

Landlord performance > Landlords

# Rosehill Housing Co-operative Limited

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PDF 361KB

## Landlord report



2019/2020



## Homes and rents

At 31 March 2020 this landlord owned **1,021 homes**.

The total rent due to this landlord for the year was **£3,981,698**.

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	Di
1 apartment	2	£57.76	£73.47	

Size of home	Number of homes owned	This landlord	Scottish average	Di
2 apartment	121	£68.77	£78.02	
3 apartment	432	£77.85	£80.10	
4 apartment	356	£77.13	£87.08	
5 apartment	110	£82.07	£96.18	

## Tenant satisfaction

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

### Overall service

**93.6%**

89.2% national average

**93.6%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

### Keeping tenants informed

**98.4%**

92.0% national average

**98.4%** 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

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**96.6%**

87.2% national average

**96.6%** 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

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**99.7%**

94.4% national average

**99.7%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

### Emergency repairs

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**2.8 hours**

3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.8 hours**, compared to the Scottish average of **3.6 hours**.

## Non-emergency repairs

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**2.9 days**

6.4 days national average

The average time this landlord took to complete emergency repairs was **2.9 days**, compared to the Scottish average of **6.4 days**.

## Reactive repairs 'right first time'

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**-%**

92.4% national average

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

## Repair or maintenance satisfaction

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**100.0%**

91.3% 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 **91.3%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**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

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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 **99.3%**.

### Rent not collected: empty homes

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It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

## Re-let homes

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# 10.4 days

31.8 days national average

It took an average of **10.4 days** to re-let homes, compared to the Scottish average of **31.8 days**.

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