Homes and rents

At 31 March 2024 this landlord owned **868 homes**.

The total rent due to this landlord for the year was **£3,765,885**.

The landlord increased its weekly rent on average by **5.6%** 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	£60.26	£82.24	-26.7%
2 apartment	155	£81.13	£87.87	-7.7%
3 apartment	393	£86.24	£90.29	-4.5%
4 apartment	217	£90.81	£98.30	-7.6%
5 apartment	61	£97.47	£108.29	-10.0%

Tenant satisfaction

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

Overall service

90.9%   86.5% national average

90.9% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

95.6%   90.5% national average

95.6% 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

93.1%   87.7% national average

93.1% 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

83.6%   84.4% national average

83.6% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

2.8 hours   4.0 hours national average

The average time this landlord took to complete emergency repairs was **2.8 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

3.4 days   9.0 days national average

The average time this landlord took to complete non-emergency repairs was **3.4 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

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

98.6%   87.3% national average

98.6% 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

100.0%   94.3% national average

100.0% 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

The amount of money this landlord collected for current and past rent was equal to **100.2%** of the total rent it was due in the year, compared to the Scottish average of **99.4%**.

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

16.6 days   56.7 days national average

It took an average of **16.6 days** to re-let homes, compared to the Scottish average of **56.7 days**.