

# Elderpark Housing Association Ltd

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## **Assurance statement 2025/2026**

Each year landlords tell us how they are meeting regulatory requirements

PDF 138KB

## **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

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At 31 March 2025 this landlord owned **1,348 homes**.

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The total rent due to this landlord for the year was **£6,400,219**.

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The landlord increased its weekly rent on average by **4.9%** from the previous year.

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## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	63	£79.18	£87.12	-9.1%
2 apartment	526	£85.18	£93.27	-8.7%
3 apartment	563	£96.35	£96.00	0.4%
4 apartment	161	£112.14	£104.51	7.3%
5 apartment	35	£133.36	£115.58	15.4%

## Tenant satisfaction

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

### Overall service

**88.7%**

86.9% national average

**88.7%** 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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**95.2%**

90.0% national average

**95.2%** 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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**91.8%**

86.3% national average

**91.8%** 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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**91.2%**

87.2% national average

**91.2%** 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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**1.7 hours**

3.9 hours national average

The average time this landlord took to complete emergency repairs was **1.7 hours**, compared to the Scottish average of **3.9 hours**.

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## Non-emergency repairs

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**5.5 days**

9.1 days national average

The average time this landlord took to complete non-emergency repairs was **5.5 days**, compared to the Scottish average of **9.1 days**.

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## Reactive repairs 'right first time'

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**77.3%**

88.0% national average

This landlord completed **77.3%** of reactive repairs 'right first time' compared to the Scottish average of **88.0%**.

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## Repair or maintenance satisfaction

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**86.5%**

86.8% national average

**86.5%** 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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**86.8%**

93.7% national average

**86.8%** 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 **99.5%** 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 **0.5%** of rent due because homes were empty, compared to the Scottish average of **1.3%**.

## Re-let homes

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**28.0 days**

60.6 days national average

It took an average of **28.0 days** to re-let homes, compared to the Scottish average of **60.6 days**.

