Landlord report

How your landlord told us it performed in 2020/2021

Drumchapel Housing Co-operative Ltd

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Homes and rents

At 31 March 2021 this landlord owned **479 homes**.

The total rent due to this landlord for the year was **£2,070,990**.

The landlord increased its weekly rent on average by **0.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average
1 apartment	-	-	£73.61
2 apartment	93	£81.91	£79.48
3 apartment	263	£82.37	£82.60
4 apartment	87	£96.86	£89.81
5 apartment	36	£105.91	£99.97

Tenant satisfaction

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

Overall service

94.2% 89.0% national average

94.2% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

98.1% 91.7% 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 **91.7%**.

Opportunities to participate

98.1% 86.6% 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 **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

98.5% 91.0% national average

98.5% 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

4.5 days 6.7 days national average

The average time this landlord took to complete emergency repairs was **4.5 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

88.6% 91.5% national average

This landlord completed **88.6%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

97.0% 90.1% national average

97.0% 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

100.0% 94.4% national average

100.0% 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 **98.9%** 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

12.6 days 56.3 days national average

It took an average of **12.6 days** to re-let homes, compared to the Scottish average of **56.3 days**.