

## Homes and rents

At 31 March 2020 this landlord owned **2,284 homes**.

The total rent due to this landlord for the year was **£8,868,426**.

The landlord increased its weekly rent on average by **2.4%** from the previous year.

### Average weekly rents

| Size of home | Number of homes owned | This landlord | Scottish average |
|--------------|-----------------------|---------------|------------------|
| 1 apartment  | 0                     | -             | £73.47           |
| 2 apartment  | 667                   | £63.78        | £78.05           |
| 3 apartment  | 1,188                 | £71.74        | £80.11           |
| 4 apartment  | 385                   | £89.88        | £87.09           |
| 5 apartment  | 44                    | £100.52       | £96.19           |

## Tenant satisfaction

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

### Overall service

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95.7%89.2% national average

**95.7%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.



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## Keeping tenants informed

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100.0%92.0% national average

**100.0%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

## Opportunities to participate

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99.6%87.2% national average

**99.6%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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81.5%94.4% national average

**81.5%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

### Emergency repairs

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2.4 hours3.6 hours national average



The average time this landlord took to complete emergency repairs was **2.4 hours**, compared to the Scottish average of **3.6 hours**.

## Non-emergency repairs

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2.4 days 6.4 days national average

The average time this landlord took to complete emergency repairs was **2.4 days**, compared to the Scottish average of **6.4 days**.

## Reactive repairs 'right first time'

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96.4% 92.4% national average

This landlord completed **96.4%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

## Repair or maintenance satisfaction

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94.9% 91.3% national average

**94.9%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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93.4% 94.1% national average

**93.4%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.



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## Value for money

### Total rent collected

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The amount of money this landlord collected for current and past rent was equal to **99.9%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

### Rent not collected: empty homes

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It did not collect **0.5%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

### Re-let homes

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23.8 days 31.8 days national average

It took an average of **23.8 days** to re-let homes, compared to the Scottish average of **31.8 days**.