# Landlord Report

# Homes and rents

At 31 March 2021 this landlord owned **825 homes**.

The total rent due to this landlord for the year was **£3,164,471**.

The landlord 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 | 42 | £53.76 | £73.61 | -27.0% |
| 2 apartment | 149 | £69.14 | £79.48 | -13.0% |
| 3 apartment | 372 | £75.26 | £82.60 | -8.9% |
| 4 apartment | 205 | £82.02 | £89.81 | -8.7% |
| 5 apartment | 57 | £98.03 | £99.97 | -1.9% |

# Tenant satisfaction

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

### Overall service

96.1%89.0% national average

**96.1%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

### Keeping tenants informed

98.2%91.7% national average

**98.2%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.7%**.

### Opportunities to participate

98.2%86.6% national average

**98.2%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.6%**.

# Quality and maintenance of homes

### Scottish Housing Quality Standard

98.7%86.8% national average

**98.7%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **86.8%**.

### Emergency repairs

2.8 hours4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.8 hours**, compared to the Scottish average of **4.2 hours**.

### Non-emergency repairs

2.6 days6.7 days national average

The average time this landlord took to complete emergency repairs was **2.6 days**, compared to the Scottish average of **6.7 days**.

### Reactive repairs 'right first time'

99.3%91.5% national average

This landlord completed **99.3%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

### Repair or maintenance satisfaction

94.1%90.1% national average

**94.1%** 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

98.2%94.4% national average

**98.2%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.4%**.

# Value for money

### Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.0%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

### Rent not collected: empty homes

It did not collect **0.4%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

### Re-let homes

22.6 days56.3 days national average

It took an average of **22.6 days** to re-let homes, compared to the Scottish average of **56.3 days**.