

Our Annual Report

2024/25

All Registered Social Landlords (RSLs) submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator.

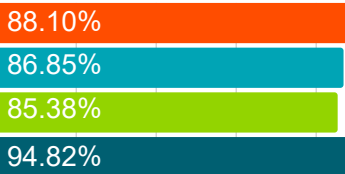
This summary highlights our 2024/25 ARC performance compared with the averages for all RSLs and for Scotland overall (RSLs plus Local Authorities).

These figures show how we meet the standards set by the Regulator. Further comparisons with other Housing Associations are available at the Scottish Housing Regulator website: www.housingregulator.gov.scot

Key: ● RSL Average ● Scottish Average ● CVHA 2023/24 ● CVHA 2024/25

Satisfaction

Percentage of tenants satisfied with the overall service provided landlord.



Percentage tenants who feel landlord good at keeping them informed about services and decisions.



Percentage tenants satisfied with opportunities given to participate in landlord decision making.



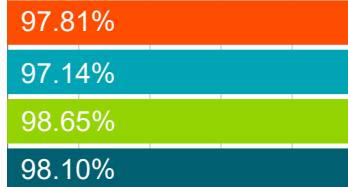
Neighbourhood and Community

Average time in working days for full response Stage 1

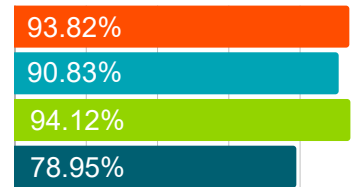
Target: 5 Days



Percentage of all complaints responded to in full Stage 1



Percentage of all complaints responded to in full Stage 2



Average time in working days for full response Stage 2

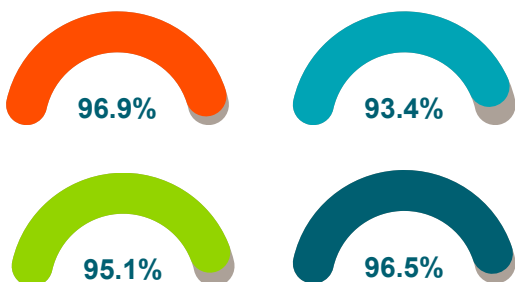
Target: 20 Days



Percentage tenants satisfied with landlord contribution to management of neighbourhood



Percentage Anti-social behaviour cases resolved



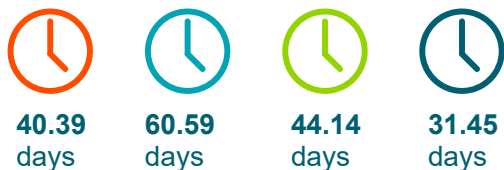
Percentage of court actions initiated resulted in eviction



A Positive Influence for Change

Access to housing and support

Average calendar days to re-let properties



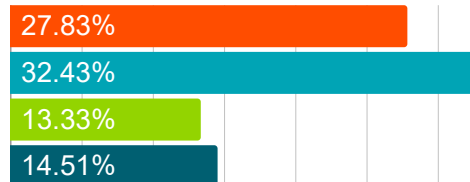
Percentage new tenancies sustained more than a year



Percentage lettable self-contained houses that became vacant in year

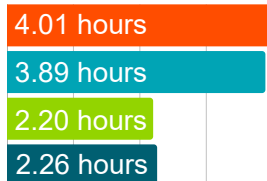


Percentage tenancy offers refused



Quality and Maintenance of Homes

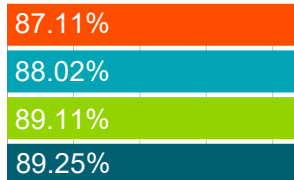
Average hours to complete emergency repairs



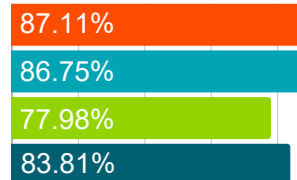
Average working days to complete non-emergency repairs



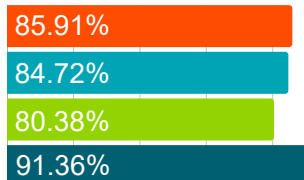
Percentage reactive repairs completed right first time



Percentage tenants satisfied with repairs service



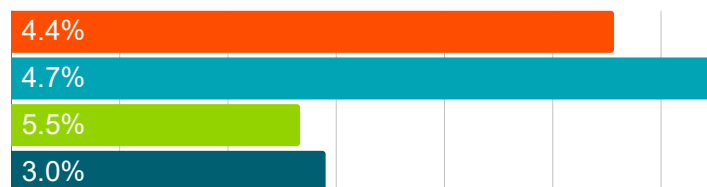
Percentage tenants satisfied with quality of home



We are pleased to report that over 90% of our homes meet the Scottish Housing Quality Standard (SHQS) as set out by the Scottish Government.

Rent Increase

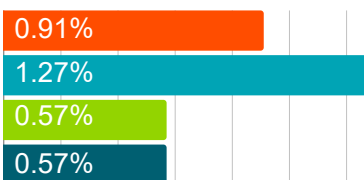
Percentage average weekly rent increase applied



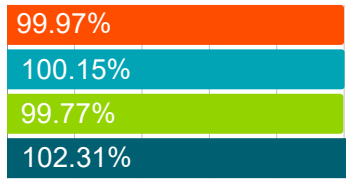
All Annual Gas Safety Checks were completed on time last year, ensuring our customers continued safety and landlord compliance.

Value for Money

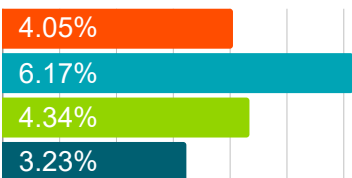
Percentage of rent due lost through empty properties



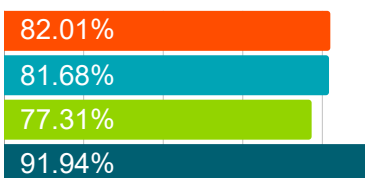
Percentage collected of rent due



Percentage gross rent arrears of rent due



Percentage tenants who feel rent for property represents good value for money



How we spend your pound

The graph below shows an overview of how we are spending your money across our key areas of expenditure.

- £0.27 Maintaining & Upgrading your home
- £0.33 Management and running costs
- £0.40 Loan Interest*



* Funding our commitment to building new homes