

# 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		Difference from Scottish average	
	This landlord	Scottish average		
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

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**93.6%** said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

### Keeping tenants informed

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**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

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**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

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**100.0%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

## Emergency repairs

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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

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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'

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

## Repair or maintenance satisfaction

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**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

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**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

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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

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

## Re-let homes

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