

Homes and rents

At 31 March 2020 this landlord owned **802 homes**.

The total rent due to this landlord for the year was **£3,569,432**.

The landlord increased its weekly rent on average by **1.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord
1 apartment	-	-
2 apartment	178	£75.55
3 apartment	305	£83.77
4 apartment	231	£90.39
5 apartment	88	£100.41

Tenant satisfaction

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

Overall service

89.7%89.2% national average

89.7% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

97.3%92.0% national average

97.3% 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

98.5%87.2% national average

98.5% 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

100.0%94.4% national average

100.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

1.6 hours 3.6 hours national average

The average time this landlord took to complete emergency repairs was **1.6 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs

4.5 days 6.4 days national average

The average time this landlord took to complete emergency repairs was **4.5 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

93.2% 92.4% national average

This landlord completed **93.2%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction

90.2% 91.3% national average

90.2% 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

96.8% 94.1% national average

96.8% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **98.3%** 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 **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

Re-let homes

16.6 days 31.8 days national average

It took an average of **16.6 days** to re-let homes, compared to the Scottish average of **31.8 days**.