

Landlord performance > Landlords

# Cernach Housing Association Ltd

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<https://www.cernachha.co.uk>

## Assurance statement 2025/2026

Each year landlords tell us how they are meeting regulatory requirements

PDF 201KB

## 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

2024/2025

▼

## Homes and rents

At 31 March 2025 this landlord owned **875 homes**.

The total rent due to this landlord for the year was **£4,034,543**.

The landlord increased its weekly rent on average by **3.5%** from the previous year.

## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	56	£51.17	£87.12	-41.3%
2 apartment	67	£74.62	£93.27	-20.0%
3 apartment	456	£85.34	£96.00	-11.1%
4 apartment	204	£103.15	£104.51	-1.3%
5 apartment	92	£107.15	£115.58	-7.3%

## Tenant satisfaction

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

### Overall service

91.6%

86.9% national average

**91.6%** said they were satisfied with the overall service it provided, compared to the Scottish average of **86.9%**.

## Keeping tenants informed

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94.9%

90.0% national average

**94.9%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **90.0%**.

## Opportunities to participate

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92.1%

86.3% national average

**92.1%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.3%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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99.3%

87.2% national average

**99.3%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **87.2%**.

## Emergency repairs

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# 2.2 hours

3.9 hours national average

The average time this landlord took to complete emergency repairs was **2.2 hours**, compared to the Scottish average of **3.9 hours**.

## Non-emergency repairs

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# 3.7 days

9.1 days national average

The average time this landlord took to complete non-emergency repairs was **3.7 days**, compared to the Scottish average of **9.1 days**.

## Reactive repairs 'right first time'

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# 96.2%

88.0% national average

This landlord completed **96.2%** of reactive repairs 'right first time' compared to the Scottish average of **88.0%**.

## Repair or maintenance satisfaction

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# 95.4%

86.8% national average

**95.4%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **86.8%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**100.0%**

93.7% national average

**100.0%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **93.7%**.

## Value for money

### Total rent collected

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The amount of money this landlord collected for current and past rent was equal to **100.8%** of the total rent it was due in the year, compared to the Scottish average of **100.2%**.

### Rent not collected: empty homes

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It did not collect **0.3%** of rent due because homes were empty, compared to the Scottish average of **1.3%**.

## Re-let homes

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# 16.2 days

60.6 days national average

It took an average of **16.2 days** to re-let homes, compared to the Scottish average of **60.6 days**.



**Scottish Housing**  
Regulator