

# Lochaber Housing Association

Performance Analysis Visit 2023/24  
September 2024

- **Tenant satisfaction** across the sector continues to be a **mixed picture** – some improvements in the RSL average, but LA average continues to reduce. For those with a new survey more than half still seeing some reduction in overall satisfaction this year.
- Another challenging year with regard to costs, labour and materials – but **improvements for both LA's and RSL's in SHQS compliance.**
- Our voluntary **EESSH** Return data shows an **upward trend in compliance for both LA's and RSL's.**
- Both RSLs and LA's seeing reduction in **average emergency repairs timescales**, but for **non-emergency repairs** both LA's and RSL's seeing an increase - LA's seeing a slightly steeper rise.
- Continuing downward trend for the sector as a whole with regard to **repairs satisfaction** – but not uniform across landlords – some seeing improvement.

- **Gas safety fails** not yet back at pre-pandemic levels but most landlords now reporting zero gas safety fails.
- **Tenancy sustainment** has remained at a similar level to previous years for the sector as a whole, but divergence between LA's and RSL's - RSL performance improving including lets for homeless households.
- **Rent increases across the sector** – local authority rents seeing the biggest change from previous years. RSL rent increases remain on average higher but the gap has narrowed.
- **Rent collected** as a percentage of rent due – improving for LA's and RSL's – LA's now in line with pre-pandemic performance, but best performers tend to be RSL's.
- Following years of increases for LA's, **current arrears** have begun to improve on average – but still significant gap between LA and RSL performance in this area.
- **Former tenant arrears** continuing to climb for LA's.
- **Relet times** continue to increase on average for LA's while reducing for RSL's, but clearly still an issue for both LA's and RSL's.

## **Comparator Organisations**

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Albyn Housing Society

Cairn Housing Association

Hebridean Housing Partnership

Hjaltland Housing Association

Lochaber Housing Association

Lochalsh & Skye Housing Association

Orkney Housing Association

The Highland Council

West Highland Housing Association

# Tenant Satisfaction

Survey Date:

Number of tenants surveyed:

Survey Method:

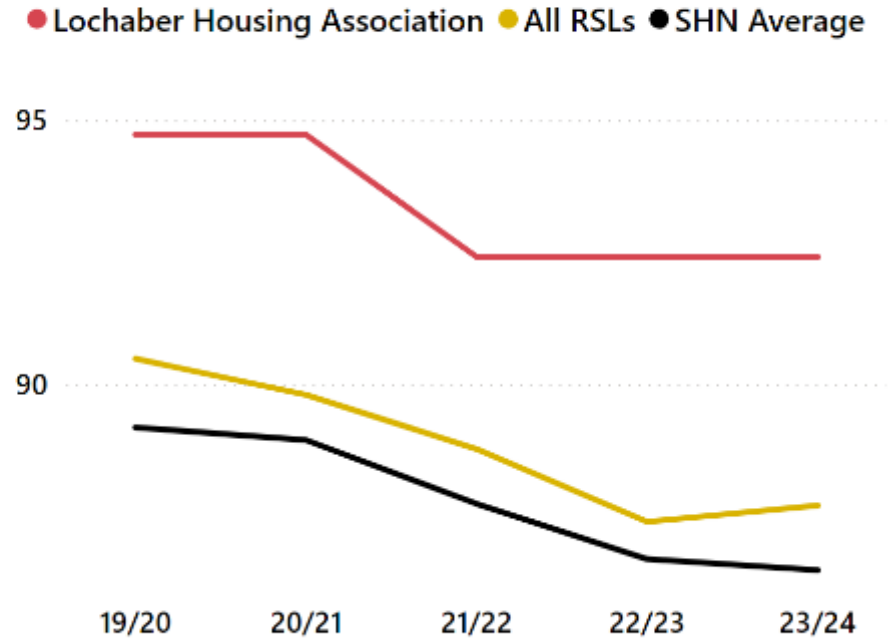
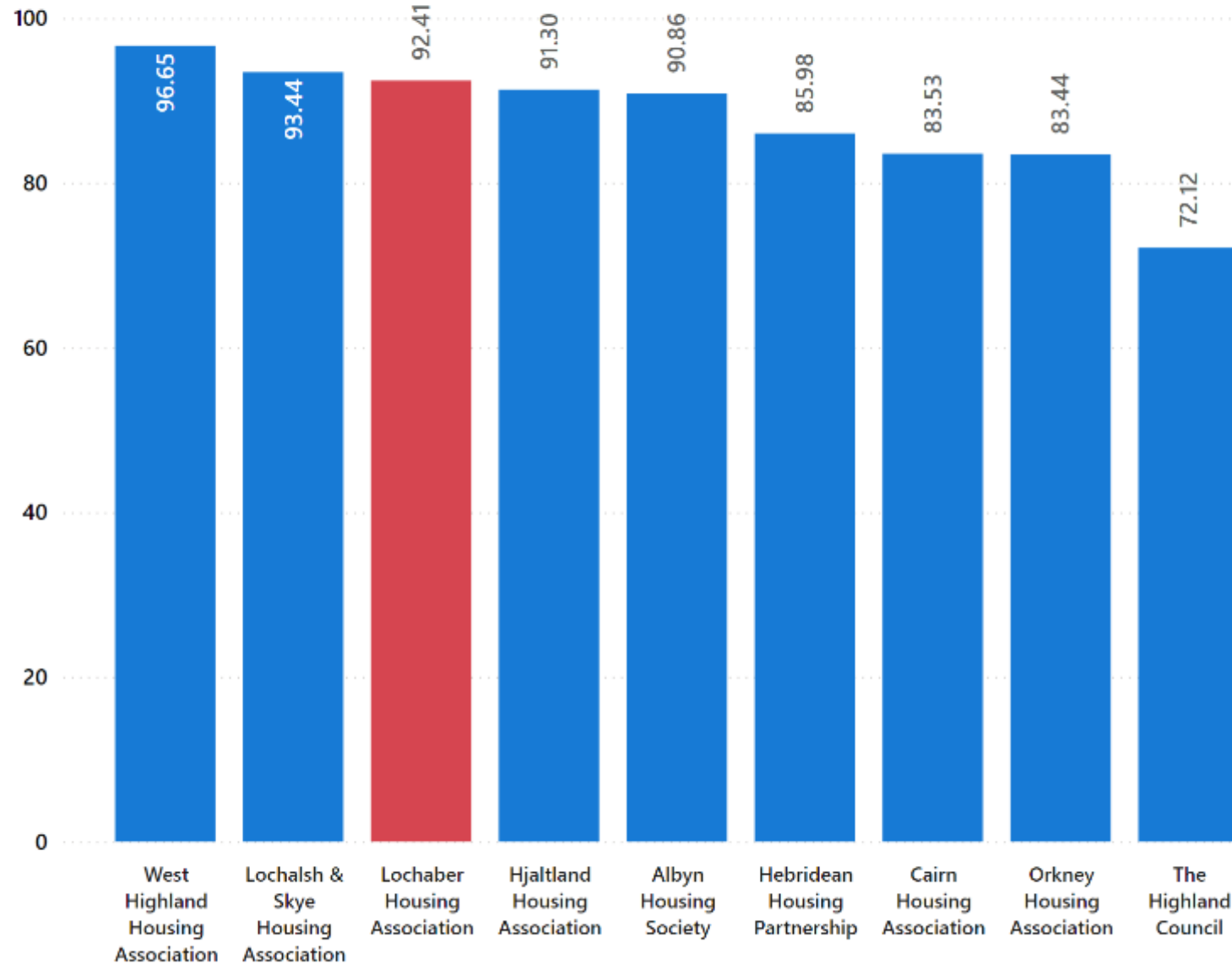
**November 2021**

**290**

**Face-to-face  
Telephone**

# Overall Satisfaction

11 Percentage satisfied with overall service

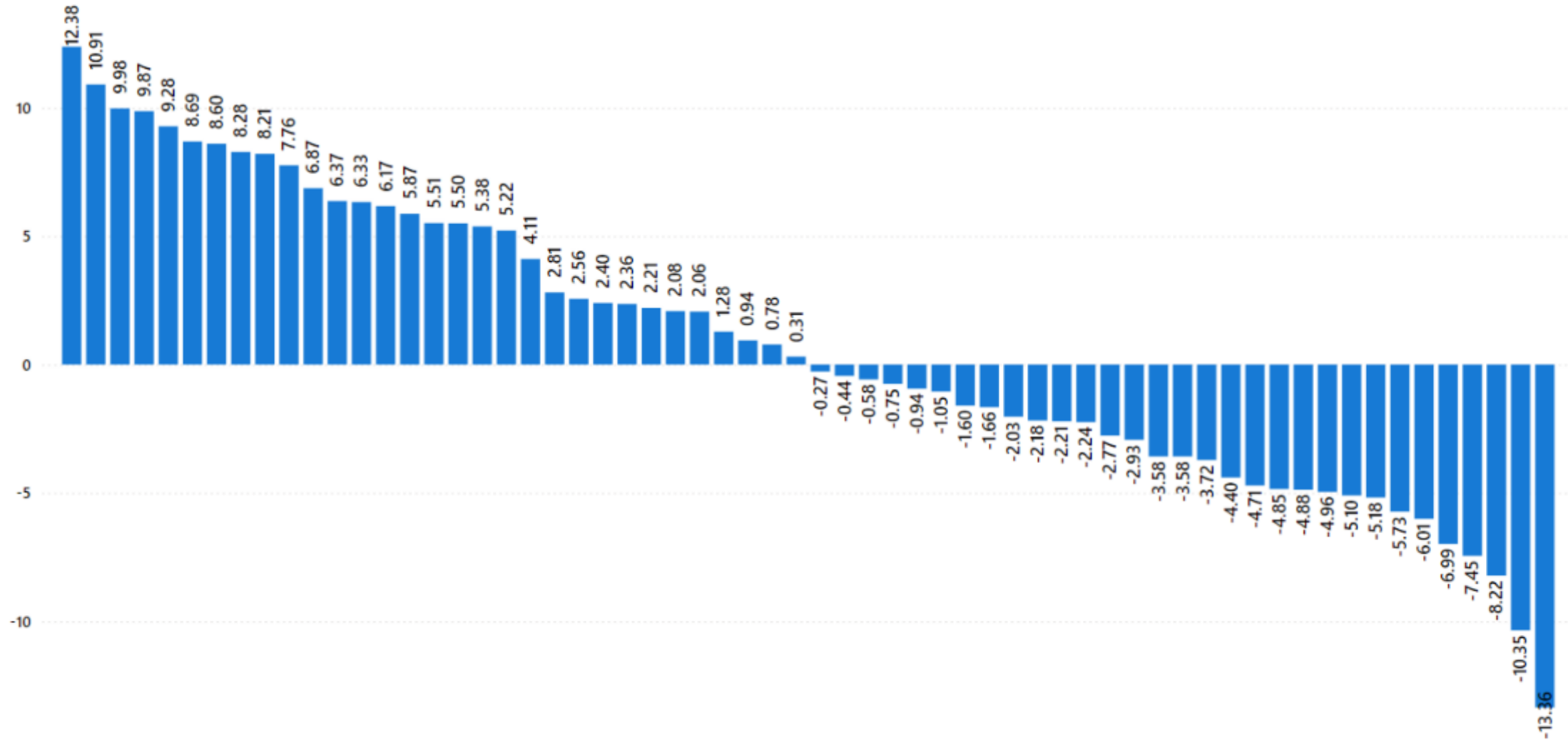


Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	92.41	92.41	92.41
Peer Group 2 - Rural	90.62	89.03	89.12
All RSLs	88.78	87.41	87.71
SHN Average	87.74	86.70	86.49

# Overall Satisfaction

11 Percentage satisfied with overall service

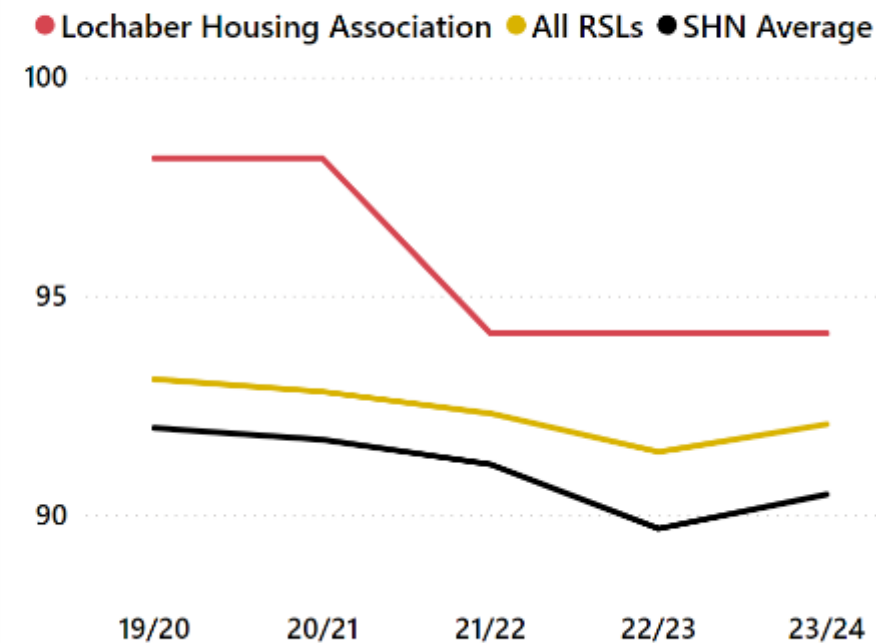
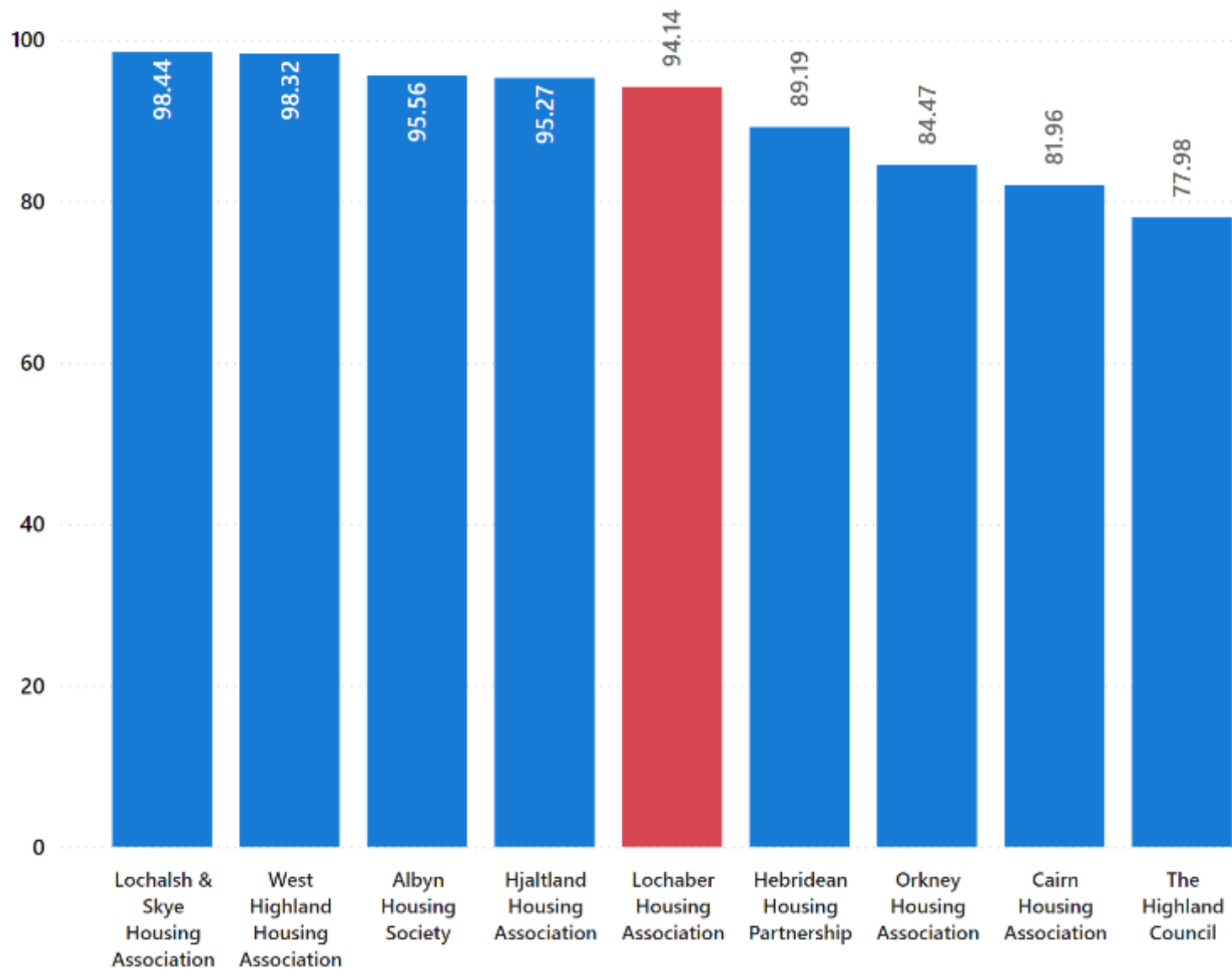
## Change from previous survey





# Kept Informed

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

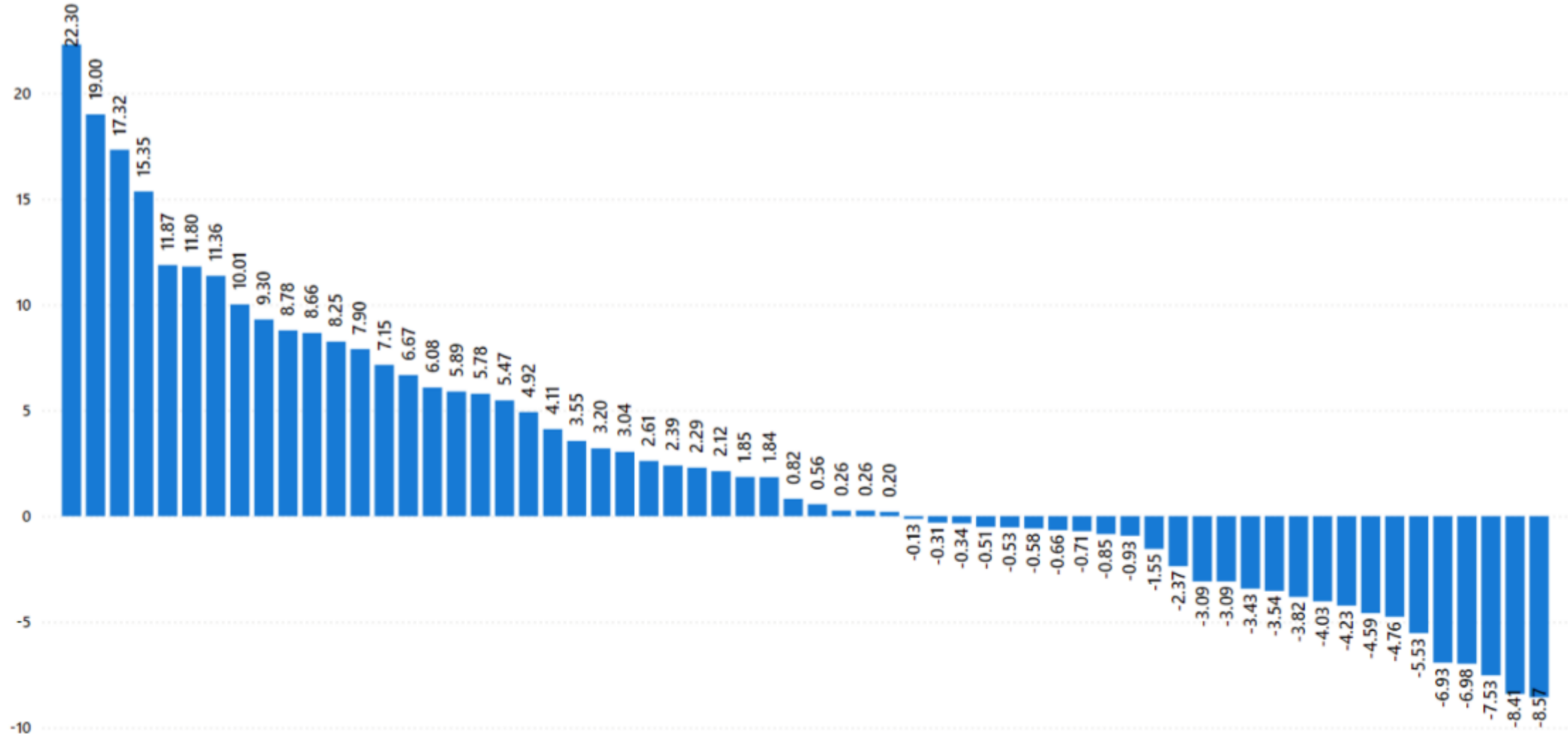


Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	94.14	94.14	94.14
Peer Group 2 - Rural	94.35	92.49	92.86
All RSLs	92.31	91.43	92.06
SHN Average	91.15	89.68	90.46

# Kept Informed

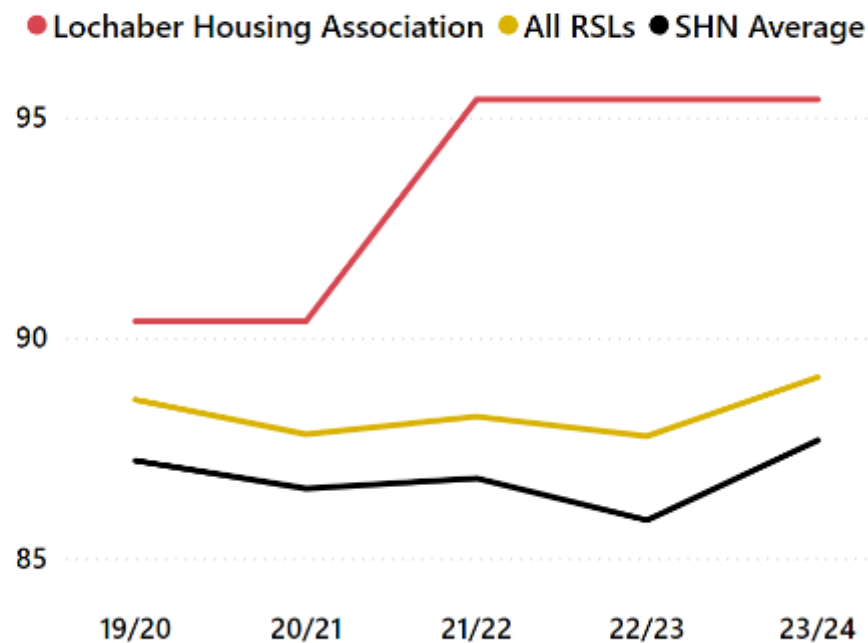
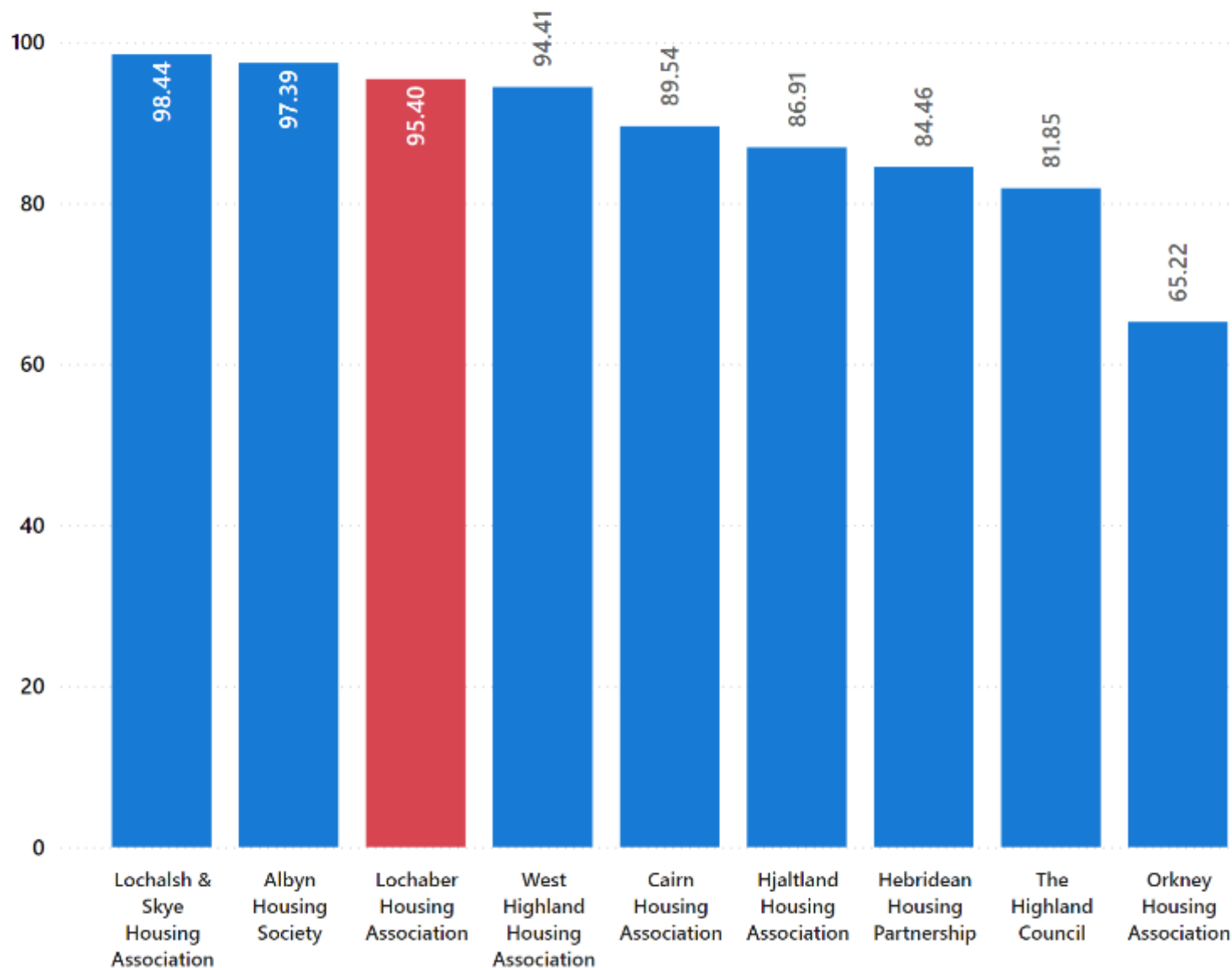
12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions

Change from previous survey



# Opportunities to Participate

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

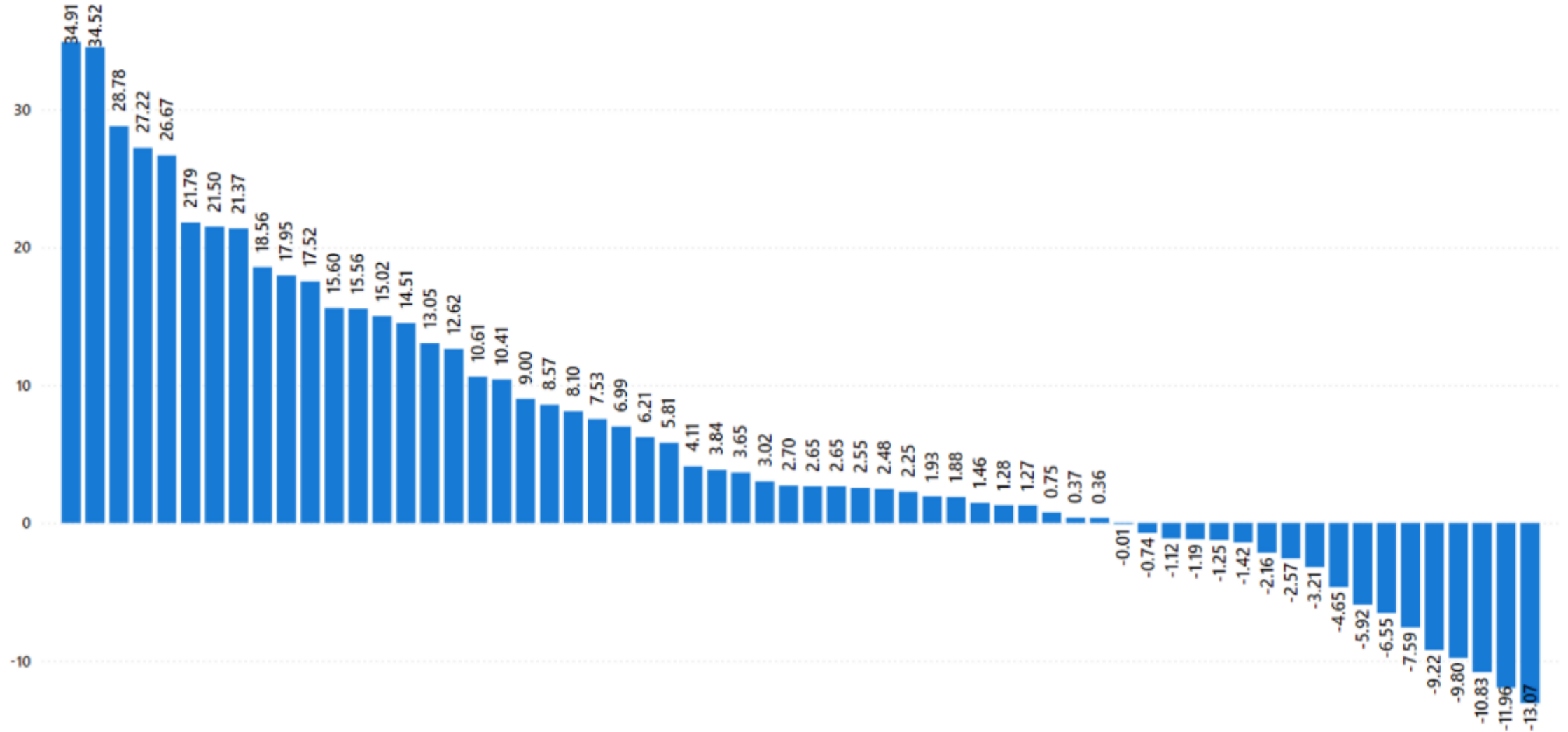


Organisation Name	21/22	22/23	23/24
Locharber Housing Association	95.40	95.40	95.40
Peer Group 2 - Rural	90.97	88.96	89.98
All RSLs	88.21	87.76	89.10
SHN Average	86.81	85.86	87.67

# Opportunities to Participate

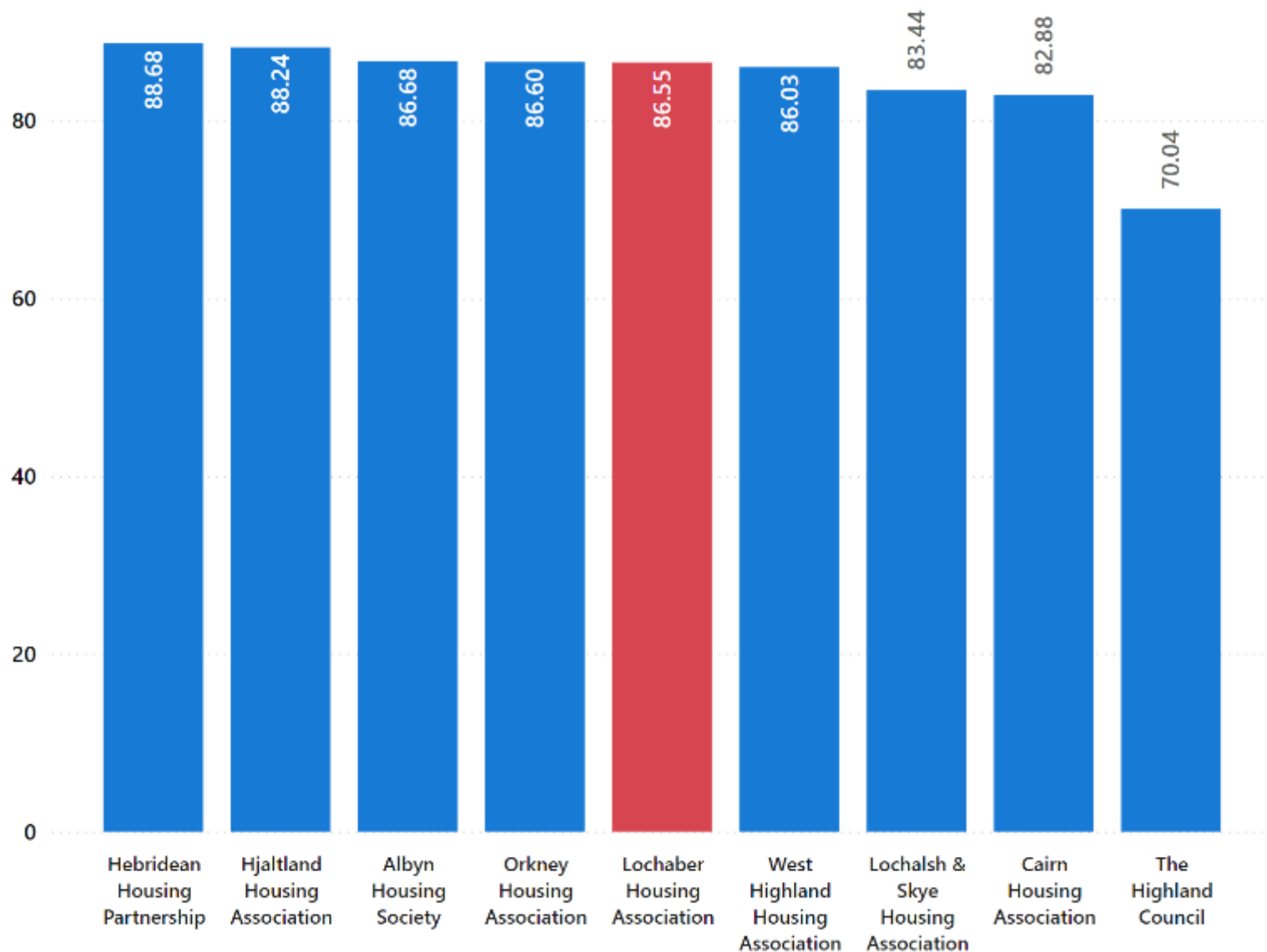
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

Change from previous survey

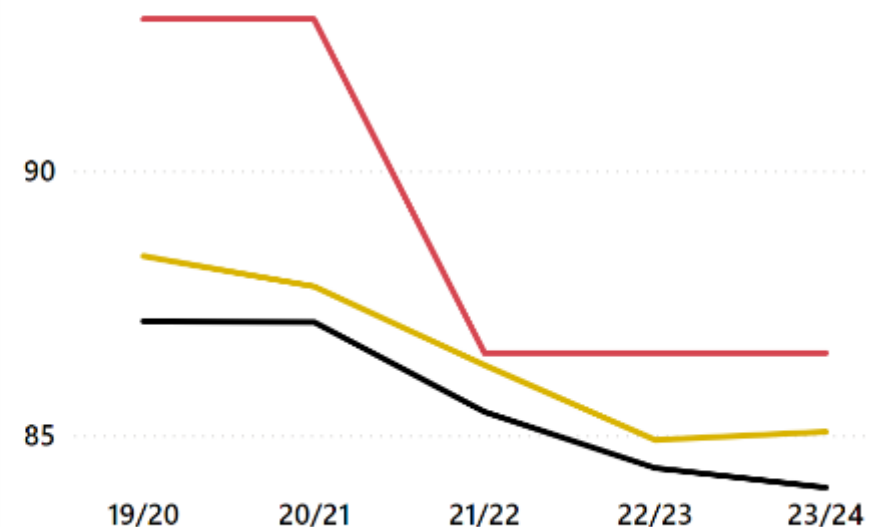


# Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home

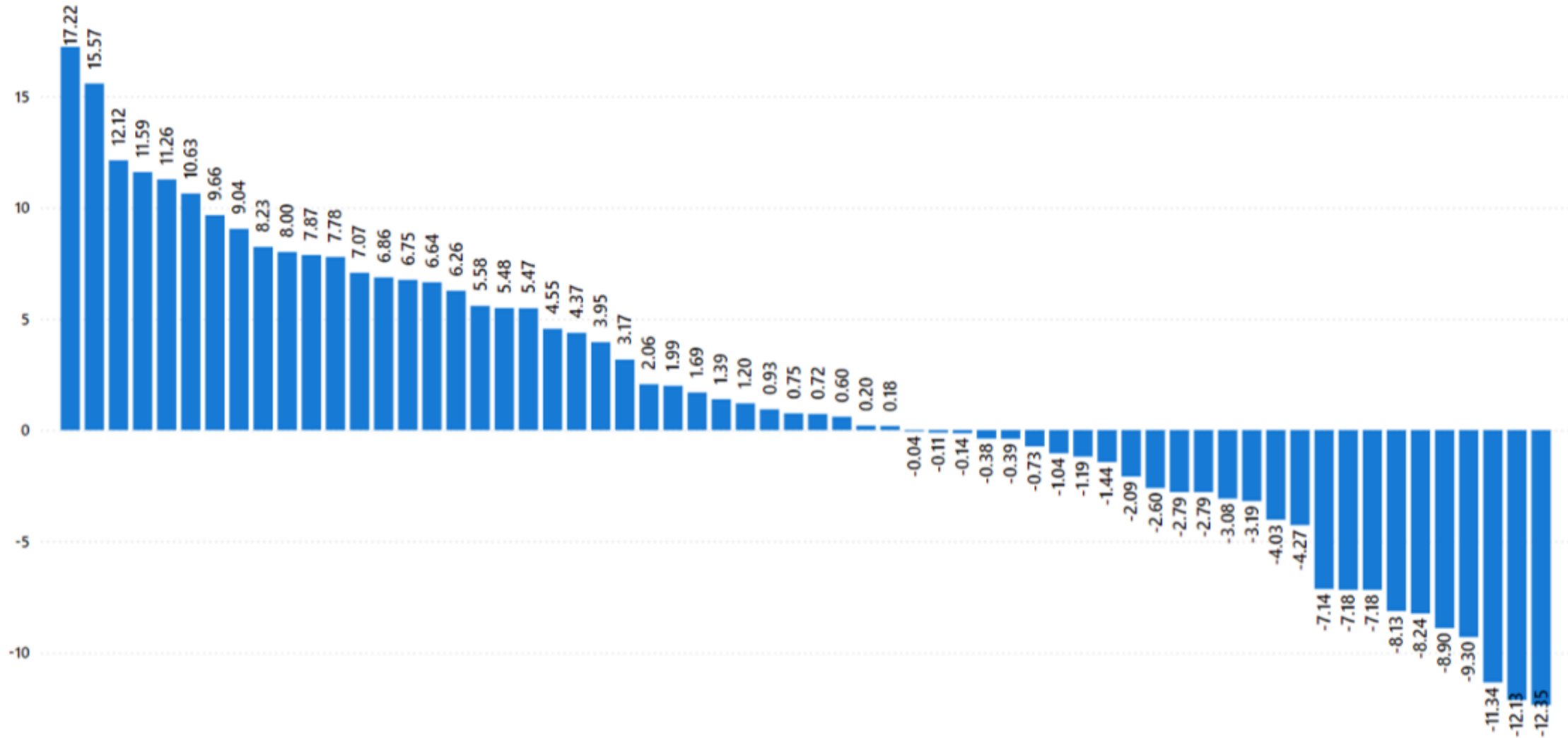


● Lochaber Housing Association ● All RSLs ● SHN Average



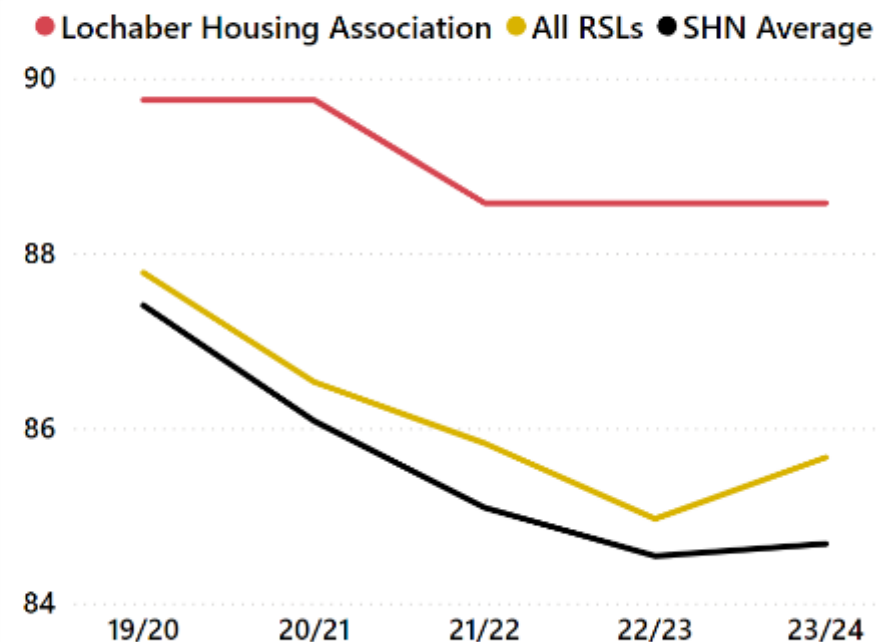
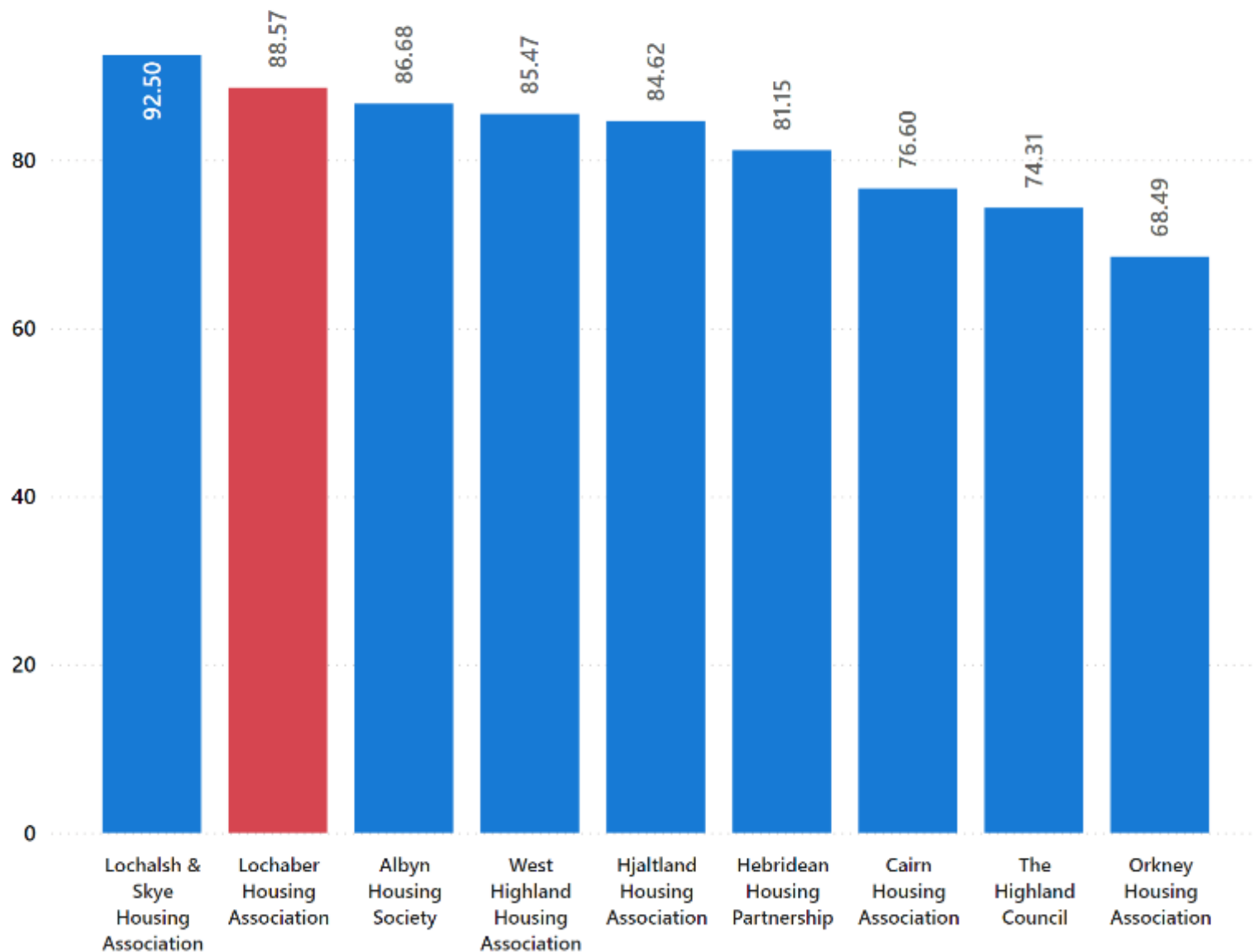
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	86.55	86.55	86.55
Peer Group 2 - Rural	85.67	85.01	84.66
All RSLs	86.32	84.91	85.06
SHN Average	85.44	84.38	84.01

## Change from previous survey



# Management of Neighbourhood

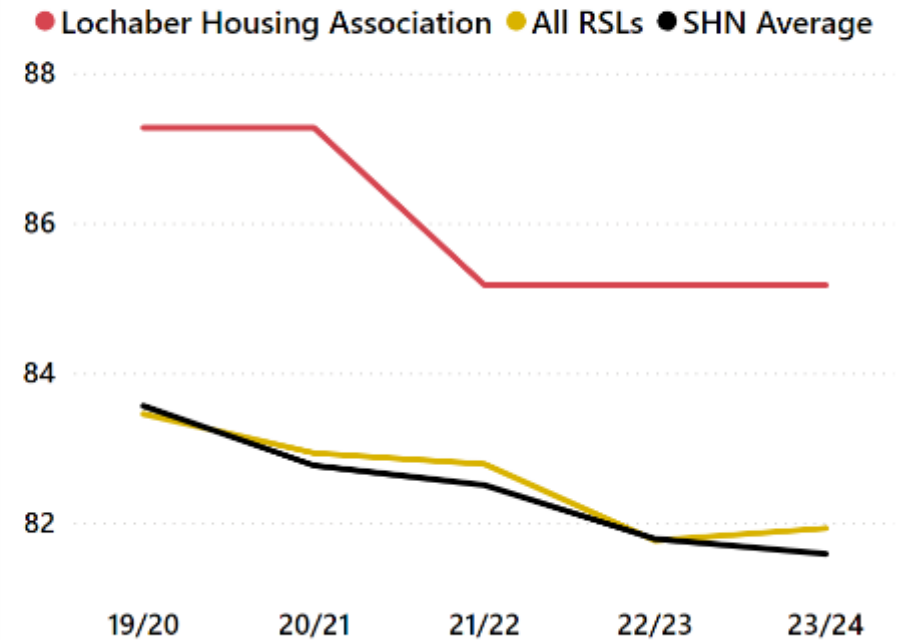
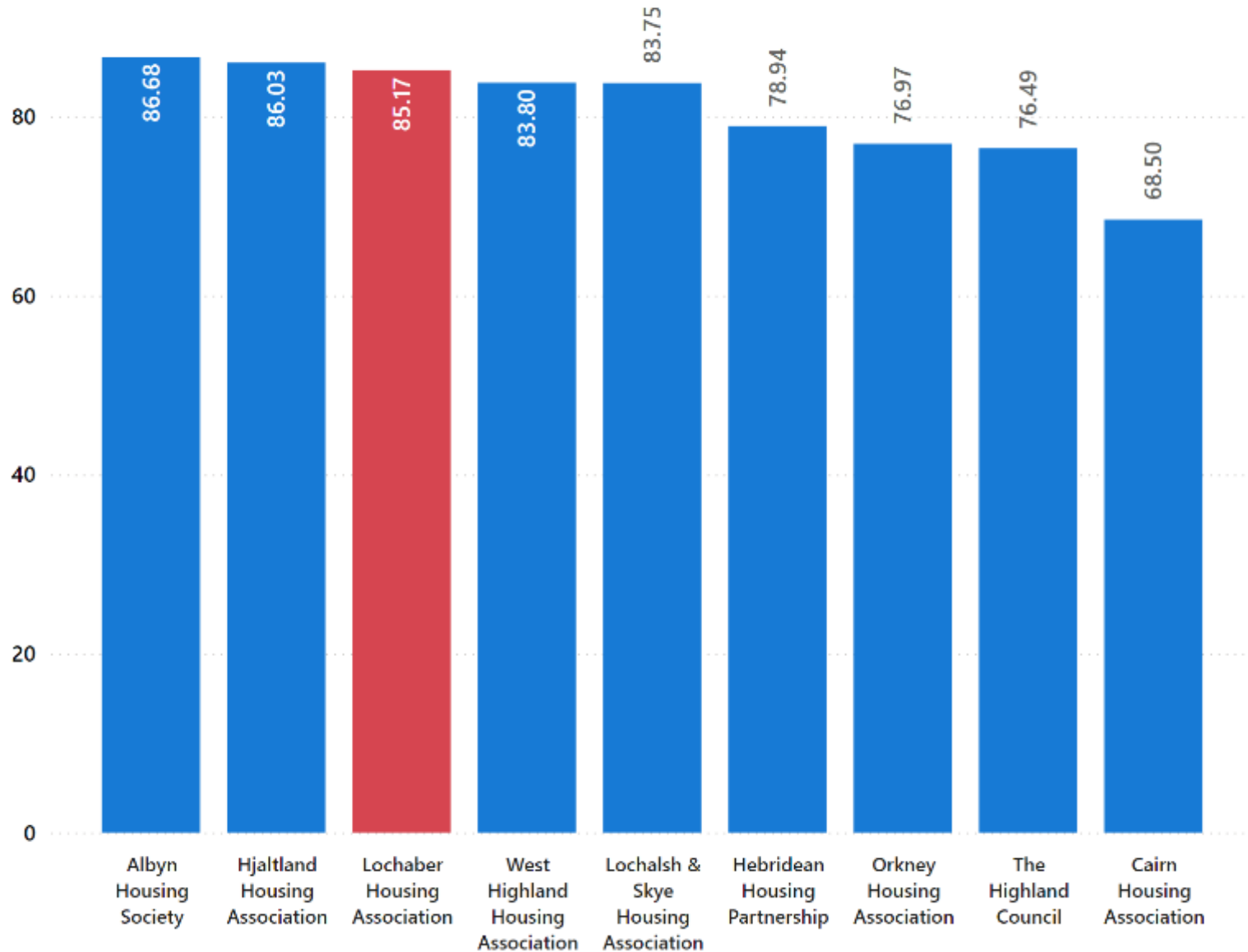
113 Percentage tenants satisfied with management of neighbourhood



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	88.57	88.57	88.57
Peer Group 2 - Rural	87.47	85.30	85.76
All RSLs	85.83	84.96	85.66
SHN Average	85.09	84.54	84.68

# Value for Money

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



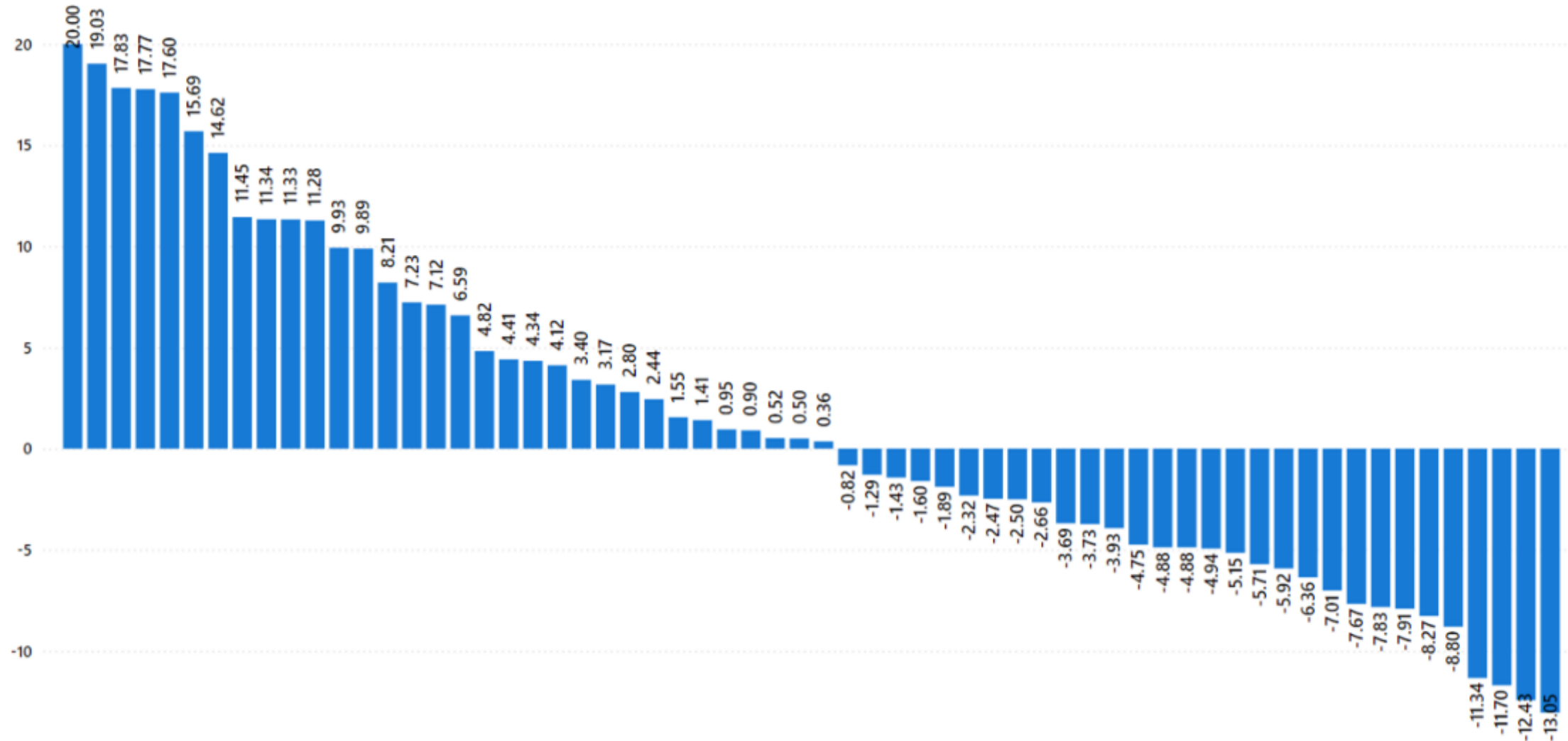
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	85.17	85.17	85.17
Peer Group 2 - Rural	82.73	82.60	83.18
All RSLs	82.79	81.77	81.93
SHN Average	82.51	81.79	81.59



# Value for Money

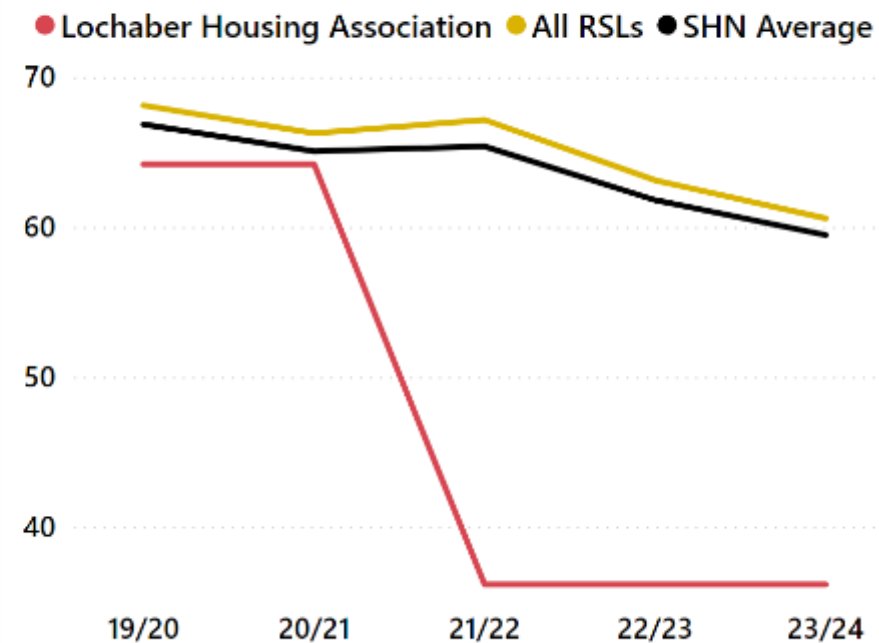
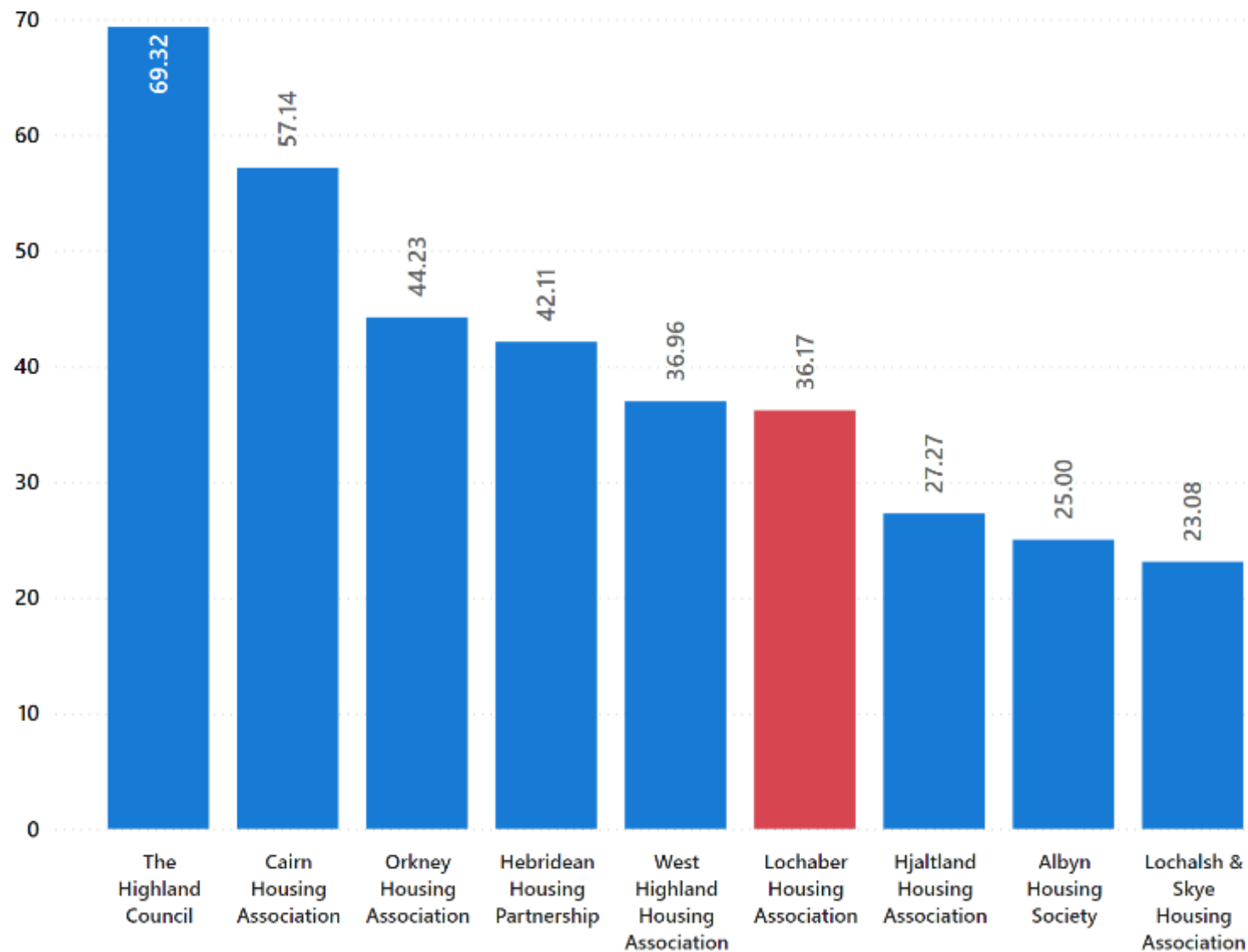
125 Percentage tenants who feel rent for their property represents good value for money

## Change from previous survey



# Factoring

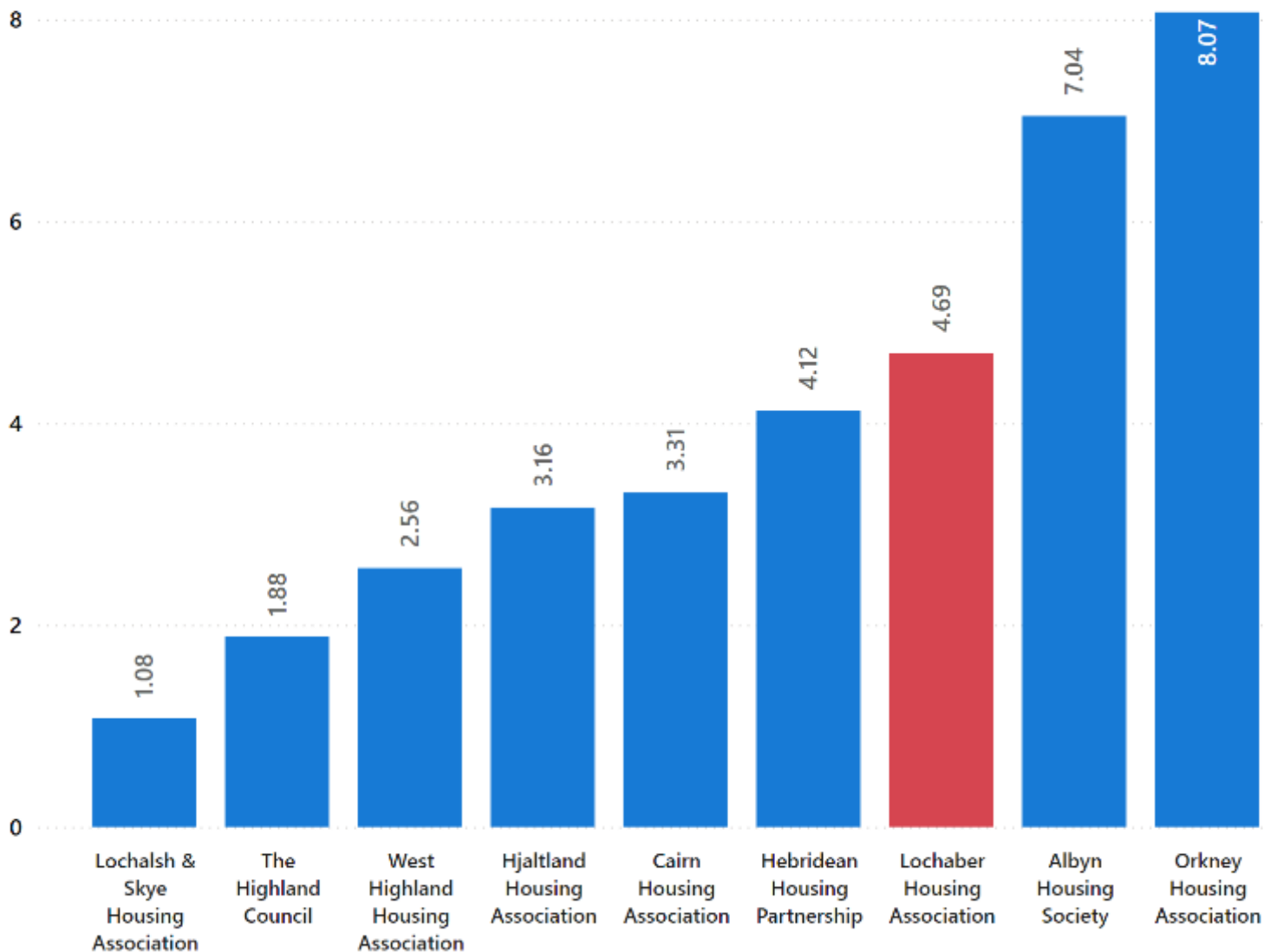
129 Percentage factored owners satisfied with factoring service



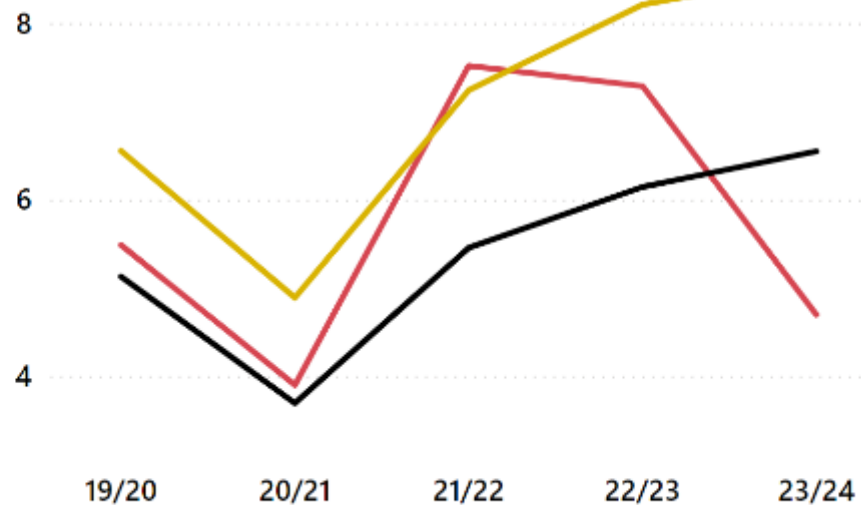
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	36.17	36.17	36.17
Peer Group 2 - Rural	50.90	48.49	41.10
All RSLs	67.14	63.11	60.57
SHN Average	65.38	61.79	59.46

# Complaints

13 Complaints received per 100 homes



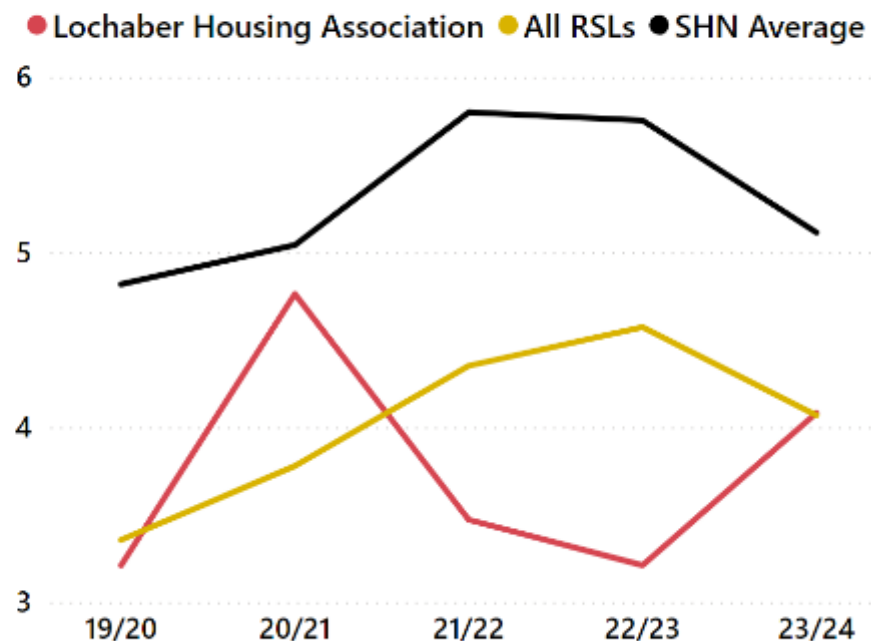
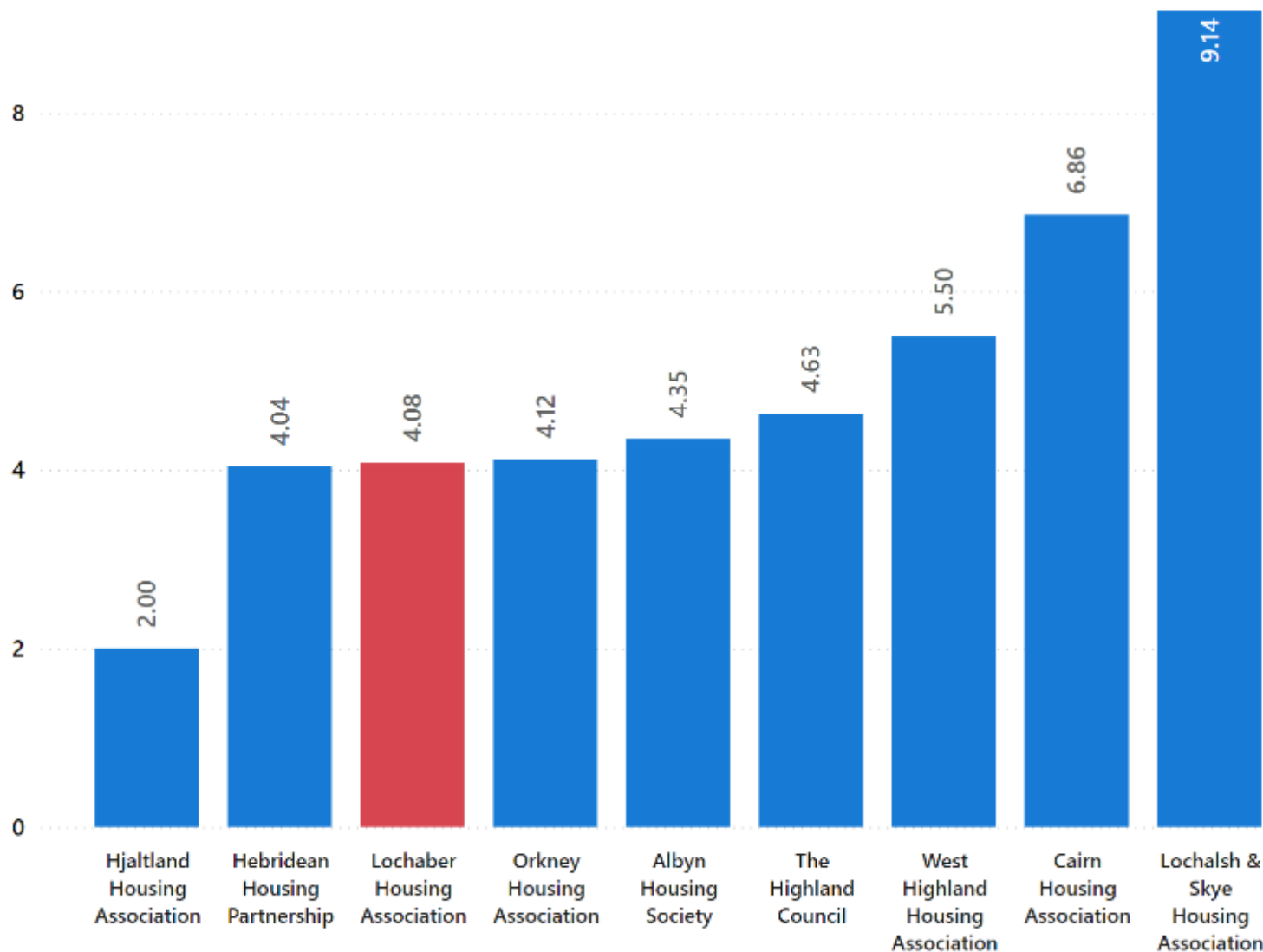
● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	7.52	7.29	4.69
Peer Group 2 - Rural	5.45	6.29	5.52
All RSLs	7.24	8.21	8.57
SHN Average	5.45	6.14	6.55

# 1st Stage Complaints

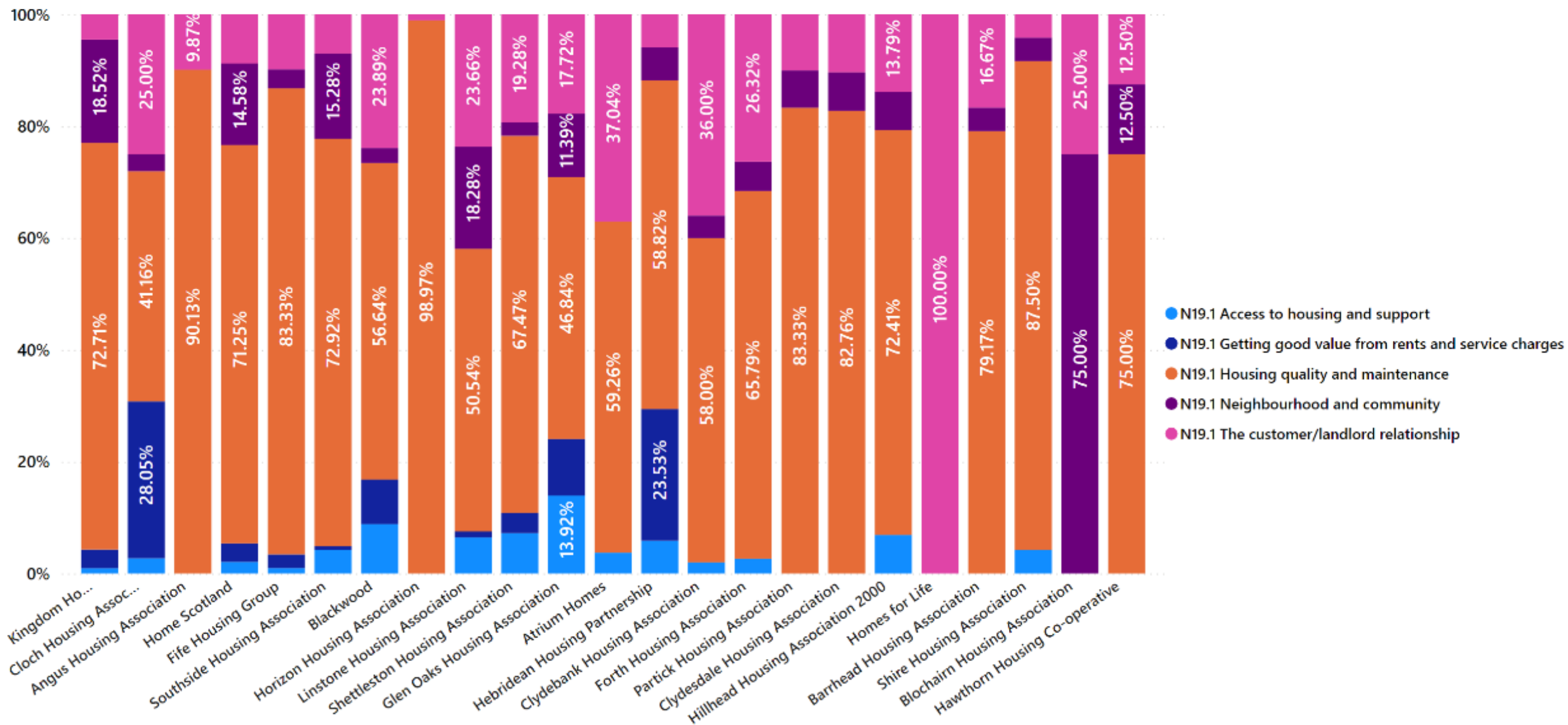
14 Stage 1 complaints average time to respond



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	3.47	3.21	4.08
Peer Group 2 - Rural	4.76	4.35	4.54
All RSLs	4.35	4.57	4.07
SHN Average	5.80	5.75	5.11

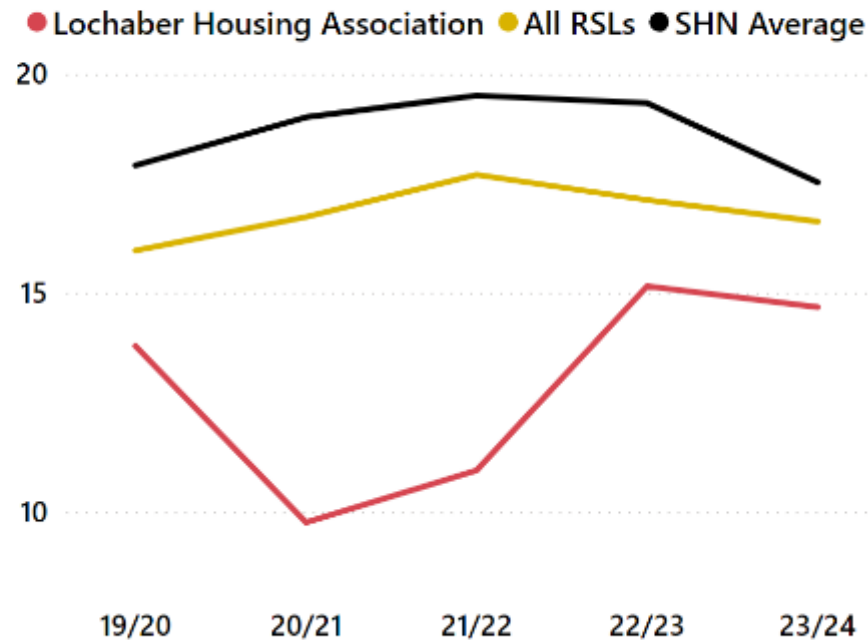
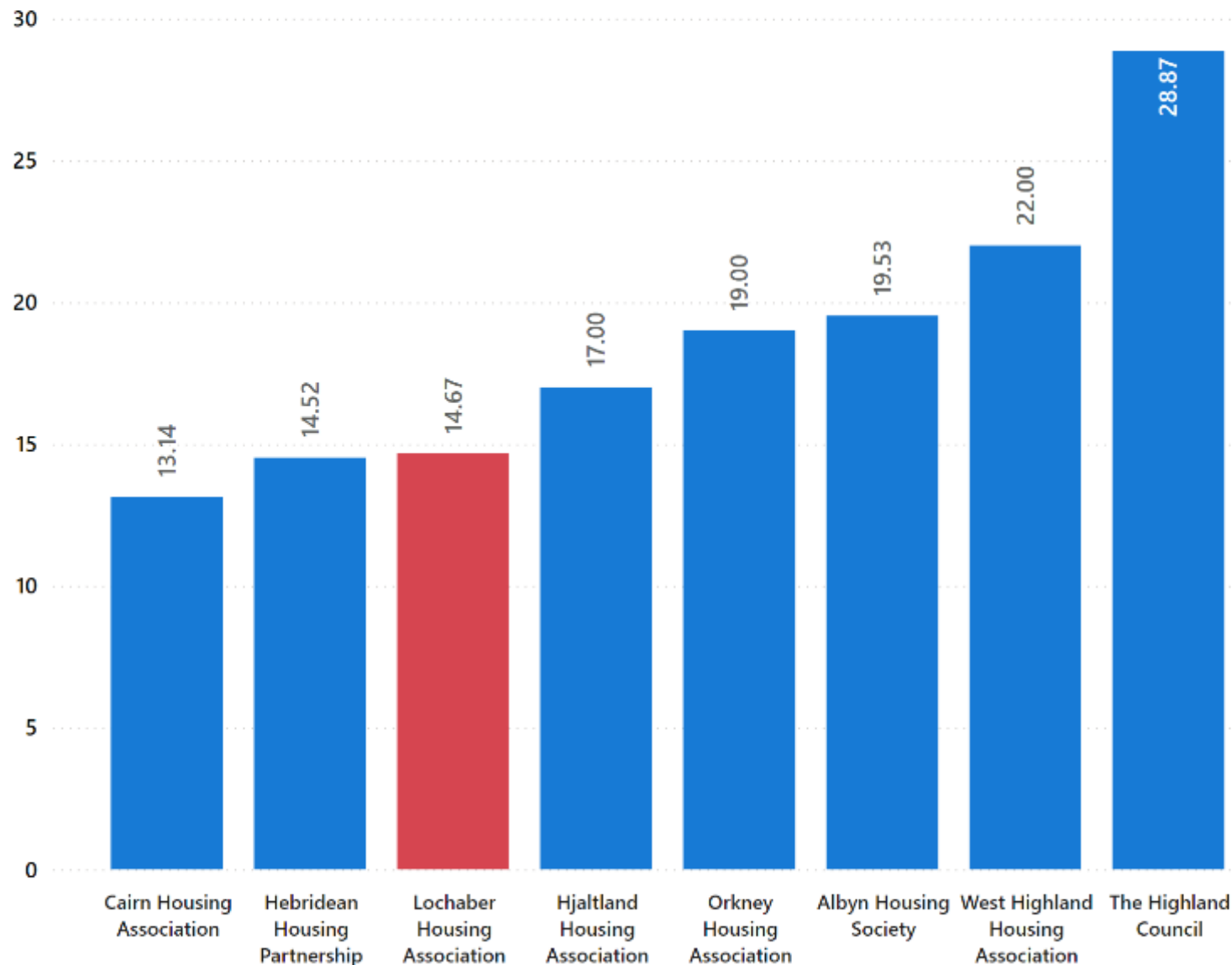
# 1st Stage Complaints

N19 Stage 1 complaints



# 2nd Stage Complaints

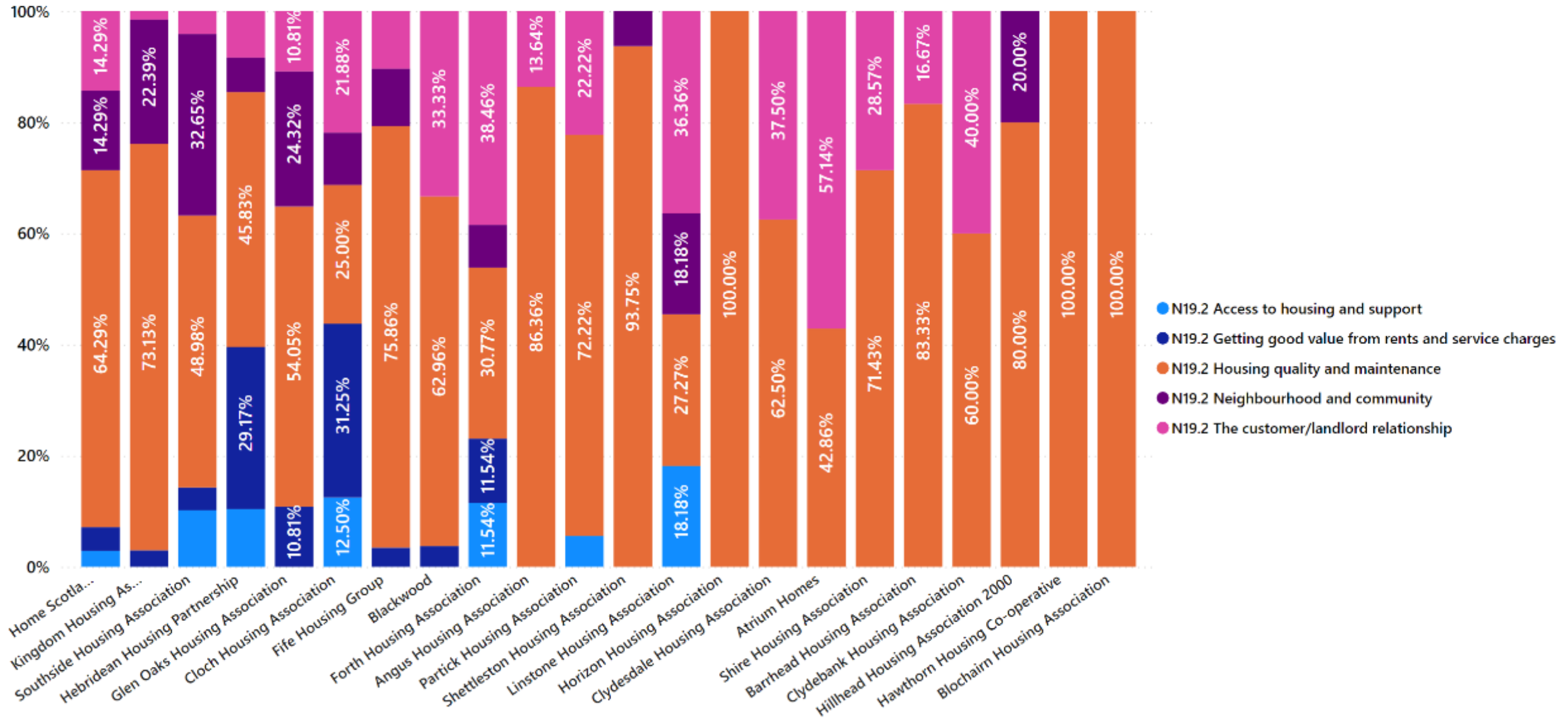
14 Stage 2 complaints average time to respond



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	10.94	15.15	14.67
Peer Group 2 - Rural	19.05	18.82	17.53
All RSLs	17.70	17.12	16.63
SHN Average	19.51	19.34	17.52

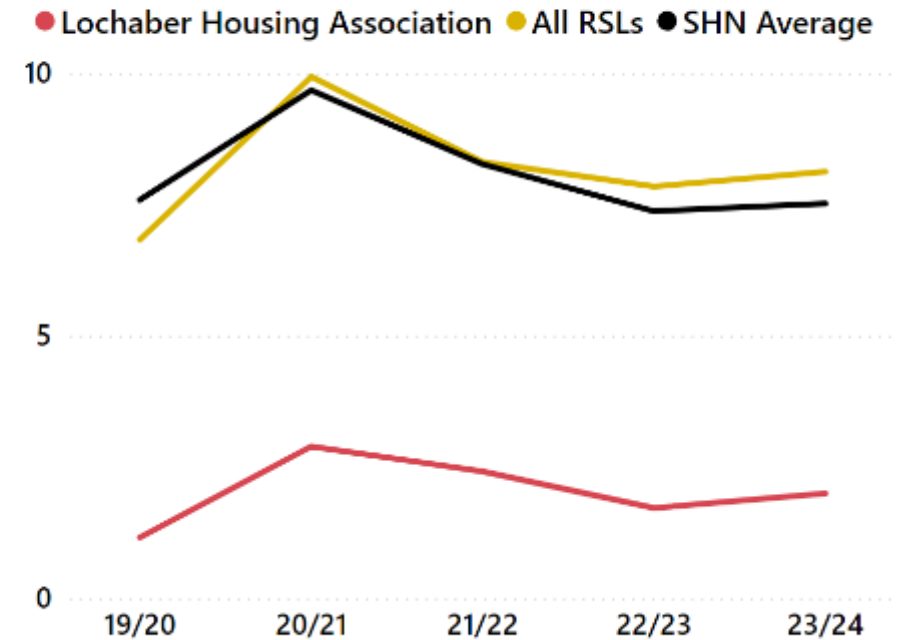
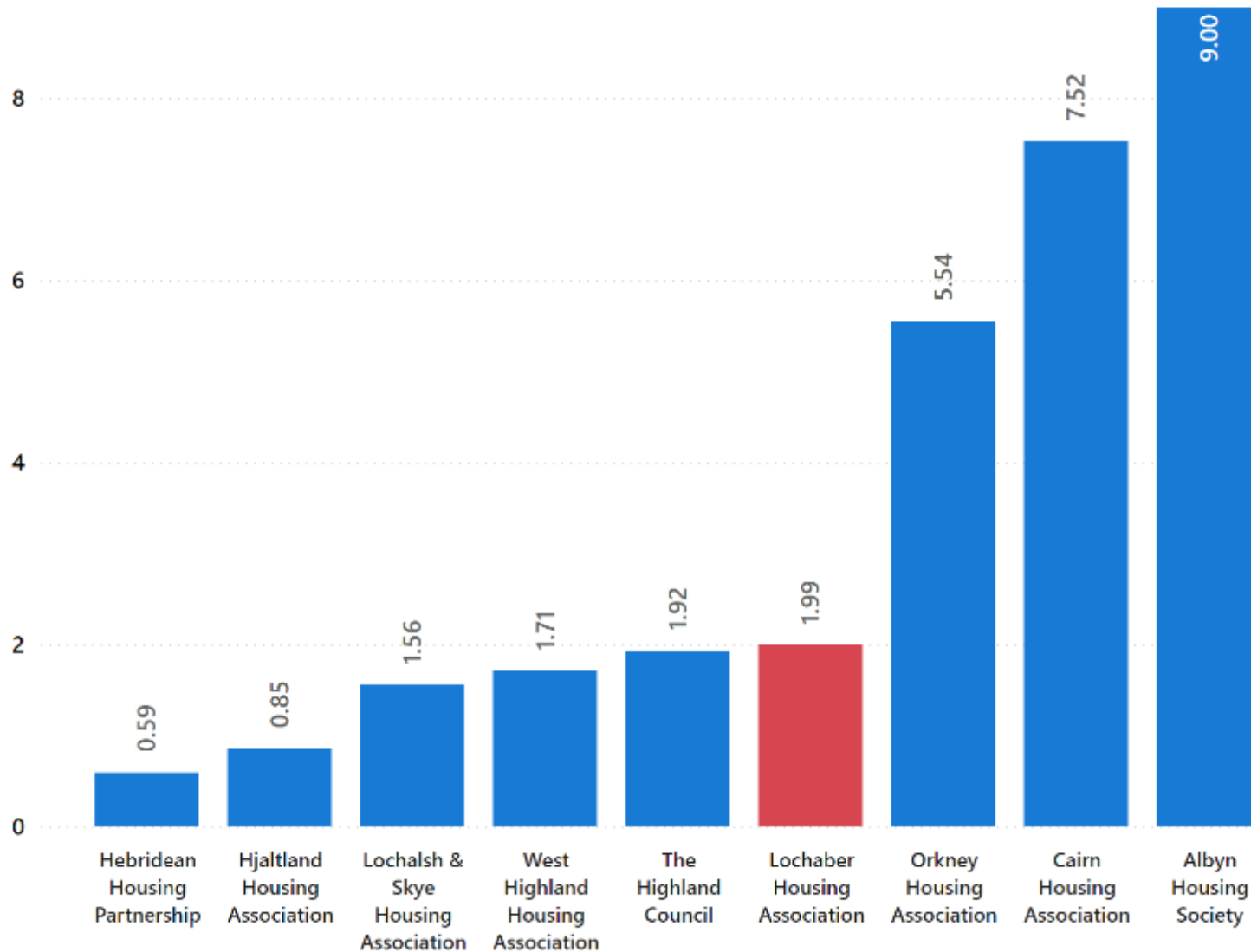
# 2nd Stage Complaints

N19 Stage 2 complaints



# Anti-Social Behaviour

115 ASB cases per 100 homes

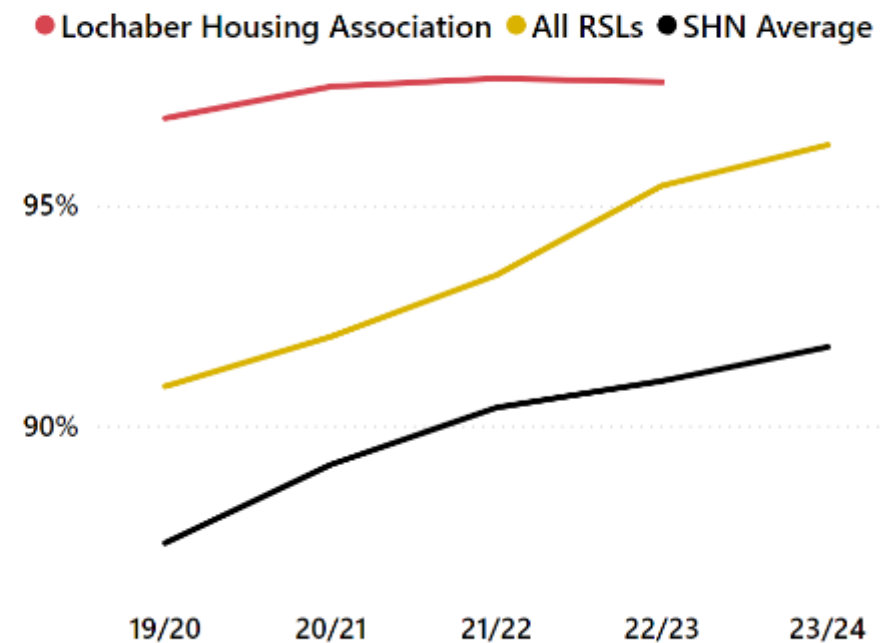
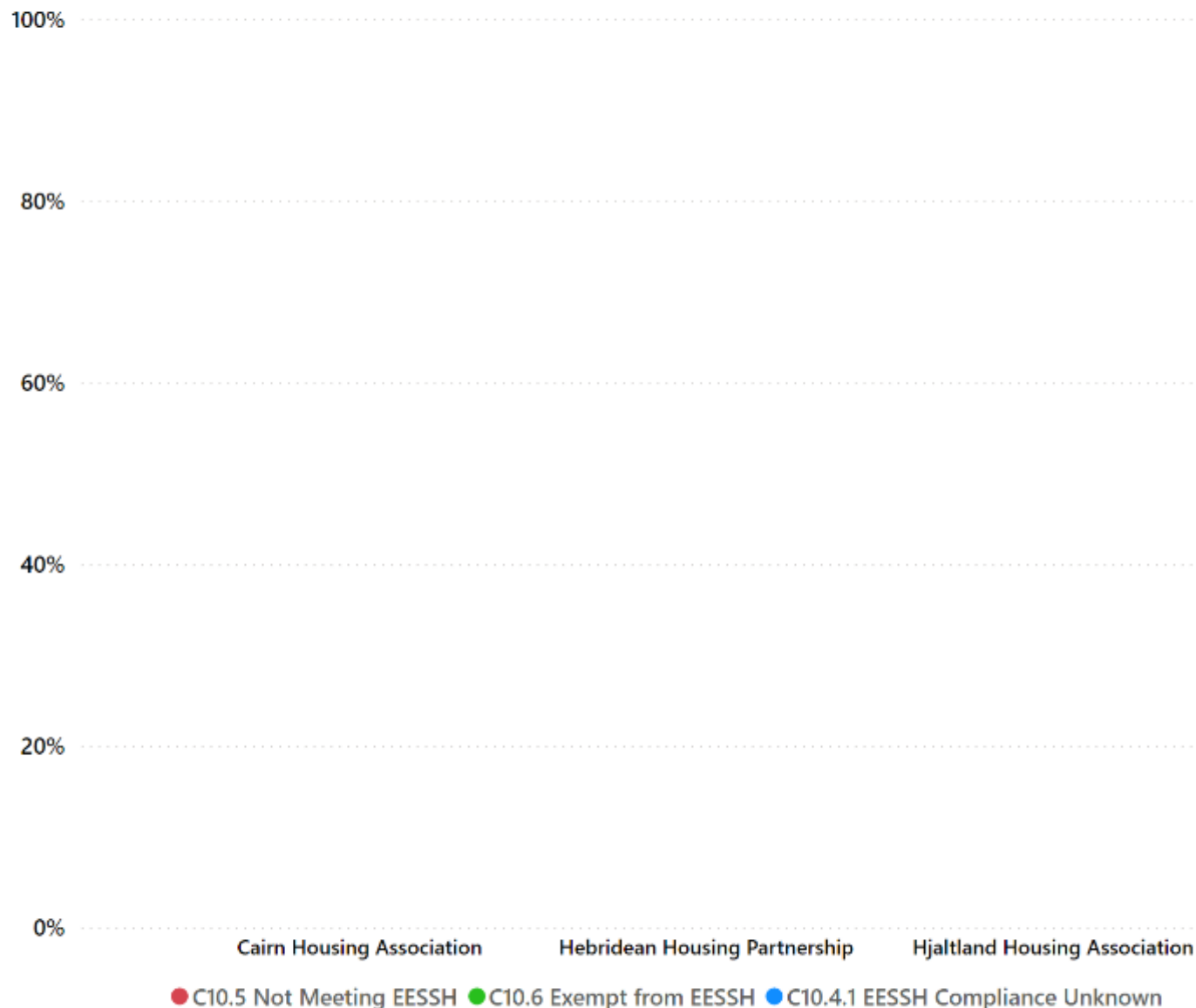


Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	2.41	1.71	1.99
Peer Group 2 - Rural	5.62	5.33	5.79
All RSLs	8.30	7.84	8.12
SHN Average	8.26	7.37	7.51

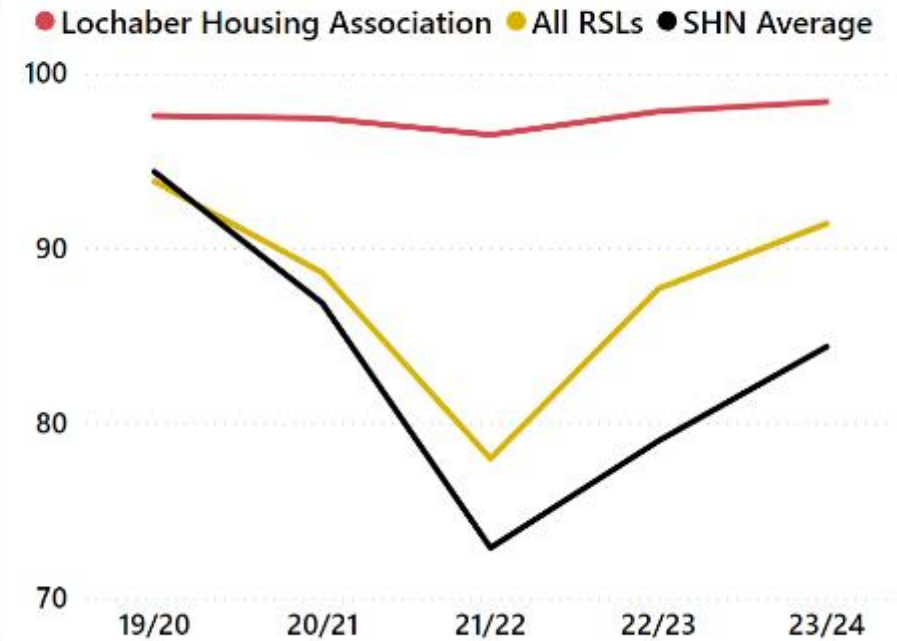
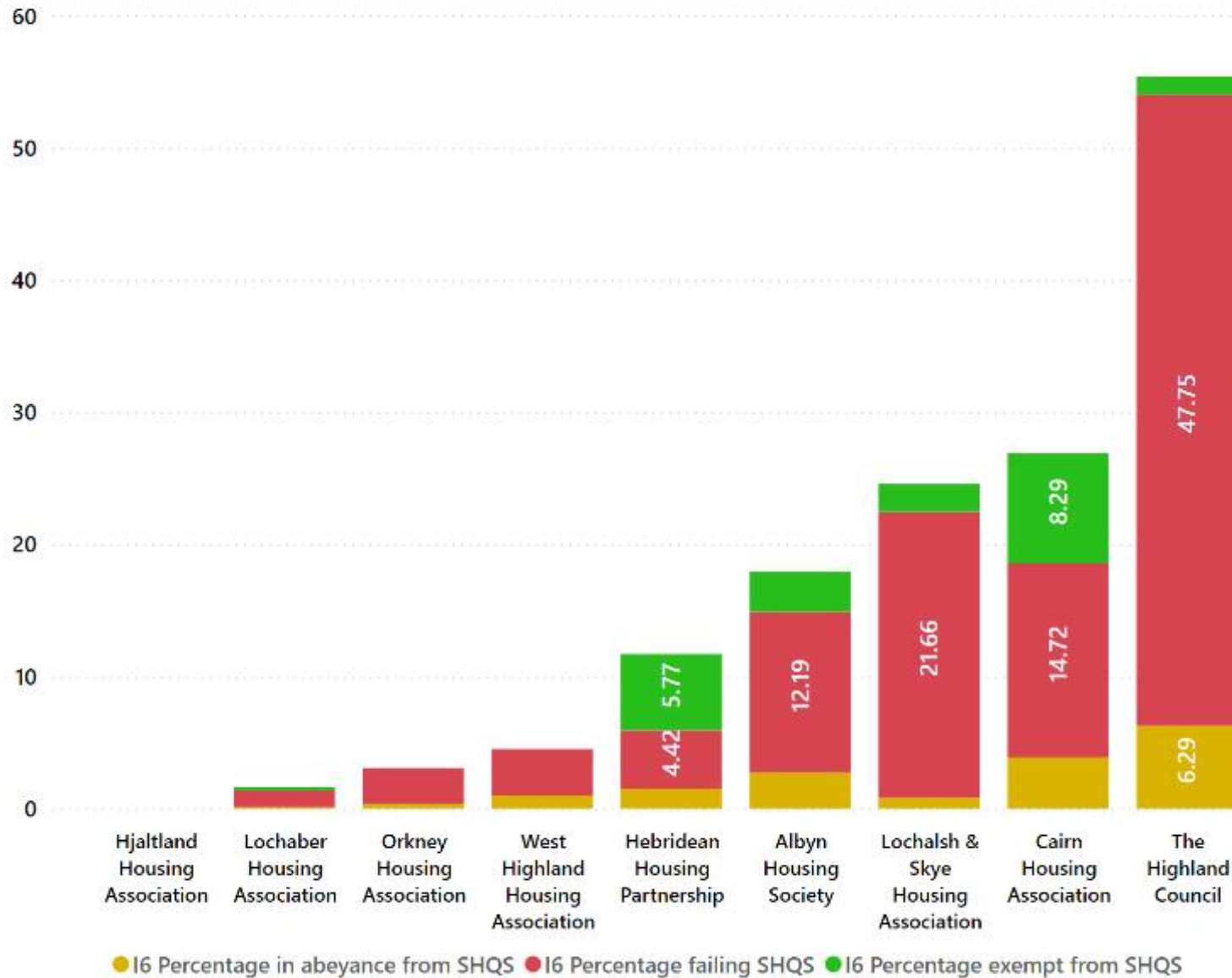




# Housing Quality & Maintenance



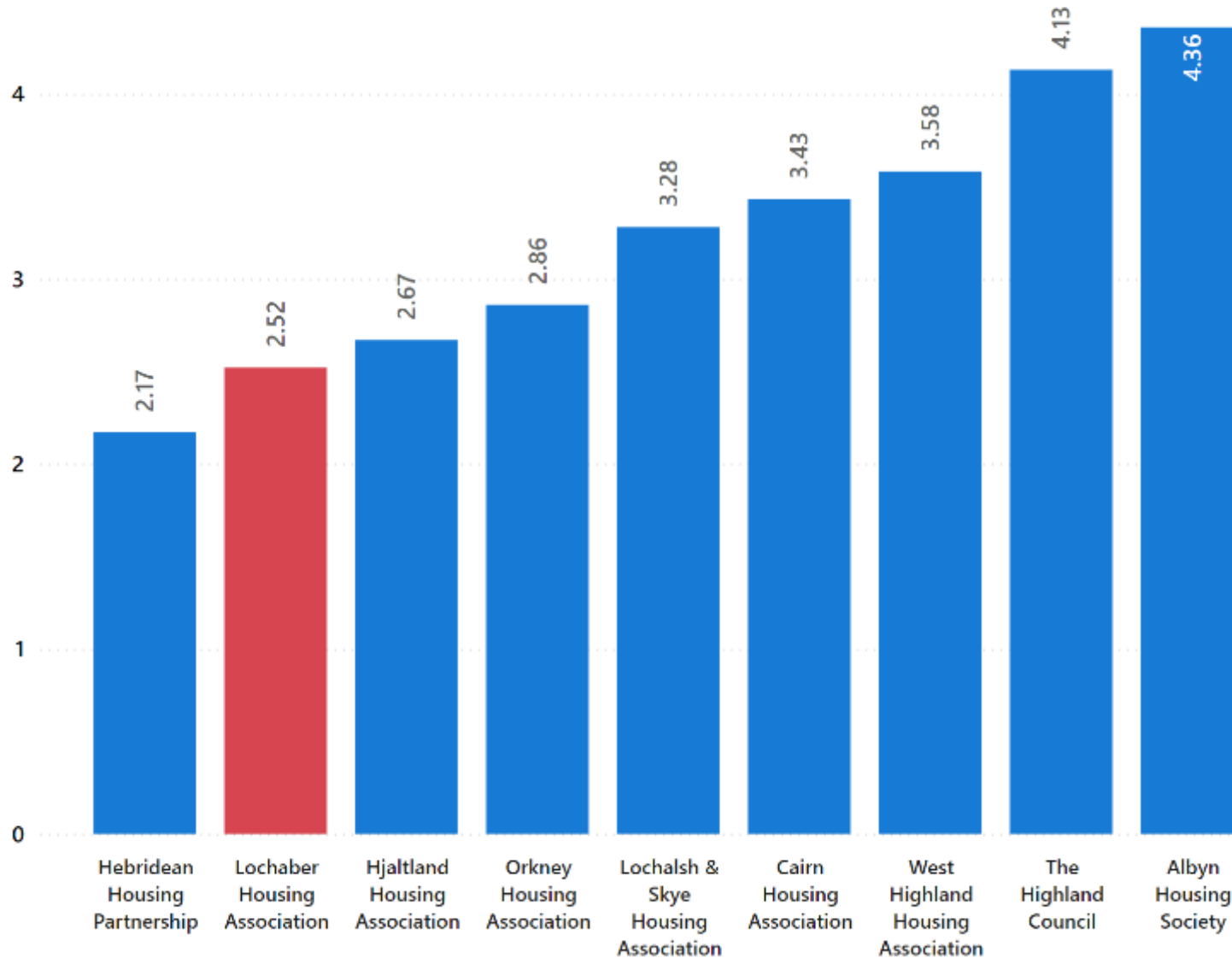
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	97.88%	97.80%	
Peer Group 2 - Rural	94.89%	97.18%	99.30%
All RSLs	93.42%	95.44%	96.37%
SHN Average	90.41%	91.01%	91.79%



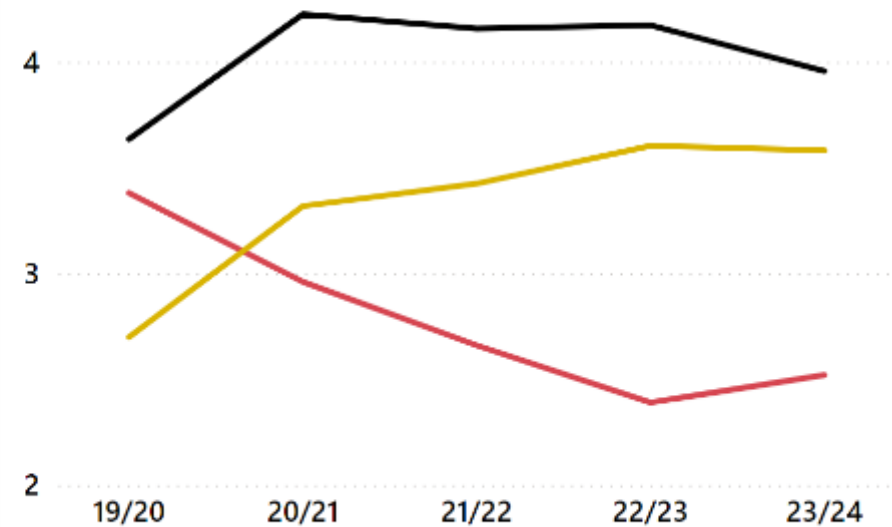
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	96.46	97.80	98.35
Peer Group 2 - Rural	78.81	87.81	90.99
All RSLs	77.97	87.68	91.40
SHN Average	72.87	78.98	84.36

# Emergency Repairs

18 Average hours to complete emergency repairs



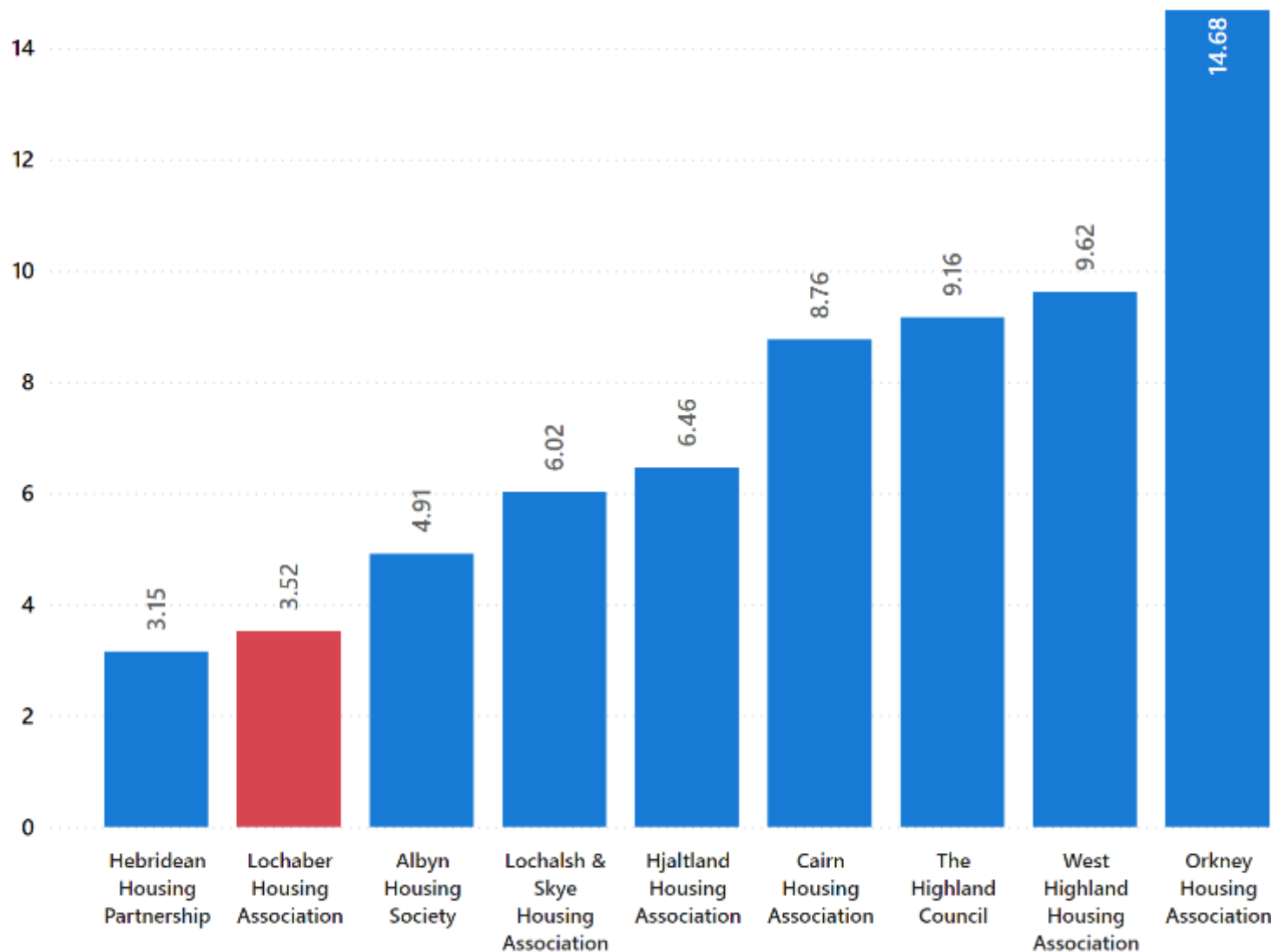
● Lochaber Housing Association ● All RSLs ● SHN Average



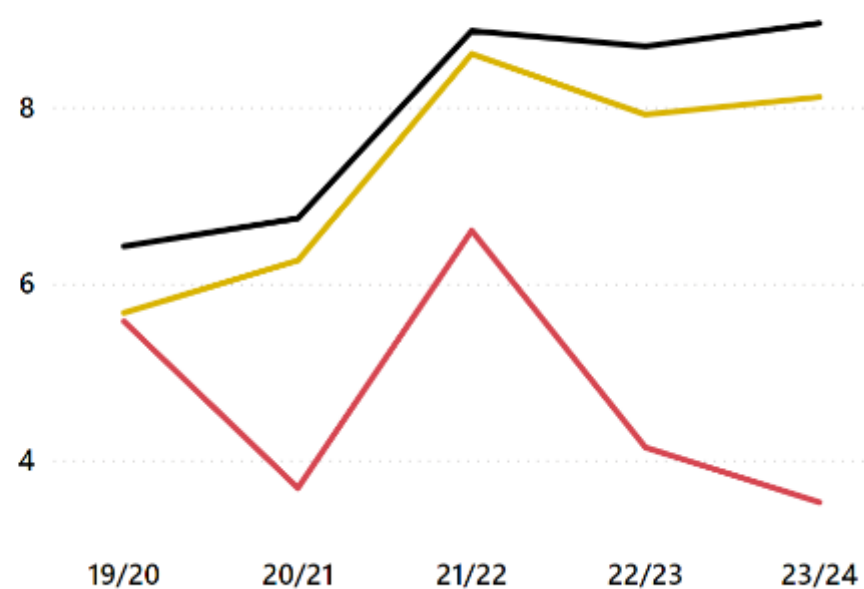
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	2.66	2.39	2.52
Peer Group 2 - Rural	3.41	4.14	3.28
All RSLs	3.42	3.60	3.58
SHN Average	4.16	4.17	3.96

# Non-Emergency Repairs

19 Average working days to complete non-emergency repairs



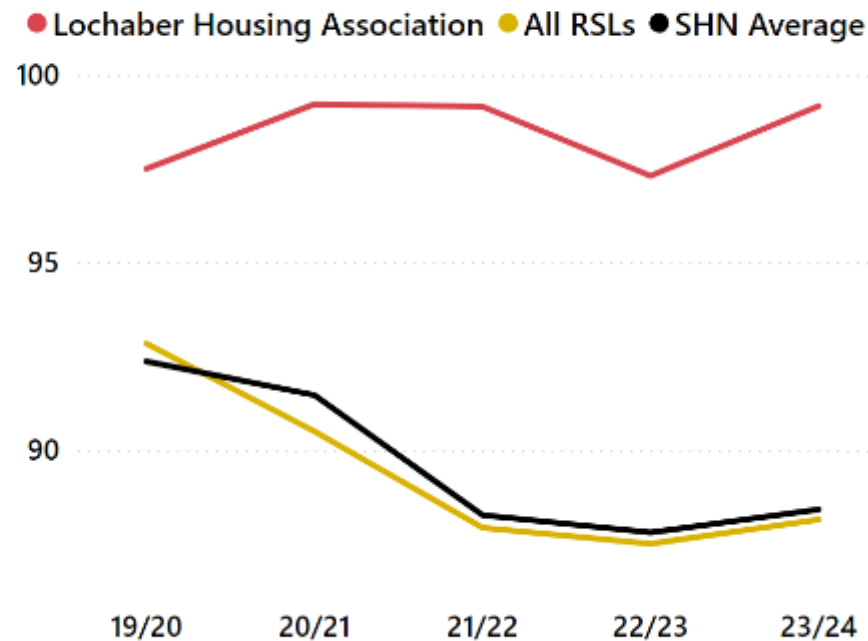
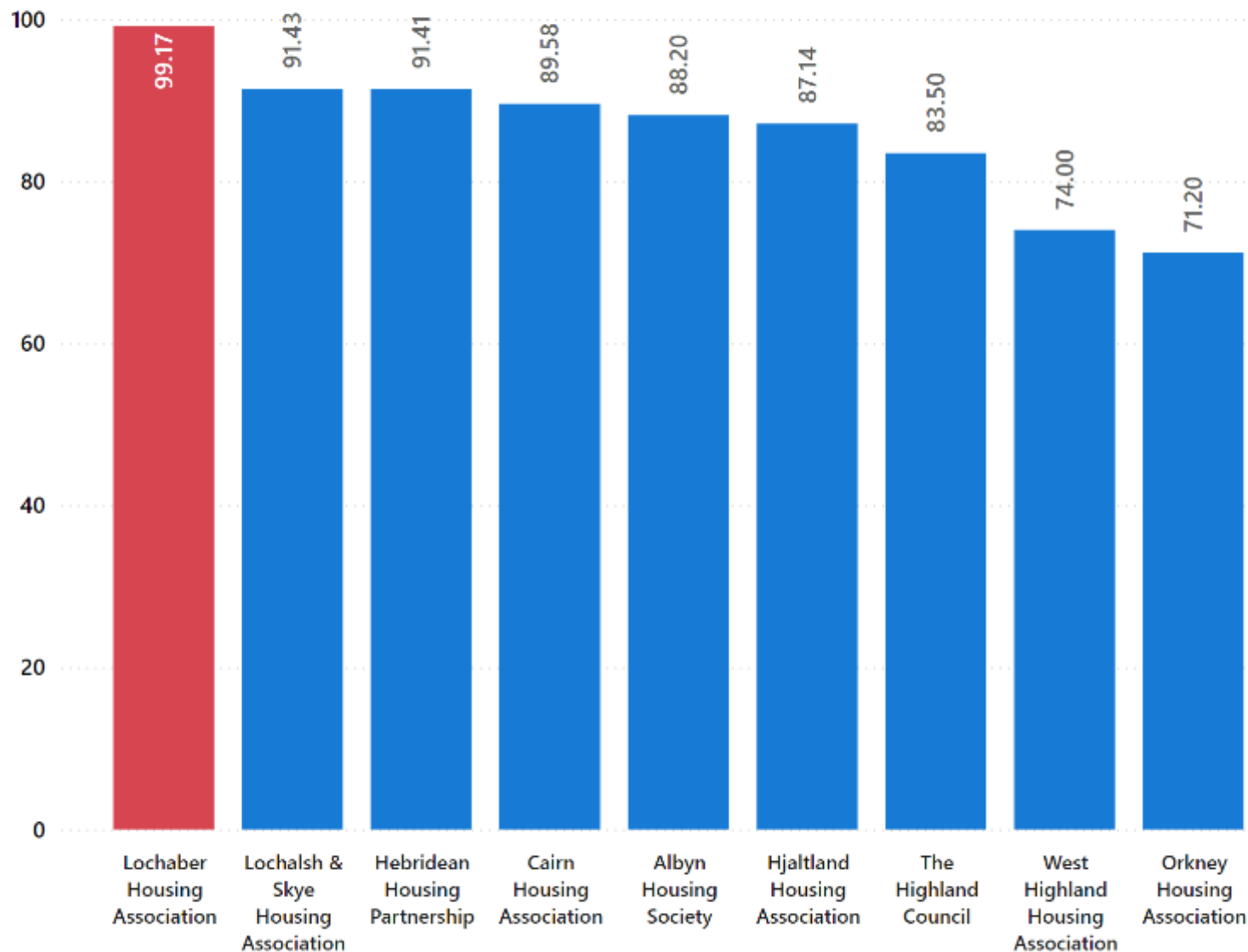
● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	6.60	4.14	3.52
Peer Group 2 - Rural	9.55	8.63	8.17
All RSLs	8.60	7.92	8.11
SHN Average	8.87	8.69	8.95

# Repairs Right First Time

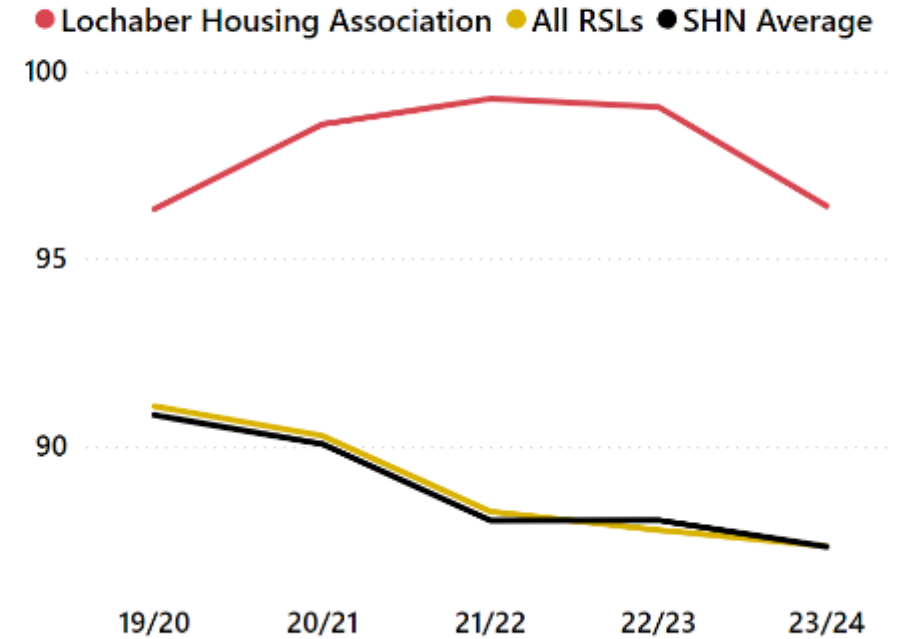
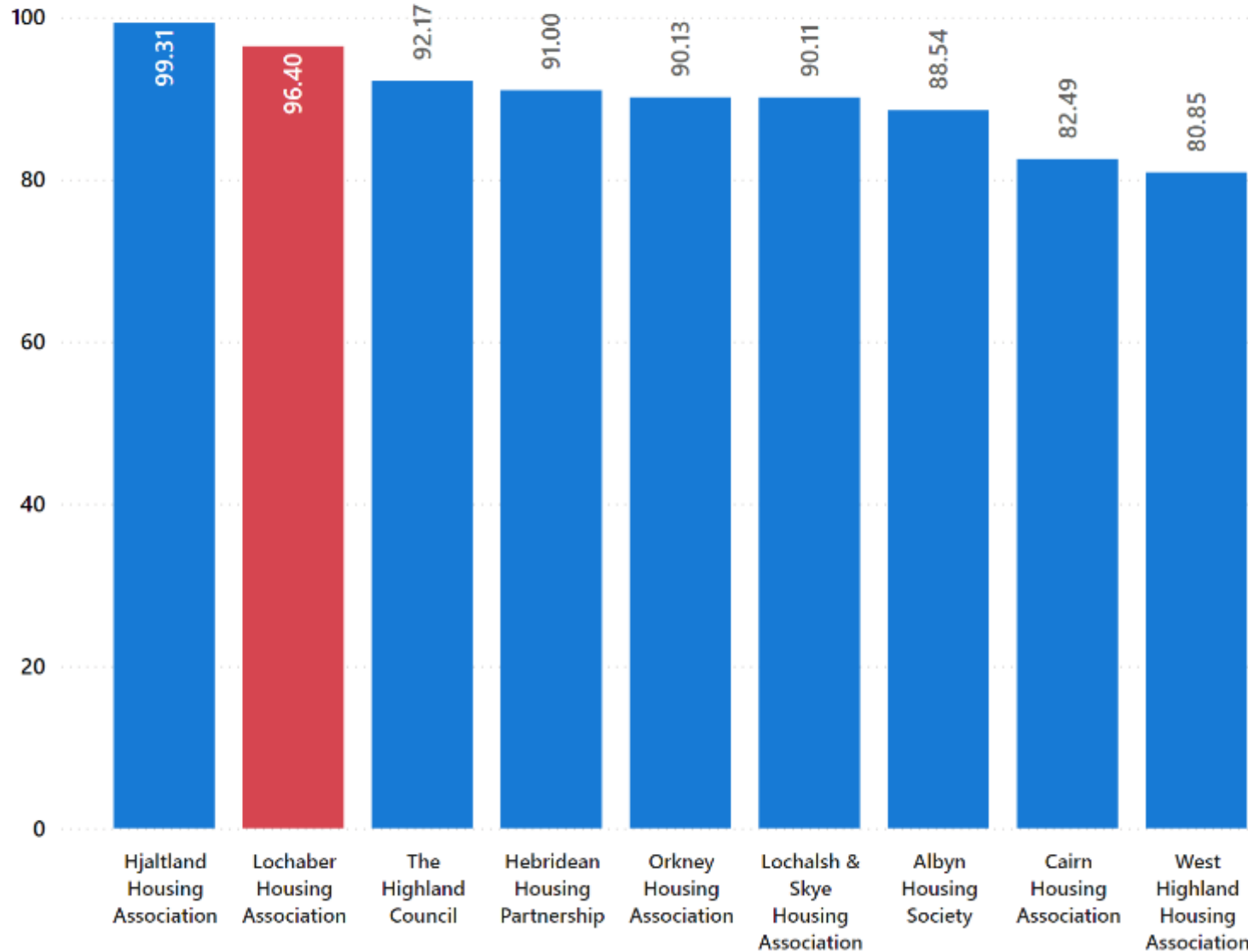
110 Percentage reactive repairs completed right first time



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	99.16	97.31	99.17
Peer Group 2 - Rural	87.31	88.55	90.16
All RSLs	87.93	87.50	88.14
SHN Average	88.27	87.80	88.41

# Repairs Satisfaction

112 Percentage tenants satisfied with repairs service



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	99.26	99.04	96.40
Peer Group 2 - Rural	88.39	87.45	86.81
All RSLs	88.25	87.76	87.33
SHN Average	88.01	88.02	87.31

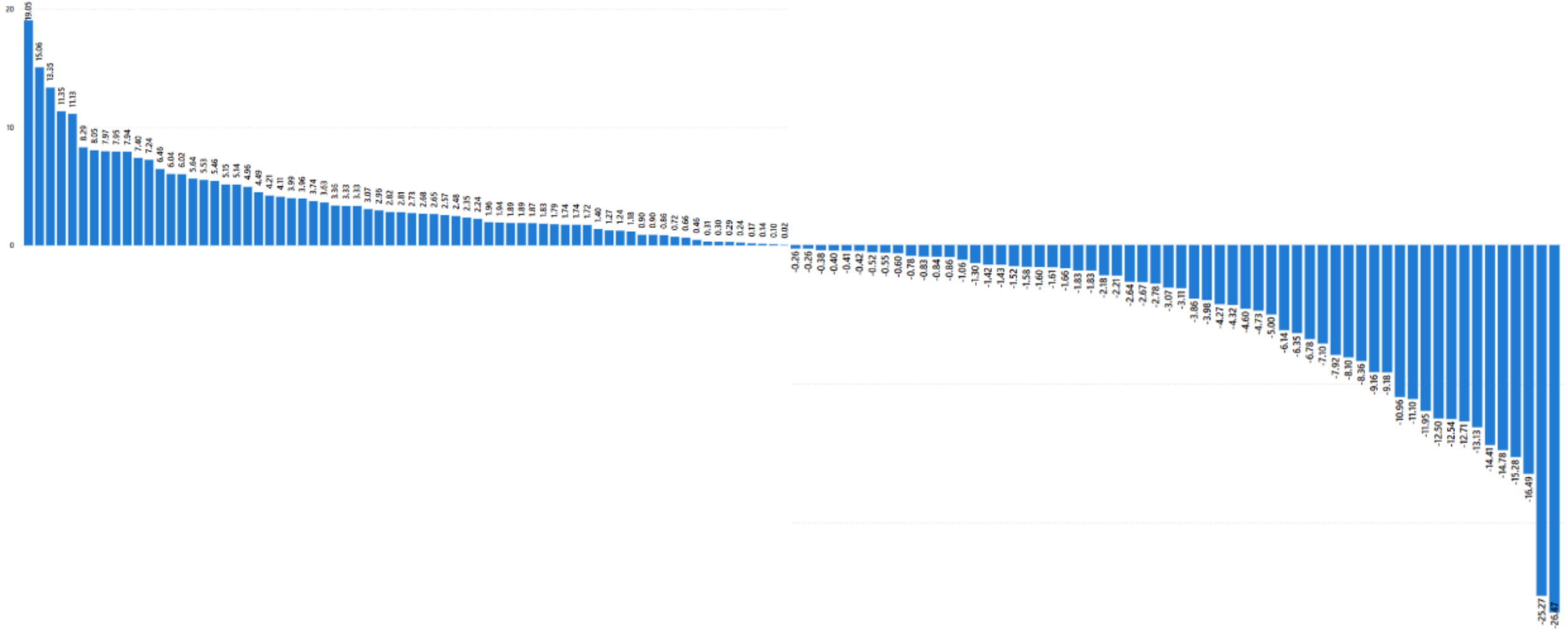


# Repairs Satisfaction

112 Percentage tenants satisfied with repairs service

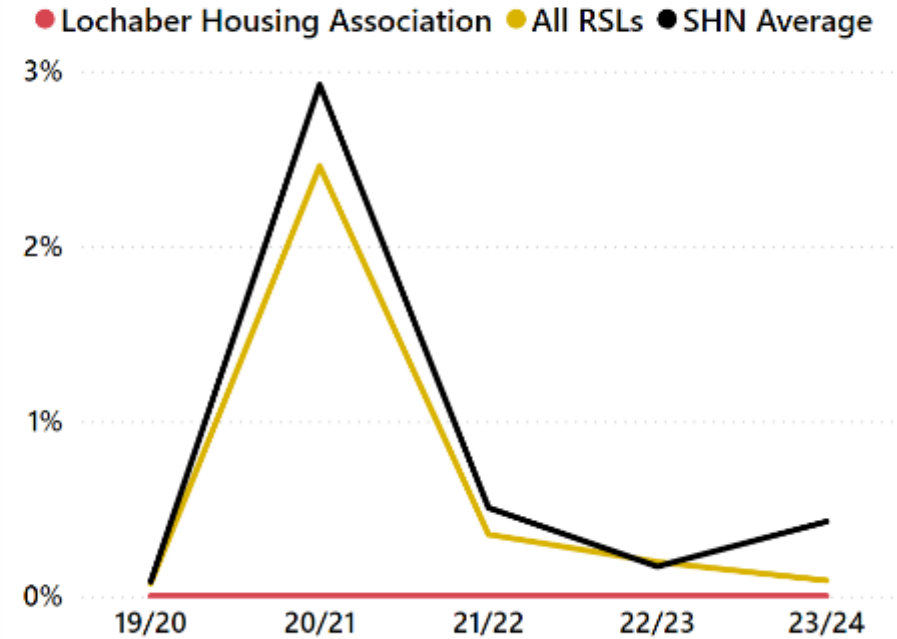
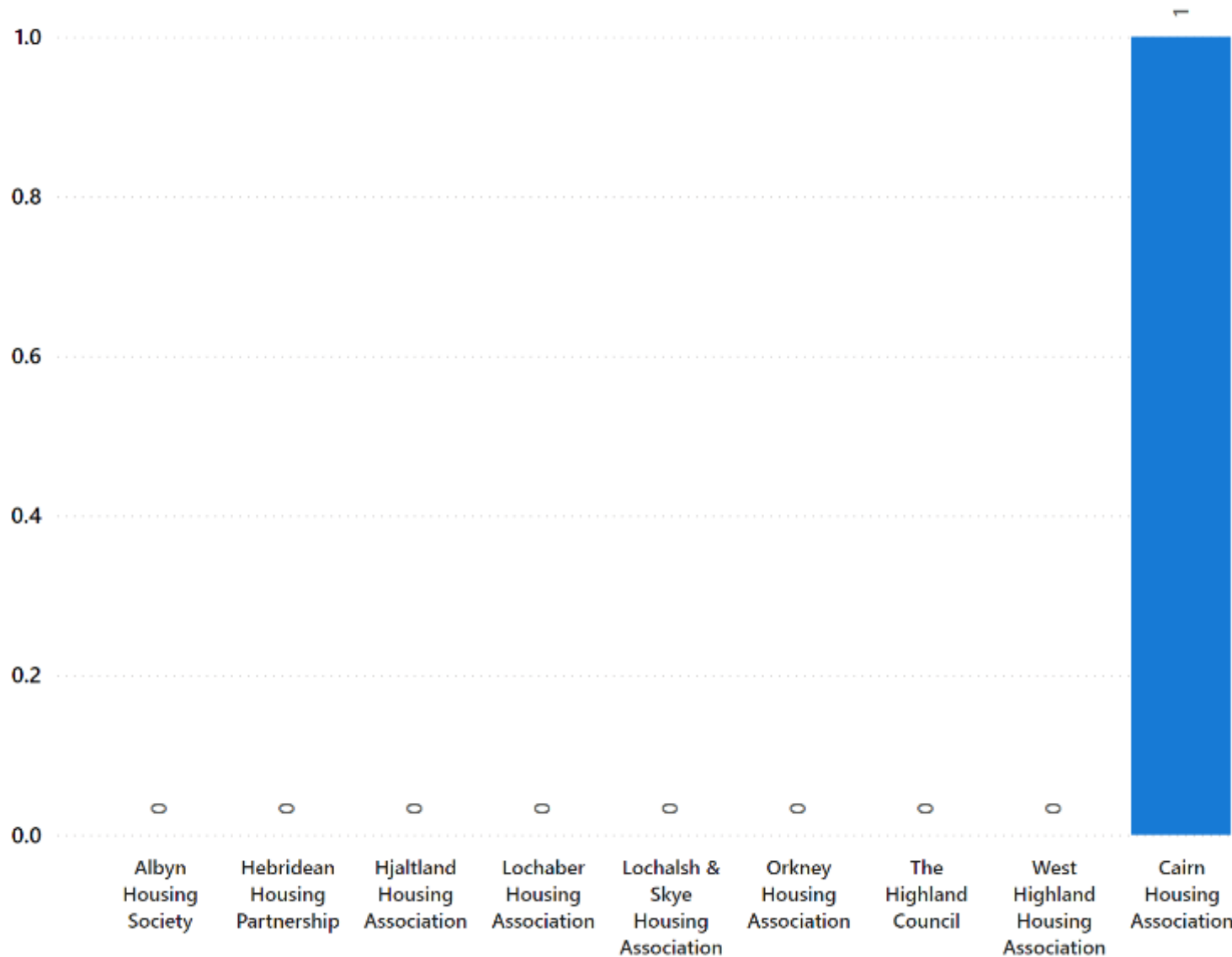


## Change from previous survey



# Gas Safety

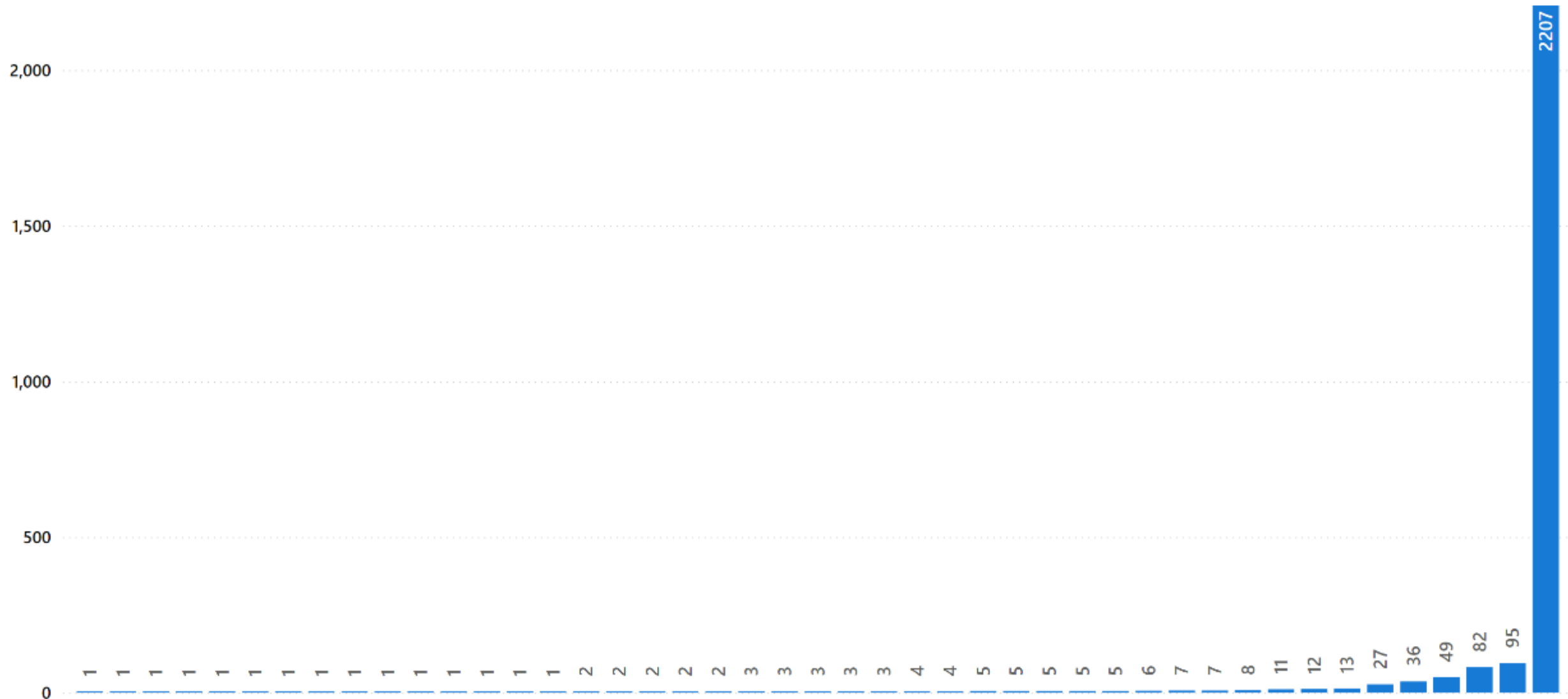
## I11 Gas safety fails count



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	0	0	0
Peer Group 2 - Rural	9	2	1
All RSLs	1,013	578	268
SHN Average	3,029	1,032	2,633

# Gas Safety

111 Gas safety regulations not met



Access to Housing

## Housing Lists & Lets

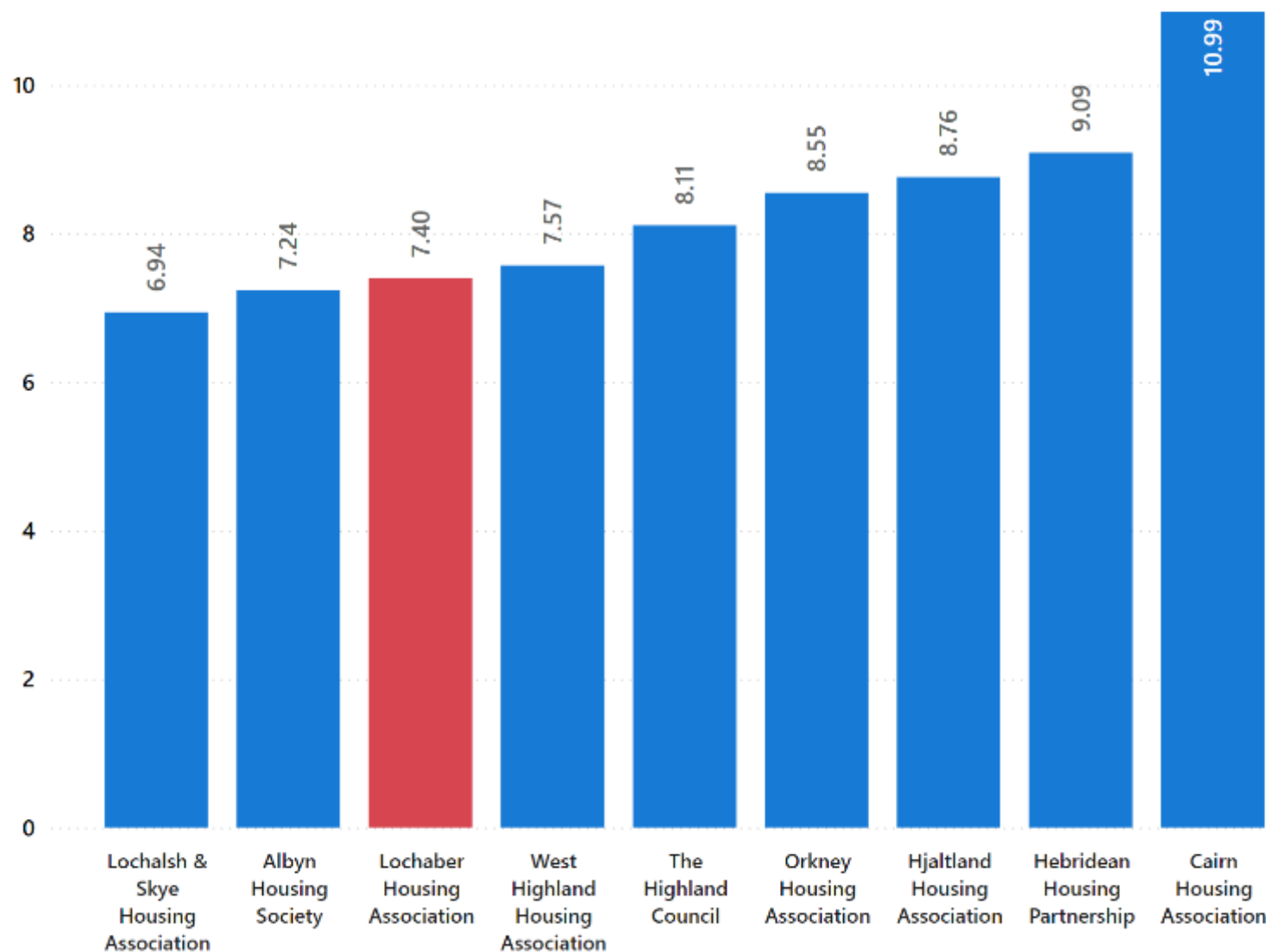
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<b>C2.1 The number of lets to existing tenants</b>	<b>9</b>
<b>C2.2 The number of lets to housing list applicants</b>	<b>24</b>
<b>C2.3 The number of mutual exchanges</b>	<b>1</b>
<b>C2.4 The number of lets from other sources</b>	<b>2</b>
<b>C2.5 The number of lets to homeless applicants</b>	<b>17</b>
<b>C2.6 Other nominations from local authorities</b>	<b>0</b>
<b>C3.1 General needs lets</b>	<b>43</b>
<b>C3.2 Supported housing lets</b>	<b>9</b>

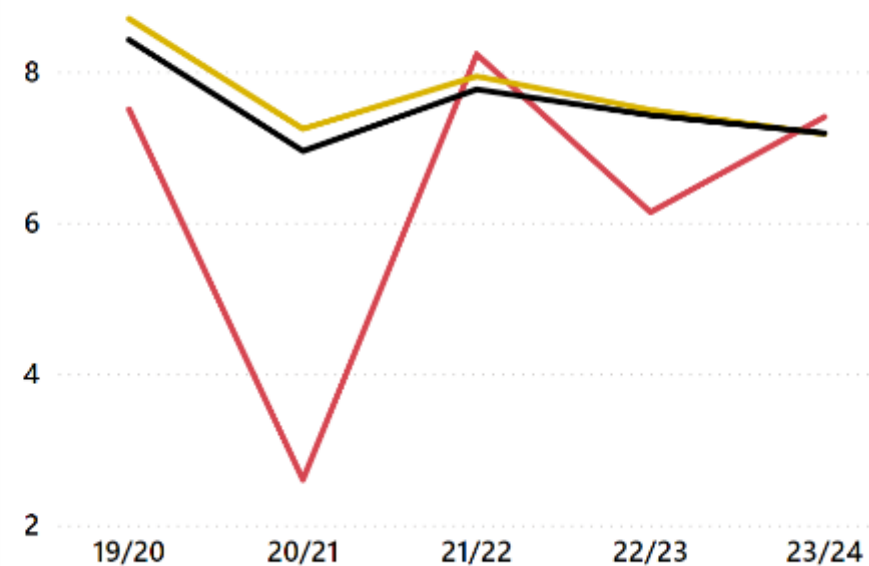
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# Turnover

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



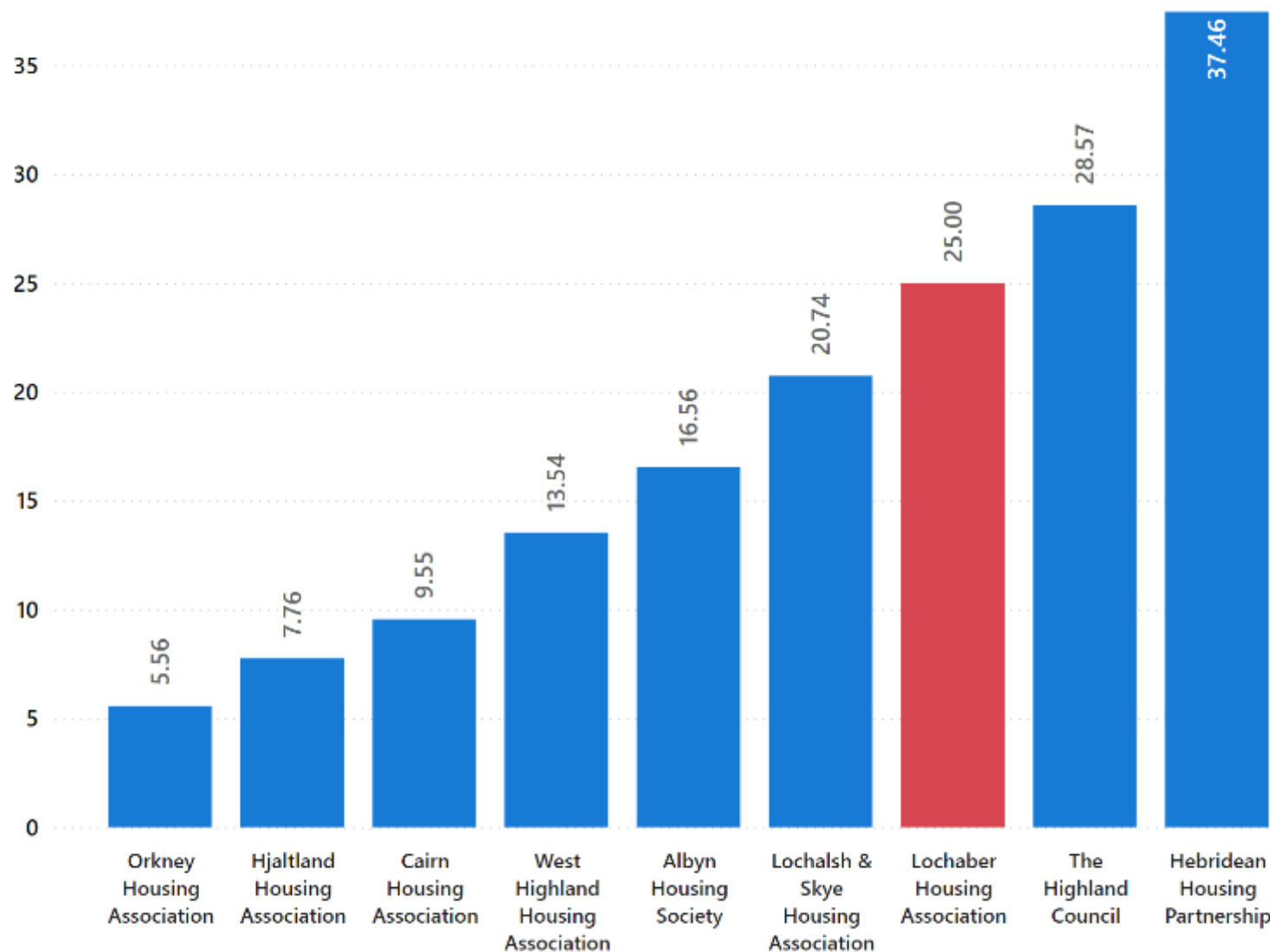
● Lochaber Housing Association ● All RSLs ● SHN Average



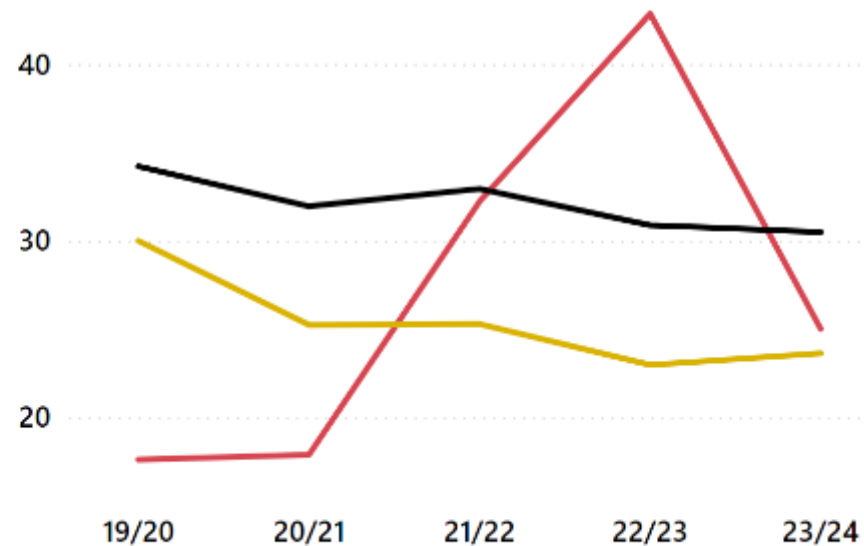
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	8.23	6.14	7.40
Peer Group 2 - Rural	8.18	8.17	7.61
All RSLs	7.94	7.49	7.17
SHN Average	7.76	7.42	7.18

# Offers Refused

114 Percentage tenancy offers refused



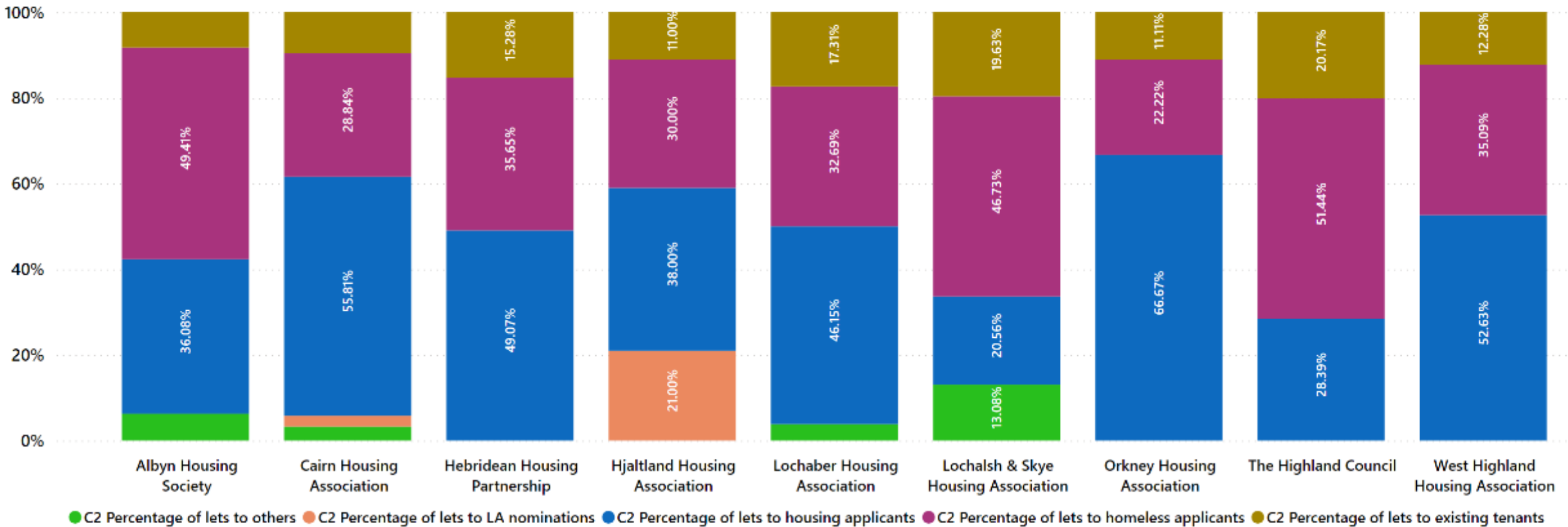
● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	32.22	42.86	25.00
Peer Group 2 - Rural	20.11	21.16	20.54
All RSLs	25.26	22.95	23.61
SHN Average	32.93	30.87	30.48

# Lets by Source

C2 percentage of lets by source of let

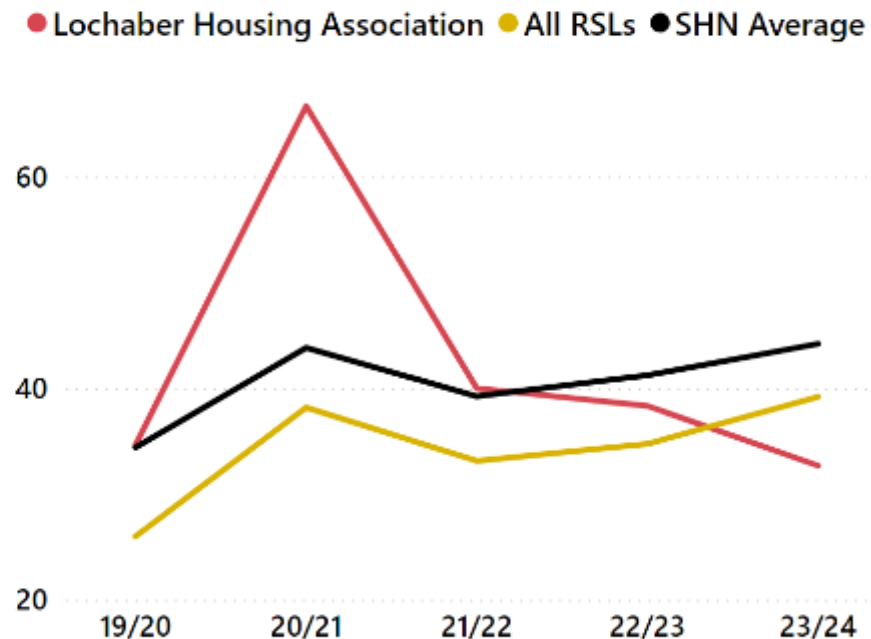
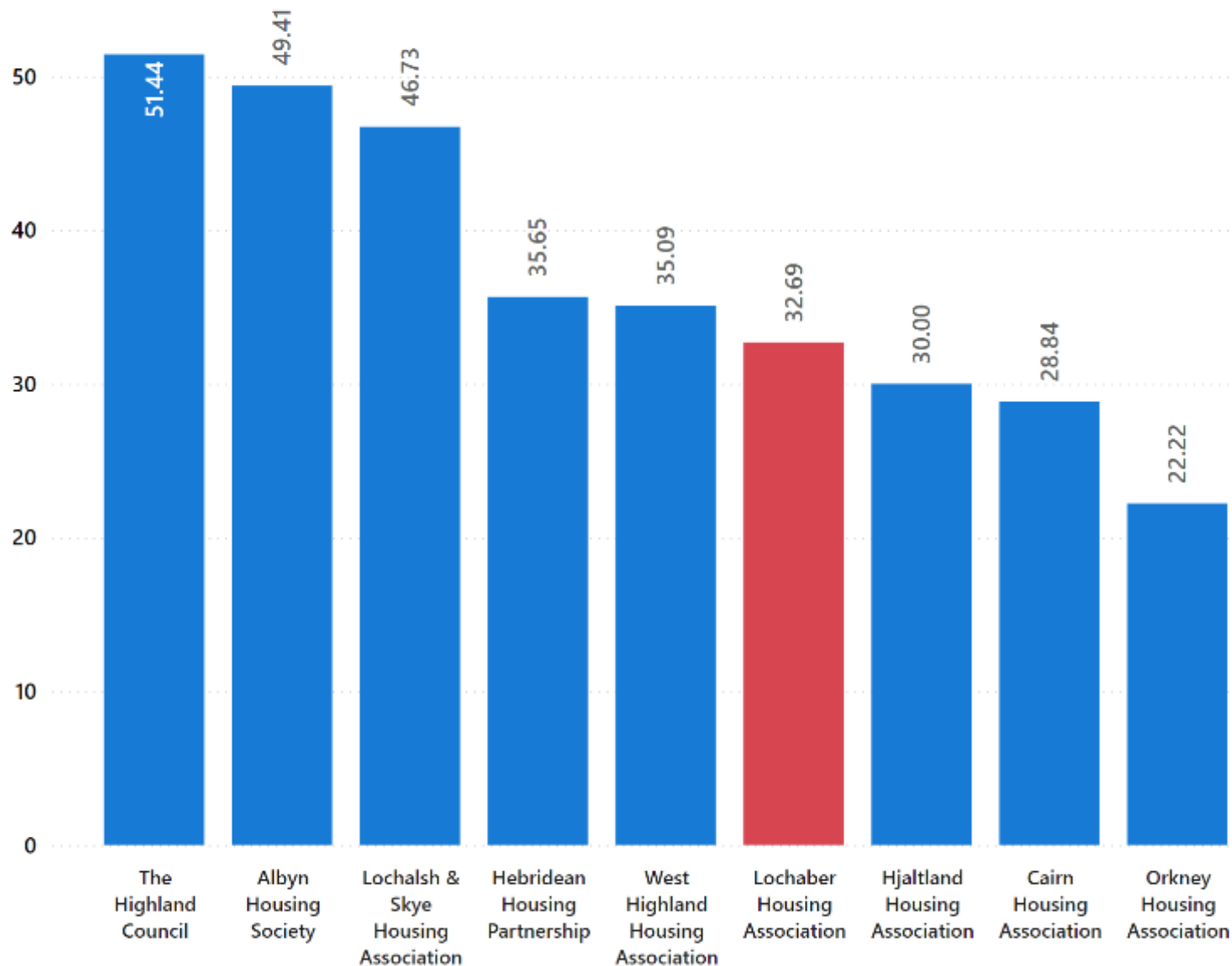


Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24
Lochaber Housing Association	18.33	15.00	17.31	40.00	38.33	32.69	41.67	40.00	46.15	0.00	0.00	0.00	0.00	6.67	3.85
All RSLs	15.06	15.58	13.78	33.14	34.74	39.18	45.07	43.20	39.79	3.72	3.15	3.91	3.00	3.33	3.34



# Lets to Homeless Households

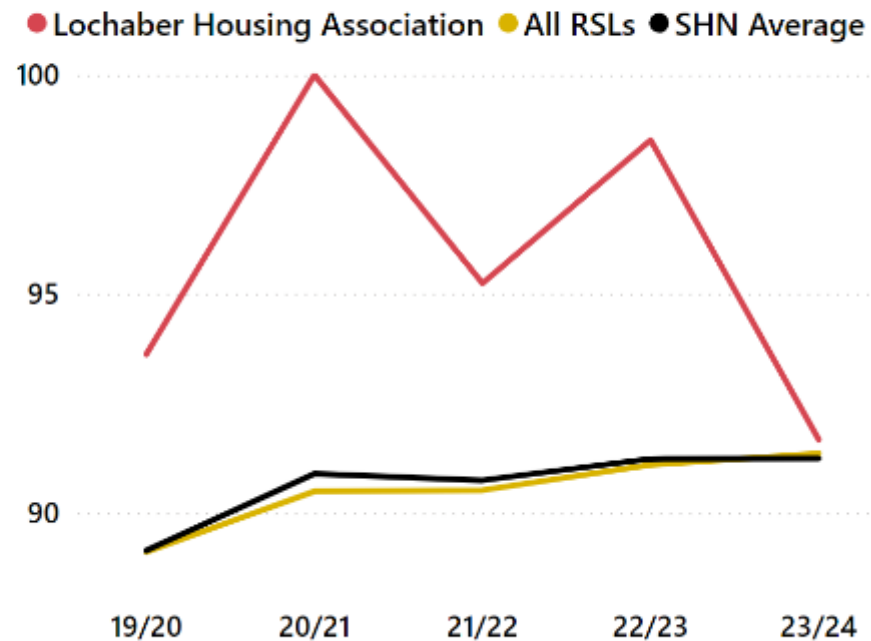
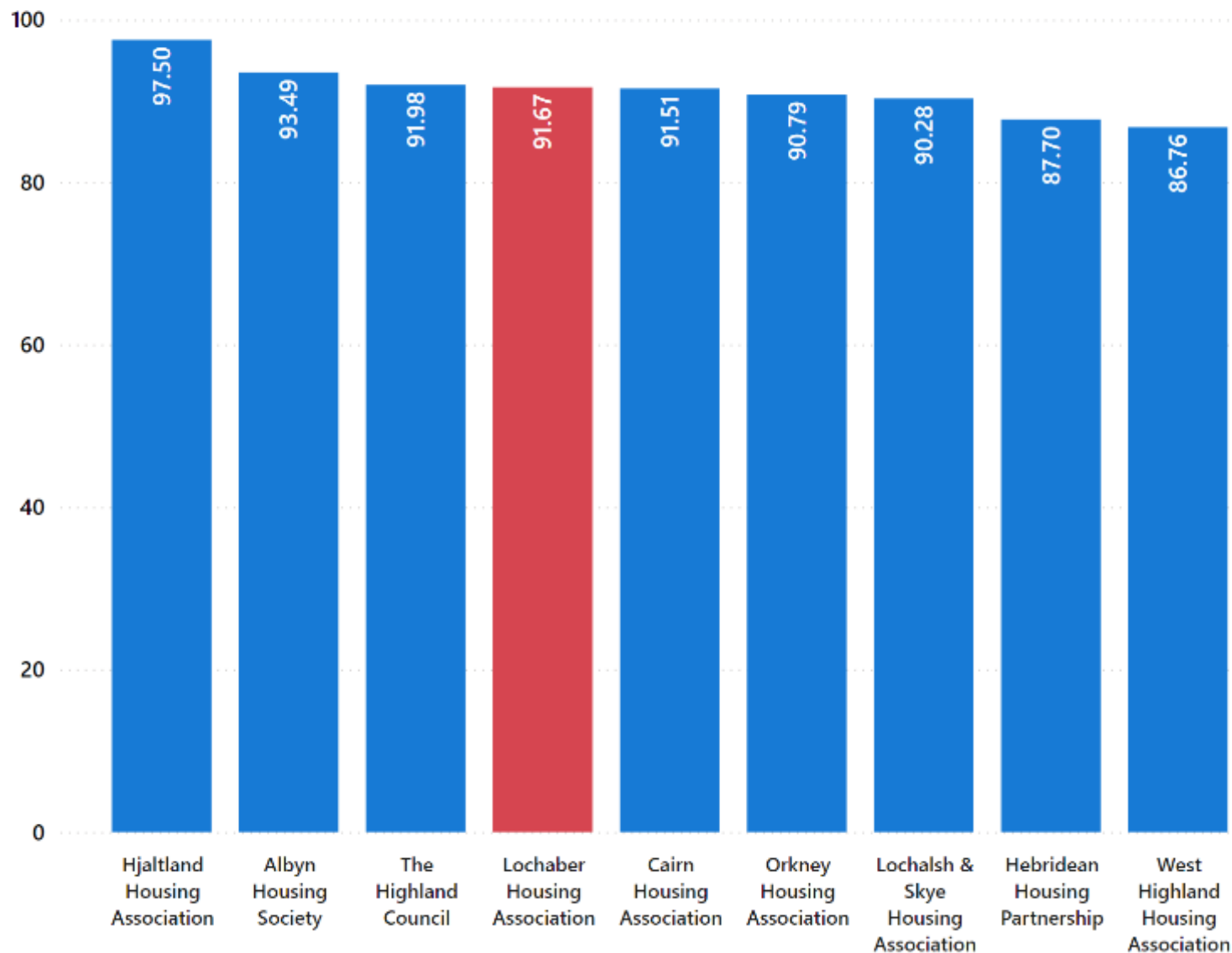
C2 Percentage of lets to homeless applicants



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	40.00	38.33	32.69
Peer Group 2 - Rural	30.86	38.07	38.06
All RSLs	33.14	34.74	39.18
SHN Average	39.24	41.22	44.20

# Tenancy Sustainment

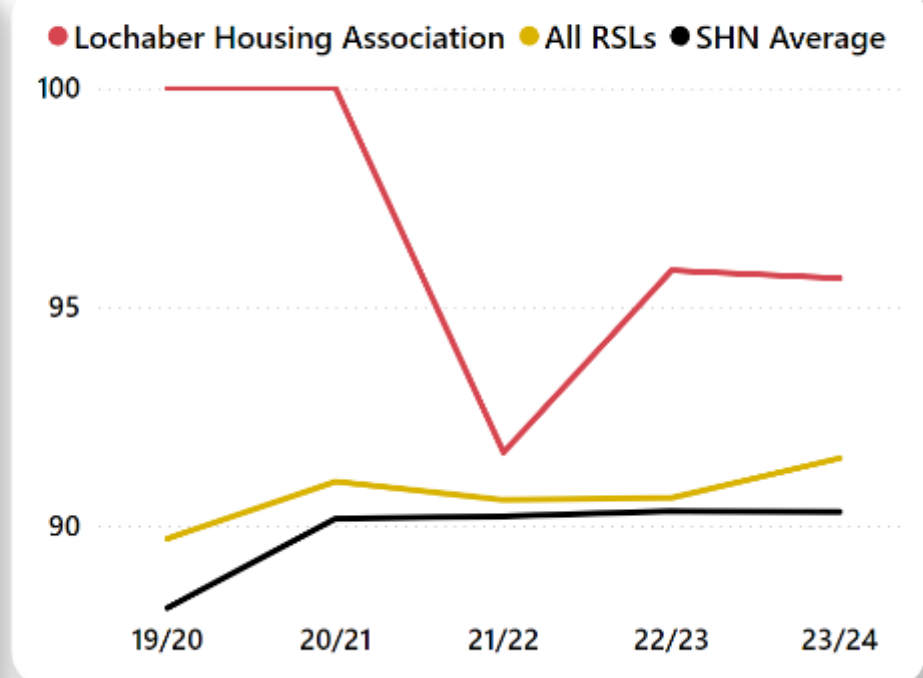
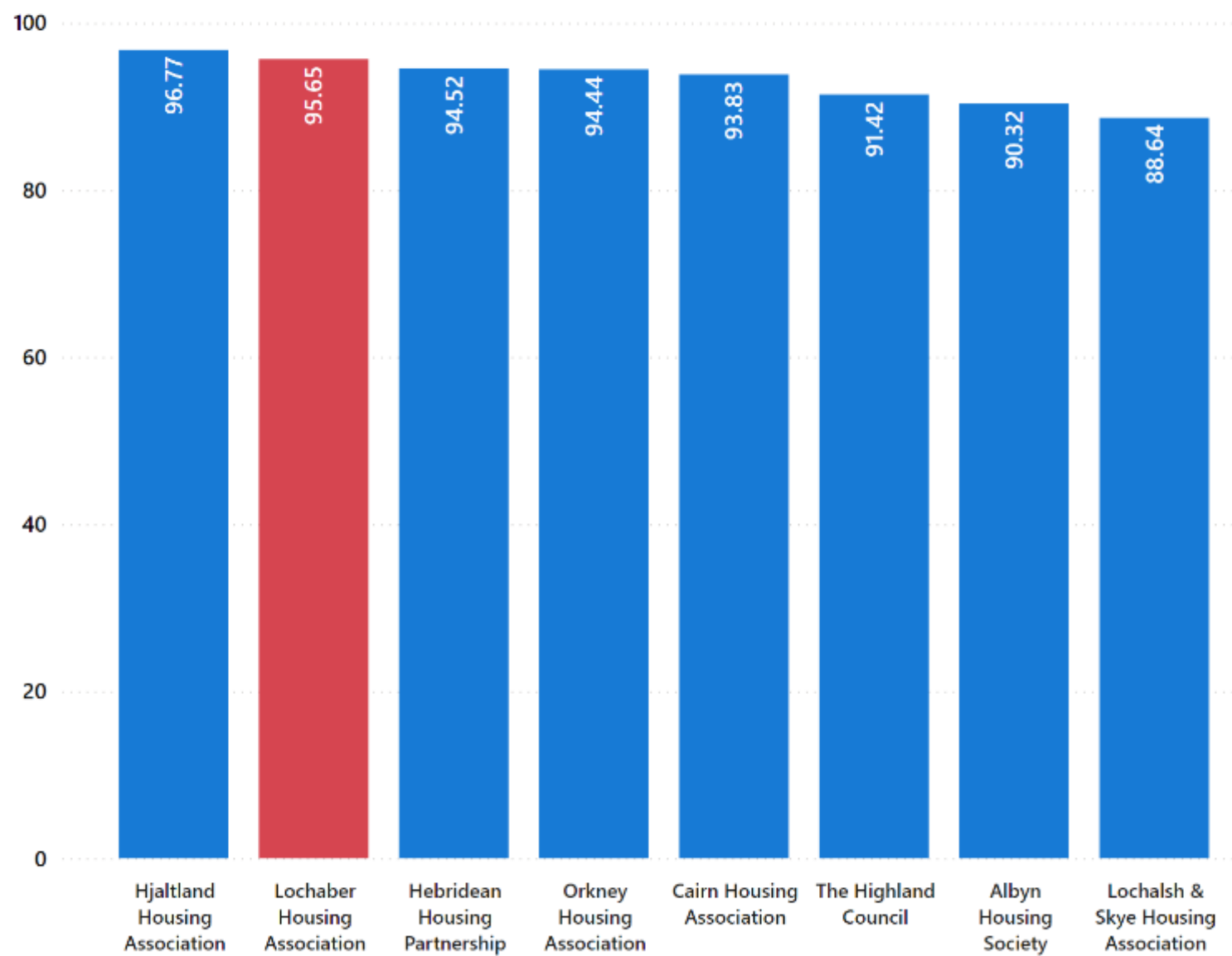
116 Percentage tenancies began in previous year remained more than a year - all



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	95.24	98.51	91.67
Peer Group 2 - Rural	90.67	93.37	90.38
All RSLs	90.51	91.09	91.35
SHN Average	90.74	91.23	91.24

# Tenancy Sustainment (Homeless)

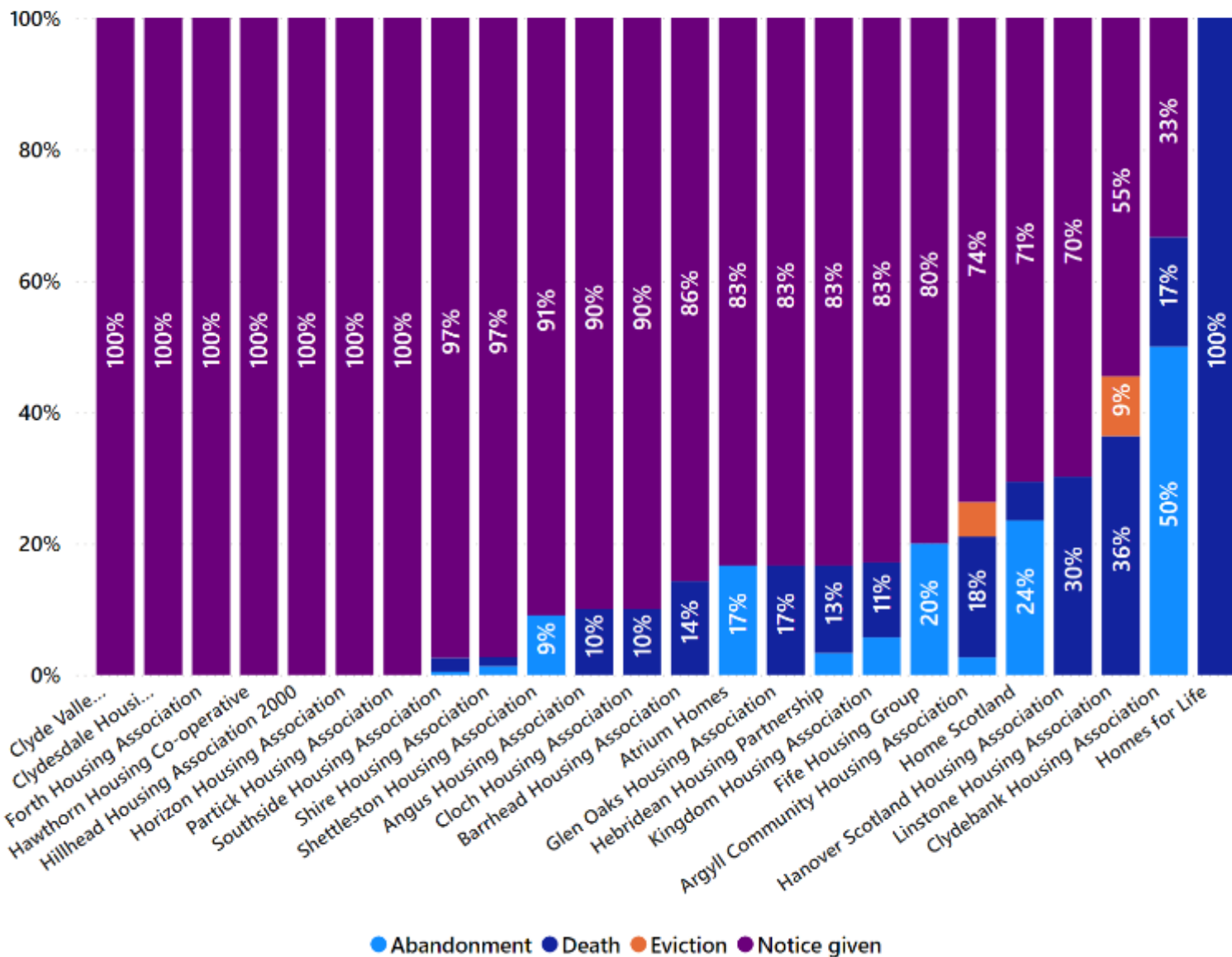
116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	91.67	95.83	95.65
Peer Group 2 - Rural	90.07	92.79	89.50
All RSLs	90.59	90.63	91.54
SHN Average	90.21	90.33	90.31

# Tenancy Terminations

N10 Tenancy Sustainment -  
Terminations within 12 months



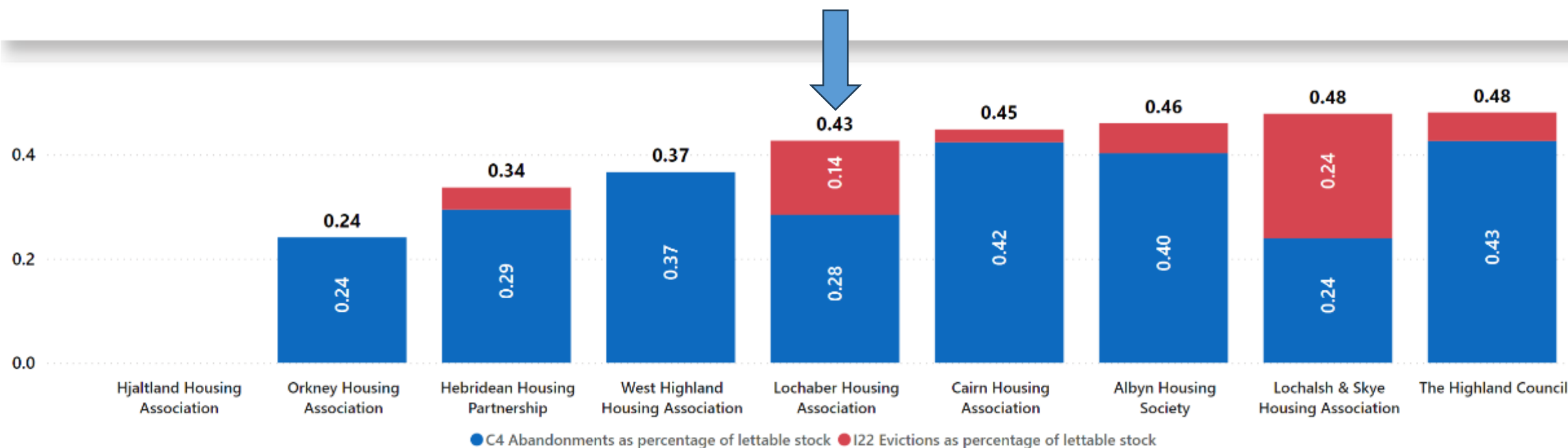
Organisation Name	23/24			
	N10 Abandonment	N10 Death	N10 Eviction	N10 Notice given
All RSLs	17	63	3	522
SHN Average	290	365	11	1,835

# Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

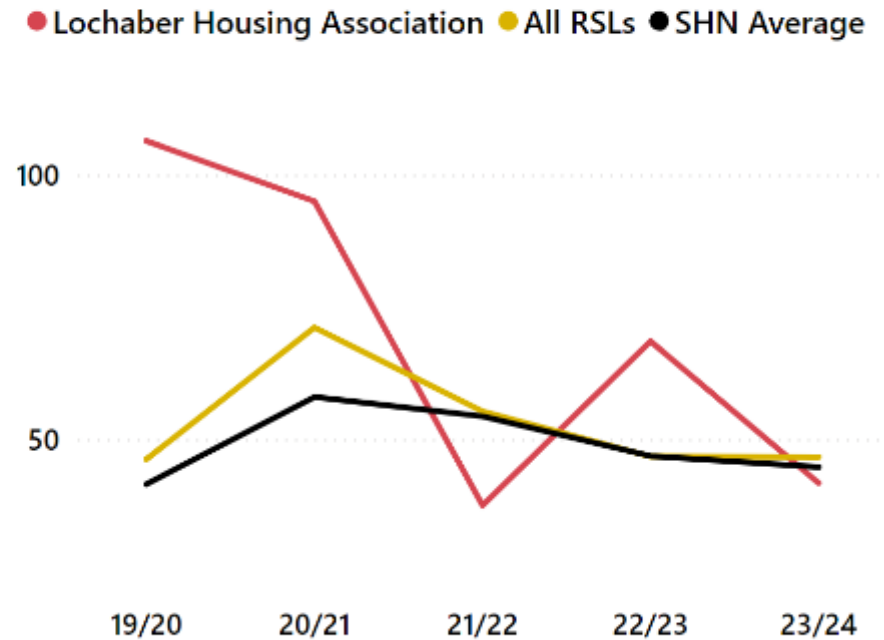
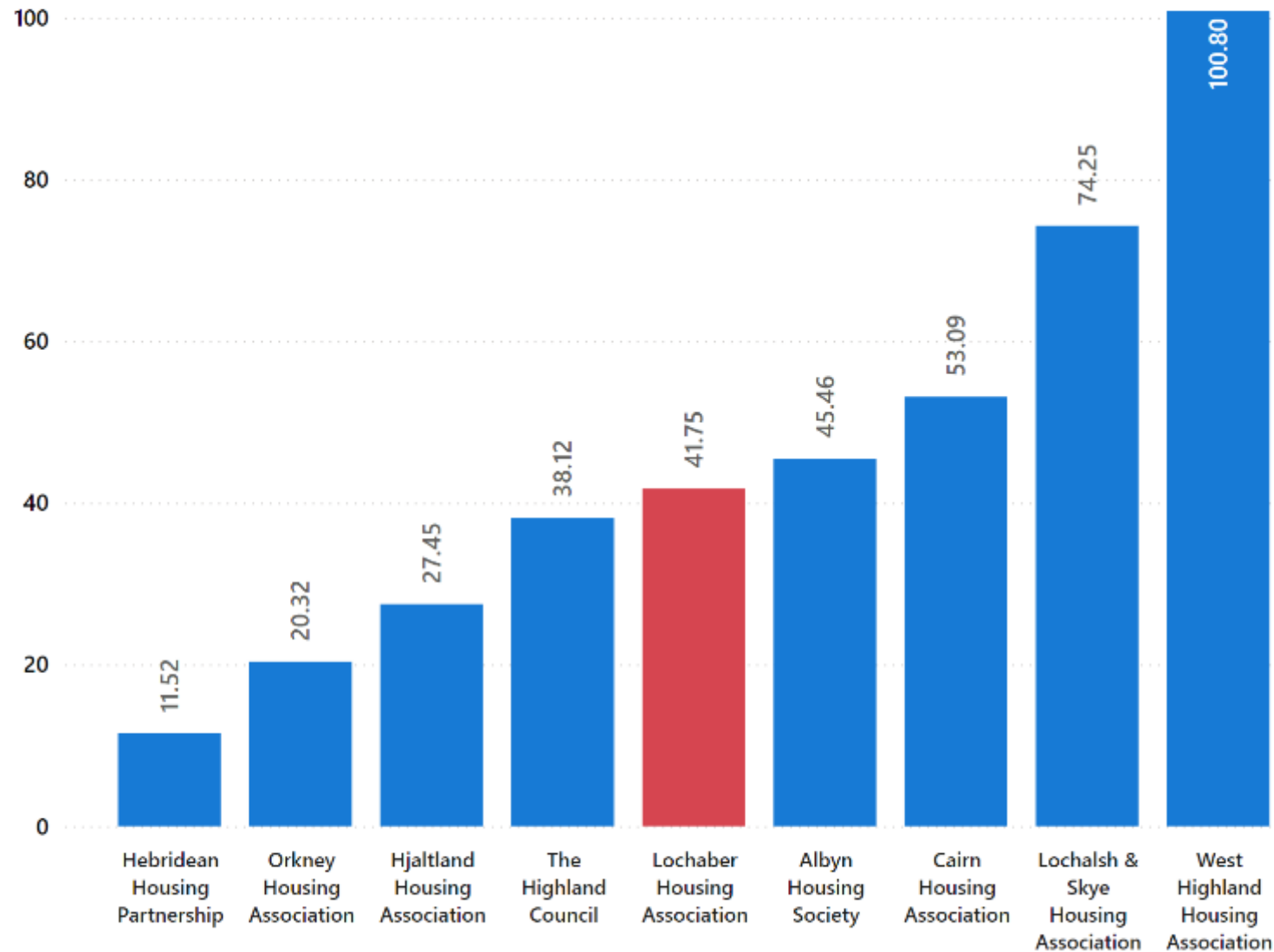


Organisation Name	21/22		22/23		23/24	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Lochaber Housing Association	0.00	0.00	0.00	0.14	0.28	0.14
Peer Group 2 - Rural	0.30	0.07	0.27	0.09	0.26	0.10
All RSLs	0.40	0.09	0.44	0.12	0.40	0.15
SHN Average	0.45	0.06	0.50	0.10	0.47	0.16



# Medical Adaptations

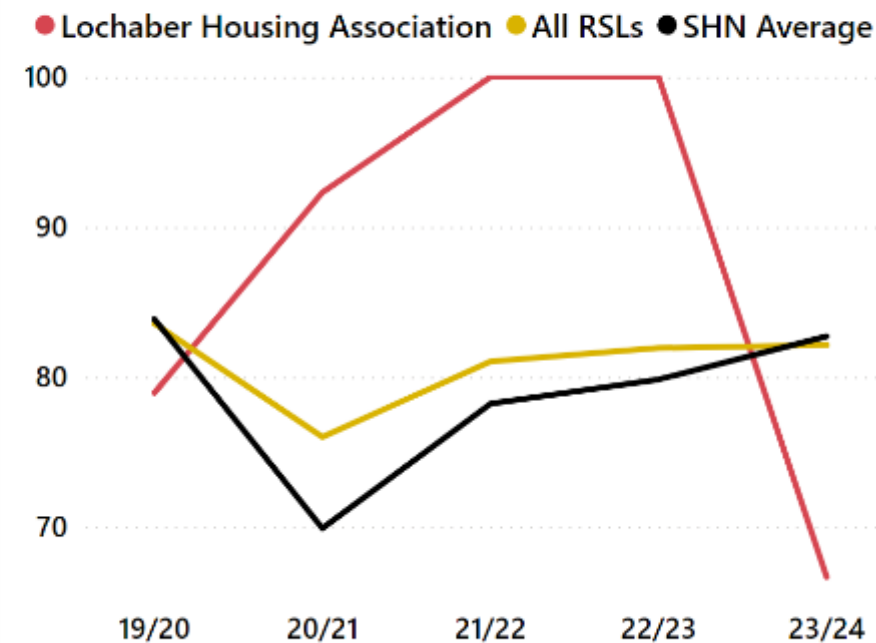
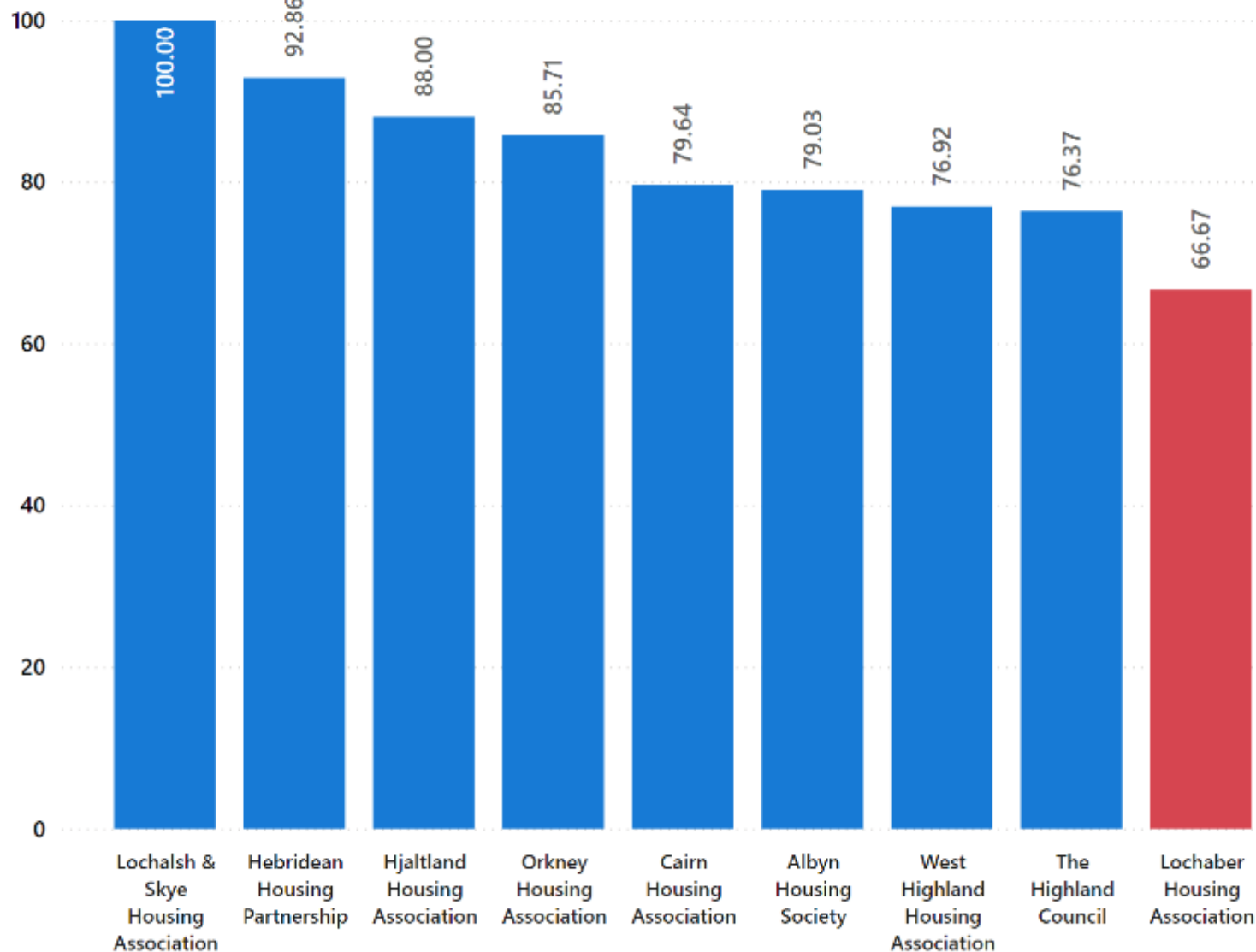
121 Average days to complete approved adaptations



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	37.53	68.53	41.75
Peer Group 2 - Rural	77.98	50.72	61.38
All RSLs	55.28	46.76	46.68
SHN Average	54.35	46.83	44.77

# Medical Adaptations

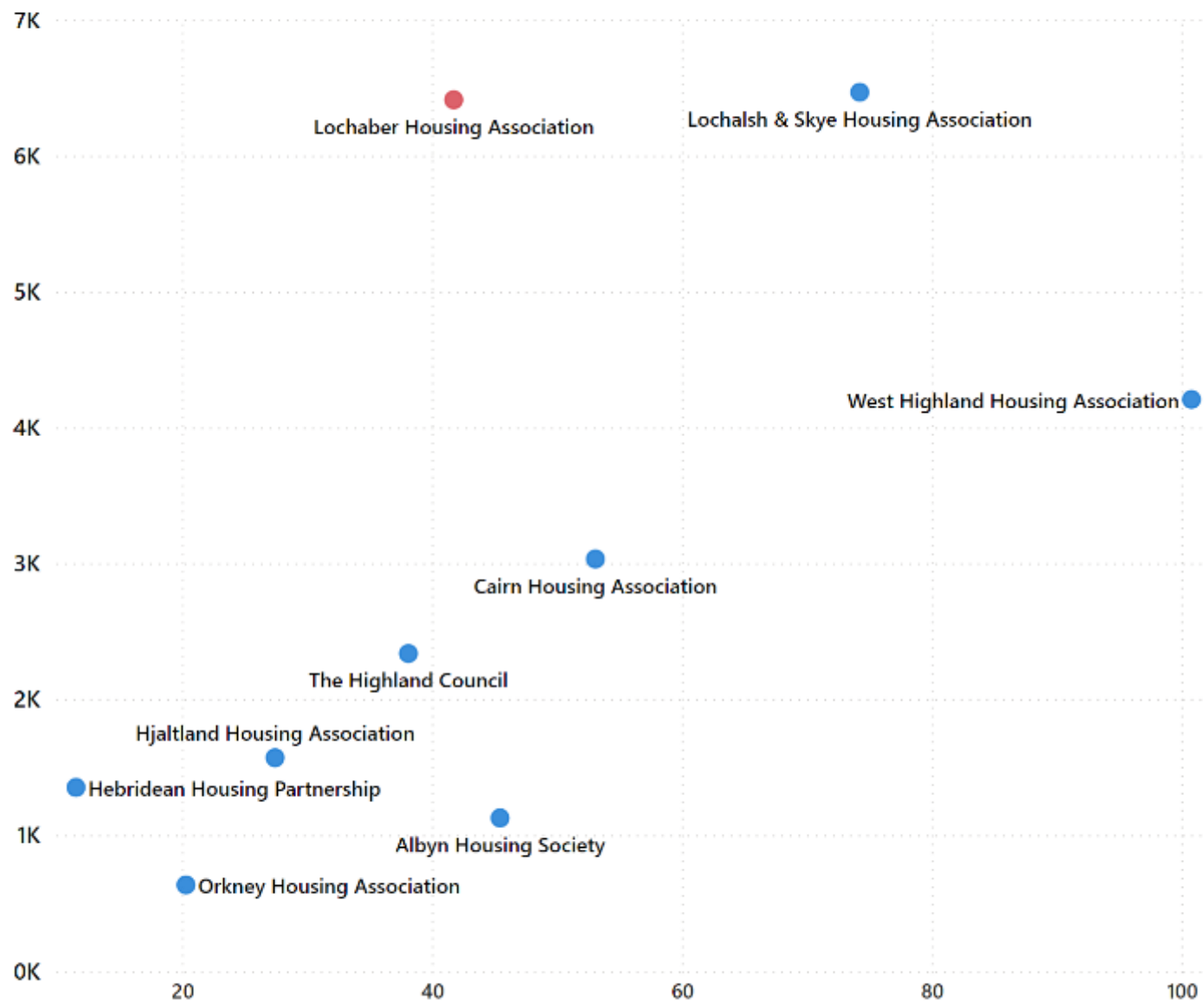
119 Percentage approved applications for medical adaptations completed



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	100.00	100.00	66.67
Peer Group 2 - Rural	78.91	84.68	79.97
All RSLs	81.04	81.93	82.13
SHN Average	78.22	79.84	82.71

# Medical Adaptations

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



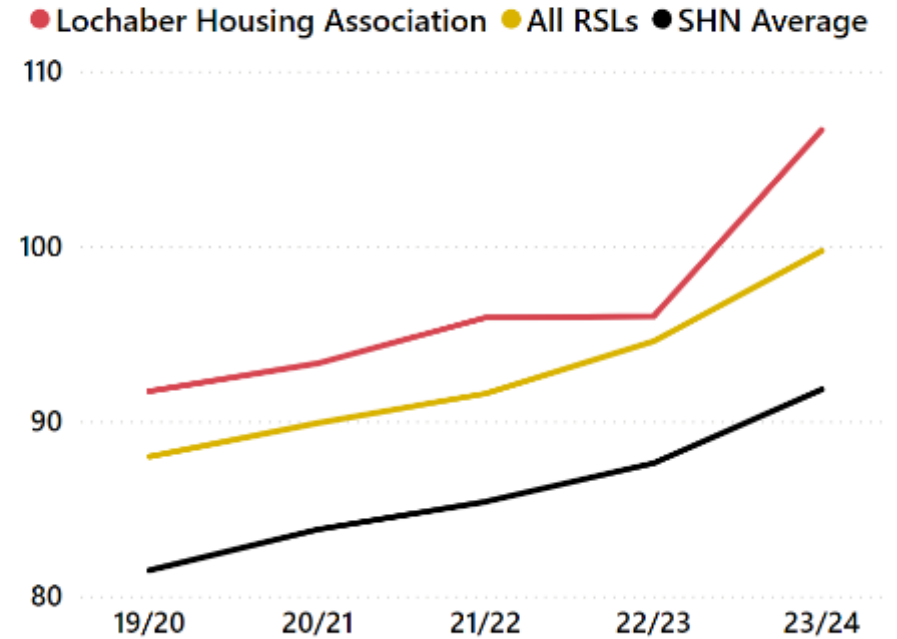
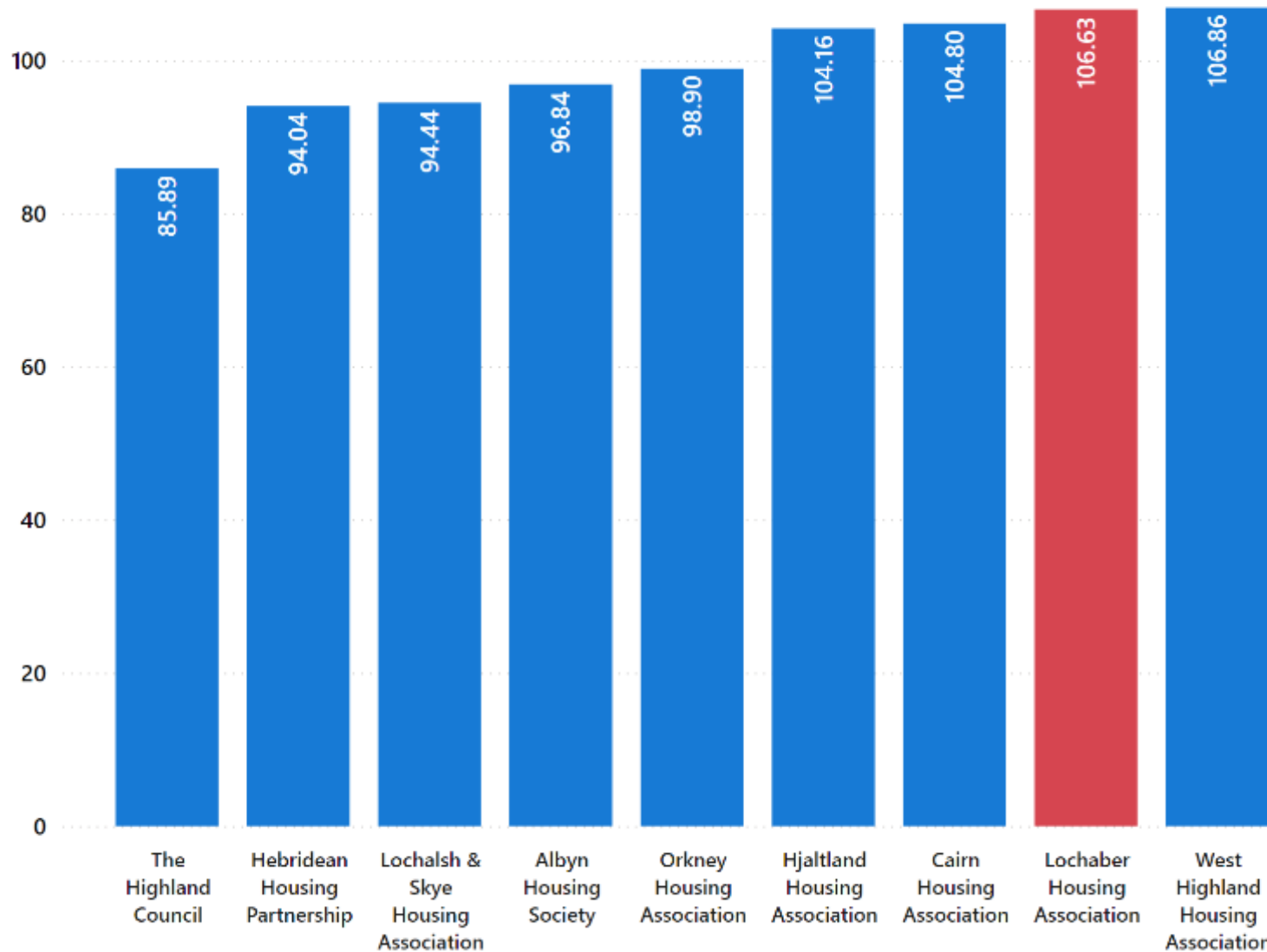
	23/24	
Organisation Name	I21 Average cost of adaptation	I21 Average days to complete approved adaptations
Lochalsh & Skye Housing Association	6,411.00	41.75



Rents

# Rents

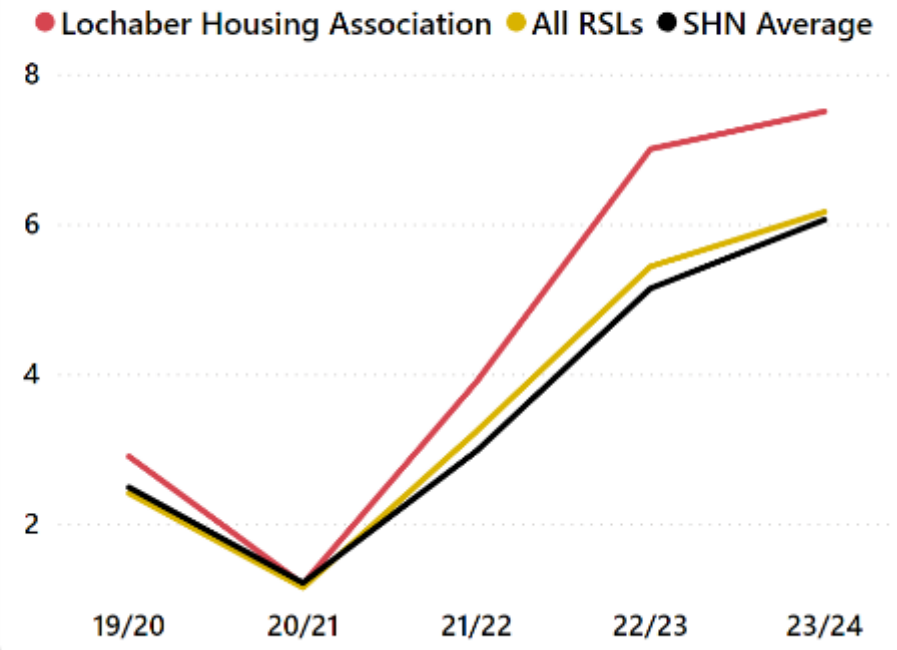
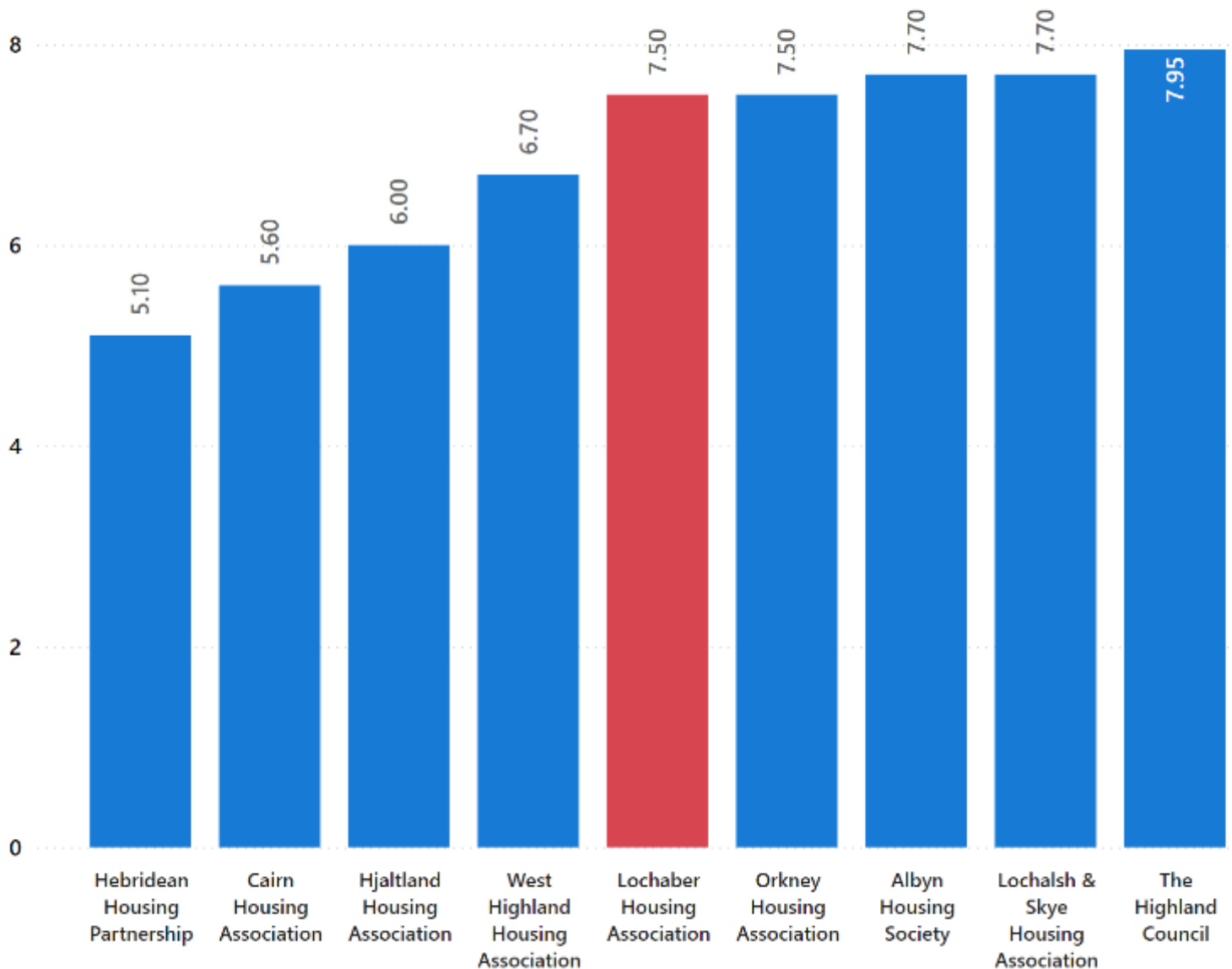
## C17 Lettable self-contained units - Total - Average weekly rent



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	95.91	95.98	106.63
Peer Group 2 - Rural	93.86	96.64	102.33
All RSLs	91.57	94.55	99.71
SHN Average	85.39	87.59	91.81

# Rents

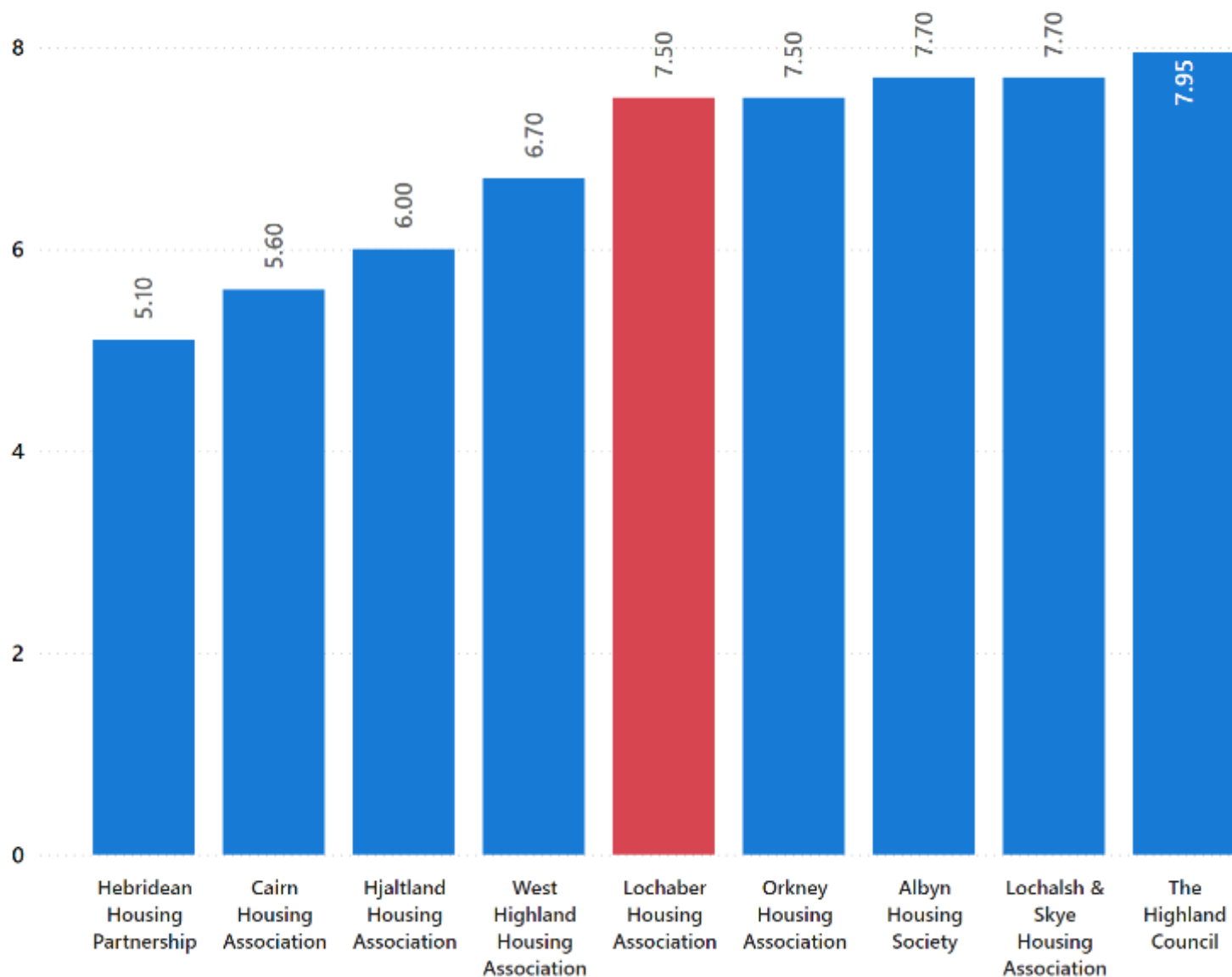
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	3.90	7.00	7.50
Peer Group 2 - Rural	3.07	5.94	6.71
All RSLs	3.24	5.43	6.16
SHN Average	2.98	5.14	6.05

# Rents

C5 Percentage average weekly rent increase to be applied next year & C17 Average weekly rent

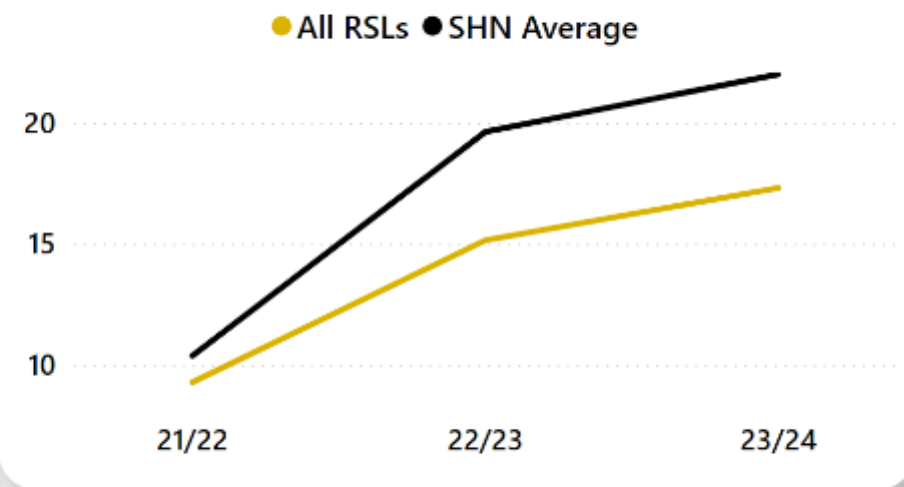
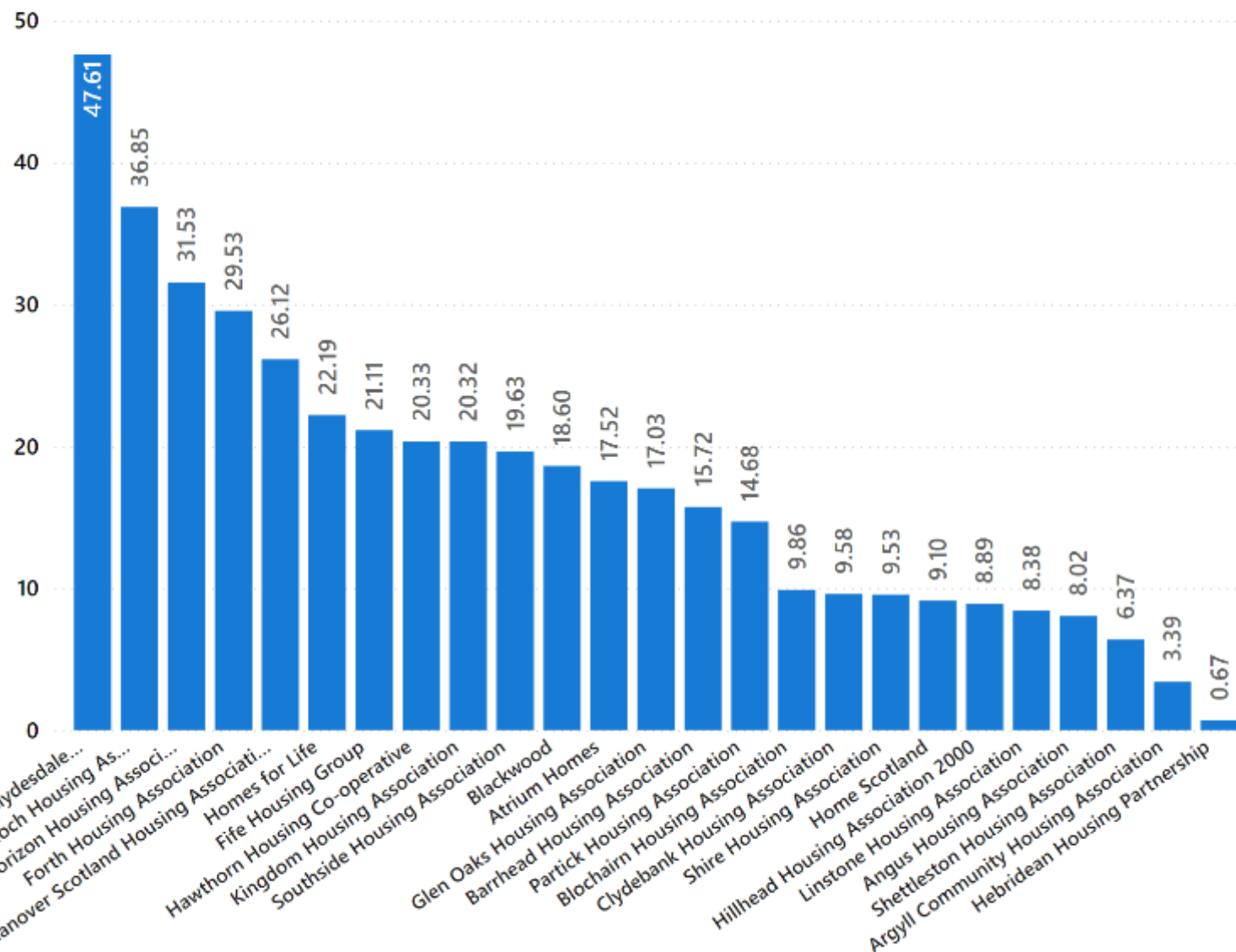


Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	3.90	7.00	7.50
Peer Group 2 - Rural	3.07	5.94	6.71
All RSLs	3.24	5.43	6.16
SHN Average	2.98	5.14	6.05

Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	95.91	95.98	106.63
Peer Group 2 - Rural	93.86	96.64	102.33
All RSLs	91.57	94.55	99.71
SHN Average	85.39	87.59	91.81

# Rent Consultation

## N18 Rent consultation response rate

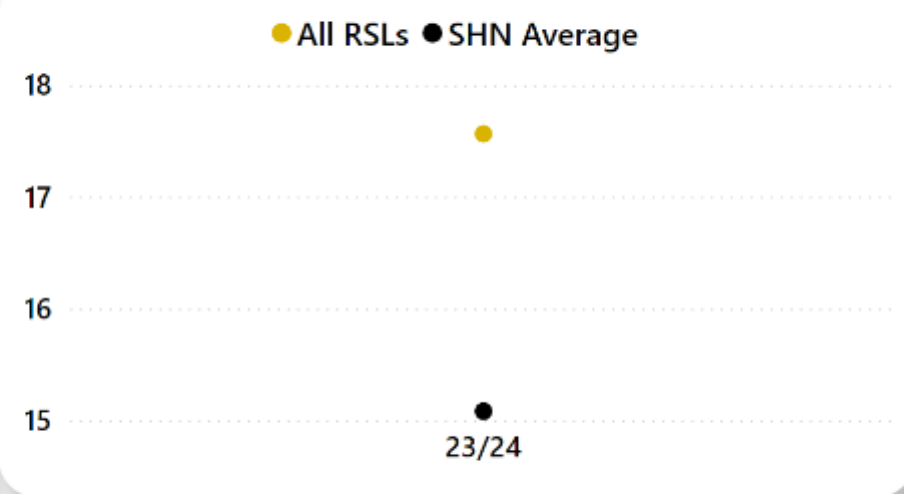
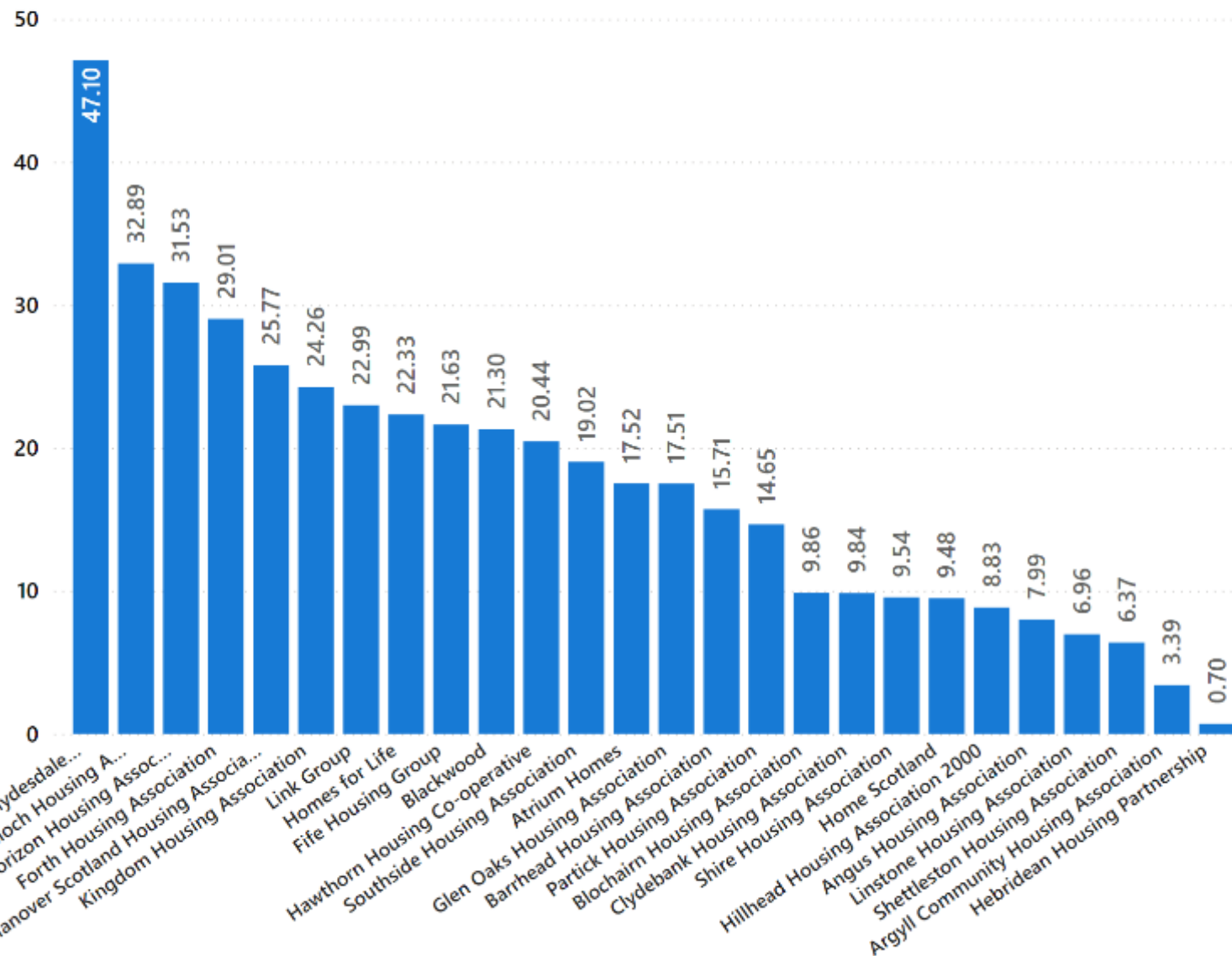


Organisation Name	21/22	22/23	23/24
All RSLs	9.29	15.15	17.30
SHN Average	10.38	19.62	21.99

• 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

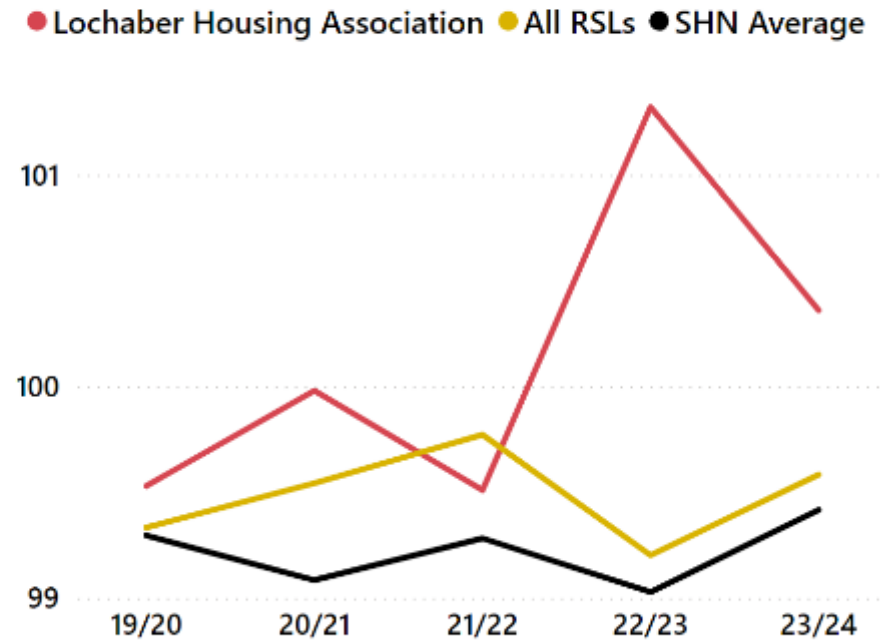
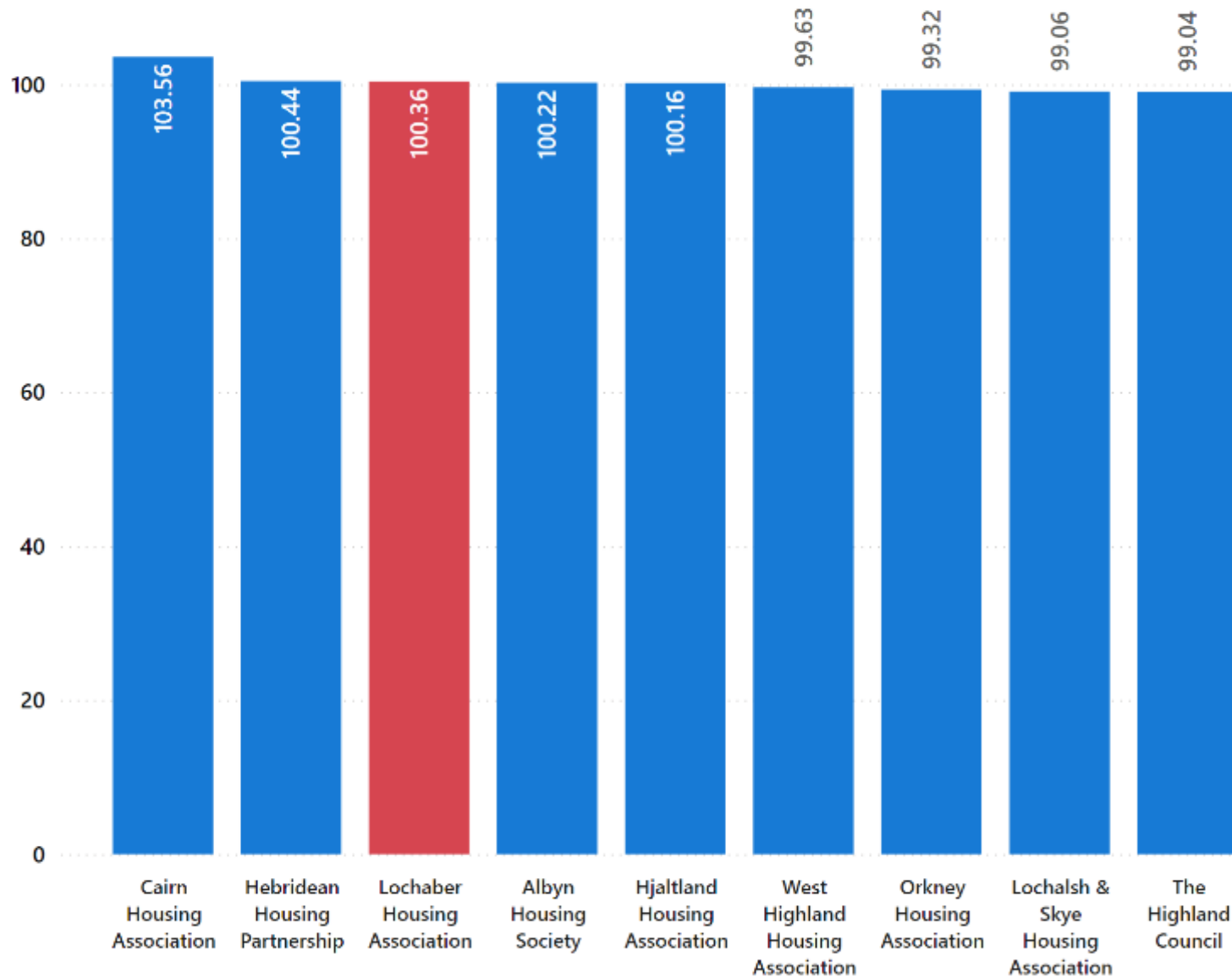


Organisation Name	23/24
All RSLs	17.56
SHN Average	15.08

• 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

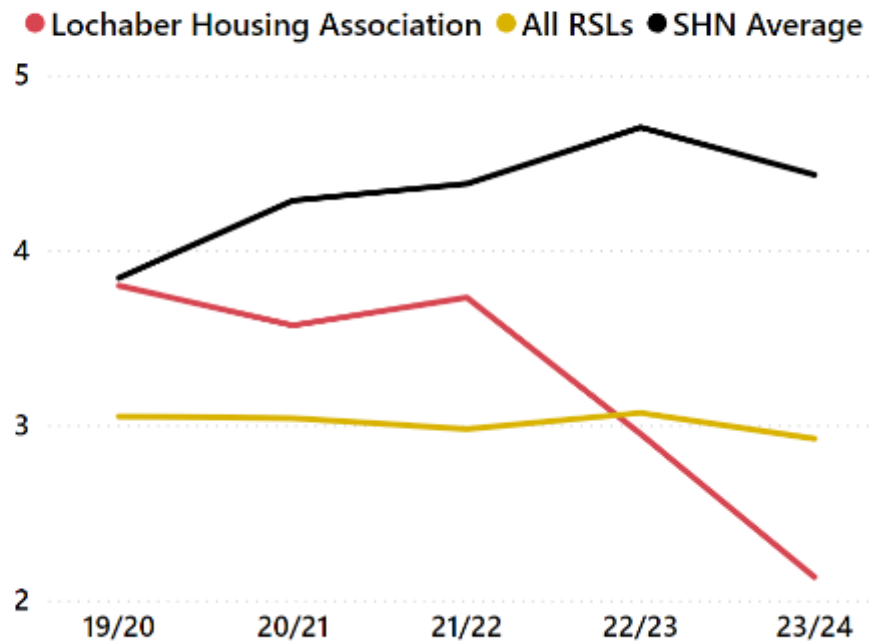
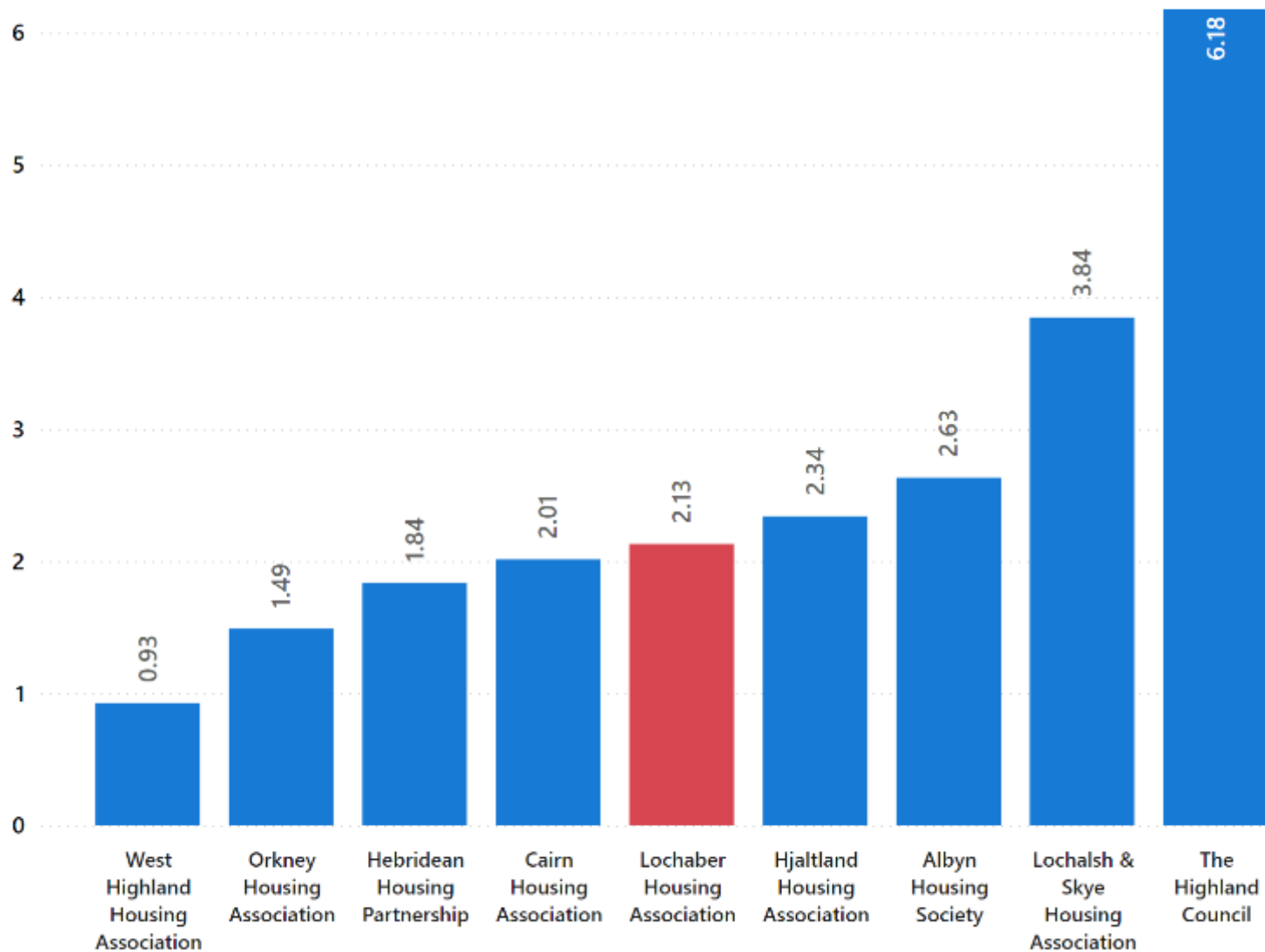
126 Percentage collected of rent due



Organisation Name	21/22	22/23	23/24
Locharber Housing Association	99.51	101.32	100.36
Peer Group 2 - Rural	99.73	99.66	99.94
All RSLs	99.77	99.20	99.58
SHN Average	99.28	99.03	99.42

# Arrears

127 Current arrears percentage of rent due

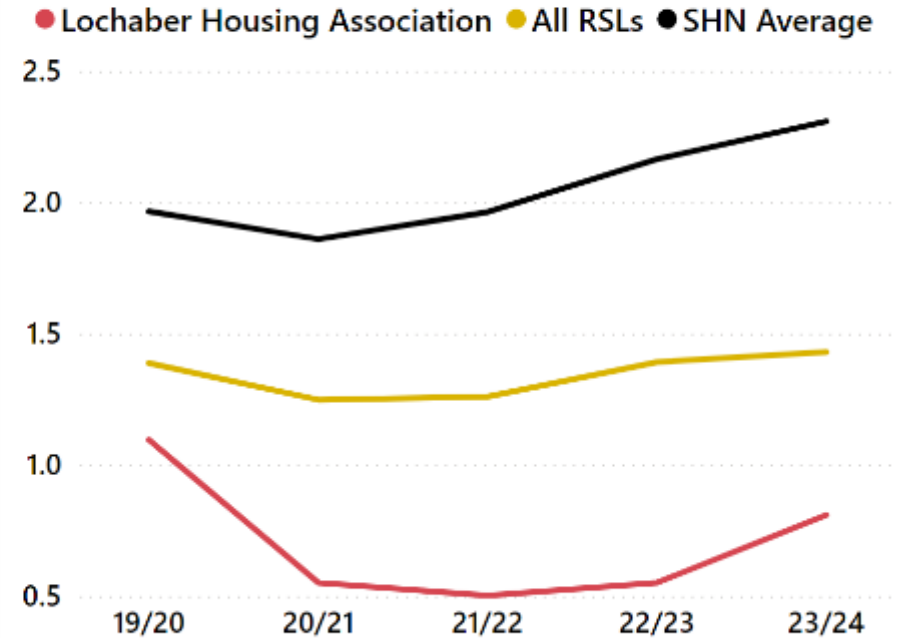
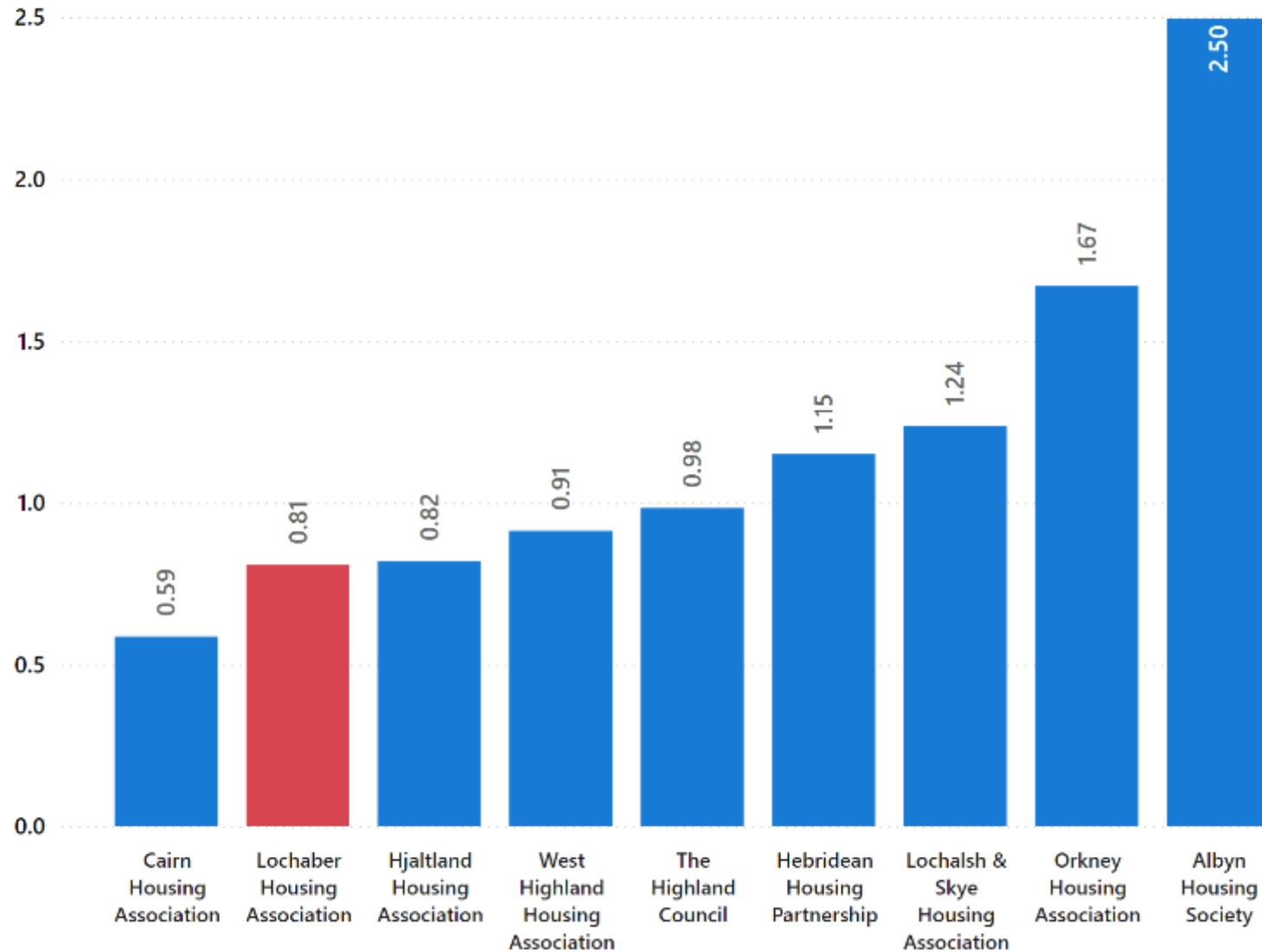


Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	3.73	2.95	2.13
Peer Group 2 - Rural	2.38	2.52	2.31
All RSLs	2.98	3.07	2.92
SHN Average	4.38	4.70	4.43



# Arrears

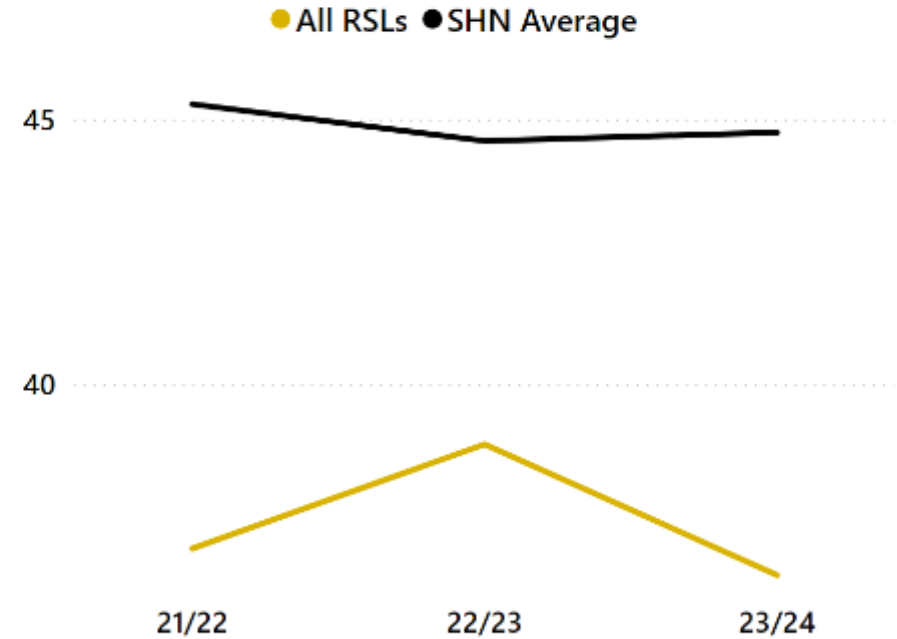
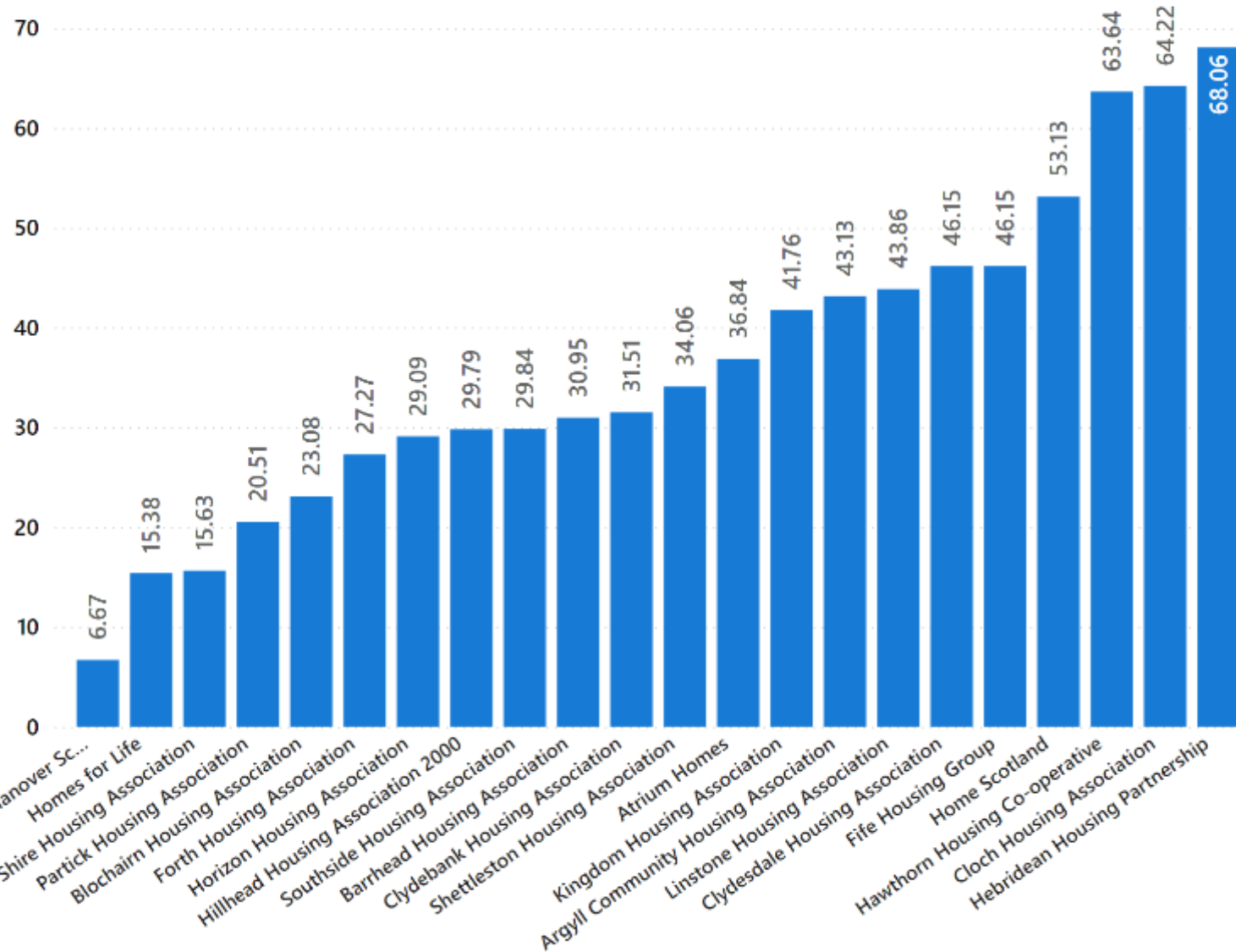
127 Former arrears percentage of rent due



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	0.50	0.55	0.81
Peer Group 2 - Rural	1.36	1.55	1.52
All RSLs	1.26	1.39	1.43
SHN Average	1.96	2.16	2.31

# Terminating with Arrears

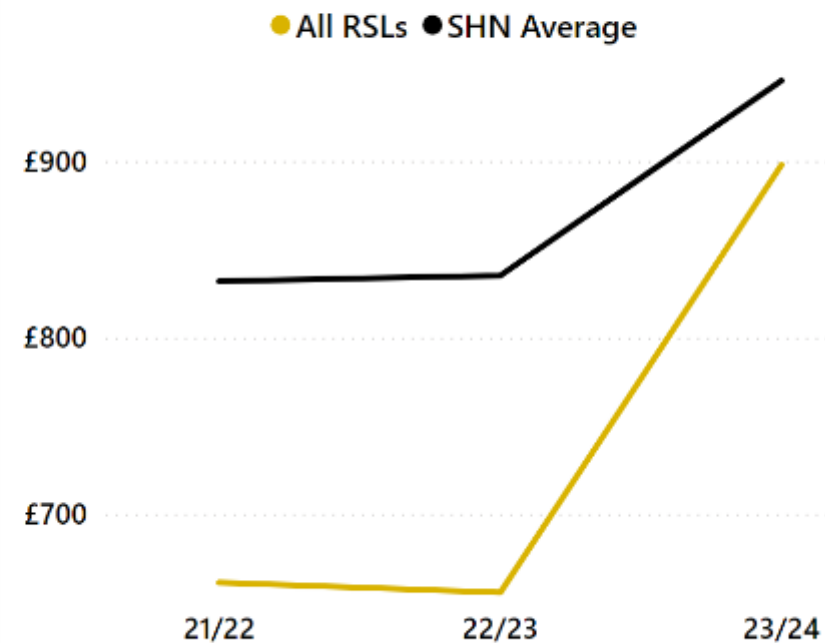
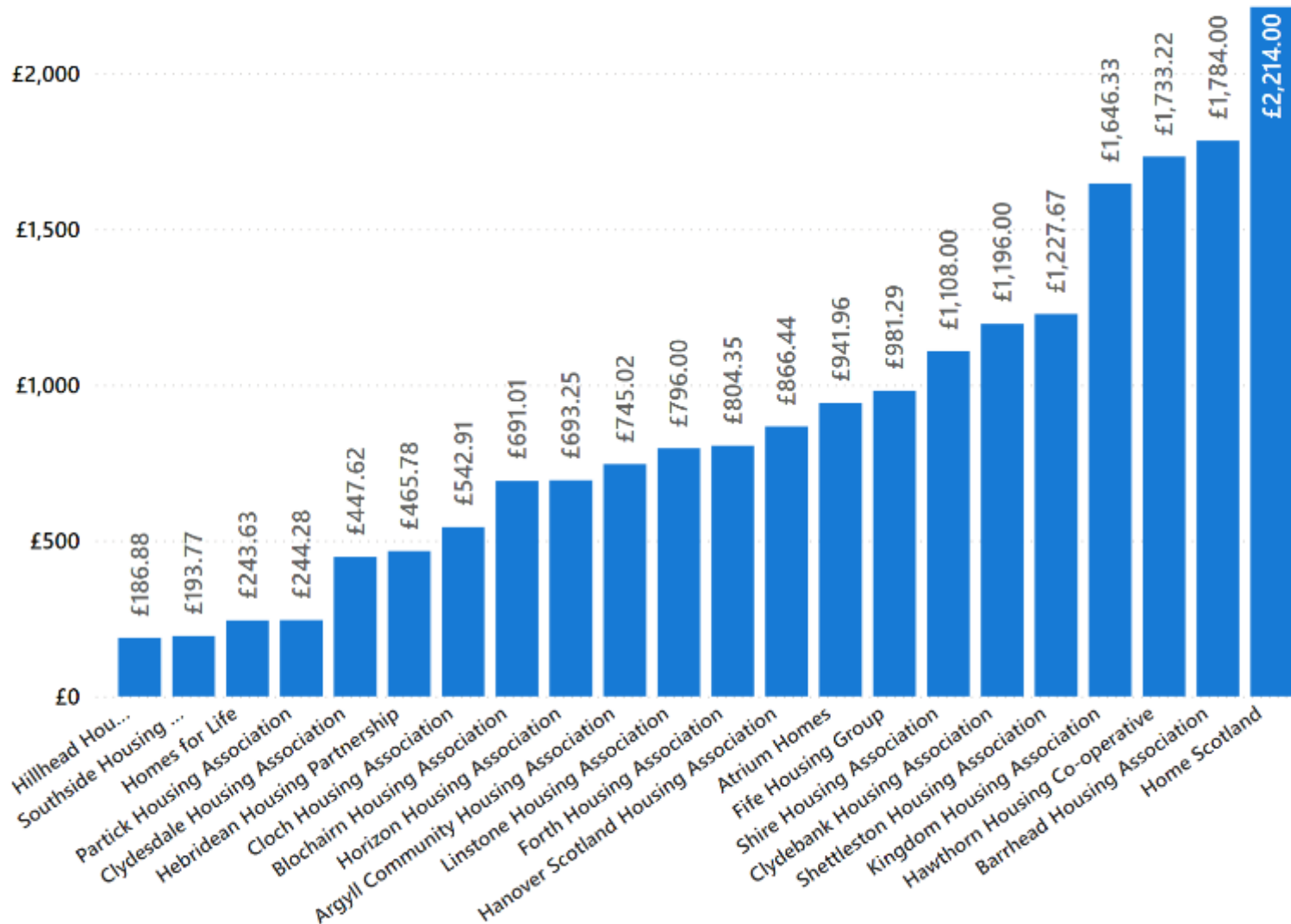
N34 Percentage of tenants terminating tenancy with arrears



Organisation Name	21/22	22/23	23/24
All RSLs	36.90	38.87	36.40
SHN Average	45.30	44.60	44.76

# Terminating with Arrears

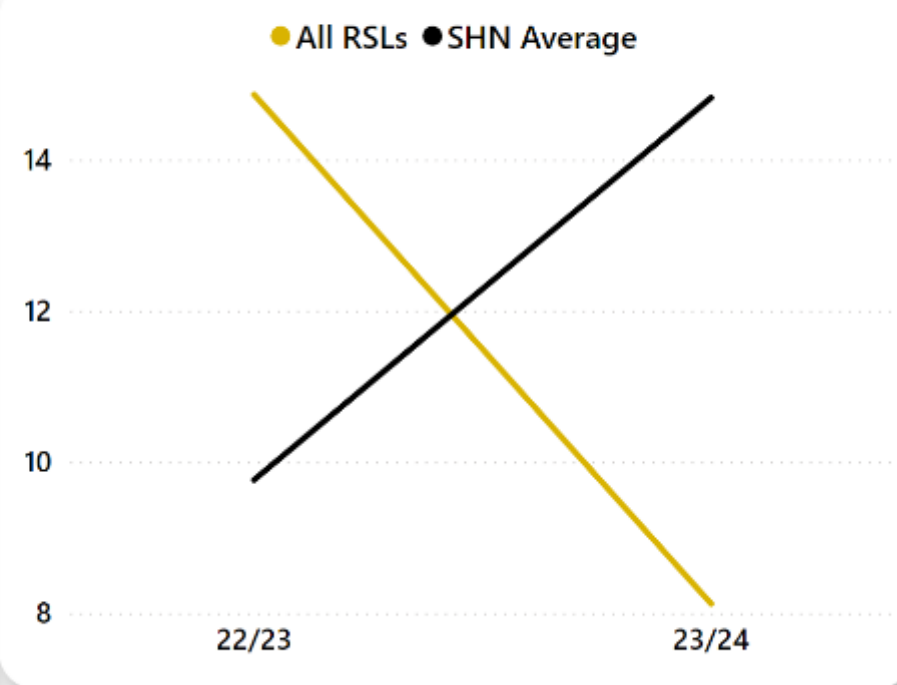
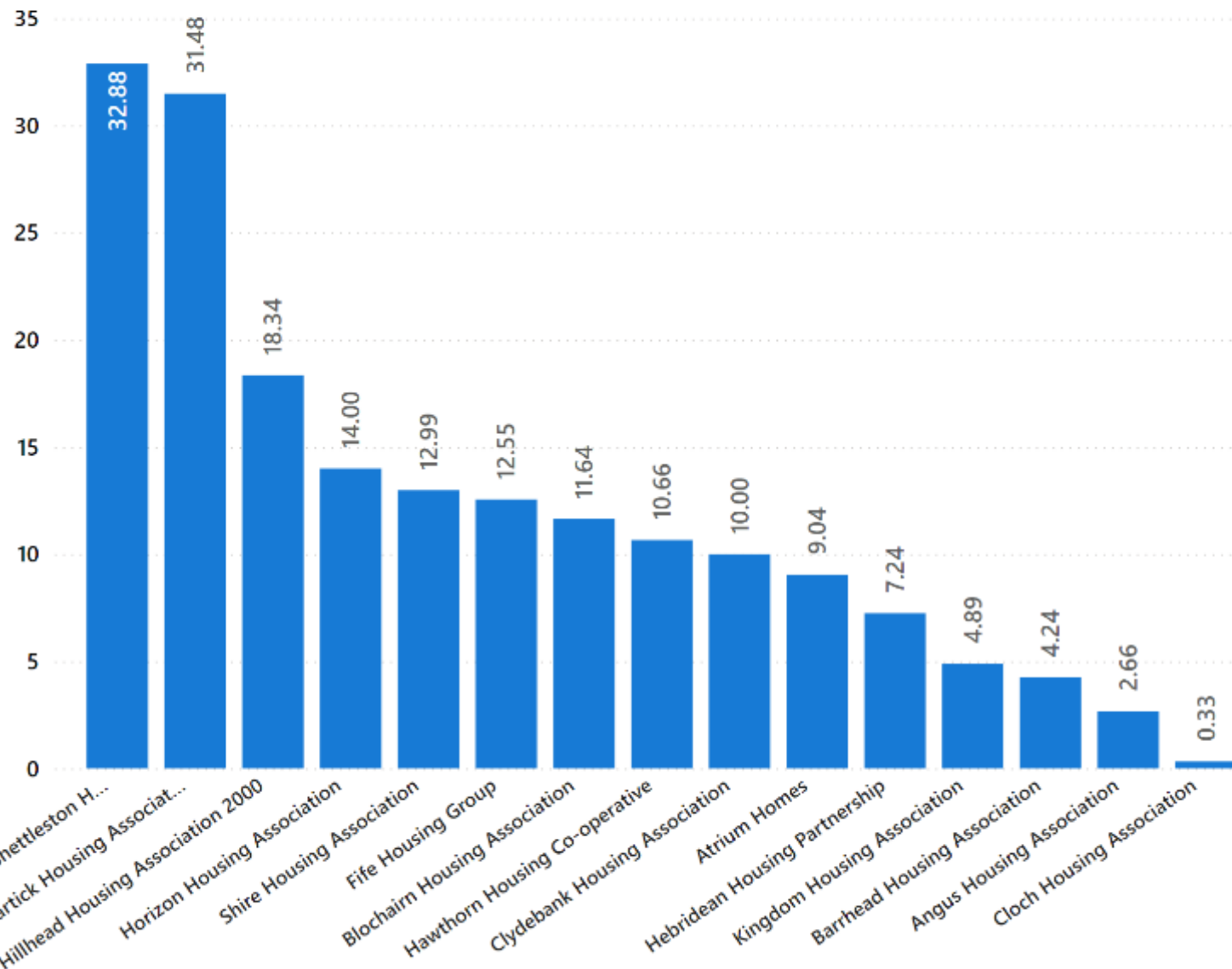
N34 Average debt owed when leaving



Organisation Name	21/22	22/23	23/24
All RSLs	£661.03	£655.46	£897.88
SHN Average	£831.91	£835.16	£945.70

# Former Tenant Arrears Collected

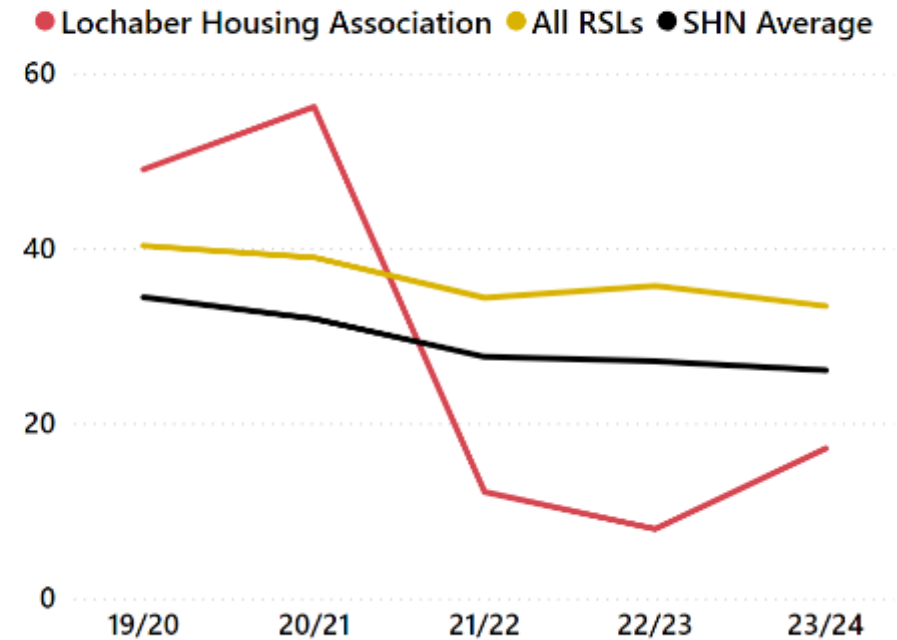
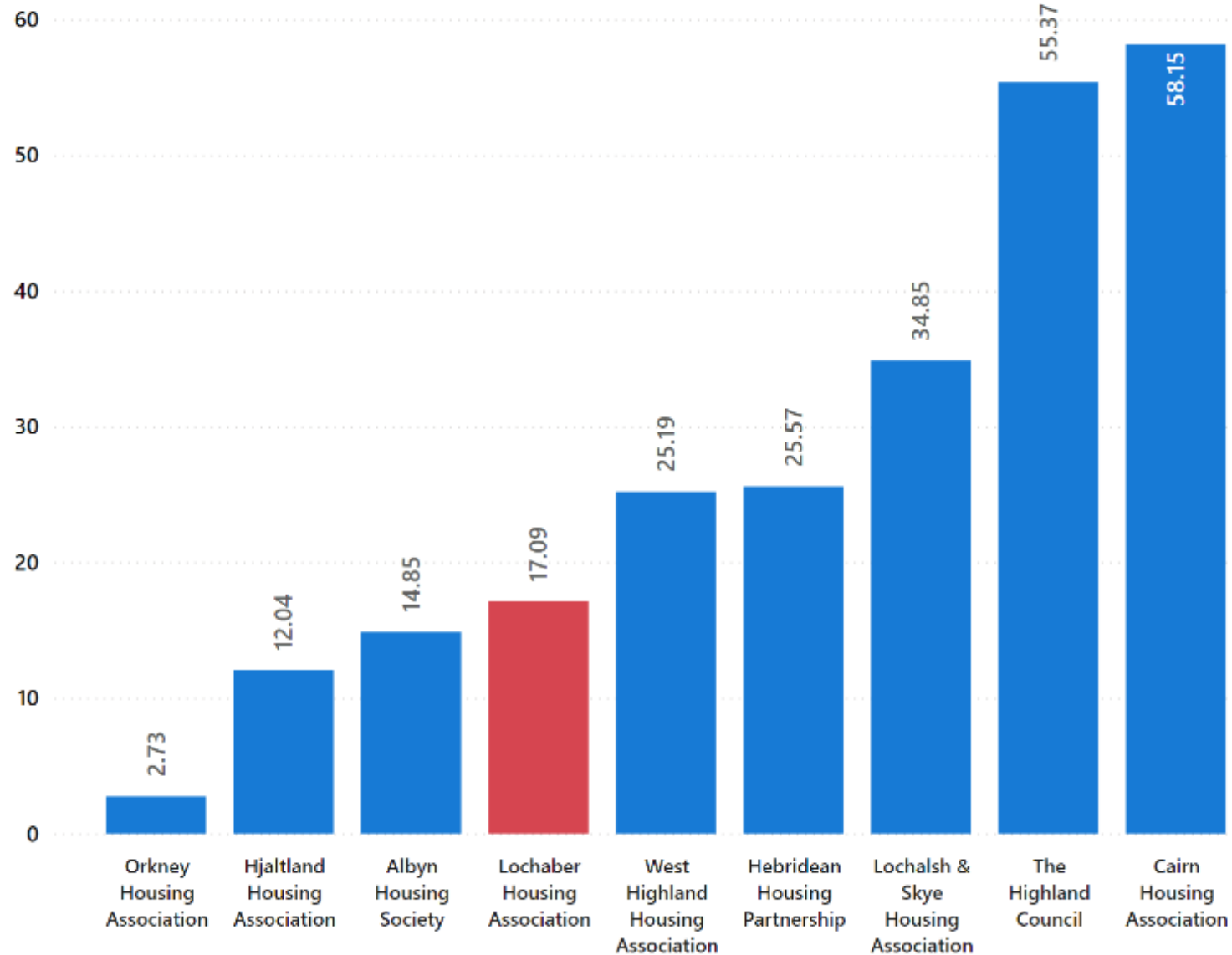
N35 FT Arrears collected as percentage of FT Arrears Total



Organisation Name	22/23	23/24
All RSLs	14.86	8.12
SHN Average	9.76	14.82

# Arrears Written Off

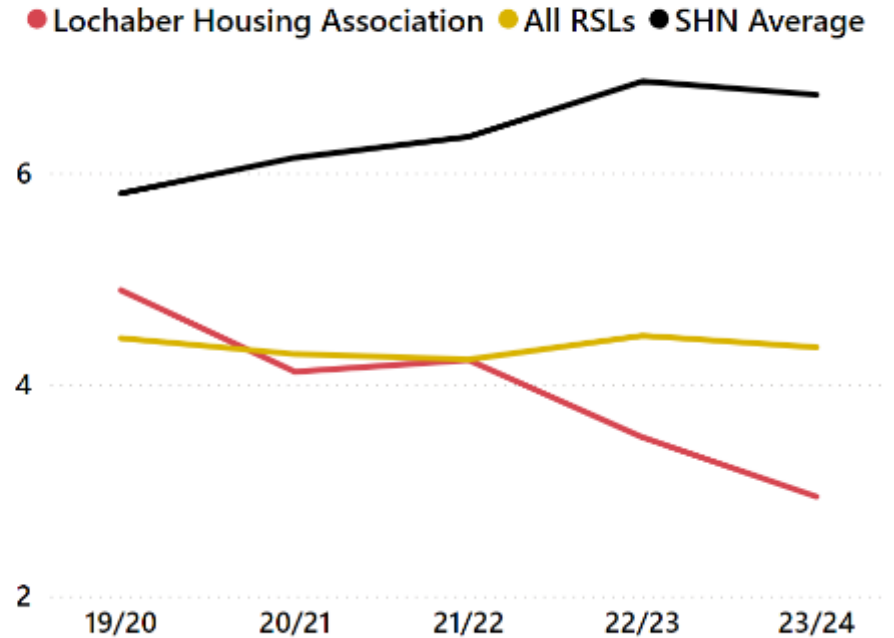
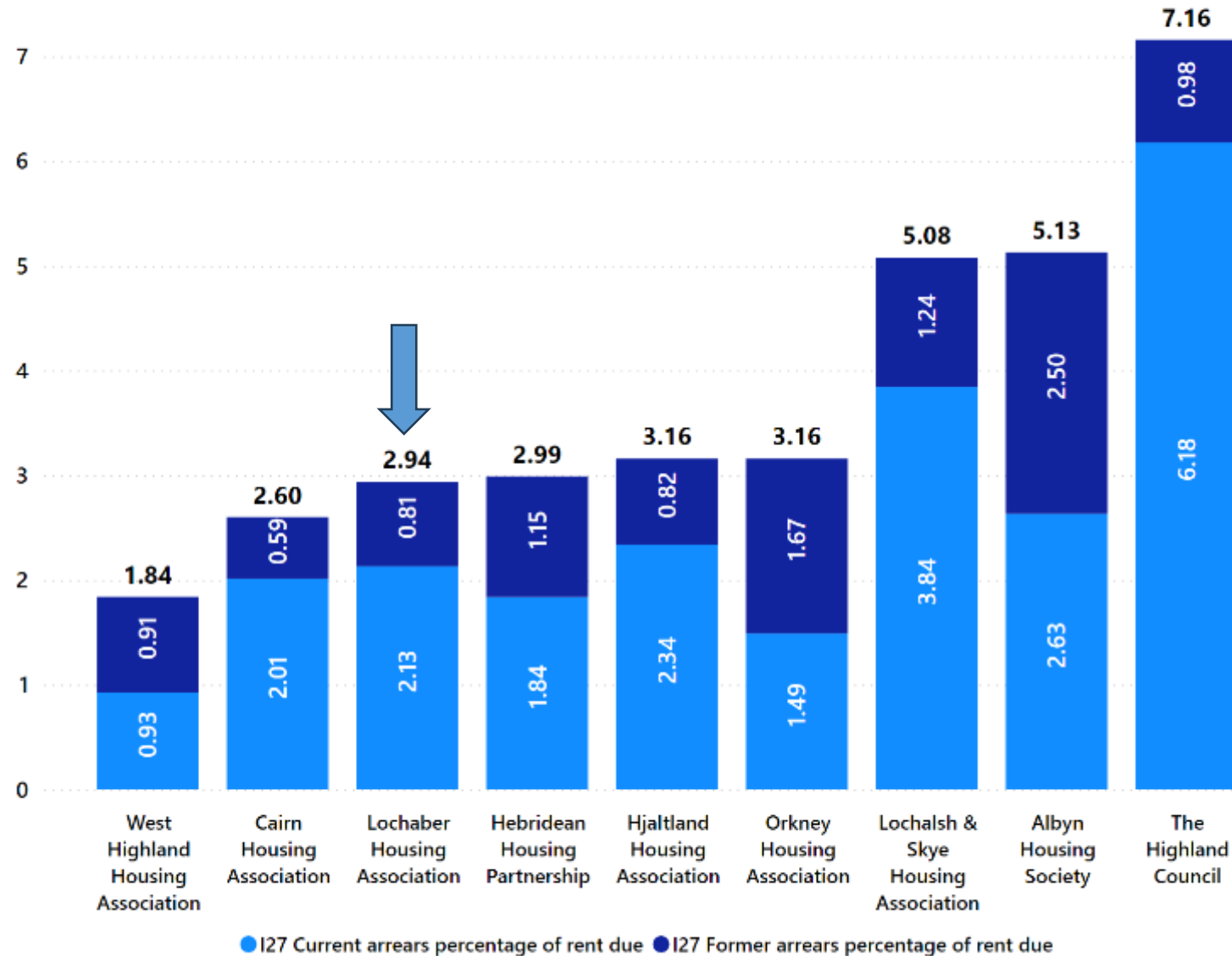
C7 Percentage former tenant rent arrears written off



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	12.12	7.89	17.09
Peer Group 2 - Rural	17.10	16.63	21.07
All RSLs	34.32	35.67	33.37
SHN Average	27.57	27.06	26.02

# Arrears

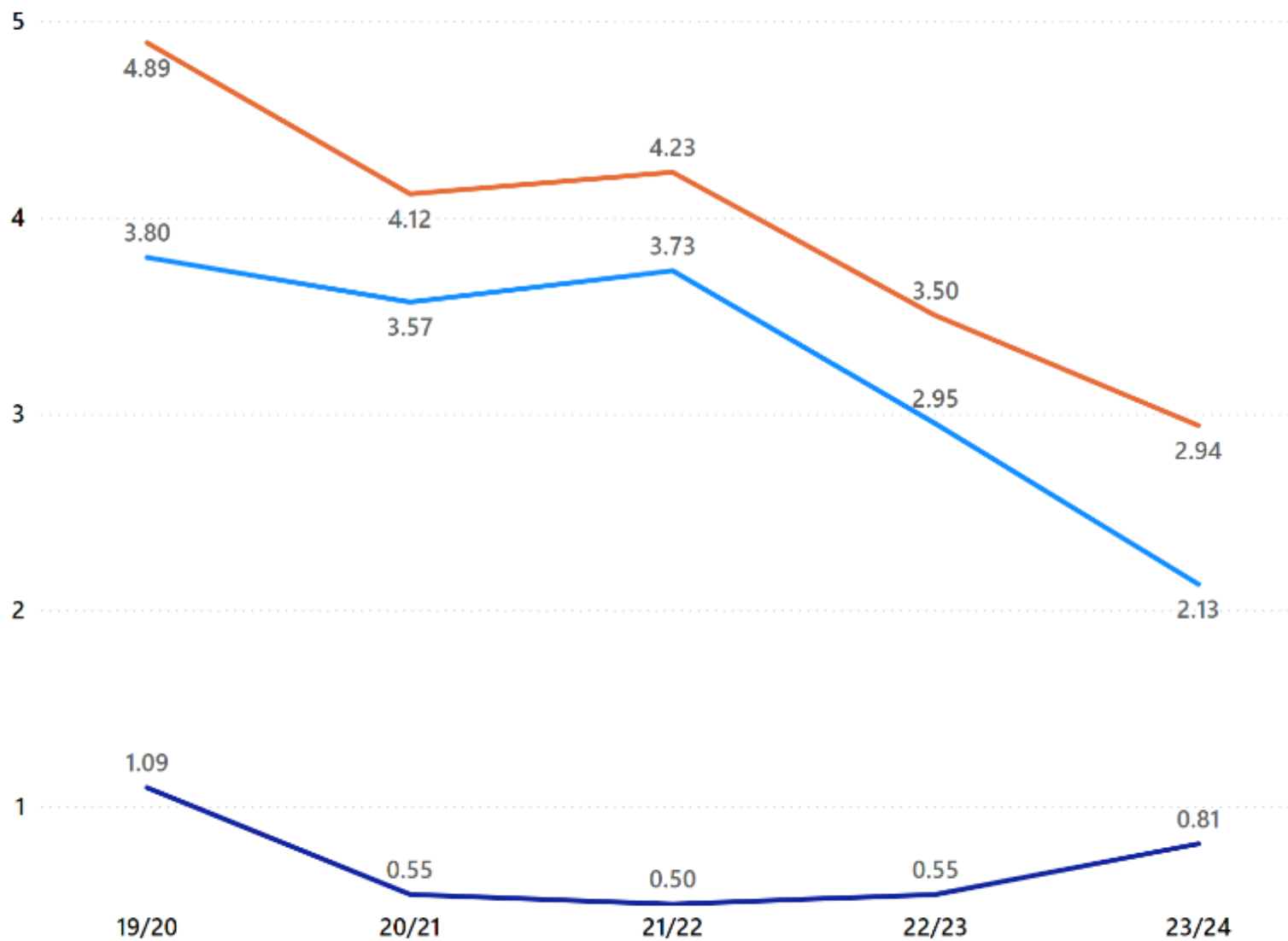
I27 Percentage gross rent arrears of rent due



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	4.23	3.50	2.94
Peer Group 2 - Rural	3.74	4.07	3.83
All RSLs	4.24	4.46	4.35
SHN Average	6.34	6.86	6.74

# Arrears (Trends)

I27 Percentage gross rent arrears of rent due

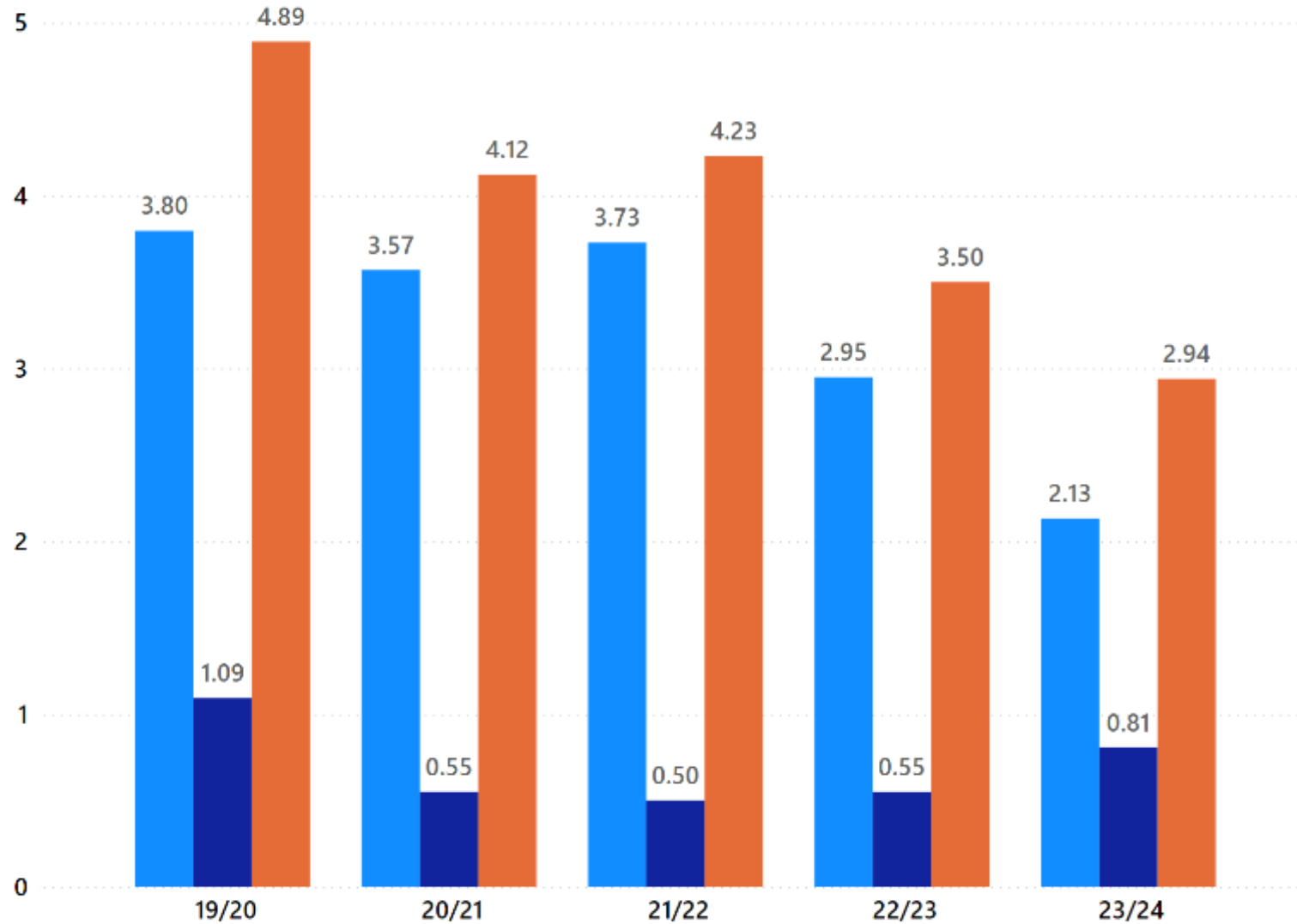


Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	4.23	3.50	2.94
Peer Group 2 - Rural	3.74	4.07	3.83
All RSLs	4.24	4.46	4.35
SHN Average	6.34	6.86	6.74

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

# Arrears (Trends)

I27 Percentage gross rent arrears of rent due



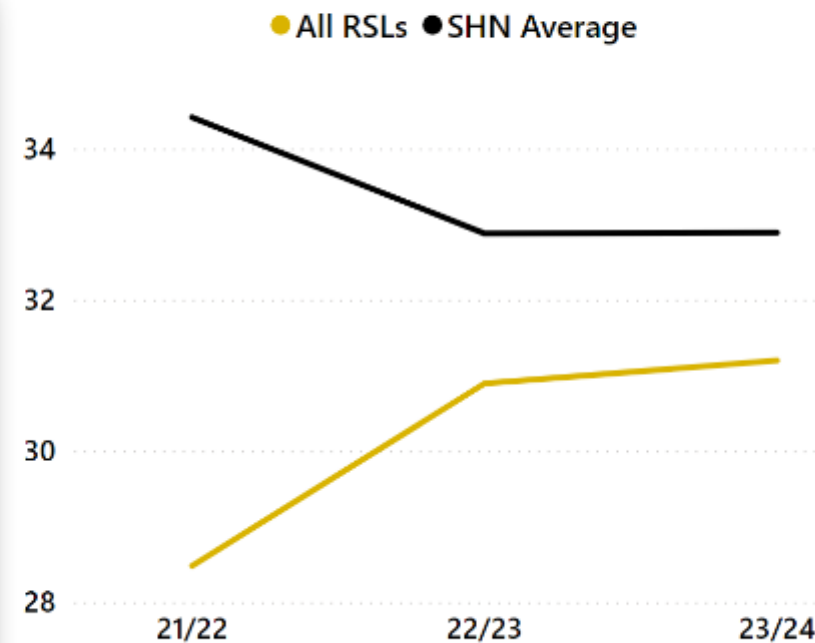
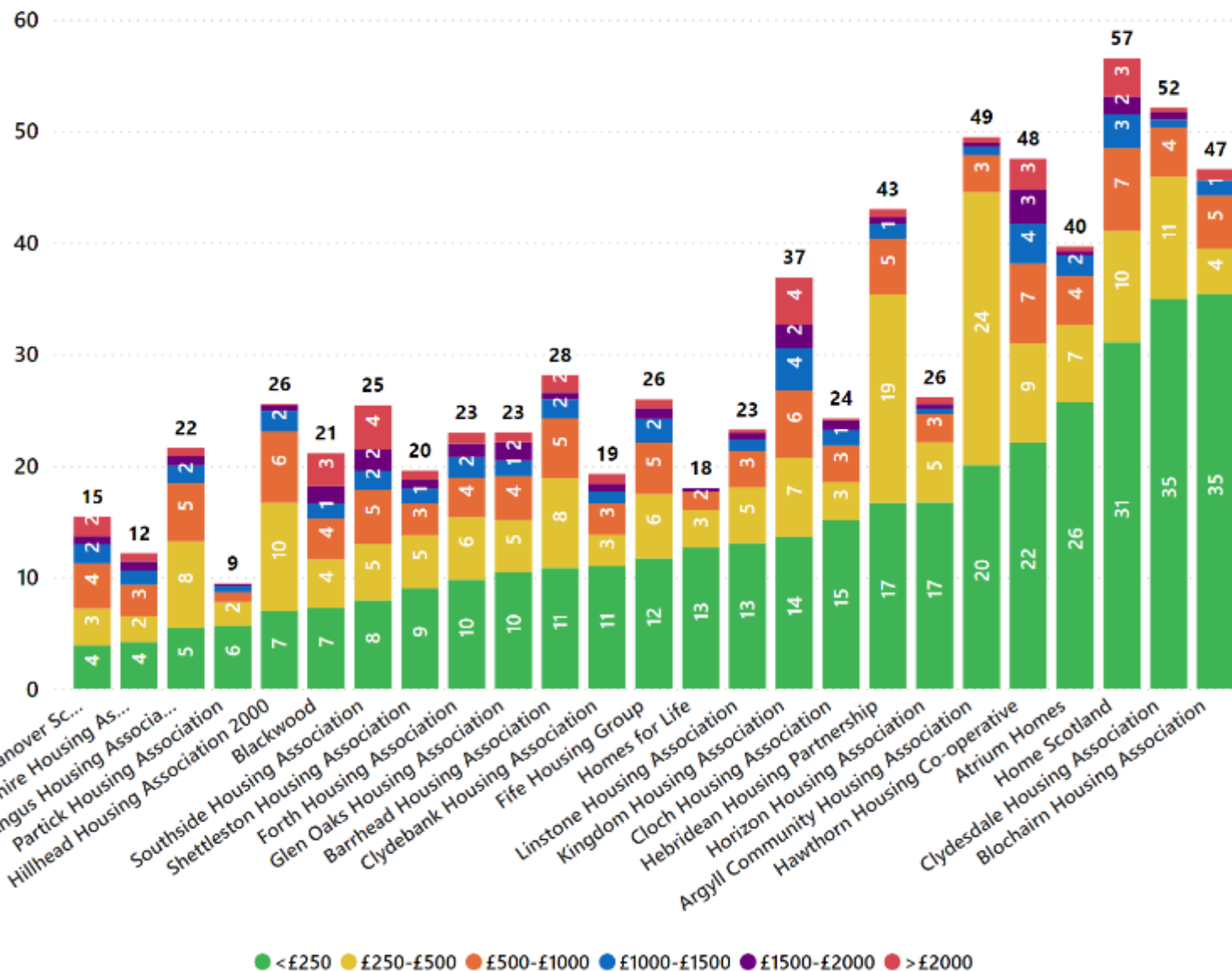
● I27 Current arrears percentage of rent due ● I27 Former arrears percentage of rent due ● I27 Percentage gross rent arrears of rent due

Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	4.23	3.50	2.94
Peer Group 2 - Rural	3.74	4.07	3.83
All RSLs	4.24	4.46	4.35
SHN Average	6.34	6.86	6.74



# Tenancy Arrears

N33 Percentage of tenancies in arrears at year end

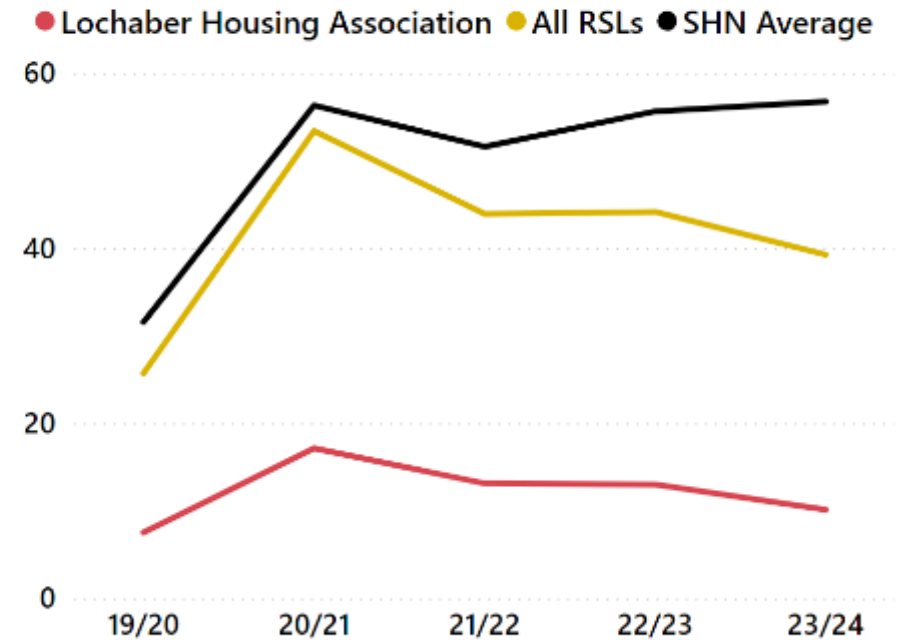
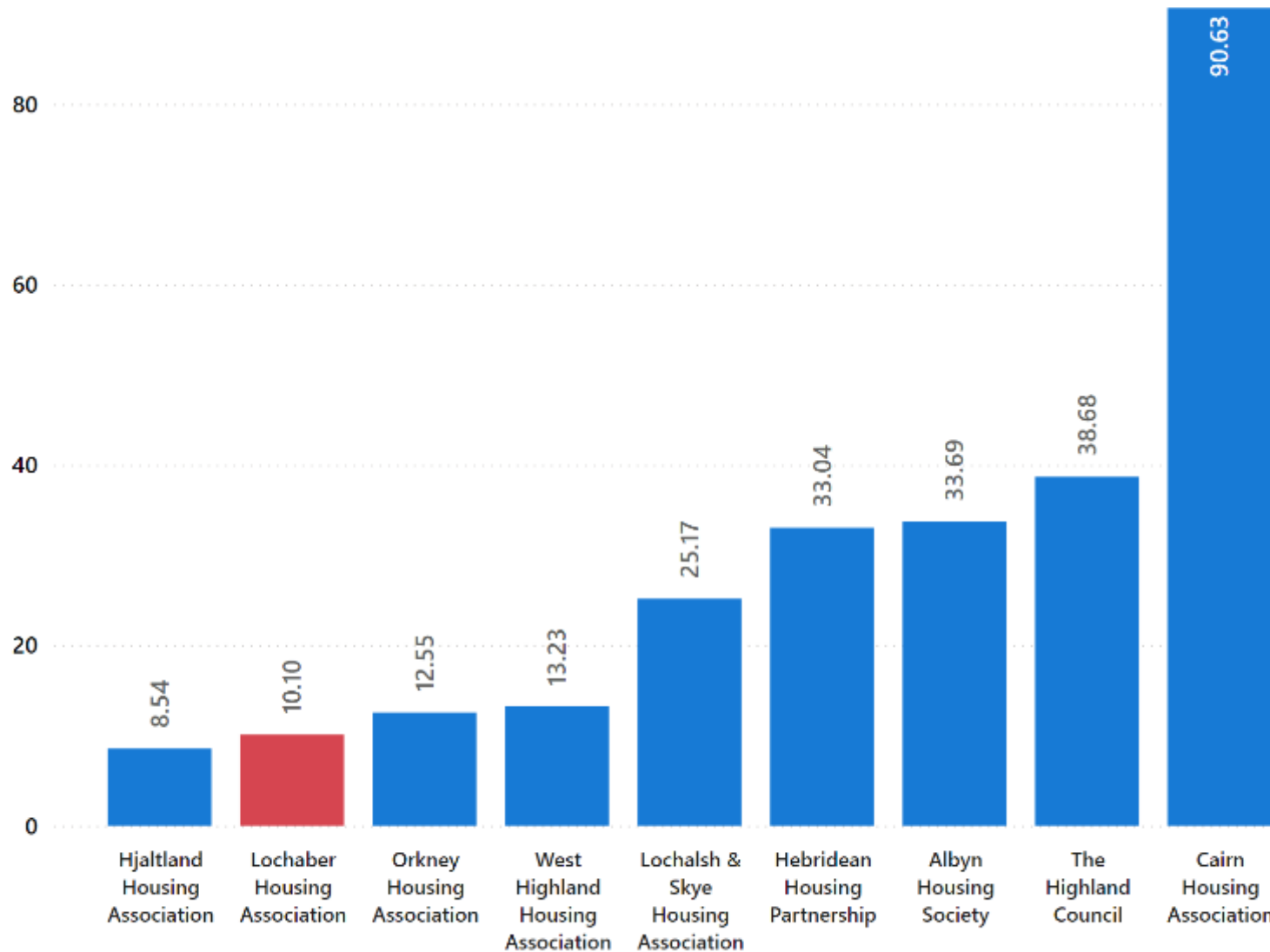


Organisation Name	23/24					
	<£250	£250-£500	£500-£1000	£1000-£1500	£1500-£2000	>£2000
All RSLs	13.88	8.41	4.42	1.81	1.02	1.65
SHN Average	14.76	7.24	4.66	2.10	1.31	2.82

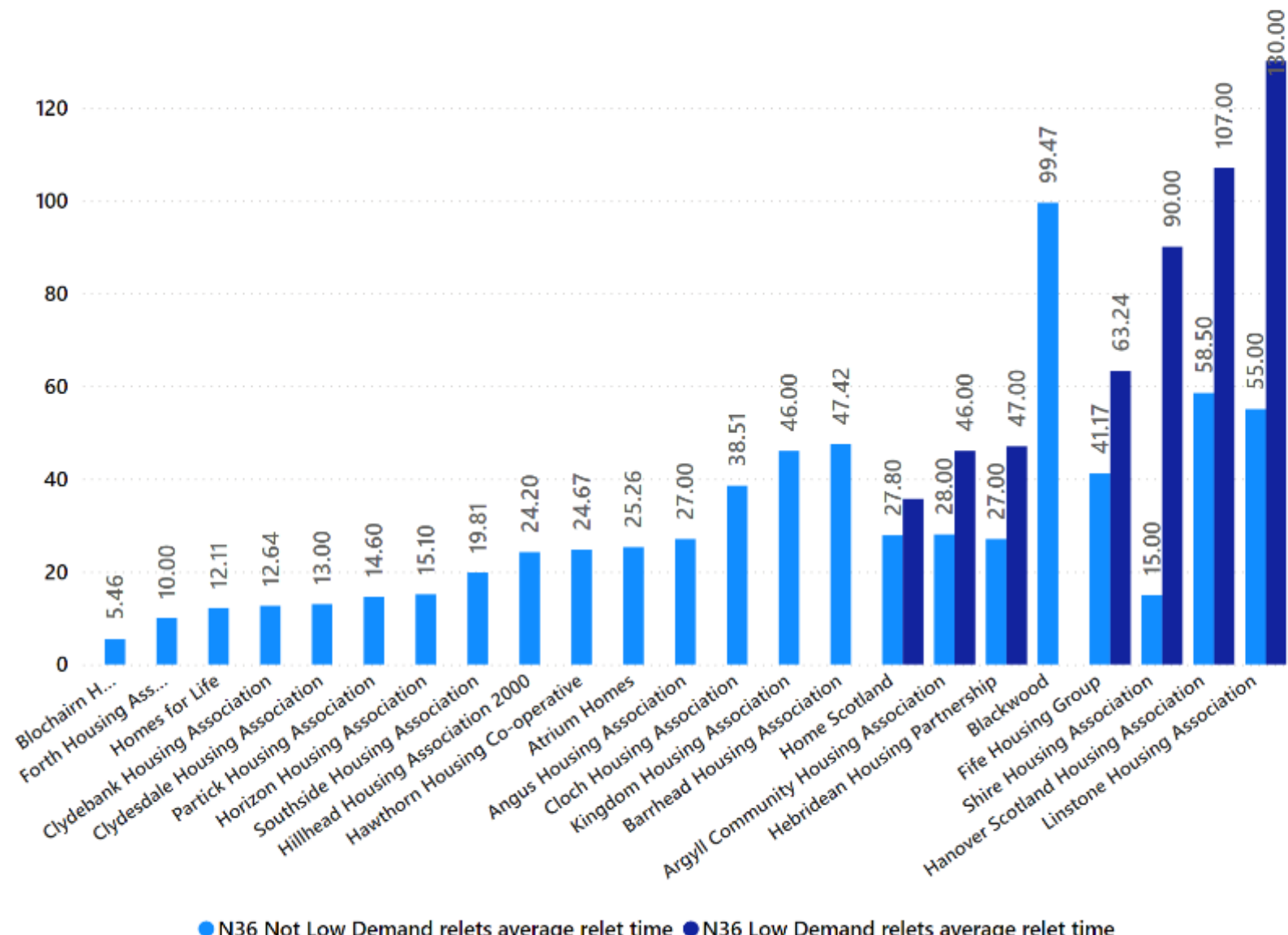
# Voids

# Relet Times

130 Average time to re-let properties




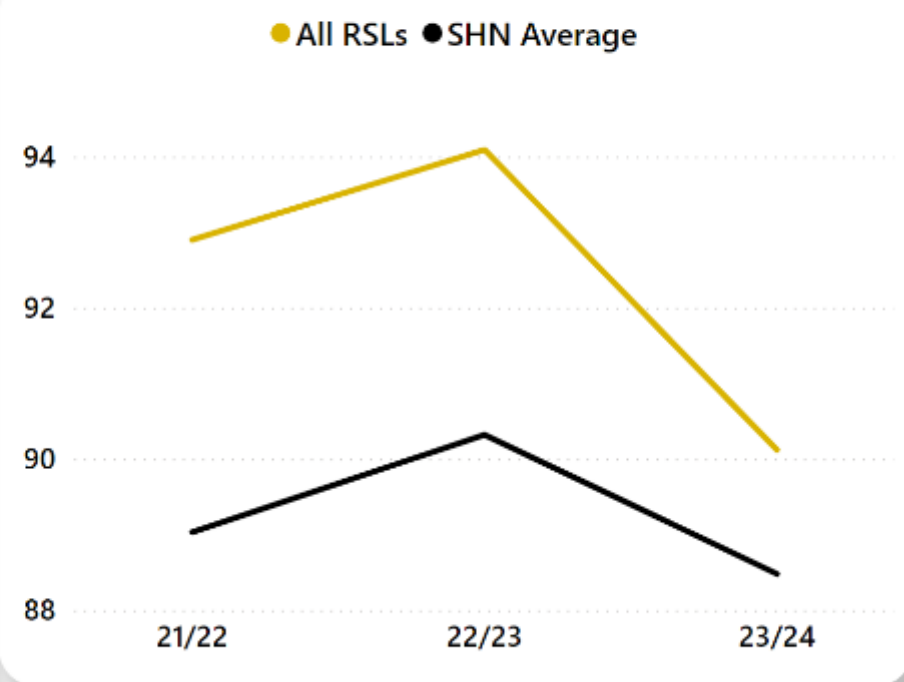
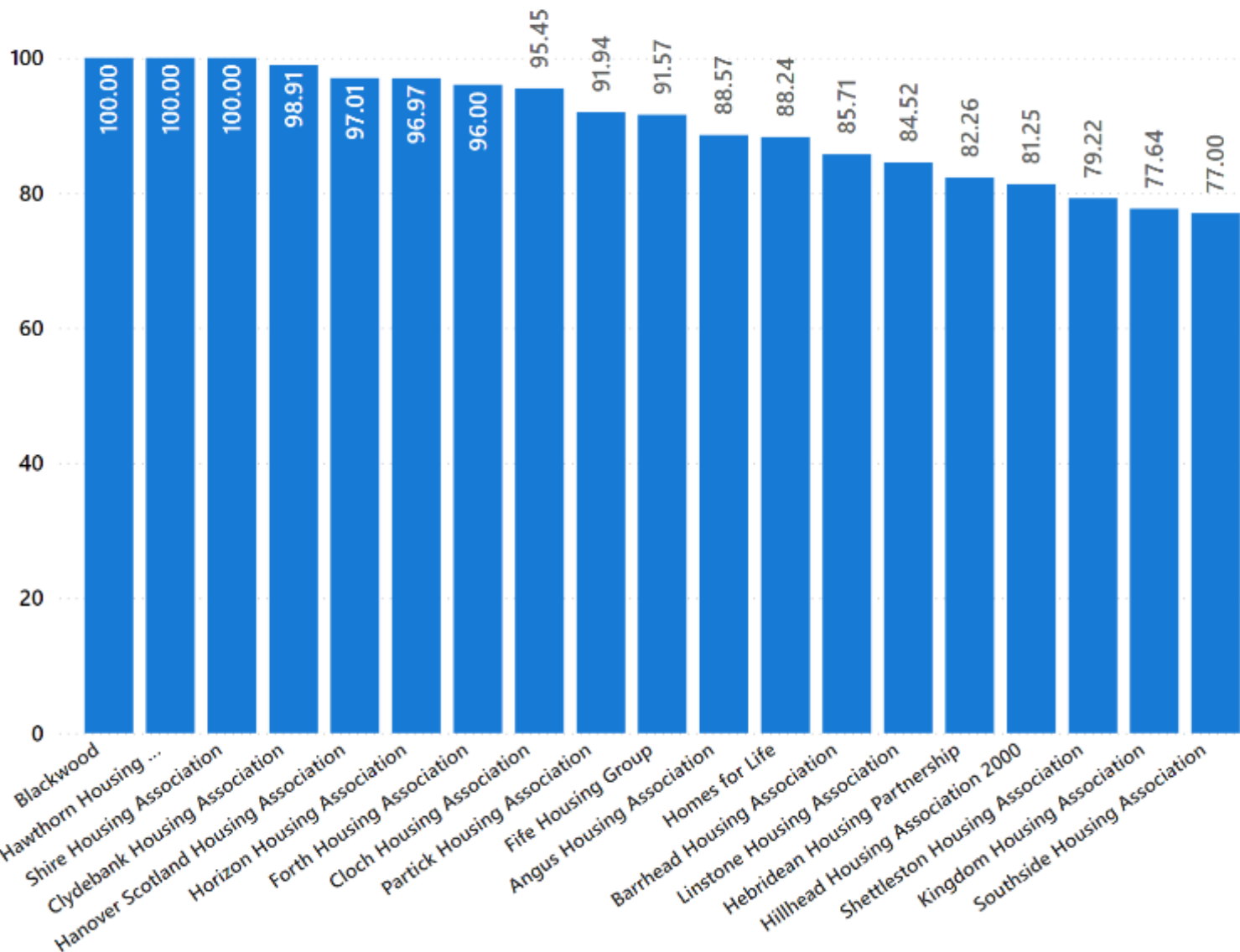
Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	13.10	12.98	10.10
Peer Group 2 - Rural	30.24	30.12	25.53
All RSLs	43.90	44.14	39.24
SHN Average	51.58	55.61	56.73



	23/24	
Organisation Name	N36 Low Demand relets average relet time	N36 Not Low Demand relets average relet time
All RSLs	64.87	29.90
SHN Average	67.24	41.06


# Standard of Home when Moving In

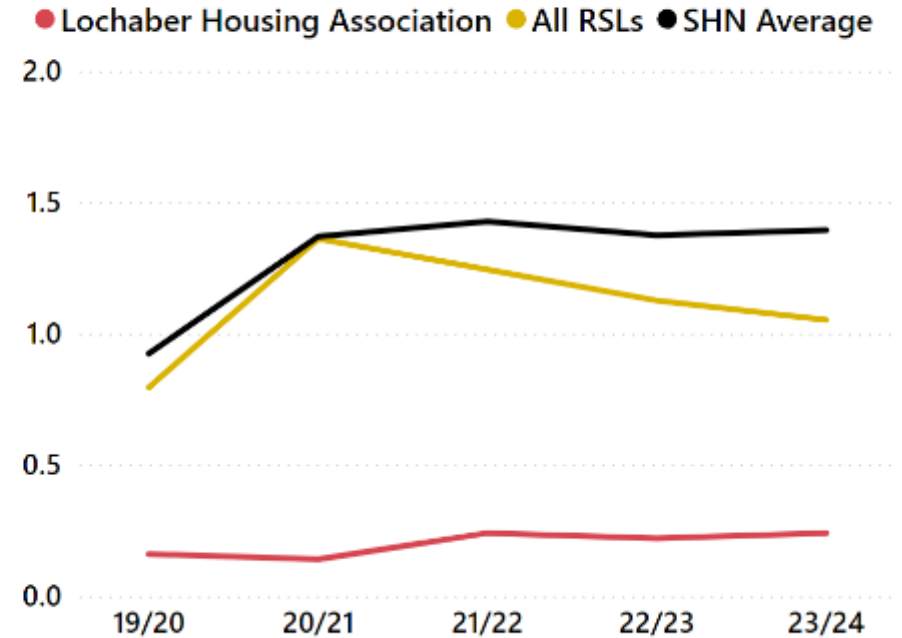
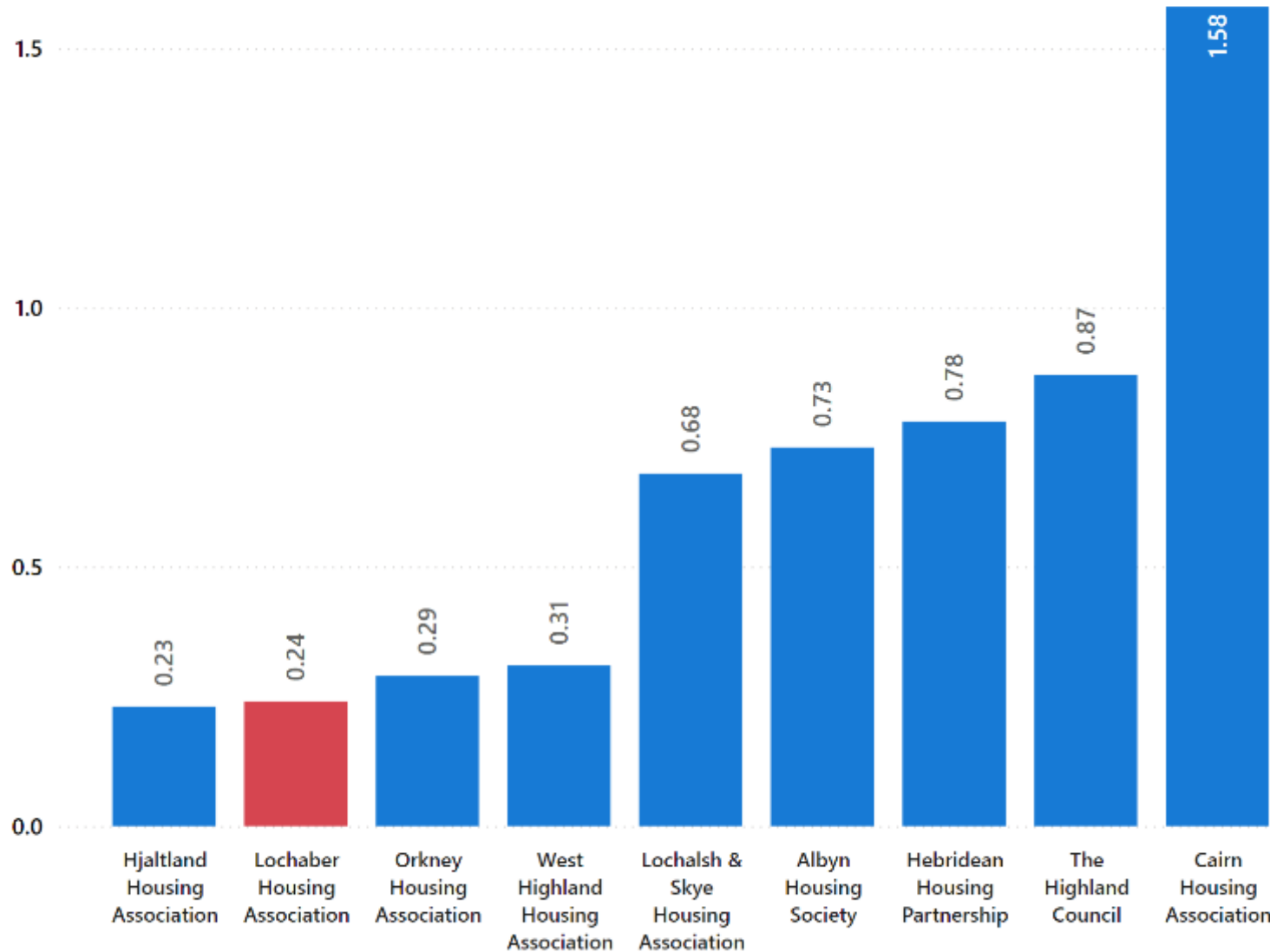
N43 Percentage satisfied with standard of home when moving in  SHN  
Scotland's Housing Network



Organisation Name	21/22	22/23	23/24
All RSLs	92.90	94.09	90.12
SHN Average	89.03	90.32	88.48

# Void Rent Loss

118 Percentage of rent due lost through properties being empty 



Organisation Name	21/22	22/23	23/24
Lochaber Housing Association	0.24	0.22	0.24
Peer Group 2 - Rural	0.86	0.64	0.60
All RSLs	1.24	1.13	1.05
SHN Average	1.43	1.37	1.39

## 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	96.65	98.32	94.41	95.48	3.58	9.62	74.00	80.85	78.57	6.70	108.65	106.86	99.63	0.31	13.23
Lochalsh & Skye Housing Association	93.44	98.44	98.44	75.41	3.28	6.02	91.43	90.11	76.92	7.70	93.19	94.44	99.06	0.68	25.17
Lochaber Housing Association	92.41	94.14	95.40	98.35	2.52	3.52	99.17	96.40	100.00	7.50	105.30	106.63	100.36	0.24	10.10
Hjaltland Housing Association	91.30	95.27	86.91	100.00	2.67	6.46	87.14	99.31	100.00	6.00	106.60	104.16	100.16	0.23	8.54
Albyn Housing Society	90.86	95.56	97.39	82.06	4.36	4.91	88.20	88.54	100.00	7.70	96.73	96.84	100.22	0.73	33.69
Hebridean Housing Partnership	85.98	89.19	84.46	88.30	2.17	3.15	91.41	91.00	64.29	5.10	93.96	94.04	100.44	0.78	33.04
Cairn Housing Association	83.53	81.96	89.54	73.12	3.43	8.76	89.58	82.49	100.00	5.60	101.75	104.80	103.56	1.58	90.63
Orkney Housing Association	83.44	84.47	65.22	96.93	2.86	14.68	71.20	90.13	93.48	7.50	100.56	98.90	99.32	0.29	12.55
The Highland Council	72.12	77.98	81.85	44.60	4.13	9.16	83.50	92.17	86.43	7.95	84.86	85.89	99.04	0.87	38.68

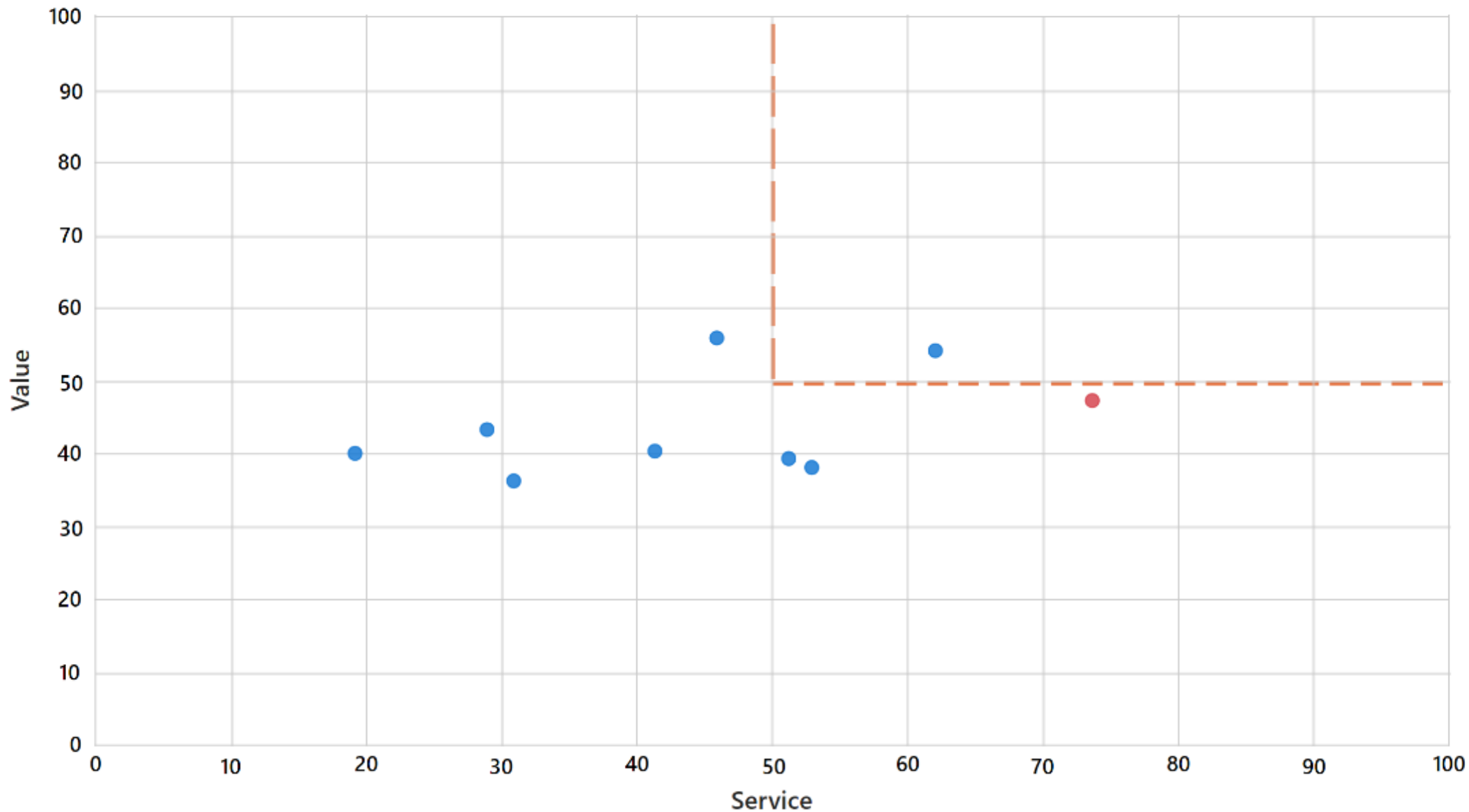




# Landlord Report

Service vs Value for money

Comparison with Peer Group

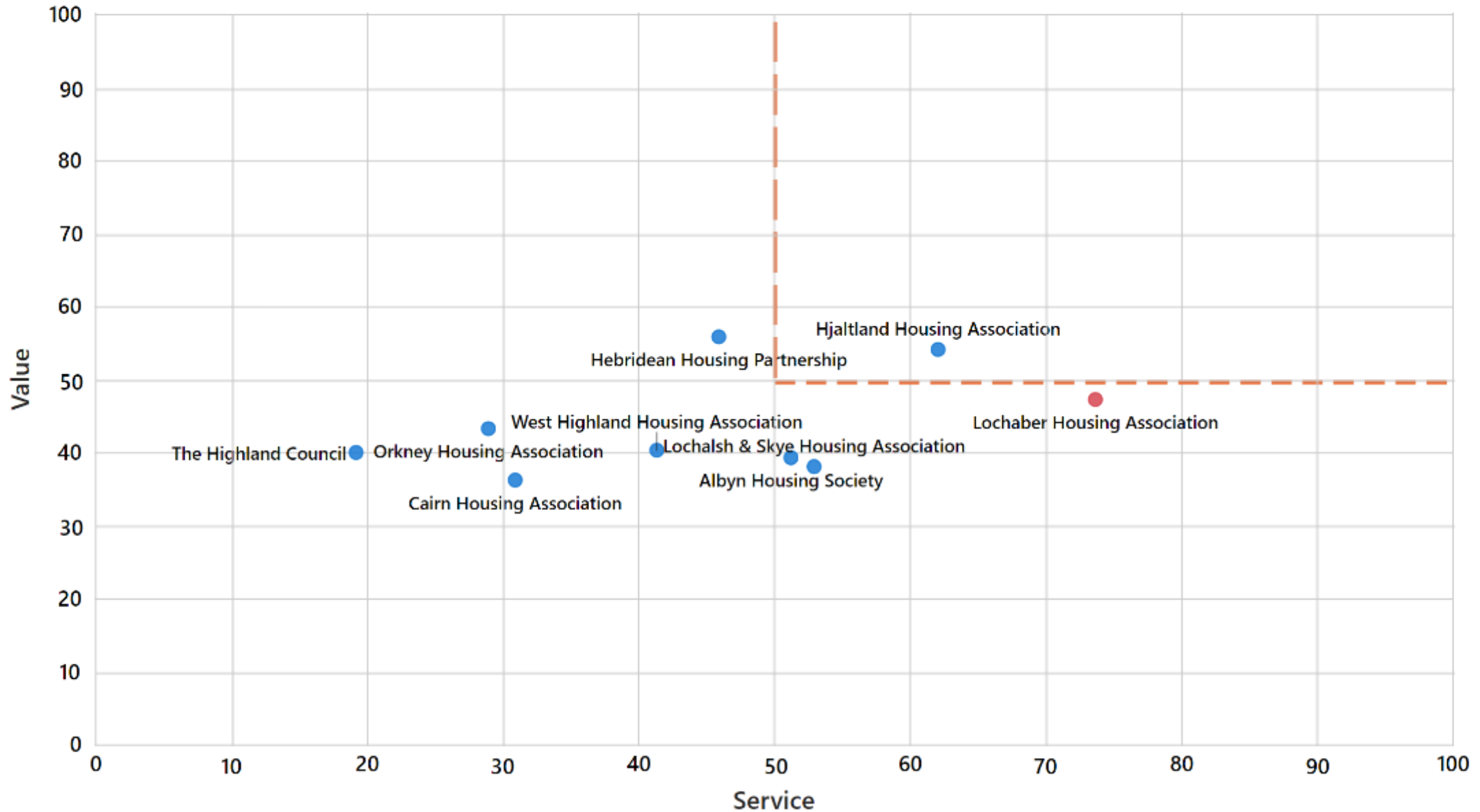


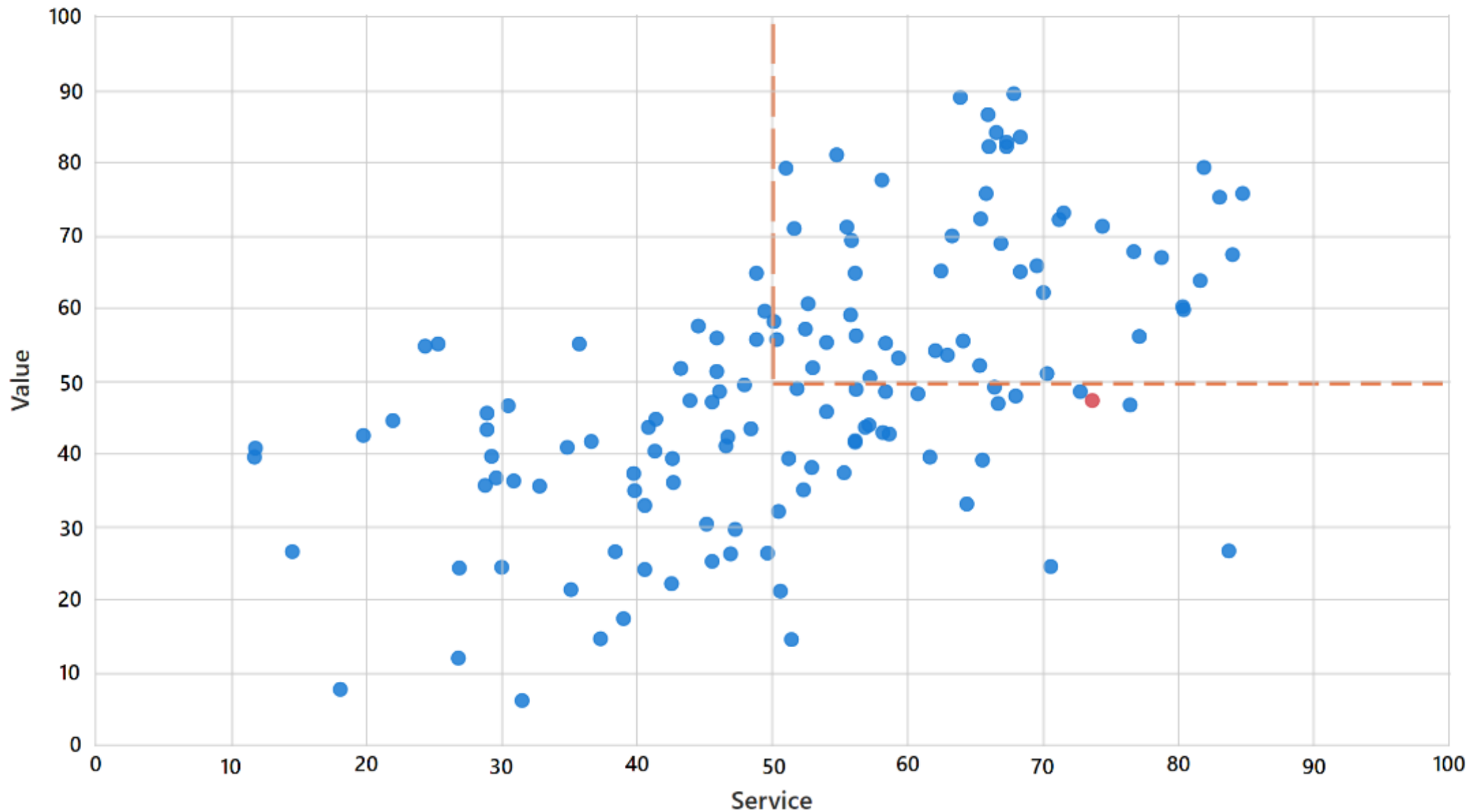
# Landlord Report

Service vs Value for money



Comparison with Peer Group



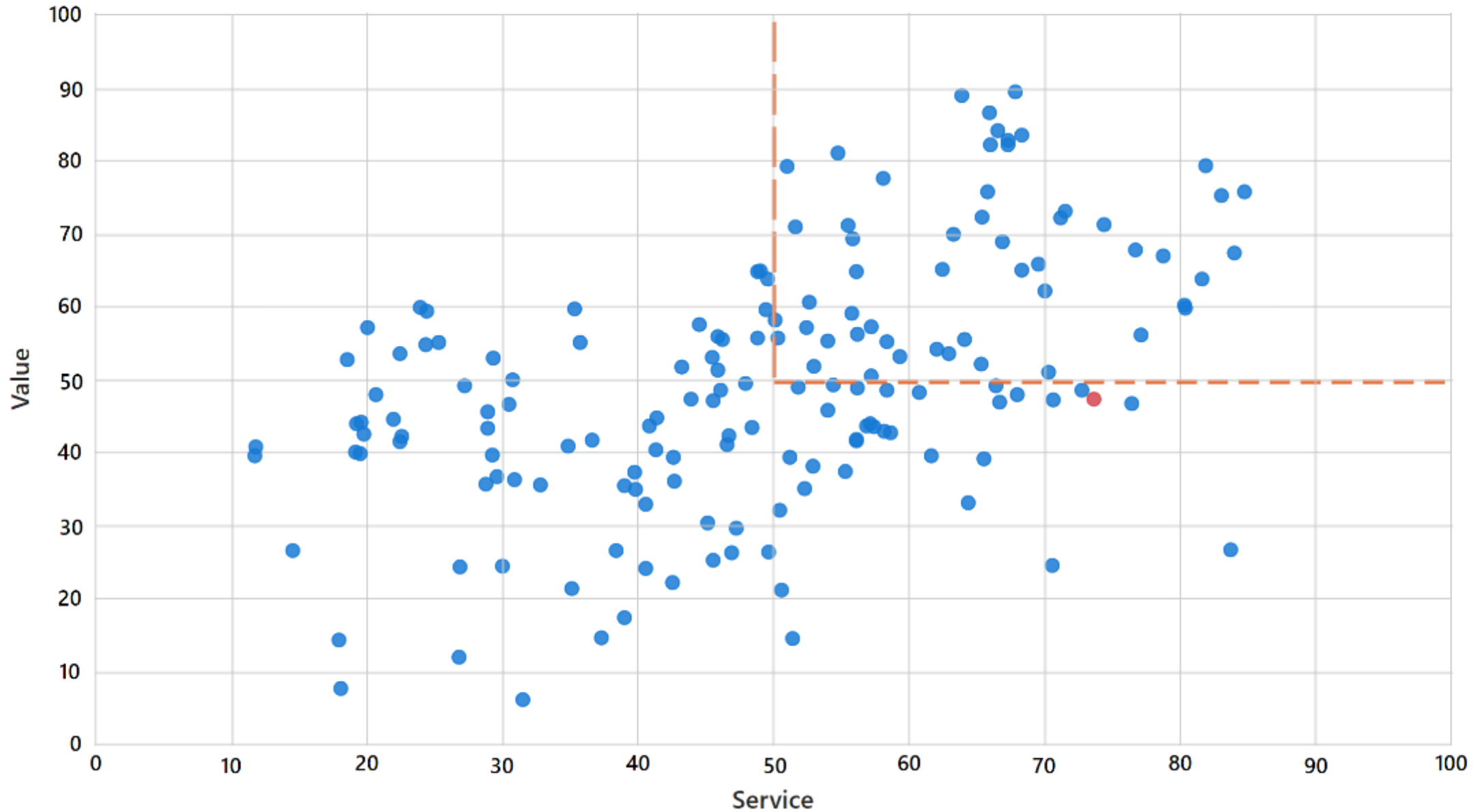


# Landlord Report

Service vs Value for money



Comparison with Sector



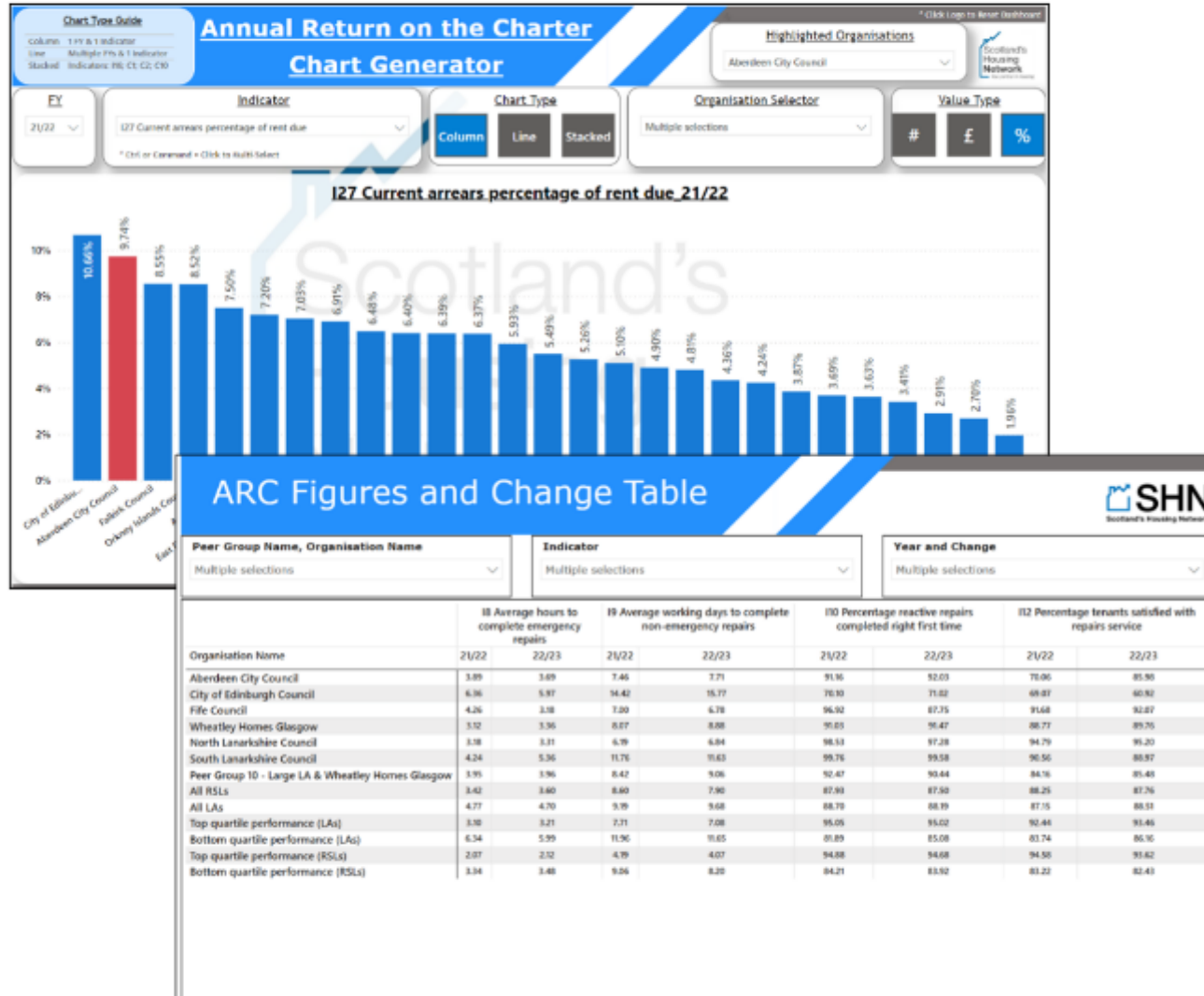
# Overall summary

## 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



- 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.

- Asset Management, Maintenance and Development
- Homelessness
- PRS Homelessness
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny
- Charter Preparation
- Mid-Market Rent
- Older Peoples Housing
- Tenant Participation
- SOLO and Link Officers
- Data Users



- 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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