

Homes and rents

At 31 March 2020 this landlord owned **825 homes**.

The total rent due to this landlord for the year was **£3,129,252**.

The landlord increased its weekly rent on average by **2.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	42	£52.71	£73.47	-28.3%
2 apartment	149	£68.14	£78.02	-12.7%
3 apartment	372	£73.44	£80.10	-8.3%
4 apartment	205	£80.31	£87.08	-7.8%
5 apartment	57	£96.13	£96.18	-0.1%

Tenant satisfaction

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

Overall service

96.1% 89.2% national average

96.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

98.2% 92.0% national average

98.2% 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

98.2% 87.2% national average

98.2% 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

98.6% 94.4% national average

98.6% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

2.9 hours 3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.9 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs

2.8 days 6.4 days national average

The average time this landlord took to complete emergency repairs was **2.8 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

98.7% 92.4% national average

This landlord completed **98.7%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction

94.1% 91.3% national average

94.1% 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

98.5% 94.1% national average

98.5% 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 **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 **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

Re-let homes

13.1 days 31.8 days national average

It took an average of **13.1 days** to re-let homes, compared to the Scottish average of **31.8 days**.