

Landlord performance > Landlords

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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 **875 homes**.

The total rent due to this landlord for the year was **£3,899,087**.

The landlord increased its weekly rent on average by **4.6%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	56	£48.92	£82.21	-40.5%
2 apartment	67	£71.34	£87.81	-18.8%
3 apartment	456	£81.59	£90.24	-9.6%
4 apartment	204	£98.61	£98.26	0.4%
5 apartment	92	£102.44	£108.25	-5.4%

Tenant satisfaction

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

Overall service

90.4%

86.5% national average

90.4% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

94.7%

90.5% national average

94.7% 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

87.7%

87.7% national average

87.7% 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

99.3%

84.4% national average

99.3% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

1.4 hours

4.0 hours national average

The average time this landlord took to complete emergency repairs was **1.4 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

3.3 days

9.0 days national average

The average time this landlord took to complete non-emergency repairs was **3.3 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

93.6%

88.4% national average

This landlord completed **93.6%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

Repair or maintenance satisfaction

87.4%

87.3% national average

87.4% 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 **100.3%** 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 **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

15.5 days

56.7 days national average

It took an average of **15.5 days** to re-let homes, compared to the Scottish average of **56.7 days**.



Scottish Housing
Regulator