

Landlord performance > Landlords

# Lochfield Park Housing Association Ltd

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## Website

[www.scottishhousingconnections.org/HA/Lochfield-Park](http://www.scottishhousingconnections.org/HA/Lochfield-Park)

## 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

2020/2021



## Homes and rents

At 31 March 2021 this landlord owned **498 homes**.

The total rent due to this landlord for the year was **£2,141,868**.

The landlord increased its weekly rent on average by **0.0%** from the previous year.

## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Di
1 apartment	-	-	£73.61	

Size of home	Number of homes owned	This landlord	Scottish average	Di
2 apartment	42	£69.26	£79.48	
3 apartment	308	£76.79	£82.60	
4 apartment	121	£88.03	£89.81	
5 apartment	27	£96.55	£99.97	

## Tenant satisfaction

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

### Overall service

**96.2%**

89.1% national average

**96.2%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.1%**.

### Keeping tenants informed

**92.9%**

91.9% national average

**92.9%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.9%**.

## Opportunities to participate

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**84.0%**

86.9% national average

**84.0%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.9%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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**99.4%**

88.2% national average

**99.4%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **88.2%**.

### Emergency repairs

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**2.1 hours**

4.3 hours national average

The average time this landlord took to complete emergency repairs was **2.1 hours**, compared to the Scottish average of **4.3 hours**.

## Non-emergency repairs

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**3.9 days**

6.8 days national average

The average time this landlord took to complete emergency repairs was **3.9 days**, compared to the Scottish average of **6.8 days**.

## Reactive repairs 'right first time'

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**98.5%**

91.4% national average

This landlord completed **98.5%** of reactive repairs 'right first time' compared to the Scottish average of **91.4%**.

## Repair or maintenance satisfaction

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**87.7%**

90.1% national average

**87.7%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.1%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**100.0%**

94.7% national average

**100.0%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.7%**.

## 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 **98.3%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

### Rent not collected: empty homes

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It did not collect **0.4%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

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## Re-let homes

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# 37.7 days

56.6 days national average

It took an average of **37.7 days** to re-let homes, compared to the Scottish average of **56.6 days**.

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**Scottish Housing**  
Regulator