

Landlord performance > Landlords

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Assurance statement 2021/2022

Each year landlords tell us how they are meeting regulatory requirements

PDF 152KB

Engagement plan from 31 March 2021 to 31 March 2022

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

2018/2019



Homes and rents

At 31 March 2020 this landlord owned **495 homes**.

The total rent due to this landlord for the year was **£2,058,754**.

The landlord increased its weekly rent on average by **2.0%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Di
1 apartment	0	-	£73.47	

Size of home	Number of homes owned	This landlord	Scottish average	Di
2 apartment	42	£67.90	£78.05	
3 apartment	305	£75.15	£80.11	
4 apartment	121	£84.86	£87.09	
5 apartment	27	£92.44	£96.19	

Tenant satisfaction

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

Overall service

91.8%

89.2% national average

91.8% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

95.7%

92.0% national average

95.7% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

Opportunities to participate

89.1%

87.2% national average

89.1% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

99.4%

94.4% national average

99.4% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

2.0 hours

3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.0 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs

3.5 days

6.4 days national average

The average time this landlord took to complete emergency repairs was **3.5 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

98.7%

92.4% national average

This landlord completed **98.7%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction

96.0%

91.3% national average

96.0% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%

94.1% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **97.0%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

Rent not collected: empty homes

It did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

Re-let homes

16.6 days

31.8 days national average

It took an average of **16.6 days** to re-let homes, compared to the Scottish average of **31.8 days**.

