

## Homes and rents

At 31 March 2024 this landlord owned **802 homes**.

The total rent due to this landlord for the year was **£3,916,097**.

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
1 apartment	-	-
2 apartment	178	£80.12
3 apartment	305	£88.83
4 apartment	231	£95.85
5 apartment	88	£106.48

## Tenant satisfaction

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

### Overall service

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85.1% - 86.5% national average

**85.1%** said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

### Keeping tenants informed

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94.1% - 90.5% 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 **90.5%**.

### Opportunities to participate

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94.1% - 87.7% 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 **87.7%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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99.9% - 84.4% national average

**99.9%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

## **Emergency repairs**

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2.1 hours 4.0 hours national average

The average time this landlord took to complete emergency repairs was **2.1 hours**, compared to the Scottish average of **4.0 hours**.

## **Non-emergency repairs**

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3.9 days 9.0 days national average

The average time this landlord took to complete non-emergency repairs was **3.9 days**, compared to the Scottish average of **9.0 days**.

## **Reactive repairs 'right first time'**

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97.1% - 88.4% national average

This landlord completed **97.1%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

## **Repair or maintenance satisfaction**

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85.9% - 87.3% 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 **87.3%**.

# **Neighbourhoods**

## **Percentage of anti-social behaviour cases resolved**

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98.8% - 94.3% national average

**98.8%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.3%**.

# **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 **99.5%** of the total rent it was due in the year, compared to the Scottish average of **99.4%**.

## **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 **1.4%**.

## **Re-let homes**

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41.8 days - 56.7 days national average

It took an average of **41.8 days** to re-let homes, compared to the Scottish average of **56.7 days**.