Scottish Housing Regulator

Landlord report
How your landlord told us it performed in 2019/2020

Drumchapel Housing Co-operative Ltd

Homes and rents

At 31 March 2020 this landlord owned **479 homes**.

The total rent due to this landlord for the year was **£2,047,050**.

The landlord increased its weekly rent on average by **1.5%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average
1 apartment	-	-	£73.47
2 apartment	93	£80.70	£78.03
3 apartment	263	£81.16	£80.11
4 apartment	87	£95.43	£87.09
5 apartment	36	£104.34	£96.19

Tenant satisfaction

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

Overall service

94.2%89.2% national average

94.2% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

98.1%92.0% national average

98.1% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

Opportunities to participate

98.1%87.2% national average

98.1% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

99.2% 94.4% national average

99.2% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

2.4 hours 3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.4 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs

2.3 days 6.4 days national average

The average time this landlord took to complete emergency repairs was **2.3 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

99.4% 92.4% national average

This landlord completed **99.4%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction

99.1% 91.3% national average

99.1% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0% 94.1% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

Value for money

Total rent collected

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

Rent not collected: empty homes

It did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

Re-let homes

4.8 days 31.8 days national average

It took an average of **4.8 days** to re-let homes, compared to the Scottish average of **31.8 days**.