

Homes and rents

At 31 March 2024 this landlord owned **276 homes**.

The total rent due to this landlord for the year was **£3,272,132**.

The landlord increased its weekly rent on average by **6.7%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	5	£98.67	£82.24	20.0%
2 apartment	124	£108.59	£87.87	23.6%
3 apartment	96	£114.74	£90.29	27.1%
4 apartment	44	£114.98	£98.30	17.0%
5 apartment	7	£120.33	£108.29	11.1%

Tenant satisfaction

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

Overall service

86.8%

86.5% national average

86.8% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

90.6%

90.5% national average

90.6% 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

72.4%

87.7% national average

72.4% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.7%**.

Repairs or maintenance satisfaction

81.9%

87.3 national average

81.9% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **87.3%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

79.7%

84.14% national average

79.7% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

10.0 hours

4.0 hours national average

The average time this landlord took to complete emergency repairs was **10.0 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

7.4 days

9.0 days national average

The average time this landlord took to complete non-emergency repairs was **7.4 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

64.8%

88.4% national average

This landlord completed **64.8%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100%

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 **97.6%** 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 **0.7%** of rent due because homes were empty, compared to the Scottish average of **1.4%**

Re-let homes

23.9 days

56.7 national average

It took an average of **23.9 days** to re-let homes, compared to the Scottish average of **56.7 days**.