Landlord name: Castlehill Housing Association Ltd

RSL Reg. No.: 83

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Approval

A1.1	Date approved	26/05/2026
A1.2	Approver	David Lappin
A1.3	Approver job title	Chief Executive
A1.4	Comments (Approval)	
N/A		

Comments (Submission)

Approved by Management Committee on 25.05.2026

Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. David Lappin
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.91
C1.2.2	the number of office based staff	48.65
C1.2.3	the number of care / support staff	14.07
C1.2.4	the number of concierge staff	0.54
C1.2.5	the number of direct labour staff	2.00
C1.2.6	the total number of staff	69.17
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	7.83%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.31%

Lets

The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	3
C2.2	The number of lets to housing list applicants	184
C2.3	The number of mutual exchanges	11
C2.4	The number of lets from other sources	0
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	20
C2.6	The number of other nominations from local authorities	2
C2.7	The number of lets made	220
C2.8	Total number of lets excluding exchanges	209

	C2.5 Number of applicants assessed as statutorily homeless by the local authority	C2.6 Number of other nominations from local authorities	C2.8 Total number of lets excluding exchanges
Aberdeen City	11	2	107
Aberdeenshire	9	0	91
Angus	0	0	0
Argyll & Bute	0	0	0
City of Edinburgh	0	0	0
Clackmannanshire	0	0	0
Dumfries & Galloway	0	0	0
Dundee City	0	0	0
East Ayrshire	0	0	0
East Dunbartonshire	0	0	0
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	0	0
Fife	0	0	0
Glasgow City	0	0	0
Highland	0	0	0
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	11
North Ayrshire	0	0	0
North Lanarkshire	0	0	0
Orkney Islands	0	0	0
Perth & Kinross	0	0	0
Renfrewshire	0	0	0
Scottish Borders	0	0	0
Shetland Islands	0	0	0
South Ayrshire	0	0	0
South Lanarkshire	0	0	0
Stirling	0	0	0
West Dunbartonshire	0	0	0
West Lothian	0	0	0
Totals	20	2	209

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

Overall satisfaction

All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	753
1.1.2	the fieldwork dates of the survey	09/2025
	The method(s) of administering the survey:	
1.1.3	Post	☑
1.1.4	Telephone	☑
1.1.5	Face-to-face	☐
1.1.6	Online	☑
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	
1.2.1	very satisfied	296
1.2.2	fairly satisfied	273
1.2.3	neither satisfied nor dissatisfied	85
1.2.4	fairly dissatisfied	51
1.2.5	very dissatisfied	32
1.2.6	no opinion	4
1.2.7	Total	741

Indicator 1	76.79%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	746
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	262
2.2.2	fairly good at keeping them informed	354
2.2.3	neither good nor poor at keeping them informed	77
2.2.4	fairly poor at keeping them informed	31
2.2.5	very poor at keeping them informed	22
2.2.6	Total	746

Indicator 2	82.57%

Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	745
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	218
5.2.2	fairly satisfied	335
5.2.3	neither satisfied nor dissatisfied	142
5.2.4	fairly dissatisfied	35
5.2.5	very dissatisfied	15
5.2.6	Total	745

Indicator 5	74.23%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	06/2022
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C7.3	The date of your next scheduled stock condition survey or assessment	06/2026
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C7.5	Comments on method of assessing SHQS compliance.	

Comprehensive stock condition survey has been carried out by an independent surveying firm (Rapleys). This has been analysed and cross referenced with EPC & BACRA data. Any fails that were identified have been addressed.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	1,887	1,887
C8.2	Self-contained stock exempt from SHQS	2	2
C8.3	Self-contained stock in abeyance from SHQS	0	0
C8.4.1	Self-contained stock failing SHQS for one criterion	2	2
C8.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C8.4.3	Total self-contained stock failing SHQS	2	2
C8.5	Stock meeting the SHQS	1,883	1,883

C8.6	Total self-contained stock meeting the SHQS by local authority

	End of the reporting year	End of the next reporting year
Aberdeen City	1,061	1,061
Aberdeenshire	762	762
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	60	60
North Ayrshire	0	0
North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,883	1,883

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,887
6.1.2	projected to the end of the next reporting year	1,887
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,883
6.2.2	projected to the end of the next reporting year	1,883

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.79%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.79%

Scottish Housing Regulator

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	747
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	345
7.2.2	fairly satisfied	269
7.2.3	neither satisfied nor dissatisfied	71
7.2.4	fairly dissatisfied	43
7.2.5	very dissatisfied	19
7.3	Total	747

Indicator 7	82.20%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
8.1	The number of emergency repairs completed in the reporting year	837
8.2	The total number of hours taken to complete emergency repairs	3,278
	Indicator 8	3.92

Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	4,147
9.2	The total number of working days taken to complete non-emergency repairs	26,247

Indicator 9	6.33

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The total number of reactive repairs completed during the reporting year	4,143
10.2	Of those, number of reactive repairs that were reported again during the reporting year	84

Indicator 10	97.97%

Scottish Housing Regulator

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	291
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	203
12.2.2	fairly satisfied	38
12.2.3	neither satisfied nor dissatisfied	23
12.2.4	fairly dissatisfied	5
12.2.5	very dissatisfied	22
12.2.6	Total	291

Indicator 12	82.82%

Tenant and resident safety

Number of times in the reporting year you did not meet your statutory duty to complete a gas safety check. (Indicator 11)

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	Please provide the reason(s) for failing to meet compliance	
N/A		

Indicator 11	0

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	0
29.2	Please provide the reason(s) for failing to meet compliance	
		N/A

Indicator 29	0

Number of homes that do not have ‘satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire’ installed at the year end (Indicator 30)

30.1	The number of homes that do not have ‘satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire’	0
30.2	Please provide the reason(s) for failing to meet compliance	
N/A		

Indicator 30	0

Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)

31.1.1	The number of resolved cases of damp and/or mould caused by condensation	23
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	12
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	20
31.1	Total number of resolved cases of damp and/or mould	55
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	196
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	87
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	159
31.2	Total time taken in working days to resolve cases of damp and/or mould	442

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	8.52
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	7.25
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	7.95
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	8.04

Scottish Housing Regulator

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	23
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	12
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	20
32.1	Total number of resolved cases of damp and/or mould	55
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	0
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	0
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	0
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	0

Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause	0.00

Number of open cases of damp and/or mould at the year end (Indicator 33)

33.1	The number of open cases of damp and/or mould at the year end	3

Indicator 33	3

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the “Housing quality and maintenance” section’.

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	134	31
Complaints carried forward from previous reporting year	0	2
All complaints received and carried forward	134	33
Number of complaints responded to in full by the landlord in the reporting year	134	33
Time taken in working days to provide a full response	695	658

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.19
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	19.94

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'"	749
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	223
13.2.2	fairly satisfied	314
13.2.3	neither satisfied nor dissatisfied	111
13.2.4	fairly dissatisfied	58
13.2.5	very dissatisfied	43
13.2.6	Total	749

Indicator 13	71.70%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)

14.1	The number of cases of anti-social behaviour reported in the last year	162
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	0
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	145
14.4	Total self-contained units	1,887

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	89.51%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	8.6

Abandoned homes (Indicator C3)		
C3.1	The number of properties abandoned during the reporting year	6

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	49
20.2.1	20.2 The number of properties recovered: because rent had not been paid	10
20.2.2	because of anti-social behaviour	2
20.2.3	for other reasons	0

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	20.41%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	4.08%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	24.49%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

There has been an increase in evictions due to rent arrears. Castlehill has put in place a quicker escalation policy to capture arrears earlier and making it more manageable for tenants to repay. Work is also going on to make the arrears process more automated in the background.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 16)

16.1	The total number of lettable self-contained stock	1,887
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	213

Indicator 16	11.29%

Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	80
18.2	The number of approved applications completed between the start and end of the reporting year	69
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	11
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	11

The average time to complete adaptations (Indicator 19)		
19.1	The total number of working days taken to complete all adaptations.	6,052
19.2	The total number of adaptations completed during the reporting year.	99

Indicator 19	61.13

Average length of time to re-let properties in the last year (Indicator 26)		
26.1	The total number of properties re-let in the reporting year	209
26.2	The total number of calendar days properties were empty	18,648

Indicator 26	89.22

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)

15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	6
15.1.2	applicants who were assessed as statutory homeless by the local authority	12
15.1.3	applicants from your organisation's housing list	204
15.1.4	nominations from local authority	0
15.1.5	other	2
15.1.6	Total number of tenancies which began in the previous reporting year	224
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	6
15.2.2	applicants who were assessed as statutory homeless by the local authority	12
15.2.3	applicants from your organisation's housing list	192
15.2.4	nominations from local authority	0
15.2.5	other	2
15.2.6	Total number of tenancies sustained for more than a year	212

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	94.12%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	94.64%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	35
C9.1.2	Awaiting demolition/reconfiguration	0
C9.1.3	Subject to an insurance claim	1
C9.1.4	Undergoing major repairs/structural works	0
C9.1.5	Held for decants	0
C9.1.6	Low demand	0
C9.1.7	Other	8
C9.1.8	Total self-contained properties void at the year end	44
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	14
C9.2.2	Awaiting demolition/reconfiguration	0
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	0
C9.2.5	Held for decants	0
C9.2.6	Low demand	0
C9.2.7	Other	8
C9.2.8	Total self-contained properties void for more than six months at the year end	22

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 22)		
22.1	The total amount of rent collected in the reporting year	£11,666,903
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£11,587,995

Indicator 22	100.68%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£494,409
23.2	The total rent due for the reporting year	£11,923,746

Indicator 23	4.15%

Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	32
24.2	The total value of management fees invoiced to factored owners in the reporting year	£3,589

Indicator 24	£112.16

Percentage of rent due lost through properties being empty during the last year (Indicator 17)		
17.1	The total amount of rent due for the reporting year	£11,923,746
17.2	The total amount of rent lost through properties being empty during the reporting year	£333,335

Indicator 17	2.80%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	5.60%

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	836
C5.2	The value of direct housing cost payments received during the reporting year	£4,049,007

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)		
C6.1	The total value of former tenant arrears at year end	£193,946
C6.2	The total value of former tenant arrears written off at year end	£42,628

Indicator C6	21.98%

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)

21.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	716
21.2.1	21.2 Of the tenants who answered, how many said that their rent represented: very good value for money	156
21.2.2	fairly good value for money	336
21.2.3	neither good nor poor value for money	139
21.2.4	fairly poor value for money	65
21.2.5	very poor value for money	20
21.3	Total	716

Indicator 21	68.72%

Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)

25.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	22
25.2.1	25.2 Of the factored owners who answered, how many said that they were: very satisfied	3
25.2.2	fairly satisfied	12
25.2.3	neither satisfied nor dissatisfied	2
25.2.4	fairly dissatisfied	5
25.2.5	very dissatisfied	0
25.3	Total	22

Indicator 25	68.18%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Other customers

Gypsy / Travellers

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)

27.1	The total number of pitches	0
27.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 27	N/A

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
28.2.1	28.2 Of the Gypsy/Travellers who answered, how many said that they were: very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

Indicator 28	

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.