

Gardeen Landlord 24/25

Homes and rents

At 31 March 2025 this landlord owned 253 homes.

The total rent due to this landlord for the year was £1,192,848.

The landlord increased its weekly rent on average by 3.8% from the previous year.

Average weekly rents

| Size of home | Number of homes owned | This landlord | Scottish Average | Difference |
|--------------|-----------------------|---------------|------------------|------------|
| 2 apartment | 27 | £75.84 | £93.27 | -18.7% |
| 3 apartment | 115 | £87.15 | £96.00 | -9.2% |
| 4 apartment | 87 | £93.85 | £104.51 | -10.2% |
| 5 apartment | 24 | £112.68 | £115.58 | -2.5% |

Tenant satisfaction

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

Overall service

97.4% said they were satisfied with the overall service it provided, compared to the Scottish average of 86.9%.

Keeping tenants informed

98.0% 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

98.0% 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

100.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of 87.2%.

Emergency repairs

The average time this landlord took to complete emergency repairs was 1.7 hours, compared to the Scottish average of 3.9 hours.

Non-emergency repairs

The average time this landlord took to complete non-emergency repairs was 3.9 days, compared to the Scottish average of 9.1 days.

Reactive repairs 'right first time'

This landlord completed 98.5% of reactive repairs 'right first time' compared to the Scottish average of 88.0%.

Repair or maintenance satisfaction

97.3% 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

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of 93.4%.

Value for money

The amount of money this landlord collected for current and past rent was equal to 99.7% 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 0.0% of rent due because homes were empty, compared to the Scottish average of 1.3%.

Re-let homes

It took an average of 5.3 days to re-let homes, compared to the Scottish average of 60.6 days.