

Gardeen Housing Association

Landlord Report

Homes and rents

At 31 March 2021, Gardeen HA owned **253 homes**.

The total rent due for the year was **£1 014 315**.

Gardeen HA increased its weekly rent on average by **1.5%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£73.61	N/A
2 apartment	27	£64.41	£79.48	-18.9%
3 apartment	115	£74.11	£82.60	-10.3%
4 apartment	87	£79.81	£89.81	-11.1%
5 apartment	24	£95.82	£99.97	-4.20%

Tenant satisfaction

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

Overall service

98.0% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

98.0% felt Gardeen HA was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

Opportunities to participate

98.0% of tenants were satisfied with the opportunities to participate in Gardeen HA decision making, compared to the Scottish average of **87.2%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

100% of Gardeen HA homes met the Scottish Housing Quality Standard compared to the Scottish average of **91%**.

Emergency repairs

The average time Gardeen HA took to complete emergency repairs was **1.7 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

The average time Gardeen HA took to complete emergency repairs was **5.days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

Gardeen HA completed **97.1%** of reactive repairs 'right first time' compared to the Scottish average of **90.1%**.

Repair or maintenance satisfaction

97.1% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.1%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0% of anti-social behaviour cases were resolved, compared to the national average of **94.4%**.

Value for money

Total rent collected

The amount of money collected for current and past rent was equal to **99.2%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

Rent not collected: empty homes

0.1% of rent was not collected due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

It took **4.4** days to re-let a home compared to **56.3** days national average

