

## Compare this landlord to others

Landlord Comparison Tool

**Landlord report**

Landlord details

Housing stock

Documents

View report by year

2019/2020



## Homes and rents

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At 31 March 2020 this landlord owned **795 homes**.

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The total rent due to this landlord for the year was **£3,596,216**.

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The landlord increased its weekly rent on average by **2.5%** from the previous year.

## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference f
1 apartment	-	-	£73.46	
2 apartment	260	£82.05	£79.24	
3 apartment	362	£91.98	£82.13	
4 apartment	157	£99.34	£89.25	
5 apartment	16	£114.31	£99.24	

## Tenant satisfaction

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

### Overall service

**94.5%**

89.2% national average

**94.5%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

### Keeping tenants informed

**92.4%** felt that this landlord was good at keeping

**92.4%**

92.0% national average

them informed about its services and outcomes compared to the Scottish average of **92.0%**.

## Opportunities to participate

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**85.7%**

87.2% national average

**85.7%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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**100.0%**

94.4% national average

**100.0%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

### Emergency repairs

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The average time this landlord took to complete

# 1.8 hours

3.6 hours national average

emergency repairs was **1.8 hours**, compared to the Scottish average of **3.6 hours**.

## Non-emergency repairs

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# 5.4 days

6.4 days national average

The average time this landlord took to complete emergency repairs was **5.4 days**, compared to the Scottish average of **6.4 days**.

## Reactive repairs 'right first time'

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# 89.1%

92.4% national average

This landlord completed **89.1%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

## Repair or maintenance satisfaction

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# 92.0%

91.3% national average

**92.0%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**98.2%**

94.1% national average

**98.2%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

## 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 **102.6%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

### Rent not collected: empty homes

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It did not collect **0.3%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

## Re-let homes

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# 13.9 days

31.8 days national average

It took an average of **13.9 days** to re-let homes, compared to the Scottish average of **31.8 days**.

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