

Homes and rents

At 31 March 2025 this landlord owned **297 homes**.

The total rent due to this landlord for the year was **£3,516,248**.

The landlord increased its weekly rent on average by **4.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	5	£104.21	£87.12	19.6%
2 apartment	120	£116.06	£93.27	24.4%
3 apartment	113	£124.70	£96.00	29.9%
4 apartment	46	£123.33	£104.51	18.0%
5 apartment	7	£127.42	£115.58	10.2%

Tenant satisfaction

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

Overall service

88.1%

86.9% national average

88.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.9%**.

Keeping tenants informed

88.7%

90.0% national average

88.7% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **90.0%**.

Opportunities to participate

75.7% 86.3% national average

75.7% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.3%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

74.1%

87.2% national average

74.1% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **87.2%**.

Emergency repairs

7.7 hours

3.9 hours national average

The average time this landlord took to complete emergency repairs was **7.7 hours**, compared to the Scottish average of **3.9 hours**.

Non-emergency repairs

10.1 days

9.1 days national average

The average time this landlord took to complete non-emergency repairs was **10.1 days**, compared to the Scottish average of **9.1 days**.

Reactive repairs 'right first time'

96.8%

88.0% national average

This landlord completed **96.8%** of reactive repairs 'right first time' compared to the Scottish average of **88.0%**.

Repair or maintenance satisfaction

73.0%

86.8% national average

73.0% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **86.8%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%

93.7% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **93.7%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **97.3%** of the total rent it was due in the year, compared to the Scottish average of **100.2%**.

Rent not collected: empty homes

It did not collect **0.6%** of rent due because homes were empty, compared to the Scottish average of **1.3%**.

Re-let homes

36.0 days

60.6 days national average

It took an average of **36.0 days** to re-let homes, compared to the Scottish average of **60.6 days**.

More information about Ark's performance can be found at <https://www.housingregulator.gov.scot/>