Drumchapel Housing Co-operative Ltd

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Assurance statement 2022/2023

Each year landlords tell us how they are meeting regulatory requirements

PDF 84KB

Engagement plan from 31 March 2023 to 31 March 2024

Engagement plans describe our work with each social landlord

Compare this landlord to others

Landlord Comparison Tool

Landlord report   Landlord details   Housing stock   Documents

View report by year

| 2021/2022 | ⌄ |

Homes and rents

At 31 March 2022 this landlord owned **479 homes**.

The total rent due to this landlord for the year was **£2,071,012**.

The landlord increased its weekly rent on average by **2.1%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£75.92	N/A
2 apartment	93	£81.91	£81.32	0.7%
3 apartment	263	£82.37	£84.20	-2.2%
4 apartment	87	£96.86	£91.49	5.9%
5 apartment	36	£105.91	£100.75	5.1%

Tenant satisfaction

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

Overall service

94.2%

87.7% national average

94.2% said they were satisfied with the overall service it provided, compared to the Scottish average of **87.7%**.

Keeping tenants informed

98.1%

91.2% 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 **91.2%**.

Opportunities to participate

98.1%

86.8% 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 **86.8%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

98.8%

72.9% national average

98.8% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **72.9%**.

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

4.4 days

8.9 days national average

The average time this landlord took to complete non-emergency repairs was **4.4 days**, compared to the Scottish average of **8.9 days**.

Reactive repairs 'right first time'

95.0%

88.3% national average

This landlord completed **95.0%** of reactive repairs 'right first time' compared to the Scottish average of **88.3%**.

Repair or maintenance satisfaction

100.0%

88.0% national average

100.0% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%

94.7% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.7%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **101.1%** 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 **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

15.2 days

51.6 days national average

It took an average of **15.2 days** to re-let homes, compared to the Scottish average of **51.6 days**.