CASTLEHILL HOUSING ASSOCIATION

ANNUAL PERFORMANCE REPORT 2026

Castlehill
HOUSING ASSOCIATION

How did we do?



We publish our performance results every year to clearly show how our services performed compared with the standards set by the Scottish Social Housing Charter.

Our statistics are based upon our Tenant Satisfaction Survey which is conducted every three years. The most recent survey was conducted earlier in 2026.

Performance Reporting

We are pleased to report that 77% of tenants are fairly or very satisfied with our services and only 11 % of those asked were fairly dissatisfied.

We work closely with tenant organisation, CaRTO, to develop initiatives that provide practical benefits for tenants. An example is Housing Perks, which gives tenants access to discounts on everyday spending to make their money go further.

Castlehill Registered Tenants Organisation
CaRTO

HOUSING PERKS

Our Community Benefit Fund supports projects that make a positive difference to the communities where our tenants live. This fund is supported by participating contractors, enabling investment in projects that bring additional benefits to tenants and the wider community.



You can read our ARC submission on our website.
www.castlehillha.co.uk

If you want to compare us with other landlords please look at SHR site.
www.housingregulator.gov.scot/landlord-performance/



Where we've done well.



We report key performance indicators to the Scottish Housing Regulator:

Our numbers show we are doing consistently well, year on year. We know there is some room for improvement and we are listening to what our tenants tell us.

837
number of emergency repairs

these are completed on average within 3.9 hours

4147
non emergency repairs carried out in the last year

these are completed on average within 6.3 hours

4.1%
of rent arrears as a % of rent due - reduced from 2025

the Scottish average is 5.9%

82% felt that they were satisfied with the quality of their home.

98% reactive repairs carried out right first time

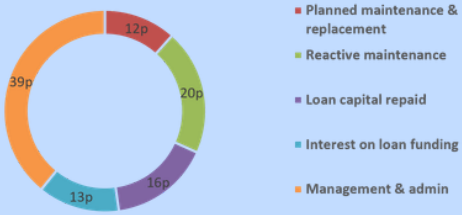
83% are satisfied with how we inform them about services & decisions

77% of tenants satisfied with our overall service

70% felt that the rent was very or fairly good value

HOW WE SPEND EACH £

£1 of rental income in 2025-26 was spent as follows:



You asked - we did!

We listen to our tenants about ideas for managing their tenancies.

We have seen an increase in the demand to be contacted via digital methods to update household info, report repairs or make rent payments, and we responded to this by introducing a tenant portal.

We introduced the My Home tenants portal during 2026.

To date we have approximately 50% of our tenants signed up and we aim to have all our tenants using My Home by the end 2027.

It lets me see what is due on rent, the option to report a problem outside hours is good.

Seems to be more and more things that you can access online, which is great, saves time phoning and getting through to correct department.

The Portal is very handy for checking your rent statement and for reporting repairs.



To register for **My Home,** please go to our website and follow the instructions. All you will need is your tenancy number.
My Home makes managing your tenancy simpler.