



Annual Report 2024-2025

The Scottish Social Housing Charter sets the **standards** and **outcomes** that all social landlords should aim to meet when delivering housing services.

We must tell customers:

- ▶ How we are achieving the outcomes;
- ▶ How we compare to last year's performance;
- ▶ How we compare to other similar landlords;
- ▶ Identify any areas where we may need to improve.



Scottish Social Housing Charter November 2022

<https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/>

In this report we have compared the performance to **2023 – 2024** and to the overall **Scottish Average**. Changes in performance are shown by the traffic light colouring system:

GREEN – our performance has improved from the previous year

ORANGE – our performance has remained the same as the previous year

RED – our performance was not as good as it was the previous year.

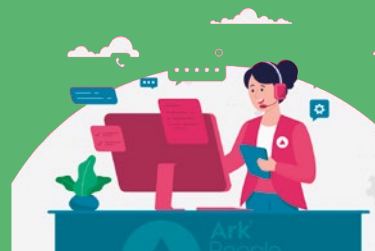
If there is a colour in the **Scottish Average box** it shows we are performing better (green) or worse (red).

Every year we ask our Tenants what they thought of the report. Last year we didn't much feedback. Please tell us what you think so that we change things if needed.

We also have a full report on our website – enter **ANNUAL REPORT 2024-25** into the SEARCH function.



Customer Services



Here are some of our headline figures.

	Indicator	2024-25	2023-24	Trend	Scottish Average
Tenancy Sustainment	Total Lets	44	24		
	General Needs	23	6		
	Supported	21	18		
	With Ark 12 months later	81.82%	100%	↓	91.62%
	Tenants evicted for:	Anti-social behaviour		→	2.44
		0	0		
		Arrears		→	22.89
		0	0		
Anti-Social Behaviour	Number of cases	12	8	↓	93.44%
	Cases resolved within target	12	8		
		100%	100%		
Complaints	Stage 1	20	13	↓	
	Stage 2	15	7	↓	
	Stage 1 carried forward	0	0	↑	
	Total Number	35	20	↓	
	% responded to in full at Stage 1	100%	100%	→	97.14%
	% responded to in full at Stage 2	100%	100%	→	90.83%
	Average time to respond to Stage 1 (working days)	4.2 days	5.46 days	↑	5.35 days
	Average time to respond to Stage 2 (working days)	18.87 days	11.43 days	↓	21.31 days

Ark's Homes



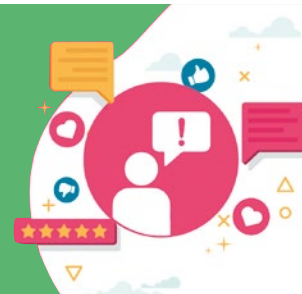
	Indicator	2024-25	2023-24	Trend	Scottish Average
Quality of Homes	Number of self-contained homes (SC)	297	276	↑	
	Number of Shared Homes	53	53	→	
	Homes (SC) meeting Scottish Housing Quality Standards (SHQS)	220	220	→	
		79.71%	79.71%		87.24%
Repairs	Emergency Repairs	353	265	↓	
	Time to Complete	7.67 hours	9.95 hours	↑	3.89 hours
	Non-Emergency Repairs	1023	1120	↑	
	Time to Complete	10.1 days	7.4 days	↓	9.13 days
	Right First Time: Non-emergency Repairs	990	726	↑	
		96.8%	64.82%	↑	88.02%
	Gas Safety Check not in Target	1	0	↓	409
Empty Properties	Number that arose in year	15	14	↓	
	% of self contained stock	5.05%	5.07%		7.13%
	Days to re-let	36 days	23.92 days	↓	60.59 days

Value for Money



	Indicator	2024-25	2023-24	Trend	Scottish Average
Finances	Rent collected	£3,420,195	£3,194,714	↓	
		97.27%	97.63%		100.15%
	Rent loss from empty homes	£19,385	£22,826	↑	
		0.55%	0.79%		1.27%
	Rent loss from non-payment of rent	£59,312	£39,703	↓	
		1.7%	1.21%		6.17%
	Former Tenant Arrears	£6,335	£10,128	↑	
	Former Tenant Arrears write off	£480	£428	↓	
	Annual Rent Increase	7.58%	6.7%		4.68%

Tenant Feedback



We hope that you like the format of the new summary report and took the time to look at the full report on our website. Please let us know what you think about both by e-mailing us at customer.
services@arkha.org.uk

The team are continuing to update customers preferred method of contact. If you would like us to e-mail you information, rather than post it, please contact us with your updated e-mail address.