

Rutherglen & Cambuslang Housing Association

Landlord Report Card 2023/24

Homes and rents

At 31 March 2024 this landlord owned **873 homes**.

The total rent due to this landlord for the year was **£4,239,961**.

The landlord increased its weekly rent on average by **5.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord
1 apartment	12	£49.66
2 apartment	222	£72.93
3 apartment	353	£91.67
4 apartment	233	£107.76
5 apartment	53	£135.15

Tenant satisfaction

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

Overall service

90.6%86.5% national average

90.6% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

97.9%90.5% national average

97.9% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **90.5%**.

Opportunities to participate

96.7%87.7% national average

96.7% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.7%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

92.9%84.4% national average

92.9% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

2.0 hours4.0 hours national average

The average time this landlord took to complete emergency repairs was **2.0 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

4.9 days9.0 days national average

The average time this landlord took to complete non-emergency repairs was **4.9 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

97.3%88.4% national average

This landlord completed **97.3%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

Repair or maintenance satisfaction

90.3%87.3% national average

90.3% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **87.3%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

93.6%94.3% national average

93.6% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.3%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.1%** of the total rent it was due in the year, compared to the Scottish average of **99.4%**.

Rent not collected: empty homes

It did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

7.4 days 56.7 days national average

It took an average of **7.4 days** to re-let homes, compared to the Scottish average of **56.7 days**.