

## Landlord Report 20/21 – Tollcross Housing Association

### Homes and rents

At 31 March 2021 this landlord owned **2,284 homes**.

The total rent due to this landlord for the year was **£9,050,898**.

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	Difference from Scottish average
1 apartment	-	-	£73.61	N/A
2 apartment	667	£67.65	£79.48	-14.9%
3 apartment	1,188	£75.94	£82.60	-8.1%
4 apartment	385	£92.02	£89.81	2.5%
5 apartment	44	£102.89	£99.97	2.9%

### Tenant satisfaction

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

#### Overall service

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95.7%                      89.0% national average

**95.7%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

### **Keeping tenants informed**

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100.0%                      91.7% national average

**100.0%** 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**

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99.6%                      86.6% national average

**99.6%** 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**

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81.5%                      91.0% national average

**81.5%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **91.0%**.

### **Emergency repairs**

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2.3 hours                      4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.3 hours**, compared to the Scottish average of **4.2 hours**.

### **Non-emergency repairs**

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2.9 days                      6.7 days national average

The average time this landlord took to complete emergency repairs was **2.9 days**, compared to the Scottish average of **6.7 days**.

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

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95.1%                      91.5% national average

This landlord completed **95.1%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

### **Repair or maintenance satisfaction**

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-%                      90.1% national average

-% 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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82.9%                      94.4% national average

**82.9%** 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

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The amount of money this landlord collected for current and past rent was equal to **99.7%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

### Rent not collected: empty homes

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It did not collect **1.3%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

### Re-let homes

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56.0 days                      56.3 days national average

It took an average of **56.0 days** to re-let homes, compared to the Scottish average of **56.3 days**.