

Landlord name: Irvine Housing Association Ltd

RSL Reg. No.: 280

Report generated date: 29/07/2025 15:07:27

Approval

A1.1	Date approved	22/05/2025
A1.2	Approver	Diana MacLean
A1.3	Approver job title	Managing Director
A1.4	Comments (Approval)	
		N/A

Approved by the Irvine HA on 22nd May 2025

Social landlord contextual information**Staff**

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mrs. Diana MacLean
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	31.60
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	35.60
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	9.03%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.49%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	128
C3.2	The number of 'supported housing' lets during the reporting year	14
Indicator C3		142

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	8
C2.2	The number of lets to housing list applicants	67
C2.3	The number of mutual exchanges	31
C2.4	The number of lets from other sources	4
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	32
C2.5.2	nominations from the local authority	6
C2.5.3	other	25
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	142

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

	N/A
--	-----

Overall satisfaction**All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	1,000
1.1.2	the fieldwork dates of the survey	03/2025
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	368
	very satisfied	
1.2.2	fairly satisfied	503
1.2.3	neither satisfied nor dissatisfied	69
1.2.4	fairly dissatisfied	34
1.2.5	very dissatisfied	23
1.2.6	no opinion	3
1.2.7	Total	1,000

Indicator 1	87.10%
-------------	--------

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

This year we changed the methodology of our satisfaction survey and commissioned Research Resources to complete a comprehensive survey which asked the indicator questions to 40% of our tenants. This methodology is used across Scottish landlords and allows us to benchmark more accurately.

Several improvements have been made across our services which are leading to an improvement across all tenant satisfaction indicators and from this year's survey we will be developing a further plan to improve.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	1,000
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	537
2.2.2	fairly good at keeping them informed	445
2.2.3	neither good nor poor at keeping them informed	11
2.2.4	fairly poor at keeping them informed	6
2.2.5	very poor at keeping them informed	1
2.2.6	Total	1,000

Indicator 2	98.20%
-------------	--------

Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	1,000
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	543
5.2.2	fairly satisfied	434
5.2.3	neither satisfied nor dissatisfied	22
5.2.4	fairly dissatisfied	1
5.2.5	very dissatisfied	0
5.2.6	Total	1,000

Indicator 5	97.70%
-------------	--------

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

The satisfaction result in keeping our tenants informed about our services and decisions has improved significantly with frequent written newsletters, website updates and social media posts.

There is also a high satisfaction result with opportunities given for tenants to participate in our decision-making processes and we have an active service improvement group working on various improvement projects and policy reviews.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

We have appointed RAND surveyors to carry out a full stock condition survey to 100% of our stock over the next 5 years. We had anticipated completion of 20% stock condition surveys during 2024/25 however this was unable to proceed due to delays in tendering and contract award.

At the end of the reporting year we had 195 properties failing SHQS, a decrease from 267 properties last year. This is due to repairs and energy efficiency upgrades carried out throughout the reporting year. We have embarked on a sustainability partnership agreement to treat our less energy efficient stock over the next 4 years. We anticipate a further 39 properties meeting SHQS by the end of the reporting year through our investment and sustainability works.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,498	2,498
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	195	156
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	195	156
C9.5	Stock meeting the SHQS	2,303	2,342

C9.6	Total self-contained stock meeting the SHQS by local authority
------	--

	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	373	375
Dundee City	0	0
East Ayrshire	179	179
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	1,638	1,675

North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	113	113
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	2,303	2,342

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,498
6.1.2	projected to the end of the next reporting year	2,498
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,303
6.2.2	projected to the end of the next reporting year	2,342

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	92.19%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.76%

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	1,000
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	316
7.2.2	fairly satisfied	553
7.2.3	neither satisfied nor dissatisfied	86
7.2.4	fairly dissatisfied	38
7.2.5	very dissatisfied	7
7.3	Total	1,000

Indicator 7	86.90%
-------------	--------

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
--

8.1	The number of emergency repairs completed in the reporting year	2,324
8.2	The total number of hours taken to complete emergency repairs	8,935

Indicator 8	3.84
-------------	------

Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	6,047
9.2	The total number of working days taken to complete non-emergency repairs	92,710

Indicator 9		15.33
-------------	--	-------

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	5,023
10.2	The total number of reactive repairs completed during the reporting year	6,047

Indicator 10		83.07%
--------------	--	--------

How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
		N/A

Indicator 11	0
--------------	---

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	360
12.2	Of the tenants who answered, how many said that they were:	187
12.2.1	very satisfied	
12.2.2	fairly satisfied	111
12.2.3	neither satisfied nor dissatisfied	34
12.2.4	fairly dissatisfied	20
12.2.5	very dissatisfied	8
12.2.6	Total	360

Indicator 12	82.78%
--------------	--------

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Over the last 12 months we have seen satisfaction with repairs and maintenance service increase from 74.96 % to 82.78%. This year we changed the methodology of our satisfaction survey and commissioned Research Resources to complete a comprehensive survey which asked the indicator questions to 40% of our tenants. This methodology is used across Scottish landlords and allows us to benchmark more accurately.

We have seen our average length of time taken to complete an emergency repair remain steady throughout the year at 3.84 hours. Percentage of repairs right first time has seen a steady increase throughout the year up to 87.81%.

We have completed internal audits on all areas of compliance this year and completed all identified actions to improve our monitoring and management of all compliance areas. We have also appointed an asset building safety officer to manage the operational aspects across all our compliance areas. We carried out a large project to complete electrical safety checks in financial year 2023 -2024 and have increased the level of compliance to 99.95% at the end of March 2025. All other areas of compliance have remained at 100% compliance at the end of the reporting year.

We have implemented a permanent role as one point of contact role for all complaints and have seen that complaints satisfaction has risen and dipped throughout the year but overall remained steady.

We received a large volume of adaptation referrals over the course of the year and have committed significant budget funds to this in the next financial year as grant funds have been well below the required values to meet demand. A group of wet floor adaptations were approved in bulk as part of a works programme which has impacted on the reporting average days to complete.

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	199	25
Complaints carried forward from previous reporting year	1	4
All complaints received and carried forward	200	29
Number of complaints responded to in full by the landlord in the reporting year	200	28
Time taken in working days to provide a full response	1,114	527

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	96.55%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.57
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.82

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	1,000
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	391
13.2.2	fairly satisfied	527
13.2.3	neither satisfied nor dissatisfied	55
13.2.4	fairly dissatisfied	23
13.2.5	very dissatisfied	4
13.2.6	Total	1,000

Indicator 13	91.80%
--------------	--------

Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	160
14.2	The number of tenancy offers that were refused	15

Indicator 14		9.38%
--------------	--	-------

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	119
15.2	Of those at 15.1, the number of cases resolved in the last year	107

Indicator 15		89.92%
--------------	--	--------

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	5
------	--	---

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	23
22.2.1	22.2 The number of properties recovered: because rent had not been paid	3
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	1

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	13.04%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	4.35%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	4.35%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	21.74%

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

12 ASB cases remained opened from the cases logged in 24/25. 5 of these were from cases logged in March 2025 and the other 7 were still being investigated.

The eviction for ASB was a streamlined eviction due to the tenant having a conviction. The 'other' eviction was a SSST that ended due to continued ASB and the tenant would not leave the property once the SSST ended.

We have a higher court action figure this year compared to the last ARC return due to the income collection team holding back on court actions last year because of an eviction ban which ended 31/03/24. The team are now up to speed on commencing court actions when appropriate hence the higher figure.

We are also reporting 15 refusals this year which is higher compared to 8 last year. Out of the 15 refusals this year, 5 were homeless appeals that were upheld. The remaining refusals had varied reasons.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
--

17.1	The total number of lettable self-contained stock	2,498
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	141

Indicator 17	5.64%
--------------	-------

Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	101
19.2	The number of approved applications completed between the start and end of the reporting year	41
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	60
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	60
--------------	----

Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£115,559
20.2	The cost (£) that was grant funded	£96,859
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£212,418
--------------	----------

The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	1,288
21.2	The total number of adaptations completed during the reporting year.	41

Indicator 21	31.41
--------------	-------

Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	271
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	271
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	69
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	69
23.7	The total number of accepted offers.	63

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	25.46%
Indicator 23 - The percentage of those offers that result in a let	91.30%

Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	142
30.2	The total number of calendar days properties were empty	4,466

Indicator 30	31.45
--------------	-------

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	12
16.1.2	applicants who were assessed as statutory homeless by the local authority	64
16.1.3	applicants from your organisation's housing list	105
16.1.4	nominations from local authority	0
16.1.5	other	41
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	12
16.2.2	applicants who were assessed as statutory homeless by the local authority	59
16.2.3	applicants from your organisation's housing list	103
16.2.4	nominations from local authority	0
16.2.5	other	39

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.19%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	98.10%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	95.12%

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Last year the scrutiny panel reviewed our voids process and our aim was to improve our days taken to complete a void property. A small improvement has been made cutting the average length of time from 32.3 days to 31.45 days and we will continue to work on this over the next year to ensure continuous improvements.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£13,597,004
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£13,419,567

Indicator 26	101.32%
--------------	---------

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£563,359
27.2	The total rent due for the reporting year	£13,488,386

Indicator 27		4.18%
--------------	--	-------

Average annual management fee per factored property (Indicator 28)
--

28.1	The number of residential properties factored	1,039
28.2	The total value of management fees invoiced to factored owners in the reporting year	£10,368

Indicator 28	£9.98
--------------	-------

Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£13,488,386
18.2	The total amount of rent lost through properties being empty during the reporting year	£68,818

Indicator 18		0.51%
--------------	--	-------

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.20%
------	--	-------

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,756
C6.2	The value of direct housing cost payments received during the reporting year	£7,701,069

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£192,604
C7.2	The total value of former tenant arrears written off at year end	£52,774

Indicator C7		27.40%
--------------	--	--------

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
--

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	1,000
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	305
25.2.2	fairly good value for money	580
25.2.3	neither good nor poor value for money	85
25.2.4	fairly poor value for money	23
25.2.5	very poor value for money	7
25.3	Total	1,000

Indicator 25	88.50%
--------------	--------



Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	428
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	143
29.2.2	fairly satisfied	183
29.2.3	neither satisfied nor dissatisfied	81
29.2.4	fairly dissatisfied	11
29.2.5	very dissatisfied	10
29.3	Total	428

Indicator 29	76.17%
--------------	--------

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

The Association aims to keep rent increases to a minimum and to keep rents affordable for our tenants. This is demonstrated in the lower rent increase being applied in 24/25 following consultation with our tenants, which balances the cost of delivering the service, planned works and maintenance, and regeneration of priority estates against the cost of living pressures facing many of our tenants.

Support provided by our Affordability Officer has been extended this year with improved collaboration between this service and our Income Collection Team and Tenant Partners to broaden the work with new tenants and those at high risk of homelessness, to maximise their income and manage their household expenditure.

Rent arrears have reduced in the last 12 months as a result of increased recovery efforts in the collection of factoring debts, write off of aged debts, and earlier contact with customers to clear balances when tenancies are ending.

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31		N/A
--------------	--	-----

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
--	--------------	--

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

N/A