Landlord performance > Landlords

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Assurance statement 2023/2024

Each year landlords tell us how they are meeting regulatory requirements

PDF 60KB

Engagement plan from 1 April 2024 to 31 March 2025

Engagement plans describe our work with each social landlord

Compare this landlord to others

Landlord Comparison Tool

Landlord report   Landlord details   Housing stock   Documents

View report by year

2023/2024	⌄

Homes and rents

At 31 March 2024 this landlord owned **1,045 homes**.

The total rent due to this landlord for the year was **£4,551,588**.

The landlord increased its weekly rent on average by **6.7%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	7	£64.42	£82.24	-21.7%
2 apartment	128	£76.51	£87.87	-12.9%
3 apartment	443	£86.76	£90.29	-3.9%
4 apartment	357	£86.06	£98.30	-12.5%
5 apartment	110	£91.53	£108.29	-15.5%

Tenant satisfaction

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

Overall service

86.2%

86.5% national average

86.2% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

88.8%

90.5% 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 **90.5%**.

Opportunities to participate

89.3%

87.7% 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 **87.7%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

97.5%

84.4% national average

97.5% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

2.7 hours

4.0 hours national average

The average time this landlord took to complete emergency repairs was **2.7 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

3.8 days

9.0 days national average

The average time this landlord took to complete non-emergency repairs was **3.8 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

88.4%

88.4% national average

This landlord completed **88.4%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

Repair or maintenance satisfaction

95.2%

87.3% national average

95.2% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **87.3%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%

94.3% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.3%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.4%** of the total rent it was due in the year, compared to the Scottish average of **99.4%**.

Rent not collected: empty homes

It did not collect **1.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

59.0 days

56.7 days national average

It took an average of **59.0 days** to re-let homes, compared to the Scottish average of **56.7 days**.