

Landlord performance > Landlords

# Rosehill Housing Co-operative Limited

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**Correspondence address**

250 Peat Road

Glasgow

G53 6SA

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**Email address**

admin@rosehillhousing.co.uk

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**Phone number**

0141 881 0595

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**Website**

www.rosehillhousing.co.uk

## Landlord report

View report by year

2022/2023



## Homes and rents

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At 31 March 2023 this landlord owned **1,043 homes**.

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The total rent due to this landlord for the year was **£4,278,013**.

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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	Differenc
1 apartment	7	£61.35	£78.26	
2 apartment	128	£72.88	£83.46	
3 apartment	441	£82.61	£86.28	
4 apartment	357	£81.93	£93.96	
5 apartment	110	£87.17	£103.72	

## Tenant satisfaction

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

### Overall service

**86.2%**

86.7% national average

**86.2%** 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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**88.8%**

89.7% national average

**88.8%** 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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**89.3%**

85.9% national average

**89.3%** 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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**97.6%**

79.0% national average

**97.6%** 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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# 2.7 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.7 hours**, compared to the Scottish average of **4.2 hours**.

## Non-emergency repairs

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# 3.3 days

8.7 days national average

The average time this landlord took to complete emergency repairs was **3.3 days**, compared to the Scottish average of **8.7 days**.

## Reactive repairs 'right first time'

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# 92.2%

87.8% national average

This landlord completed **92.2%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

## Repair or maintenance satisfaction

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# 96.7%

88.0% national average

**96.7%** 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

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**100.0%**

94.2% national average

**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 **100.2%** 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 **0.5%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

## Re-let homes

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# 59.5 days

55.6 days national average

It took an average of **59.5 days** to re-let homes, compared to the Scottish average of **55.6 days**.



**Scottish Housing**  
Regulator