

Drumchapel Housing Co-operative Ltd

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**Assurance
statement
2024/2025**

Each year landlords tell us how
they are meeting regulatory
requirements

PDF 73KB

**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

2023/2024



Homes and rents

At 31 March 2024 this landlord owned **479** homes.

The total rent due to this landlord for the year was **£2,231,449**.

The landlord increased its weekly rent on average by **5.6%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£82.24	N/A
2 apartment	93	£88.27	£87.87	0.5%
3 apartment	263	£88.77	£90.29	-1.7%
4 apartment	87	£104.38	£98.30	6.2%
5 apartment	36	£114.13	£108.29	5.4%

Tenant satisfaction

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

Overall service

87.9%
86.5% national average

87.9% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

99.5%

90.5% national average

99.5% 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

100.0%

87.7% 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 **87.7%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

99.2%

84.4% national average

99.2% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

2.7 hours

4.0 hours national average

The average time this landlord took to complete emergency repairs was **2.7 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

2.4 days

9.0 days national average

The average time this landlord took to complete non-emergency repairs was **2.4 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

98.7%

88.4% national average

This landlord completed **98.7%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

Repair or maintenance satisfaction

90.1%

87.3% national average

90.1% 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

100.0%

94.3% national average

100.0% 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 **99.6%** 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

10.6 days

56.7 days national average

It took an average of **10.6 days** to re-let homes, compared to the Scottish average of **56.7 days**.



Scottish Housing
Regulator