

Landlord performance > Landlords

# Craigdale Housing Association Ltd

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## Assurance statement 2025/2026

Each year landlords tell us how they are meeting regulatory requirements

PDF 165KB

## 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

2022/2023

## Homes and rents

At 31 March 2023 this landlord owned **406 homes**.

The total rent due to this landlord for the year was **£1,641,401**.

The landlord increased its weekly rent on average by **6.5%** from the previous year.

## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£78.28	N/A
2 apartment	52	£75.58	£83.51	-9.5%
3 apartment	234	£80.09	£86.29	-7.2%
4 apartment	93	£91.09	£93.97	-3.1%
5 apartment	27	£94.56	£103.74	-8.8%

## Tenant satisfaction

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

### Overall service

# 94.9%

86.7% national average

**94.9%** said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

### Keeping tenants informed

# 98.4%

89.7% national average

**98.4%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **89.7%**.

## Opportunities to participate

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# 99.2%

85.9% national average

**99.2%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **85.9%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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# 95.6%

79.0% national average

**95.6%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

## Emergency repairs

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# 2.3 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.3 hours**, compared to the Scottish average of **4.2 hours**.

## Non-emergency repairs

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# 3.5 days

8.7 days national average

The average time this landlord took to complete non-emergency repairs was **3.5 days**, compared to the Scottish average of **8.7 days**.

## Reactive repairs 'right first time'

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# 99.4%

87.8% national average

This landlord completed **99.4%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

## Repair or maintenance satisfaction

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# 92.8%

88.0% national average

**92.8%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**100.0%**

94.2% national average

**100.0%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.2%**.

## 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 **99.3%** of the total rent it was due in the year, compared to the Scottish average of **99.0%**.

### Rent not collected: empty homes

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It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

## Re-let homes

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# 9.3 days

55.6 days national average

It took an average of **9.3 days** to re-let homes, compared to the Scottish average of **55.6 days**.



**Scottish Housing**  
Regulator