

# Lochaber Housing Association

**Performance Analysis Visit 2024/25**  
**September 2025**

- **Tenant Satisfaction** - Based on **70 new surveys**, tenant satisfaction has remained relatively stable.
  - Slight improvements noted in **Overall Satisfaction (I1)**, **Communication (I2)**, **Quality of Home (I7)**, **Neighbourhood Management (I13)** and **Value for Money (I25)**.
  - Declines observed in: **Keeping Tenants Informed (I2)**, **Opportunities to Participate (I5)**, **Repairs and Maintenance (I12)** and **Factoring (I29)**.
- **Repairs and Maintenance** performance shows divergence:
  - **Emergency repairs (I8)** are being completed faster by LAs 3.79 hours (4.29 last year); but slightly slower for RSLs 4.01 hours (3.59 last year).
  - **Non-emergency repairs (I9)** show marginal deterioration: RSLs 8.35 days; LAs 10.10 days.
  - **Right First Time (I10)**: slight reduction for RSLs from 88.09% to 87.11%; increase for LAs from 88.76% to 89.22%.

## • Housing Quality

- **SHQS Compliance (I6)**: Continued improvement - LAs 82.90%; RSLs 91.89%.
- **EESHS Compliance (C10)**: High levels maintained - RSLs 95.86%; LAs 89.40%.
- **Gas Safety (I11)**: Further improvement; failures nearly eliminated.

## • Access to Housing

- **Indicators (I14, I16, I17)** marginal decrease in turnover for RSLs.
- **Sustained tenancies**: stable for both RSLs and LAs above 91%
- Slight increase in **Lets to homeless applicants (C2)**:
  - RSLs 41.97% (39.09% last year); LAs 50.43% (49.03% last year).
- **Abandonments and evictions**: unchanged; both RSLs and LAs below 1%.

## ● Rent Increases and Arrears

- **Rent Collection (I26):** Improved across the board; SHN average at 100.15%.
- **Current Arrears (I27):** RSLs 2.69%; LAs 5.20%.
- **Former Tenant Arrears:** Rising for LAs 3.40%; marginally decreasing for RSLs 1.37%.
- **Rent Increases (C5):** overall decrease for RSLs 4.40% (6.16% last year); increase for LAs 6.17% (5.75% last year).

## ● Void Management

- **Re-let Times (I30):** slight rise - RSLs 40.39 days; LAs 78.11 days.
- **Void Rent Loss (I18):** decreasing - RSLs 0.91%; LAs 1.68%.

## ● Complaints Handling

- **Complaints per 100 homes (I13):** gradual decrease; SHN average at 6.40 (6.57 last year).
- **Stage 1 Response Time:** RSLs 3.89 days; LAs: 8.02 days.
- **Stage 2 Response Time:** RSLs 17.62 days; LAs: 27.09 days.
- LAs exceed **SPSO targets** (5 days for Stage 1, 20 days for Stage 2).

# Overall summary **2024**

## Positives

- ✓ All performance is good, especially:
  - ✓ repairs performance, e.g., thirteen out of 1,560 repairs not right first time, and
  - ✓ voids performance

## Areas for concern?

- ✗ Nineteen offers (25%) refused, though much improved performance on previous year
- ✗ Relatively higher average rent, £105.30pw for 3-apt property



# Comparator Organisations

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Albyn Housing Society  
Cairn Housing Association  
Hjaltland Housing Association  
Lochaber Housing Association  
Lochalsh & Skye Housing Association  
Orkney Housing Association  
The Highland Council  
West Highland Housing Association

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# Tenant Satisfaction

Survey Date:

**July 2024**

Number of tenants surveyed:

**355**

Survey Method:

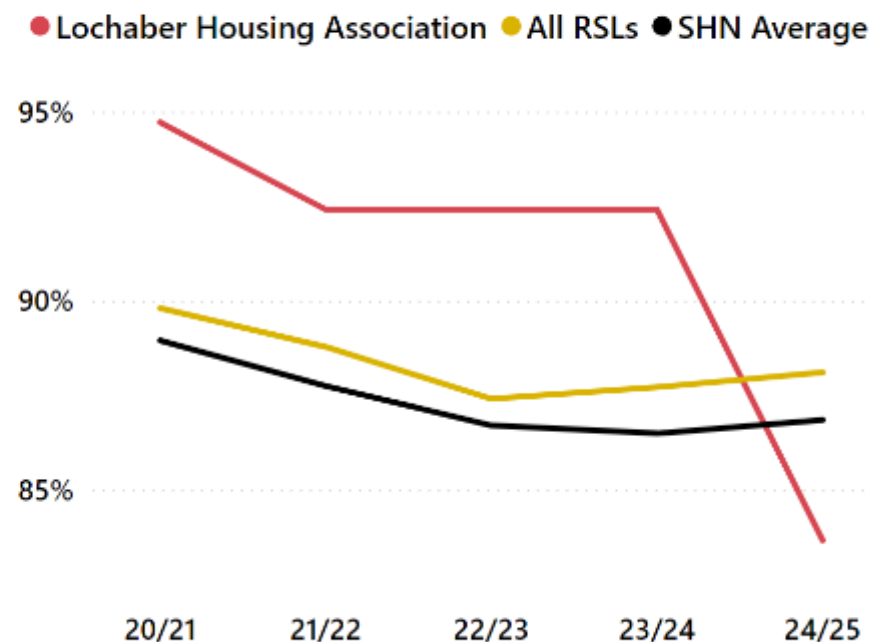
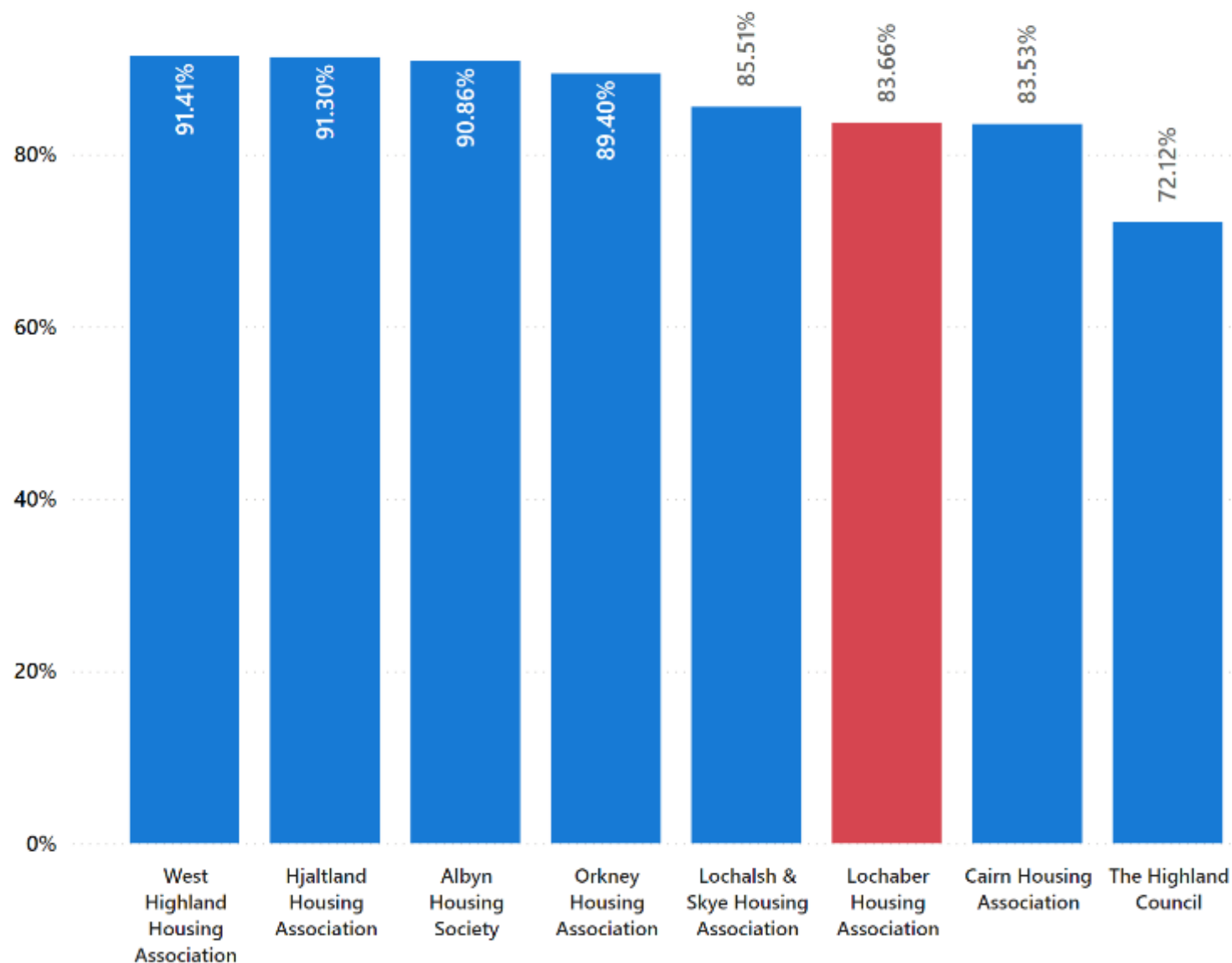
**Online  
Telephone**

	2023/4	2024/5	+/-
<b>Overall satisfaction</b>	<b>92</b>	<b>84</b>	<b>-8</b>
<b>Kept informed</b>	<b>94</b>	<b>88</b>	<b>-6</b>
<b>Opportunities to participate</b>	<b>95</b>	<b>75</b>	<b>-20</b>
<b>Quality of home</b>	<b>87</b>	<b>79</b>	<b>-8</b>
<b>Management of neighbourhood</b>	<b>89</b>	<b>78</b>	<b>-11</b>
<b>Value for money</b>	<b>85</b>	<b>70</b>	<b>-15</b>
<b>Average</b>	<b>90</b>	<b>79</b>	<b>-11</b>

Tenant Satisfaction

# Overall Satisfaction

11 Percentage satisfied with overall service

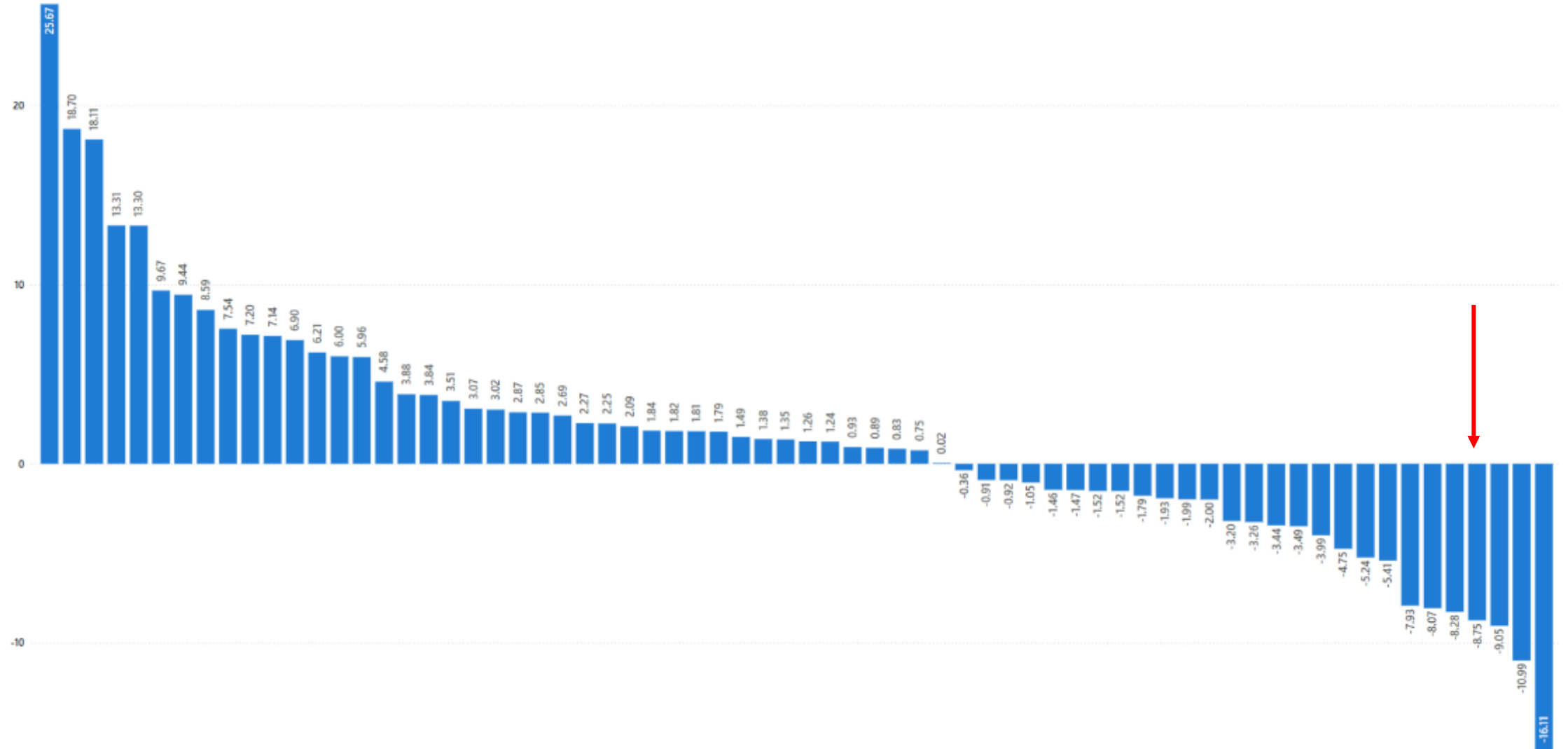


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	92.41%	92.41%	83.66%
Peer Group 2 - Rural	89.03%	89.12%	88.17%
All RSLs	87.41%	87.71%	88.10%
SHN Average	86.70%	86.49%	86.85%

# Overall Satisfaction

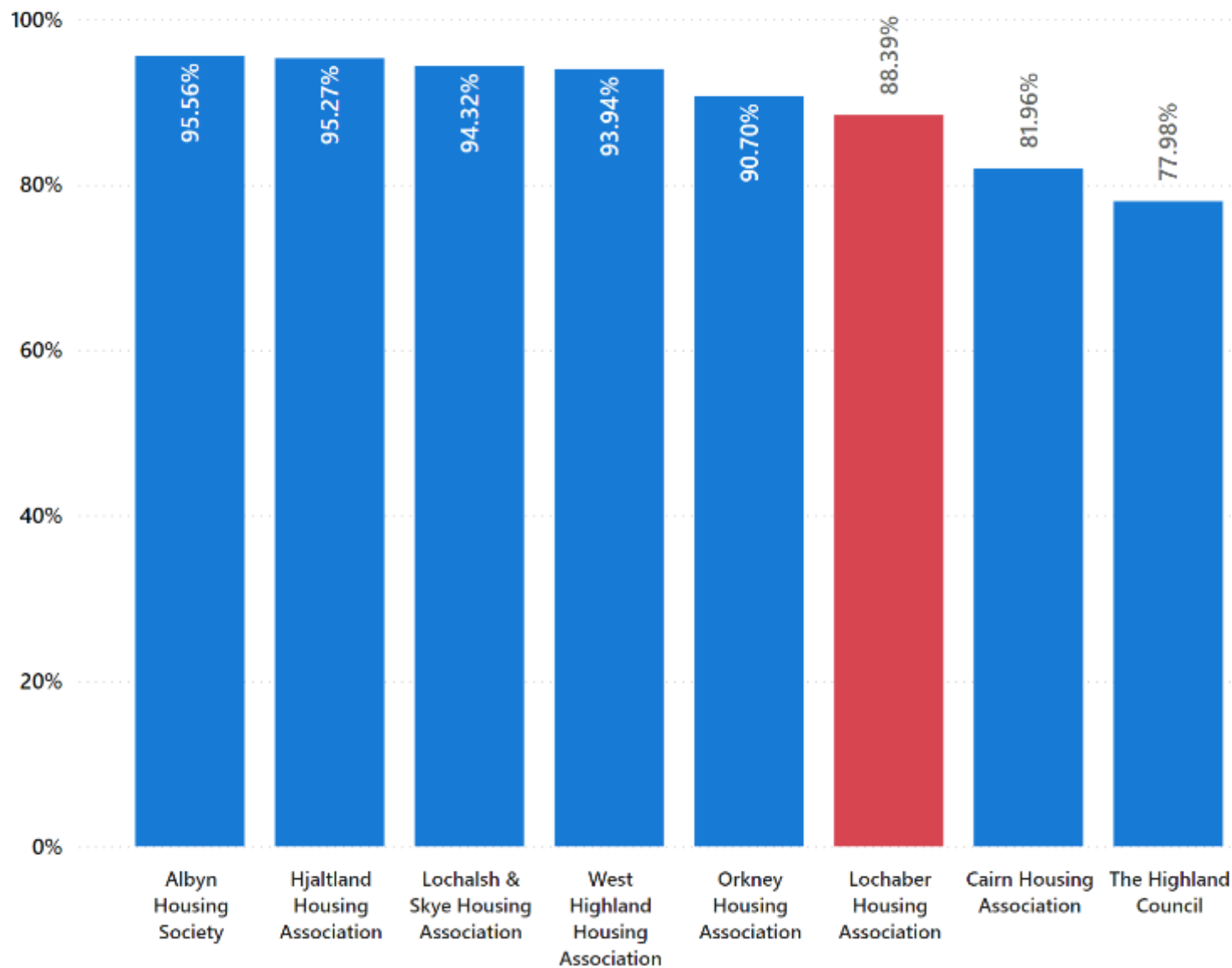
11 Percentage satisfied with overall service

## Change from previous survey

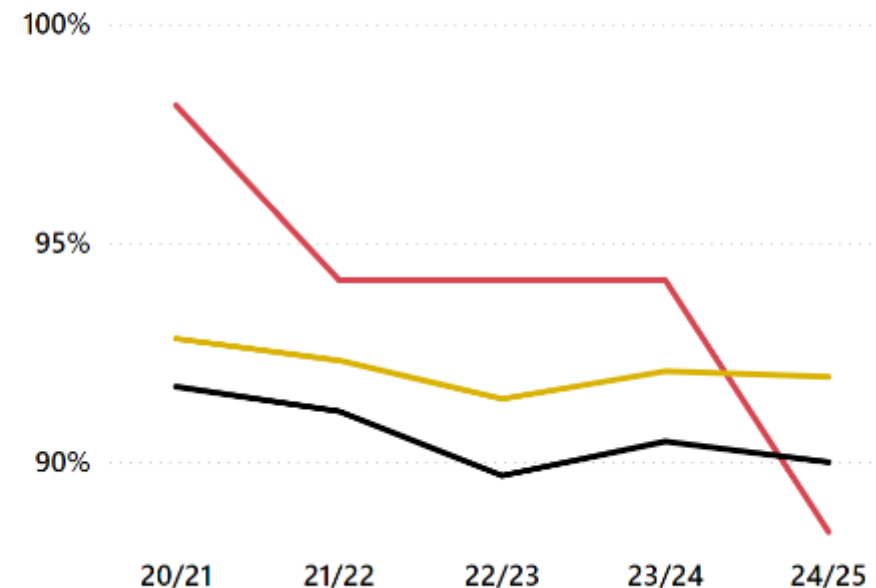


# Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions



● Lochaber Housing Association ● All RSLs ● SHN Average

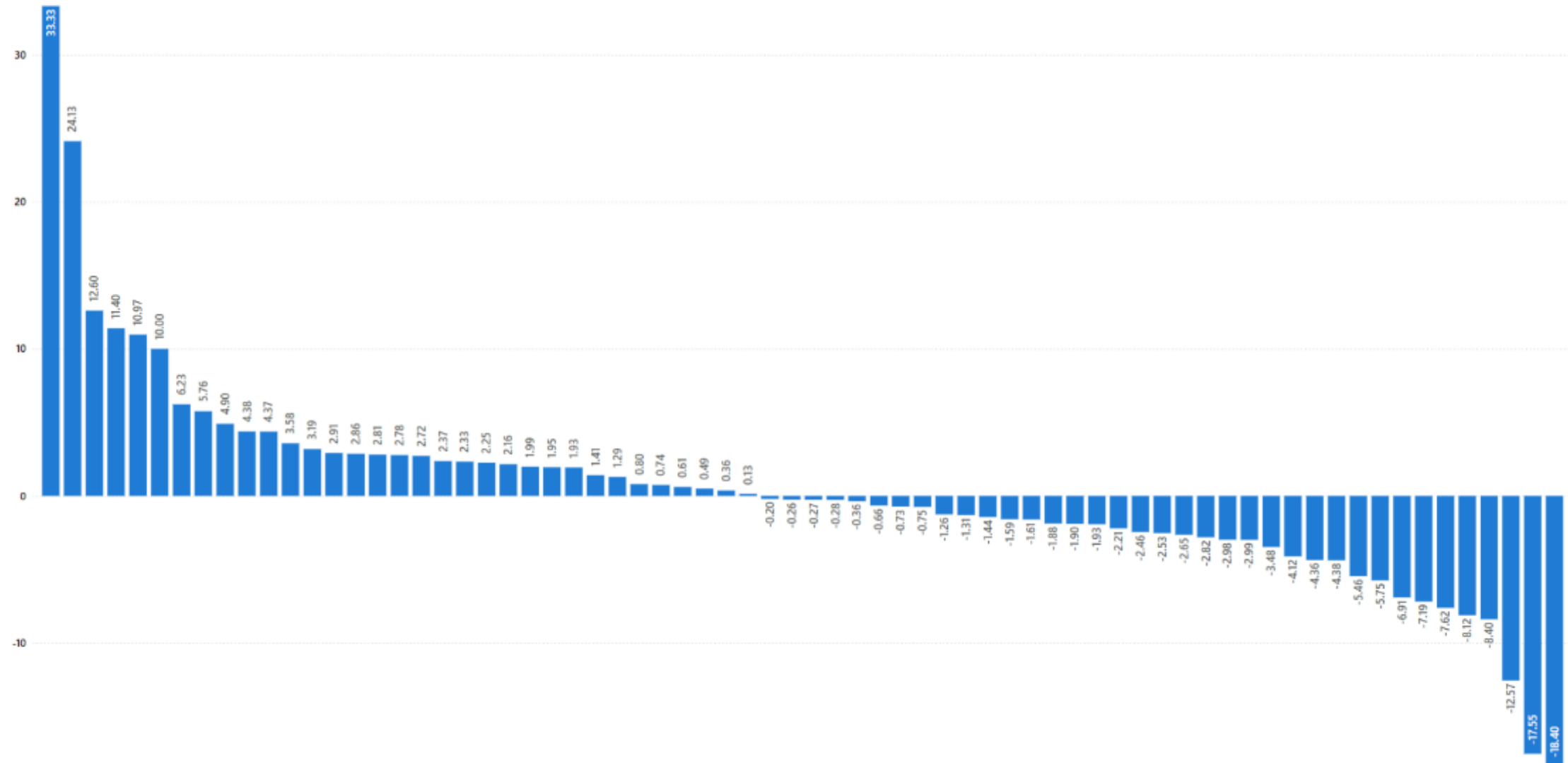


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	94.14%	94.14%	88.39%
Peer Group 2 - Rural	92.49%	92.86%	92.46%
All RSLs	91.43%	92.06%	91.94%
SHN Average	89.68%	90.46%	89.98%

# Kept Informed

12 Percentage tenants who feel landlord  
is good at keeping them informed  
about services and decisions

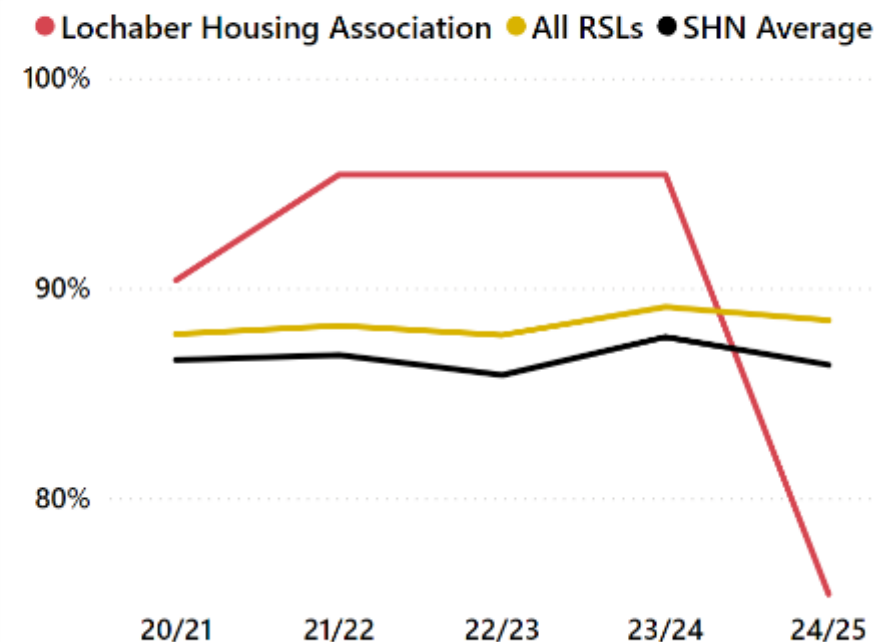
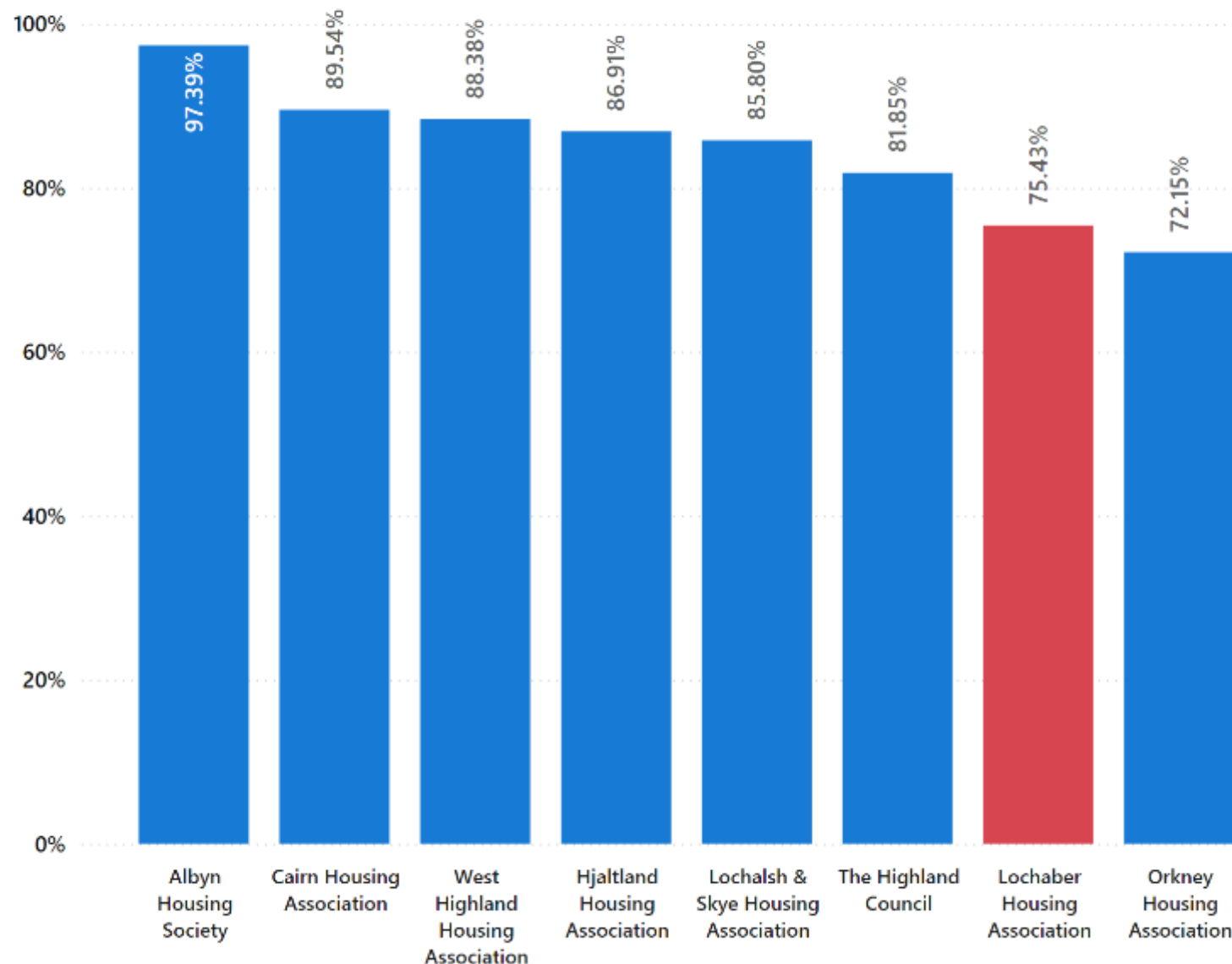
## Change from previous survey





# Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

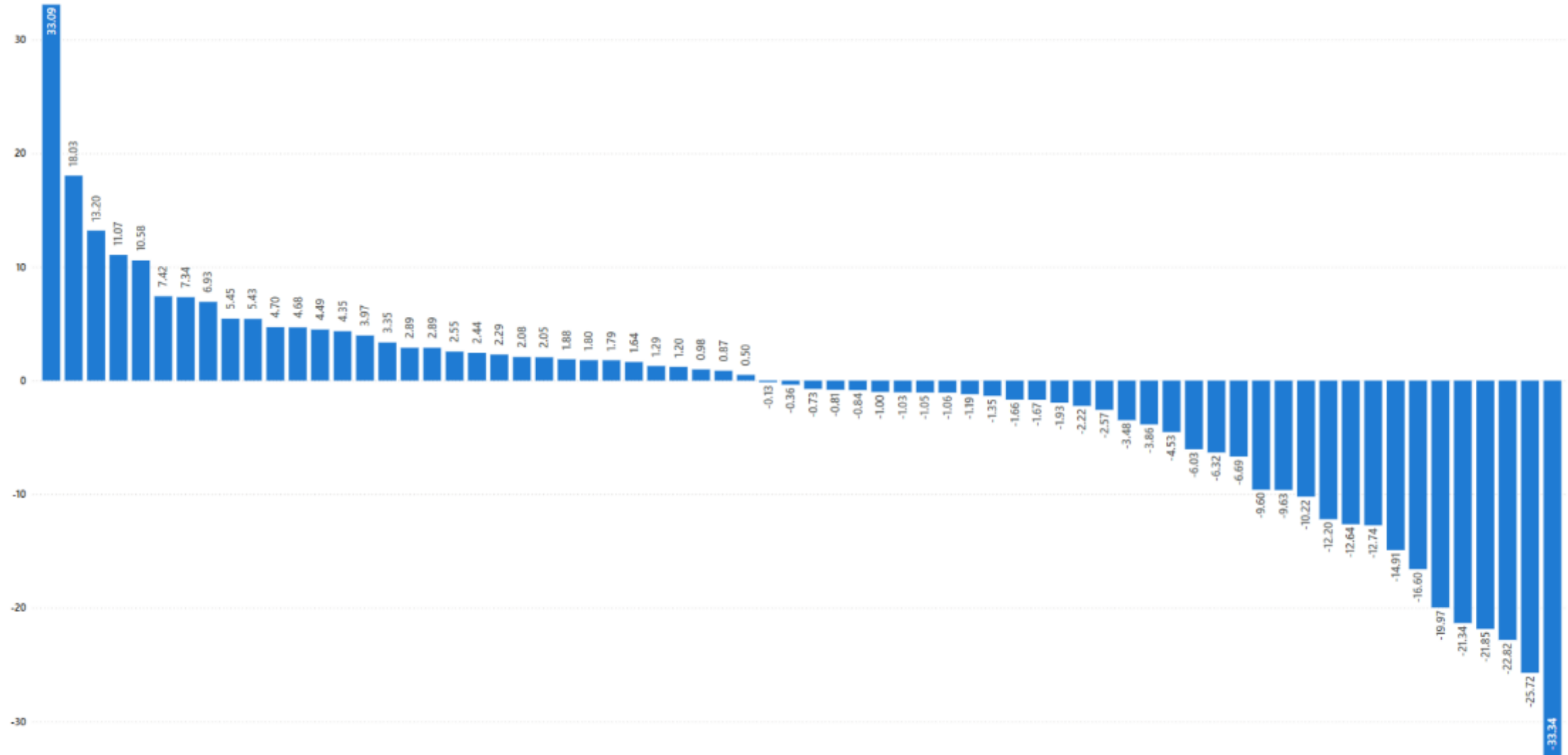


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	95.40%	95.40%	75.43%
Peer Group 2 - Rural	88.96%	89.98%	87.48%
All RSLs	87.76%	89.10%	88.47%
SHN Average	85.86%	87.67%	86.34%

# Opportunities to Participate

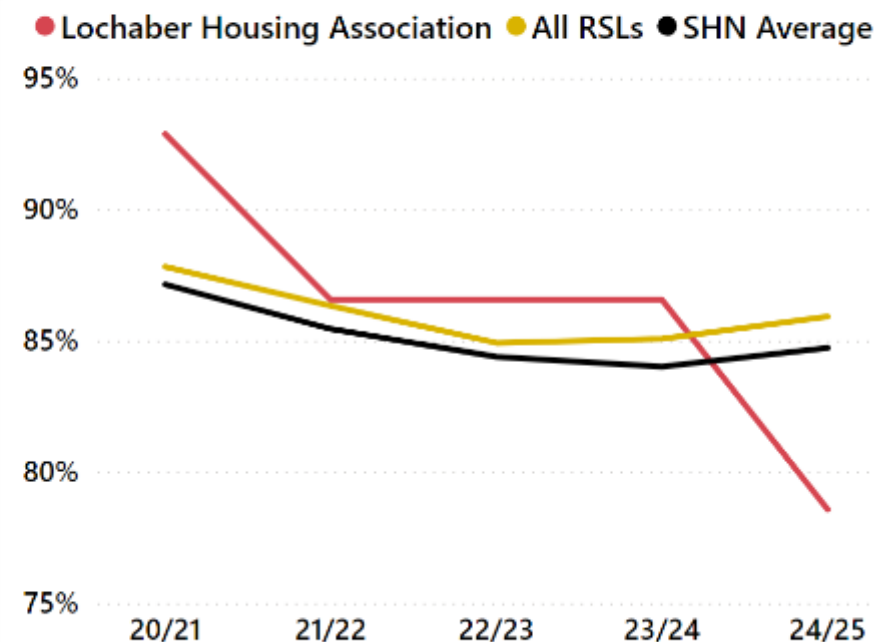
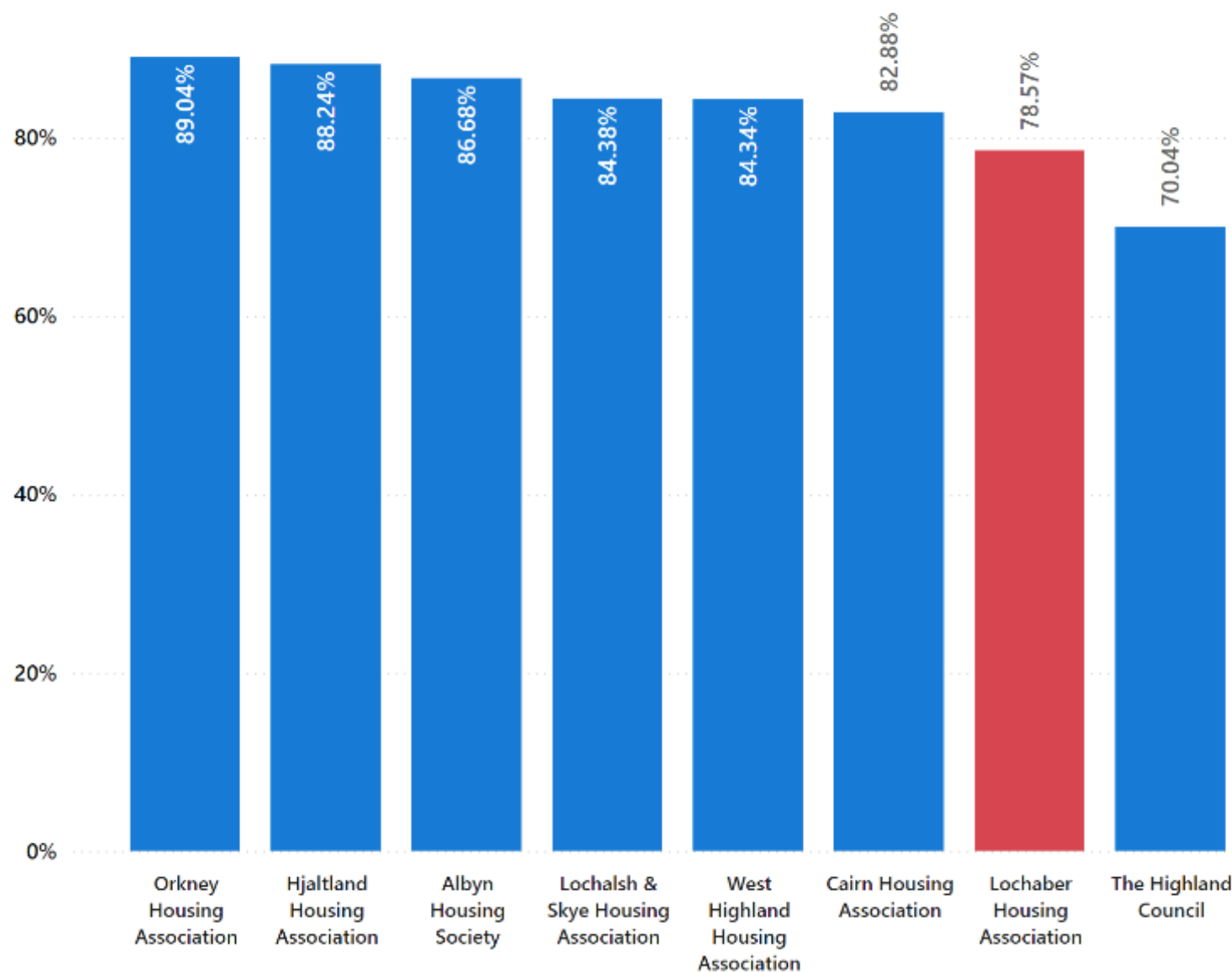
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

## Change from previous survey



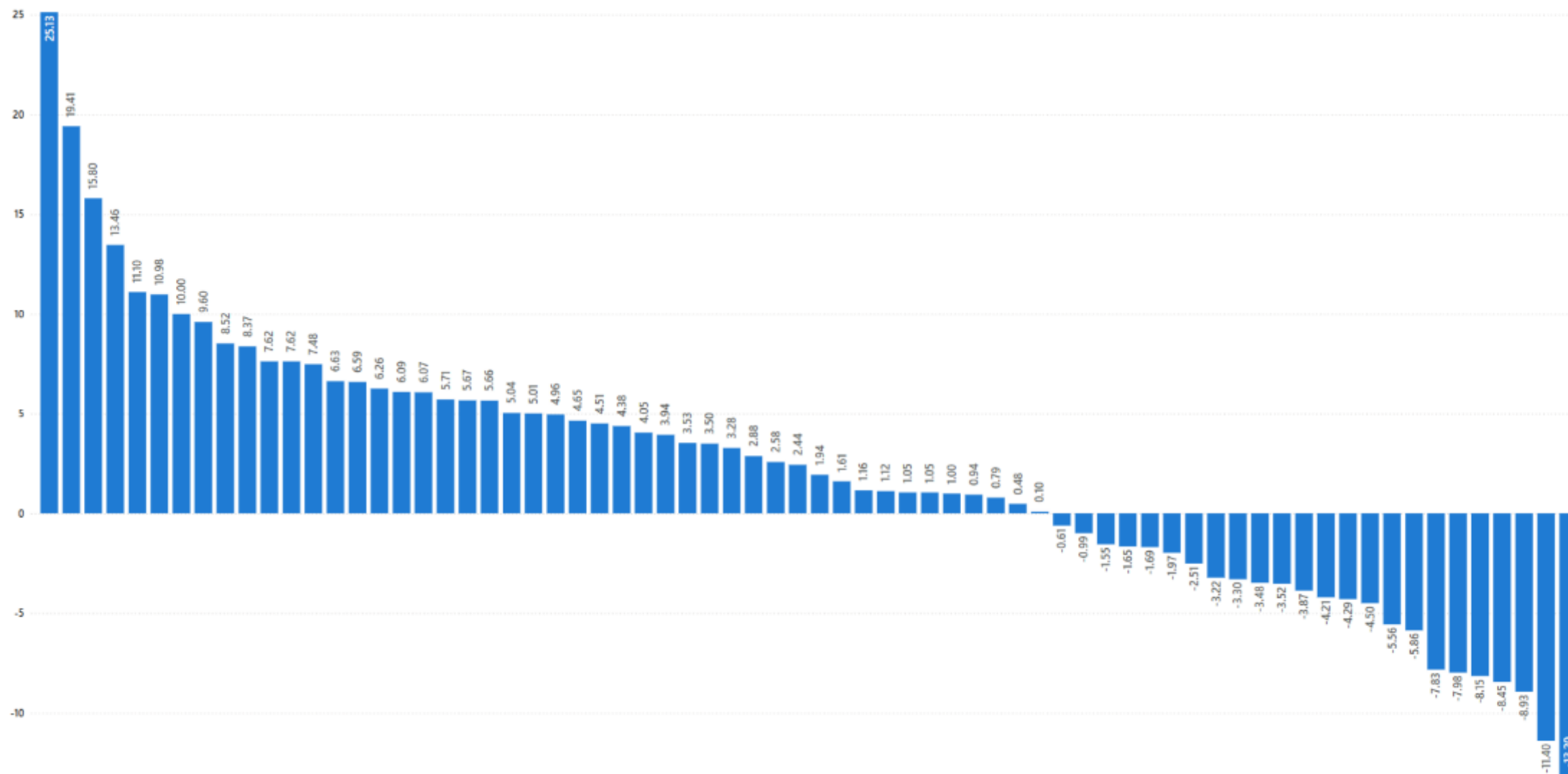
# Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home



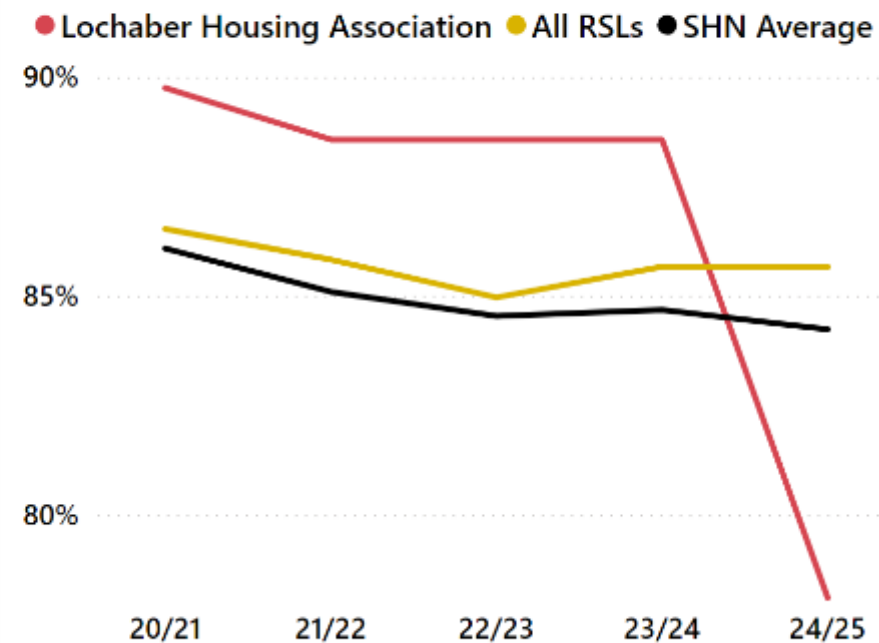
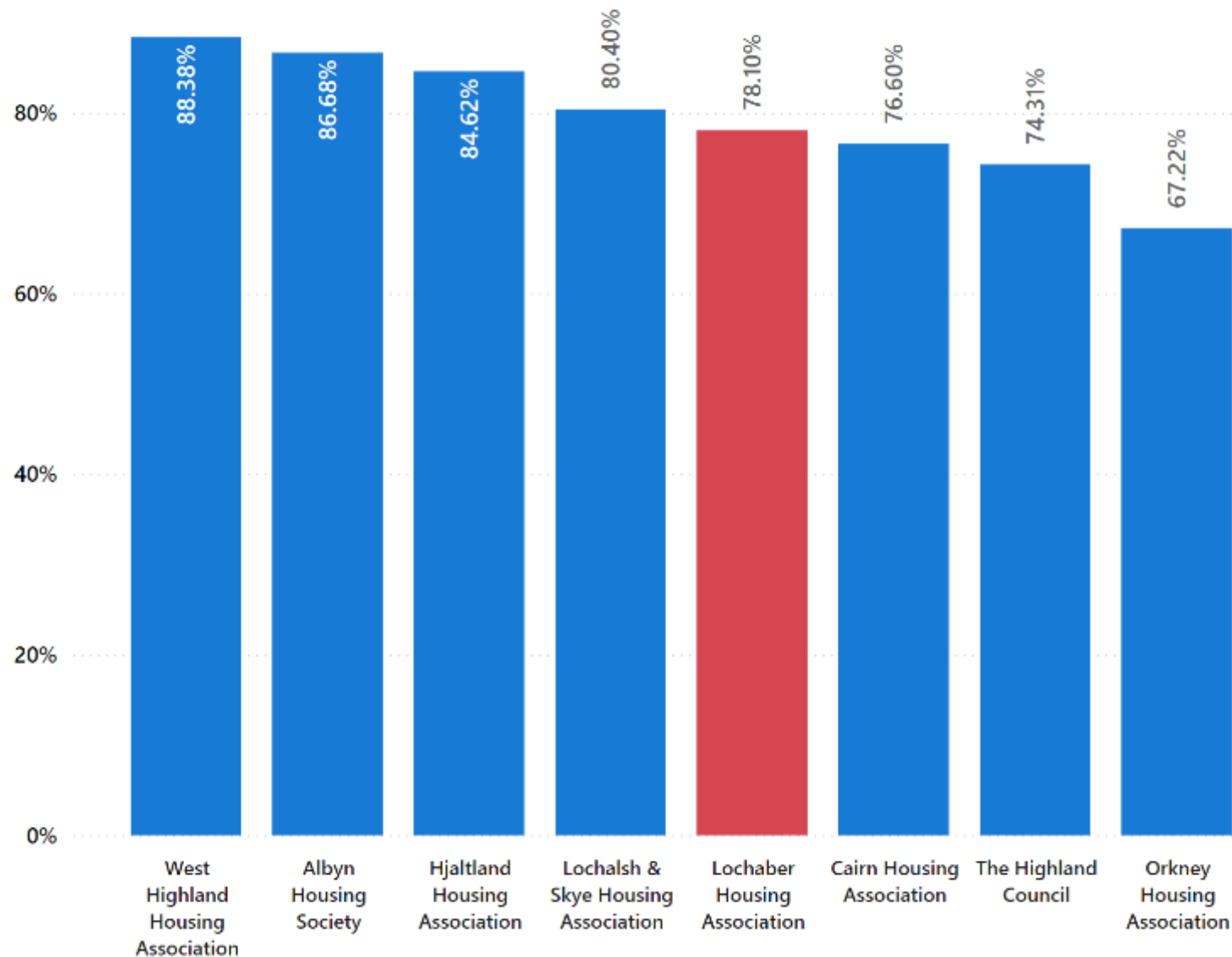
Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	86.55%	86.55%	78.57%
Peer Group 2 - Rural	85.01%	84.66%	86.03%
All RSLs	84.91%	85.06%	85.91%
SHN Average	84.38%	84.01%	84.72%

## Change from previous survey



# Management of Neighbourhood

113 Percentage tenants satisfied  
with management of  
neighbourhood

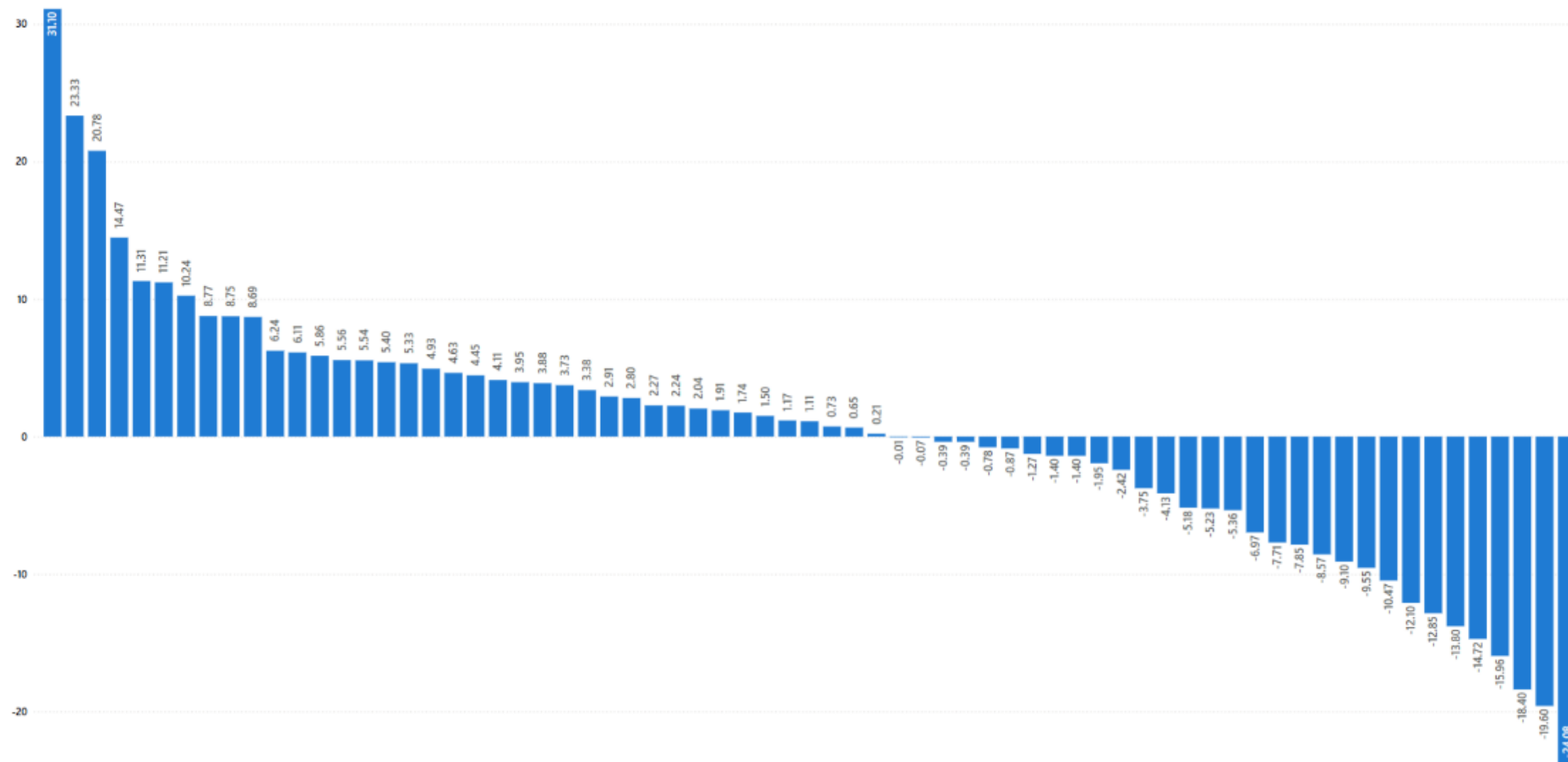


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	88.57%	88.57%	78.10%
Peer Group 2 - Rural	85.30%	85.76%	84.13%
All RSLs	84.96%	85.66%	85.66%
SHN Average	84.54%	84.68%	84.23%

# Management of Neighbourhood

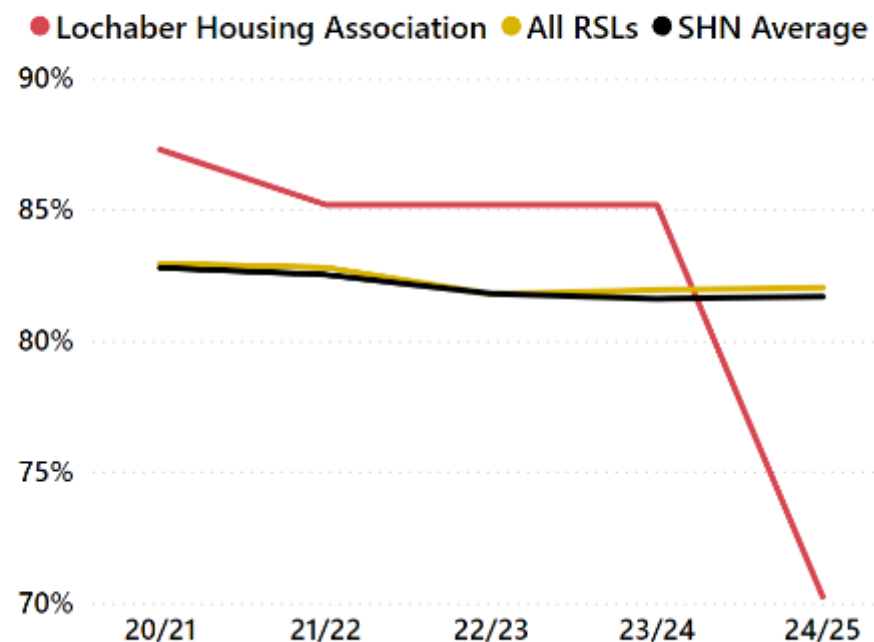
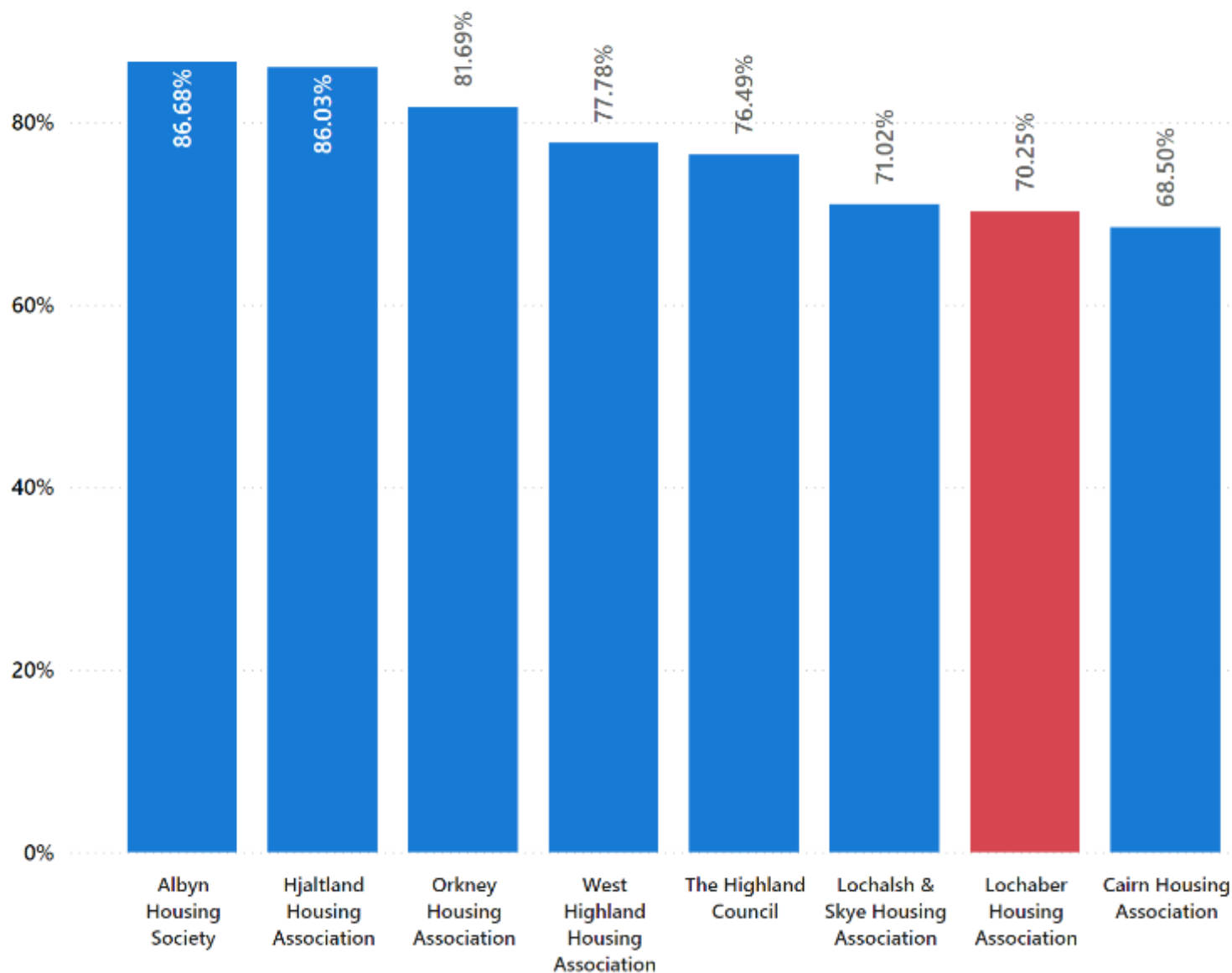
113 Percentage tenants satisfied  
with management of  
neighbourhood

## Change from previous survey



# Value for Money

125 Percentage tenants who feel  
rent for their property represents  
good value for money

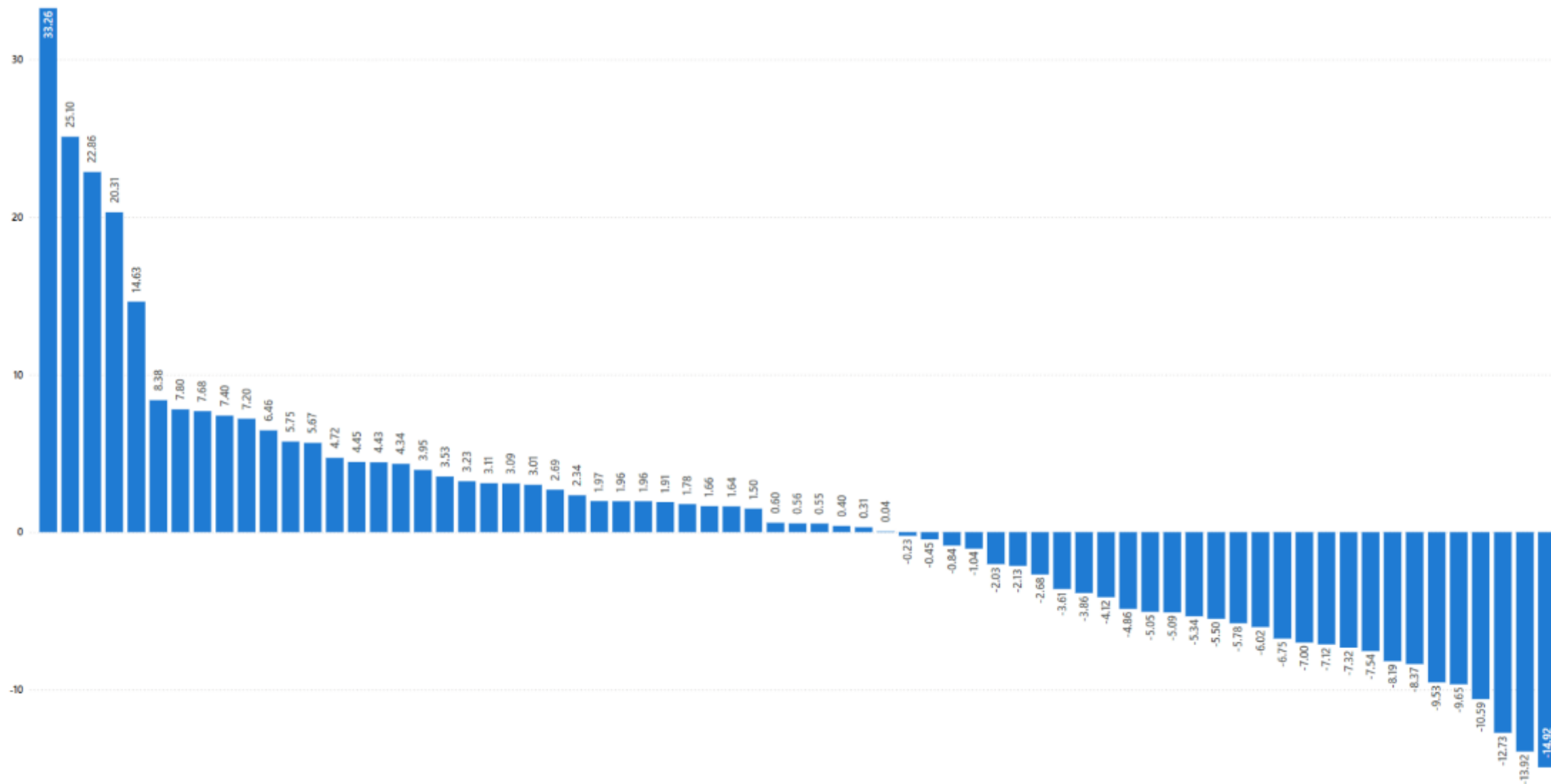


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	85.17%	85.17%	70.25%
Peer Group 2 - Rural	82.60%	83.18%	81.52%
All RSLs	81.77%	81.93%	82.01%
SHN Average	81.79%	81.59%	81.68%

# Value for Money

125 Percentage tenants who feel  
rent for their property represents  
good value for money

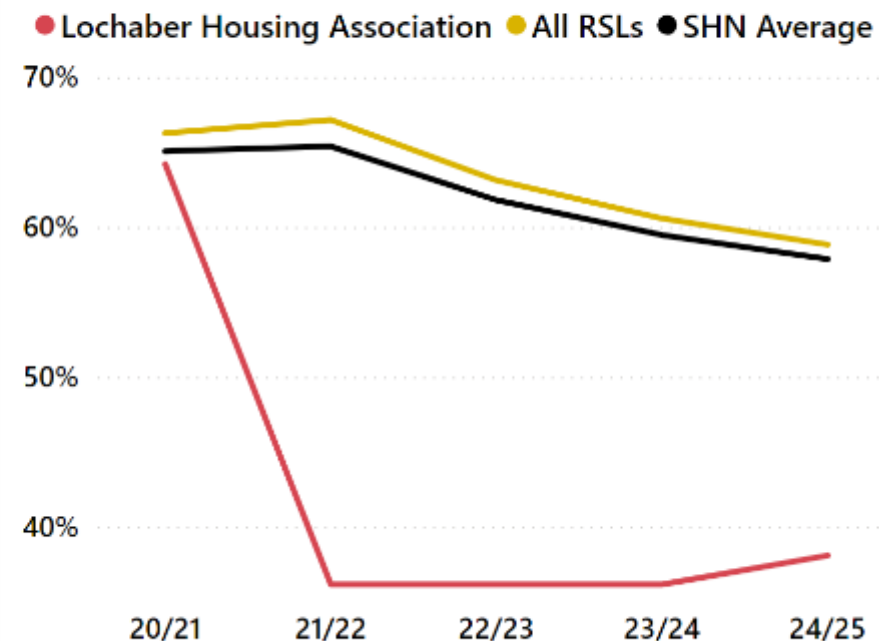
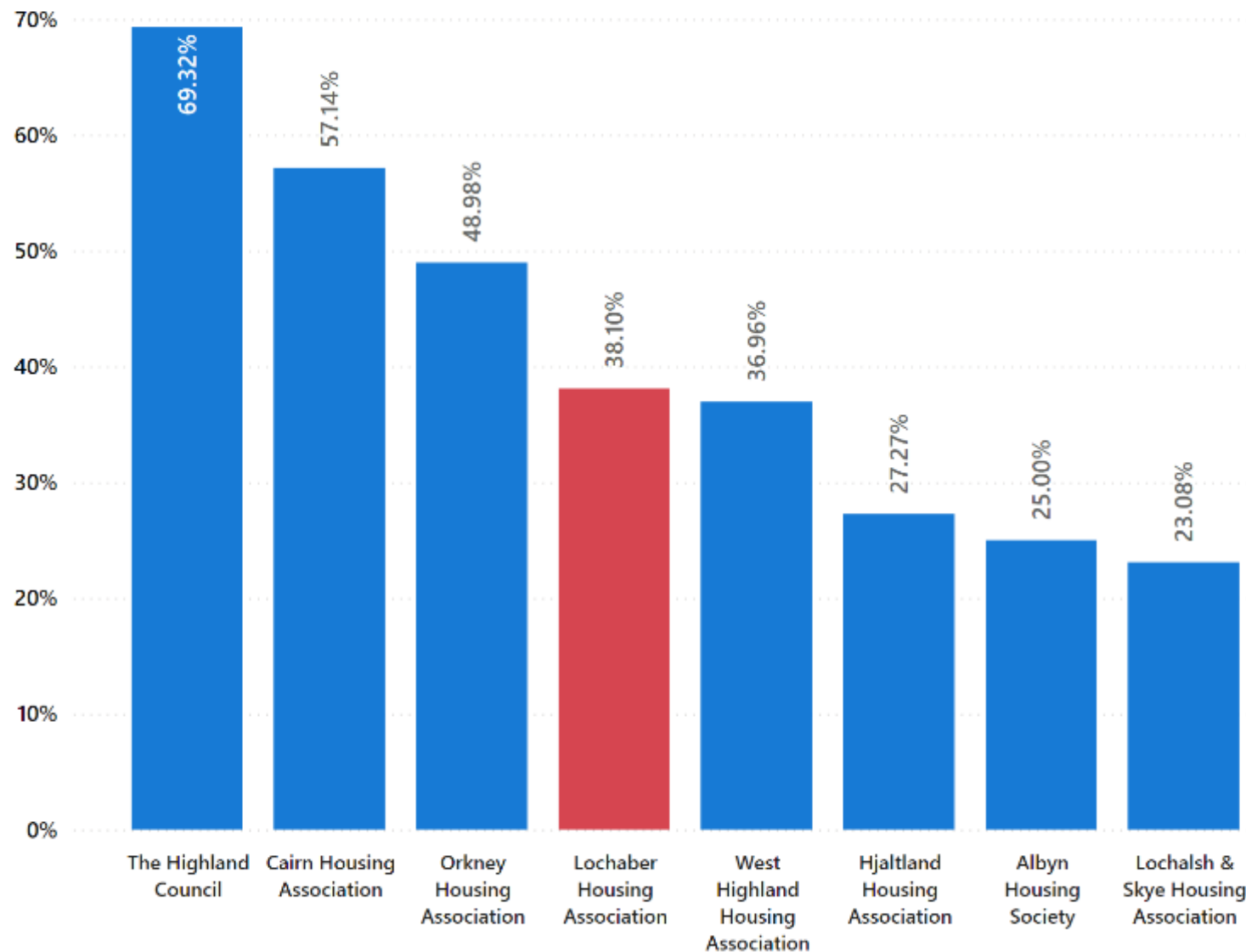
## Change from previous survey





# Factoring

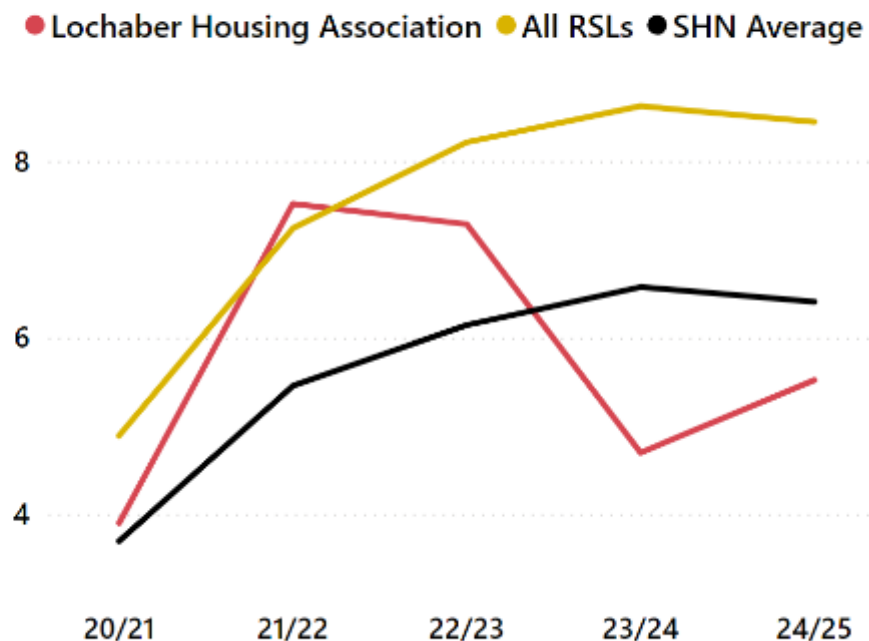
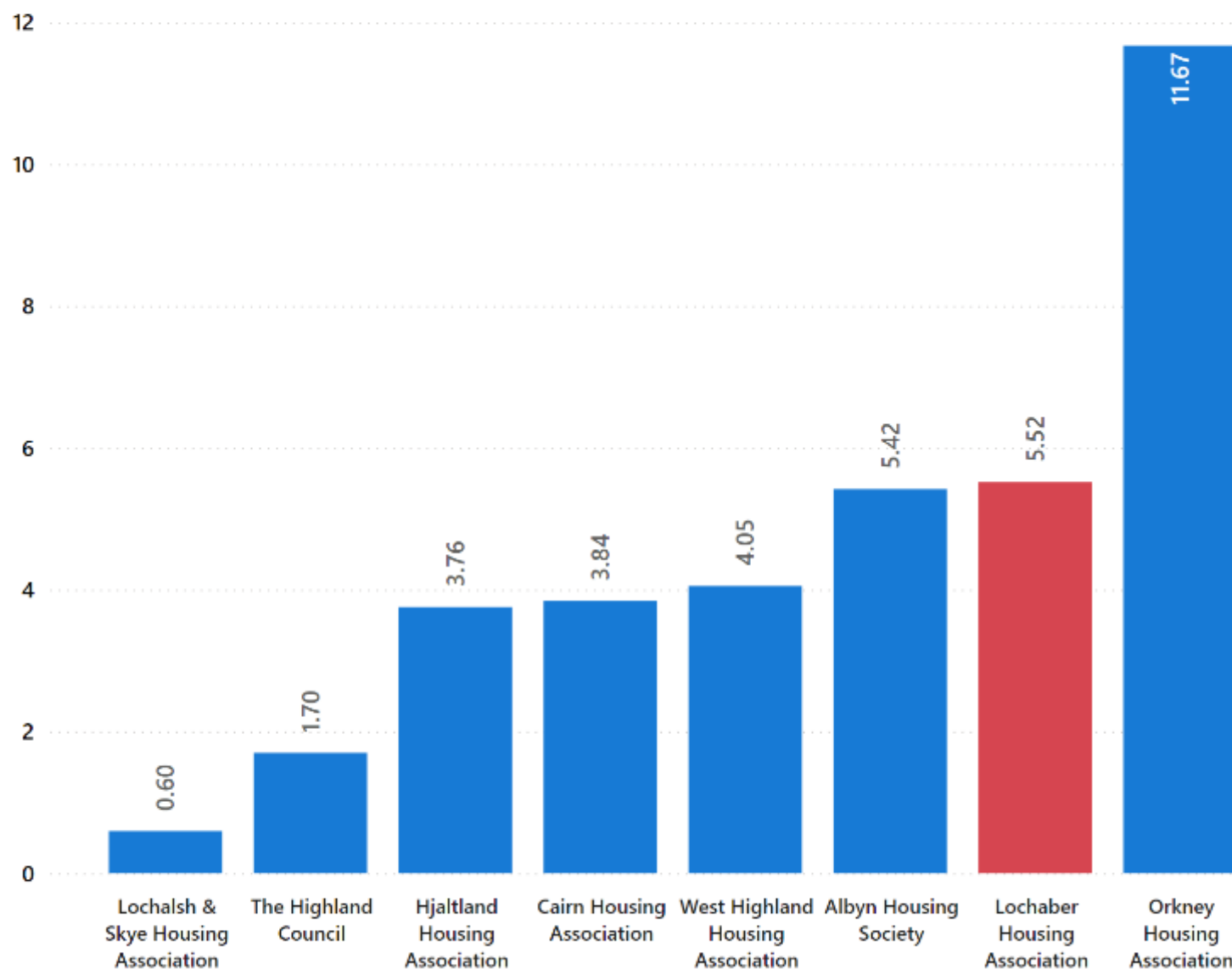
129 Percentage factored owners  
satisfied with factoring service



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	36.17%	36.17%	38.10%
Peer Group 2 - Rural	48.49%	41.10%	43.87%
All RSLs	63.11%	60.57%	58.82%
SHN Average	61.79%	59.46%	57.86%

# Complaints

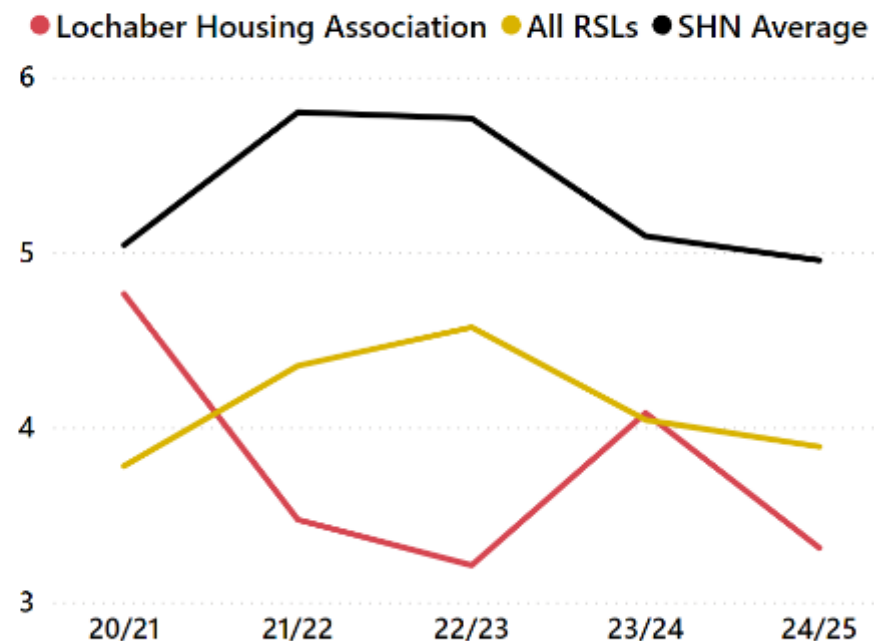
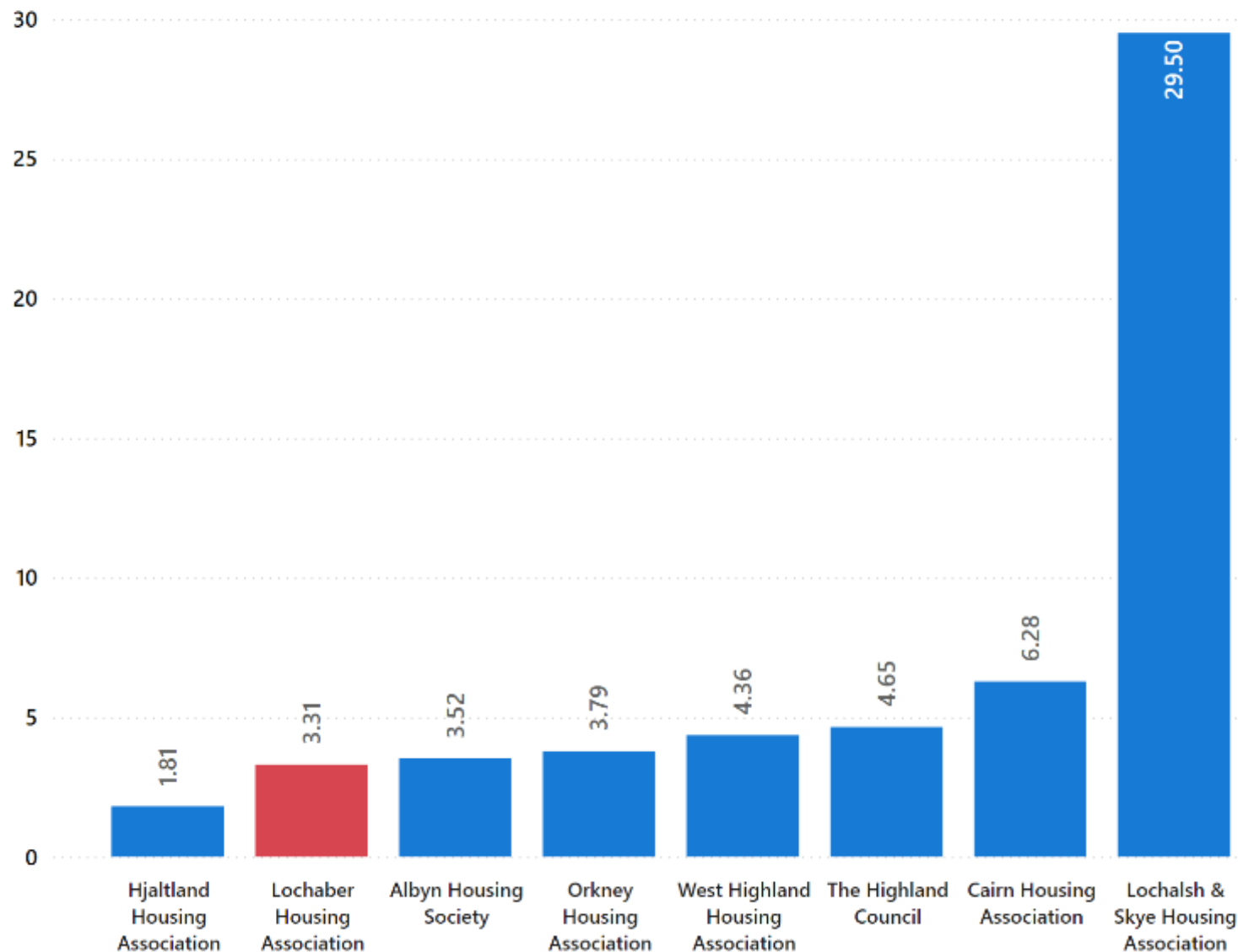
13 Complaints received per 100  
homes



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	7.29	4.69	5.52
Peer Group 2 - Rural	6.29	5.52	6.14
All RSLs	8.22	8.62	8.44
SHN Average	6.14	6.57	6.40

# 1st Stage Complaints

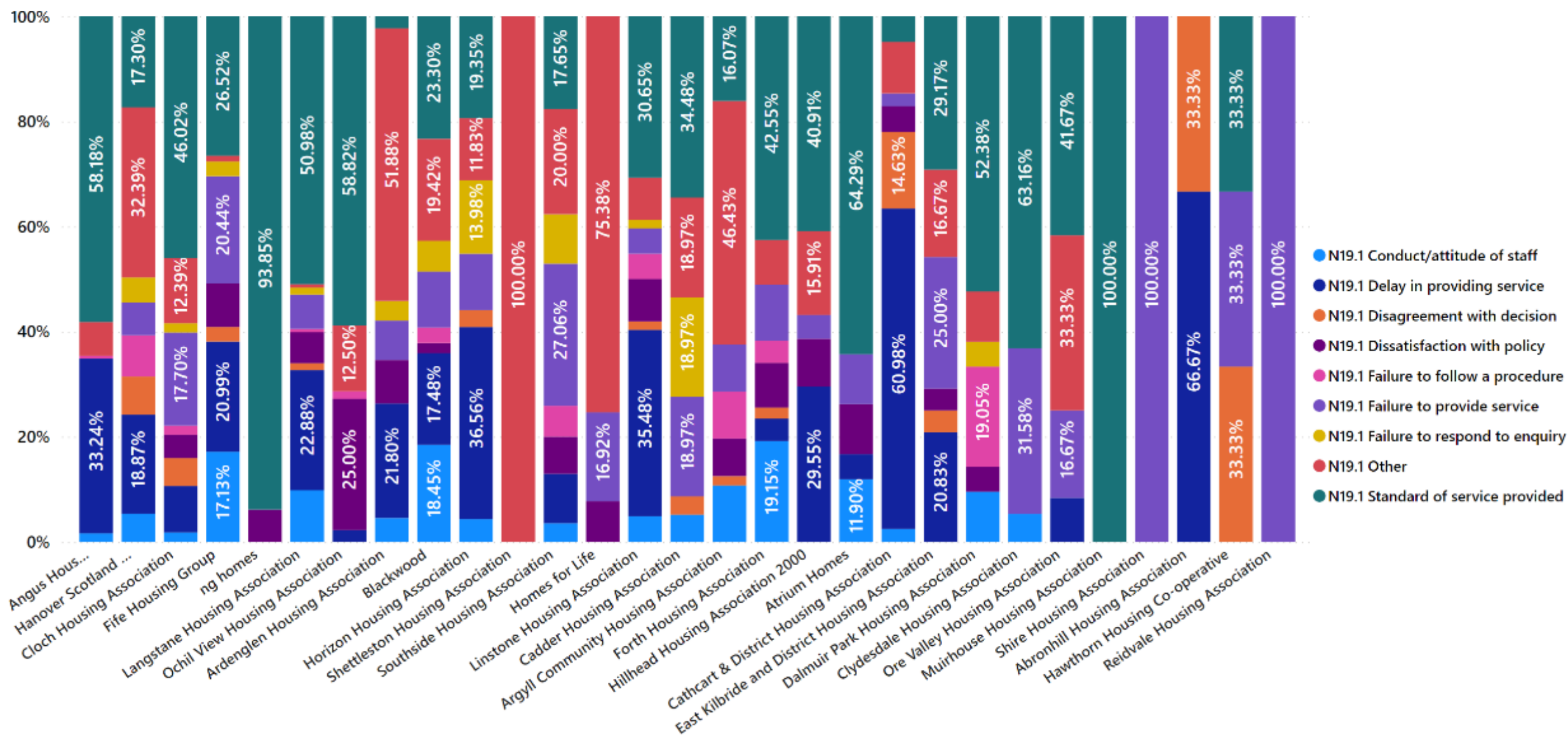
14 Stage 1 complaints average time to respond (days)




Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	3.21	4.08	3.31
Peer Group 2 - Rural	4.35	4.54	3.55
All RSLs	4.57	4.04	3.89
SHN Average	5.76	5.09	4.95

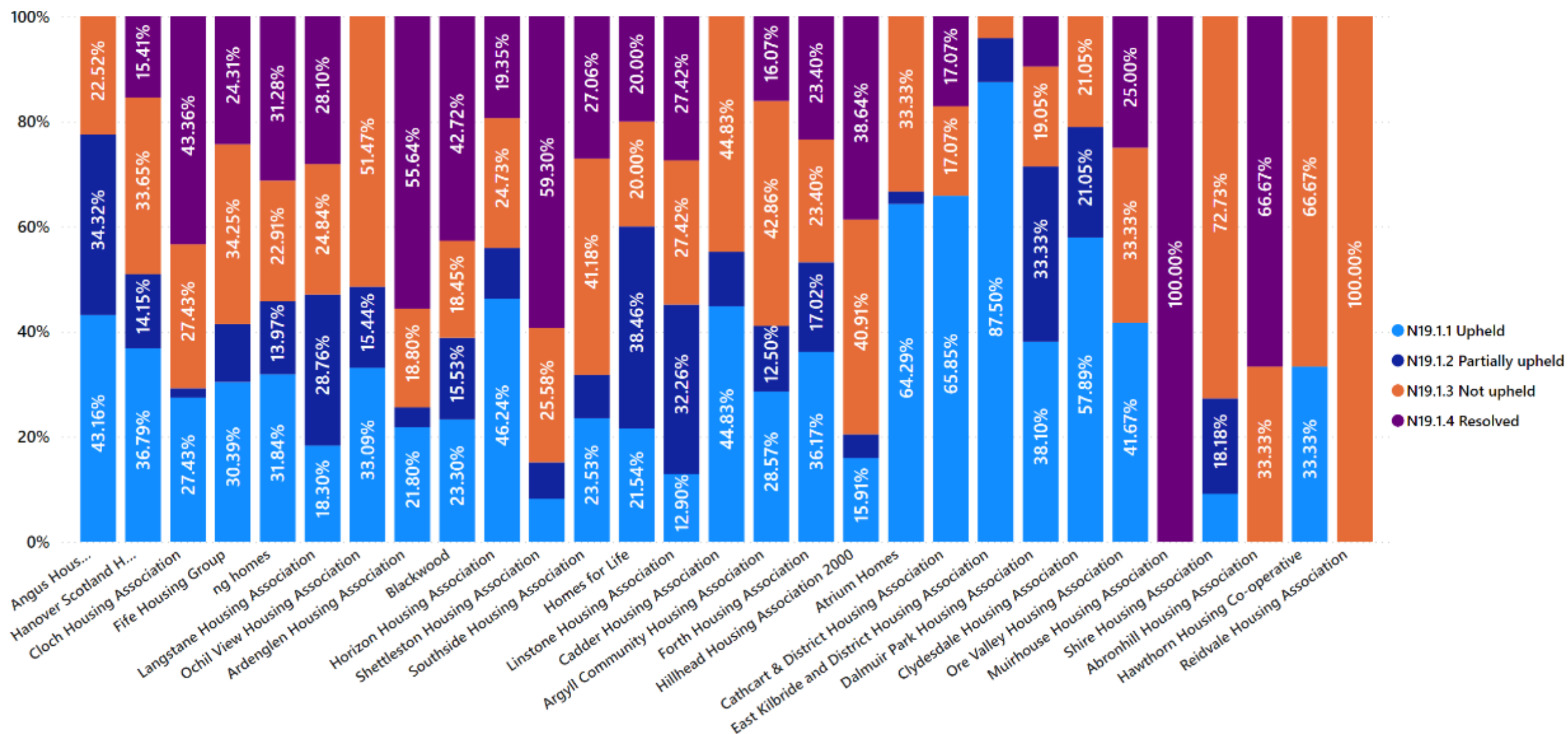
# 1st Stage Complaints

### N19 Stage 1 complaints - Type



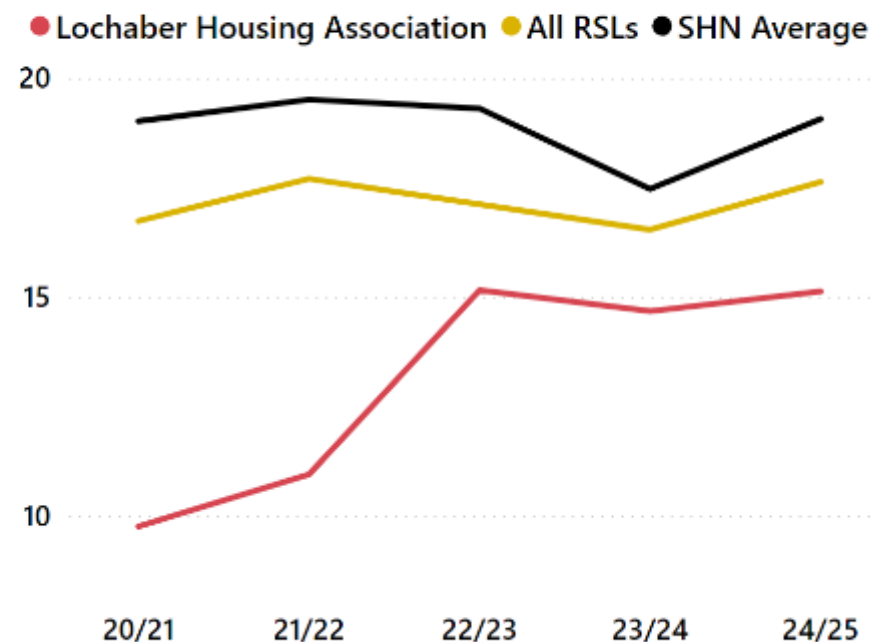
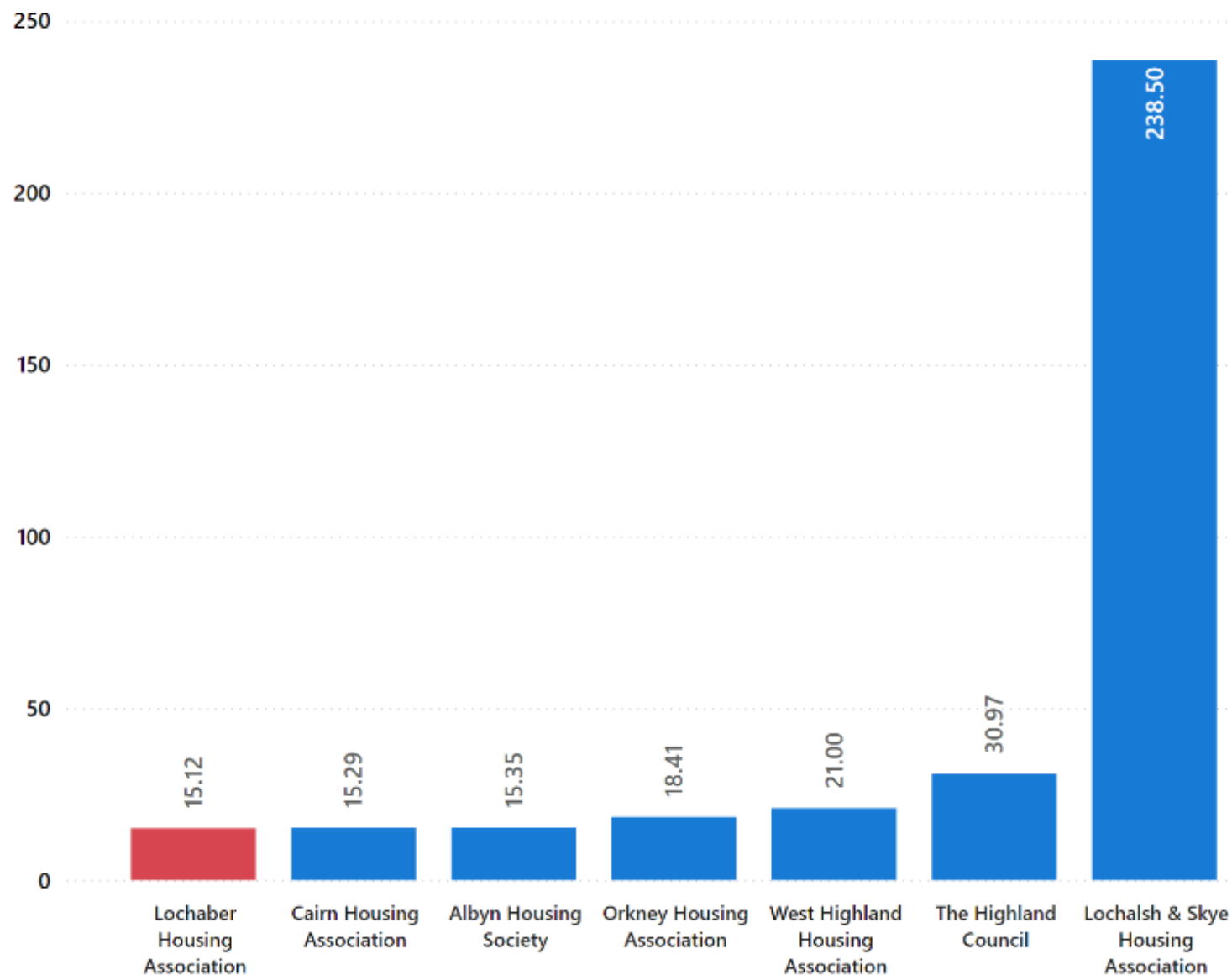
# 1st Stage Complaints

N19 Stage 1 complaints - Outcome 



# 2nd Stage Complaints

14 Stage 2 complaints average time to respond (days)

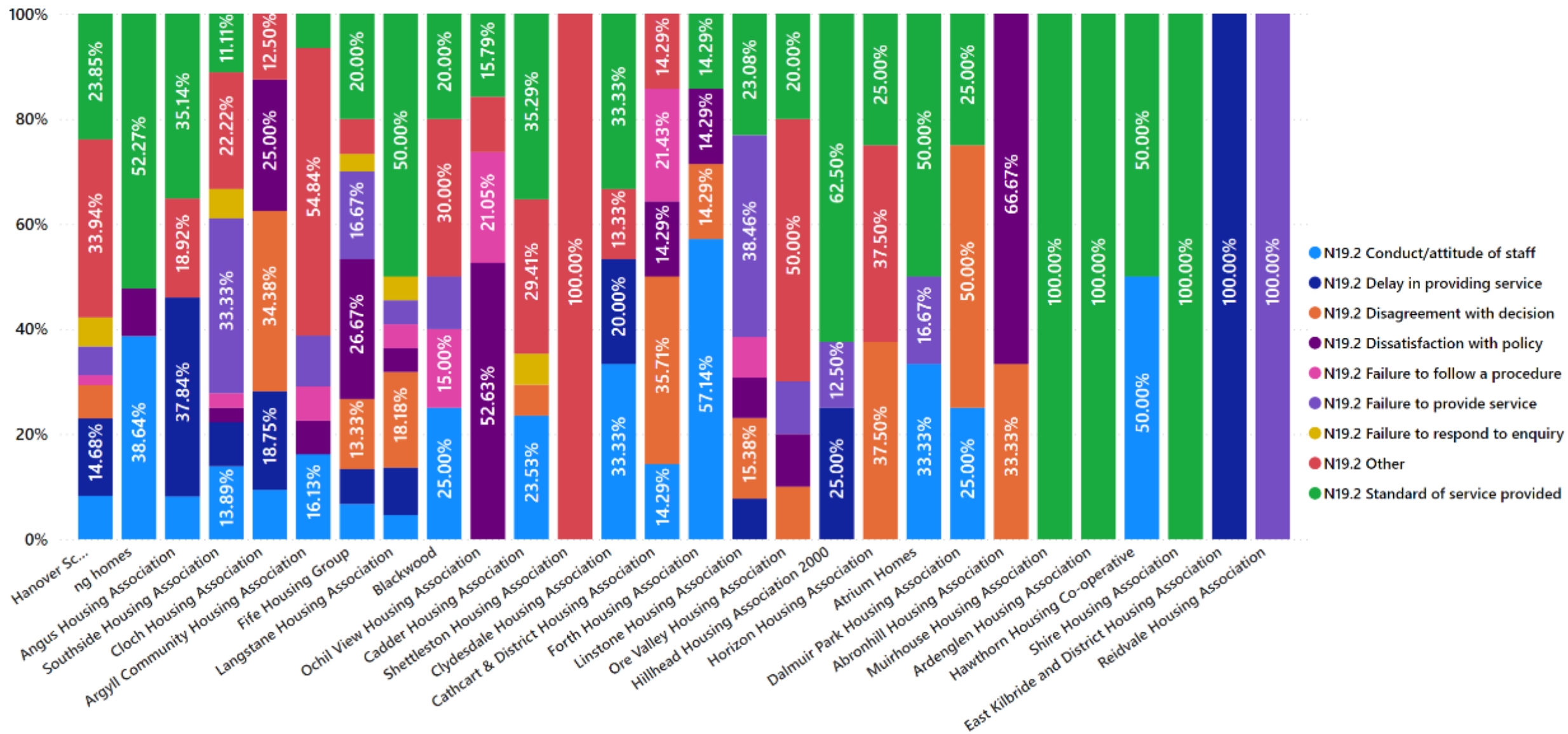


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	15.15	14.67	15.12
Peer Group 2 - Rural	18.82	17.53	21.08
All RSLs	17.11	16.53	17.62
SHN Average	19.30	17.46	19.06



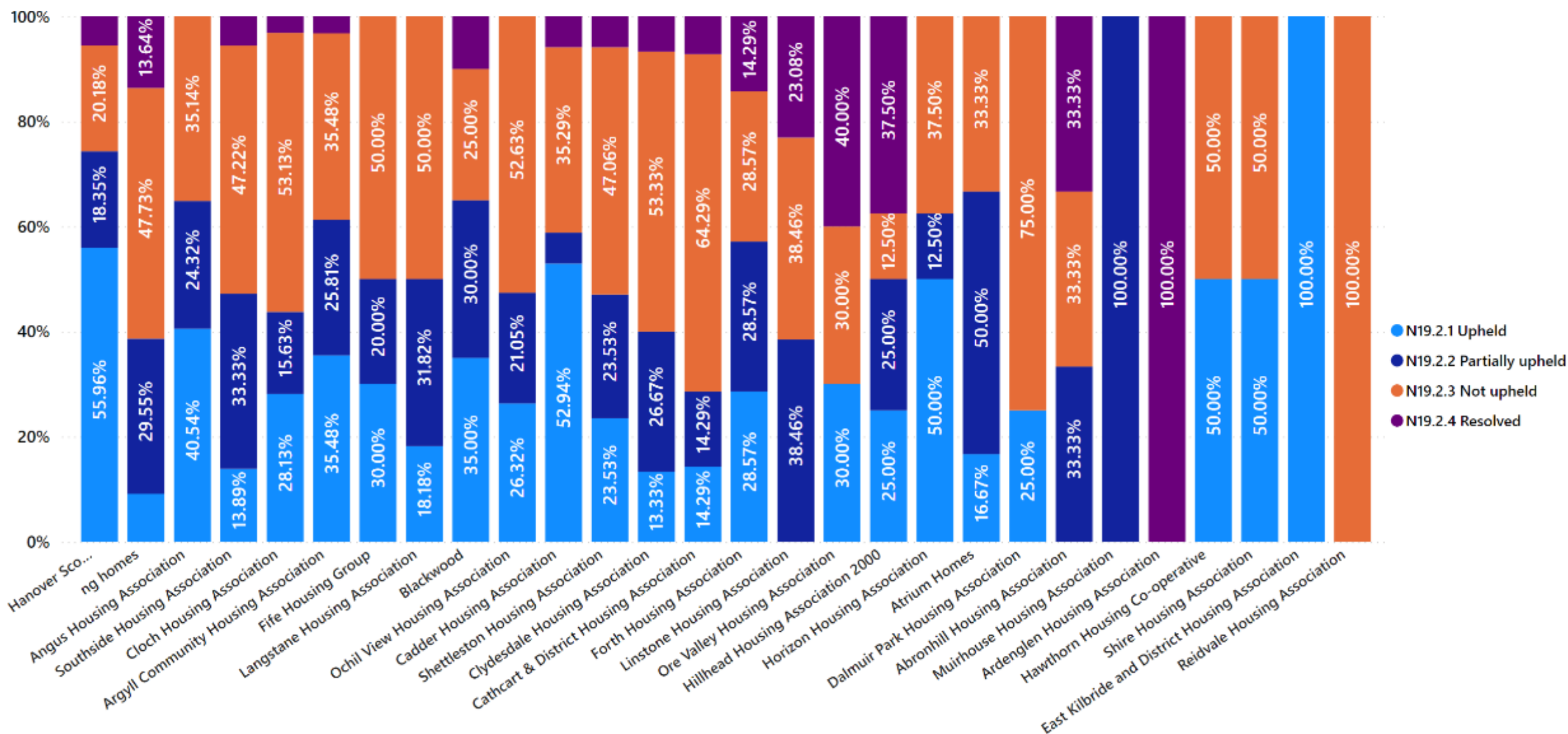
## 2nd Stage Complaints

### N19 Stage 2 complaints - Type



# 2nd Stage Complaints

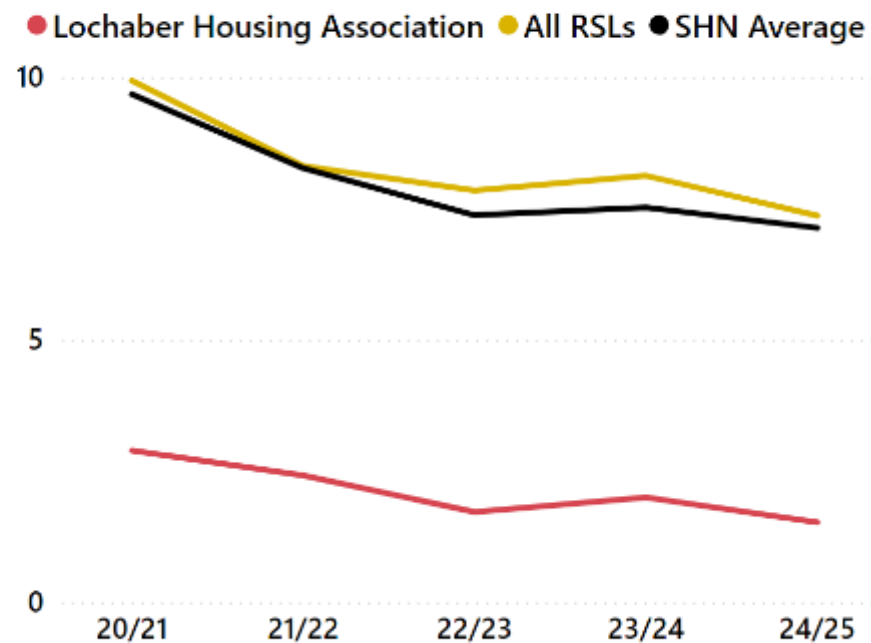
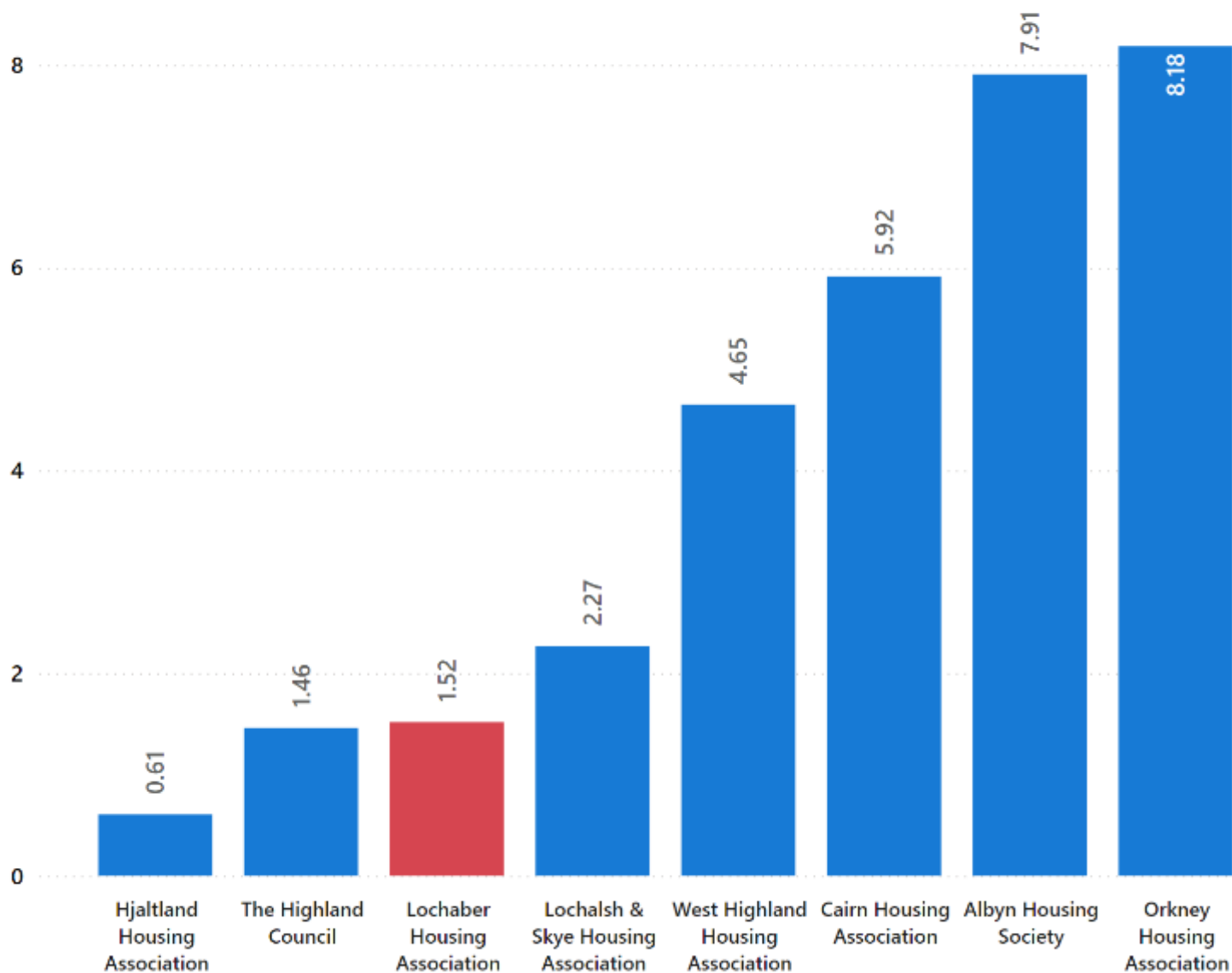
N19 Stage 2 complaints - Type





# Anti-Social Behaviour

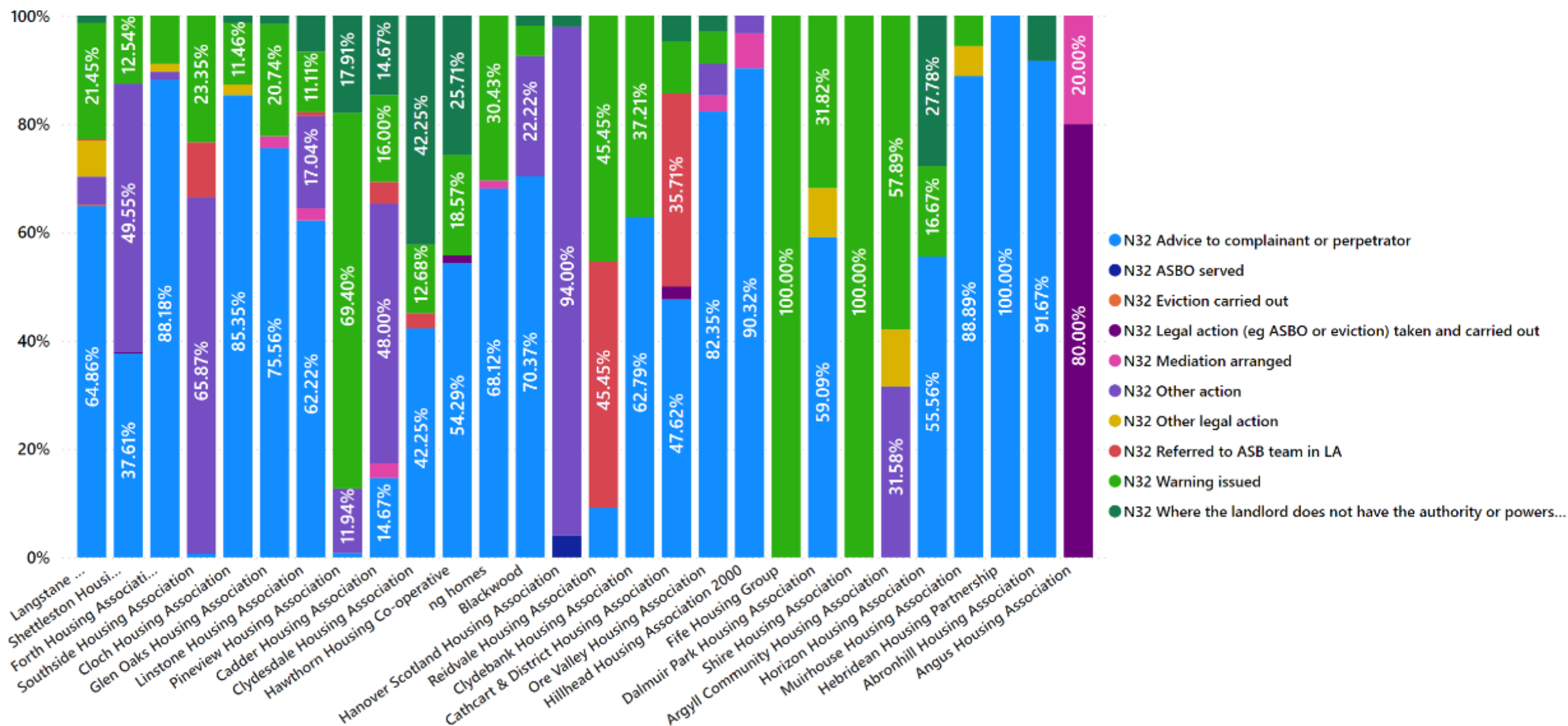
115 ASB cases per 100 homes



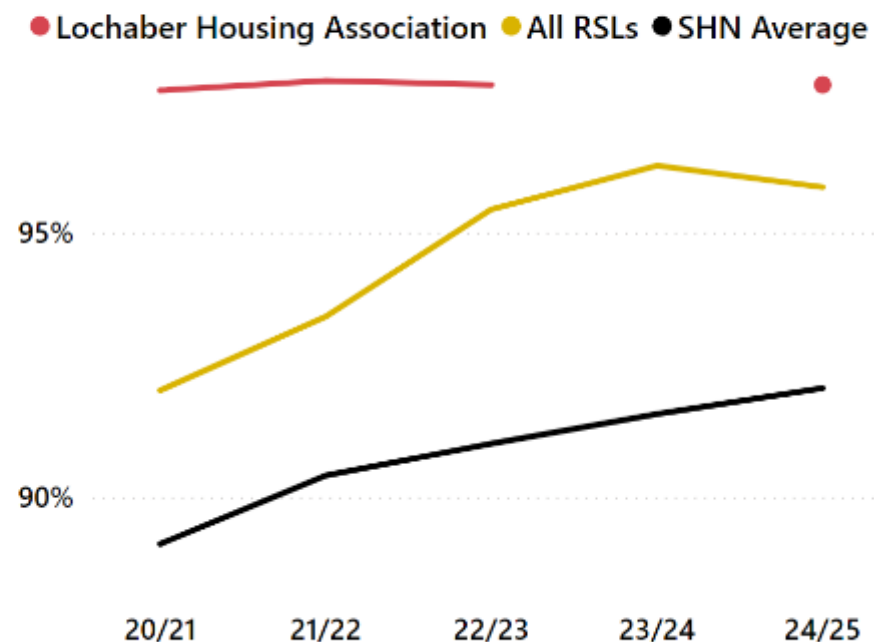
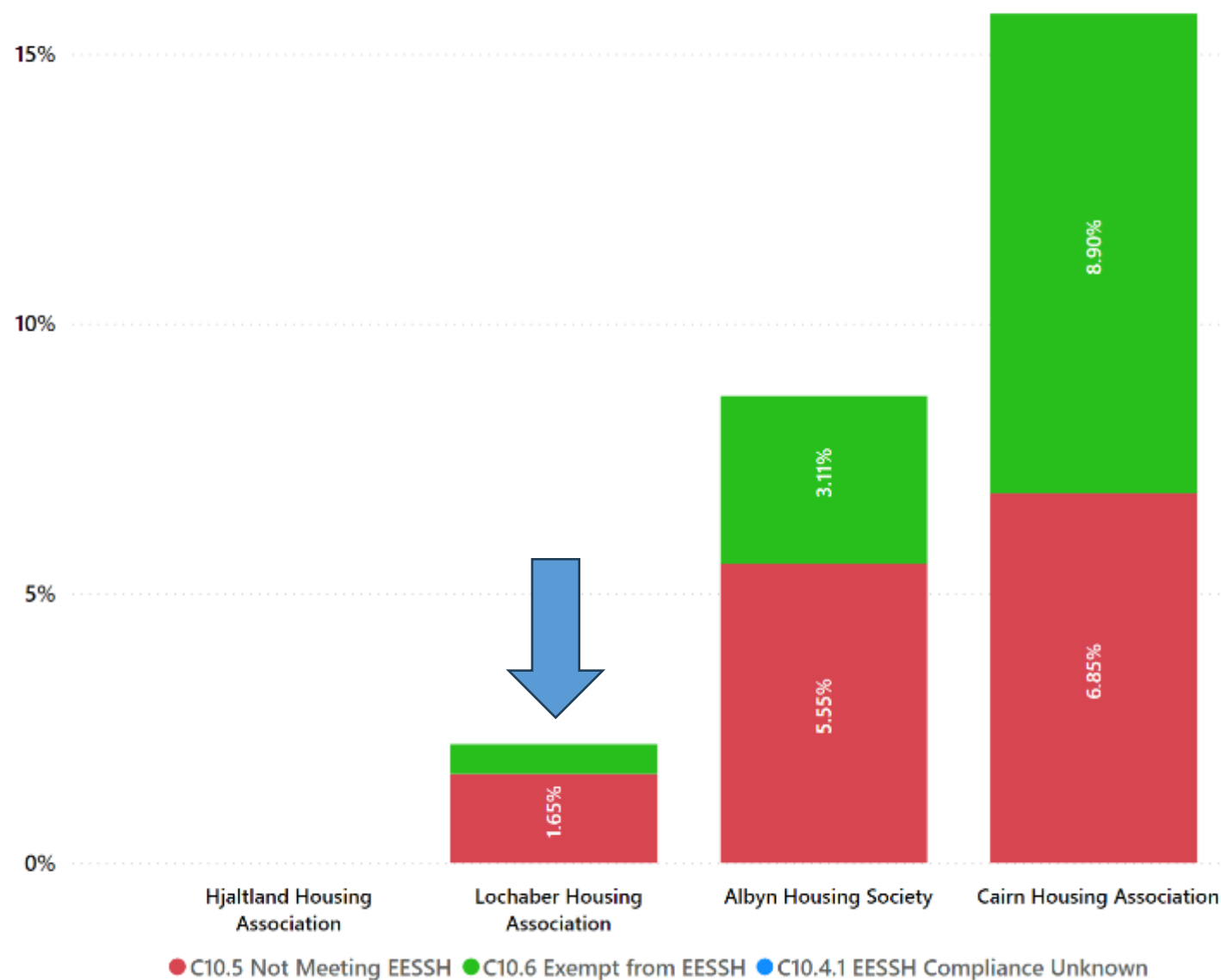
Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	1.71	1.99	1.52
Peer Group 2 - Rural	5.33	5.79	6.57
All RSLs	7.84	8.12	7.36
SHN Average	7.37	7.51	7.13

## Anti-Social Behaviour

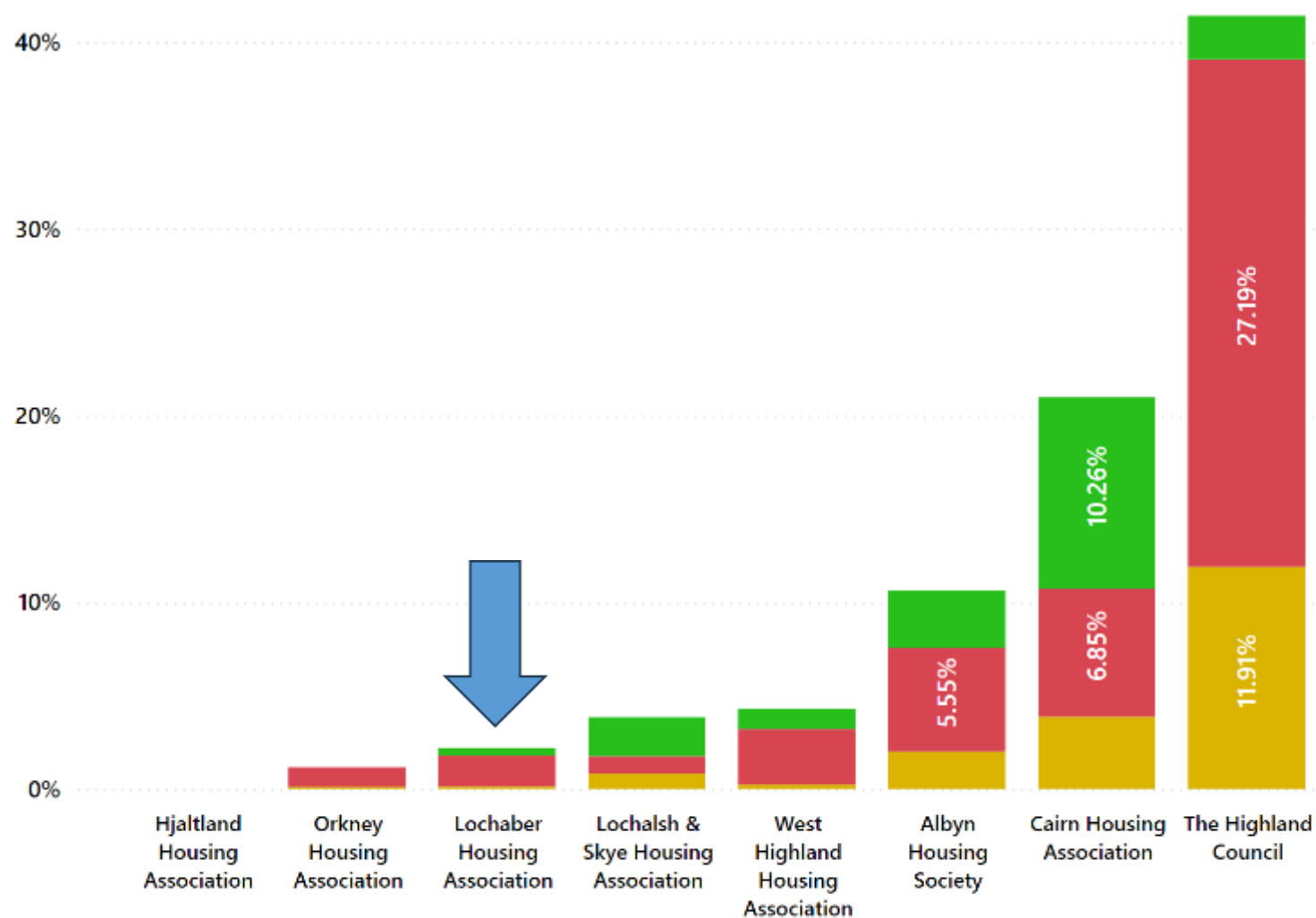
### N32 Measures to resolve case



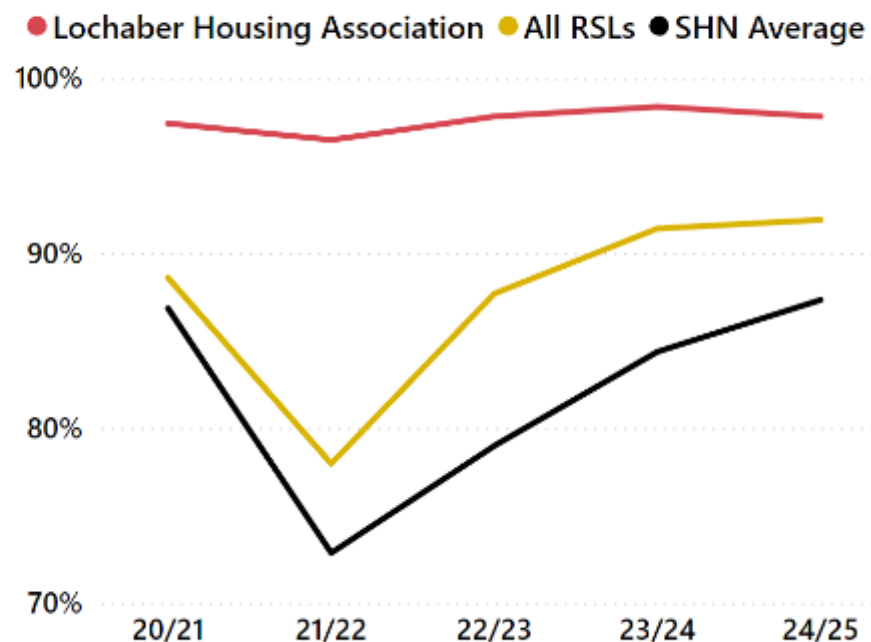
# Housing Quality & Maintenance



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	97.80%		97.80%
Peer Group 2 - Rural	97.18%	99.30%	94.32%
All RSLs	95.44%	96.27%	95.86%
SHN Average	91.01%	91.57%	92.06%



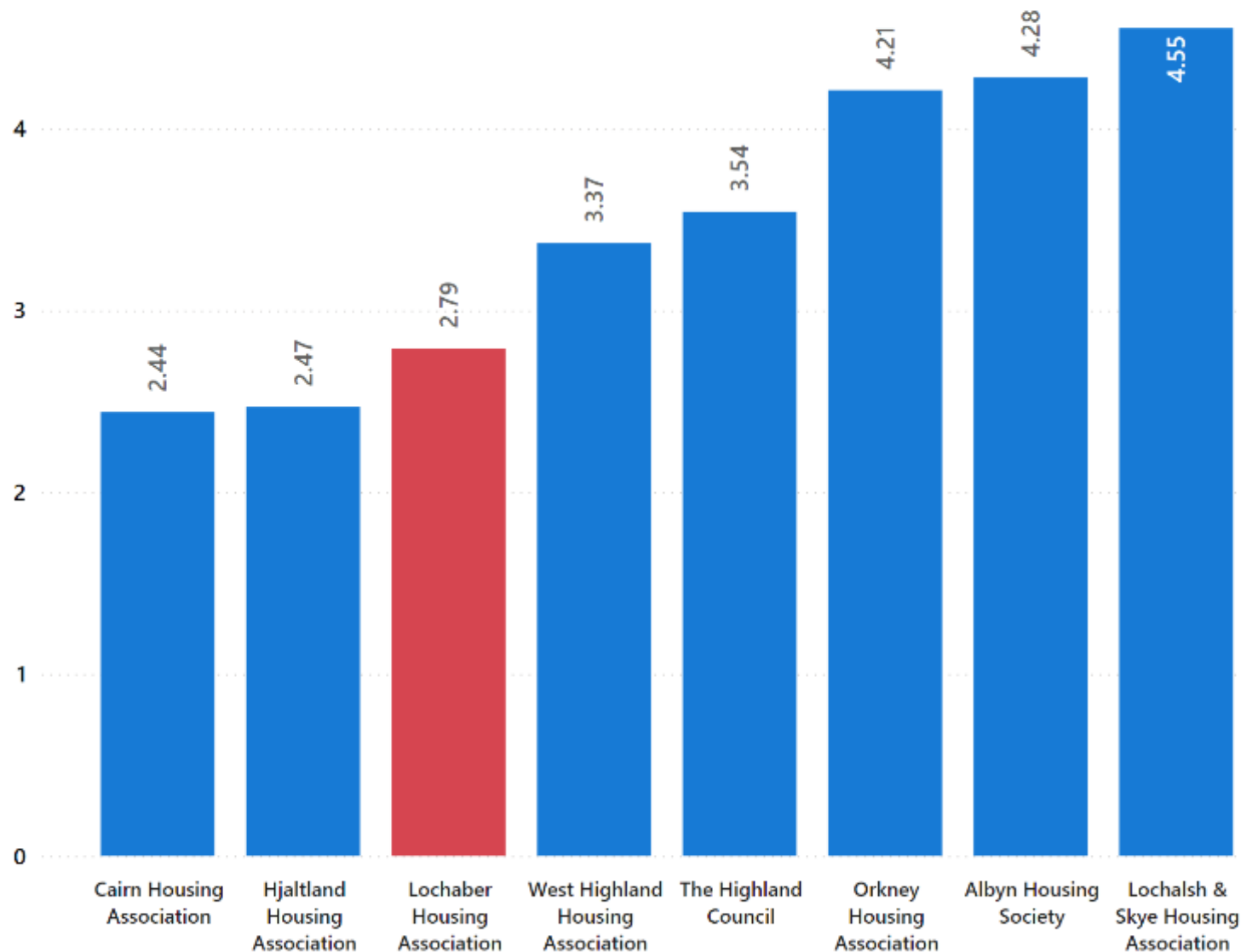
● I6 Percentage in abeyance from SHQS 
 ● I6 Percentage failing SHQS 
 ● I6 Percentage exempt from SHQS



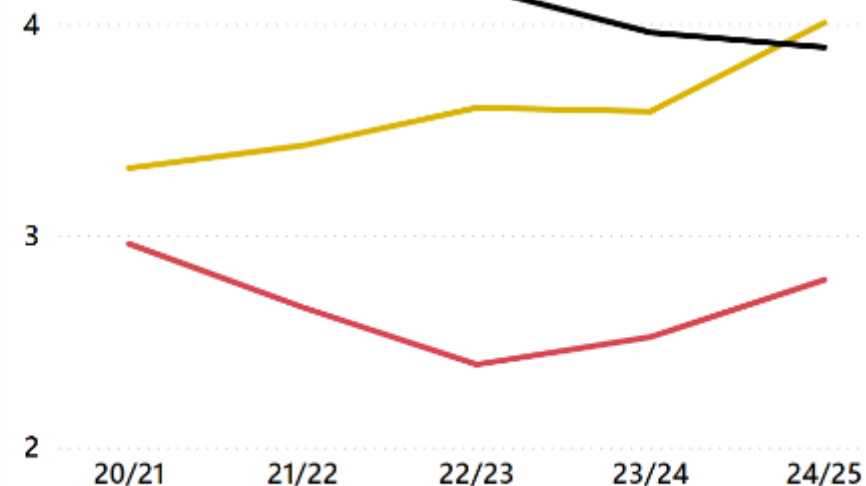
Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	97.80%	98.35%	97.80%
Peer Group 2 - Rural	87.81%	90.99%	92.46%
All RSLs	87.68%	91.40%	91.89%
SHN Average	78.98%	84.36%	87.32%

# Emergency Repairs

18 Average hours to complete  
emergency repairs



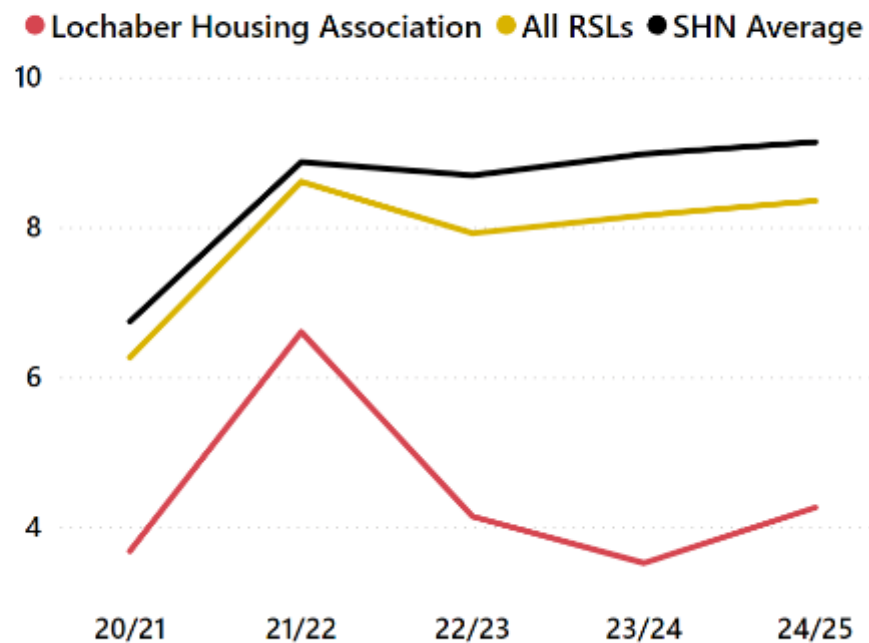
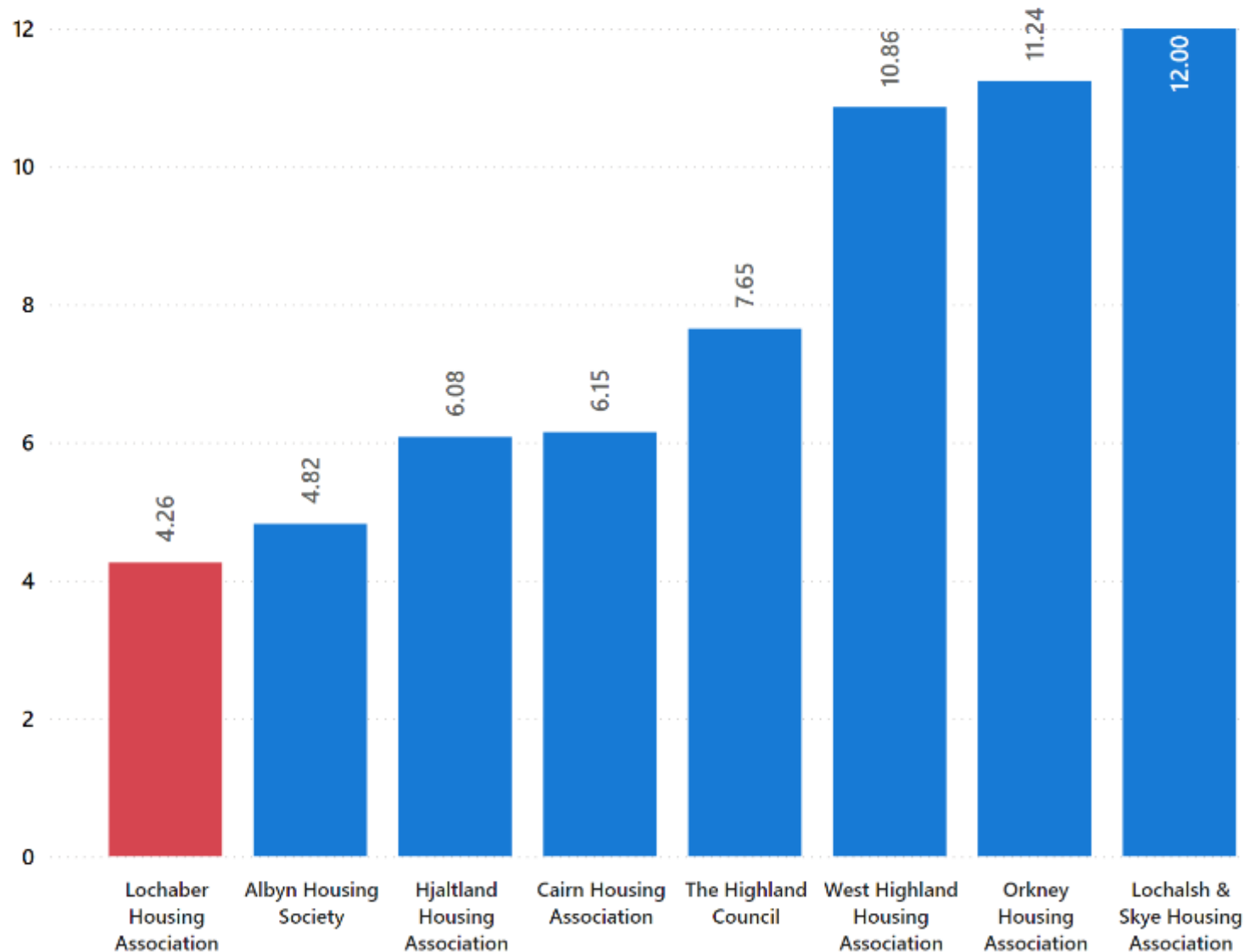
● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	2.39	2.52	2.79
Peer Group 2 - Rural	4.14	3.28	3.55
All RSLs	3.60	3.59	4.01
SHN Average	4.17	3.96	3.89

# Non-Emergency Repairs

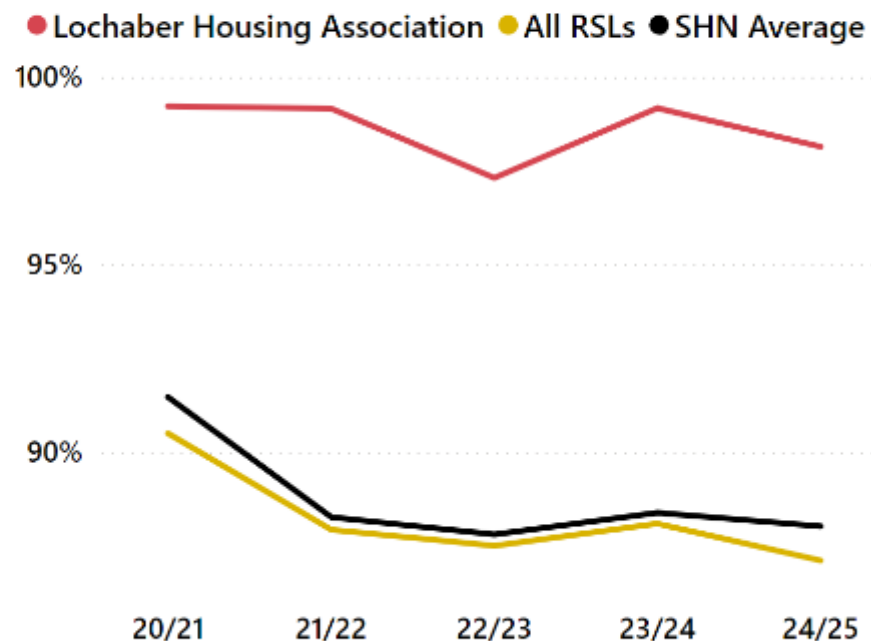
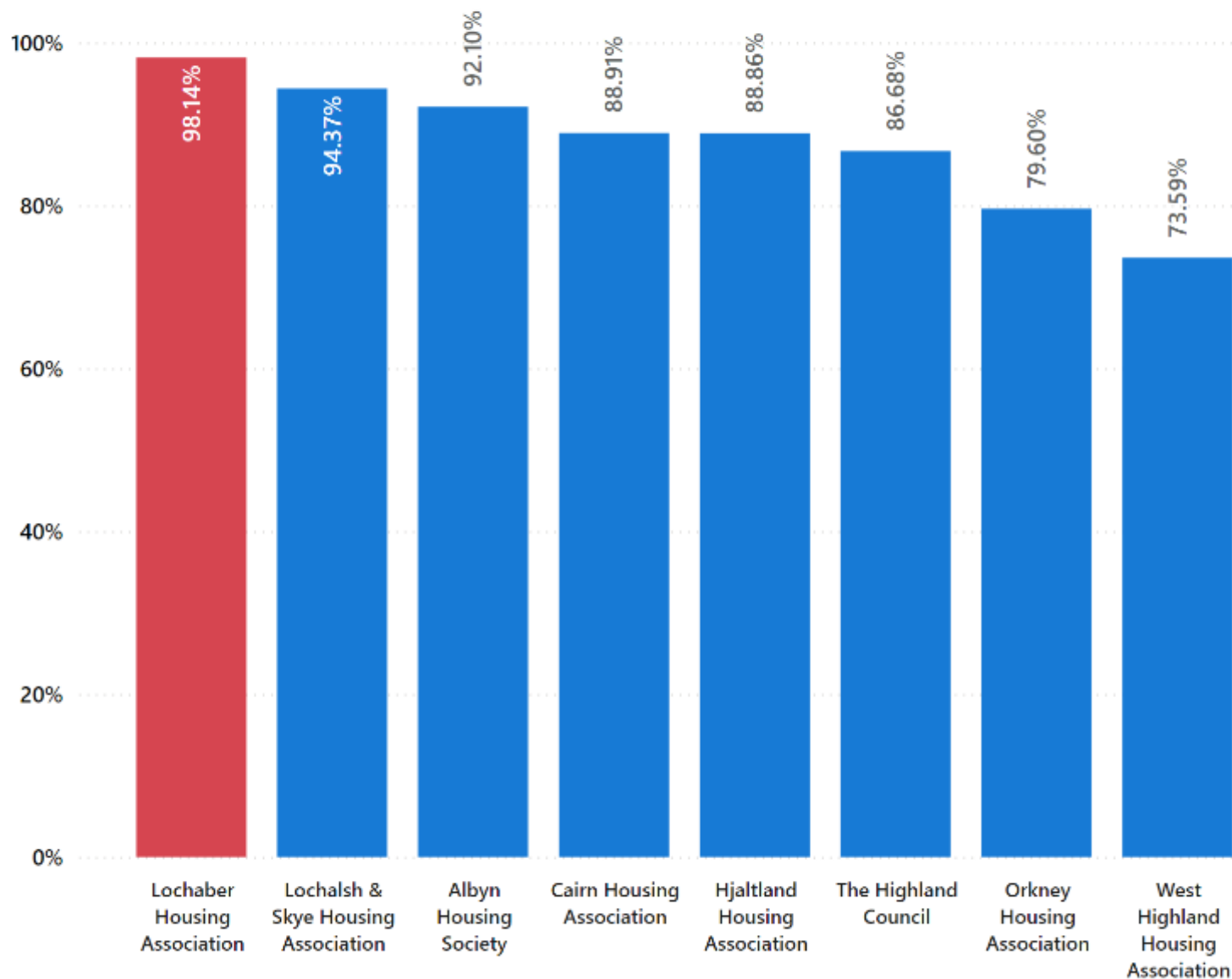
19 Average working days to complete non-emergency repairs



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	4.14	3.52	4.26
Peer Group 2 - Rural	8.63	8.17	10.37
All RSLs	7.92	8.15	8.35
SHN Average	8.69	8.97	9.13

# Repairs Right First Time

110 Percentage reactive repairs completed right first time

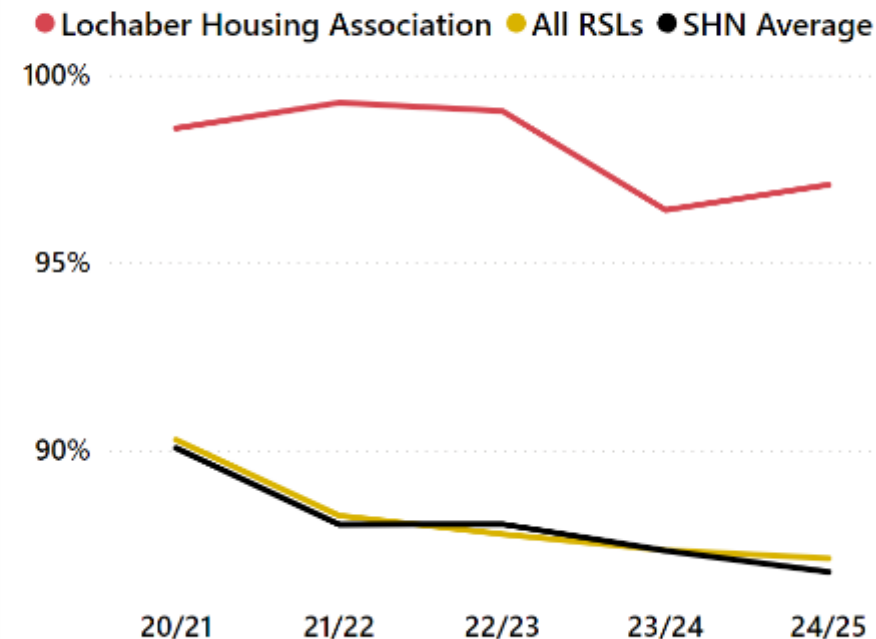
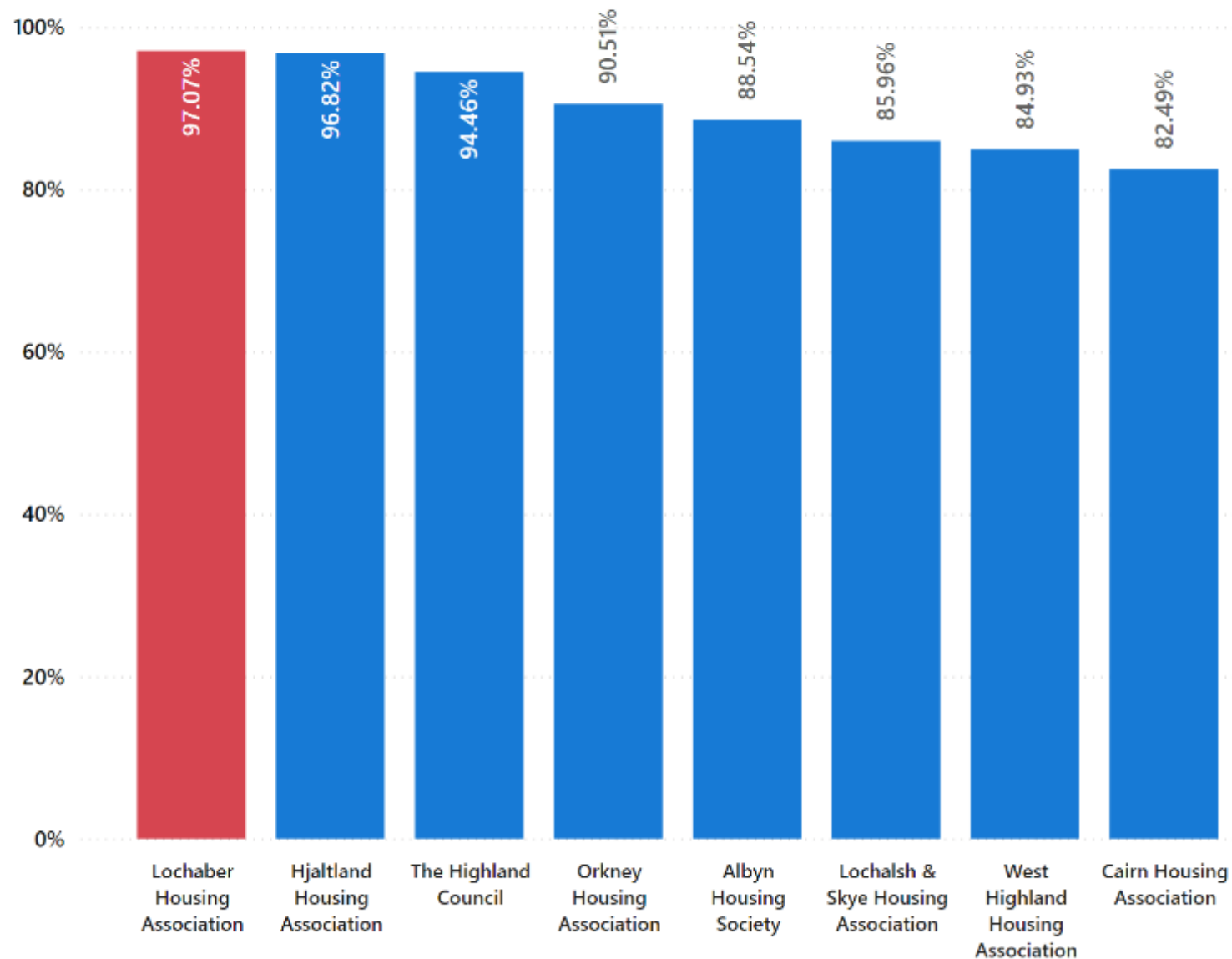


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	97.31%	99.17%	98.14%
Peer Group 2 - Rural	88.55%	90.16%	82.21%
All RSLs	87.50%	88.09%	87.11%
SHN Average	87.80%	88.38%	88.02%



# Repairs Satisfaction

112 Percentage tenants satisfied  
with repairs service

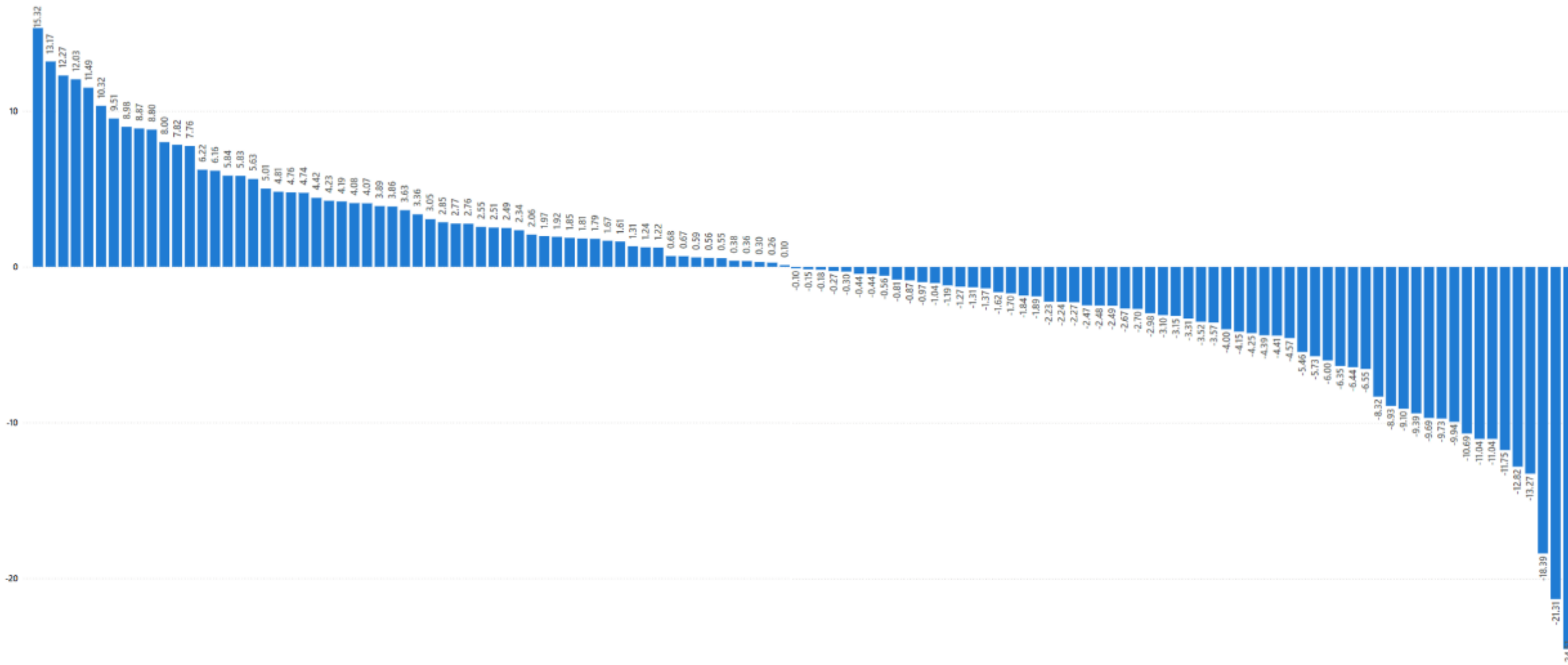


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	99.04%	96.40%	97.07%
Peer Group 2 - Rural	87.45%	86.81%	86.44%
All RSLs	87.76%	87.33%	87.11%
SHN Average	88.02%	87.31%	86.75%

# Repairs Satisfaction

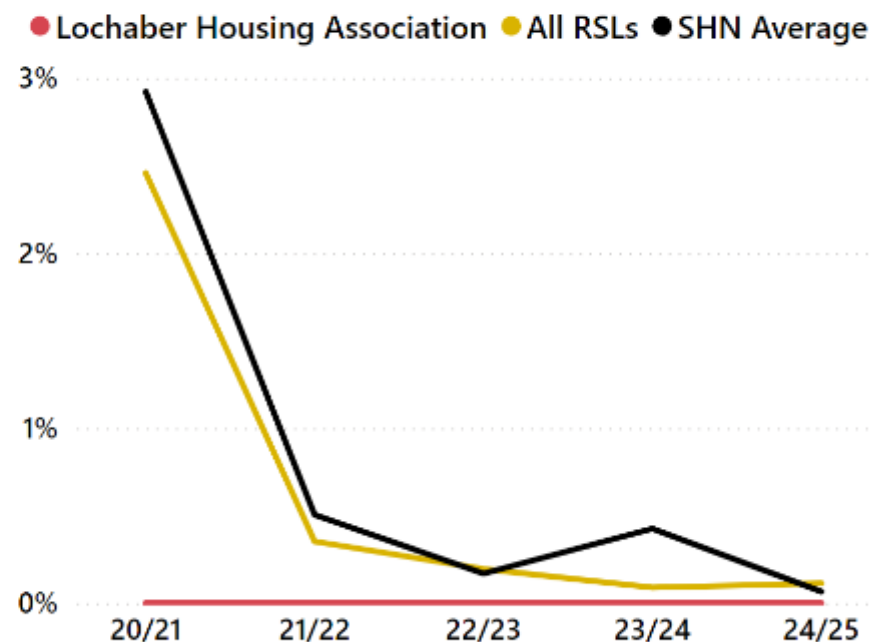
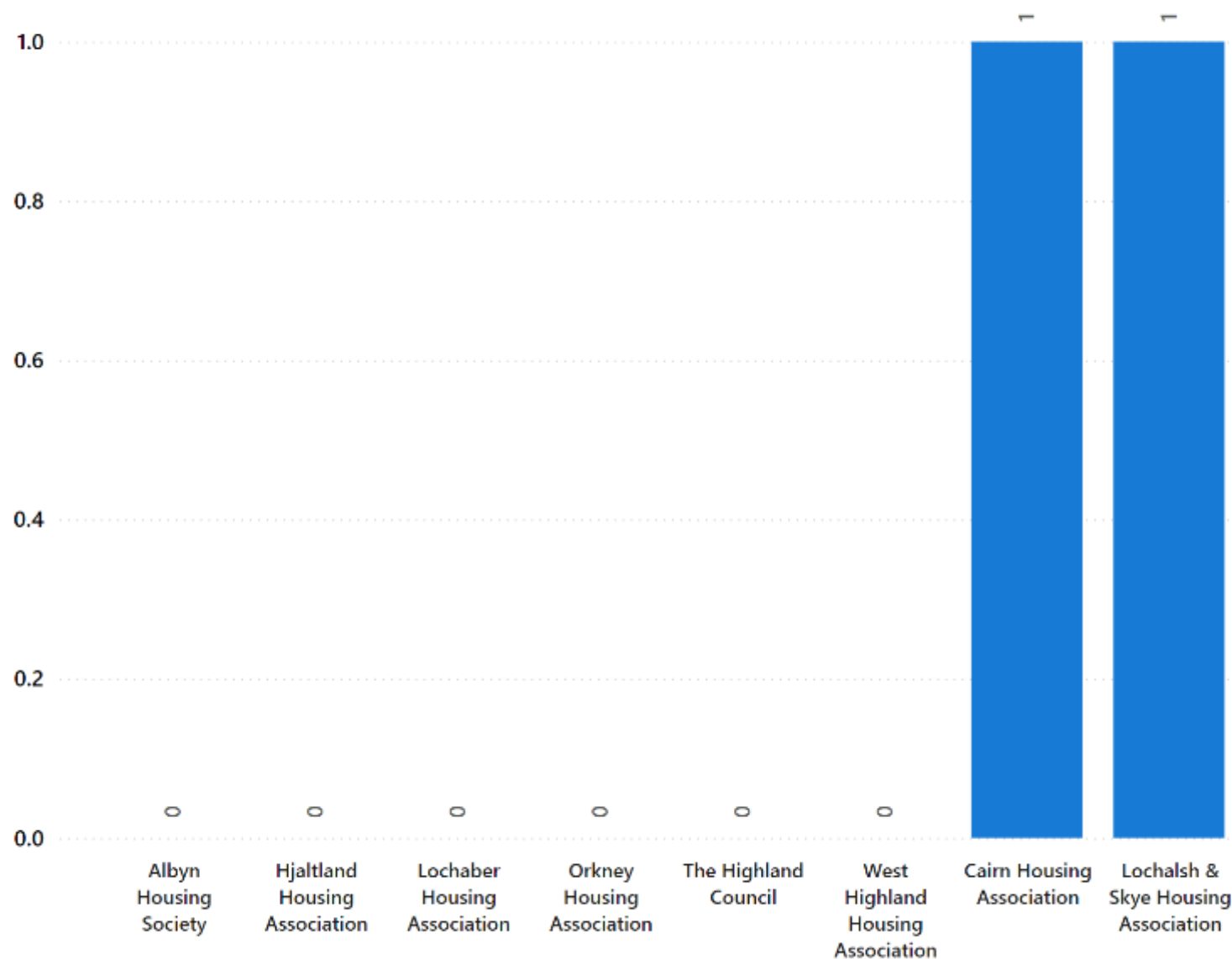
112 Percentage tenants satisfied  
with repairs service

## Change from previous survey



# Gas Safety

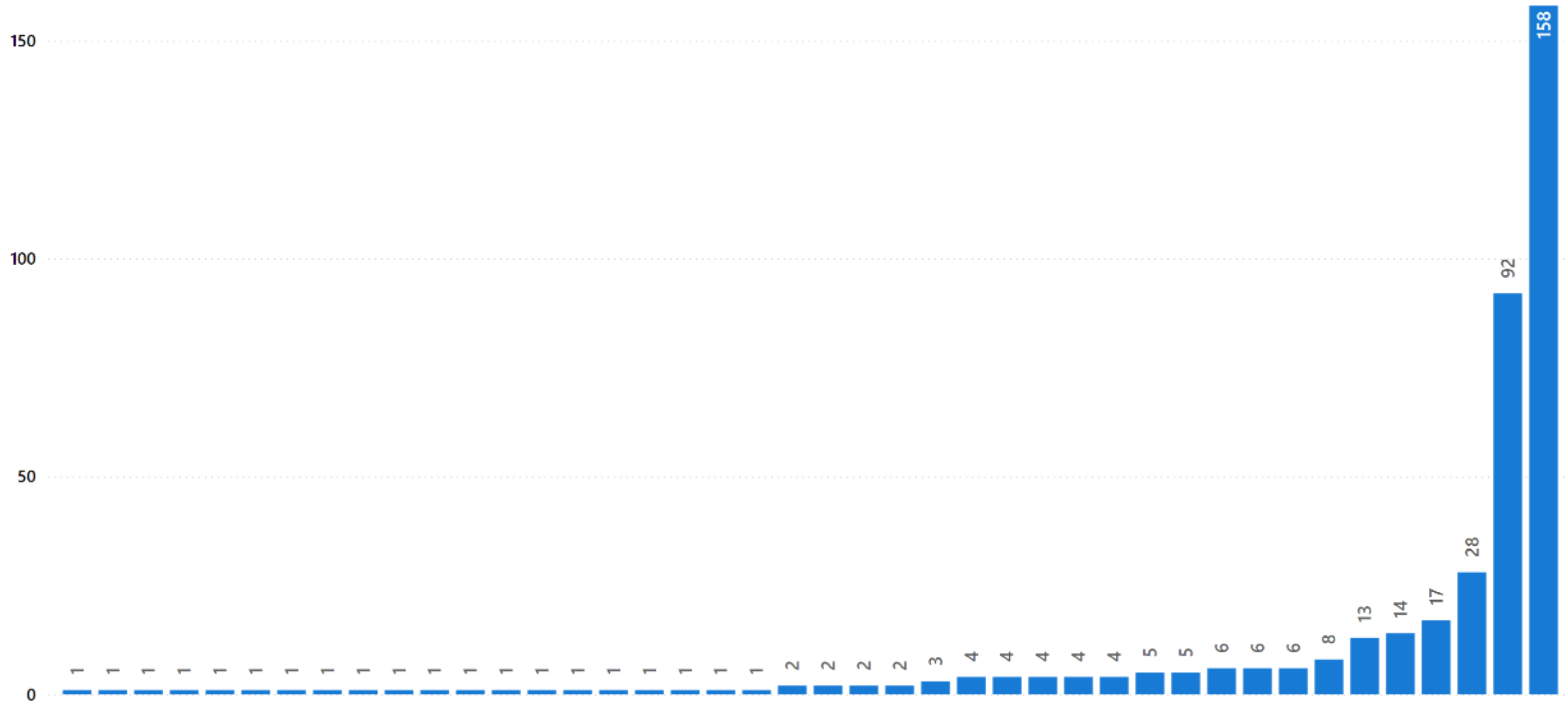
## I11 Gas safety fails count



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	0	0	0
Peer Group 2 - Rural	2	1	1
All RSLs	578	268	343
SHN Average	1,032	2,631	409

# Gas Safety

111 Gas safety regulations not met



Access to Housing

## Housing Lists & Lets



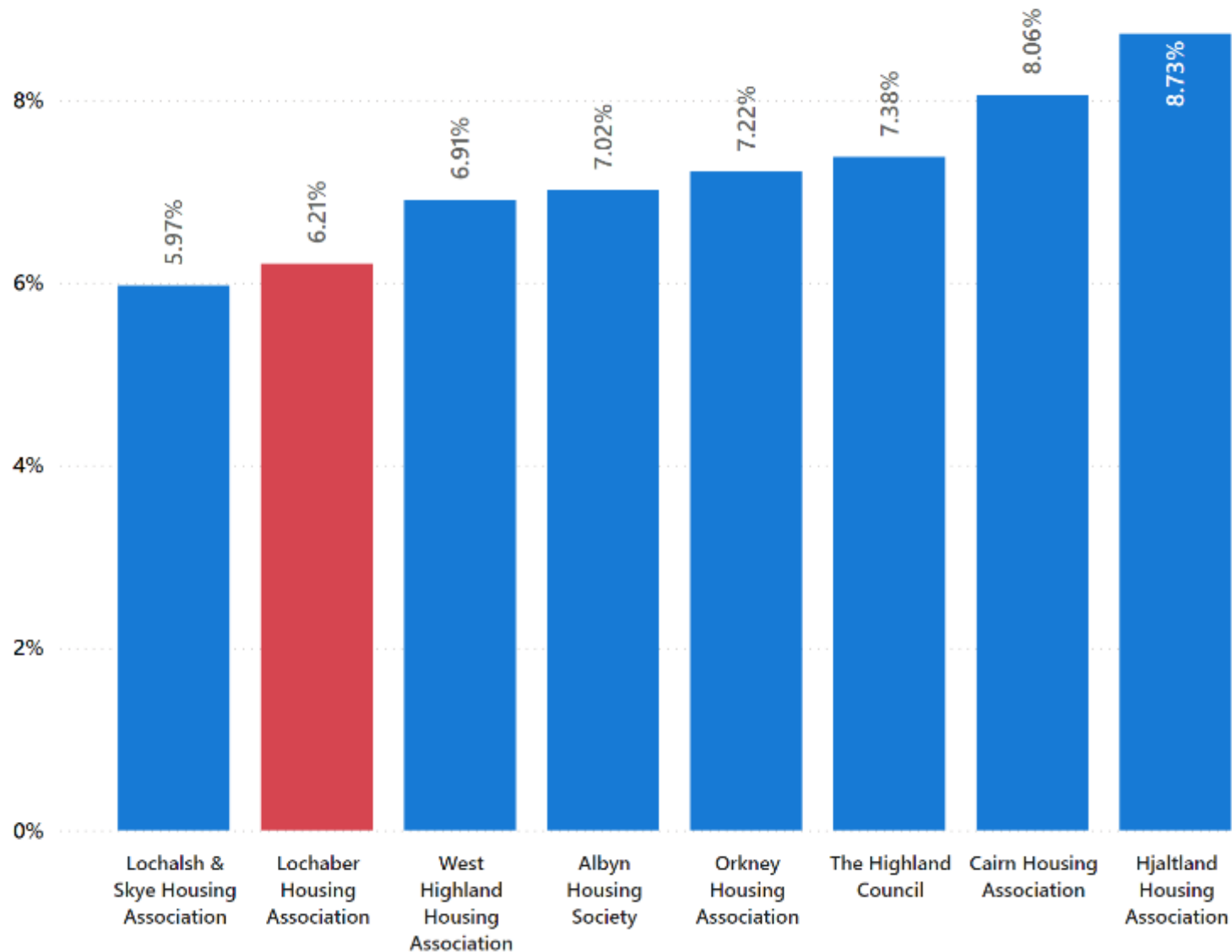
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<b>C2.1 The number of lets to existing tenants</b>	<b>11</b>
<b>C2.2 The number of lets to housing list applicants</b>	<b>18</b>
<b>C2.3 The number of mutual exchanges</b>	<b>6</b>
<b>C2.4 The number of lets from other sources</b>	<b>0</b>
<b>C2.5 The number of lets to homeless applicants</b>	<b>20</b>
<b>C2.6 Other nominations from local authorities</b>	<b>0</b>
<b>C3.1 General needs lets</b>	<b>44</b>
<b>C3.2 Supported housing lets</b>	<b>5</b>

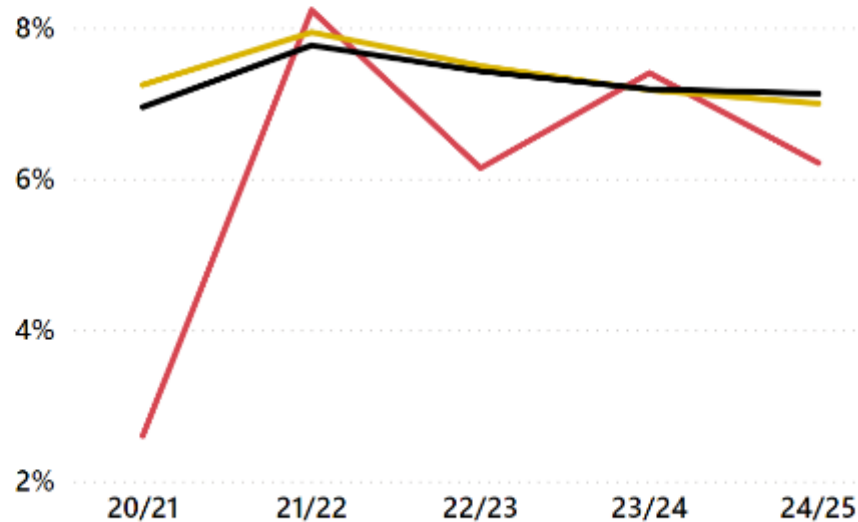
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# Turnover

117 Percentage lettable  
self-contained houses that became  
vacant in year



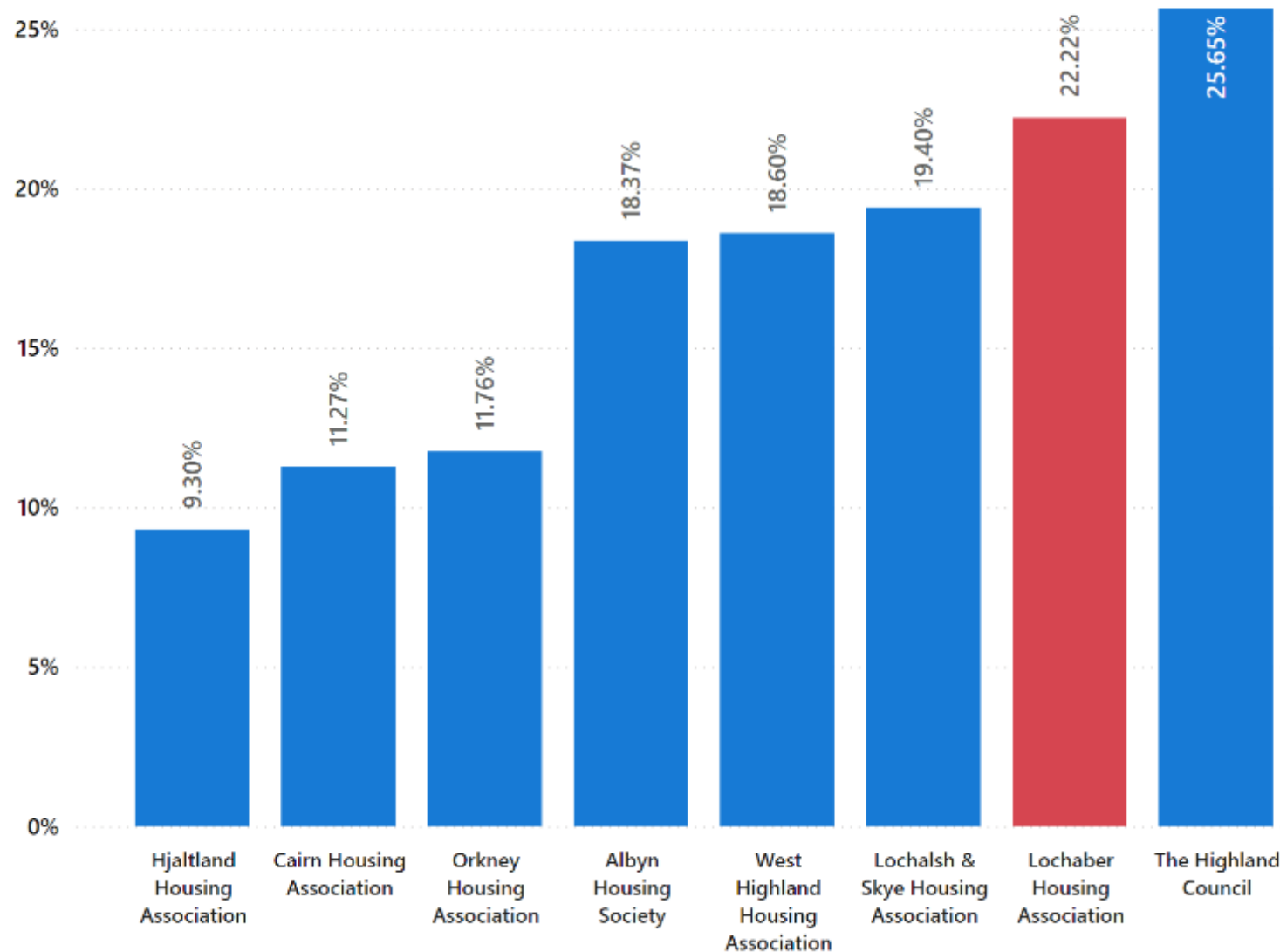
● Lochaber Housing Association ● All RSLs ● SHN Average



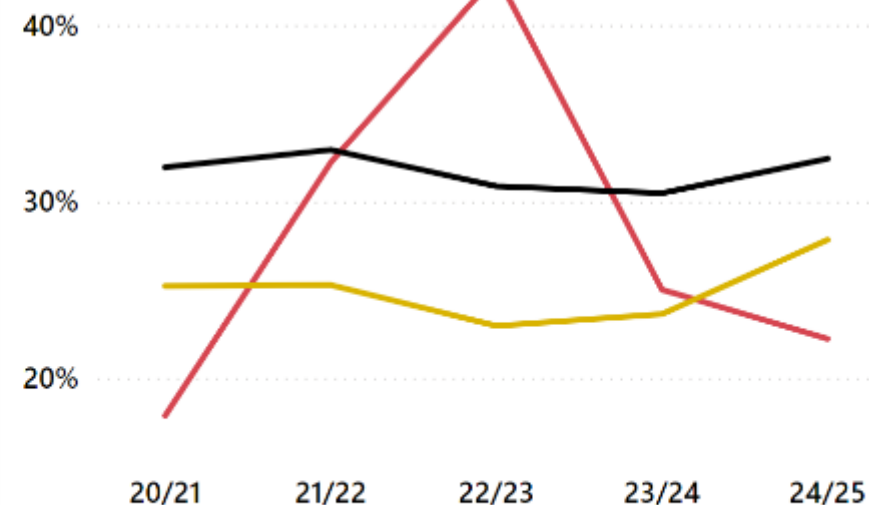
Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	6.14%	7.40%	6.21%
Peer Group 2 - Rural	8.17%	7.61%	7.66%
All RSLs	7.49%	7.17%	6.99%
SHN Average	7.42%	7.18%	7.13%

# Offers Refused

114 Percentage tenancy offers  
refused



● Lochaber Housing Association ● All RSLs ● SHN Average

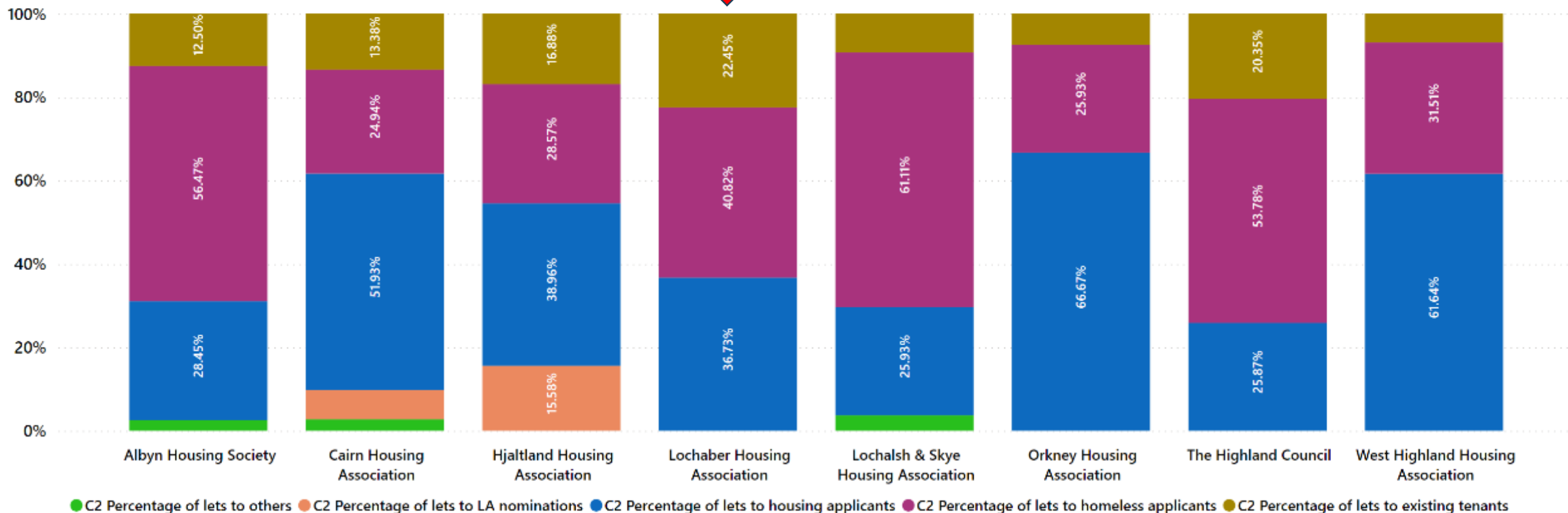


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	42.86%	25.00%	22.22%
Peer Group 2 - Rural	21.16%	20.54%	19.65%
All RSLs	22.95%	23.62%	27.83%
SHN Average	30.87%	30.48%	32.43%



# Lets by Source

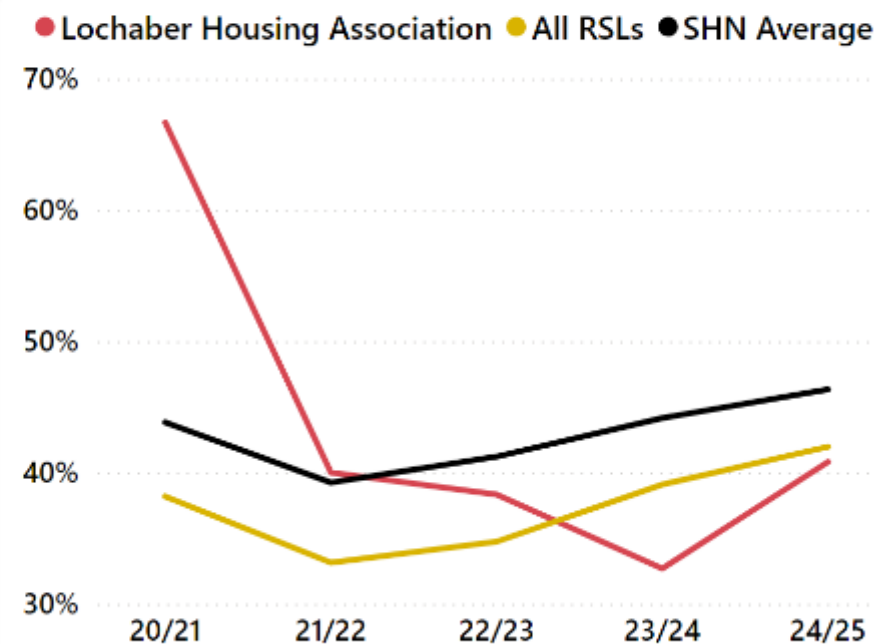
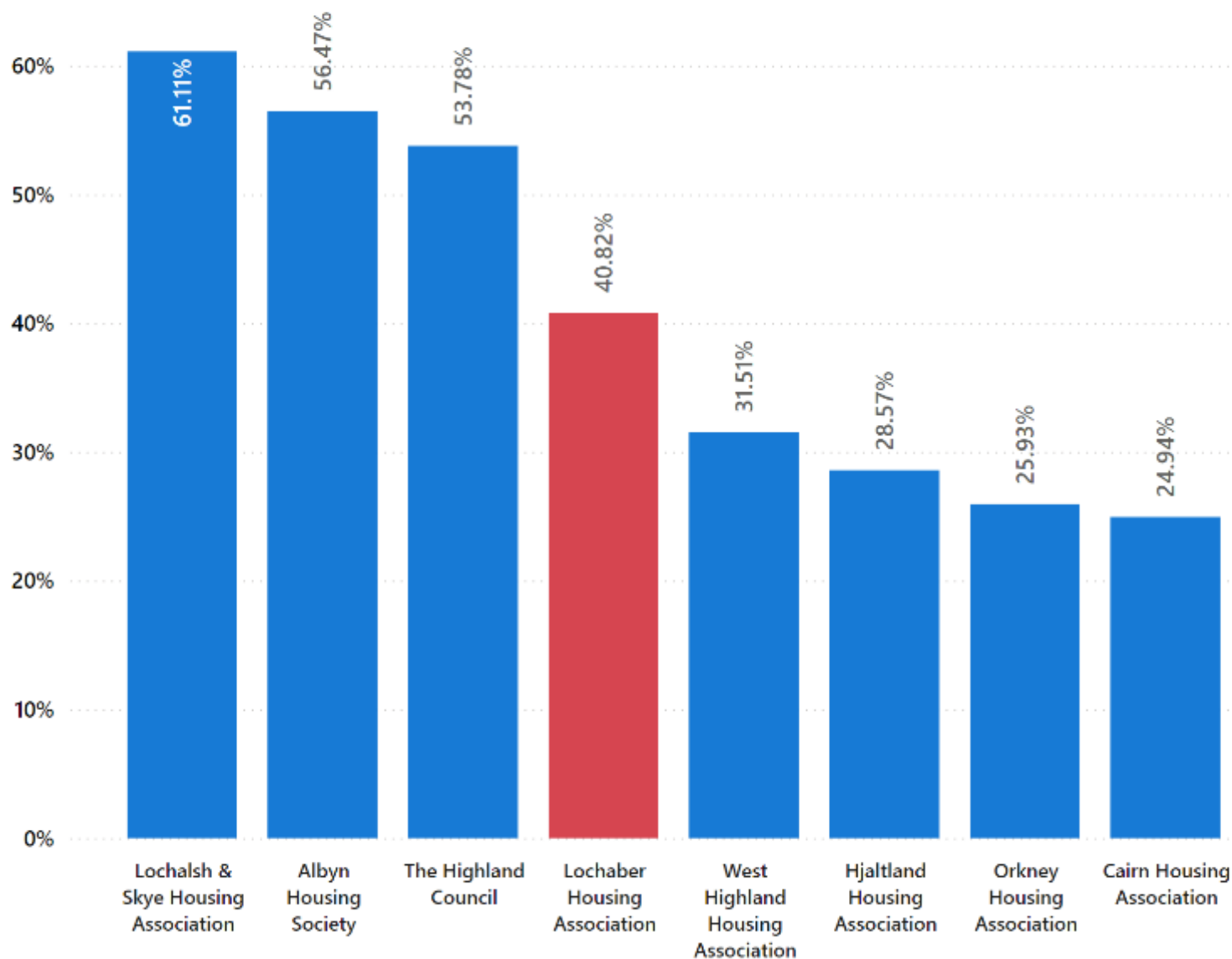
C2 percentage of lets by source of let



Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
	22/23	23/24	24/25	22/23	23/24	24/25	22/23	23/24	24/25	22/23	23/24	24/25	22/23	23/24	24/25
Organisation Name															
Lochaber Housing Association	15.00%	17.31%	22.45%	38.33%	32.69%	40.82%	40.00%	46.15%	36.73%	0.00%	0.00%	0.00%	6.67%	3.85%	0.00%
All RSLs	15.58%	13.79%	14.01%	34.74%	39.09%	41.97%	43.20%	39.86%	37.27%	3.15%	3.91%	3.19%	3.33%	3.34%	3.56%

# Lets to Homeless Households

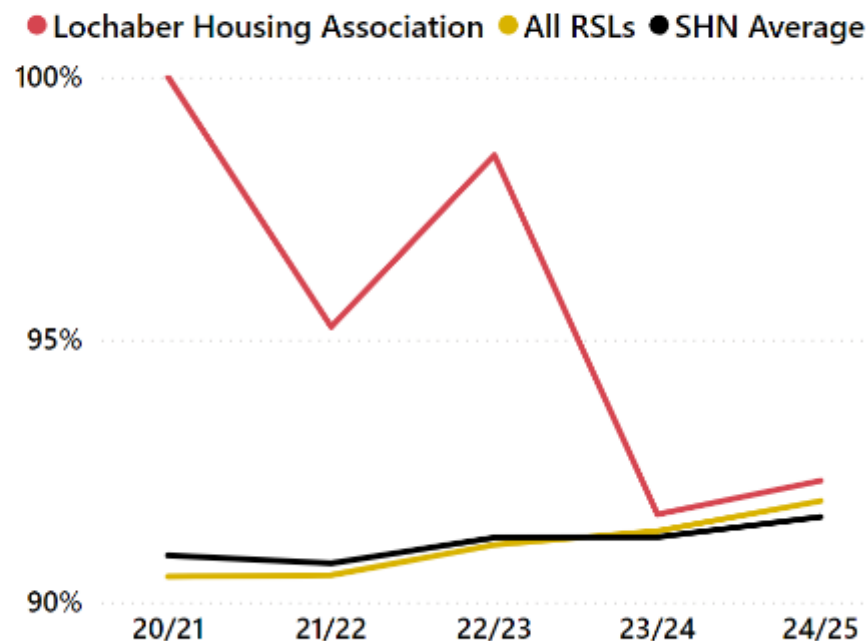
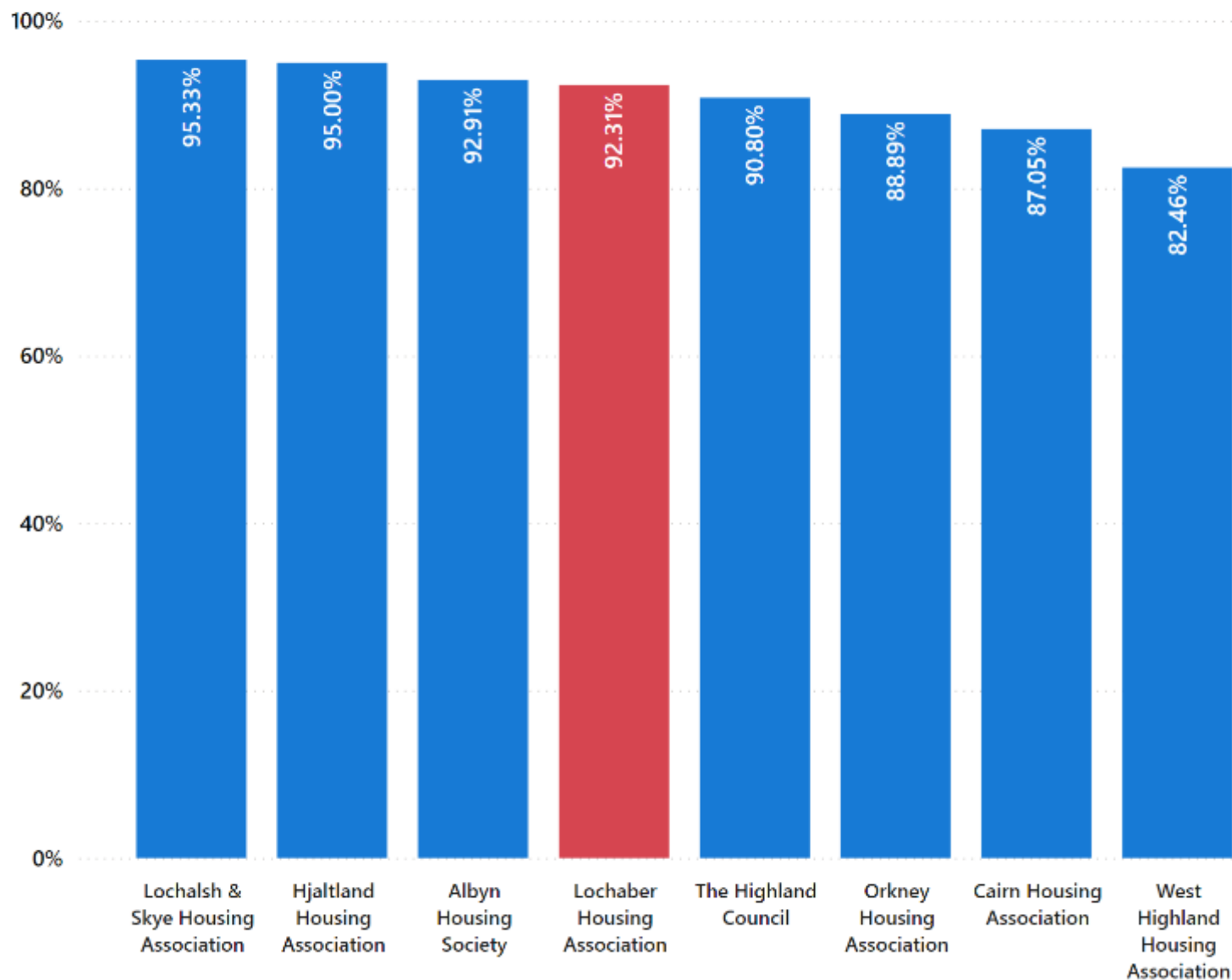
C2 Percentage of lets to homeless applicants



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	38.33%	32.69%	40.82%
Peer Group 2 - Rural	38.07%	38.06%	41.45%
All RSLs	34.74%	39.09%	41.97%
SHN Average	41.22%	44.16%	46.34%

# Tenancy Sustainment

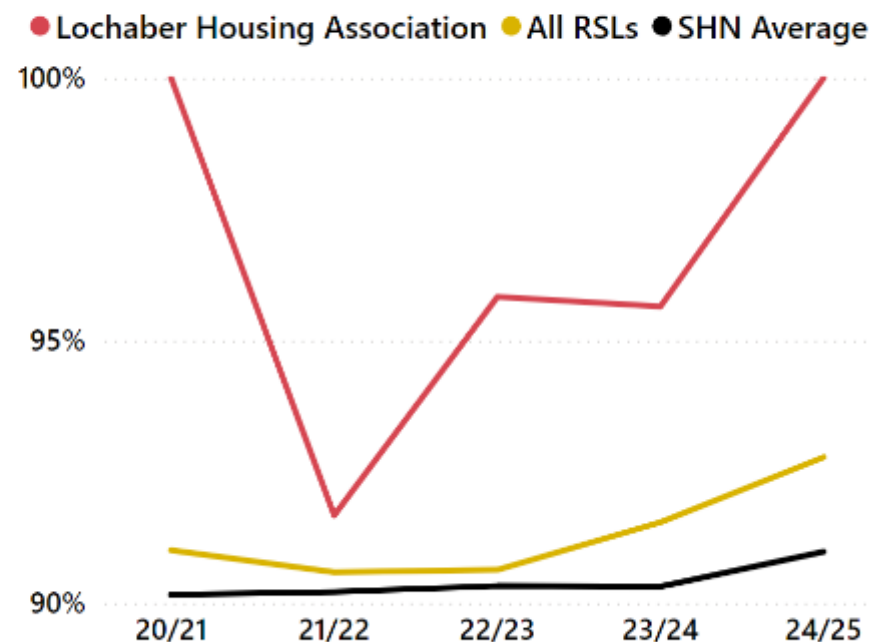
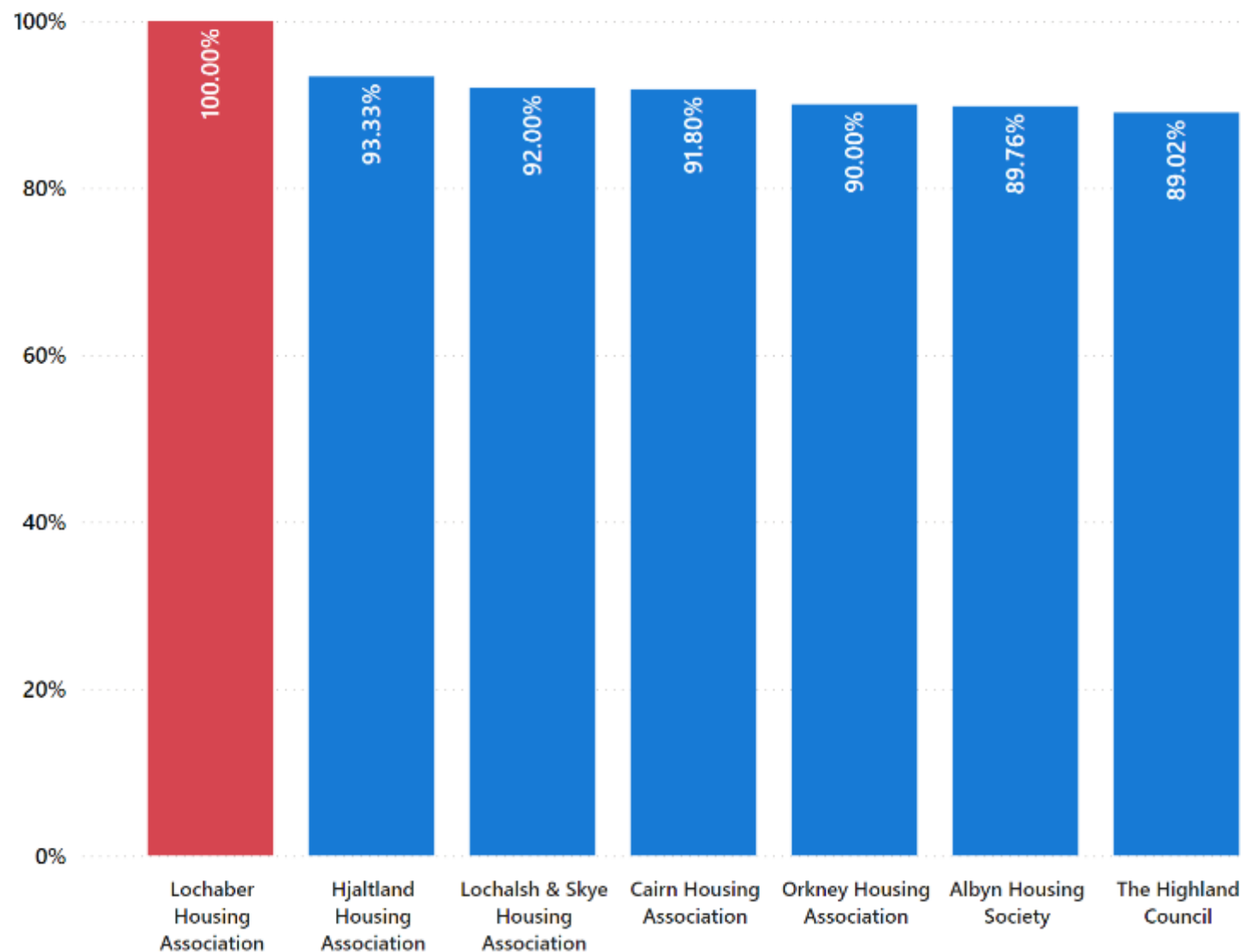
116 Percentage tenancies began in previous year remained more than a year - all



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	98.51%	91.67%	92.31%
Peer Group 2 - Rural	93.37%	90.38%	91.29%
All RSLs	91.09%	91.35%	91.92%
SHN Average	91.23%	91.24%	91.62%

# Tenancy Sustainment (Homeless)

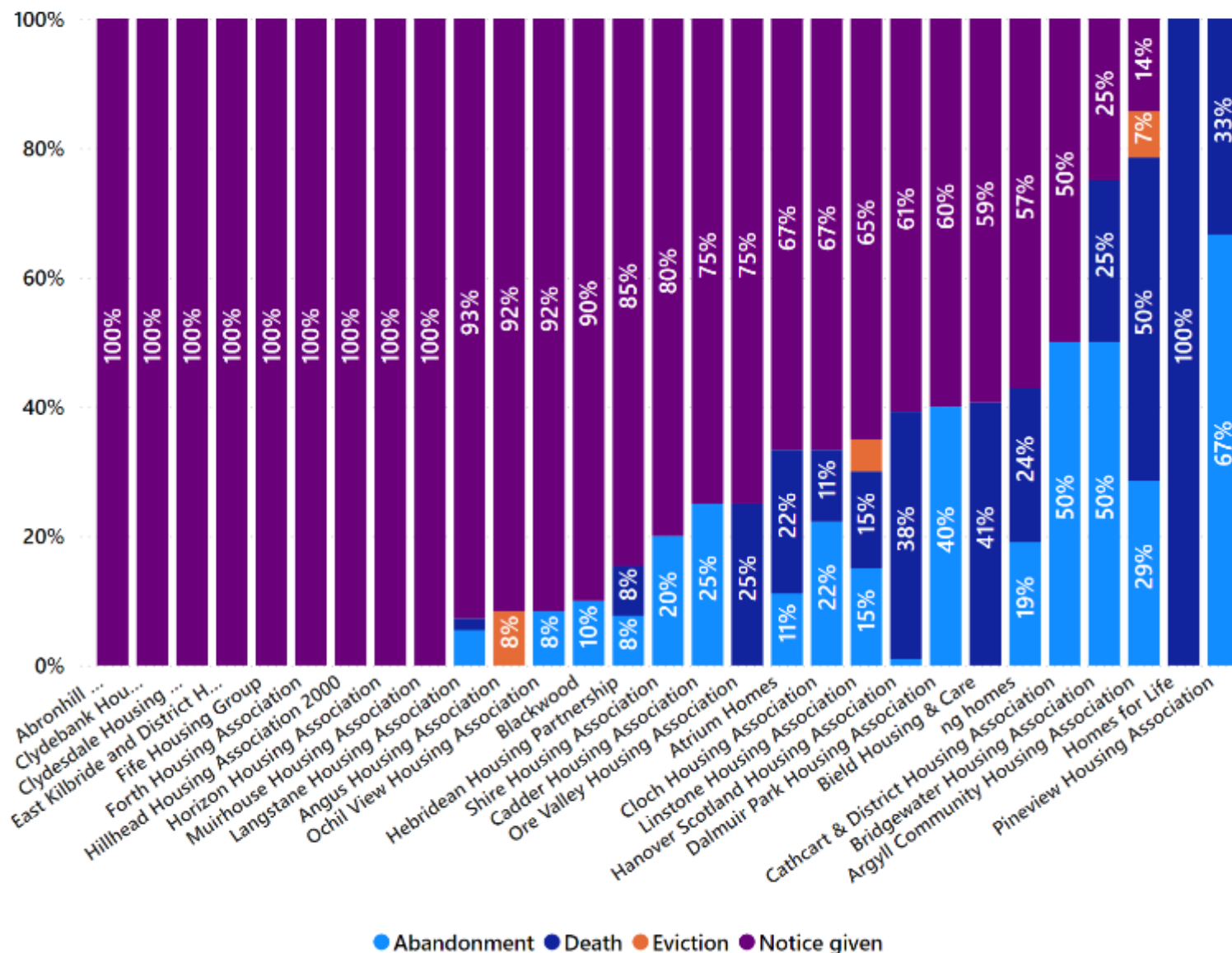
116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	95.83%	95.65%	100.00%
Peer Group 2 - Rural	92.79%	89.50%	90.52%
All RSLs	90.63%	91.54%	92.78%
SHN Average	90.33%	90.31%	90.98%

# Tenancy Terminations

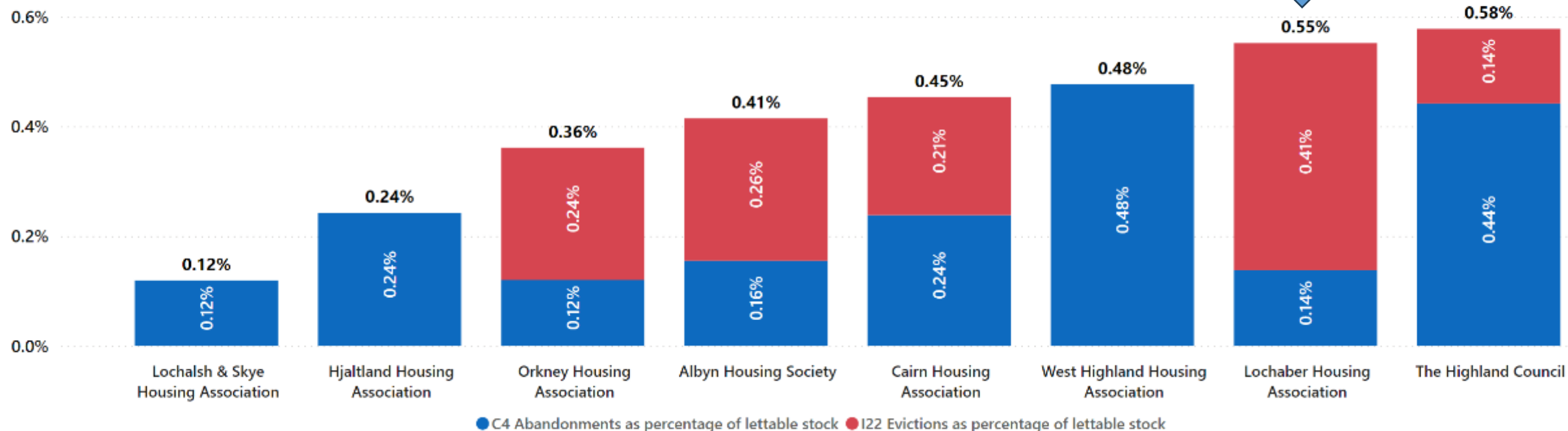
N10 Tenancy Sustainment -  
Terminations within 12 months



Organisation Name	24/25			
	N10 Abandonment	N10 Death	N10 Eviction	N10 Notice given
All RSLs	33	101	3	311
SHN Average	303	369	15	1,634

# Abandonments and Evictions

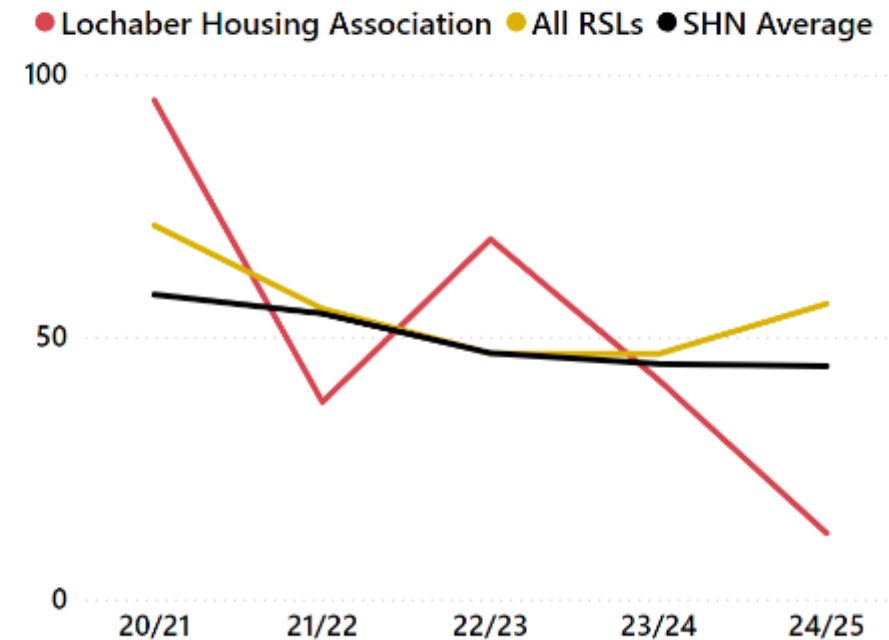
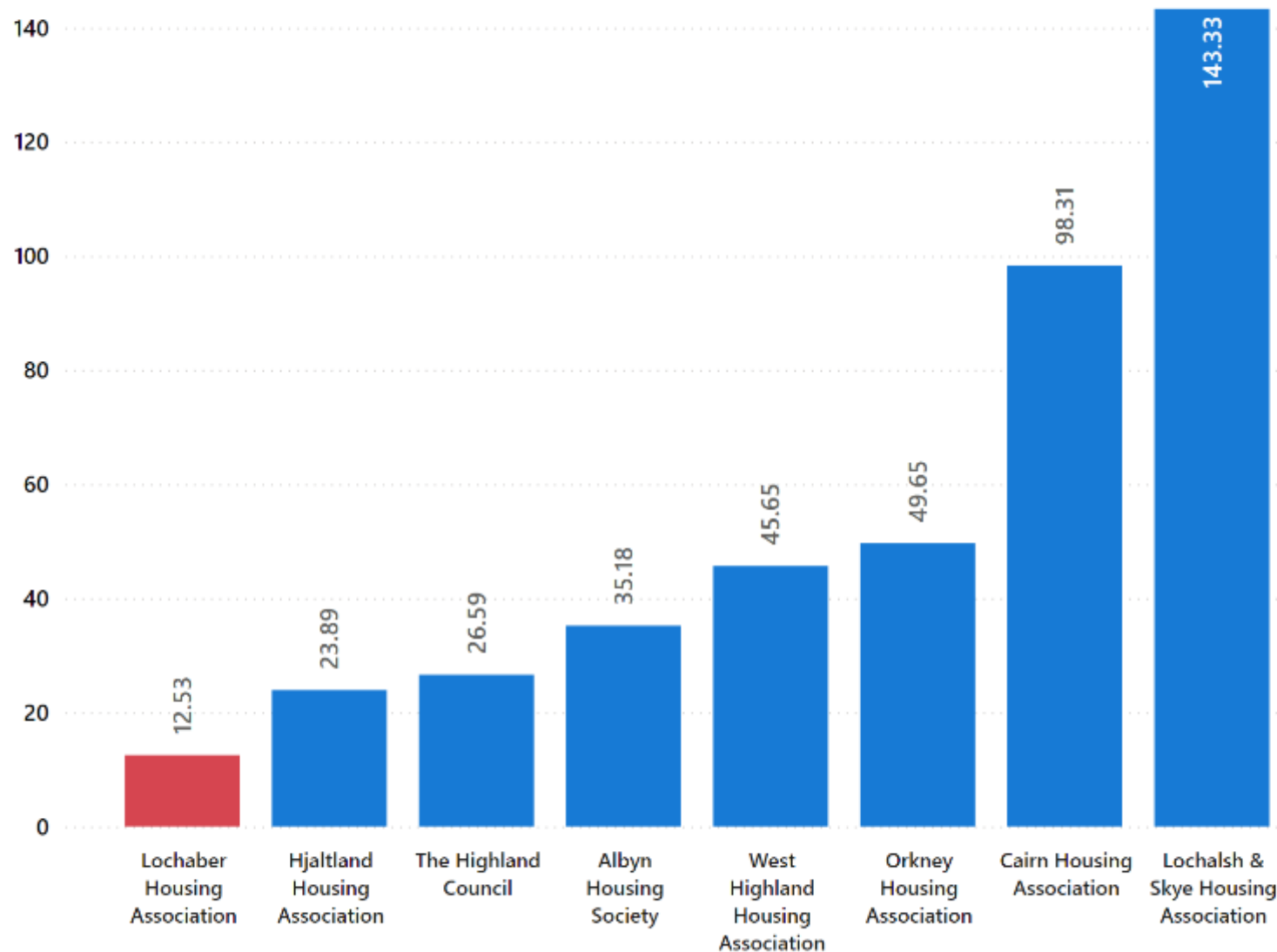
C4 Abandonments and I22 evictions as a percentage of stock



Organisation Name	22/23		23/24		24/25	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Lochaber Housing Association	0.00%	0.14%	0.28%	0.14%	0.14%	0.41%
Peer Group 2 - Rural	0.27%	0.09%	0.26%	0.10%	0.25%	0.19%
All RSLs	0.44%	0.12%	0.40%	0.15%	0.38%	0.20%
SHN Average	0.50%	0.10%	0.47%	0.16%	0.45%	0.20%

# Medical Adaptations

121 Average days to complete approved adaptations

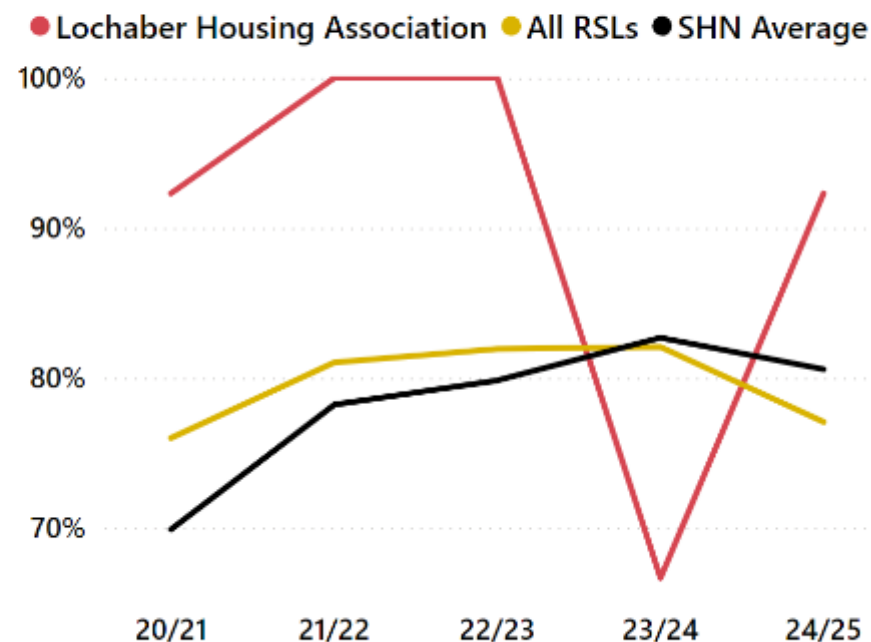
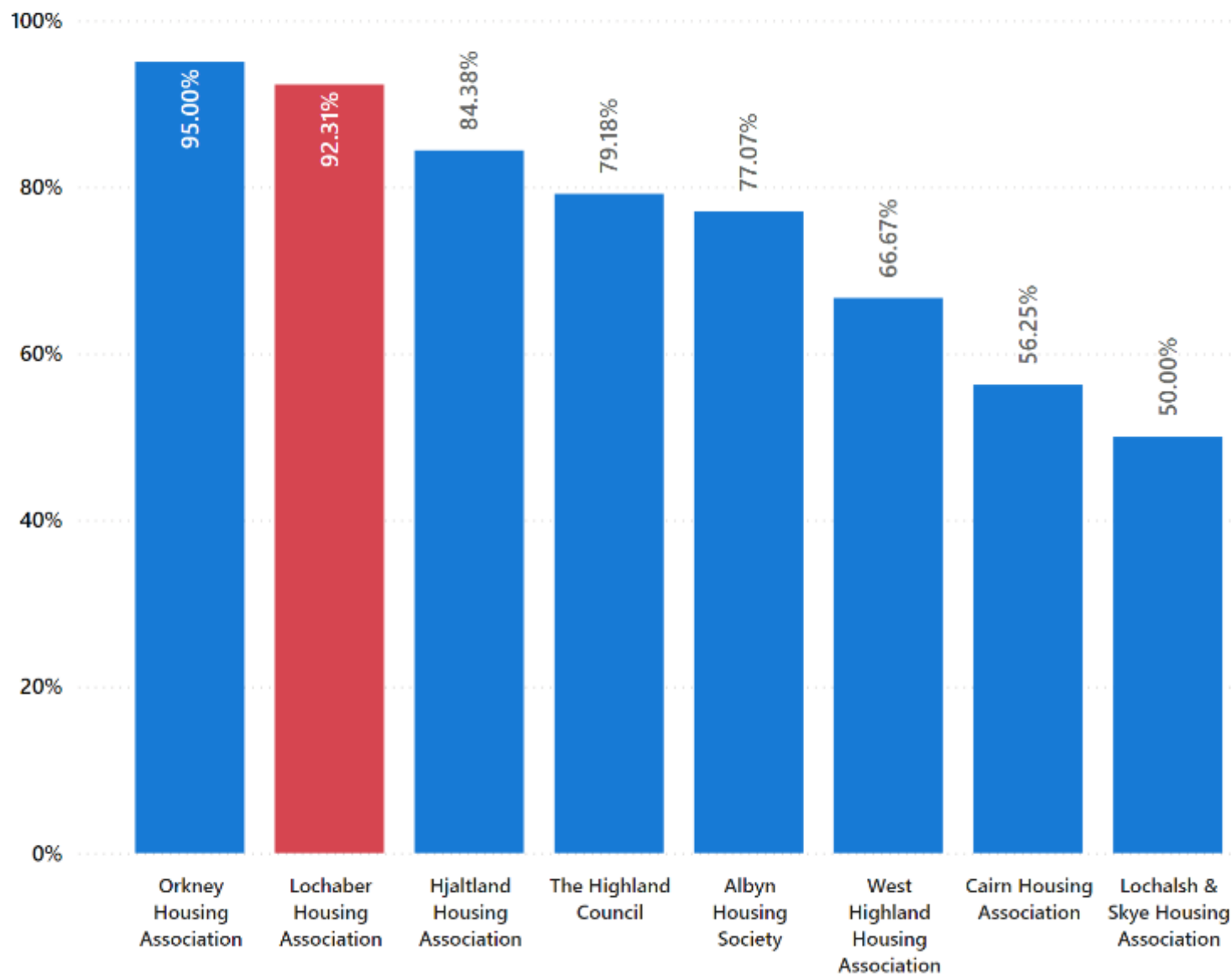


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	68.53	41.75	12.53
Peer Group 2 - Rural	50.72	61.38	52.43
All RSLs	46.76	46.69	56.24
SHN Average	46.83	44.78	44.37



# Medical Adaptations

119 Percentage approved applications for medical adaptations completed

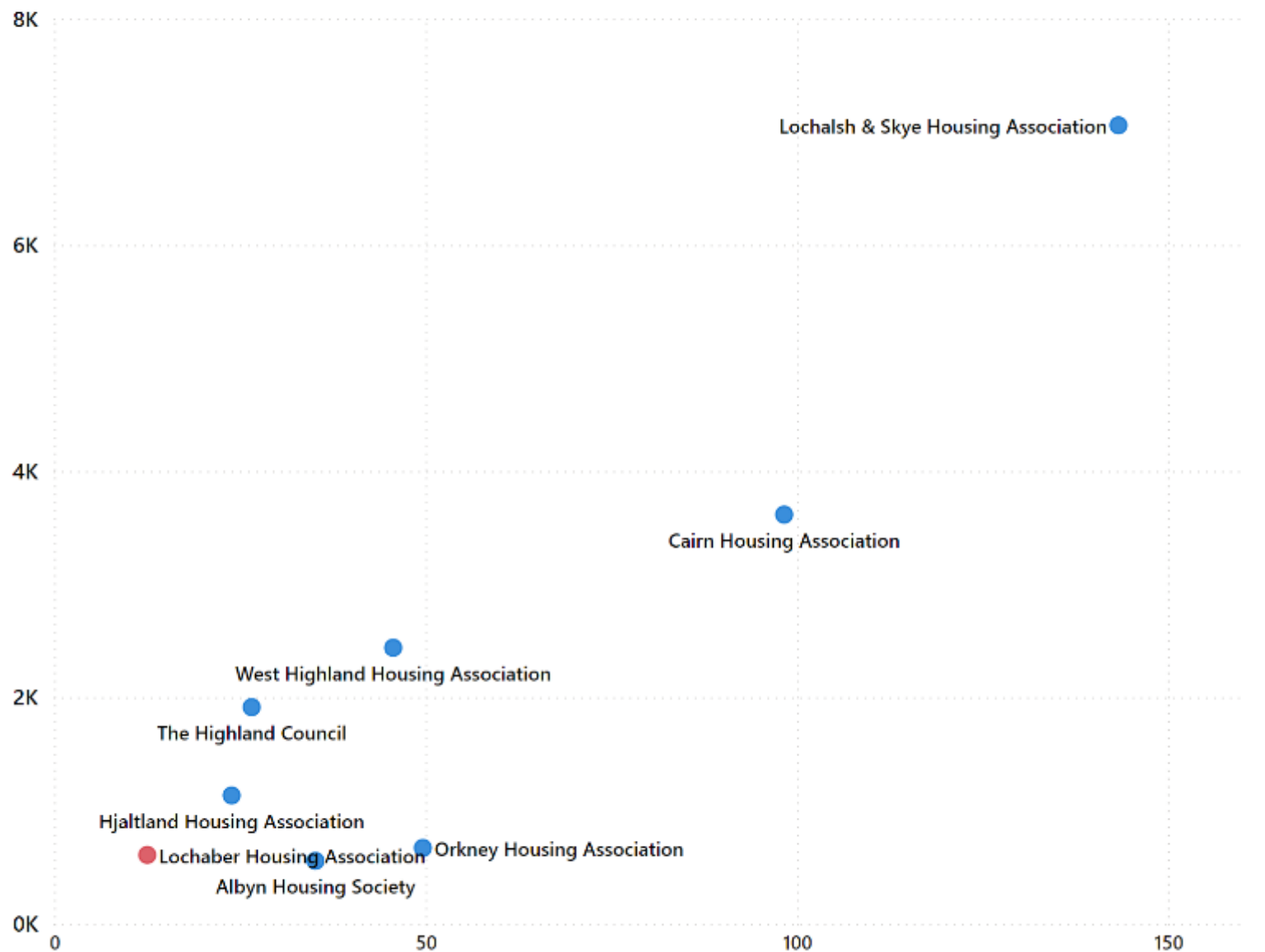


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	100.00%	66.67%	92.31%
Peer Group 2 - Rural	84.68%	79.97%	73.84%
All RSLs	81.93%	82.07%	77.07%
SHN Average	79.84%	82.69%	80.58%



# Medical Adaptations

I21 Average cost of adaptation  
vs  
I21 Average days to complete  
approved adaptations

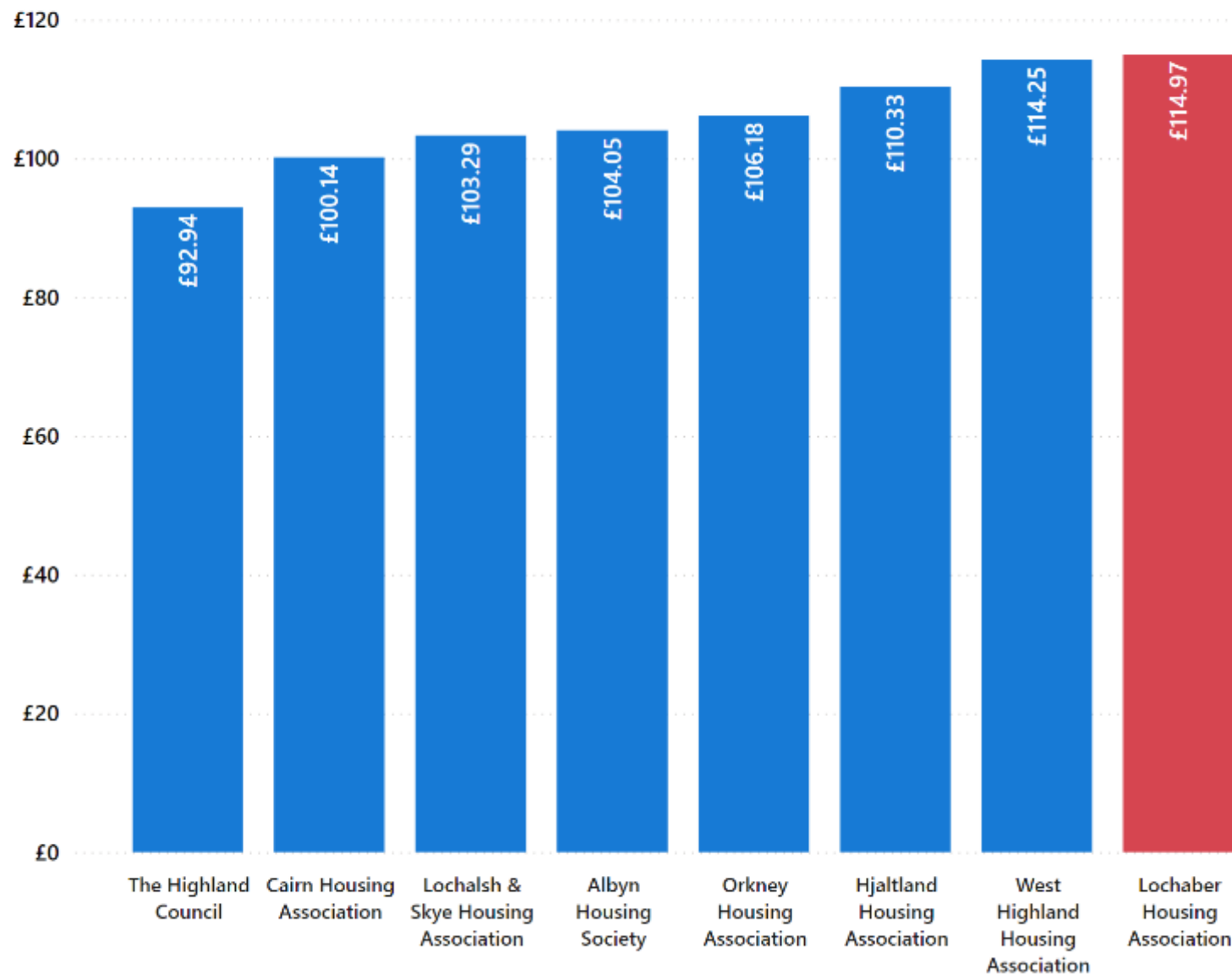


	24/25	
Organisation Name	I21 Average cost of adaptation	I21 Average days to complete approved adaptations
Lochalsh Housing Association	605.97	12.53

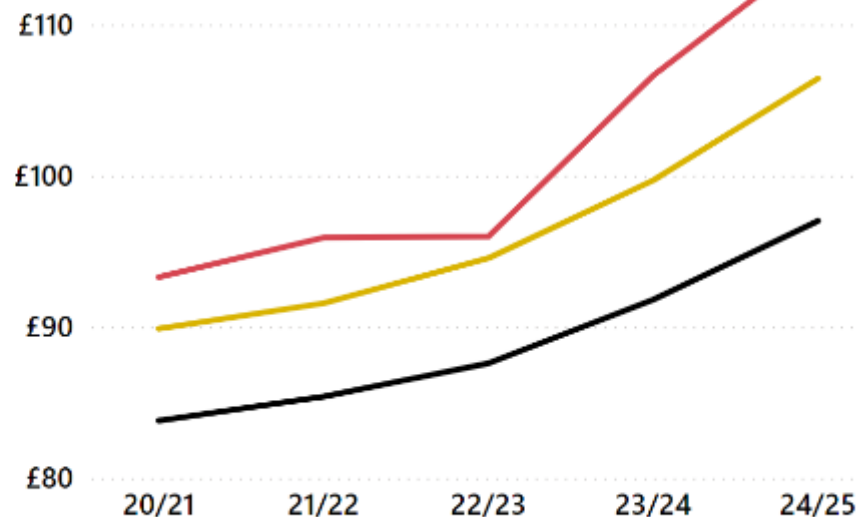
# Rents

# Rents

## C17 Lettable self-contained units - Total - Average weekly rent



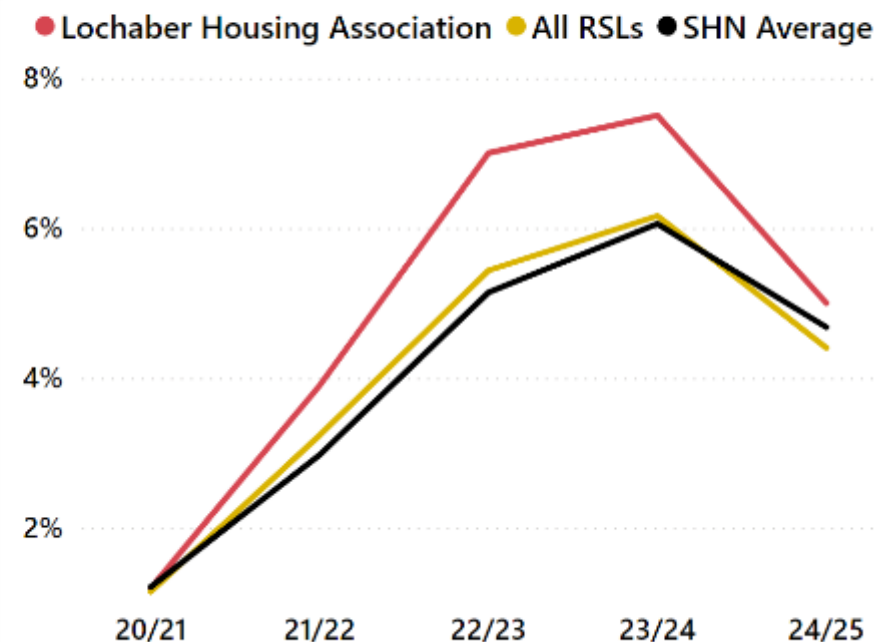
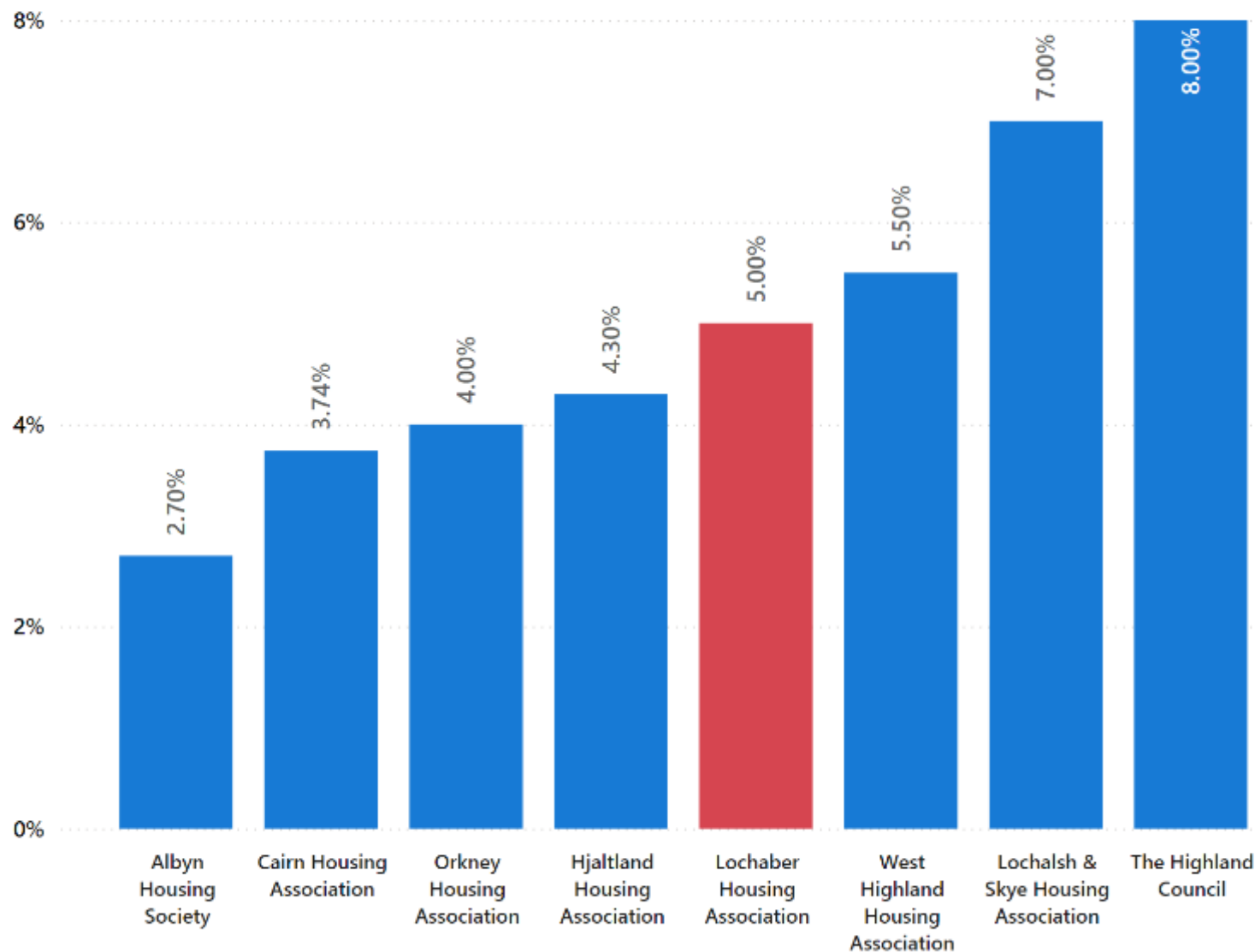
● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	£95.98	£106.63	£114.97
Peer Group 2 - Rural	£96.64	£102.11	£108.69
All RSLs	£94.55	£99.70	£106.43
SHN Average	£87.59	£91.80	£97.01

# Rents

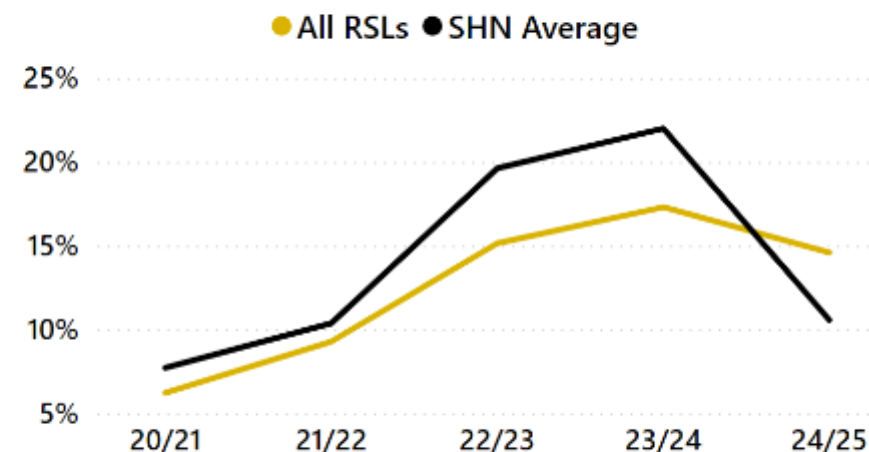
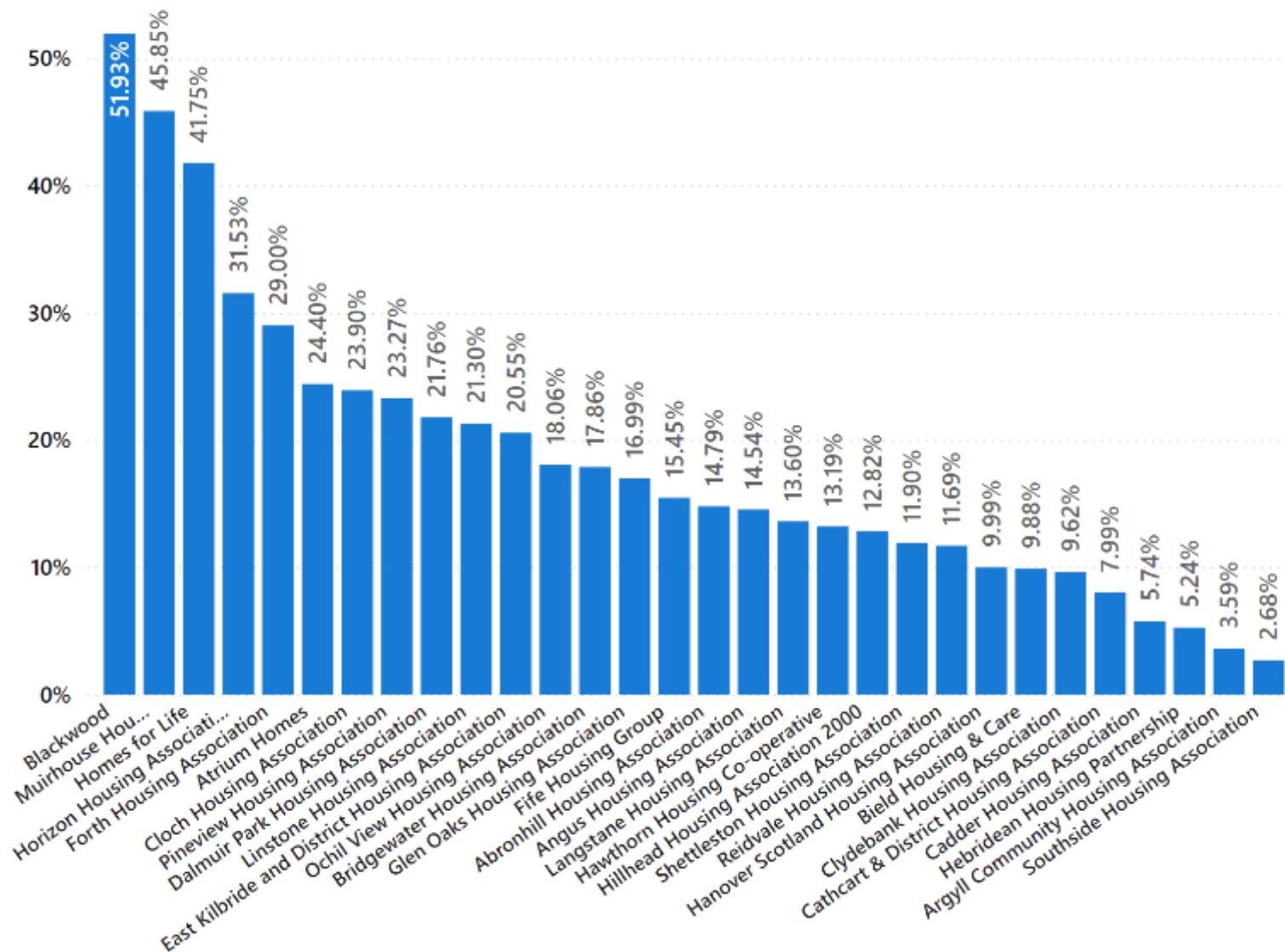
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	7.00%	7.50%	5.00%
Peer Group 2 - Rural	5.94%	6.71%	4.54%
All RSLs	5.43%	6.16%	4.40%
SHN Average	5.14%	6.05%	4.68%

# Rent Consultation

## N18 Rent consultation response rate

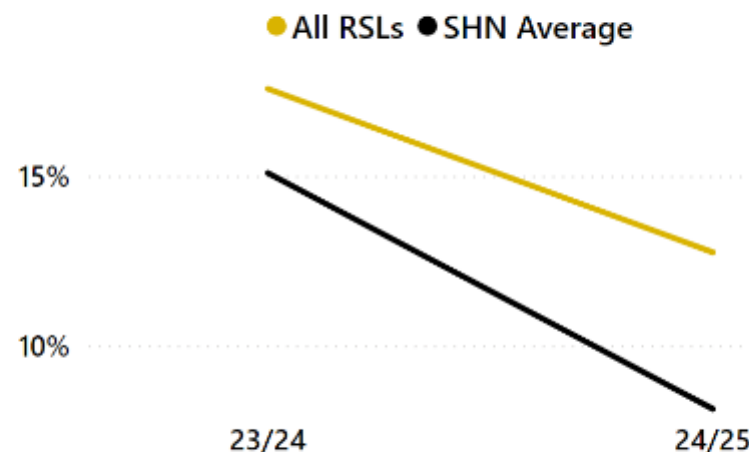
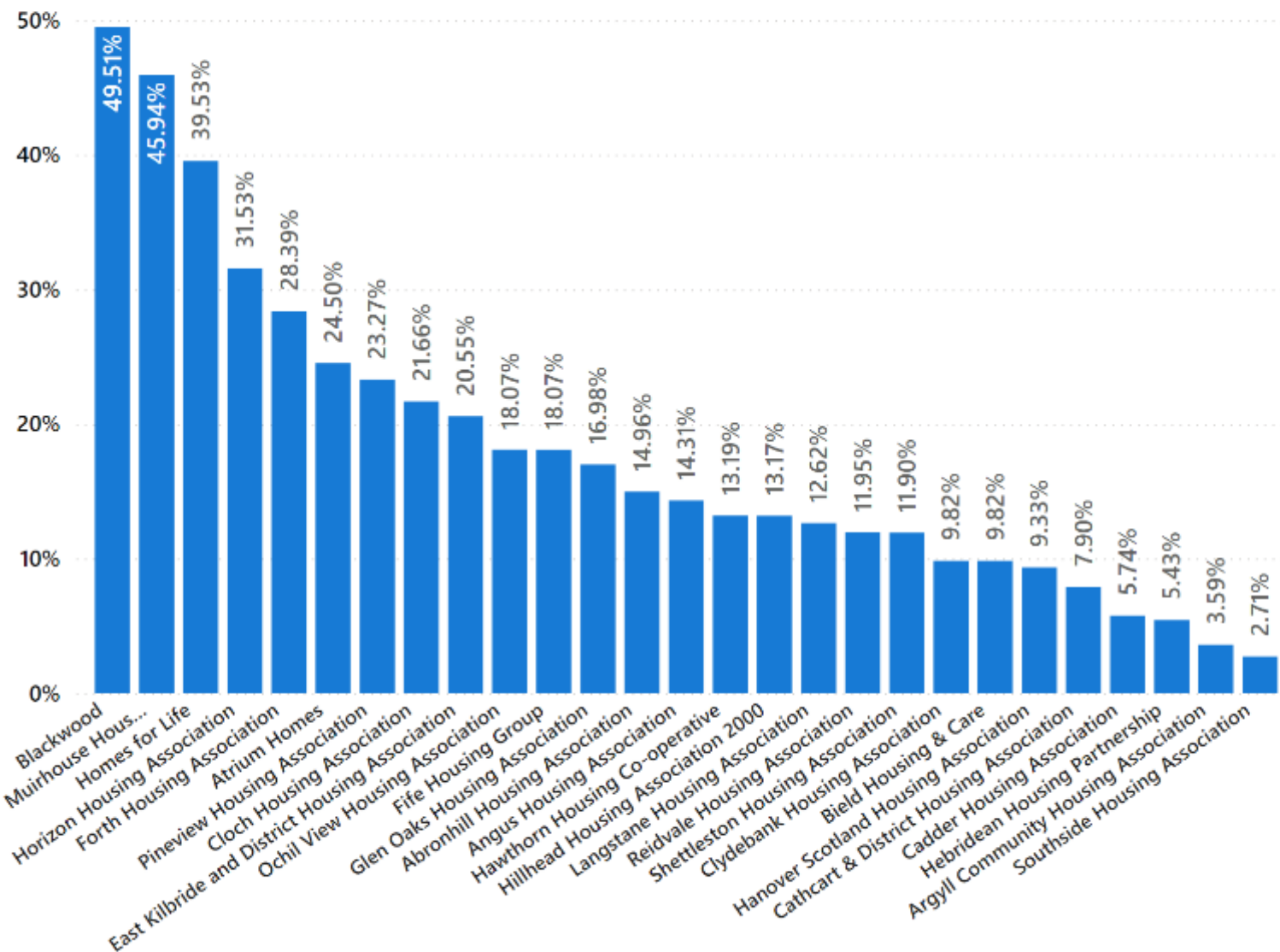


Organisation Name	22/23	23/24	24/25
All RSLs	15.15%	17.30%	14.60%
SHN Average	19.62%	21.99%	10.58%

• NB: This response rate is calculated by expressing the number of responses as a percentage of the stated number of tenants surveyed for the annual rent consultation. A new indicator has been produced to demonstrate the number of responses received from individual tenants as a percentage of the stated number of tenancies at year end – see following slide.

# Rent Consultation

N18 Rent consultation responses  
as a percentage of tenancies at  
year end

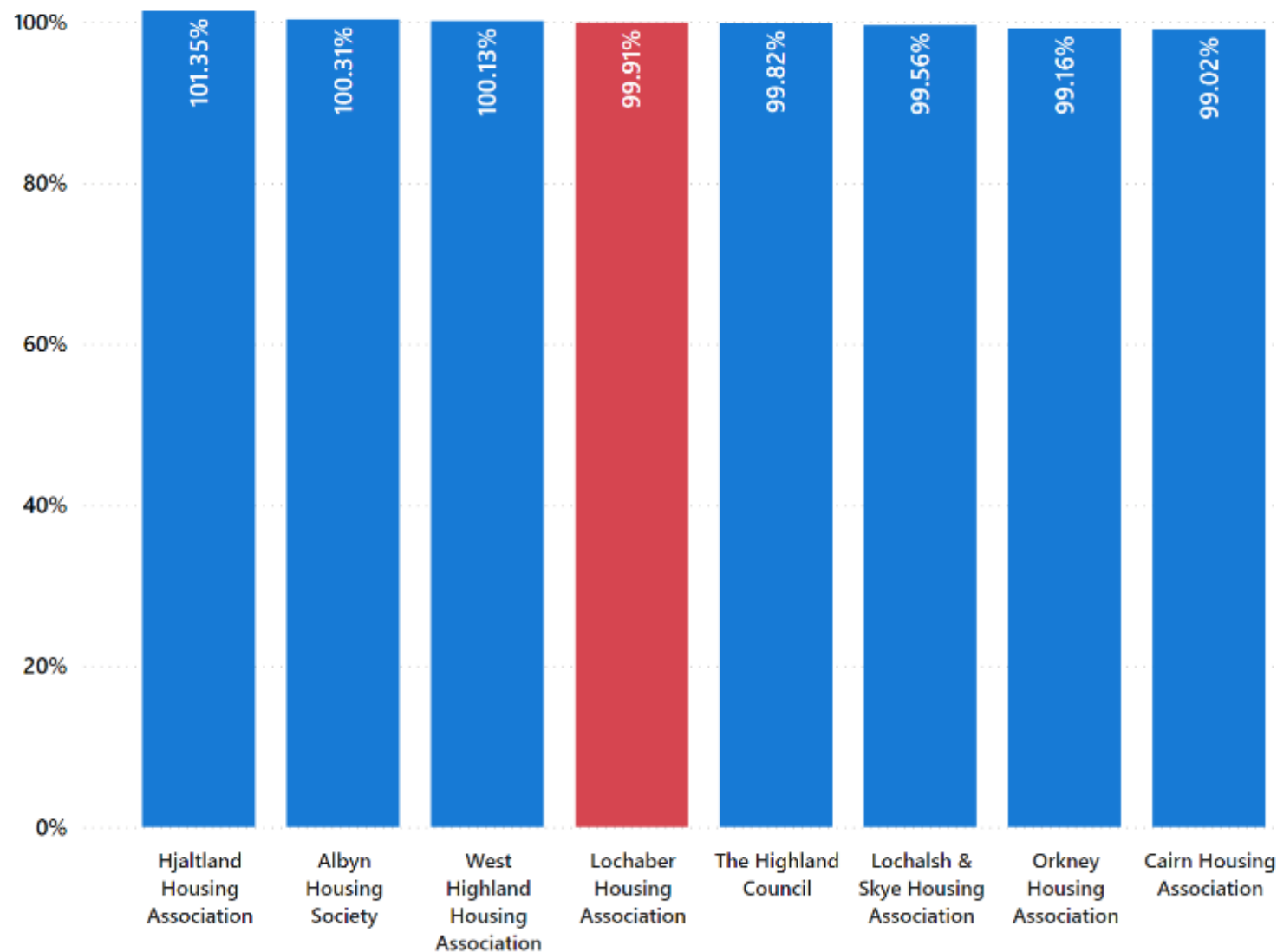


Organisation Name	23/24	24/25
All RSLs	17.56%	12.75%
SHN Average	15.08%	8.14%

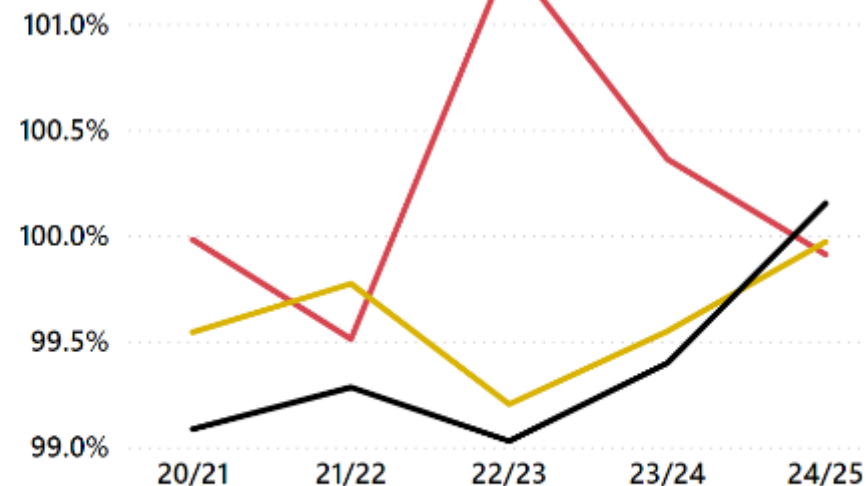
• NB: This new indicator shows the number of responses received from individual tenants as a percentage of the stated number of tenancies at year end. This should hopefully allow for more meaningful comparison amongst landlords on responses to rent consultations across the country, but at members' request we have retained the previous indicator for your reference.

# Rent Collection

126 Percentage collected of rent due



● Lochaber Housing Association ● All RSLs ● SHN Average

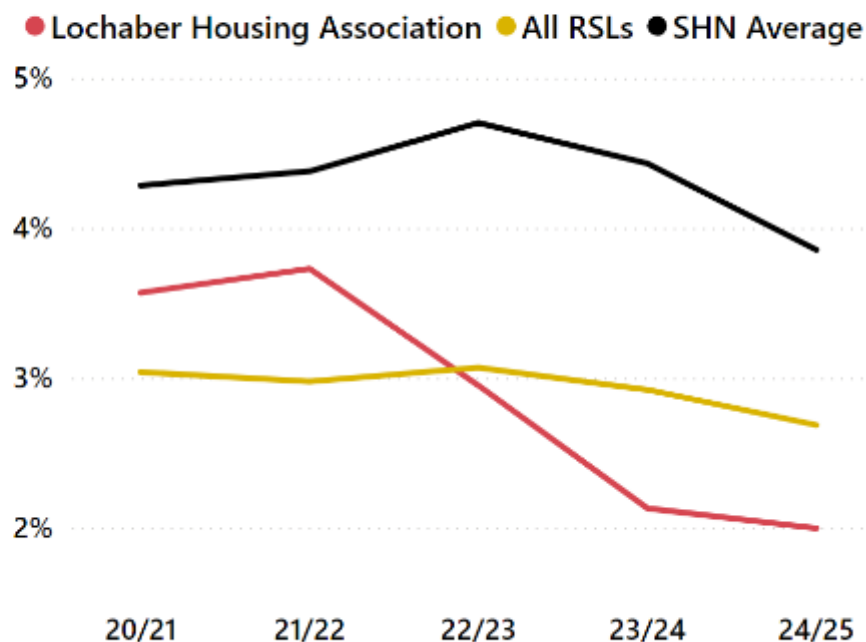
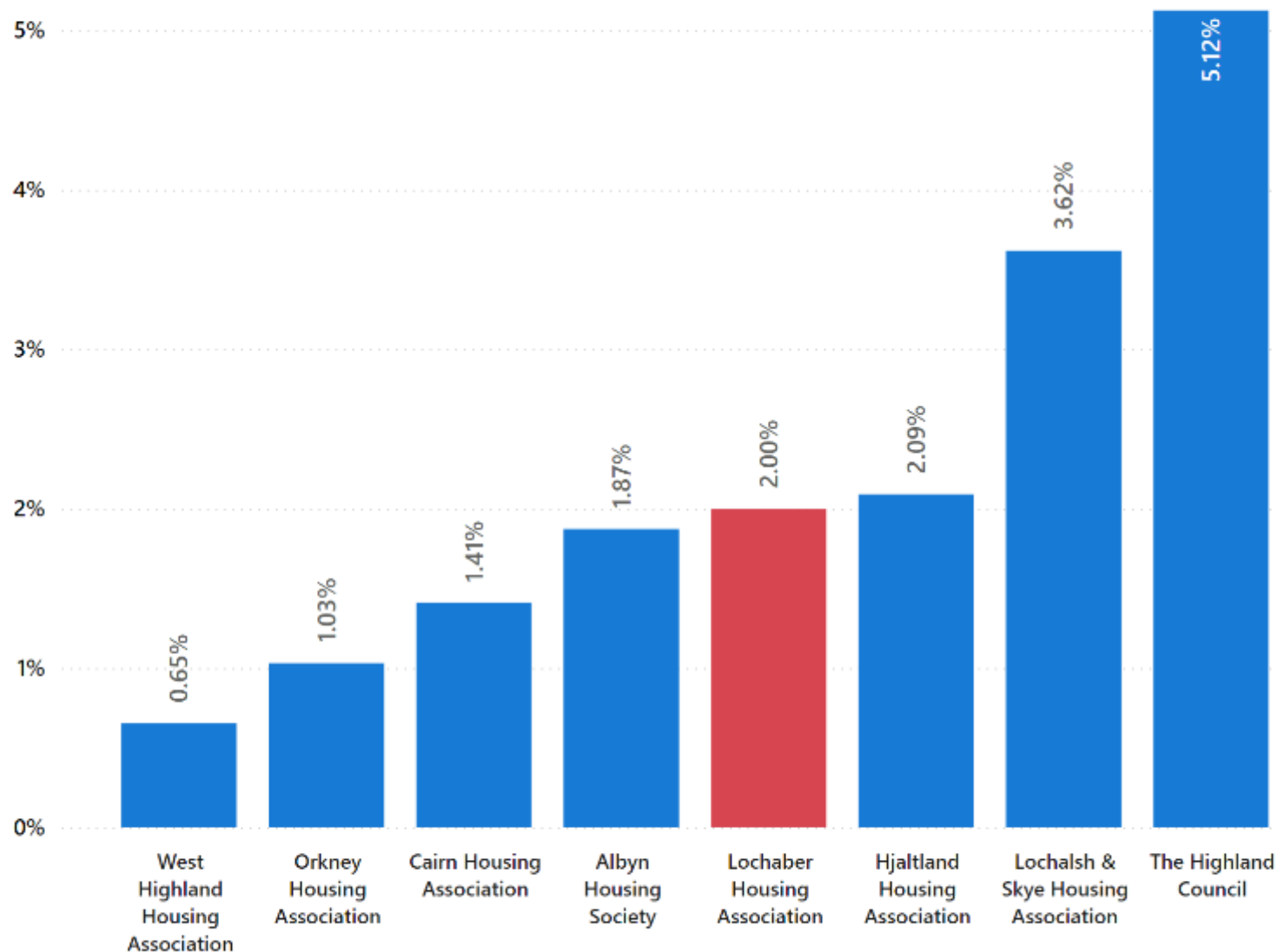


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	101.32%	100.36%	99.91%
Peer Group 2 - Rural	99.66%	99.94%	99.96%
All RSLs	99.20%	99.55%	99.97%
SHN Average	99.03%	99.40%	100.15%



# Arrears

127 Current arrears percentage of rent due

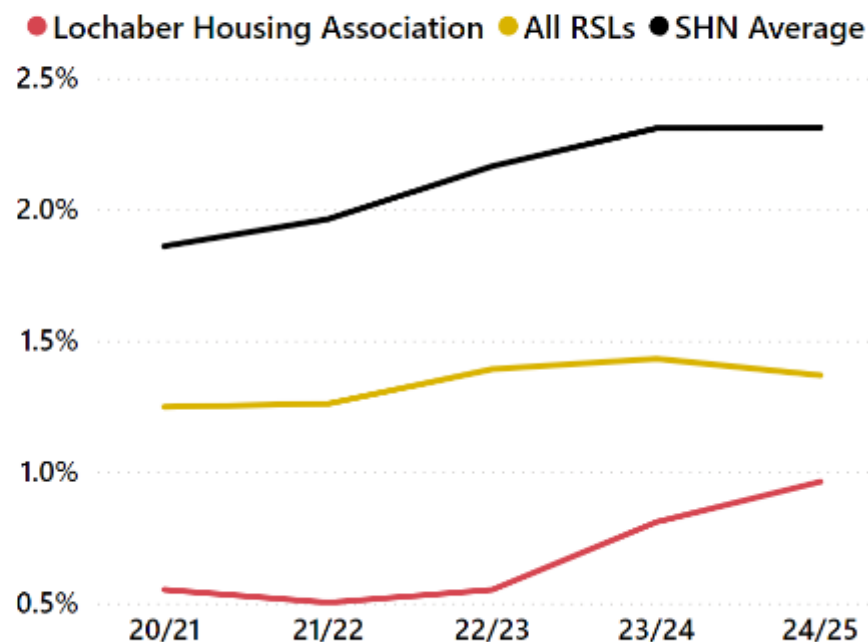
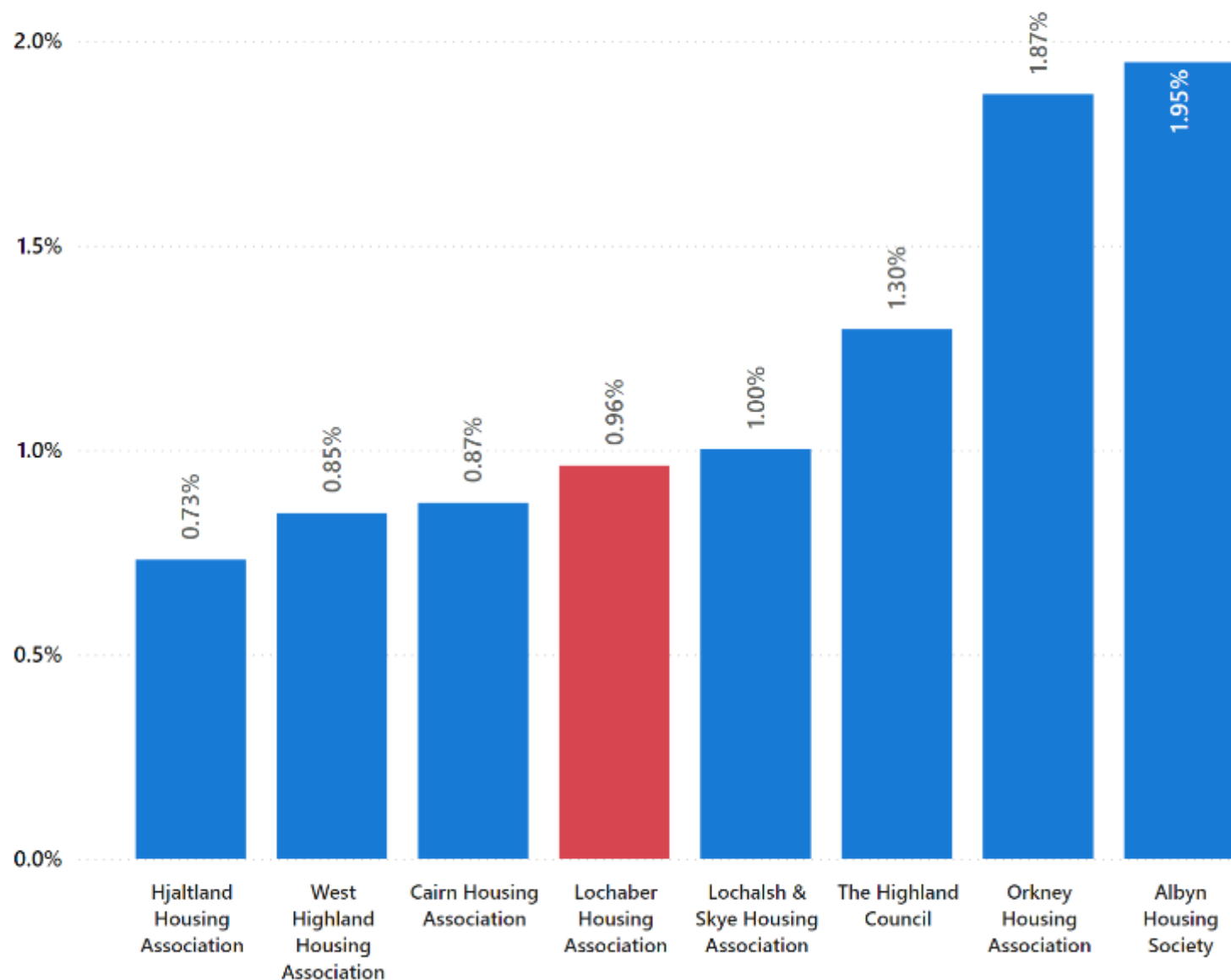


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	2.95%	2.13%	2.00%
Peer Group 2 - Rural	2.52%	2.31%	1.97%
All RSLs	3.07%	2.92%	2.69%
SHN Average	4.70%	4.43%	3.85%



# Arrears

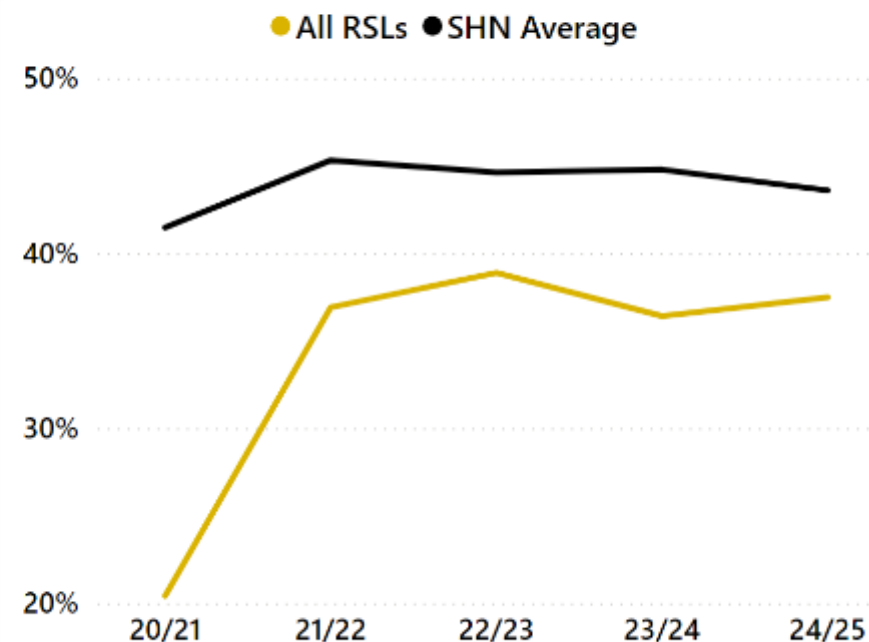
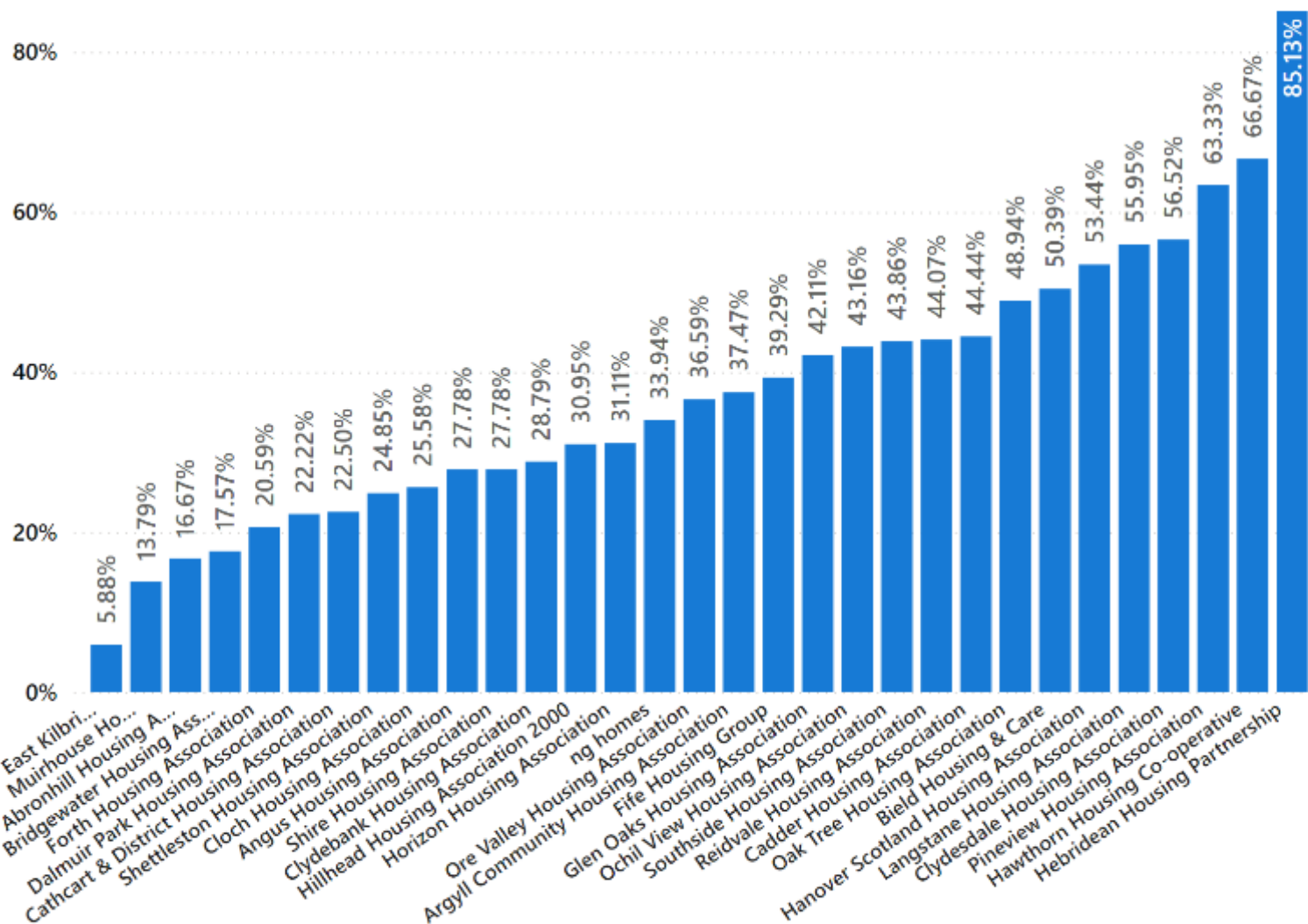
127 Former arrears percentage of  
rent due



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	0.55%	0.81%	0.96%
Peer Group 2 - Rural	1.55%	1.52%	1.49%
All RSLs	1.39%	1.43%	1.37%
SHN Average	2.16%	2.31%	2.31%

# Terminating with Arrears

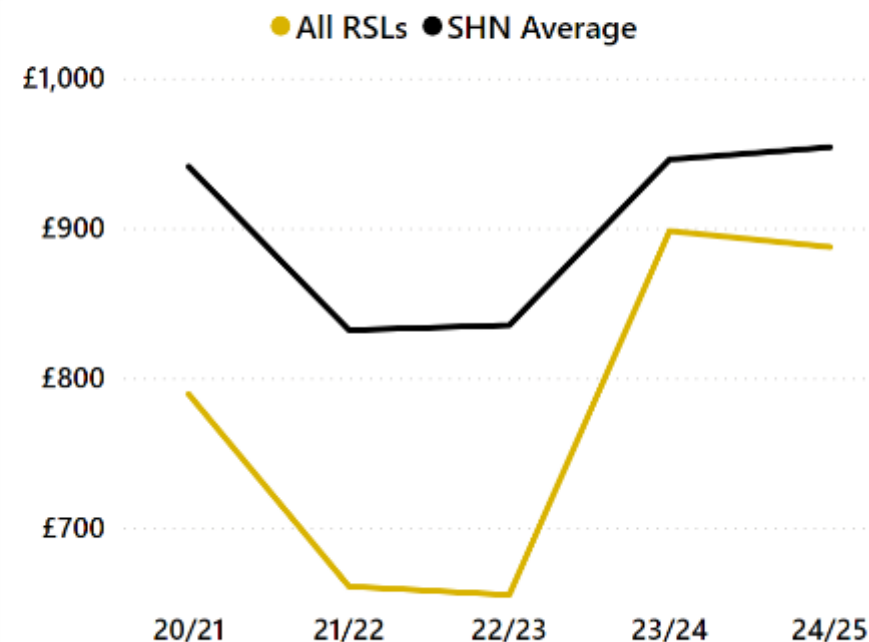
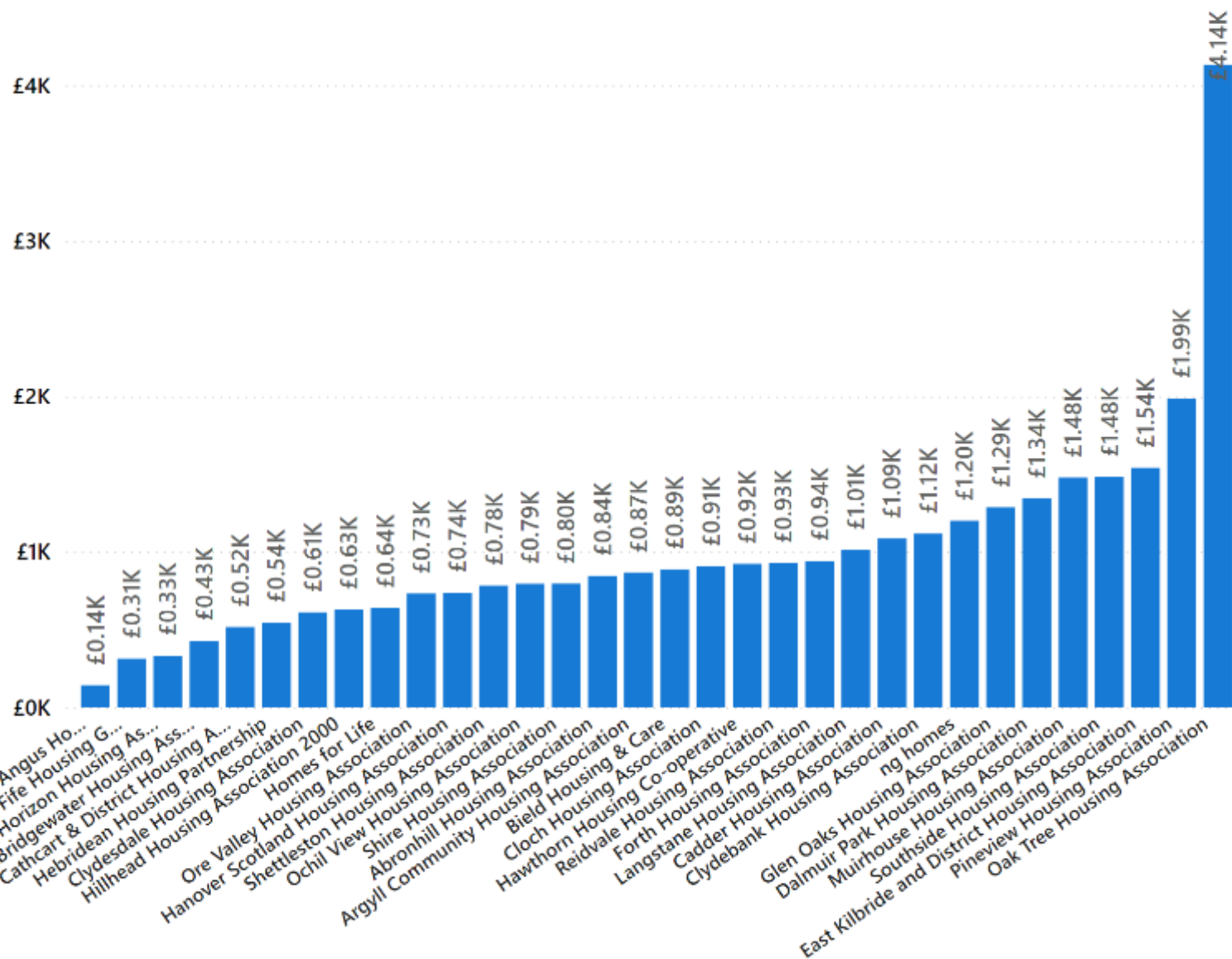
N34 Percentage of tenants terminating tenancy with arrears



Organisation Name	22/23	23/24	24/25
All RSLs	38.87%	36.40%	37.46%
SHN Average	44.60%	44.76%	43.58%

# Terminating with Arrears

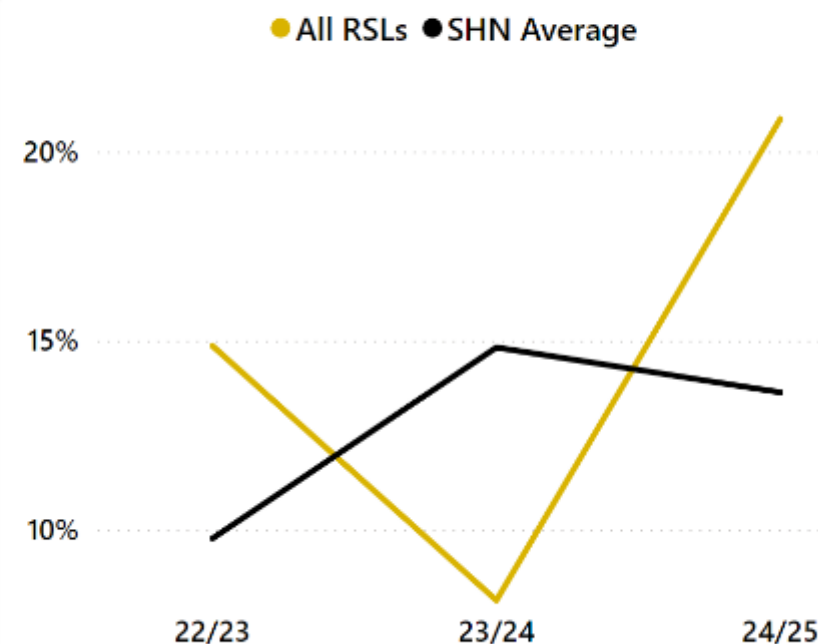
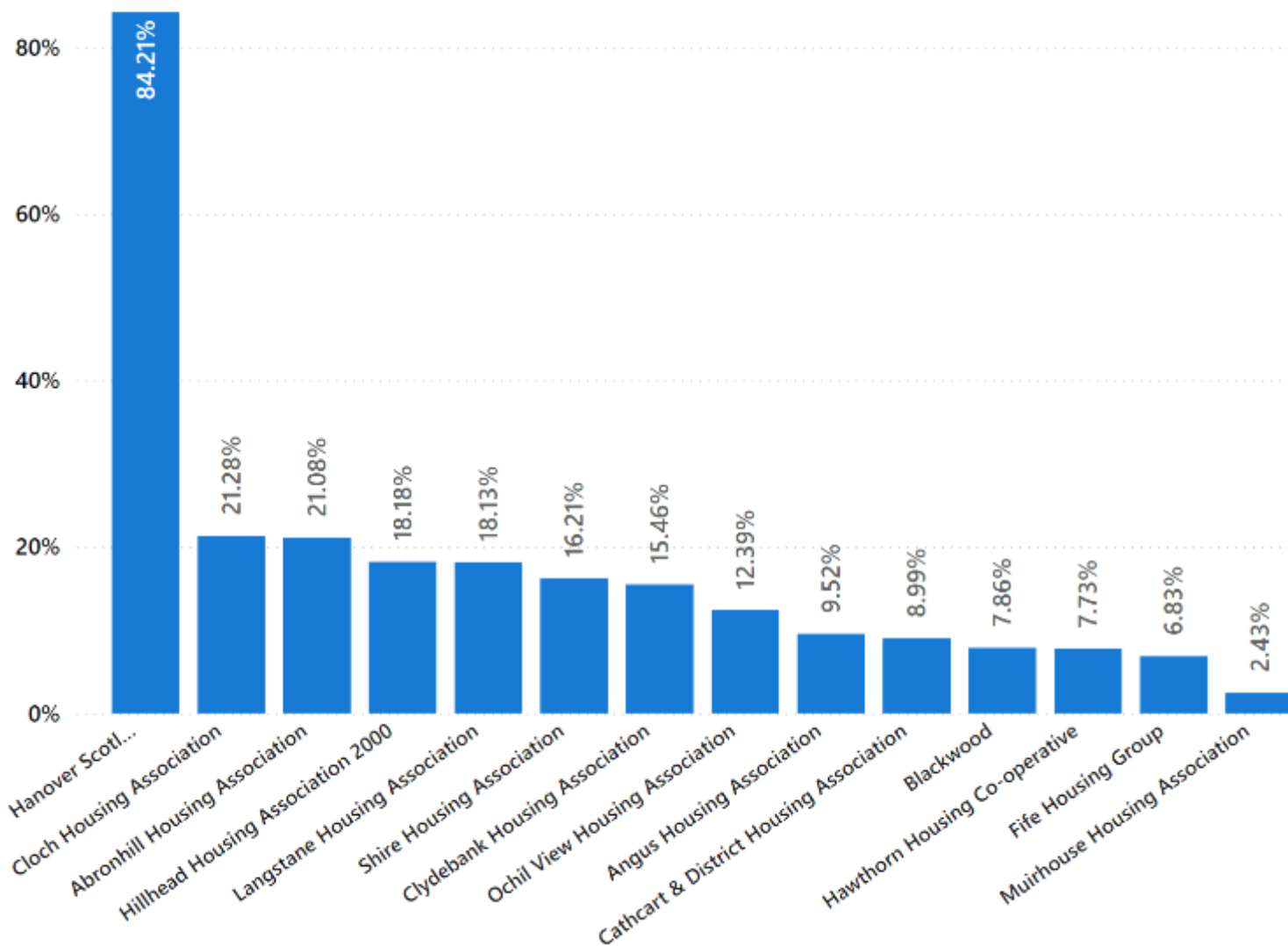
N34 Average debt owed when leaving



Organisation Name	22/23	23/24	24/25
All RSLs	£655.46	£897.88	£887.26
SHN Average	£835.16	£945.70	£953.82

# Former Tenant Arrears Collected

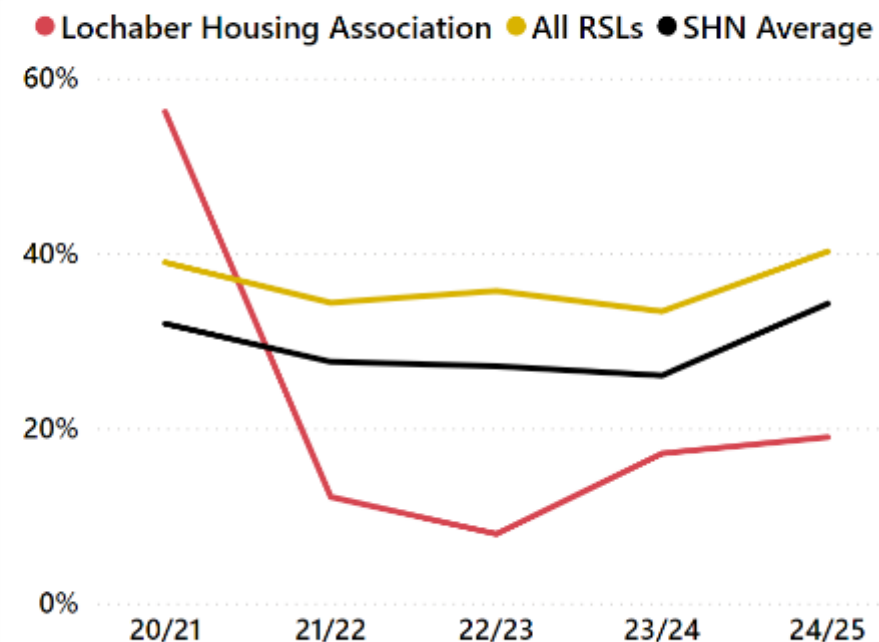
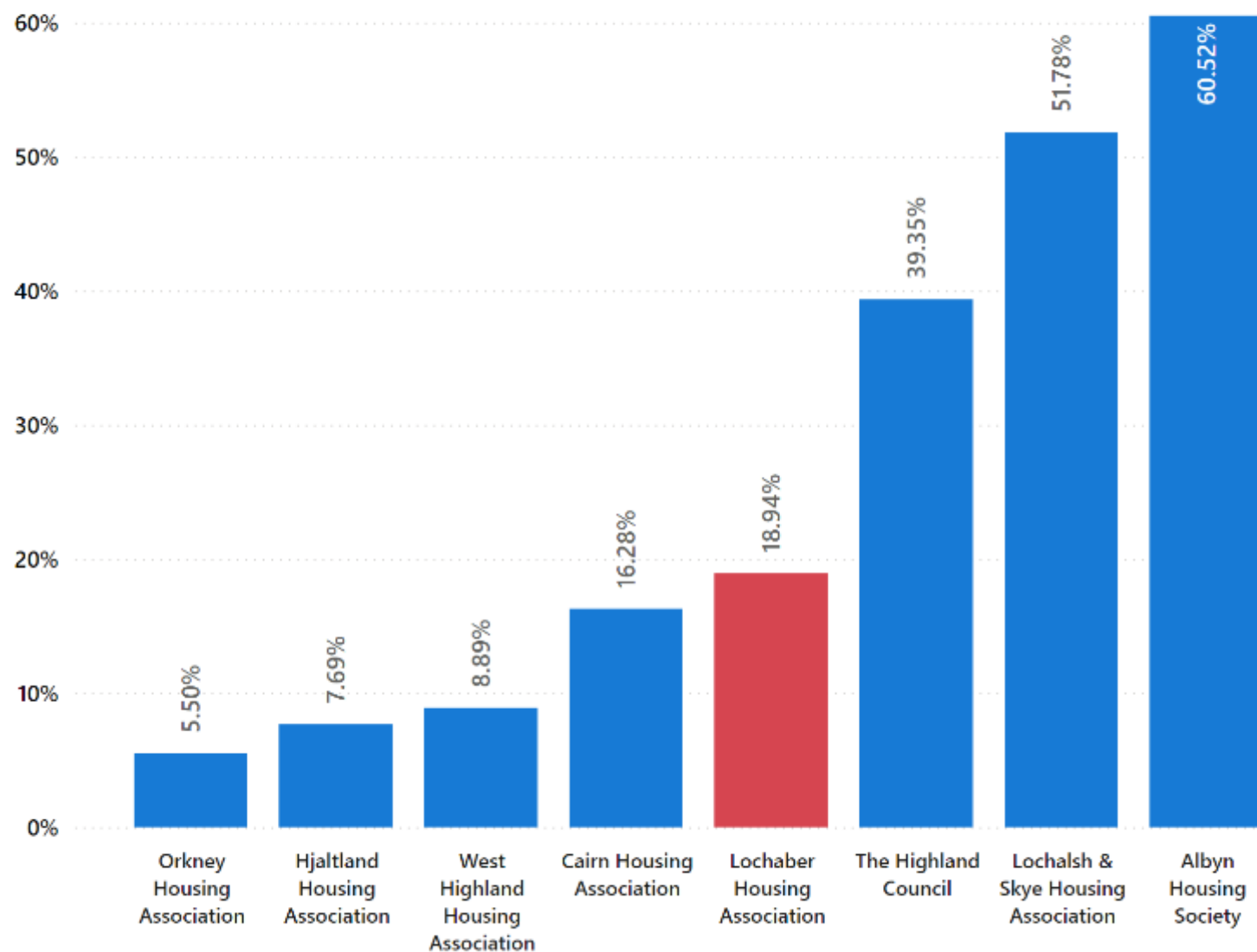
N35 FT Arrears collected as percentage of FT Arrears Total



Organisation Name	22/23	23/24	24/25
All RSLs	14.86%	8.12%	20.86%
SHN Average	9.76%	14.82%	13.63%

# Arrears Written Off

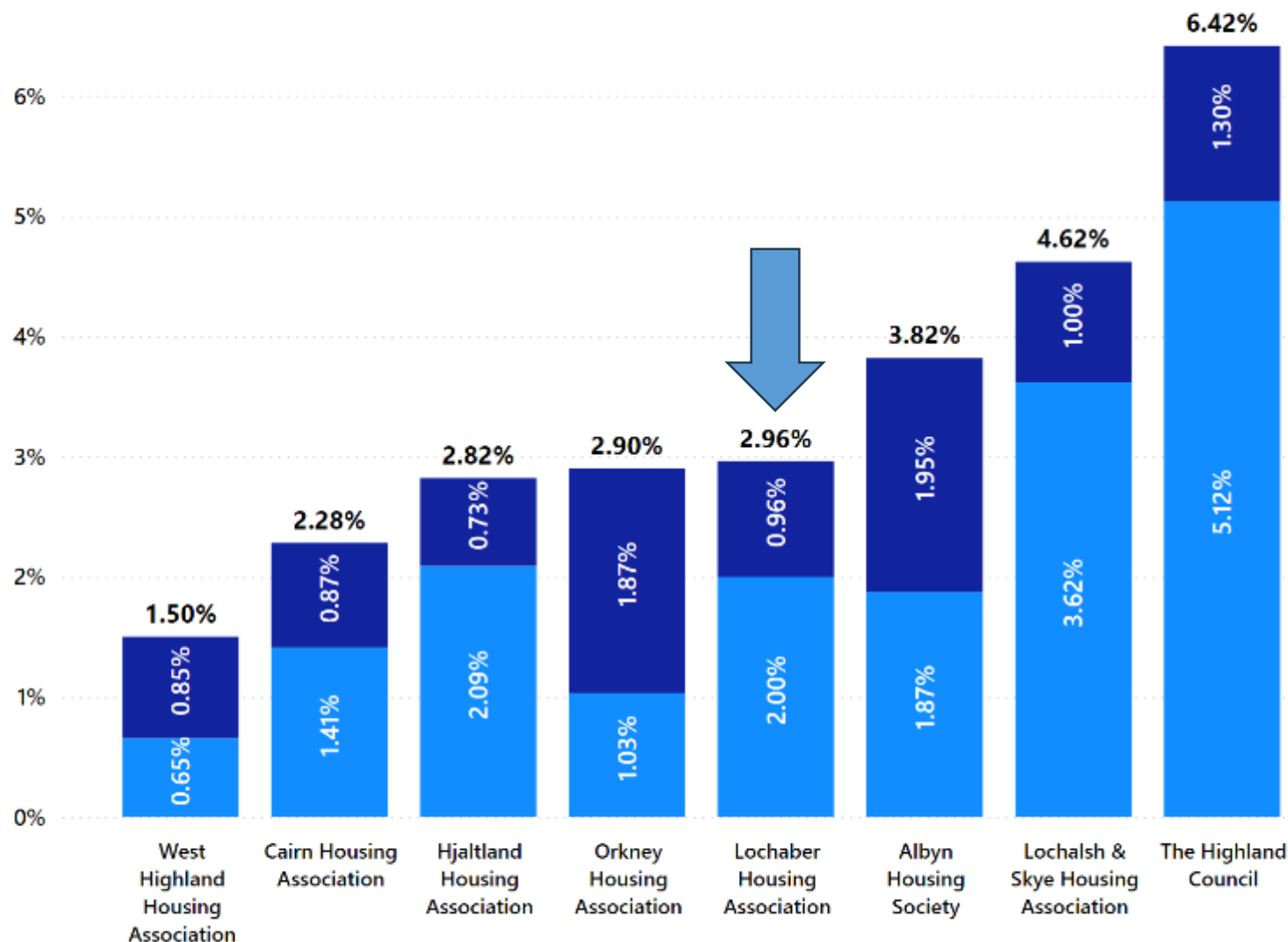
## C7 Percentage former tenant rent arrears written off



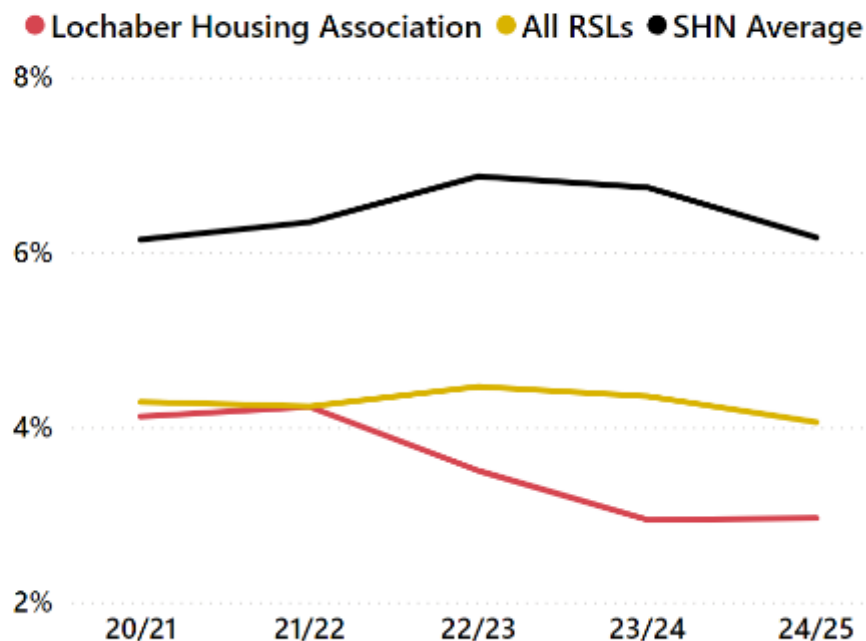
Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	7.89%	17.09%	18.94%
Peer Group 2 - Rural	16.63%	21.07%	32.01%
All RSLs	35.67%	33.34%	40.16%
SHN Average	27.06%	26.01%	34.20%

# Arrears

I27 Percentage gross rent arrears  
of rent due



● I27 Current arrears percentage of rent due ● I27 Former arrears percentage of rent due

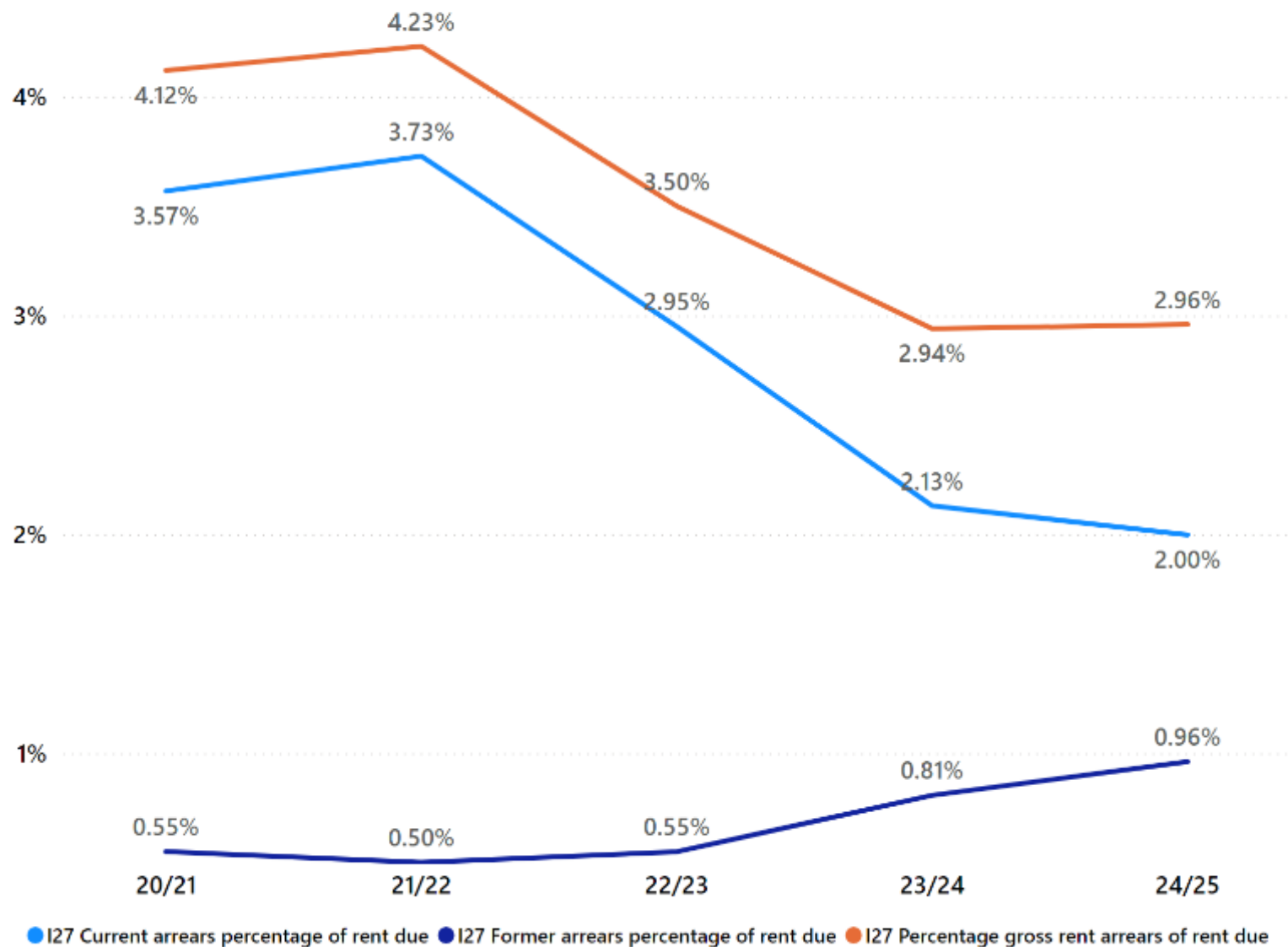


Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	3.50%	2.94%	2.96%
Peer Group 2 - Rural	4.07%	3.83%	3.46%
All RSLs	4.46%	4.35%	4.05%
SHN Average	6.86%	6.74%	6.17%



# Arrears (Trends)

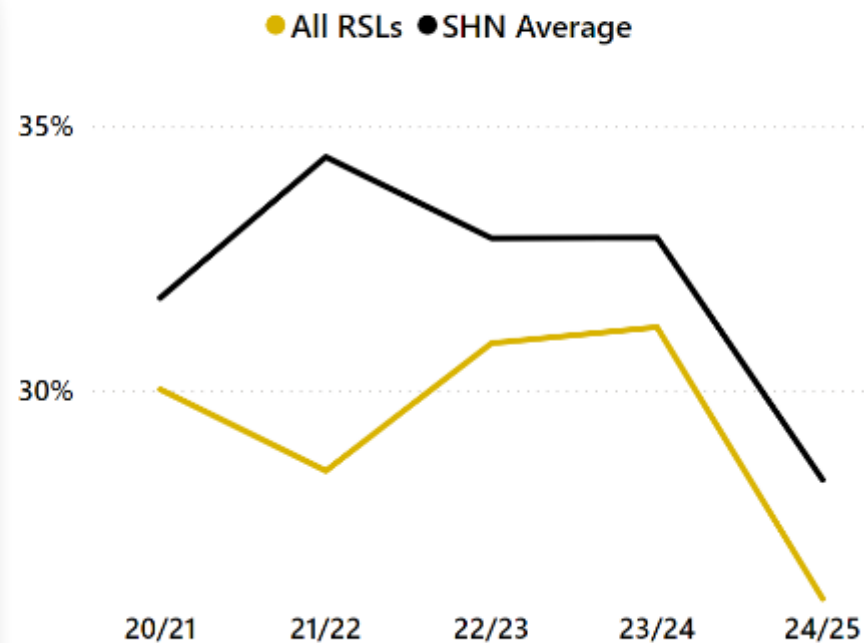
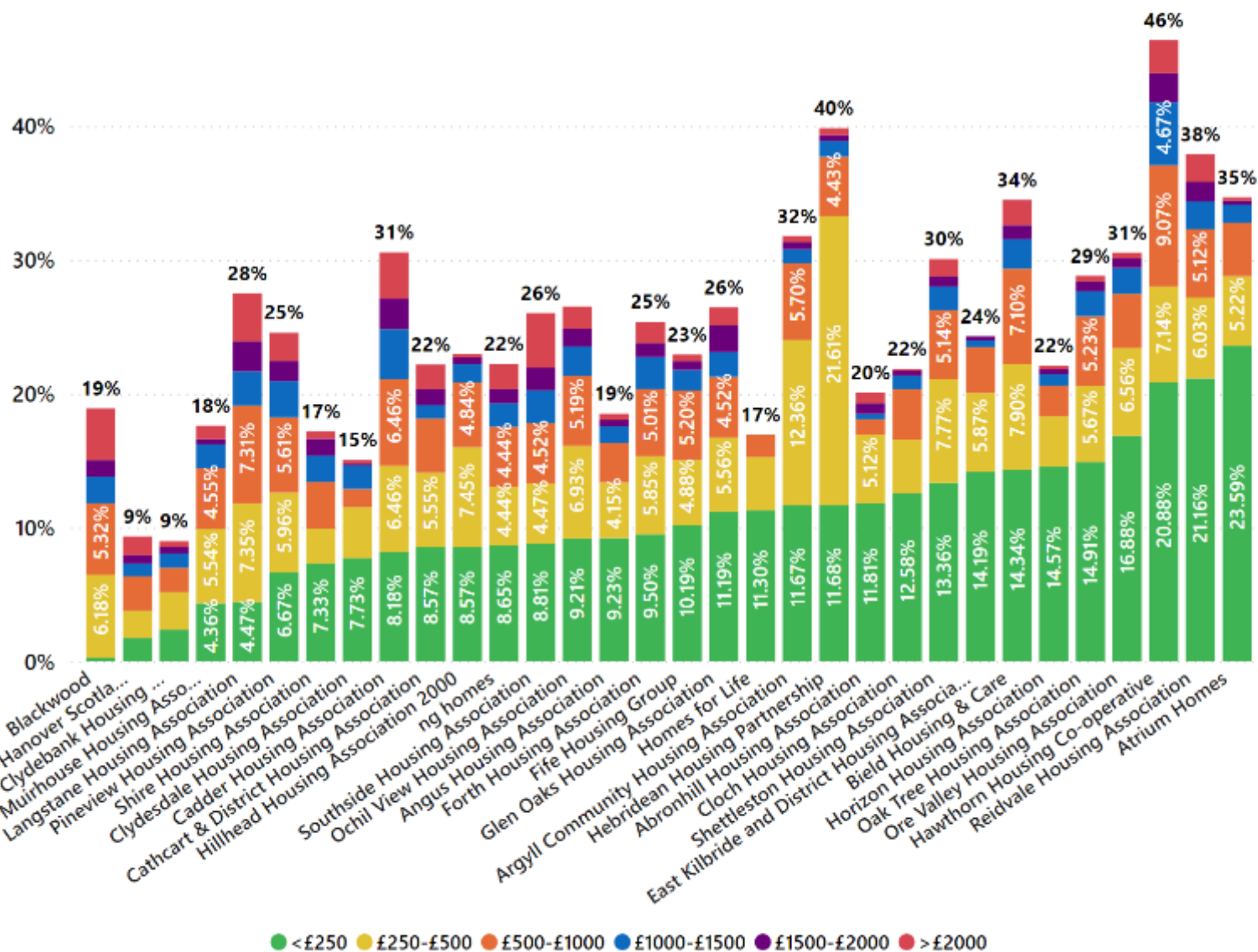
I27 Percentage gross rent arrears  
of rent due



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	3.50%	2.94%	2.96%
Peer Group 2 - Rural	4.07%	3.83%	3.46%
All RSLs	4.46%	4.35%	4.05%
SHN Average	6.86%	6.74%	6.17%

# Tenancy Arrears

N33 Percentage of tenancies in arrears at year end



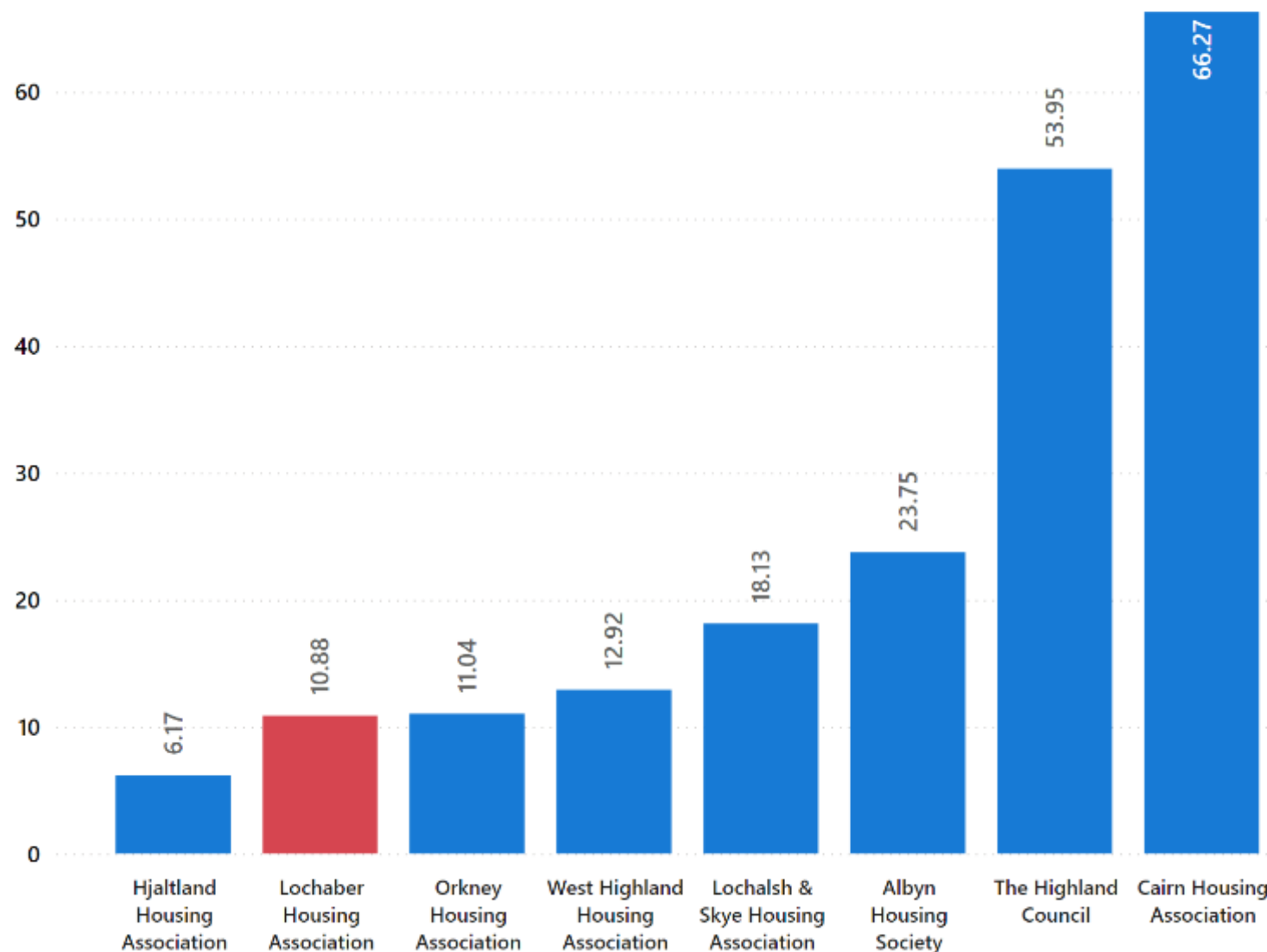
	24/25					
Organisation Name	<£250	£250-£500	£500-£1000	£1000-£1500	£1500-£2000	>£2000
All RSLs	10.17%	6.88%	4.83%	1.74%	0.97%	1.47%
SHN Average	12.39%	6.15%	4.32%	1.86%	1.09%	2.50%



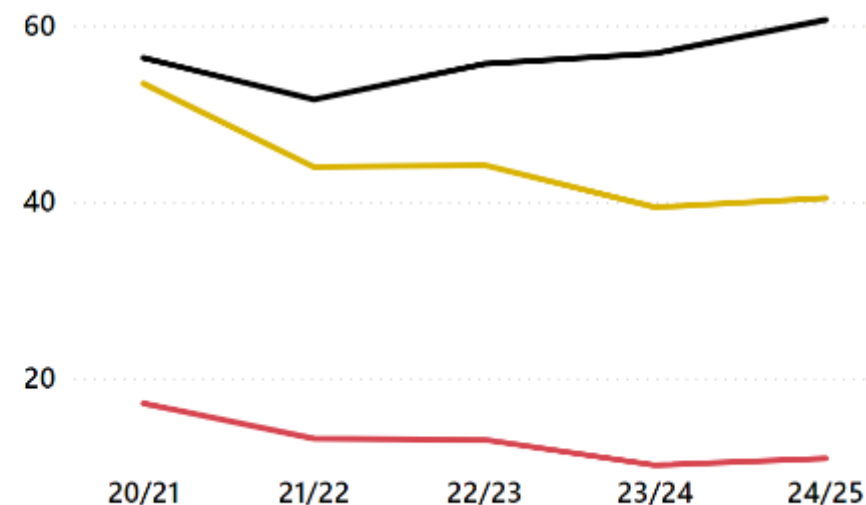
# Voids

# Relet Times

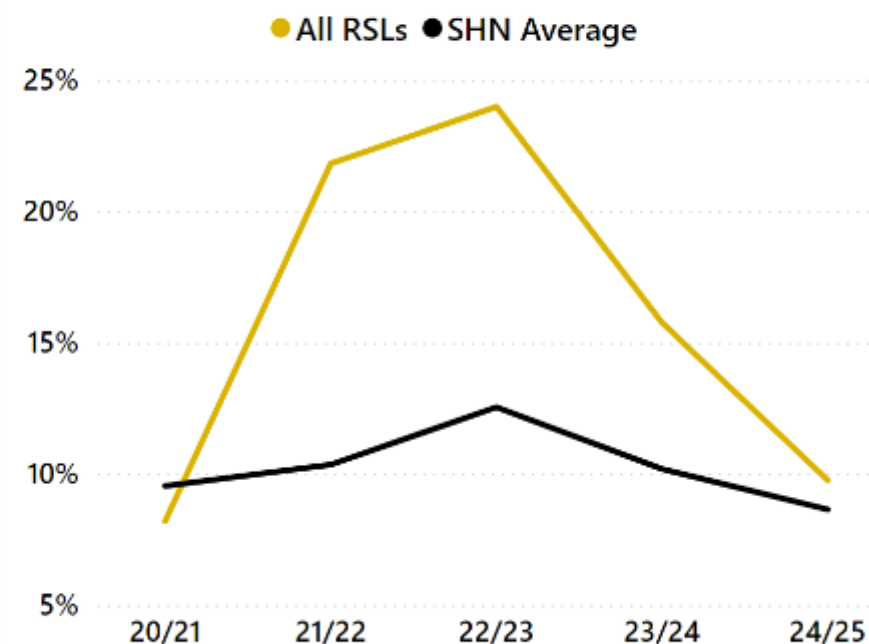
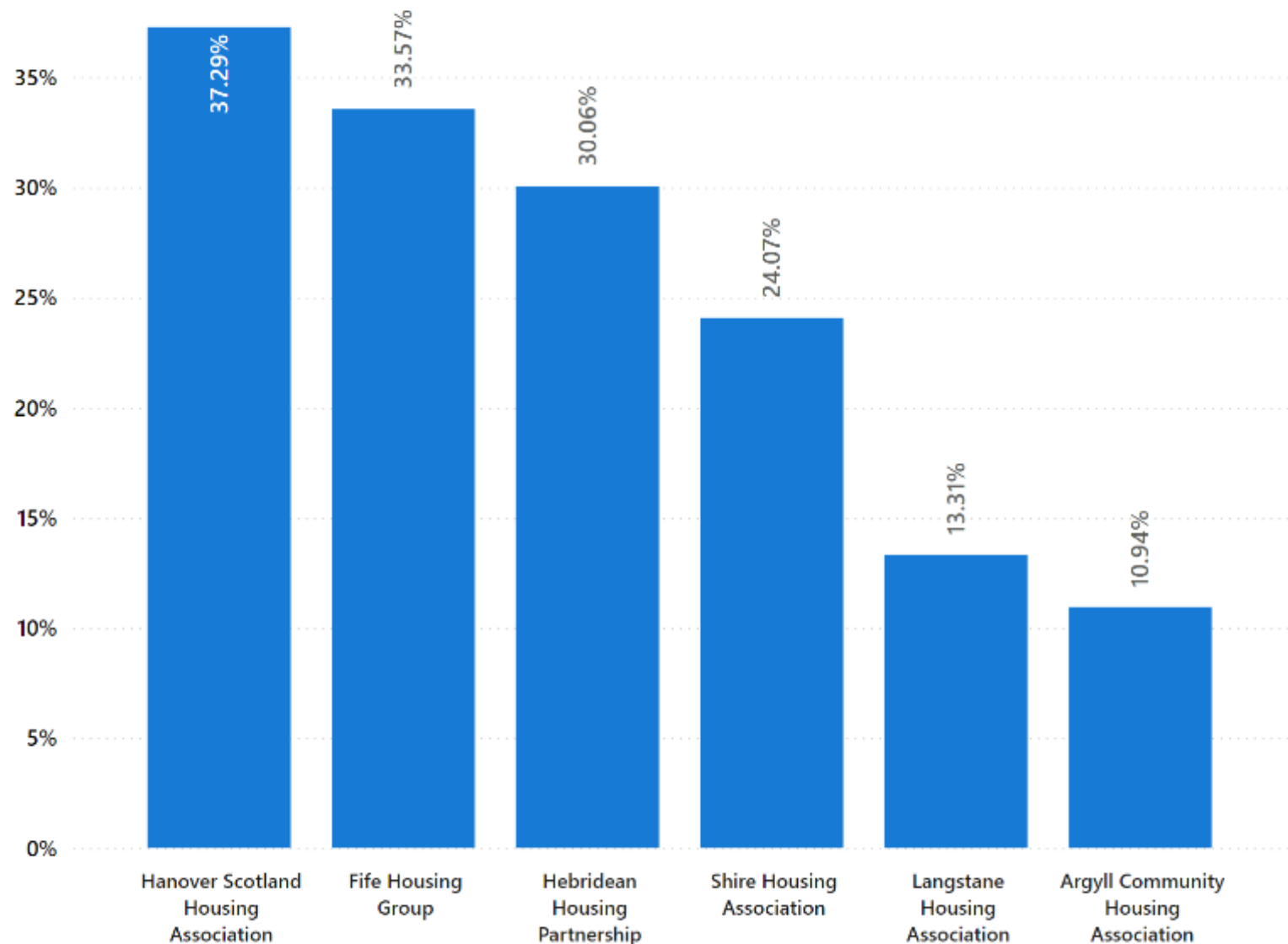
130 Average time to re-let properties (days)



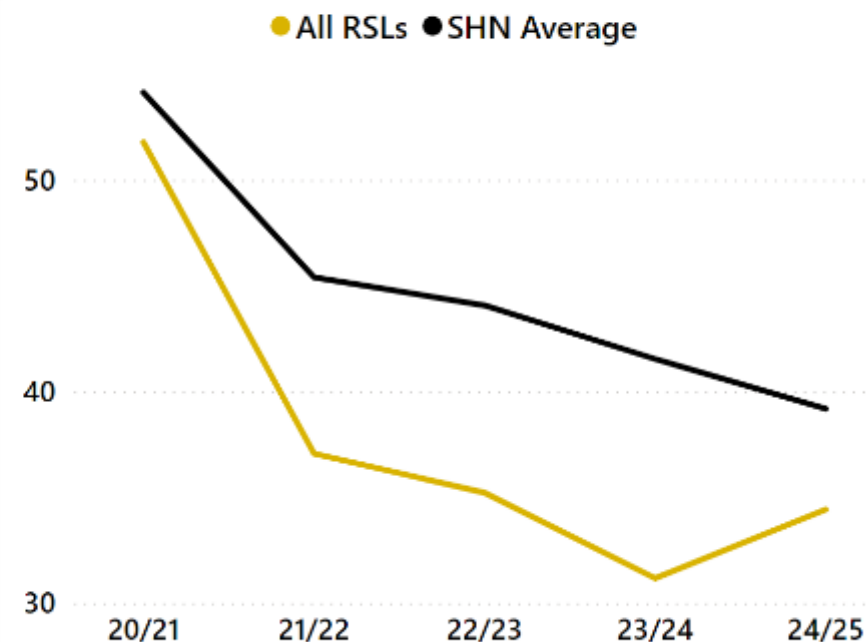
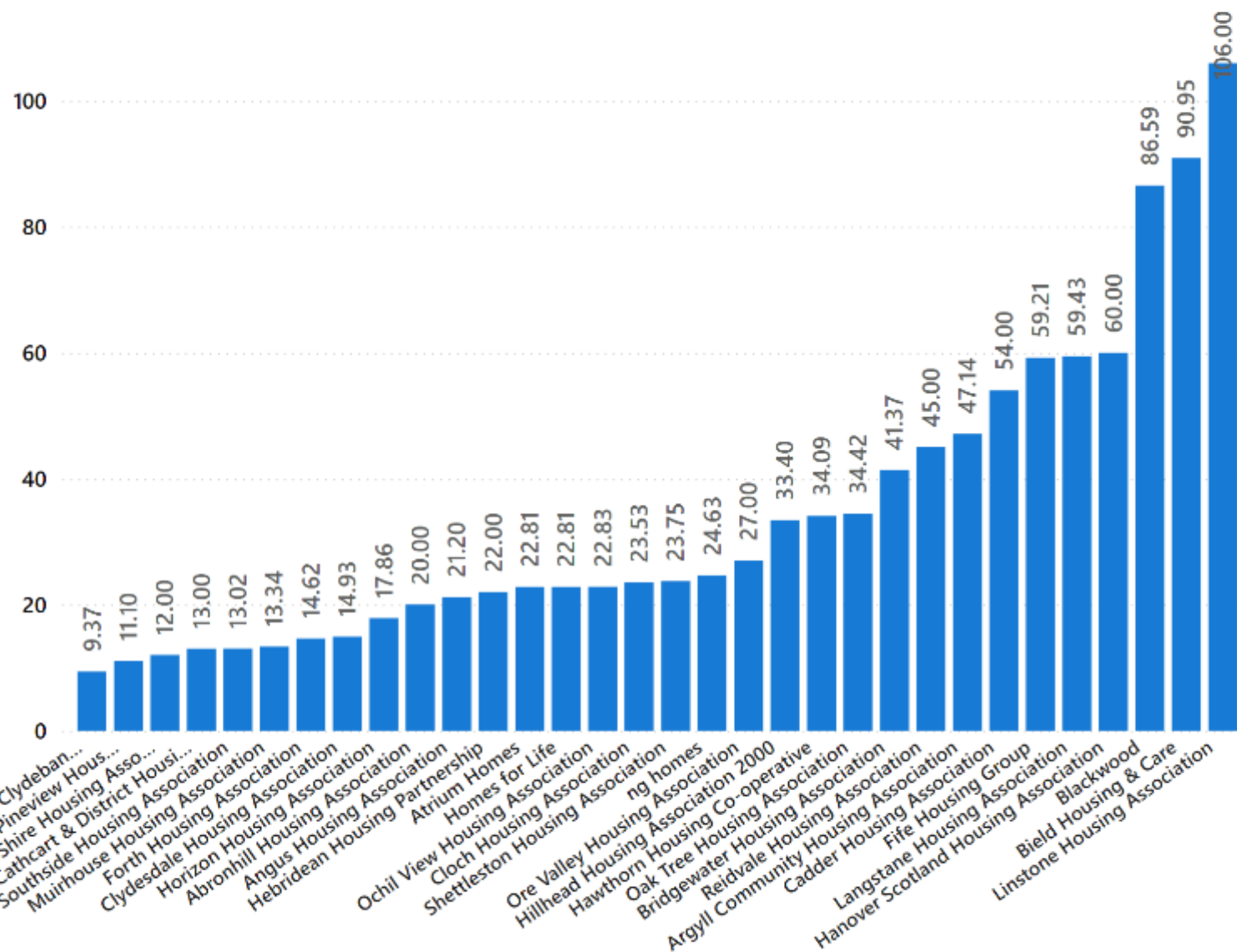
● Lochaber Housing Association ● All RSLs ● SHN Average



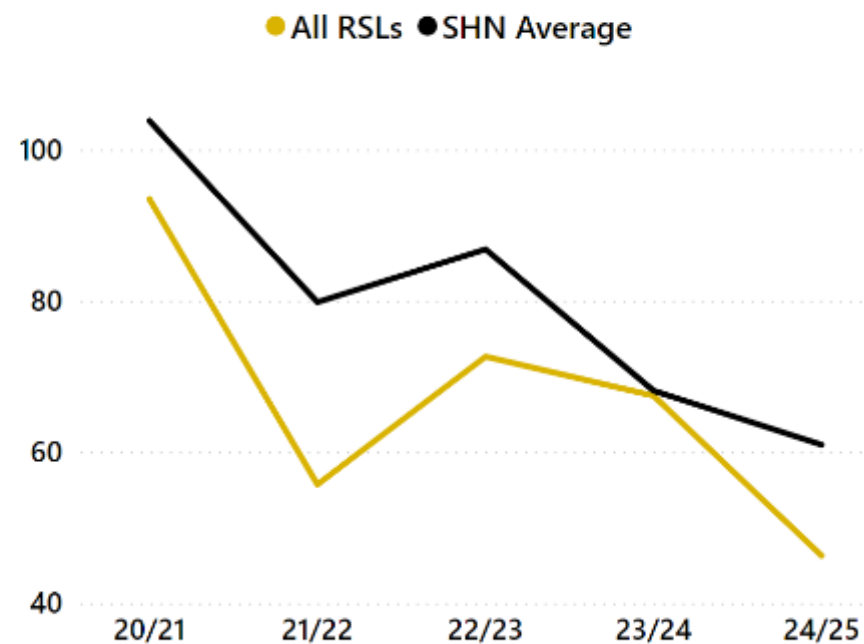
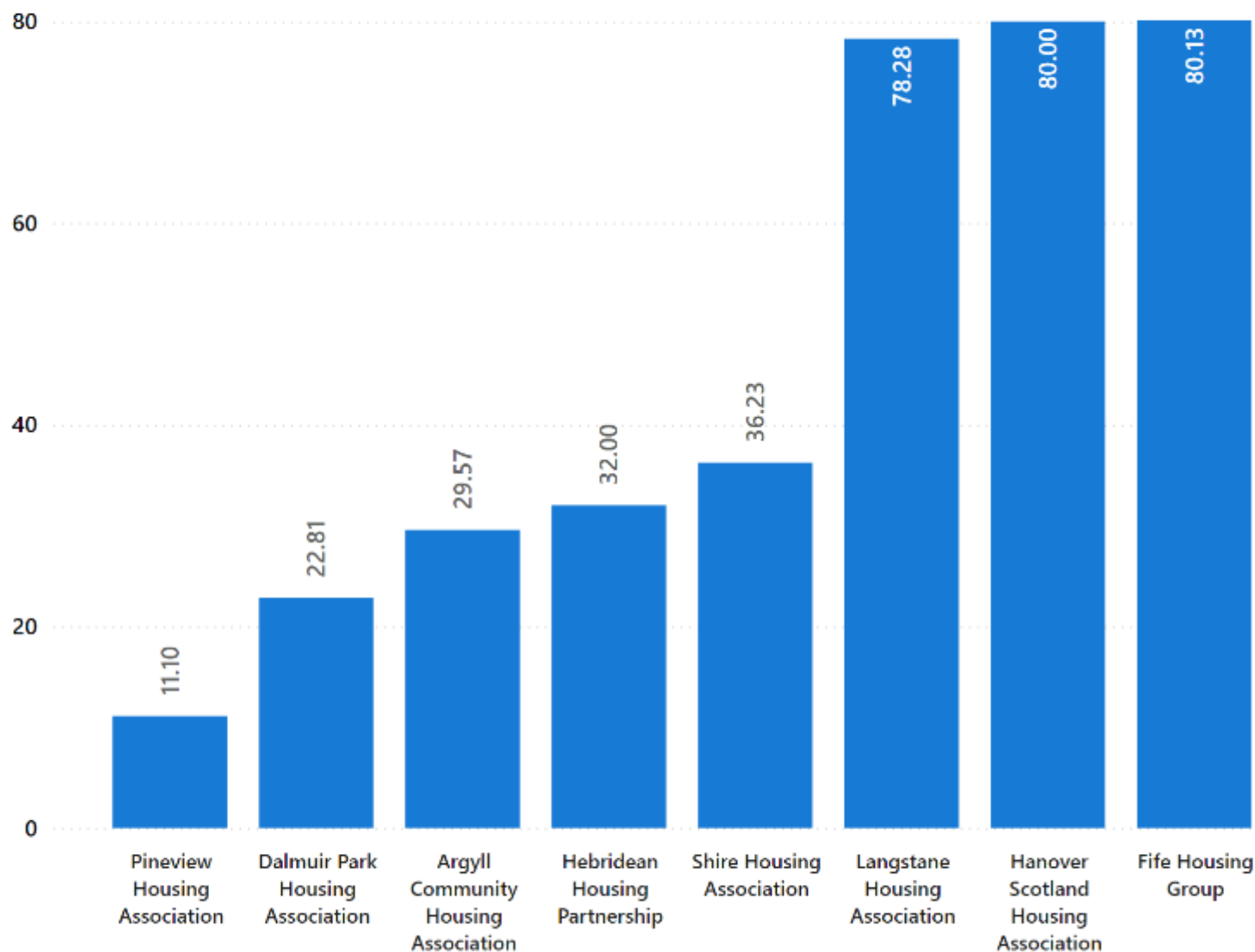
Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	12.98	10.10	10.88
Peer Group 2 - Rural	30.12	25.53	25.75
All RSLs	44.14	39.35	40.39
SHN Average	55.61	56.79	60.59



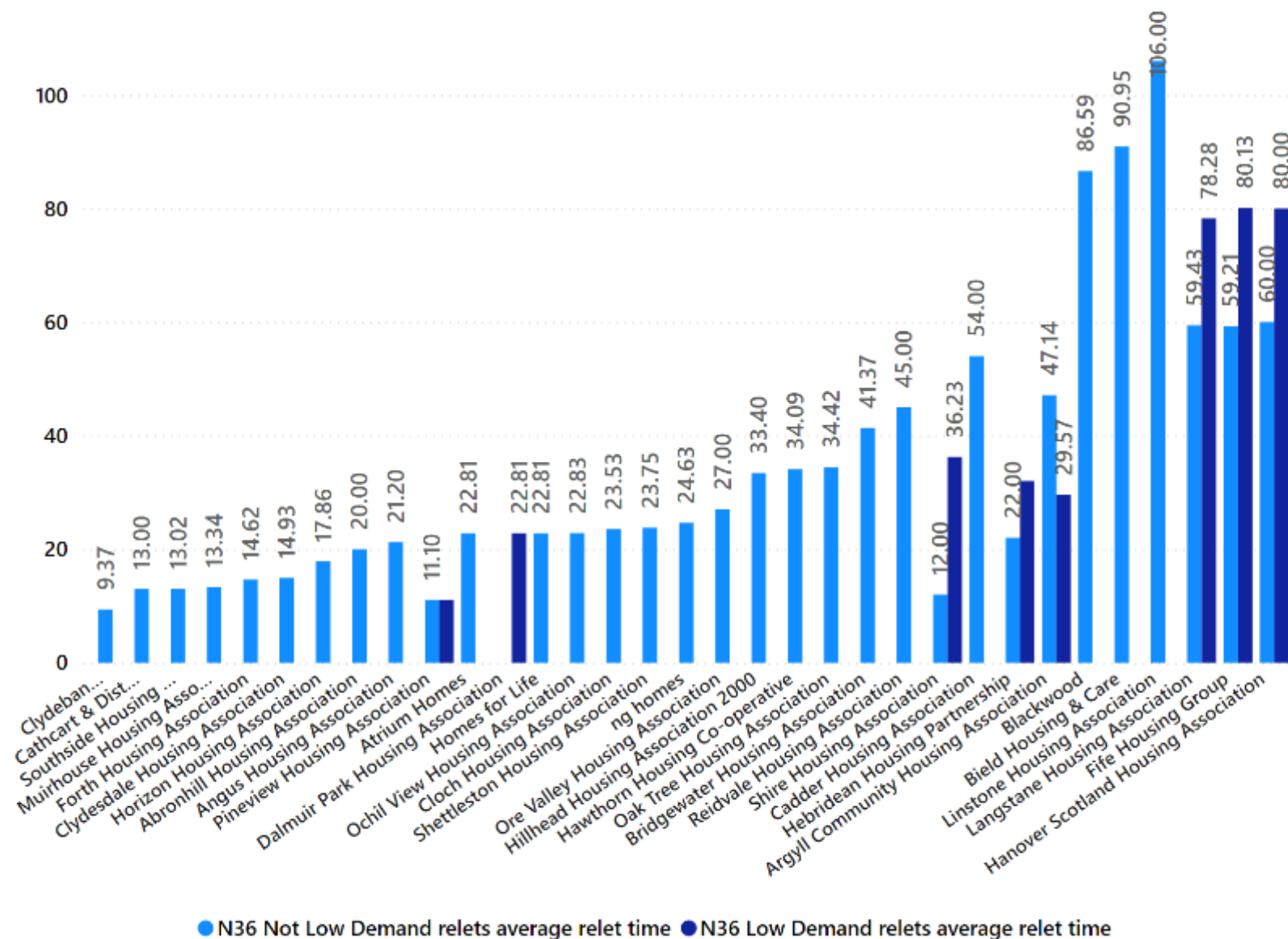
Organisation Name	22/23	23/24	24/25
All RSLs	23.98%	15.76%	9.76%
SHN Average	12.54%	10.18%	8.64%



Organisation Name	22/23	23/24	24/25
All RSLs	35.21	31.17	34.42
SHN Average	44.07	41.53	39.18

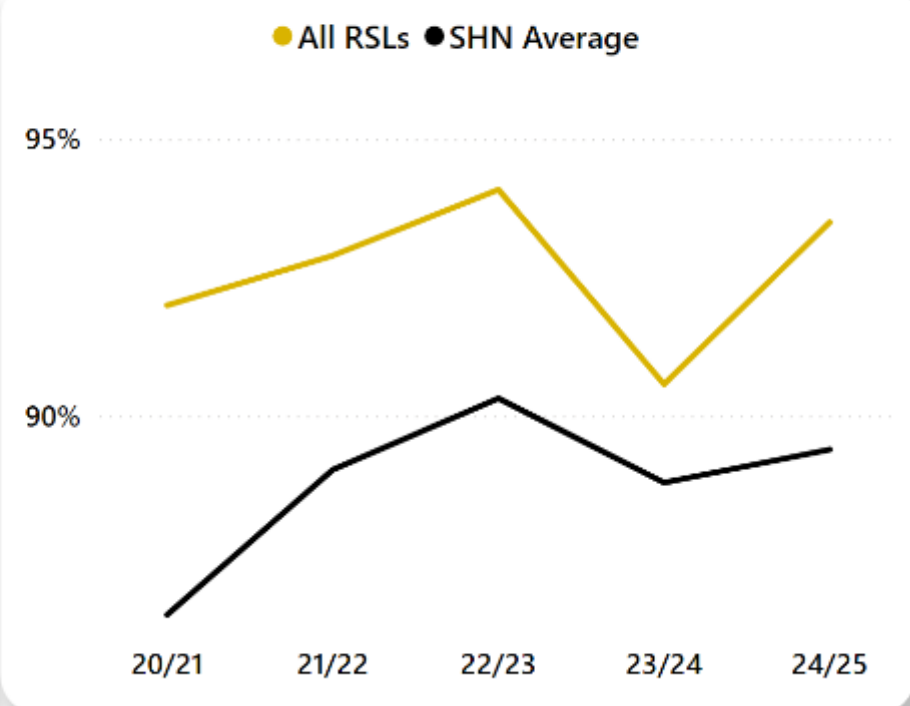
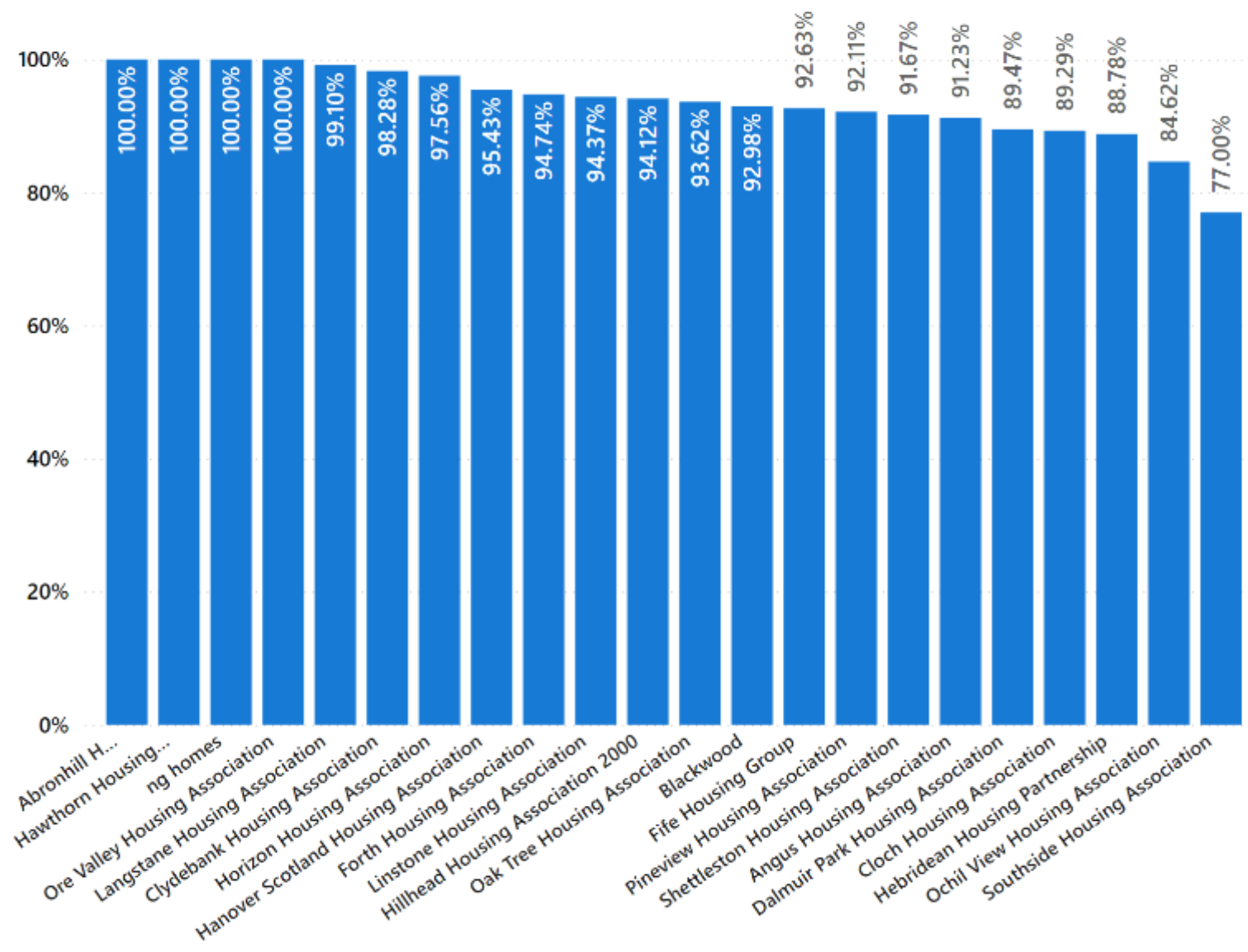


Organisation Name	22/23	23/24	24/25
All RSLs	72.61	67.42	46.27
SHN Average	86.81	68.10	60.96



	24/25	
Organisation Name	N36 Low Demand relets average relet time	N36 Not Low Demand relets average relet time
All RSLs	46.27	34.42
SHN Average	60.96	39.18

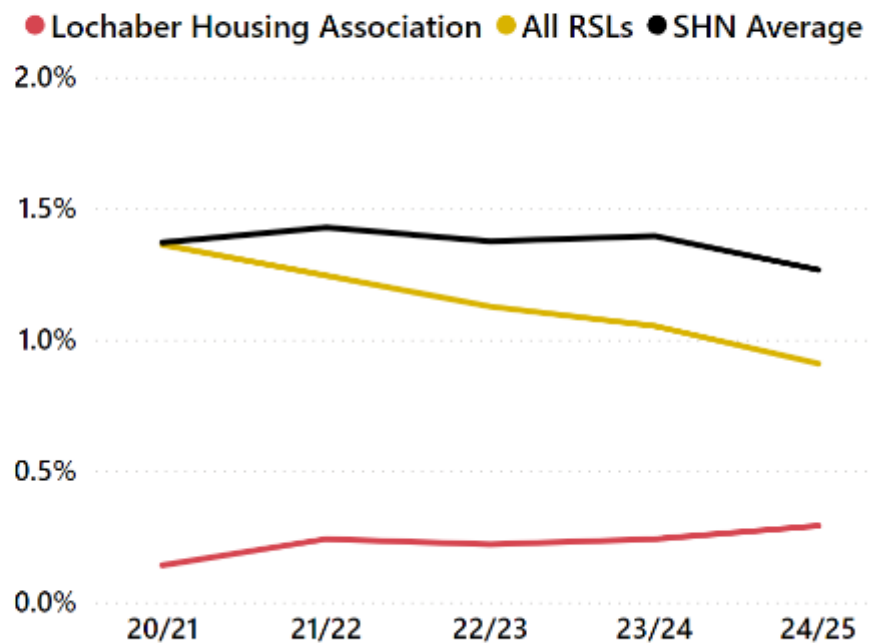
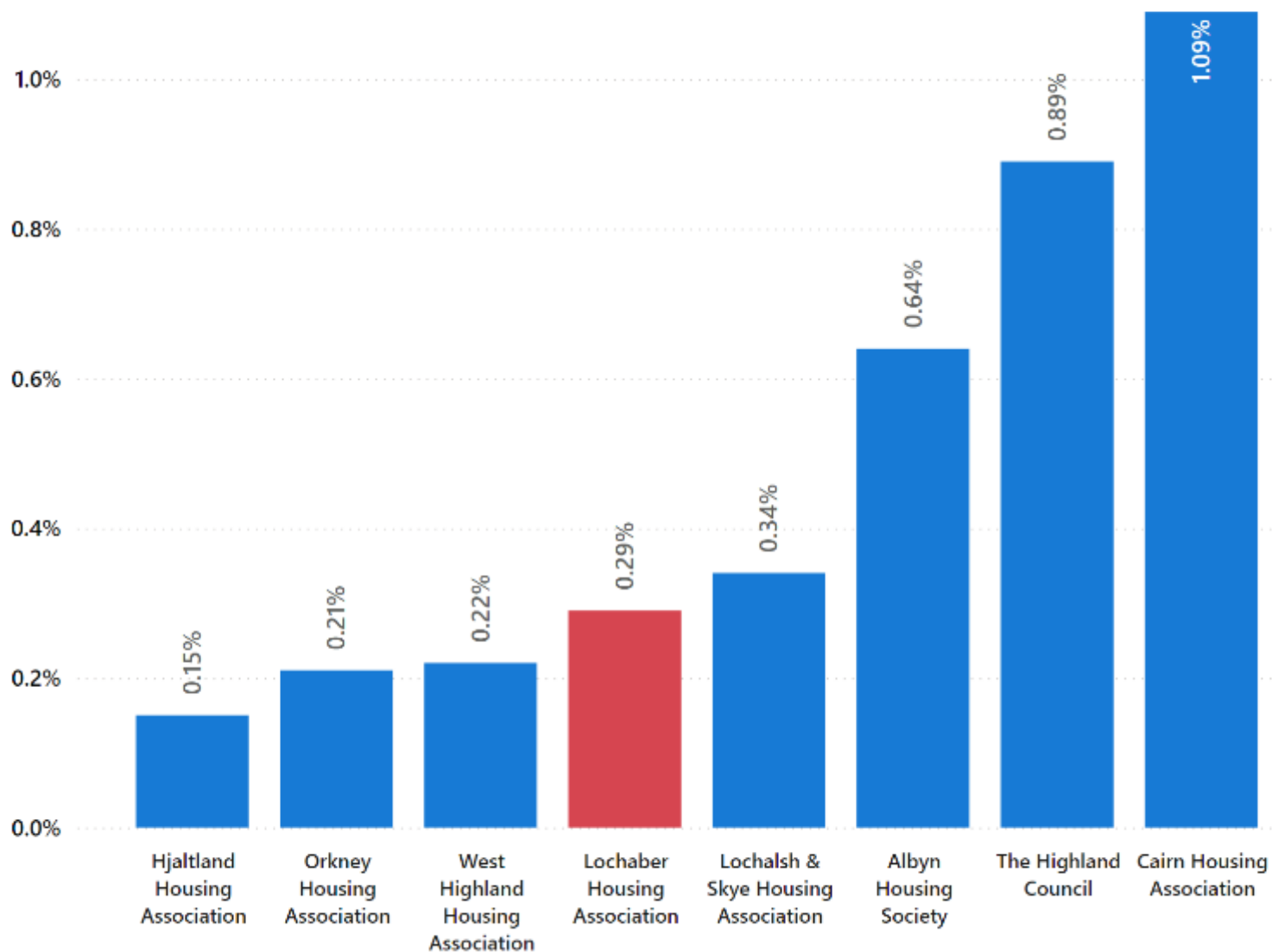
# Standard of Home when Moving In



Organisation Name	22/23	23/24	24/25
All RSLs	94.09%	90.57%	93.50%
SHN Average	90.32%	88.79%	89.39%

# Void Rent Loss

118 Percentage of rent due lost through properties being empty



Organisation Name	22/23	23/24	24/25
Lochaber Housing Association	0.22%	0.24%	0.29%
Peer Group 2 - Rural	0.64%	0.60%	0.62%
All RSLs	1.13%	1.05%	0.91%
SHN Average	1.37%	1.39%	1.27%



## Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Repairs satisfaction

ASB cases completed

## Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

# Landlord Report

Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
West Highland Housing Association	91.41	93.94	88.38	95.71	3.37	10.86	73.59	84.93	69.23	5.50	116.03	114.25	100.13	0.22	12.92
Hjaltland Housing Association	91.30	95.27	86.91	100.00	2.47	6.08	88.86	96.82	100.00	4.30	112.19	110.33	101.35	0.15	6.17
Albyn Housing Society	90.86	95.56	97.39	89.38	4.28	4.82	92.10	88.54	99.67	2.70	103.86	104.05	100.31	0.64	23.75
Orkney Housing Association	89.40	90.70	72.15	98.83	4.21	11.24	79.60	90.51	100.00	4.00	107.85	106.18	99.16	0.21	11.04
Lochalsh & Skye Housing Association	85.51	94.32	85.80	96.14	4.55	12.00	94.37	85.96	89.47	7.00	102.27	103.29	99.56	0.34	18.13
Lochaber Housing Association	83.66	88.39	75.43	97.80	2.79	4.26	98.14	97.07	100.00	5.00	113.61	114.97	99.91	0.29	10.88
Cairn Housing Association	83.53	81.96	89.54	79.02	2.44	6.15	88.91	82.49	88.31	3.74	101.51	100.14	99.02	1.09	66.27
The Highland Council	72.12	77.98	81.85	58.58	3.54	7.65	86.68	94.46	86.98	8.00	91.83	92.94	99.82	0.89	53.95

Improved indicators:

Repairs satisfaction

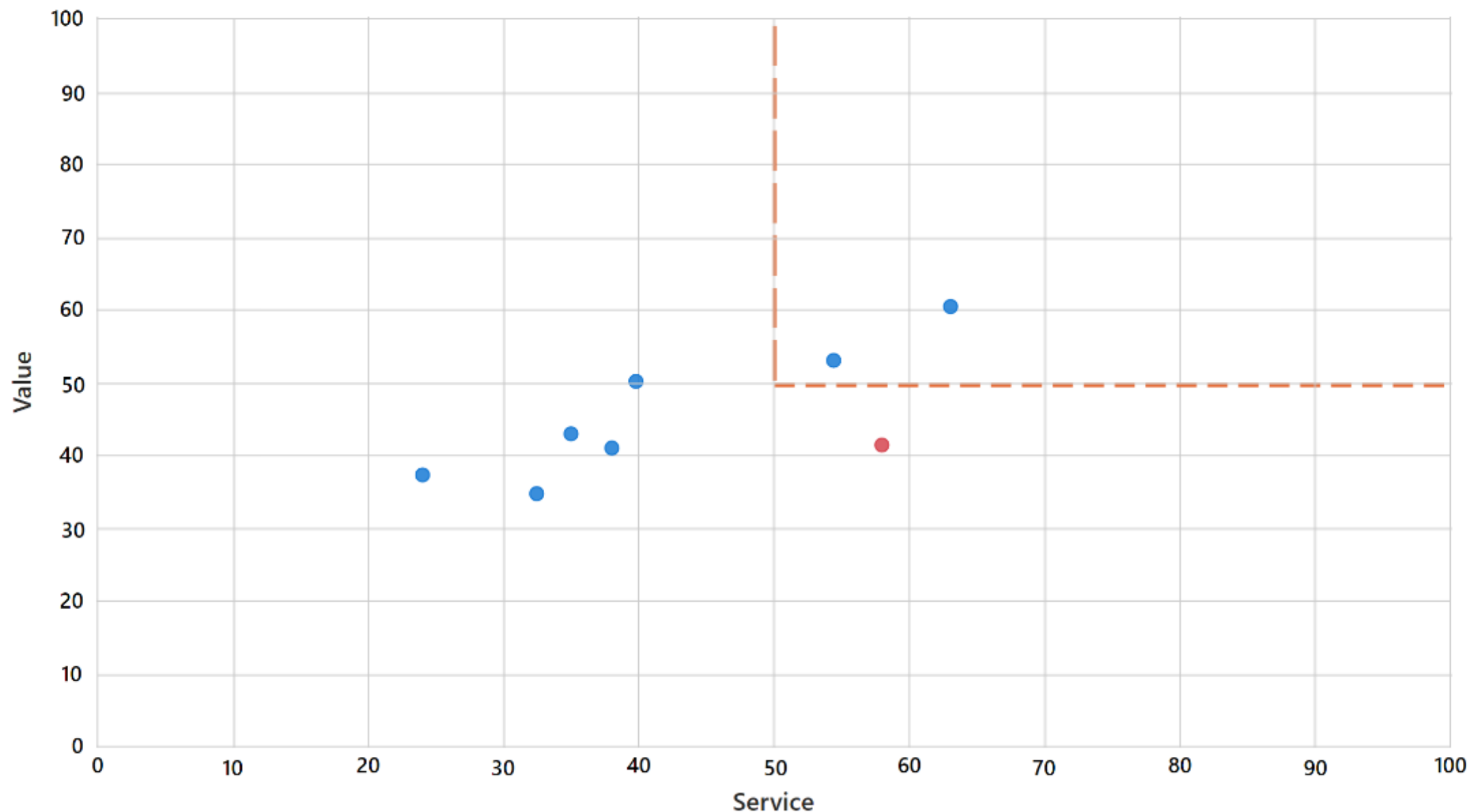
Anti-social behaviour (100%)

Rent increase

# Landlord Report

Service vs Value for money

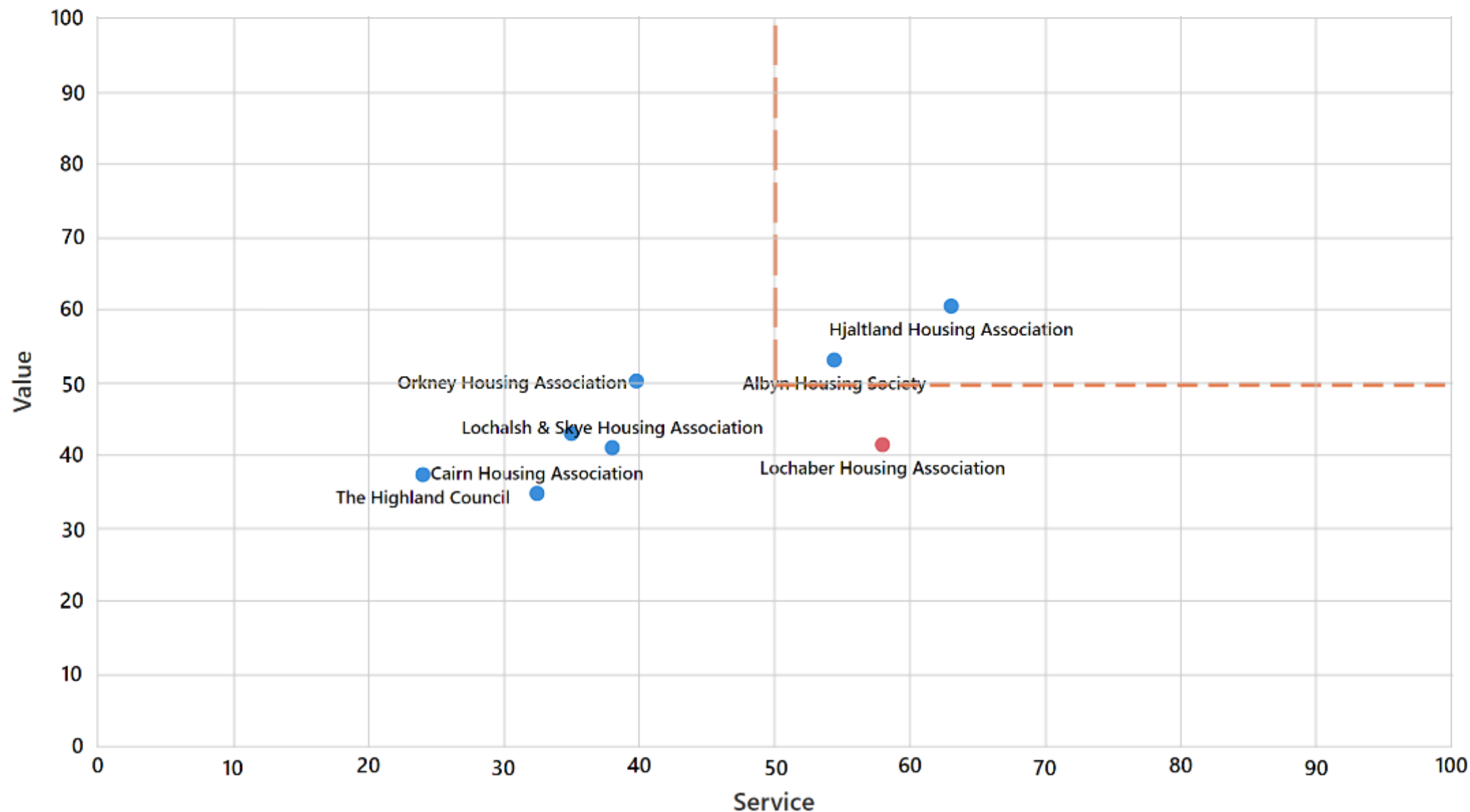
Comparison with Comparator Group



# Landlord Report

Service vs Value for money

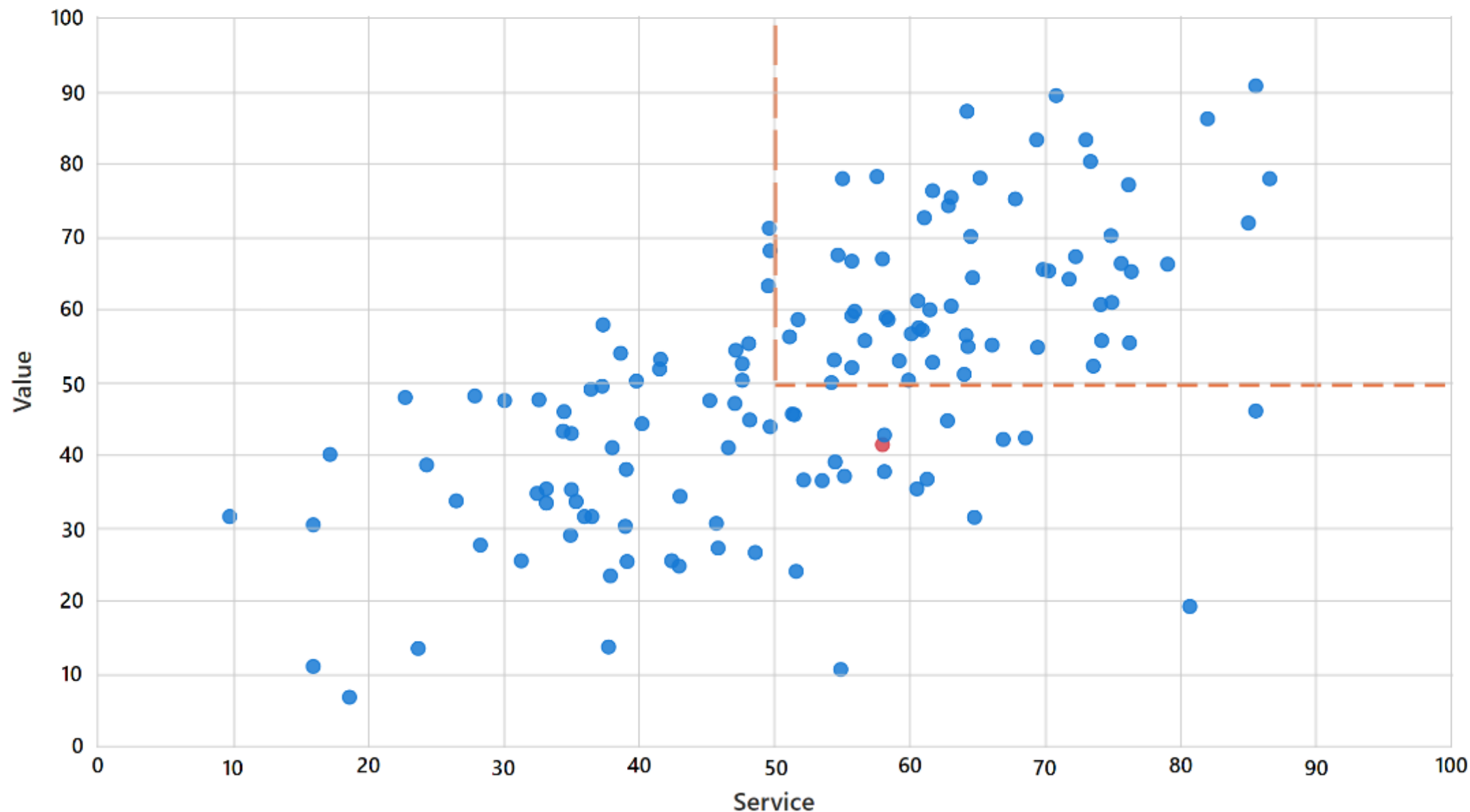
Comparison with Comparator Group



# Landlord Report

Service vs Value for money

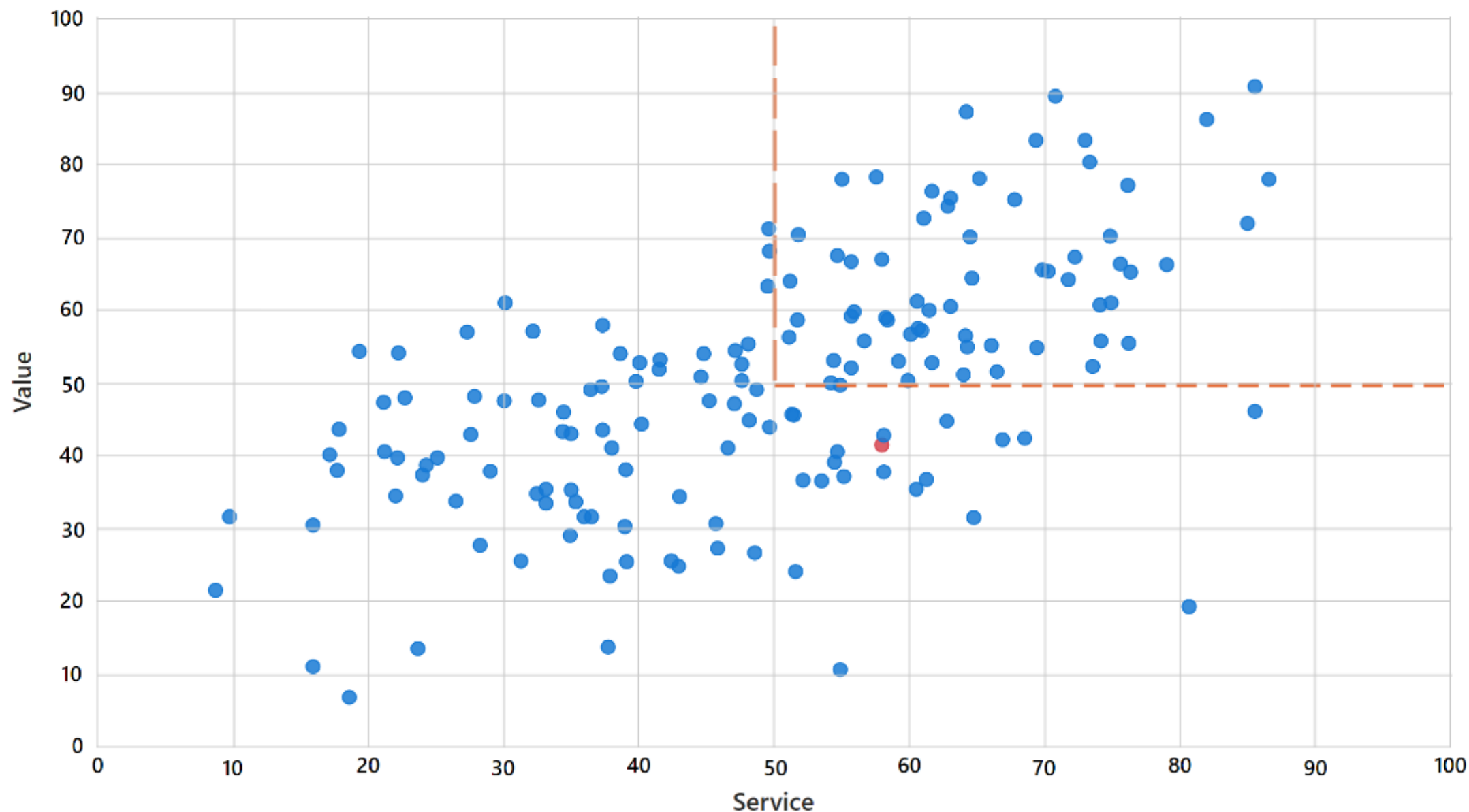
Comparison with RSLs



# Landlord Report

Service vs Value for money

Comparison with Sector



# Overall summary **2024**

## Positives

- ✓ All performance is good, especially:
  - ✓ repairs performance, e.g., thirteen out of 1,560 repairs not right first time, and
  - ✓ voids performance

## Areas for concern?

- ✗ Nineteen offers (25%) refused, though much improved performance on previous year
- ✗ Relatively higher average rent, £105.30pw for 3-apt property

# Overall summary

## Positives

- ✓ All performance is good, especially:
  - ✓ repairs performance;
  - ✓ tenancy sustainment, 100% homeless tenancies sustained;
  - ✓ medical adaptations, completed in average of 12.5 working days;
  - ✓ voids relet time, average 11 working days.

## Areas for concern?

- ✗ Reductions in satisfaction rates, by up to 20 percentage points
- ✗ Relatively higher average rent, £113.61pw for 3-apt property
- ✗ Three evictions in 2024/5, for arrears



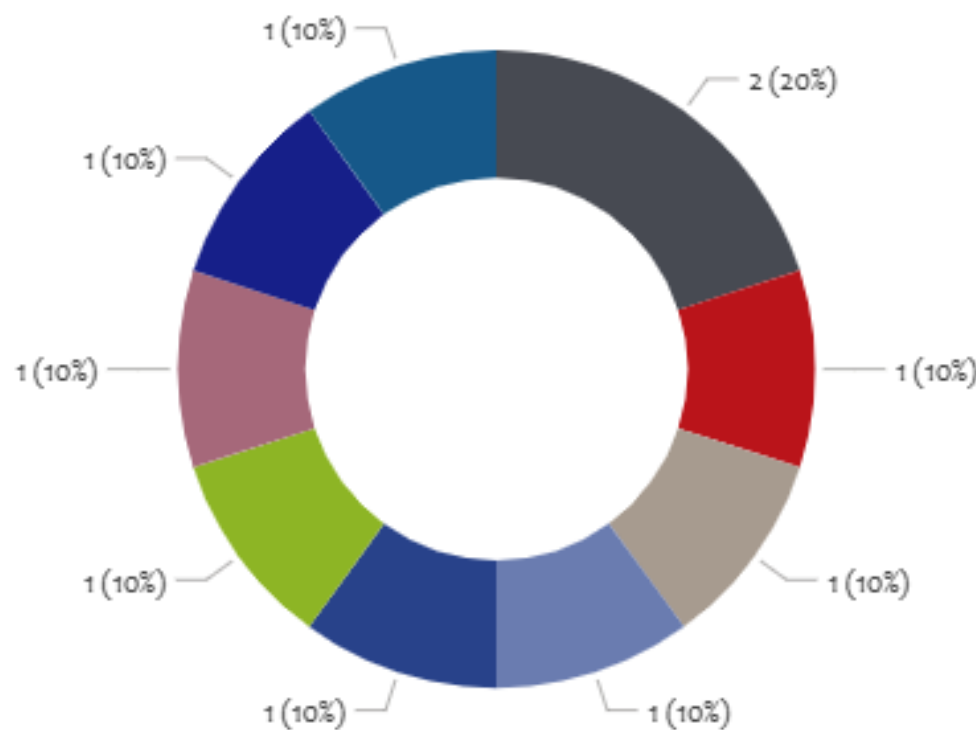
- Asset Management and Development
- Community and Resident Engagement
- Data Users
- Homelessness
- Housing Management
- Local Housing Strategy
- Mid-Market Rent
- Performance and Service Improvement
- PRS Homelessness
- Private Sector Housing
- Repairs and Maintenance
- Rural Housing
- SOLO and Link Officers
- Specialist Housing and Support
- Welfare Reform



10  
Attendees

9  
Meetings

1  
Organisations

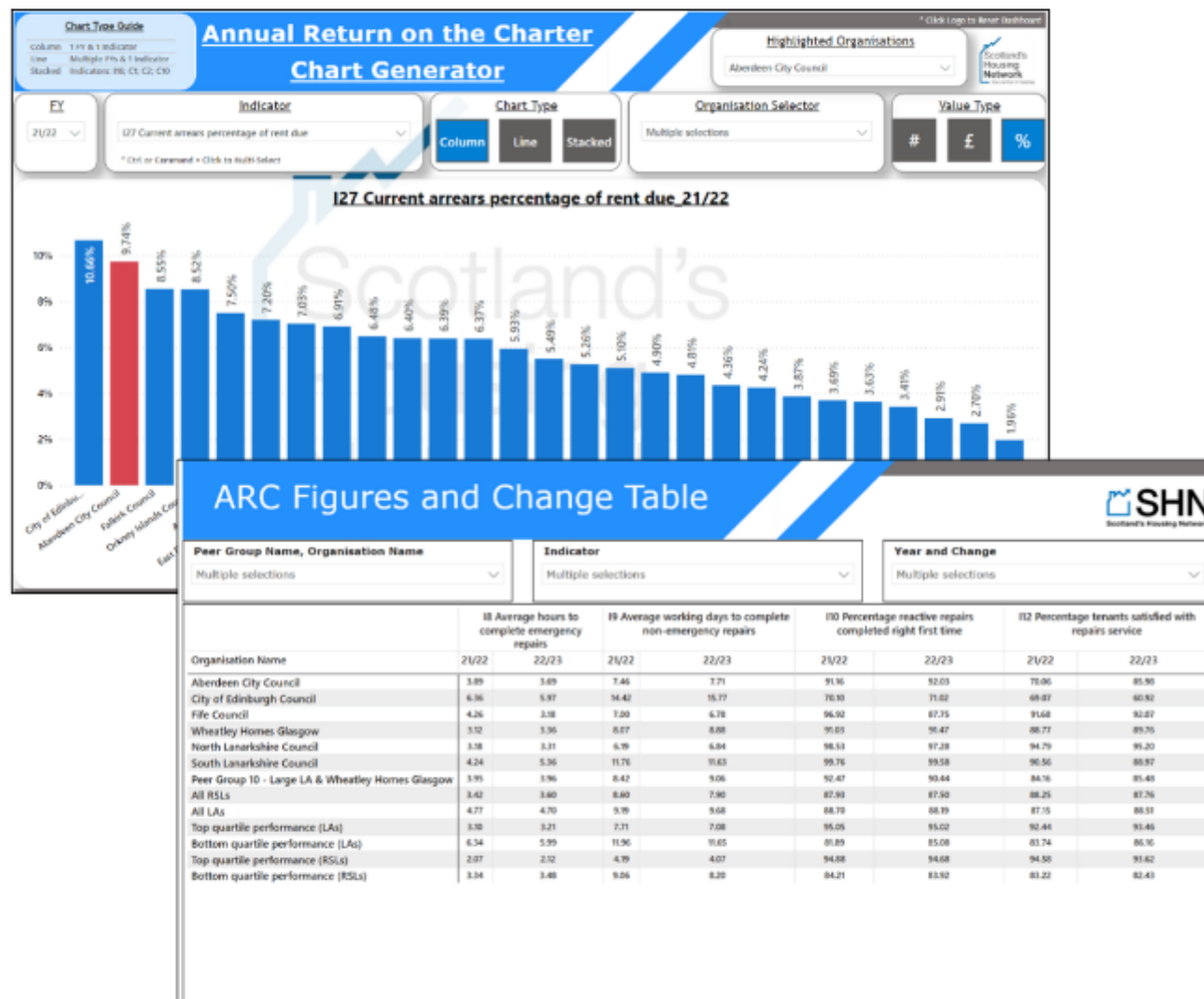


#### Meeting

- Charter Preparation Session - Thursday 6th Ma...
- Asset Management Forum
- Charter Indicators consultation - Informal disc...
- Charter Preparation Session - Monday 10th M...
- Hoarding Webinar
- SHN Network Indicators Review
- SOLO's Forum
- Welfare Reform Forum February 2025 North &...
- XL Bully: joint working

**Performance Analysis Visit 2024/25**  
**September 2025**

# SHN Business Intelligence Tools



- New Business Intelligence Tools utilising Microsoft Power BI
- Integrated into SHN website and accessible to all SHN members
- Create bespoke reports using our interactive dashboards, including:
  - Annual Return on the Charter (ARC) Chart Generator
  - ARC Table Generator
  - Annual Network Indicators thematic dashboard
  - Quarterly Benchmarking Chart Generator
  - Homelessness Chart Generator
  - Housing Revenue Account (HRA) Tool
- Intention to build thematic dashboards for ease of reference
  - SHQS
  - Rent arrears
  - Repairs etc.

# Membership Offer



- Communities of Practice
- Data Insights and Benchmarking
- Value for Money
- Development Value for Money
- Self-Assessment Tools
- Exclusive Publications and Guidance Documents
- Training
- Private Sector Services
- Welfare Reform Services
- Data Validation Services




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