

Kingsridge Cleddans Housing Association Ltd

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Homes and rents

At 31 March 2023 this landlord owned **279 homes**.

The total rent due to this landlord for the year was **£1,206,737**.

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	Scottish average	Difference from Scottish average
1 apartment	-	-	£78.26	N/A
2 apartment	79	£72.40	£83.46	-13.3%
3 apartment	110	£79.07	£86.28	-8.4%
4 apartment	73	£87.91	£93.96	-6.4%
5 apartment	17	£97.02	£103.72	-6.5%

Tenant satisfaction

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

Overall service

98.2%

86.7% national average

98.2% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

Keeping tenants informed

99.4%

89.7% national average

99.4% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **89.7%**.

Opportunities to participate

100.0%

85.9% national average

100.0% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **85.9%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

100.0%

79.0% national average

100.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

Emergency repairs

3.2 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **3.2 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

2.2 days

8.7 days national average

The average time this landlord took to complete non-emergency repairs was **2.2 days**, compared to the Scottish average of **8.7 days**.

Reactive repairs 'right first time'

99.9%

87.8% national average

This landlord completed **99.9%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%

94.2% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.2%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.2%** of the total rent it was due in the year, compared to the Scottish average of **99.0%**.

Rent not collected: empty homes

It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

11.8 days

55.6 days national average

It took an average of **11.8 days** to re-let homes, compared to the Scottish average of **55.6 days**.