



LANDLORD REPORT

HOMES AND RENTS

At 31 March 2021 we owned **512 homes**.

The total rent due for the year was **£2,198,723**




We increased our weekly rent by **2.0%** from the previous year.

AVERAGE WEEKLY RENTS





Size of home	Number owned	CCHA	Scottish average	Difference from Scottish average
1 apartment	18	£67.40	£73.61	-8.4%
2 apartment	218	£75.66	£79.48	-4.8%
3 apartment	175	£81.31	£82.60	-1.6%
4 apartment	83	£89.20	£89.81	-0.7%
5 apartment	18	£94.19	£99.97	-5.8%

TENANT SATISFACTION


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

	CXHA	National Average	Traffic Light
Overall Service Provided	83.8%	89.0%	
Keeping Tenants Informed	90.3%	91.8%	
Opportunities to Participate in decision-making	93.5%	87.2%	



QUALITY & MAINTENANCE OF HOMES

	CXHA	National Average	Traffic Light
% of Homes meeting Scottish Housing Quality Standard (SHQS)	81.1%	88.1%	
Hours to Complete Emergency Repairs	2.1	4.2	
Days to Complete Non-Emergency Repairs	4.9	6.8	
% Repairs Completed 'Right First Time'	97.7%	91.4%	

NEIGHBOURHOODS

	CXHA	National Average	
% Anti-Social Cases Resolved	96.6%	94.6%	

VALUE FOR MONEY

	CXHA	National Average	
The amount of money collected for current and past rent as % of rent due in the year	96.7%	99.1%	
% Rent not collected due to voids	0.6%	1.4%	
Average days to re-let homes	46.8 days	56.6 days	