

Landlord performance > Landlords

# Rosehill Housing Association Limited

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## Website

<https://www.rosehillhousing.co.uk>

## Engagement plan from 1 April 2025 to 31 March 2026

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

2024/2025

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Homes and rents

At 31 March 2025 this landlord owned **1,045 homes**.

The total rent due to this landlord for the year was **£4,870,560**.

The landlord increased its weekly rent on average by **4.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	7	£68.73	£87.12	-21.1%
2 apartment	128	£81.63	£93.27	-12.5%
3 apartment	443	£92.58	£96.00	-3.6%

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
4 apartment	357	£91.85	£104.51	-12.1%
5 apartment	110	£97.66	£115.58	-15.5%

## Tenant satisfaction

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

### Overall service

**86.2%**

86.9% national average

**86.2%** said they were satisfied with the overall service it provided, compared to the Scottish average of **86.9%**.

### Keeping tenants informed

**88.8%**

90.0% national average

**88.8%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **90.0%**.

## Opportunities to participate

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89.3%

86.3% national average

**89.3%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.3%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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97.5%

87.2% national average

**97.5%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **87.2%**.

## Emergency repairs

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2.8 hours

3.9 hours national average

The average time this landlord took to complete emergency repairs was **2.8 hours**, compared to the Scottish average of **3.9 hours**.

## Non-emergency repairs

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# 4.5 days

9.1 days national average

The average time this landlord took to complete non-emergency repairs was **4.5 days**, compared to the Scottish average of **9.1 days**.

## Reactive repairs 'right first time'

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# 86.7%

88.0% national average

This landlord completed **86.7%** of reactive repairs 'right first time' compared to the Scottish average of **88.0%**.

## Repair or maintenance satisfaction

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# 100.0%

86.8% 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 **86.8%**.

## Neighbourhoods

## Percentage of anti-social behaviour cases resolved

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**97.9%**

93.4% national average

**97.9%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **93.4%**.

## 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 **99.8%** of the total rent it was due in the year, compared to the Scottish average of **100.2%**.

### Rent not collected: empty homes

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It did not collect **0.8%** of rent due because homes were empty, compared to the Scottish average of **1.3%**.

### Re-let homes

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**42.3 days**

60.6 days national average

It took an average of **42.3 days** to re-let homes, compared to the Scottish average of **60.6 days**.

