PARKHEAD Housing Association

2025/26 CHARTER REPORT

THE SCOTTISH SOCIAL HOUSING CHARTER ANNUAL RETURN

Welcome to our Annual Return on the Charter Report for year 2025/26 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



0141 556 6226



Parkhead Housing Association

Core Performance

INDICATOR	MARCH 2026	MARCH 2025	SCOTTISH AVERAGE
STOCK	1757	1745	-
RENT INCREASE	5.5%	4%	6.09%
% OVERALL TENANT SATISFACTION	90.5%	90.5%	87.6%
AVERAGE EMERGENCY REPAIR RESPONSE TIME (HOURS)	2.9	2.2	3.5
AVERAGE NON EMERGENCY REPAIR RESPONSE TIME (DAYS)	6.0	5.8	8.8
% OF REPAIRS COMPLETED RIGHT FIRST TIME	99.3	97.6%	95.3%
% OF TENANTS SATISFIED WITH REPAIRS	83.5%	83.5%	88.1%
% OF ANTI SOCIAL BEHAVIOUR CASES RESOLVED	94.4%	97.9%	93.1%
VOIDS AS A % OF TOTAL DEBIT	0.6%	0.5%	1.1%
AVERAGE TIME TO RELET (DAYS)	23.1	26.4	51.7%
GROSS ARREARS AS % OF RENT DUE	3.17%	4.24%	6.04%

In addition to the above we let 101 properties in the year 2025/2026 compared to 110 the previous yerar. Of these lets 34% went to general waiting list, 43% to section 5 homeless referrals & 23% to Transfer.

100 were given up during the year 2025/2026 compared to 100 the previous year and there were 10 void properties at the year end.