

The Scottish Housing Regulator – Statistics 2023-24

Regulatory Standard 2

1. Asset Management

Landlord name	C9.1 Total self-contained stock (at end of the reporting year)	6 - Percentage properties meeting SHQS year end	8.1 Emergency repairs completed	Emergency repairs per unit	8 - Average hours to complete emergency repairs	9.1 Non-emergency repairs completed	Non-emergency repairs per unit	9 - Average working days to complete non-emergency repairs	10 - Percentage reactive repairs completed right first time	12 - Percentage tenants satisfied with repairs service	20 - Total cost of adaptations completed in year by source of funding (£)	21.2 Adaptations completed during reporting year	21 - Average time to complete adaptations	C8.2 Percentage of stock fully assessed for SHQS compliance in last five years
Scottish Avg	NULL	84.36	NULL		3.96	NULL		8.95	88.41	87.31	41829577	NULL	44.77	NULL
Peer Group Avg	789	94	252		3	1639		8	85	88	48720	22	50	39
Hjaltland Housing Association Ltd	822	100	15	0.02	2.67	1696	2.06	6.46	87.14	99.31	51789	33	27.45	64
Lochaber Housing Association Ltd	726	98.35	174	0.24	2.52	1560	2.15	3.52	99.17	96.4	25644	4	41.75	62.5
Lochalsh and Skye HA Ltd	854	75.41	139	0.16	3.28	1214	1.42	6.02	91.43	90.11	51732	8	74.25	40.53
Orkney Housing Association Ltd	846	96.93	51	0.06	2.86	1854	2.19	14.68	71.2	90.13	25336	40	20.32	26.6
Rural Stirling Housing Association Ltd	664	96.69	299	0.45	3	1650	2.48	6.98	85.12	72.86	53692	28	36.14	19
West Highland Housing Association Ltd	819	95.48	833	1.02	3.58	1859	2.27	9.62	74	80.85	84125	20	100.8	19.66
Orkney Islands Council	994	80.38	344	0.35	8.98	1447	1.46	17.23	74.5	88.64	24653	35	30.09	10
Shetland Islands Council	1706	72.22	365	0.21	2.3	3510	2.06	10.3	83.19	91.51	165069	202	14.69	80

2. Housing Management - Allocations

Landlord name	C9.1 Total self-contained stock (at end of the reporting year)	C3 All lets	14.1 Tenancy offers made	14.2 Tenancy offers refused	14 - Percentage tenancy offers refused	17 - Percentage lettable self-contained houses that became vacant in year	C4.1 Properties abandoned	30 - Average calendar days to re-let properties	16 - Percentage new tenancies sustained more than a year - applicants assessed as statutory homeless	16 - Percentage new tenancies sustained more than a year - all	18 - Percentage of rent due lost through empty properties	C3.1 General needs lets	C3.2 Supported housing lets
Scottish Avg	NULL	NULL	NULL	NULL	30.48	7.18	NULL	56.73	90.31	91.24	1.39	NULL	NULL
Peer Group Avg	789	77	97	16	17	8	2	15	93	92	0	67	10
Hjaltland Housing Association Ltd	822	100	116	9	7.76	8.76	0	8.54	96.77	97.50	0.23	96	4
Lochaber Housing Association Ltd	726	52	76	19	25.00	7.40	2	10.10	95.65	91.67	0.24	43	9
Lochalsh and Skye HA Ltd	854	107	135	28	20.74	6.94	2	25.17	88.64	90.28	0.68	102	5
Orkney Housing Association Ltd	846	90	90	5	5.56	8.55	2	12.55	94.44	90.79	0.29	65	25
Rural Stirling Housing Association Ltd	664	55	67	19	28.36	7.41	2	17.73	91.67	94.12	0.28	52	3
West Highland Housing Association Ltd	819	57	96	13	13.54	7.57	3	13.23	NULL	86.76	0.31	46	11
Orkney Islands Council	994	79	91	11	12.09	8.70	6	71.43	95.12	90.00	1.49	68	11
Shetland Islands Council	1706	106	178	43	24.16	7.17	1	73.79	76.92	82.93	1.84	78	28

3. Housing Management - Rental

Landlord name	C9.1 Total self-contained stock (at end of the reporting year)	18.1 Rent due in year	26.1 Rent collected	26 - Percentage collected of rent due	27 - Percentage gross rent arrears of rent due	C6.1 Households housing costs received directly in year	Percentage of households receiving housnig support	C6.2 Value of direct housing cost payments received	Percentage of direct housing payments received	C7 - Percentage former tenant rent arrears written off	C5.1 Percentage average weekly rent increase to be applied next year	25 - Percentage tenants who feel rent for property represents good value for money
Scottish Avg	NULL	NULL	NULL	99%	6.74	NULL	NULL	NULL	NULL	NULL	6.1	81.59
Peer Group Avg	789	4,052,899	4027388	99%	3.47	308	39%	1,284,763	32%	24	7.2	84.38
Hjaltland Housing Association Ltd	822	4,387,931	4394939	100%	3.16	256	31%	1,068,823	24%	12.04	6.0	86.03
Lochaber Housing Association Ltd	726	3,925,477	3929901	100%	2.94	245	34%	1,289,182	33%	17.09	7.5	85.17
Lochalsh and Skye HA Ltd	854	3,999,357	3934523	98%	5.08	308	36%	1,117,803	28%	34.85	7.7	83.75
Orkney Housing Association Ltd	846	4,259,738	4218116	99%	3.16	362	43%	1,500,601	35%	2.73	7.5	76.97
Rural Stirling Housing Association Ltd	664	3,264,927	3237294	99%	4.61	307	46%	1,171,777	36%	54.88	7.7	90.58
West Highland Housing Association Ltd	819	4,479,963	4449552	99%	1.84	370	45%	1,560,389	35%	25.19	6.7	83.80
Orkney Islands Council	994	4,201,561	4241352	101%	12.58	479	48%	1,657,881	39%	18.26	6.7	64.42
Shetland Islands Council	1706	7,237,857	7107436	98%	10.97	796	47%	2,435,006	34%	25.71	5.0	73.33

	C9.1 Total self-contained stock (at end of the reporting year)	18.1 Rent due in year	Average Annual rent per property	C5.1 Percentage average weekly rent increase to be applied next year	Average weekly rent for 1 Apt property	Average weekly rent for 2 Apt property	Average weekly rent for 3 Apt property	Average weekly rent for 4 Apt property	Average weekly rent for 5 Apt property	25 - Percentage tenants who feel rent for property represents good value for money
Landlord name										
Scottish Avg	NULL	NULL	NULL	6.1	NULL	NULL	NULL	NULL	NULL	81.59
Peer Group Avg	789	4,052,899	5,142	7.2	69.00	89.47	100.66	108.87	119.17	84.38
Hjaltland Housing Association Ltd	822	4,387,931	5,338	6.0	80.55	97.40	106.60	111.90	124.78	86.03
Lochaber Housing Association Ltd	726	3,925,477	5,407	7.5		87.90	105.30	114.30	122.50	85.17
Lochalsh and Skye HA Ltd	854	3,999,357	4,683	7.7		85.96	93.19	102.94	110.79	83.75
Orkney Housing Association Ltd	846	4,259,738	5,035	7.5	69.57	91.48	100.56	107.14	116.36	76.97
Rural Stirling Housing Association Ltd	664	3,264,927	4,917	7.7		79.77	89.65	97.64	101.74	90.58
West Highland Housing Association Ltd	819	4,479,963	5,470	6.7	56.87	94.29	108.65	119.27	138.85	83.80
Orkney Islands Council	994	4,201,561	4,227	6.7	65.74	79.61	94.76	93.27	115.17	64.42
Shetland Islands Council	1706	7,237,857	4,243	5.0	55.36	72.50	83.51	98.52	120.32	73.33

4. Complaints

Landlord name	C9.1 Total self-contained stock (at end of the reporting year)	3.1.3 All 1st stage complaints received and carried forward	3.1.6 All 2nd stage All complaints received and carried forward	3 & 4 - Percentage of all complaints responded to in full Stage 1	3 & 4 - Percentage of all complaints responded to in full Stage 2	3 & 4 - Average time in working days for full response Stage 1	3 & 4 - Average time in working days for full response Stage 2	15.1 Anti-social behaviour cases reported	15.2 Anti-social behaviour cases resolved	15 - Percentage Anti-social behaviour cases resolved
Scottish Avg	NULL	NULL	NULL	97	91	5.1	17.5	NULL	NULL	94
Peer Group Avg	789	31	9	97	81	4.9	18.6	28	26	91
Hjaltland Housing Association Ltd	822	25	1	100	100	2.0	17.0	7	7	100
Lochaber Housing Association Ltd	726	26	7	100	86	4.1	14.7	14	14	100
Lochalsh and Skye HA Ltd	854	8	2	88	0	9.1	NULL	13	10	77
Orkney Housing Association Ltd	846	60	9	100	100	4.1	19.0	46	43	93
Rural Stirling Housing Association Ltd	664	48	31	94	100	4.6	20.5	72	68	94
West Highland Housing Association Ltd	819	18	5	100	100	5.5	22.0	14	11	79
Orkney Islands Council	994	30	18	100	100	6.9	23.8	13	13	100
Shetland Islands Council	1706	6	18	100	100	3.3	17.2	1	0	0

5. Survey Results

Landlord name	1 - Percentage of tenants satisfied with the overall service provided landlord	2 - Percentage tenants who feel landlord good at keeping them informed about services and decisions	5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making	7 - Percentage tenants satisfied with quality of home	12 - Percentage tenants satisfied with repairs service	13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood	25 - Percentage tenants who feel rent for property represents good value for money	29 - Percentage factored owners satisfied with factoring service
Scottish Avg	86.5	90.5	87.7	84.0	87.3	84.7	81.6	59.5
Peer Group Avg	91.4	94.3	89.7	86.7	88.3	85.9	84.4	36.3
Hjaltland Housing Association Ltd	91.3	95.3	86.9	88.2	99.3	84.6	86.0	27.3
Lochaber Housing Association Ltd	92.4	94.1	95.4	86.6	96.4	88.6	85.2	36.2
Lochalsh and Skye HA Ltd	93.4	98.4	98.4	83.4	90.1	92.5	83.8	23.1
Orkney Housing Association Ltd	83.4	84.5	65.2	86.6	90.1	68.5	77.0	44.2
Rural Stirling Housing Association Ltd	90.9	94.9	97.8	89.5	72.9	95.7	90.6	50.0
West Highland Housing Association Ltd	96.7	98.3	94.4	86.0	80.9	85.5	83.8	37.0
Orkney Islands Council	73.6	77.0	70.9	67.2	88.6	59.0	64.4	NULL
Shetland Islands Council	79.0	80.7	52.8	77.7	91.5	81.5	73.3	NULL

6. Staffing

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