

2024/25 CHARTER REPORT

THE SCOTTISH SOCIAL HOUSING
CHARTER ANNUAL RETURN

Welcome to our Annual Return on the Charter Report for year 2024/25. Each year all RSLs submit information to the Scottish Housing Regulator in relation to the organisation and performance against the ARC indicators.

Within the report are some of the key highlights relating to our performance throughout the year with comparisons against the Scottish average. Full details of our and all other landlords returns can be found at: www.scottishhousingregulator.gov.uk.

There is also a tool at this website on the tenants section which allows comparison with other landlords.

If you have any questions regarding any of the information contained within the report, please contact us on the following details -



email@parkheadha.org.uk



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Parkhead Housing Association

Core Performance

INDICATOR	MARCH 2025	MARCH 2024	SCOTTISH AVERAGE
STOCK	1745	1741	-
RENT INCREASE	4%	5%	4.7%
% OVERALL TENANT SATISFACTION	90.5%	90.5%	86.8%
AVERAGE EMERGENCY REPAIR RESPONSE TIME (HOURS)	2.2	1.9	3.9
AVERAGE NON EMERGENCY REPAIR RESPONSE TIME (DAYS)	5.8	6.7	9.1
% OF REPAIRS COMPLETED RIGHT FIRST TIME	97.6	92.5%	88%
% OF TENANTS SATISFIED WITH REPAIRS	83.5%	83.5%	87%
% OF ANTI SOCIAL BEHAVIOUR CASES RESOLVED	97.9%	95.9%	93.4%
VOIDS AS A % OF TOTAL DEBIT	0.5%	0.56%	1.3%
AVERAGE TIME TO RELET (DAYS)	26.4	23	60.6
GROSS ARREARS AS % OF RENT DUE	4.24%	4.51%	6.2%

In addition to the above we let 110 properties in the year compared to 103 the previous year. 45% went to the general waiting list, 35% to homeless persons, and 20% to the transfer list.

100 properties were given up in the year compared to 105 the previous year and there were 8 empty properties at the year end.