

Landlord Report

Homes and rents

At 31 March 2022, Gardeen owned **253 homes**.

The total rent due for the year was **£1,029,531**.

Gardeen increased its weekly rent on average by **4.1%** from the previous year.

Average weekly rents

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£75.95	N/A
2 apartment	27	£65.45	£81.32	-19.5%
3 apartment	115	£75.22	£84.18	-10.6%
4 apartment	87	£81.00	£91.48	-11.5%
5 apartment	24	£97.25	£100.74	-3.5%

Tenant satisfaction

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

Overall service

93.6% said they were satisfied with the overall service it provided, compared to the Scottish average of **87.7%**.

Keeping tenants informed

99.4% felt that Gardeen was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.2%**.

Opportunities to participate

93.6% of tenants were satisfied with the opportunities to participate in Gardeen's decision making, compared to the Scottish average of **86.8%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

100.0% of Gardeen's homes met the Scottish Housing Quality Standard compared to the Scottish average of **73.0%**.

Emergency repairs

The average time Gardeen took to complete emergency repairs was **1.9 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

The average time Gardeen took to complete emergency repairs was **5.2 days**, compared to the Scottish average of **8.9 days**.

Reactive repairs 'right first time'

Gardeen completed **93.2%** of reactive repairs 'right first time' compared to the Scottish average of **88.3%**.

Repair or maintenance satisfaction

98.8% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0% of anti-social behaviour cases relating to Gardeen were resolved, compared to the national average of **94.7%**.

Value for money

Total rent collected

The amount of money Gardeen collected for current and past rent was equal to **99.4%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

Rent not collected for empty homes

Gardeen did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

It took an average of **4.4 days** to re-let homes, compared to the Scottish average of **51.6 days**.