Annual Report 2025-26

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.

Read more about the Scottish Social Housing Charter here:
https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/

In this report we have compared the performance to 2024-25 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. 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 2025-26 into the SEARCH function.

Ark® People Housing Care

Customer Services



Here are some of our headline figures.

	Indicator	2025-26	2024-25	Trend	Scottish Average
Tenancy Sustainment	Total Lets	28	44		
	General Needs	12	23		
	Supported	16	21		
	With Ark 12 months later	100%	81.82%	↑	91.62%
	Tenants evicted for:	Anti-social behaviour		→	2.44
		0	0		
		Arrears		→	22.89
		0	0		
Anti-Social Behaviour	Number of cases	16	12	↓	
	Cases resolved within target	12	12		
		87.5%	100%		93.1%
Complaints	Stage 1	38	20	↑	
	Stage 2	14	15	↓	
	Stage 1 carried forward	0	0	→	
	Total Number	52	35	↑	
	% 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)	4.6 days	4.2 days	↑	5.35 days
	Average time to respond to Stage 2 (working days)	24.86 days	18.87 days	↑	21.31 days

Ark's Homes

	Indicator	2025-26	2024-25	Trend	Scottish Average
Quality of Homes	Number of self-contained homes (SC)	307	297	↑	
	Number of Shared Homes	53	53	→	
	Homes (SC) meeting Scottish Housing Quality Standards (SHQS)	247	220	↑	
		80.5%	79.71%		89.5%
Repairs	Emergency Repairs	386	353	↑	
	Time to Complete	3.8 hours	7.67 hours	↓	3.5 hours
	Non-Emergency Repairs	1027	1023	↑	
	Time to Complete	8.3 days	10.1 days	↓	8.8 days
	Right First Time:	997	990	↑	
	Non-emergency Repairs	97.1%	96.8%	↑	95.32%
	Gas Safety Check not in Target	0	1	↓	409
Empty Properties	Number that arose in year	12	15	↓	
	% of self contained stock	3.91%	5.05%		7.13%
	Days to re-let	13 days	36 days	↓	51.7 days

Value for Money



	Indicator	2025-26	2024-25	Trend	Scottish Average
Finances	Rent collected	£3,719,366	£3,420,195	↓	
		91.5%	97.27%		99.7%
	Rent loss from empty homes	£23,050	£19,385	↑	
		0.6%	0.55%		1.1%
	Rent loss from non-payment of rent	£106,265	£59,312	↑	
		2.87%	1.7%		6.17%
	Former Tenant Arrears	£36,571	£6,335	↑	
	Former Tenant Arrears write off	£0	£480	↓	
	Annual Rent Increase	4%	6.7%		4.68%

Tenant Feedback



We hope that you like the format of the 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.