

Landlord performance > Landlords

Rosehill Housing Co-operative Limited

Landlord report Landlord details Housing stock Documents

View report by year

2020/2021



Homes and rents

At 31 March 2021 this landlord owned **1,030 homes**.

The total rent due to this landlord for the year was **£4,127,613**.

The landlord increased its weekly rent on average by **0.9%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Diff
1 apartment	4	£58.98	£73.61	

Size of home	Number of homes owned	This landlord	Scottish average	Di
2 apartment	125	£70.12	£79.48	
3 apartment	435	£79.44	£82.60	
4 apartment	356	£78.76	£89.81	
5 apartment	110	£83.79	£99.97	



Tenant satisfaction

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

Overall service

93.6%

89.0% national average

93.6% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

98.4%

91.7% 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 **91.7%**.

Opportunities to participate

96.6%

86.6% 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 **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

98.9%

91.0% national average

98.9% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **91.0%**.

Emergency repairs

2.8 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.8 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

3.1 days

6.7 days national average

The average time this landlord took to complete non-emergency repairs was **3.1 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

92.9%

91.5% national average

This landlord completed **92.9%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

98.9%

90.1% national average

98.9% 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 **99.5%** 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 **0.4%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

15.3 days

56.3 days national average

It took an average of **15.3 days** to re-let homes, compared to the Scottish average of **56.3 days**.

