



LANDLORD REPORT

HOMES AND RENTS

At 31 March 2020 this landlord owned **515 homes**.

The total rent due to this landlord for the year was **£2,211,477**.




The landlord increased its weekly rent on average by **3.1%** from the previous year.

AVERAGE WEEKLY RENTS






Size of home	Number owned	CCHA	Scottish average	Difference from Scottish average
1 apartment	19	£65.38	£73.47	-11.0%
2 apartment	217	£71.49	£78.65	-9.1%
3 apartment	178	£78.06	£82.26	-5.1%
4 apartment	83	£86.17	£89.76	-4.0%
5 apartment	18	£96.84	£98.69	-1.9%

TENANT SATISFACTION


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

	CCHA	National Average	
Overall Service Provided	84.1%	89.2%	
Keeping Tenants Informed	90.3%	92.0%	
Opportunities to Participate in decision-making	93.5%	87.2%	



QUALITY & MAINTENANCE OF HOMES

	CCHA	National Average	
% of Homes meeting SHQS	90.8%	94.4%	
Hours to Complete Emergency Repairs	1.9	3.6	
Days to Complete Non-Emergency Repairs	3.3	6.4	
% Repairs Completed 'Right First Time'	96.3%	92.4%	
Satisfied with Repairs Service	90.7%	91.3%	

NEIGHBOURHOODS

	CCHA	National Average	
% Anti-Social Cases Resolved	86.7%	94.1%	

VALUE FOR MONEY

	CCHA	National Average	
The amount of money collected for current and past rent as % of rent due in the year	99.3%	99.3%	
% Rent not collected due to voids	0.2%	1.2%	
Average days to re-let homes	10.6	31.8	