Craigdale Housing Association
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REPORT ON THE ANNUAL RETURN ON THE CHARTER (ARC)

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THE SCOTTISH SOCIAL HOUSING CHARTER (THE ARC)

From April 2013 all Registered Social Landlords, such as Craigdale Housing Association, have to meet the outcomes and standards set by the Scottish Social Housing Charter. The Charter was developed as a result of the Housing (Scotland) Act 2010 which supports the Government's long-term strategy to create a safer and stronger Scotland.

The Charter helps to improve the quality and value of the services that we provide. It places greater emphasis on involving customers in shaping the services we deliver. There is also more focus on customer satisfaction, and we have been working hard to gather more feedback from you.

We submitted our Annual Return on the Charter (ARC) figures in May to Scottish Housing Regulator (SHR). The Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC return.

FEEDBACK:	We hope you find the content beneficial. We welcome your views and feedback on the content, style and format of our report. Please contact us with any feedback on report on the annual return on the charter (arc) that will help us improve.

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Ref	Indicator	Scottish Average	2025/26	2024/25	2023/24	2022/2023	2021/2022	Better than or Equal to Scottish Average
	Social Landlord Contextual Information							
C1.3.3	% of Staff time lost through sickness	N/A	13.55%	14.06%	5.26%	3.56%	1.21%	N/A
	Lets							
C2	Number of lets	N/A	26	16	28	73	15	N/A
	Overall Satisfaction							
1	% of tenants satisfied with the overall service	87.6%	96.47%	94.90%	94.90%	94.90%	98.03%	Y
	The Customer/Landlord Relationship							
2	% of tenants who feel their landlord is good at keeping them informed about their services and decisions	91.35%	99.61%	98.43%	98.43%	98.43%	99.21%	Y
5	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making process	88.07%	100.00%	99.22%	99.22%	99.22%	100.00%	Y
	Housing Quality and Maintenance							
6	% of stock meeting the SHQS at the end of the reporting year.	89.53%	100.00%	100.00%	100.00%	95.57%	91.90%	Y

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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	N/A	407	407	407	406	369	N/A
6.2.2	The total number of properties within scope of the SHQS: projected to the end of the next reporting year	N/A	403	407	407	406	369	N/A
7	% of tenants satisfied with the quality of their home	86.64%	94.12%	95.29%	95.29%	95.29%	92.13%	Y
	Repairs, Maintenance & Improvements							
8	Average length of time taken to complete emergency repairs (hours)	3.45	2.49	2.30	2.44	2.29	2.44	Y
8.1	The number of emergency repairs completed in the reporting year	N/A	325	341	444	313	282	N/A
9	Average length of time taken to complete non-emergency repairs (days)	8.75	3.32	3.37	3.42	3.49	4.53	Y
9.1	The total number of non-emergency repairs completed in the reporting year	N/A	1039	1123	958	993	740	N/A
10	% of reactive repairs carried out in the last year completed right first time	95.29%	98.65%	98.73%	96.94%	99.38%	96.85%	Y

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12	% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	88.05%	91.15%	92.79%	92.79%	92.79%	90.38%	Y
	Tenant & Resident Safety							
11	Number of times gas safety check not met	449	0	0	1	0	0	N/A
29	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?	28538	0					
30	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	2450	0					
31	Average length of time taken to resolve cases of damp and/or mould by cause (Condensation)	23.57	13.36					
	Average length of time taken to resolve cases of damp and/or mould by cause (Structural)	36.18	57					
	Average length of time taken to resolve cases of damp and/or mould by cause (other issues)	25.85	Null					

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	Average length of time taken to resolve cases of damp and/or mould	25.75	15.04					
32	Percentage of cases of damp and/or mould resolved during the reporting year that were reopened	8.31	0					
33	Number of open cases of damp and/or mould at the year end	7172	1					
	Neighbourhood and Community							
3&4	Complaints - Stage 1: Received in the year	N/A	6	15	21	6	17	N/A
3&4	Complaints - Stage 2: Received in the year	N/A	1	2	3	1	1	N/A
3&4	Complaints - Stage 1: Responded to in full by landlord	N/A	6	15	21	6	17	N/A
		98.17%	100.00%	100.00%	100.00%	100.00%	100.00%	Y
3&4	Complaints - Stage 2: Responded to in full by landlord	N/A	1	2	3	1	1	N/A
		92.62%	100.00%	100.00%	100.00%	100.00%	100.00%	Y
3&4	Complaints - Stage 1: Average time in working days for full response (days)	5.36	2.50	1.93	1.29	0.5	2.41	Y

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3&4	Complaints - Stage 2: Average time in working days for full response (days)	28.71	2.00	16.00	9.33	3	18	Y
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	84.94%	96.86%	96.86%	96.86%	96.86%	N/A	Y
14	% of Anti-Social cases reported during the year within target	93.11%	100.00%	100.00%	100.00%	100.00%	100.00%	Y
14.1	Number of Anti-Social complaints	N/A	15	30	49	17	9	N/A
14.3	Number of Anti-Social complaints resolved	N/A	15	30	49	17	9	N/A
C3.1	Number of properties abandoned	N/A	4	1	3	0	0	N/A
20.1	Number of court actions initiated	N/A	0	1	0	0	0	N/A
20.2.1	Number of properties recovered because rent had not been paid	N/A	0	0	0	0	0	N/A
	Access to Housing and Support							
16	% of lettable houses that became vacant in the year	6.84%	5.41%	3.19%	7.13%	9.11%	4.07%	N
16.1	Total number of lettable self-contained stock	N/A	407	407	407	406	369	N/A

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16.2	Number of empty dwellings that arose during the reporting year in self-contained lettable stock	N/A	22	13	29	37	15	N/A
18	Number of households currently waiting for adaptations to their home	2989	1	10	2	1	0	Y
18.1	Total number of approved applications on the list for adaptations at the start of the reporting year, plus any new approved applications during the reporting year	N/A	19	20	12	9	6	N/A
18.2	Number of approved applications completed between the start and end of the reporting year	N/A	18	10	10	8	6	N/A
19	Average time to complete adaptations (days)	46.61	153.85	51.20	22.8	28.25	68.5	N
19.1	Total number of working days taken to complete all adaptations	N/A	2,925	512	228	226	411	N/A
19.2	Total number of adaptations completed during the reporting year	N/A	18	10	10	8	6	N/A
26	Average length of time to re-let properties in the last year (days)	51.7	1.86	2.44	2.48	9.31	4.67	Y
15	% of new tenancies to existing tenants sustained for more than a year	95.32%	100.00%	100.00%	100.00%	100.00%	100.00%	Y

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15	% of new tenancies to statutory homeless sustained for more than a year	91.55%	100.00%	87.50%	77.78%	100.00%	100.00%	N
15	% of new tenancies to housing list sustained for more than a year	92.35%	85.71%	92.31%	92.31%	100.00%	100.00%	Y
	Getting Good Value from Rents & Service Charges							
22.1	Rent due to be collected	N/A	100.31%	99.82%	98.35%	99.27%	98.42%	N
22.2	% of total rent collected	N/A	£2,103,108	£2,018,292	£1,855,433	£1,629,396	£1,515,584	N/A
23	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	6.17%	1.91%	2.74%	3.21%	2.31%	2.17%	Y
23.1	Gross rent Arrears as at 31 March each year as a % of rent due for the reporting year	N/A	£40,220	£55.463	£6,0531	£37,865	£33,400	N/A
17	% of rent due lost through properties being empty	N/A	£584.46	£534	£1,360	£3,787	£930	N/A
		1.12%	0.03%	0.03%	0.07%	0.23%	0.06%	Y
C5.1	Number of households receiving housing costs directly	N/A	234	226	195	209	214	N/A
C5.2	Value of direct housing costs received	N/A	£976,278	£917,348	£787,641	£747,495	£713,292	N/A

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C6	Amount and % of former tenant rent arrears written off	N/A	37.85%	65.98%	66.08%	6.66%	89.37%	N/A
C6.1	Total value of former tenant arrears at year end	N/A	£17,323	£10,926	£14,258	£4,673	£5,823	N/A
C6.2	Total value of former tenant arrears written off at year end	N/A	£6,557	£7,209	£9,421	£311.00	£5,204	N/A
21	% of tenants who feel that the rent for their property represents good value for money	82.01%	90.20%	83.92%	83.92%	83.92%	90.55%	Y
24	% of factored owners satisfied with the factoring service they receive	56.85%	100.00%	75.00%	75.00%	75.00%	86.36%	Y