

Landlord performance > Landlords

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Assurance statement 2020/2021

Each year landlords tell us how they are meeting regulatory requirements

[PDF 125KB](#)

Engagement plan from 31 March 2021 to 31 March 2022

Engagement plans describe our work with each social landlord

Compare this landlord to others

[Landlord Comparison Tool](#)

View report by year

2020/2021

Homes and rents

At 31 March 2021 this landlord owned **852 homes**.

The total rent due to this landlord for the year was **£2,201,695**.

The landlord increased its weekly rent on average by **0.7%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£73.61	N/A
2 apartment	157	£67.37	£79.48	-15.2%
3 apartment	390	£77.20	£82.60	-6.5%
4 apartment	224	£86.73	£89.81	-3.4%
5 apartment	81	£95.56	£99.97	-4.4%

Tenant satisfaction

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

Overall service

87.1%

89.0% national average

87.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

97.3%

91.7% 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 **91.7%**.

Opportunities to participate

94.7%

86.6% 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 **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

99.9%

91.0% national average

99.9% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **91.0%**.

Emergency repairs

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

6.6 days

6.7 days national average

The average time this landlord took to complete emergency repairs was **6.6 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

91.6%

91.5% national average

This landlord completed **91.6%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

95.1%

90.1% national average

95.1% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.1%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

97.3%

94.4% national average

97.3% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.4%**.

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 **99.1%**.

Rent not collected: empty homes

It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

16.1 days

56.3 days national average

It took an average of **16.1 days** to re-let homes, compared to the Scottish average of **56.3 days**.