

Homes and rents

At 31 March 2022 this landlord owned **802 homes**.

The total rent due to this landlord for the year was **£3,607,874**.

The landlord increased its weekly rent on average by **3.5%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord
1 apartment	-	-
2 apartment	178	£76.30
3 apartment	305	£84.60
4 apartment	231	£91.29
5 apartment	88	£101.41

Tenant satisfaction

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

Overall service

85.1%87.7% national average

85.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **87.7%**.

Keeping tenants informed

94.1%91.2% national average

94.1% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.2%**.

Opportunities to participate

94.1%86.8% national average

94.1% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.8%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

87.8%74.6% national average

87.8% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **74.6%**.

Emergency repairs

1.4 hours 4.2 hours national average

The average time this landlord took to complete emergency repairs was **1.4 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

4.9 days 8.9 days national average

The average time this landlord took to complete emergency repairs was **4.9 days**, compared to the Scottish average of **8.9 days**.

Reactive repairs 'right first time'

93.7% 88.3% national average

This landlord completed **93.7%** of reactive repairs 'right first time' compared to the Scottish average of **88.3%**.

Repair or maintenance satisfaction

85.9% 88.0% national average

85.9% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0% 94.7% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.7%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.3%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

Rent not collected: empty homes

It did not collect **0.3%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

36.6 days 51.6 days national average

It took an average of **36.6 days** to re-let homes, compared to the Scottish average of **51.6 days**.