

Landlord Report from the Scottish Housing Regulator for Clydebank Housing Association to 31 March 2020

This report data was extracted from <https://www.housingregulator.gov.scot/landlord-performance/landlords/clydebank-housing-association-ltd>

Homes and rents

At 31 March 2020 this landlord owned **1,126 homes**.

The total rent due to this landlord for the year was **£4,214,934**.

The landlord increased its weekly rent on average by **2.5%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£110.06	N/A
2 apartment	389	£67.07	£82.13	-18.3%
3 apartment	571	£70.86	£83.49	-15.1%
4 apartment	143	£86.52	£95.87	-9.8%
5 apartment	23	£104.91	£166.87	-37.1%

Tenant satisfaction

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

Overall service

93.3% 89.2% national average

93.3% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

98.0% 92.0% national average

98.0% 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

89.8% 87.2% national average

89.8% 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

95.7% 94.4% national average

95.7% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

2.0 hours 3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.0 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs

3.4 days 6.4 days national average

The average time this landlord took to complete emergency repairs was **3.4 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

91.5% 92.4% national average

This landlord completed **91.5%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction

91.4% 91.3% national average

91.4% 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

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

The amount of money this landlord collected for current and past rent was equal to **98.9%** 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 **0.3%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

Re-let homes

14.6 days 31.8 days national average

It took an average of **14.6 days** to re-let homes, compared to the Scottish average of **31.8 days**.