

## **Gardeen Housing Association**

### **Landlord Report**

#### **Homes and rents**

At 31 March 2021, Gardeen HA owned **253 homes**.

The total rent due for the year was **£1 014 315**.

Gardeen HA increased its weekly rent on average by **1.5%** from the previous year.

#### **Average weekly rents**

<b>Size of home</b>	<b>Number of homes owned</b>	<b>This landlord</b>	<b>Scottish average</b>	<b>Difference from Scottish average</b>
1 apartment	-	-	£73.61	N/A
2 apartment	27	£64.41	£79.48	-18.9%
3 apartment	115	£74.11	£82.60	-10.3%
4 apartment	87	£79.81	£89.81	-11.1%
5 apartment	24	£95.82	£99.97	-4.20%

#### **Tenant satisfaction**

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

#### **Overall service**

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**98.0%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

#### **Keeping tenants informed**

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**98.0%** felt Gardeen HA was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

#### **Opportunities to participate**

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**98.0%** of tenants were satisfied with the opportunities to participate in Gardeen HA decision making, compared to the Scottish average of **87.2%**.

## **Quality and maintenance of homes**

### **Scottish Housing Quality Standard**

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**100%** of Gardeen HA homes met the Scottish Housing Quality Standard compared to the Scottish average of **91%**.

### **Emergency repairs**

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The average time Gardeen HA took to complete emergency repairs was **1.7 hours**, compared to the Scottish average of **4.2 hours**.

### **Non-emergency repairs**

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The average time Gardeen HA took to complete emergency repairs was **5.days**, compared to the Scottish average of **6.7 days**.

### **Reactive repairs 'right first time'**

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Gardeen HA completed **97.1%** of reactive repairs 'right first time' compared to the Scottish average of **90.1%**.

### **Repair or maintenance satisfaction**

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**97.1%** 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**

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**100.0%** of anti-social behaviour cases were resolved, compared to the national average of **94.4%**.

### **Value for money**

#### **Total rent collected**

The amount of money collected for current and past rent was equal to **99.2%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

#### **Rent not collected: empty homes**

**0.1%** of rent was not collected due because homes were empty, compared to the Scottish average of **1.4%**.

#### **Re-let homes**

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It took **4.4** days to re-let a home compared to **56.3** days national average

