






CHARTER REPORT TO TENANTS 2025

How well are we doing?

DEAR TENANTS

We are pleased to present our Charter Report to Tenants 2025, a report on how we have performed as your landlord in 2024-25.

The Scottish Social Housing Charter sets out certain standards that you can expect from us in the services we deliver and the way we deliver them. This report lets you know how we have performed in some key areas, compared with the Scottish average and our peer group average.

Beside each indicator you will see a symbol indicating if our performance has improved , stayed the same  or dropped  from last year.

The information in this report is collated from the 2023 Tenant Satisfaction Survey and the 2024-25 ARC (Annual Return on the Charter). All Registered Social Landlord's (RSL's) in Scotland submit an ARC report which contains performance data that has been collected throughout the year. The Scottish Housing Regulator will then compile the scores from each RSL and provide details of the Scottish average as a result.

Where possible, we have based the peer group average on figures from similar social landlords including Riverside Scotland, Thenue Housing Association, Fife Housing Group, Maryhill Housing Association, Berwickshire Housing Association, Clyde Valley Housing Association, West of Scotland Housing Association and Glen Oaks Housing Association. Please note that the peer group average figures are based on an average of the aggregate performance data reported to the Regulator.

More information on our performance can be found in our Annual Report, Annual Complaints Report and Landlord Report from the Scottish Housing Regulator. These are available on our website www.almondha.org.uk/about-us/organisational-performance or printed copies are available from our office.

In line with the Scottish Housing Regulator's criteria for the ARC, the figures in this report are based on self-contained housing properties. You can also find out more about how other landlords performed by visiting The Scottish Housing Regulator's website at www.scottishhousingregulator.gov.uk

Please note, all figures in this report have been rounded to one decimal place.


ALMOND AT A GLANCE...

	2023/24	2024/25
Number of Homes	2535	2535
Average weekly rent	£97.19	£102.92
Rent increase	5.8%	4.99%
Rental income	£12,609,320	£13,322,754
Tenancy offers made	75	96
Medical adaptations completed	137	85
Factored residential properties	170	170

HOW SATISFIED WERE YOU WITH...


Our overall service

We have increased the number of ways we can get feedback from customers about our services. We know we have work to do and our business plan reflects the importance we place on getting this right.

 AHA 2024/25 83.7%	AHA 2023/24 83.7%	Peer Group Average 2024/25 85.7%	Scottish Average 86.8%
---	--	---	---

Our repairs service


We completed 9213 reactive repairs across the year. The storms in January resulted in a significant number of fencing repairs. Due to limited operatives available to complete this work, our timescales for delivery were significantly longer than normal, which resulted in increased dissatisfaction.

 AHA 2024/25 91.1%	AHA 2023/24 93.3%	Peer Group Average 2024/25 80.7%	Scottish Average 86.7%
--	--	---	---

SUPPORTING YOU IN YOUR HOME

Percentage of tenancies sustained for more than a year

The Association continues to have strong performance in sustainability. With such a low turnover of properties, even one failure can adversely affect our figures.

 AHA 2024/25 92.6%	AHA 2023/24 96.5%	Peer Group Average 2024/25 94%	Scottish Average 91.6%
--	--	---	---

Average days to complete adaptations in your home

We completed 72 medical adaptations over the course of the year; this was a decrease on the previous year. Increased waiting time and reduced expenditure were a result of both the cut in grant funding from the Scottish Government, and the delay in funding being made available.

 AHA 2024/25 26.4 days	AHA 2023/24 24.1 days	Peer Group Average 2024/25 59.9 days	Scottish Average 44.4 days
--	--	---	---

Average hours to complete emergency repairs

We completed 2301 emergency repairs, with a tradesman attending and making safe the emergency in under 2.5 hours on average.

 AHA 2024/25 2.47hrs	AHA 2023/24 2.44hrs	Peer Group Average 2024/25 3.2hrs	Scottish Average 3.9hrs
--	--	--	--

Average working days to complete non-emergency repairs


We continued to see improved overall performance by our repairs contractor throughout the year.

 AHA 2024/25 10.2 days	AHA 2023/24 12.8 days	Peer Group Average 2024/25 8.4 days	Scottish Average 9.1 days
--	--	--	--

LOOKING AFTER YOUR NEIGHBOURHOOD


Percentage of anti-social behaviour (ASB) cases we resolved

Our case numbers in reported ASB remains low. We reviewed our ASB policy recently with both the focus and consultation groups to ensure we make it easy to report. For those cases that are reported, most are resolved.

	AHA 2024/25 88%	AHA 2023/24 83.8%	Peer Group Average 2024/25 93%	Scottish Average 93.4%
---	--------------------------------------	--	---	---


Number of times Gas Safety Check not carried out within 365 days of previous check

The safety of customers is our priority. We continue to take a robust approach when required for gas, electrical and fire safety checks. We are delighted that we continue to report 100% compliance with the legal requirements for gas safety checks.

	AHA 2024/25 0	AHA 2023/24 0	Peer Group Average 2024/25 0.1	Scottish Total 409
---	------------------------------------	------------------------------------	---	---

Percentage of complaints responded to in full (Stage1)

We received 190 Stage 1 complaints in 2024-25, and responded within an average timescale of 2.6 working days. We responded to all Stage 1 complaints in full, demonstrating our continued strong performance in this area.


	AHA 2024/25 100%	AHA 2023/24 99.6%	Peer Group Average 2024/25 98.7%	Scottish Average 97.1%
---	---------------------------------------	--	---	---



OFFERING GOOD VALUE FOR MONEY


Gross rent arrears as percentage of rent due

The overall switch from housing benefit to Universal Credit placed additional pressures on this figure and will continue to do so into 25-26, but the vast majority of tenants pay their rent and engage with us when they struggle.

	AHA 2024/25 3.2%	AHA 2023/24 3.1%	Peer Group Average 2024/25 4%	Scottish Average 6.2%
---	---------------------------------------	---------------------------------------	--	--


Percentage of rent lost through properties being empty

Almond performs well in this area compared to West Lothian social landlords and nationally too. Working with contractors and colleagues to get this right is vital, as empty properties mean lost income.

	AHA 2024/25 0.25%	AHA 2023/24 0.18%	Peer Group Average 2024/25 0.5%	Scottish Average 1.3%
---	--	--	--	--

Percentage of lets to homeless

We continue to show commitment to ending homelessness. Over half our lets are homeless lets, or are under Almond's other 'prevention of homeless' categories.

	AHA 2024/25 50%	AHA 2023/24 48.2%	Peer Group Average 2024/25 42.5%	Scottish Average 46.3%
---	--------------------------------------	--	---	---

Average calendar days to re-let homes

Still a strong performance although the combination of contractor workload, internal management of improvement works when empty, and RAAC has contributed to a slight downturn in the time it has taken to re-let our homes.

	AHA 2024/25 23.3 days	AHA 2023/24 19.9 days	Peer Group Average 2024/25 31.5 days	Scottish Average 60.6 days
---	--	--	---	---

2024/25 IMPROVEMENTS

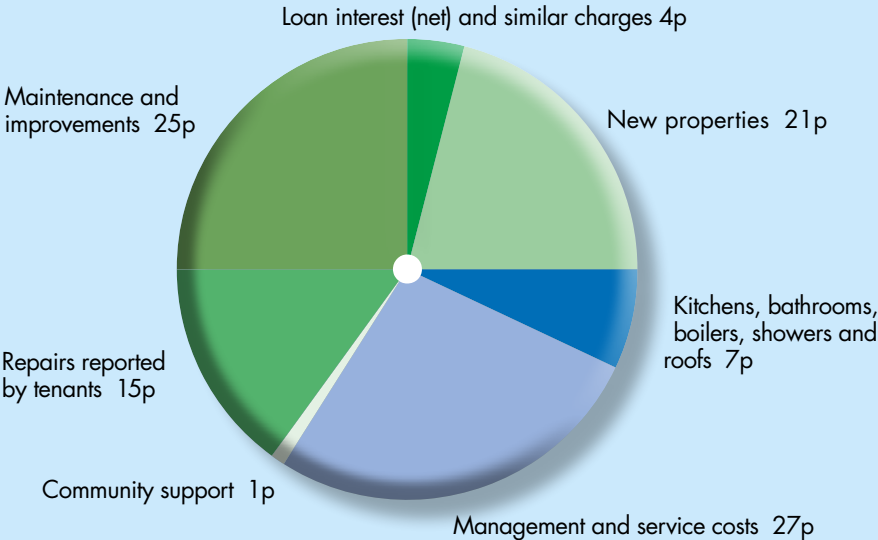
	2023/24	2024/25
Fencing replacements	0	74
Boiler replacements	33	43
Bathroom replacements	60	91
Kitchen replacements	0	3
Window replacements	170	131
Roofs	41	0
External wall insulation	64	60
Doors	138	241

For more information on *planned improvements* for the next financial year, please visit www.almondha.org.uk/repairs/cyclical-and-planned-maintenance


What each £1 has been used for...

Our rental income during the year was £13.3 million. We have outlined below what each £1 of rent has gone towards this year:

£ OF SPEND ALMOND HOUSING ASSOCIATION 2024/25





Almond Housing Association Limited,
New Almond House, 44 Etive Walk, Craigshill, EH54 5AB
01506 439 291, enquiries@almondha.org.uk, www.almondha.org.uk
 [almondhousingassociation](https://www.facebook.com/almondhousingassociation)

Registered as a Scottish Charity No SC031696. Registered with the Scottish Housing Regulator No HAL 285.
Registered as a Scottish Property Factor No PF000181. Registered with the Financial Conduct Authority SP2471R(S).