

Landlord name: Irvine Housing Association Ltd

RSL Reg. No.: 280

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Approval

A1.1	Date approved	21/05/2026
A1.2	Approver	Gary Naylor
A1.3	Approver job title	Manging Director
A1.4	Comments (Approval)	
		N/A

Comments (Submission)

Approved by the Irvine HA on 21st May 2026

Social landlord contextual information**Staff**

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

C1.1	the name of Chief Executive	Mr. Gary Naylor
	C1.2 Staff employed by the RSL:	3.68
C1.2.1	the number of senior staff	
C1.2.2	the number of office based staff	33.03
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	
	Staff turnover and sickness absence:	27.15%
C1.3.1	the percentage of senior staff turnover in the year to the end of the reporting year	
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	0.00%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	7.08%

Lets

The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	8
C2.2	The number of lets to housing list applicants	64
C2.3	The number of mutual exchanges	41
C2.4	The number of lets from other sources	7
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	46
C2.6	The number of other nominations from local authorities	0
C2.7	The number of lets made	166
C2.8	Total number of lets excluding exchanges	125



	C2.5 Number of applicants assessed as statutorily homeless by the local authority	C2.6 Number of other nominations from local authorities	C2.8 Total number of lets excluding exchanges
Aberdeen City	0	0	0
Aberdeenshire	0	0	0
Angus	0	0	0
Argyll & Bute	0	0	0
City of Edinburgh	0	0	0
Clackmannanshire	0	0	0
Dumfries & Galloway	12	0	19
Dundee City	0	0	0
East Ayrshire	2	0	6
East Dunbartonshire	0	0	0
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	0	0
Fife	0	0	0
Glasgow City	0	0	0
Highland	0	0	0
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	0
North Ayrshire	31	0	94
North Lanarkshire	0	0	0
Orkney Islands	0	0	0
Perth & Kinross	0	0	0
Renfrewshire	0	0	0
Scottish Borders	0	0	0
Shetland Islands	0	0	0
South Ayrshire	1	0	6
South Lanarkshire	0	0	0
Stirling	0	0	0
West Dunbartonshire	0	0	0
West Lothian	0	0	0
Totals	46	0	125



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
	The method(s) of administering the survey:	
1.1.3	Post	☐
1.1.4	Telephone	☒
1.1.5	Face-to-face	☒
1.1.6	Online	☐
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	368
1.2.1	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%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

Last 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 were made across our services which led to an improvement across all tenant satisfaction indicators and we will be developing a further plan to improve.
Results from last year's survey will remain in place for 2025/26 and 2026/27.

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 Of the tenants who answered, how many said that their landlord was:	537
2.2.1	very good at keeping them informed	
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%
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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	Of the tenants who answered, how many said that they were:	543
5.2.1	very satisfied	
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%
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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 remains the same as last year with a significant improvement 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. The numbers will remain for 2025/26 and 2026/27.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	04/2025
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	45.00
C7.3	The date of your next scheduled stock condition survey or assessment	05/2026
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C7.5	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 where we are currently in year 2. We had anticipated completion of 25% stock condition surveys during 2025/26 however this was unable to proceed due to delays in tendering and contract award.

We have embarked on a sustainability partnership agreement to treat our less energy efficient stock over the next 4 years. We anticipate a further 27 properties meeting SHQS by the end of the reporting year through our investment and sustainability works.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	2,500	2,510
C8.2	Self-contained stock exempt from SHQS	0	0
C8.3	Self-contained stock in abeyance from SHQS	0	0
C8.4.1	Self-contained stock failing SHQS for one criterion	160	145
C8.4.2	Self-contained stock failing SHQS for two or more criteria	2	0
C8.4.3	Total self-contained stock failing SHQS	162	145
C8.5	Stock meeting the SHQS	2,338	2,365



C8.6 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	367	370
Dundee City	0	0
East Ayrshire	184	186
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	1,674	1,696
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	2,338	2,365



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	2,500
6.1.2	projected to the end of the next reporting year	2,510
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,338
6.2.2	projected to the end of the next reporting year	2,365

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.52%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	94.22%



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 Of the tenants who answered, how many said that they were:	316
7.2.1	very satisfied	
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)		
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8.1	The number of emergency repairs completed in the reporting year	2,400
8.2	The total number of hours taken to complete emergency repairs	10,665

Indicator 8		4.44
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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	5,437
9.2	The total number of working days taken to complete non-emergency repairs	111,665
Indicator 9		20.54

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

10.1	The total number of reactive repairs completed during the reporting year	5,437
10.2	Of those, number of reactive repairs that were reported again during the reporting year	377
Indicator 10		93.07%

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%
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Tenant and resident safety

Number of times in the reporting year you 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	Please provide the reason(s) for failing to meet compliance	
		N/A
Indicator 11		0

Annual Return on the Charter (ARC) 2025-2026

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	6
29.2	Please provide the reason(s) for failing to meet compliance	
For the first year since implementation of indicators of electrical safety we have managed to achieve 100% compliance. As the indicator has changed for this year to take account of properties that expire throughout the year, over the course of the year we've had 6 properties which did not meet the requirement to complete an EICR within 5 years. All these instances have been complex cases that our tenant partners have been working with customers to provide support to.		
Indicator 29		6

Annual Return on the Charter (ARC) 2025-2026

Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end (Indicator 30)

30.1	The number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'	0
30.2	Please provide the reason(s) for failing to meet compliance	
		N/A
Indicator 30		0

**Damp and/or mould**

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)

31.1.1	The number of resolved cases of damp and/or mould caused by condensation	50
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	17
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	6
31.1	Total number of resolved cases of damp and/or mould	73
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	1,611
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	576
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	208
31.2	Total time taken in working days to resolve cases of damp and/or mould	2,395

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	32.22
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	33.88
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	34.67
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	32.81



Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	50
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	17
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	6
32.1	Total number of resolved cases of damp and/or mould	73
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	6
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	2
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	1
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	9
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation		12.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues		11.76
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues		16.67
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause		12.33

Number of open cases of damp and/or mould at the year end (Indicator 33)
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33.1	The number of open cases of damp and/or mould at the year end	20
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	Indicator 33	20
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Annual Return on the Charter (ARC) 2025-2026

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the “Housing quality and maintenance” section’.

New indicators were introduced this year surrounding damp and mould. As such, there is no current guidance to compare against our recorded figures. Performance in these areas has been positive with an average time of 29.56 days to solve damp and/or mould cases whilst only 10.98% of all cases were reopened. Looking ahead to next year we aim to bring further success in this area with an improvement to these results whilst also working towards implementing the required changes and trackers for awaabs law.

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	201	38
Complaints carried forward from previous reporting year	2	7
All complaints received and carried forward	203	45
Number of complaints responded to in full by the landlord in the reporting year	203	43
Time taken in working days to provide a full response	1,229	655

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	95.56%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	6.05
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	15.23



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 Of the tenants who answered, how many said that they were:	
13.2.1	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 anti-social behaviour cases reported in the last year which were resolved (Indicator 14)
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14.1	The number of cases of anti-social behaviour reported in the last year	104
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	0
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	98
14.4	Total self-contained units	2,500

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	94.23%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	4.2

Abandoned homes (Indicator C3)

C3.1	The number of properties abandoned during the reporting year	10
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	22
20.2	The number of properties recovered:	6
20.2.1	because rent had not been paid	
20.2.2	because of anti-social behaviour	1
20.2.3	for other reasons	1

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	27.27%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	4.55%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	4.55%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	36.36%



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

There were 104 ASB cases logged in 25/26. Out of those logged, 6 remain open. 2 of these have been open less than 28 days and the other 4 have ongoing investigations. [REDACTED]. Of the 10 abandoned homes this year, 4 abandonments were included in this figure where the tenancy was less than 12 months. [REDACTED].

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 16)

16.1	The total number of lettable self-contained stock	2,500
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	126

Indicator 16		5.04%
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Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	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.	114
18.2	The number of approved applications completed between the start and end of the reporting year	97
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	17
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	17
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The average time to complete adaptations (Indicator 19)

19.1	The total number of working days taken to complete all adaptations.	2,857
19.2	The total number of adaptations completed during the reporting year.	97
Indicator 19		29.45

Average length of time to re-let properties in the last year (Indicator 26)		
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26.1	The total number of properties re-let in the reporting year	120
26.2	The total number of calendar days properties were empty	2,162

Indicator 26		18.02
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)		
15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	8
15.1.2	applicants who were assessed as statutory homeless by the local authority	63
15.1.3	applicants from your organisation's housing list	71
15.1.4	nominations from local authority	0
15.1.5	other	31
15.1.6	Total number of tenancies which began in the previous reporting year	173
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	7
15.2.2	applicants who were assessed as statutory homeless by the local authority	56
15.2.3	applicants from your organisation's housing list	67
15.2.4	nominations from local authority	0
15.2.5	other	29
15.2.6	Total number of tenancies sustained for more than a year	159

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	87.50%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.89%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	94.37%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	93.55%
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	91.91%



The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	9
C9.1.2	Awaiting demolition/reconfiguration	0
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	3
C9.1.5	Held for decants	0
C9.1.6	Low demand	0
C9.1.7	Other	0
C9.1.8	Total self-contained properties void at the year end	12
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	0
C9.2.2	Awaiting demolition/reconfiguration	0
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	2
C9.2.5	Held for decants	0
C9.2.6	Low demand	0
C9.2.7	Other	0
C9.2.8	Total self-contained properties void for more than six months at the year end	2

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

Progress has been made this year with our Continuous Improvements project resulting in a positive impact on our relet times. This year we are reporting average relets of 18.02 days which is a significant improvement on 31.45 days last year.

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 22)		
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22.1	The total amount of rent collected in the reporting year	£13,826,962
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£13,852,240

Indicator 22		99.82%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£641,242
23.2	The total rent due for the reporting year	£13,801,349
Indicator 23		4.65%

Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	1,035
24.2	The total value of management fees invoiced to factored owners in the reporting year	£10,812

Indicator 24		£10.45
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Percentage of rent due lost through properties being empty during the last year (Indicator 17)

17.1	The total amount of rent due for the reporting year	
17.2	The total amount of rent lost through properties being empty during the reporting year	£50,890
Indicator 17		0.37%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	5.70%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	1,757
C5.2	The value of direct housing cost payments received during the reporting year	£8,226,154

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)

C6.1	The total value of former tenant arrears at year end	£231,317
C6.2	The total value of former tenant arrears written off at year end	£63,287

Indicator C6		27.36%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)
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21.1	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
21.2	Of the tenants who answered, how many said that their rent represented:	305
21.2.1	very good value for money	
21.2.2	fairly good value for money	580
21.2.3	neither good nor poor value for money	85
21.2.4	fairly poor value for money	23
21.2.5	very poor value for money	7
21.3	Total	1,000

Indicator 21	88.50%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)

25.1	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
	25.2 Of the factored owners who answered, how many said that they were:	143
25.2.1	very satisfied	
25.2.2	fairly satisfied	183
25.2.3	neither satisfied nor dissatisfied	81
25.2.4	fairly dissatisfied	11
25.2.5	very dissatisfied	10
25.3	Total	428
Indicator 25		76.17%

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 has continued to prioritise keeping rents as low as possible for customers, recognising the ongoing cost of living pressures and the importance of affordability for many households on low incomes. Rent setting has been carefully balanced to ensure affordability while maintaining financial viability and the ability to deliver essential services and investment. Whilst a lower increase was considered, the 5.7% uplift represents the minimum level required to sustain current service delivery, respond to increasing cost pressures such as repairs, voids and storm-related works, and progress key investment in homes and estates that our customers have asked for. This includes both core property investment and wider estate improvements that support safe, well-maintained communities. Alongside the rent decision, the Association continues to strengthen its support offer to tenants, including targeted affordability support through dedicated officers, a proactive income strategy focused on early intervention and tenancy sustainment, and ongoing access to advice and support services. These combined interventions are beginning to have a positive impact, with arrears levels remaining steady and providing assurance that customers are being supported effectively to manage their tenancies. This approach ensures that, whilst rents have increased, customers are supported to sustain their homes.

Other customers**Gypsy / Travellers**

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)

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

Indicator 27	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
	28.2 Of the Gypsy/Travellers who answered, how many said that they were:	
28.2.1	very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

	Indicator 28	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

N/A