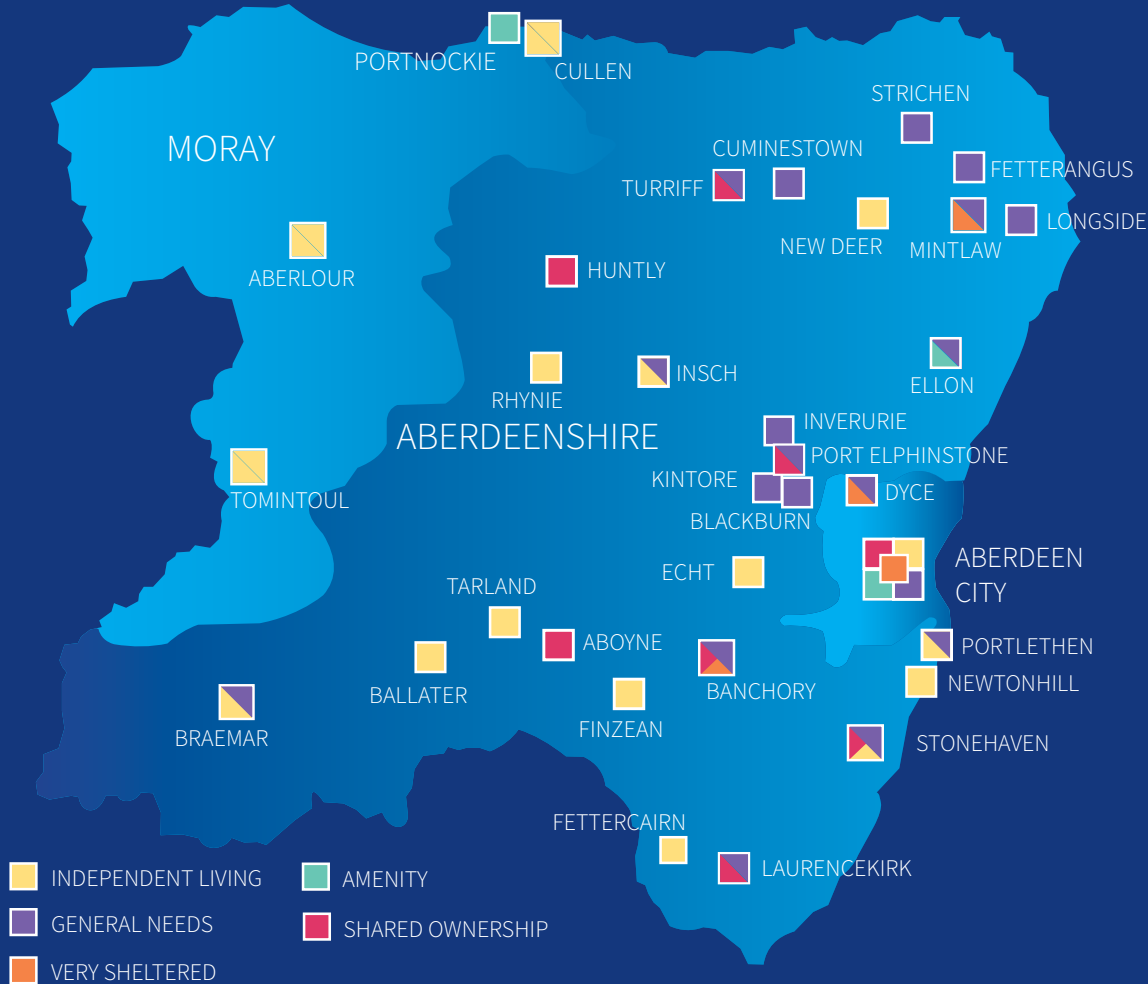




Annual Charter Performance Report 2024-2025





About This Report - How Do We Compare?

The Scottish Social Housing Charter set out the standards and outcomes expected of registered social landlords (RSLs). Each RSL submits an Annual Return on the Charter to the Scottish Housing Regulator (SHR). The SHR calculates the Scottish average, that gives a benchmark for comparison. We also compare our performance against previous years. In addition, we conduct a tenant satisfaction survey every 3 years. We are currently undertaking a full-scale survey, so have used the results from the last survey undertaken at the start of 2023 for certain indicators.

The traffic light system

The traffic light faces are to help provide an easy and clear indication of our level of performance.



Green indicates that our performance is better than the Scottish Registered Social Landlord (RSL) average.



Amber indicates that performance is on a par with the RSL average.



Red indicates that performance is not as good as the RSL average and where improvement is needed.

Our Staff

In line with the data submitted to the SHR, we have 70 full-time equivalent staff posts. Staff are based at our Carden Place office in Aberdeen and our Independent Living schemes across Aberdeen, Aberdeenshire and Moray. Our staff turnover was 8.7%.



WELCOME TO THE CASTLEHILL HOUSING ASSOCIATION ANNUAL CHARTER PERFORMANCE REPORT 2024-25

**This report highlights our performance in
comparison to other housing associations
across Scotland.**

**I'd like to take this opportunity to reflect on the many achievements and
successes over the past year:**

Castlehill Registered Tenants Organisation (CaRTO) – I would like to thank those who give up their time to get involved and give such valuable input. You may recall that CaRTO helped to support the introduction of 'Housing Perks', an app available to our tenants giving a discount across many retailers, including the big supermarkets. To date, 511 tenants have signed up, spending more than £ 236,350 and generating over £10,100 in savings.

Long-term empty properties remain an issue in some rural locations, but we continue to prioritise this and look to bring our overall void times down. We have also maintained high levels of tenancy sustainment reflecting the work done by Housing staff and by our Key Project, which continues to provide vital support to our most vulnerable tenants ensuring they can keep their tenancy.

We successfully re-tendered our reactive maintenance contracts ensuring we have good coverage from local contractors for all our stock. Our performance on delivering emergency and urgent repairs remains consistently within our targets and we have an excellent record on compliance on issues that keep our tenants safe, such as gas servicing, addressing mould or dampness issues, electrical safety and fire detection.

Our Care & Repair service continues to provide vital support to keep people living at home safely. In the past year almost 3000 households used our services. Operating Care & Repair relies on our income generating services such as ramps and other adaptations and this has been very successful this year as we exceeded our targets. A "showcase" event was held and well attended by Occupational Therapists and other housing providers raising awareness of what Care & Repair can do.

I hope that these achievements I've mentioned reflect the continued success of the Association despite the challenging environment we work in.

The recently declared Housing Emergency Action Plan from the Scottish Government emphasises that providing homes that people can access and afford to live in is one of the most important issues for our society and we remain committed to Castlehill continuing to make a positive difference to people living in our communities.

John Black

Convener of the Management Committee

OUR PROFILE

2022/23

Total number of houses



Total rent due



Percentage average weekly rent increase applied

6%

2023/24

Total number of houses



Total rent due



Percentage average weekly rent increase applied

7.3%

2024/25

Total number of houses



Total rent due



Percentage average weekly rent increase applied

4.6%

The average rent increase across all Registered Social Landlords in Scotland this year is

4.4%

Number of Bedrooms	Number in Stock	Average Weekly Rent	Scottish Average
Studios	79	£90.42	£87.12
 x 1	985	£107.97	£93.27
 x 2	582	£118.57	£96.00
 x 3	242	£130.82	£104.51
 x 4	33	£139.64	£115.58

Our average weekly rent includes service charges across general needs, independent living and very sheltered homes. Charges are higher in supported accommodation and as our stock includes ALL our properties this shows in our weekly cost. Not all Registered Social Landlords include service charges in their weekly rent calculation and not all have supported accommodation, which makes comparison harder between our costs and Scottish average.

TENANT PARTICIPATION & SATISFACTION

Percentage of tenants satisfied with overall service



Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes



Percentage of tenants satisfied with opportunities to participate in their landlord's decision making processes



HOUSING QUALITY & MAINTENANCE

Property Services

We are pleased to report that we have continued to provide an excellent repairs and maintenance service to tenants. Our time taken to complete both emergency and non-emergency repairs is less than the Scottish average, and tenant satisfaction remains above average.

Average length of time taken to complete emergency repairs

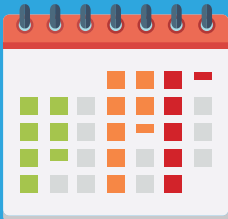


3.2 hours
2024/2025

2.9 hours
2023/2024

4.0 hours
Scottish Average

Average length of time taken to complete non-emergency repairs



7.6 days
2024/2025

6.7 days
2023/2024

8.3 days
Scottish Average

Percentage of reactive repairs carried out completed first time

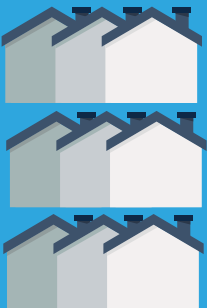


96.9%
2024/2025

88.5%
2023/2024

87.1%
Scottish Average

Percentage of stock meeting the Scottish Housing Quality Standard



99.6%
2024/2025

99.5%
2023/2024

91.9%
Scottish Average

Percentage of tenants who had repairs and maintenance carried out in the last 12 months who were satisfied with the service

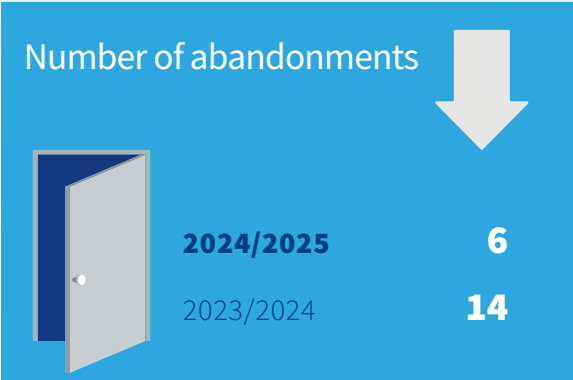
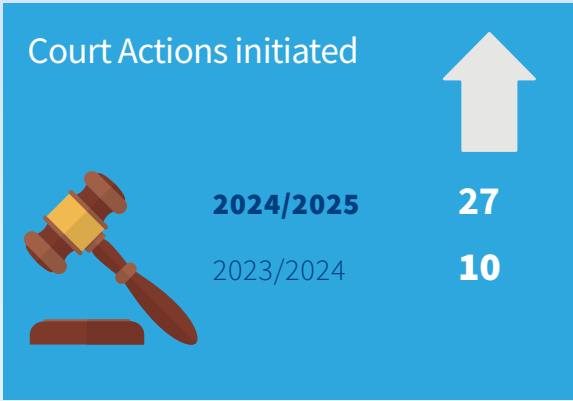
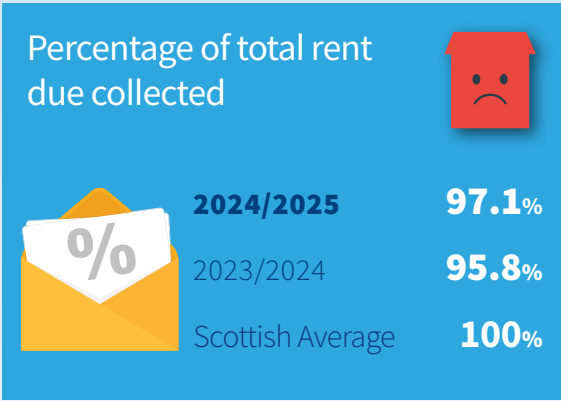
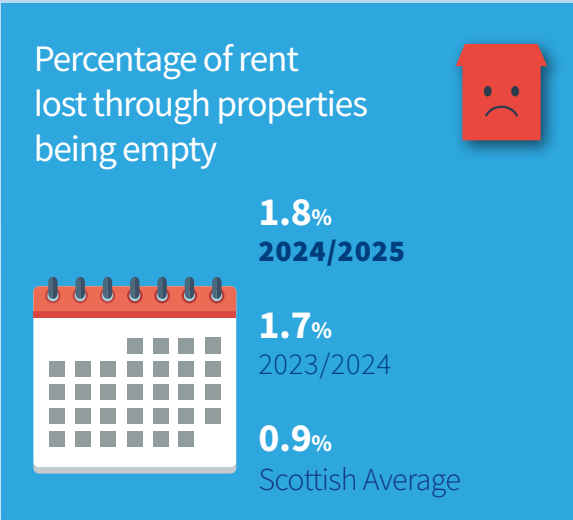


86.8%
2024/2025

93%
2023/2024

87.1%
Scottish Average

GETTING GOOD VALUE FOR RENTS & SERVICE CHARGES



Percentage of gross rent
arrears



2024/2025	4.9%
2023/2024	5.3%
Scottish Average	4.1%

Number of mutual
exchanges



2024/2025	7
2023/2024	5

Percentage of lettable
homes that become
vacant



2023/2024	12.0%
2022/2023	12.9%
Scottish Average	7.0%

Percentage of tenants
satisfied with the standard
of their home when
moving in



2024/2025	79.5%
2023/2024	79.5%
Scottish Average	85.9%

NEIGHBOURHOOD AND COMMUNITY

Number of cases of
antisocial behaviour
reported



140
2024/2025
163
2023/2024

Percentage of cases
resolved within
locally agreed
targets



88.6%
2024/2025
85.2%
2023/2024
96.9%
Scottish Average



SPOTLIGHT ON PROPERTY SERVICES PERFORMANCE



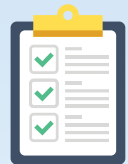
The Property Services team has continued to perform well by providing a level of service that is above the national average for Scottish registered social landlords. Their commitment to excellence has not only met but exceeded expectations during a challenging financial period with cost increases from contractors and suppliers. Despite the difficulties the social housing sector continues to face, our team maintained a steadfast focus and consistently ensured that essential repairs, safety checks, and property maintenance are carried out promptly and to the highest standards.



Our service levels in response times and overall maintenance have significantly surpassed the national average. For example, the average length of time taken to complete emergency repairs is 3.2 hours, compared to the Scottish average of 4 hours. The average length of time taken to complete non-emergency repairs across other Scottish social landlords has increased to 8.3 days, yet Castlehill's average time is 7.6 days.



We are also pleased to report that the percentage of reactive repairs carried out completed right first time has dramatically increased from 88.5% to 96.9% which is well above the Scottish national average of 87.1%.



Whether it is responding to reactive repairs or rolling out long-term improvement projects, our team has proven time and again that they are committed to providing a high standard of service to our customers and safe comfortable homes.

“

Director of Property Assets, **Matthew MacAulay**,
praised the work done by his team.

“This is down to the commitment and hard work by the Property Services team and the support of colleagues, partners, and contractors. It is especially pleasing to have done so well during a period of change and the restructure of the department with a focus on compliance and repairs.”

Manager of the team, **Phil Nicol** added,

“Property Services work very hard behind the scenes to complete a wide variety of work. The work we do is affected by rising costs and budget constraints, therefore it is very impressive that the team have done so well.”

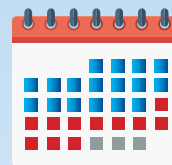
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COMPLAINTS & COMPLIMENTS

We know that there will be times where we get things wrong. We have a robust complaints procedure in place to ensure that we comply with the Scottish Public Services Ombudsman Model Complaint procedure.



Castlehill has a 100% response rate for complaints.



In the last year we had:

89 stage 1 complaints

On average it took 2.3 days to respond to a stage 1 complaint.

If complainants are still dissatisfied, they can ask for their complaint to be investigated further through stage 2. A complaint is considered to be stage 2 when it has not been resolved at stage 1, or if it is complex and requires detailed investigation. When a stage 2 complaint is raised, our Compliance Officer acknowledges receipt of the complaint within 3 working days. Once the complaint has been fully investigated and the outcome approved by a member of our Senior Management Team, a full written response is provided to the complainant as soon as possible and within 20 working days.

In the last year we had:

24 stage 2 complaints

All stage 2 complaints must be responded to within 20 days, as per the Scottish Public Services Ombudsman.

Castlehill has responded in an average of 23.8 days.



If the complainant is still dissatisfied after the stage 2 complaint investigation, they can ask the Scottish Public Services Ombudsman (SPSO) to investigate the complaint. Lessons learned from stage 1 and stage 2 complaints are identified and action is taken, as appropriate, to improve our services.



TENANT PARTICIPATION

Tenant Participation is a two-way process involving you working in partnership with us to share ideas and to influence decisions that shape our services. By working together, we can create services and policies that are even more customer-focussed and effective.

There is nobody better placed to tell us what could be improved than the people who make our properties their homes!

We offer genuine opportunities to voice your opinion and influence decisions that affect your home and community:

CaRTO

Castlehill Registered Tenants Organisation is a tenant-led group we consult with as part of our decision-making process. CaRTO make recommendations and give feedback to shape our services. They create initiatives to support tenants, like CaRTO Funding, Housing Perks discount app and virtual coffee chats. CaRTO meet monthly and love to welcome new members.



CaRTO Home Link

No time for meetings? CaRTO Home Link give you online access so you can have your say when it suits you.

Scrutiny Panel

This group will review an area of our housing service and note what works and what could better. You will make recommendations for improvement and create a report for Castlehill to consider and respond to. This is our most involved option and training, and support is provided.

Scheme Inspections

Join us to identify issues and suggest ways we could improve your area. These are usually held twice a year.

Consultations

We consult you before making significant changes to our services or policies, such as proposed increases in rent or service charges, or introducing new policies or services. We also consult you on issues that affect your scheme.

Feedback Surveys

Keep an eye on your inbox or letter box for feedback surveys. These are an opportunity for you to tell us your views on aspects of our services, for example, communal cleaning, gardening or repairs.

Tenant Newsletter

Packed full of informative articles, updates and engaging content, our tenant newsletter is published twice per year. If there is anything you'd like to include or change, please let us know.

Local Tenant Groups

Want to start your own group? We offer support and resources to enable you to create your tenant-led group. Local groups can apply to become a Registered Tenants Organisation (RTO).

NETRALT

Join North East Tenants, Residents and Landlords Together to get involved in innovative tenant participation ventures like conversation cafes, mystery shopping, radio shows and interactive online sessions.



To get involved or to find out more about any of these options, contact our Tenant Participation Officer:

T: 01224 625822

E: info@castlehillha.co.uk



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Wed 10:30am – 5pm
Thu 9am – 5pm
Fri 9am – 4pm

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