

Landlord Report

At 31 March 2023 this landlord owned **253 homes**.

The total rent due to this landlord for the year was **£1,069,108**.

The landlord increased its weekly rent on average by **5.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned		Scottish average	Difference from Scottish average
		This landlord		
1 apartment	-	-	£78.26	N/A
2 apartment	27	£68.14	£83.46	-18.4%
3 apartment	115	£78.30	£86.28	-9.2%
4 apartment	87	£84.33	£93.96	-10.2%
5 apartment	24	£101.24	£103.72	-2.4%

Tenant satisfaction

Of the tenants who responded to this landlord'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 **86.7%**.

Keeping tenants informed

99.4% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **89.7%**.

Opportunities to participate

93.6% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **85.9%**.

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 **79.0%**.

Emergency repairs

The average time this landlord took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of **4.2 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 **8.7 days**.

Reactive repairs 'right first time'

This landlord completed **98.3%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

Repair or maintenance satisfaction

99.3% 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 this landlord were resolved, compared to the national average of **94.2%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.3%** of the total rent it was due in the year, compared to the Scottish average of **99.0%**.

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

It took an average of **3.4 days** to re-let homes, compared to the Scottish average of **55.6 days**.