

Our Annual Report

2025/26

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

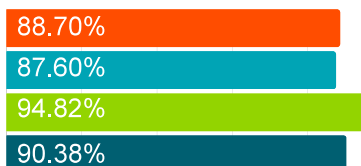
This summary highlights our 2025/26 ARC performance compared with the averages for all RSLs and for Scotland overall (RSLs plus Local Authorities).

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 2024/25 ● CVHA 2025/26

Satisfaction

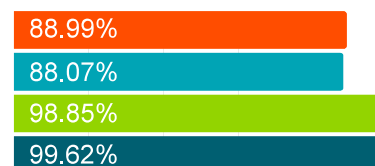
Percentage of tenants satisfied with the overall service provided landlord.



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

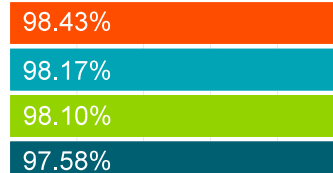


Average time in working days for full response Stage 2

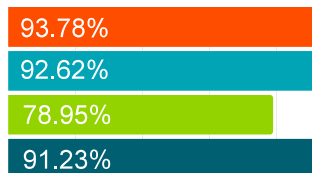
Target: 20 Days



Percentage of all complaints responded to in full Stage 1



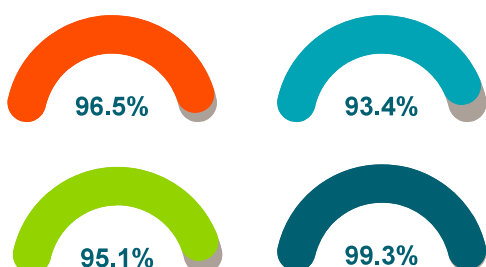
Percentage of all complaints responded to in full Stage 2



Percentage tenants satisfied with landlord contribution to management of neighbourhood



Percentage Anti-social behaviour cases resolved



How we spend your pound

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

- £0.33 Maintaining & Upgrading your home
- £0.29 Management and running costs
- £0.38 Loan Interest*



* Funding our commitment to building new homes

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



Value for Money

Percentage of rent due lost through empty properties



Percentage gross rent arrears of rent due



Percentage collected of rent due

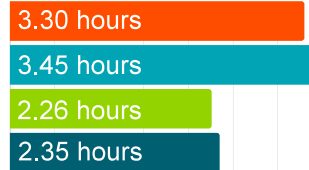


Percentage tenants who feel rent for property represents good value for money

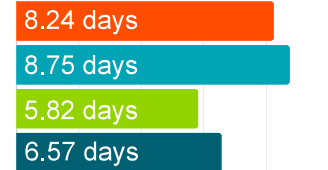


Quality and Maintenance of Homes

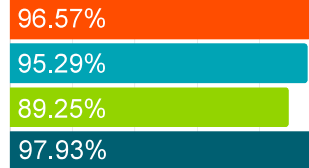
Average hours to complete emergency repairs



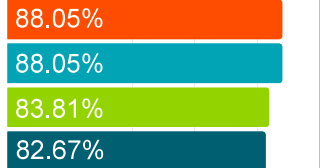
Average working days to complete non-emergency repairs



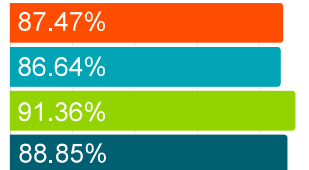
Percentage reactive repairs completed right first time



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.

Tenant and resident safety

Additional Health and Safety Indicators were introduced in 2025/26, therefore there is no historical data for 2024/25.



All Gas Safety Checks were complete on time

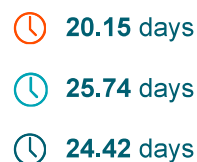


All Electrical Safety Checks were complete on time

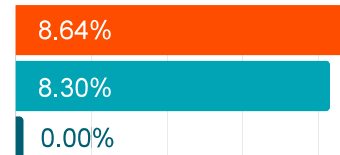
Number of homes without fire detection and warning



Average time taken to resolve cases of damp and/or mould



Percentage of cases of damp and/or mould resolved that were reopened



Rent Increase

Percentage average weekly rent increase applied

