

Landlord performance > Landlords

# Pineview Housing Association Ltd

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## Assurance statement 2021/2022

Each year landlords tell us how they are meeting regulatory requirements

PDF 65KB

## Engagement plan from 31 March 2022 to 31 March 2023

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

2021/2022

**Homes and rents**

At 31 March 2022 this landlord owned **852 homes**.

The total rent due to this landlord for the year was **£3,480,619**.

The landlord increased its weekly rent on average by **2.7%** from the previous year.

**Average weekly rents**

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
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Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£75.95	N/A
2 apartment	157	£67.37	£81.32	-17.2%
3 apartment	390	£77.23	£84.18	-8.3%
4 apartment	224	£86.73	£91.48	-5.2%
5 apartment	81	£95.56	£100.74	-5.1%

## Tenant satisfaction

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

### Overall service

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**87.1%**

87.7% national average

**87.1%** said they were satisfied with the overall service it provided, compared to the Scottish average of **87.7%**.

### Keeping tenants informed

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**97.3%**

91.2% national average

**97.3%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.2%**.

### Opportunities to participate

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**94.7%**

86.8% national average

**94.7%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.8%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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**99.3%**

74.6% national average

**99.3%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **74.6%**.

### Emergency repairs

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**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

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# 3.5 days

8.9 days national average

The average time this landlord took to complete emergency repairs was **3.5 days**, compared to the Scottish average of **8.9 days**.

## Reactive repairs 'right first time'

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# 91.0%

88.3% national average

This landlord completed **91.0%** of reactive repairs 'right first time' compared to the Scottish average of **88.3%**.

## Repair or maintenance satisfaction

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# 97.9%

88.0% national average

**97.9%** 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%**

94.7% national average

**100.0%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.7%**.

## Value for money

### Total rent collected

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### Rent not collected: empty homes

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The amount of money this landlord collected for current and past rent was equal to **99.0%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

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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**16.6 days**

51.6 days national average

It took an average of **16.6 days** to re-let homes, compared to the Scottish average of **51.6 days**.

