



# REPORT ON THE ANNUAL RETURN ON THE CHARTER (ARC)



📍 Craigdale Housing Association  
83/85 Dougrie Road  
Castlemilk, Glasgow, G45 9NS  
☎ 0141 634 6473  
✉ [info@craigdaleha.co.uk](mailto:info@craigdaleha.co.uk)  
🖱 [www.craigdaleha.co.uk](http://www.craigdaleha.co.uk)

## **THE SCOTTISH SOCIAL HOUSING CHARTER (THE ARC)**

From April 2013 all Registered Social Landlords, such as Craigdale Housing Association, have to meet the outcomes and standards set by the Scottish Social Housing Charter. The Charter was developed as a result of the Housing (Scotland) Act 2010 which supports the Government's long-term strategy to create a safer and stronger Scotland.

The Charter helps to improve the quality and value of the services that we provide. It places greater emphasis on involving customers in shaping the services we deliver. There is also more focus on customer satisfaction, and we have been working hard to gather more feedback from you.

We submitted our Annual Return on the Charter (ARC) figures in May to Scottish Housing Regulator (SHR). The Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC return.

### **FEEDBACK:**

We hope you find the content beneficial. We welcome your views and feedback on the content, style and format of our report. Please contact us with any feedback on report on the annual return on the charter (arc) that will help us improve.

| Ref                                           | Indicator                                                                                                | Scottish Average | 2024/25 | 2023/24       | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------|---------|---------------|-----------|-----------|------------------------------------------|
| <b>Social Landlord Contextual Information</b> |                                                                                                          |                  |         |               |           |           |                                          |
| <b>C1.3.3</b>                                 | % of Staff time lost through sickness                                                                    | N/A              | 14.06%  | <b>5.26%</b>  | 3.56%     | 1.21%     | N/A                                      |
| <b>Lets</b>                                   |                                                                                                          |                  |         |               |           |           |                                          |
| <b>C3.1</b>                                   | Number of lets                                                                                           | N/A              | 16      | <b>28</b>     | 73        | 15        | N/A                                      |
| <b>Stock</b>                                  |                                                                                                          |                  |         |               |           |           |                                          |
| <b>C14</b>                                    | Number of low demand stock                                                                               | N/A              | 0       | <b>0</b>      | 0         | 0         | N/A                                      |
| <b>C17</b>                                    | Total lettable units                                                                                     | N/A              | 407     | <b>407</b>    | 406       | 369       | N/A                                      |
| <b>Overall Satisfaction</b>                   |                                                                                                          |                  |         |               |           |           |                                          |
| <b>1</b>                                      | % of tenants satisfied with the overall service                                                          | 86.85%           | 94.90%  | <b>94.90%</b> | 94.90%    | 98.03%    | Y                                        |
| <b>The Customer/Landlord Relationship</b>     |                                                                                                          |                  |         |               |           |           |                                          |
| <b>2</b>                                      | % of tenants who feel their landlord is good at keeping them informed about their services and decisions | 89.98%           | 98.43%  | <b>98.43%</b> | 98.43%    | 99.21%    | Y                                        |

| Ref                                            | Indicator                                                                                                              | Scottish Average | 2024/25 | 2023/24 | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|------------------|---------|---------|-----------|-----------|------------------------------------------|
| 5                                              | % of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making process | 86.34%           | 99.22%  | 99.22%  | 99.22%    | 100.00%   | Y                                        |
| <b>Housing Quality and Maintenance</b>         |                                                                                                                        |                  |         |         |           |           |                                          |
| 6                                              | % of stock meeting the SHQS at the end of the reporting year.                                                          | 87.24%           | 100.00% | 100.00% | 95.57%    | 91.90%    | Y                                        |
| 6.1.1                                          | The total number of properties within scope of the SHQS: at the end of the reporting year                              | N/A              | 407     | 407     | 406       | 369       | N/A                                      |
| 6.2.2                                          | The total number of properties within scope of the SHQS: projected to the end of the next reporting year               | N/A              | 407     | 407     | 406       | 369       | N/A                                      |
| 7                                              | % of tenants satisfied with the quality of their home                                                                  | 84.72%           | 95.29%  | 95.29%  | 95.29%    | 92.13%    | Y                                        |
| <b>Repairs, Maintenance &amp; Improvements</b> |                                                                                                                        |                  |         |         |           |           |                                          |
| 8                                              | Average length of time taken to complete emergency repairs (hours)                                                     | 3.89             | 2.30    | 2.44    | 2.29      | 2.44      | Y                                        |
| 8.1                                            | The number of emergency repairs completed in the reporting year                                                        | N/A              | 341     | 444     | 313       | 282       | N/A                                      |

| Ref                                | Indicator                                                                                                                             | Scottish Average | 2024/25 | 2023/24 | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|---------|-----------|-----------|------------------------------------------|
| 9                                  | Average length of time taken to complete non-emergency repairs (days)                                                                 | 9.13             | 3.37    | 3.42    | 3.49      | 4.53      | Y                                        |
| 9.1                                | The total number of non-emergency repairs completed in the reporting year                                                             | N/A              | 1123    | 958     | 993       | 740       | N/A                                      |
| 10                                 | % of reactive repairs carried out in the last year completed right first time                                                         | 88.02%           | 98.73%  | 96.94%  | 99.38%    | 96.85%    | Y                                        |
| 11                                 | How many times in the reporting year, you did not meet your statutory duty to complete a gas safety check                             | N/A              | 0       | 1       | 0         | 0         | N/A                                      |
| 12                                 | % of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service | 86.75%           | 92.79%  | 92.79%  | 92.79%    | 90.38%    | Y                                        |
| <b>Neighbourhood and Community</b> |                                                                                                                                       |                  |         |         |           |           |                                          |
| 3&4                                | Complaints - Stage 1: Received in the year                                                                                            | N/A              | 15      | 21      | 6         | 17        | N/A                                      |
| 3&4                                | Complaints - Stage 2: Received in the year                                                                                            | N/A              | 2       | 3       | 1         | 1         | N/A                                      |
| 3&4                                | Complaints - Stage 1: Responded to in full by landlord                                                                                | N/A              | 15      | 21      | 6         | 17        | N/A                                      |
|                                    |                                                                                                                                       | 97.14%           | 100.00% | 100.00% | 100.00%   | 100.00%   | Y                                        |

| Ref            | Indicator                                                                                                   | Scottish Average | 2024/25 | 2023/24        | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|----------------|-------------------------------------------------------------------------------------------------------------|------------------|---------|----------------|-----------|-----------|------------------------------------------|
|                |                                                                                                             |                  |         |                |           |           |                                          |
| <b>3&amp;4</b> | Complaints - Stage 2: Responded to in full by landlord                                                      | N/A              | 2       | <b>3</b>       | 1         | 1         | N/A                                      |
|                |                                                                                                             | 90.83%           | 100.00% | <b>100.00%</b> | 100.00%   | 100.00%   | Y                                        |
| <b>3&amp;4</b> | Complaints - Stage 1: Average time in working days for full response (days)                                 | 5.35             | 1.93    | <b>1.29</b>    | 0.5       | 2.41      | Y                                        |
| <b>3&amp;4</b> | Complaints - Stage 2: Average time in working days for full response (days)                                 | 21.13            | 16.00   | <b>9.33</b>    | 3         | 18        | Y                                        |
| <b>13</b>      | % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in | 84.23%           | 96.86%  | <b>96.86%</b>  | 96.86%    | N/A       | Y                                        |
| <b>14</b>      | % of tenancy offers refused during the year                                                                 | 32.43%           | 0.00%   | <b>14.29%</b>  | 1.35%     | 11.76%    | Y                                        |
| <b>14.1</b>    | The number of tenancy offers made during the year                                                           | N/A              | 16      | <b>35</b>      | 74        | 17        | N/A                                      |
| <b>14.2</b>    | The number of tenancy offers that were refused                                                              | N/A              | N/A     | <b>5</b>       | 1         | 2         | N/A                                      |
| <b>15</b>      | % of Anti-Social cases reported during the year within target                                               | 93.44%           | 100.00% | <b>100.00%</b> | 100.00%   | 100.00%   | Y                                        |
| <b>15.1</b>    | Number of Anti-Social complaints                                                                            | N/A              | 30      | <b>49</b>      | 17        | 9         | N/A                                      |

| Ref                                  | Indicator                                                                                       | Scottish Average | 2024/25 | 2023/24 | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|--------------------------------------|-------------------------------------------------------------------------------------------------|------------------|---------|---------|-----------|-----------|------------------------------------------|
| 15.2                                 | Number of Anti-Social complaints resolved                                                       | N/A              | 30      | 49      | 17        | 9         | N/A                                      |
| C4.1                                 | Number of properties abandoned                                                                  | N/A              | 1       | 3       | 0         | 0         | N/A                                      |
| 22.1                                 | Number of court actions initiated                                                               | N/A              | 1       | 0       | 0         | 0         | N/A                                      |
| 22.2.1                               | Number of properties recovered because rent had not been paid                                   | N/A              | 0       | 0       | 0         | 0         | N/A                                      |
| <b>Access to Housing and Support</b> |                                                                                                 |                  |         |         |           |           |                                          |
| 17                                   | % of lettable houses that became vacant in the year                                             | 7.13%            | 3.19%   | 7.13%   | 9.11%     | 4.07%     | N                                        |
| 17.1                                 | Total number of lettable self-contained stock                                                   | N/A              | 407     | 407     | 406       | 369       | N/A                                      |
| 17.2                                 | Number of empty dwellings that arose during the reporting year in self-contained lettable stock | N/A              | 13      | 29      | 37        | 15        | N/A                                      |
| 19                                   | Number of households currently waiting for adaptations to their home                            | 4297             | 10      | 2       | 1         | 0         | Y                                        |

| Ref  | Indicator                                                                                                                                                             | Scottish Average | 2024/25 | 2023/24 | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|---------|-----------|-----------|------------------------------------------|
| 19.1 | 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 | N/A              | 20      | 12      | 9         | 6         | N/A                                      |
| 19.2 | Number of approved applications completed between the start and end of the reporting year                                                                             | N/A              | 10      | 10      | 8         | 6         | N/A                                      |
| 20   | Total cost of adaptations completed in the year by source of funding                                                                                                  | £36,401,660      | £10,198 | £21,665 | £35,405   | £26,559   | N/A                                      |
| 20.1 | Cost that landlord funded                                                                                                                                             | N/A              | £272    | £219    | £0        | £0        | N/A                                      |
| 20.2 | Cost that was grant funded                                                                                                                                            | N/A              | £9,926  | £21,446 | £35,405   | £26,559   | N/A                                      |
| 20.3 | Cost that was funded by other sources                                                                                                                                 | N/A              | £0      | £0      | £0        | £0        | N/A                                      |
| 21   | Average time to complete adaptations (days)                                                                                                                           | 44.37            | 51.20   | 22.8    | 28.25     | 68.5      | N                                        |
| 21.1 | Total number of working days taken to complete all adaptations                                                                                                        | N/A              | 512     | 228     | 226       | 411       | N/A                                      |
| 21.2 | Total number of adaptations completed during the reporting year                                                                                                       | N/A              | 10      | 10      | 8         | 6         | N/A                                      |

| Ref                                                        | Indicator                                                                                                                       | Scottish Average | 2024/25    | 2023/24    | 2022/2023  | 2021/2022  | Better than or Equal to Scottish Average |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------|------------|------------|------------|------------|------------------------------------------|
| 23                                                         | % of referrals under Section 5, and other referrals for homeless households made by a local authority that resulted in an offer | 39.60%           | 100.00%    | 100.00%    | 80%        | 100.00%    | Y                                        |
| 23                                                         | % of those offers that resulted in a let                                                                                        | 86.24%           | 100.00%    | 100.00%    | 100.00%    | 100.00%    | Y                                        |
| 23.3                                                       | Total number of individual homeless household's referrals received under Section 5 and other referral routes                    | N/A              | 5          | 8          | 10         | 5          | N/A                                      |
| 23.7                                                       | Total number of accepted offers                                                                                                 | N/A              | 5          | 8          | 8          | 5          | N/A                                      |
| 30                                                         | Average length of time to re-let properties in the last year (days)                                                             | 60.59            | 2.44       | 2.48       | 9.31       | 4.67       | Y                                        |
| 16                                                         | % of new tenancies to existing tenants sustained for more than a year                                                           | 94.61%           | 100.00%    | 100.00%    | 100.00%    | 100.00%    | Y                                        |
| 16                                                         | % of new tenancies to statutory homeless sustained for more than a year                                                         | 90.98%           | 87.50%     | 77.78%     | 100.00%    | 100.00%    | N                                        |
| 16                                                         | % of new tenancies to housing list sustained for more than a year                                                               | 91.46%           | 92.31%     | 92.31%     | 100.00%    | 100.00%    | Y                                        |
| <b>Getting Good Value from Rents &amp; Service Charges</b> |                                                                                                                                 |                  |            |            |            |            |                                          |
| 26                                                         | % of total rent collected                                                                                                       | N/A              | £2,018,292 | £1,855,433 | £1,629,396 | £1,515,584 | N/A                                      |

| Ref         | Indicator                                                                             | Scottish Average | 2024/25  | 2023/24         | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|-------------|---------------------------------------------------------------------------------------|------------------|----------|-----------------|-----------|-----------|------------------------------------------|
|             |                                                                                       | 100.15%          | 99.82%   | <b>98.35%</b>   | 99.27%    | 98.42%    | N                                        |
| <b>27</b>   | Gross rent Arrears as at 31 March each year as a % of rent due for the reporting year | N/A              | £55.463  | <b>£6,0531</b>  | £37,865   | £33,400   | N/A                                      |
|             |                                                                                       | 6.17%            | 2.74%    | <b>3.21%</b>    | 2.31%     | 2.17%     | Y                                        |
| <b>18</b>   | % of rent due lost through properties being empty                                     | N/A              | £534     | <b>£1,360</b>   | £3,787    | £930      | N/A                                      |
|             |                                                                                       | 1.27%            | 0.03%    | <b>0.07%</b>    | 0.23%     | 0.06%     | Y                                        |
| <b>C6.1</b> | Number of households receiving housing costs directly                                 | N/A              | 226      | <b>195</b>      | 209       | 214       | N/A                                      |
| <b>C6.2</b> | Value of direct housing costs received                                                | N/A              | £917,348 | <b>£787,641</b> | £747,495  | £713,292  | N/A                                      |
| <b>C7</b>   | Amount and % of former tenant rent arrears written off                                | N/A              | 65.98%   | <b>66.08%</b>   | 6.66%     | 89.37%    | N/A                                      |
| <b>C7.1</b> | Total value of former tenant arrears at year end                                      | N/A              | £10,926  | <b>£14,258</b>  | £4,673    | £5,823    | N/A                                      |
| <b>C7.2</b> | Total value of former tenant arrears written off at year end                          | N/A              | £7,209   | <b>£9,421</b>   | £311.00   | £5,204    | N/A                                      |
| <b>25</b>   | % of tenants who feel that the rent for their                                         | 81.68%           | 83.92%   | <b>83.92%</b>   | 83.92%    | 90.55%    | Y                                        |

| Ref       | Indicator                                                              | Scottish Average | 2024/25 | 2023/24       | 2022/2023 | 2021/2022 | Better than or Equal to Scottish Average |
|-----------|------------------------------------------------------------------------|------------------|---------|---------------|-----------|-----------|------------------------------------------|
|           | property represents good value for money                               |                  |         |               |           |           |                                          |
| <b>29</b> | % of factored owners satisfied with the factoring service they receive | 57.86%           | 75.00%  | <b>75.00%</b> | 75.00%    | 86.36%    | Y                                        |