



**Melville Housing**  
SUSTAINABLE THRIVING COMMUNITIES



# REPORT FOR TENANTS - 2025



# Delivering better homes and stronger support

Welcome to Melville's annual tenant report, covering April 2024 to March 2025.

In October, we met with tenant representatives to review how we've done over the past 12 months. The results came from our new tenant satisfaction survey, which we ran earlier this year, and gave us a clear picture of where we're doing well and where we need to improve.

Overall, our performance has been very strong. In most areas we scored better than the Scottish average and better than other landlords in Midlothian. One of the biggest successes has been our investment in homes, with 97% now meeting the Scottish Government's housing standard, compared with the national average of 87%. Our response times for both emergency and routine repairs were also excellent and well above average, although satisfaction with the repairs service did dip slightly, from 90% last year to 81% this year. We know this is an area that needs attention and we're working hard to improve it.

Support for tenants has also reached record levels. Over the year we made 934 payments to tenants in financial difficulty, with a total value of almost £1.4 million. This incredible figure, the highest we've ever achieved, came from a wide range of sources including government benefits, charities, and the Midlothian Cost of Living Task Force, where Melville is a trusted partner.

On the other hand, cuts in funding meant that the number of home adaptations we were able to provide fell from 61 to 30. However, the work that was carried out was completed quickly, taking an average of just 27 days. Rent collection remained strong throughout the year, giving us more money to invest back into homes.

We also made real progress in re-letting empty properties, which had been a challenge since the staffing shortages caused by the covid pandemic. On average it took just 15 days to get new tenants into homes, which is a big improvement. We also saw fewer refusals of properties and higher satisfaction with neighbourhood management, with Melville performing among the best in the sector in these areas.

We hope you find this year's report useful and easy to read. If you'd like a printed copy, want to share your thoughts on our performance, or have ideas on how we can improve our homes and services, please get in touch in the usual way

## Thank you for reading - Melville Housing





**1** Communication

**2** Participation

**3** Quality of housing

**4** Repairs, maintenance and improvements

**5** Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

**6** Access to social housing

**7** Tenancy sustainment

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# 1 Communication

Percentage of tenants who feel Melville is good at keeping them informed about services and decisions.

99%

2024/2025

96%

2023/2024

90%

Scottish Average

80%

Midlothian Council



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## Communication - Complaints

Stage 1  
Number of  
complaints

147

Responded  
to in full

100%

Midlothian  
Council

77%

Average  
response  
time

2.7 days

Midlothian  
Council

4.6 days

Stage 2  
Number of  
complaints

23

Responded  
to in full

100%

Midlothian  
Council

22%

Average  
response  
time

10.9 days

Midlothian  
Council

75.5 days



## 2 Participation

Percentage of tenants satisfied with the opportunities given to them to participate in Melville's decision making processes

**100%**  
2024/2025

**98%**  
2023/2024

**86%**  
Scottish  
Average

**78%**  
Midlothian  
Council

Members of the Association can vote at our Annual General Meeting and put themselves forward to sit on the Board that makes decision on how we are run. Lifetime membership costs £1. If you would like to join please phone Maxine Mason on 0131 654 2733 or send an email to [mmason@melville.org.uk](mailto:mmason@melville.org.uk).

Number of shareholding members of Melville Housing Association

**46**

New memberships during the year

**1**

Cancelled memberships during the year

**4**



### 3 Quality of housing

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)

97%

2024/2025

95%

2023/2024

87%

Scottish Average

Percentage of properties in scope of the EESSH that meet the standard

99%

2024/2025

99%

2023/2024

98%

2022/2023

Percentage of existing tenants satisfied with the quality of their home.

91%

2024/2025

88%

2024/2023



## 4 Repairs, maintenance and improvements

Percentage of reactive repairs carried out in the last year completed right first time

93%

2024/2025

94%

2023/2024

88%

Scottish Average

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service

81%

2024/2025

94%

2023/2024

90%

2022/2023

Properties for which the annual gas safety check was missed

0

2024/2025

0

2023/2024



## 4 Repairs, maintenance and improvements

Average length of time taken to complete emergency repairs

2024/2025 1.67 hrs

2023/2024 2.09 hrs

Scottish Average 3.9 hrs

Midlothian Council 8.74 hrs

Average length of time taken to complete non-emergency repairs

2024/2025 7.84 days

2023/2024 7.11 days

Scottish Average 9.1 days

Midlothian Council 39 days



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## Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of tenants satisfied with the management of the neighbourhood they live in

95%

2024/2025

90%

2023/2024

85%

Midlothian Council

Percentage of anti-social behaviour cases reported in the last year resolved within locally agreed targets

99%

2024/2025

98%

2023/2024

86%

Midlothian Council

Percentage of tenancy offers refused during the year

7.5%

2024/2025

11%

2023/2024



## 6 Access to social housing

Number of exchanges completed



2024/2025



2023/2024



2022/2023



2021/2022



## 7 Tenancy sustainment

Number of approved applications for medical adaptations completed during the reporting year

**30 (£39k)**

2023/2024 | **61 (£54k)**

Number of lettable houses that became vacant in the last year

**95**

2023/2024 | **81**

2022/2023 | **95**

2021/2022 | **146**

Average time to complete adaptations

**27 days**

2024/2025

**21 days**

2023/2024

**24 days**

2022/2023

**21.5 days**

2021/2022



## 7 Tenancy sustainment

Number of  
lettable houses  
that became  
vacant in the  
last year

95



Percentage of court actions which resulted in eviction

12.5%

2024/2025

60%

2023/2024

16.7%

2022/2023

Number of evictions carried out during the year



1 —→ 2024/2025



3 —→ 2023/2024



1 —→ 2022/2023



## 7 Tenancy sustainment

In order to help tenants with their finances, and sustain tenancies, Melville provides a welfare benefits advice service which is available to all tenants.

Number of cases where tenants were helped financially

934

Total financial gain for Melville tenants

2024/2025  
**£1,387,680**

2023/2024

£576,292

2022/2023

£645,564

2021/2022

£408,464



## 8 Value for money

Percentage of tenants who feel that the rent for their property represents good value for money

**86%**

2024/2025

**83%**

2023/2024

**81%**

Midlothian Council

Percentage of tenants satisfied with the overall service provided by Melville

**90%**

2024/2025

**88%**

2023/2024

**81%**

Midlothian Council

**Average  
weekly  
rent  
£97.46**



## 9 Rent and service charges

Average length of time  
taken to re-let properties  
in the last year

2024/2025 15 days

2023/2024 19 days

Gross rent  
arrears (all  
tenants) as at 31  
March each year  
as a percentage  
of rent due for  
the reporting  
year

2%  
2024/2025

2.4%  
2023/2024

5%  
Scottish  
Average

Percentage of  
rent due lost  
through  
properties being  
empty during  
the last year

0.2%  
2024/2025

0.2%  
2023/2024

0.86%  
2022/2023

Rent collected  
as percentage of  
total rent due in  
the reporting  
year

102%  
2024/2025

102%  
2023/2024



# 10 Financial Summary

|                  | 2025    | 2024    |
|------------------|---------|---------|
|                  | £'000   | £'000   |
| Total income     | £14,974 | £11,317 |
| Total spending   | £8,895  | £9,726  |
| Surplus for year | £6,079  | £1,591  |



# 10 Financial Summary

## Income:

|                                          | 2025           | 2024           |
|------------------------------------------|----------------|----------------|
|                                          | £'000          | £'000          |
| Net income from rent and service charges | £10,729        | £9,906         |
| Scottish Government Grants               | £36            | £54            |
| Other Grants (HAG)                       | £3,943         | £1,007         |
| Other income                             | £171           | £175           |
| Interest                                 | £95            | £175           |
| <b>Total income</b>                      | <b>£14,974</b> | <b>£11,317</b> |

## Spending:

|                                     | 2025          | 2024          |
|-------------------------------------|---------------|---------------|
|                                     | £'000         | £'000         |
| Management costs                    | £3,007        | £2,584        |
| Bad debts                           | £5            | £2            |
| Tenancy support services            | £0            | £90           |
| Planned maintenance                 | £1,167        | £868          |
| Day to day maintenance              | £1,757        | £1,364        |
| Other activities                    | £107          | £76           |
| Interest payments                   | £1,737        | £1,779        |
| Depreciation                        | £1,771        | £1,764        |
| FRS102 adjustments                  | (£657)        | (£613)        |
| Revaluation losses                  | £0            | £1,813        |
| <b>Total spending</b>               | <b>£8,895</b> | <b>£9,726</b> |
| <b>Surplus before capital spend</b> | <b>£6,079</b> | <b>£1,591</b> |

# 10 Financial Summary

## How each £1 is spent

|                          | 2025  | 2024  |
|--------------------------|-------|-------|
| Management costs         | £0.25 | £0.23 |
| Planned maintenance      | £0.25 | £0.27 |
| New developments         | £0.19 | £0.26 |
| Day to day maintenance   | £0.15 | £0.09 |
| Interest payments        | £0.15 | £0.15 |
| Other activities         | £0.01 | £0.01 |
| Tenancy support services | £0.00 | £0.01 |
| Bad debt                 | £0.00 | £0.00 |



**If you are unhappy with any part of our service please let us know so that we can try to put it right. If, having spoken to us, you are still dissatisfied, you can contact the Scottish Public Services Ombudsman within 12 months of the problem first arising at:**

**Scottish Public Services Ombudsman | Freepost SPSO | 0800 377 7330 | [ask@spso.gov.scot](mailto:ask@spso.gov.scot) | [www.spso.org.uk](http://www.spso.org.uk)**

#### **Get in touch**

**Please let us know if you would like this leaflet in large print, as an audio CD or in a language other than English.**

**The Corn Exchange | 200 High Street | Dalkeith | Midlothian | EH22 1AZ | 0131 654 2733 | [info@melville.org.uk](mailto:info@melville.org.uk) | [www.melville.org.uk](http://www.melville.org.uk)**

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