

Homes and rents

At 31 March 2023 this landlord owned **834 homes**.

The total rent due to this landlord for the year was **£3,340,923**.

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	This landlord	Scottish average	Difference from Scottish average
1 apartment	42	£56.86	£78.26	-27.3%
2 apartment	149	£72.86	£83.46	-12.7%
3 apartment	375	£79.57	£86.28	-7.8%
4 apartment	209	£86.78	£93.96	-7.6%
5 apartment	59	£103.15	£103.72	-0.5%

Tenant satisfaction

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

Overall service

90.9% 86.7% national average

90.9% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

Keeping tenants informed

95.6% 89.7% national average

95.6% 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

93.1% 85.9% national average

93.1% 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

93.2% 79.0% national average

93.2% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

Emergency repairs

3.1 hours 4.2 hours national average

The average time this landlord took to complete emergency repairs was **3.1 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

4.0 days 8.7 days national average

The average time this landlord took to complete non-emergency repairs was **4.0 days**, compared to the Scottish average of **8.7 days**.

Reactive repairs 'right first time'

99.0% 87.8% national average

This landlord completed **99.0%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

Repair or maintenance satisfaction

90.7% 88.0% national average

90.7% 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

97.8% 94.2% national average

97.8% 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 **99.5%** 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 **0.5%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

29.8 days 55.6 days national average

It took an average of **29.8 days** to re-let homes, compared to the Scottish average of **55.6 days**.