



ancho
Annual Report 2023

4
days on average
to complete
non-emergency
repairs

23.5
days average
number of days
taken to re-let
properties

61
cases of antisocial
behaviour reported

1.4
hours on
average to
complete
emergency
repairs

88.2%
tenants satisfied
with the overall
service

82.2%
of tenants
satisfied with
quality of home

1,530
repairs completed

£3,044,414
rent due

81.7%
of tenants
satisfied with
repairs service

40
homes available
to rent this year

0.4%
of rent lost due
to properties
being empty

99.8%
rent collected as
percentage of
total rent due

99.4%
of repairs complete
'right first time'



This is a highlight of our performance from the last financial year. To see our full report, including analysis on our statistics, please go to our website.

OUR HEAD OFFICE

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A registered Scottish Charity No SCO16647
The Scottish Housing Regulator Registration
No 218 Property Factor Reg No PF000292

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