Homes and rents

At 31 March 2023 this landlord owned **802 homes**.

The total rent due to this landlord for the year was **£3,744,686**.

The landlord increased its weekly rent on average by **5.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average
1 apartment	-	-	£78.26
2 apartment	178	£76.30	£83.46
3 apartment	305	£84.60	£86.28
4 apartment	231	£91.29	£93.96
5 apartment	88	£101.41	£103.72

Tenant satisfaction

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

Overall service

85.1%86.7% national average

85.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

Keeping tenants informed

94.1%89.7% 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 **89.7%**.

Opportunities to participate

94.1%85.9% 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 **85.9%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

95.3%79.0% national average

95.3% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

Emergency repairs

1.5 hours4.2 hours national average

The average time this landlord took to complete emergency repairs was **1.5 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

4.1 days8.7 days national average

The average time this landlord took to complete emergency repairs was **4.1 days**, compared to the Scottish average of **8.7 days**.

Reactive repairs 'right first time'

95.5%87.8% national average

This landlord completed **95.5%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

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

94.9%94.2% national average

94.9% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.2%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.6%** of the total rent it was due in the year, compared to the Scottish average of **99.0%**.

Rent not collected: empty homes

It did not collect **0.6%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

43.1 days55.6 days national average

It took an average of **43.1 days** to re-let homes, compared to the Scottish average of **55.6 days**.