

Gardeen Housing Association Ltd

Landlord report

Homes and rents

At 31 March 2024 this landlord owned **253 homes**.

The total rent due to this landlord for the year was **£1,123,745**.

The landlord increased its weekly rent on average by **6.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord
1 apartment	-	-
2 apartment	27	£71.54
3 apartment	115	£82.22
4 apartment	87	£88.54
5 apartment	24	£106.30

Tenant satisfaction

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

Overall service

93.6%86.5% national average

93.6% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

99.4%90.5% national average

99.4% 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

93.6%87.7% national average

93.6% 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

100.0%84.4% national average

100.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

1.9 hours4.0 hours national average

The average time this landlord took to complete emergency repairs was **1.9 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

3.9 days9.0 days national average

The average time this landlord took to complete non-emergency repairs was **3.9 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

98.7%88.4% national average

This landlord completed **98.7%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

Repair or maintenance satisfaction

98.7%87.3% national average

98.7% 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 **99.8%** 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 **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

6.6 days 56.7 days national average

It took an average of **6.6 days** to re-let homes, compared to the Scottish average of **56.7 days**.