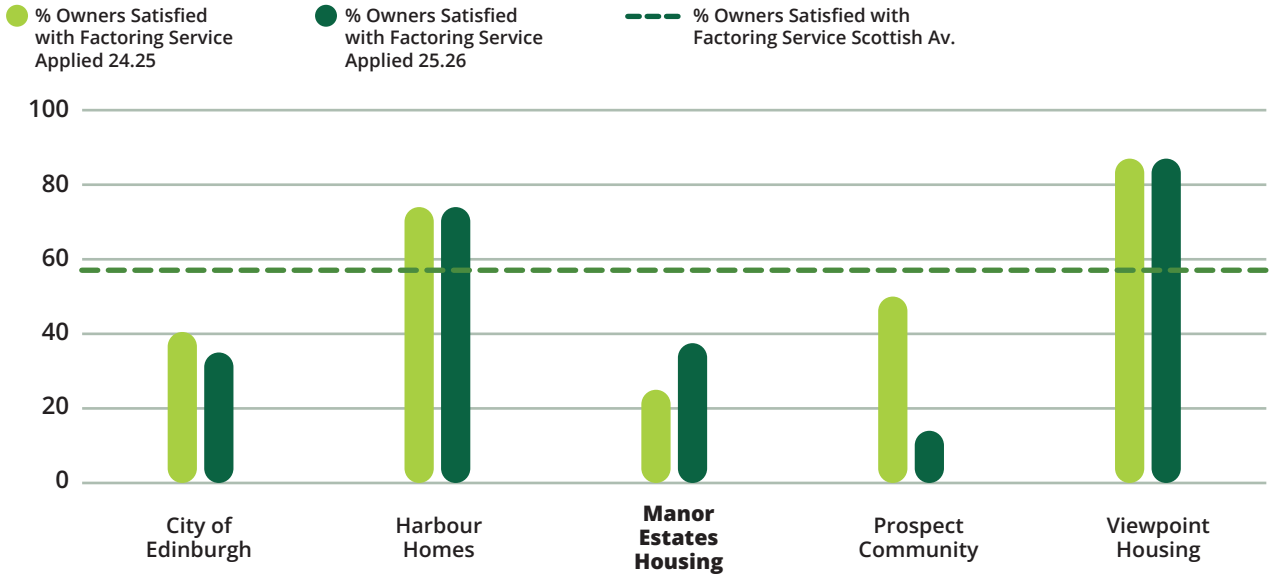


Factoring Information

Average Management Fee Per Property (£)



% Owners Satisfied with Factoring Service

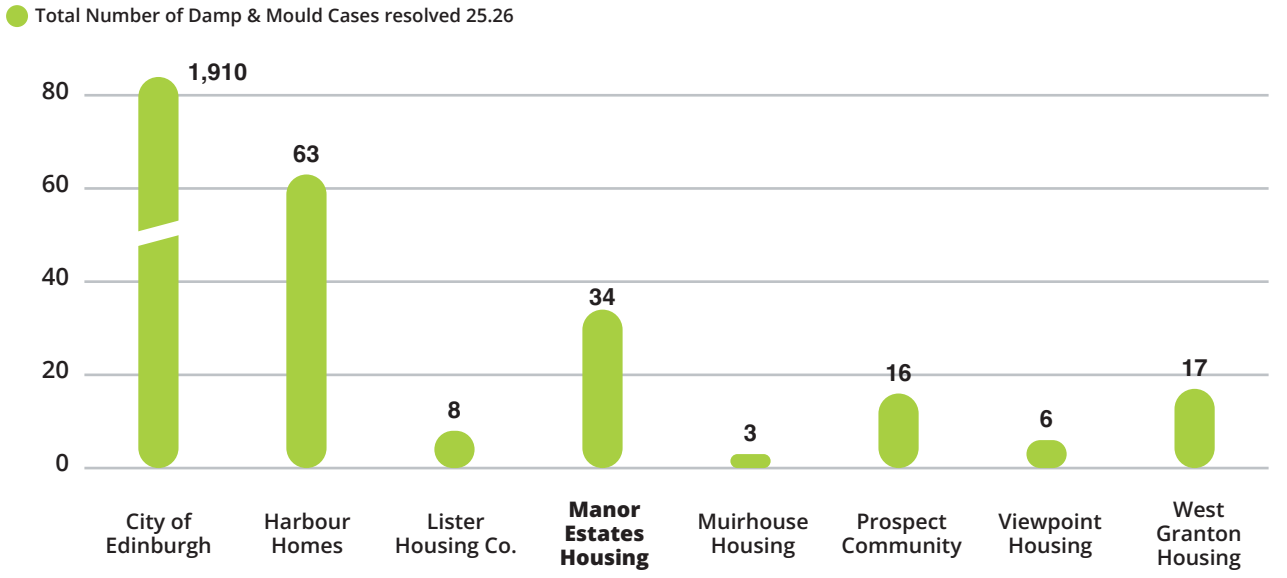


Following our Factored Owners survey issued in April and May 2026 38% were satisfied with the service.

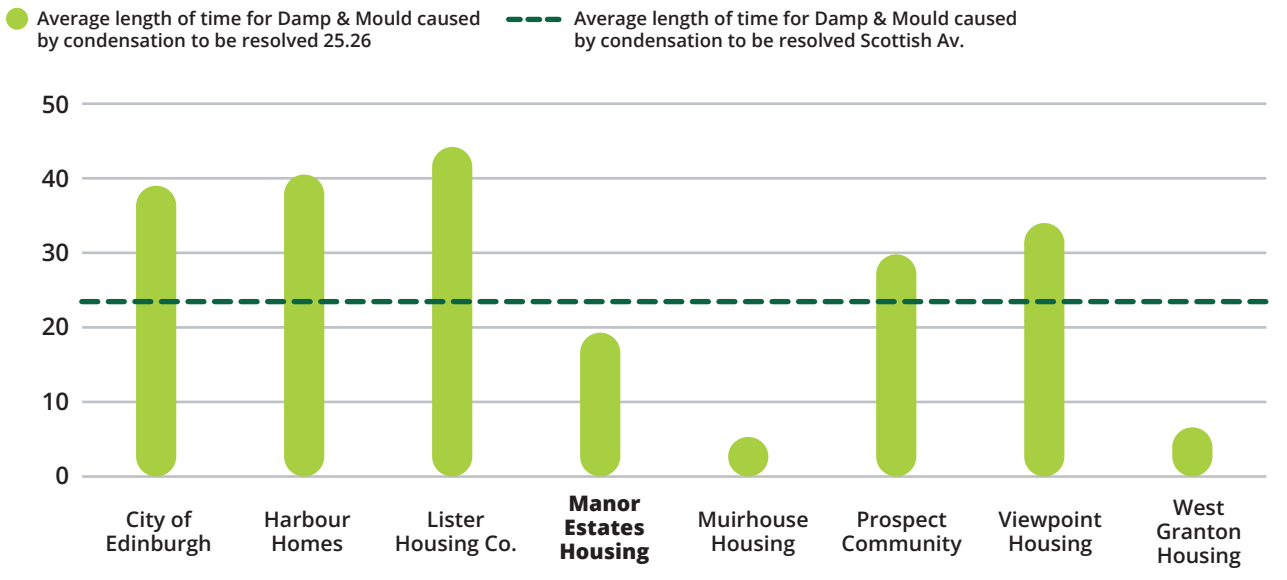
Damp and Mould Reporting 2026

The Scottish Housing Regulator has placed a new requirement on landlords to provide data on the amount of damp and mould cases that they have dealt with and resolved during the reporting year. New Housing Law introduced in 2026 established clear timescales for landlords to investigate reports of damp and mould, tell tenants the outcome of the investigation in writing, and begin any necessary repair works. These duties are intended to strengthen existing protections and help ensure that damp and mould cases are dealt with promptly.

Total Number of Damp & Mould Cases Resolved

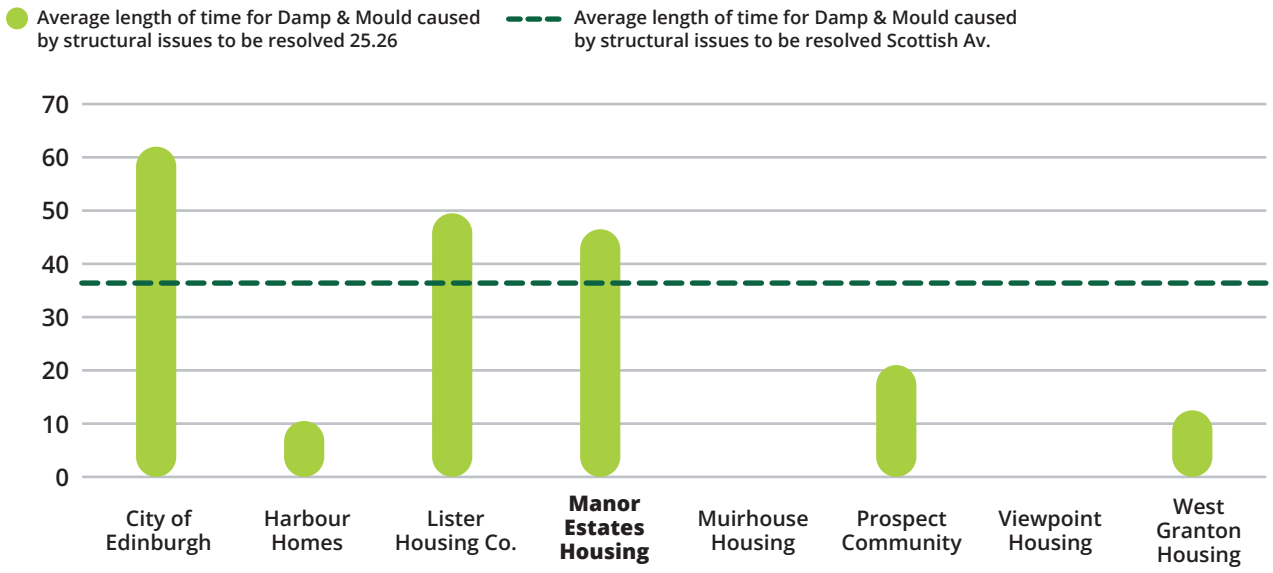


Average length of time for Damp & Mould caused by condensation to be resolved

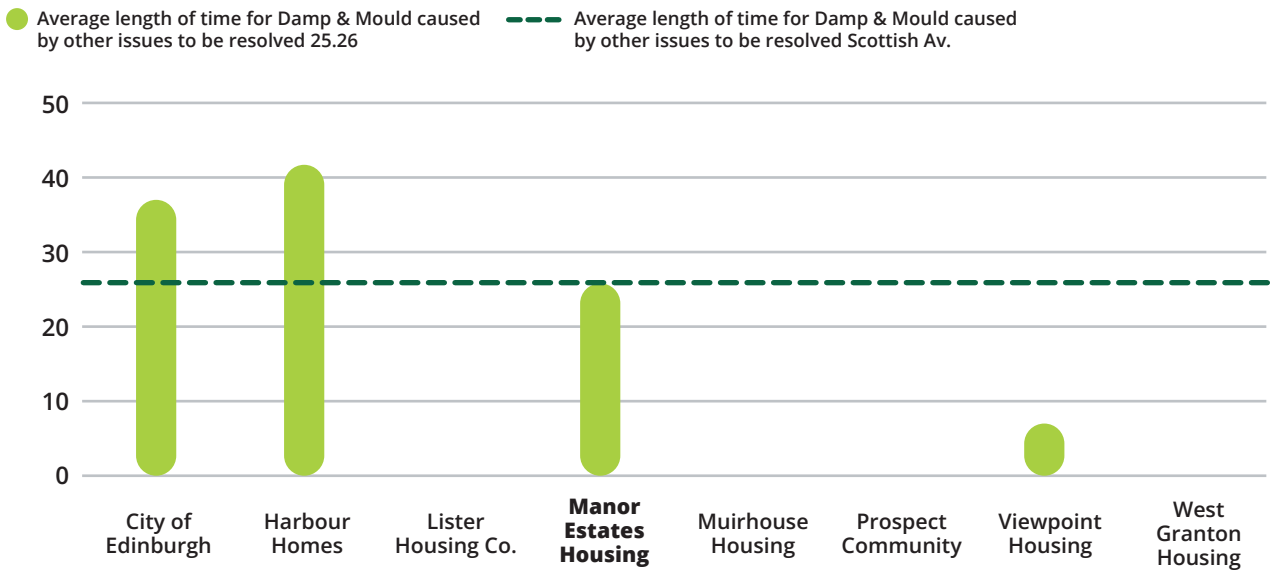


Damp and Mould Reporting 2026

Average length of time for Damp & Mould caused by structural issues to be resolved



Average length of time for Damp & Mould caused by other issues to be resolved



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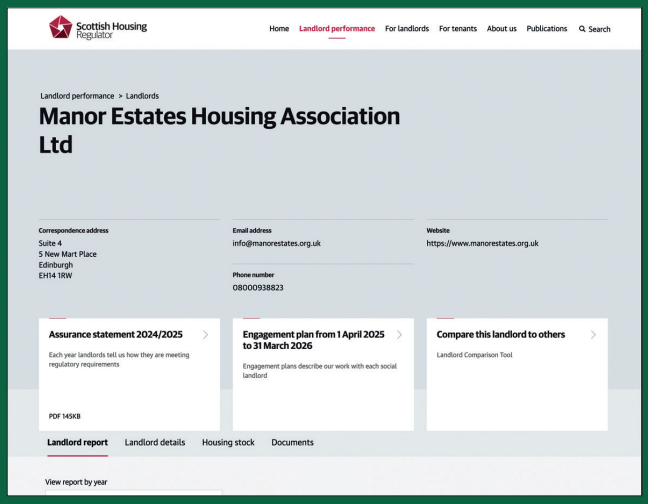
Looking for more information

If you want to find out more about the Association, performance or how you can influence our services:

- Contact us directly here at the office
  0131 510 8540
- Visit our website
  www.manorestates.org.uk
- Go to the Scottish Housing Regulator's website:
  www.scottishhousingregulator.gov.uk

Take the following steps to navigate to Manor Estates

1. **Home page**
2. **For tenants**
3. **Find out about your landlord**
4. **Search M**
5. **Manor Estates**





Further information on performance is available and regularly updated on the Association's website – www.manorestates.org.uk



Email: info@manorestates.org.uk