Charter Insights 2024/25

Top Level Performance Insights - Scottish Social Housing Charter 2024/25

SHN
Scotland's Housing Network

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Introduction

Scotland's Housing Network (SHN) is a membership organisation for Local Authorities and Registered Social Landlords (RSLs). We collaborate with our members to improve performance and deliver high quality services through benchmarking, data insights, knowledge exchange, and support for self-assessment.

Our membership includes 100% of Local Authorities and over 72% of registered social landlords (RSLs), representing more than 77% of the landlords in the Scottish social housing sector and more than 90% of the Scottish housing stock.

This year SHN released Charter data just 72 hours after the deadline for landlords to submit their Annual Returns on the Charter to the Scottish Housing Regulator. With data from over 77% of the sector, we can offer the most comprehensive view of Charter performance for the 2024/25 reporting year currently available. We have seen a record number of participants share their Charter information with SHN, with 125 submissions at the time of writing and more to come.

As SHN celebrates 30 years of experience, we are delighted to present our first Charter Performance Insights Report 2024/25 for the public. This free report provides both members and non-

members with early insights and top-level performance highlights. **The information in this report is based on the data of 97 Registered Social Landlords and 28 Local Authorities, as at 4 June 2025.** As we receive more data from landlords, our business intelligence tools will continue to update and offer more accurate and detailed comparisons.

While we await the Scottish Housing Regulator's official dataset in September, SHN is already in a strong position to offer members deeper levels of insights into Charter performance. Members also benefit from 24/7 access to our Charter benchmarking tools, bespoke performance analysis visits, and data validation services.

SHN believes that early insights and robust data empower landlords to make informed decisions and drive service improvements for tenants and customers across Scotland.

Max Scotto
Service Improvement Manager (Data Insights)
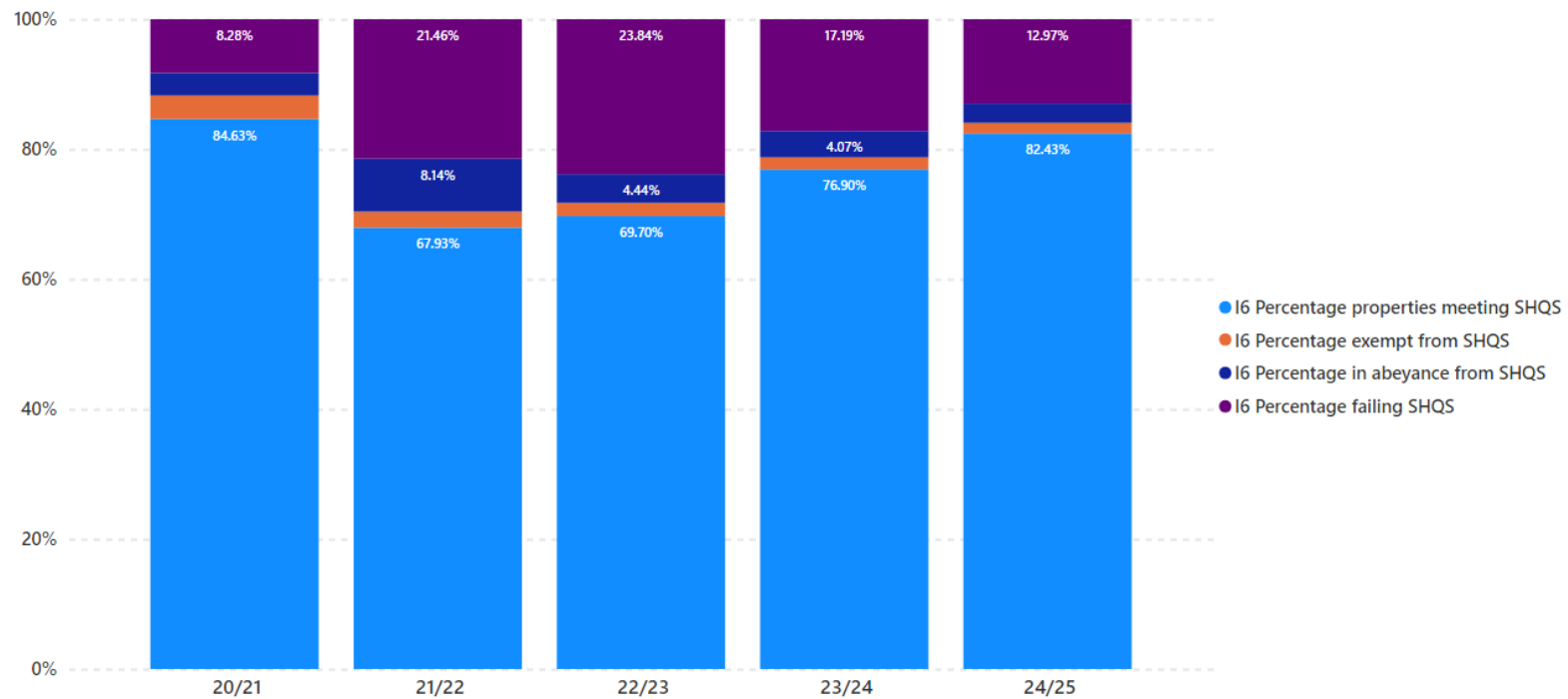
Housing Condition, Repairs & Maintenance

SHQS Compliance

The proportion of homes meeting the Scottish Housing Quality Standard (SHQS) has risen to **86.90%** in 2024/25.

For RSLs **92.50%** of their homes meet the standard, compared to **82.43%** for Local Authorities. The progress is notable given ongoing sector challenges such as rising costs and difficulties sourcing trades and materials.
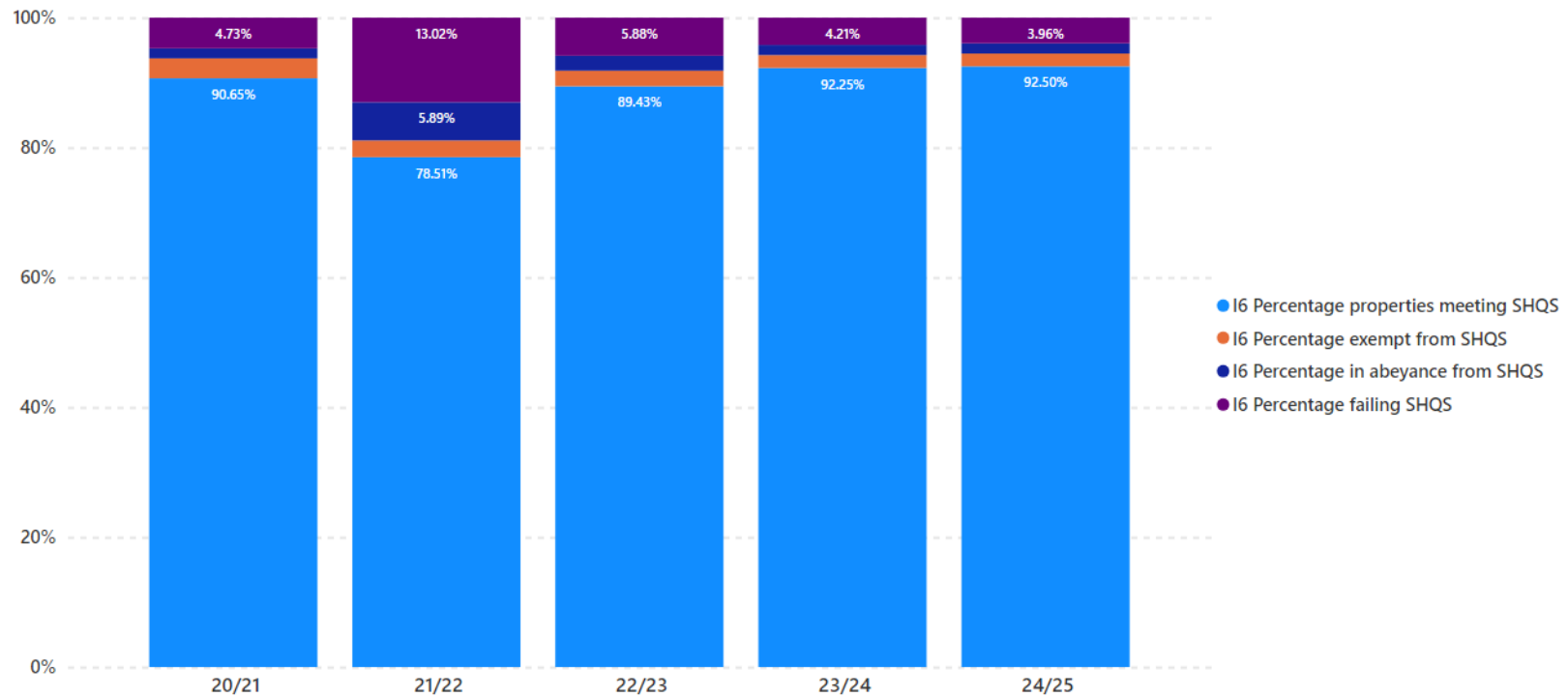
Local Authorities – SHQS

I6: Percentage of Properties that are Meeting / Exempt from / in Abeyance / Failing SHQS
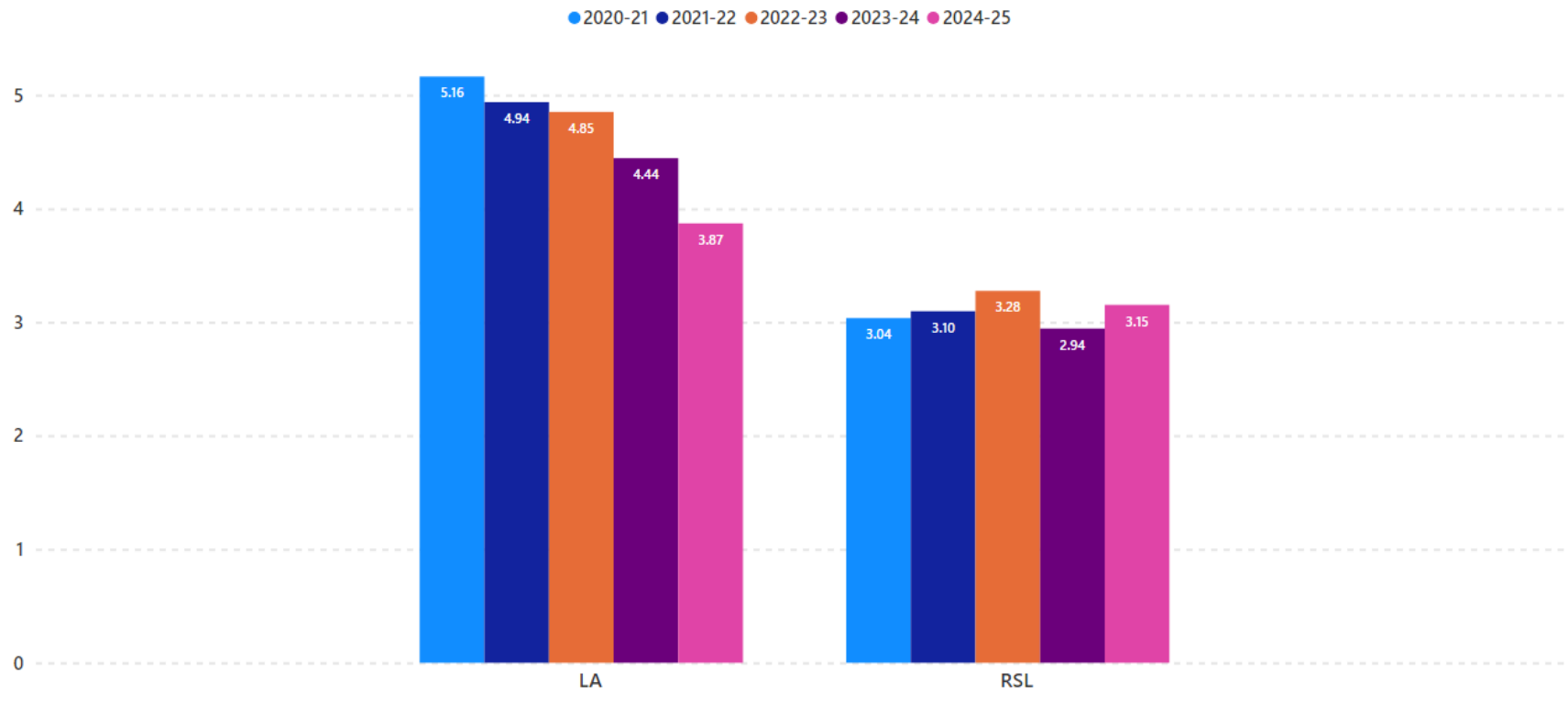
Registered Social Landlords - SHQS

I6: Percentage of Properties that are Meeting / Exempt from / in Abeyance / Failing SHQS

Emergency Repairs

Local Authorities have reduced their average completion times for emergency repairs (measured in hours), continuing a downward trend. While RSLs have experienced a slight increase in average completion time.
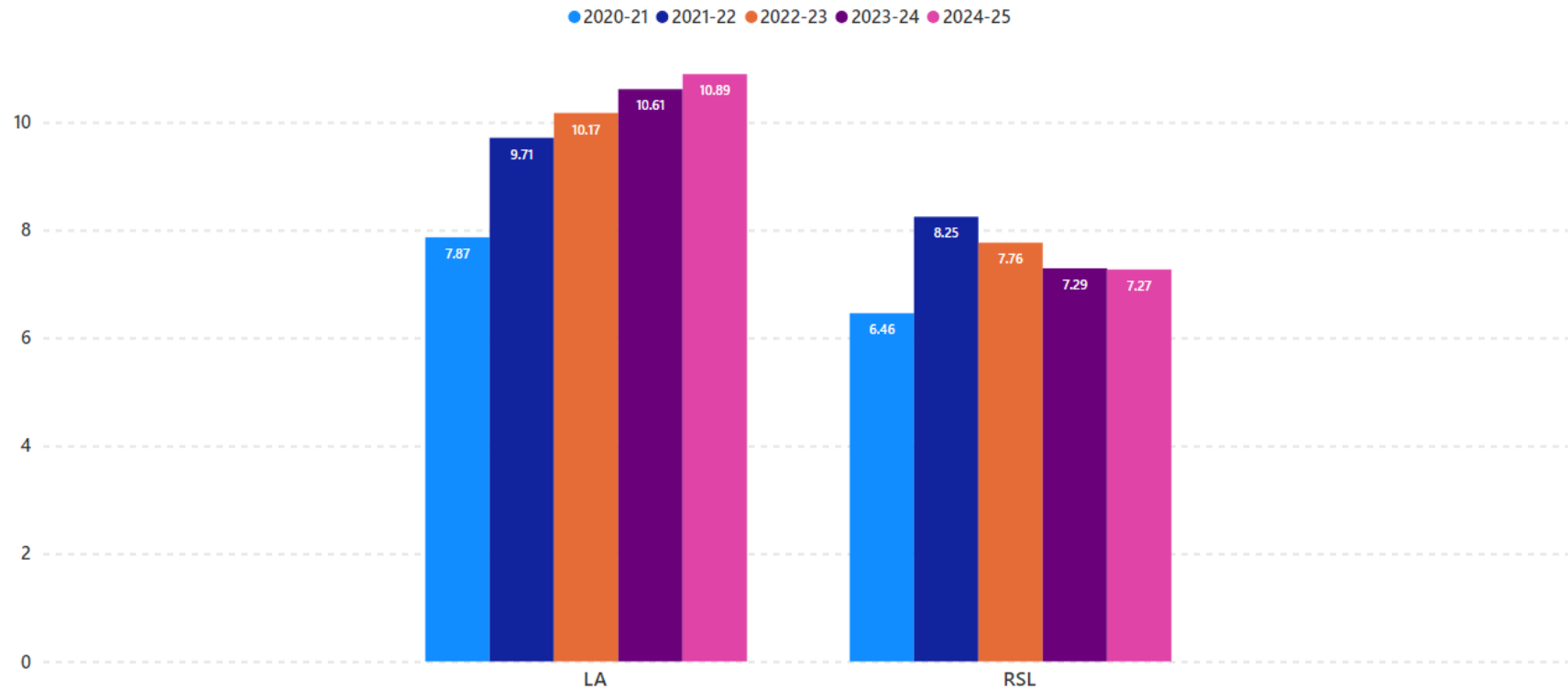
Yearly Averages per SHN Yearly Average / RSL&LA / Peer Group / Organisation

● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24 ● 2024-25

Non-Emergency Repairs

Local Authorities have seen a modest increase in average completion times, now approaching **11 days**. RSLs have maintained a more stable performance, averaging around **7 days**.
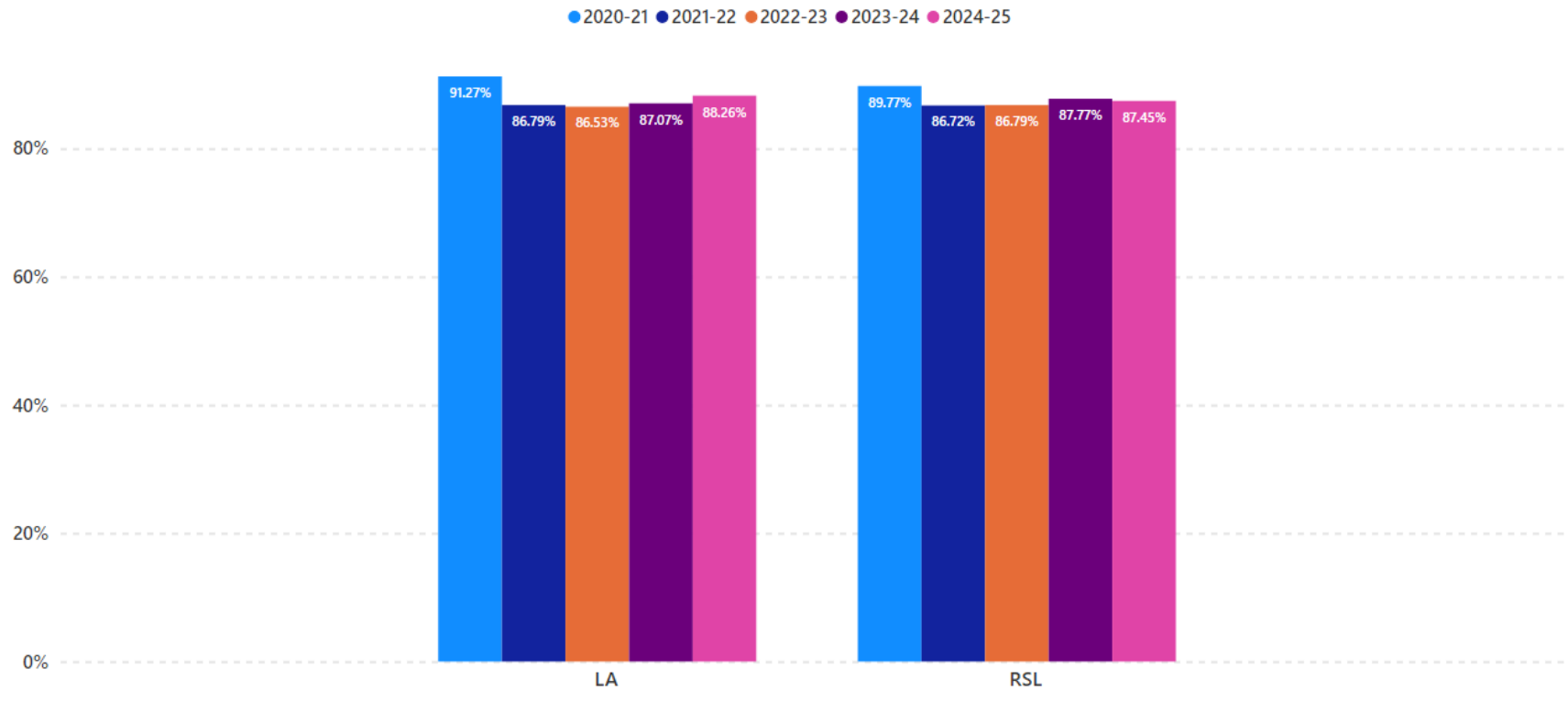
Yearly Averages per SHN Yearly Average / RSL&LA / Peer Group / Organisation

● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24 ● 2024-25

Repairs Right First Time

Local Authorities are slightly ahead of RSLs in this area, with **88.26%** of repairs completed right first time, compared to **87.45%** for RSLs.
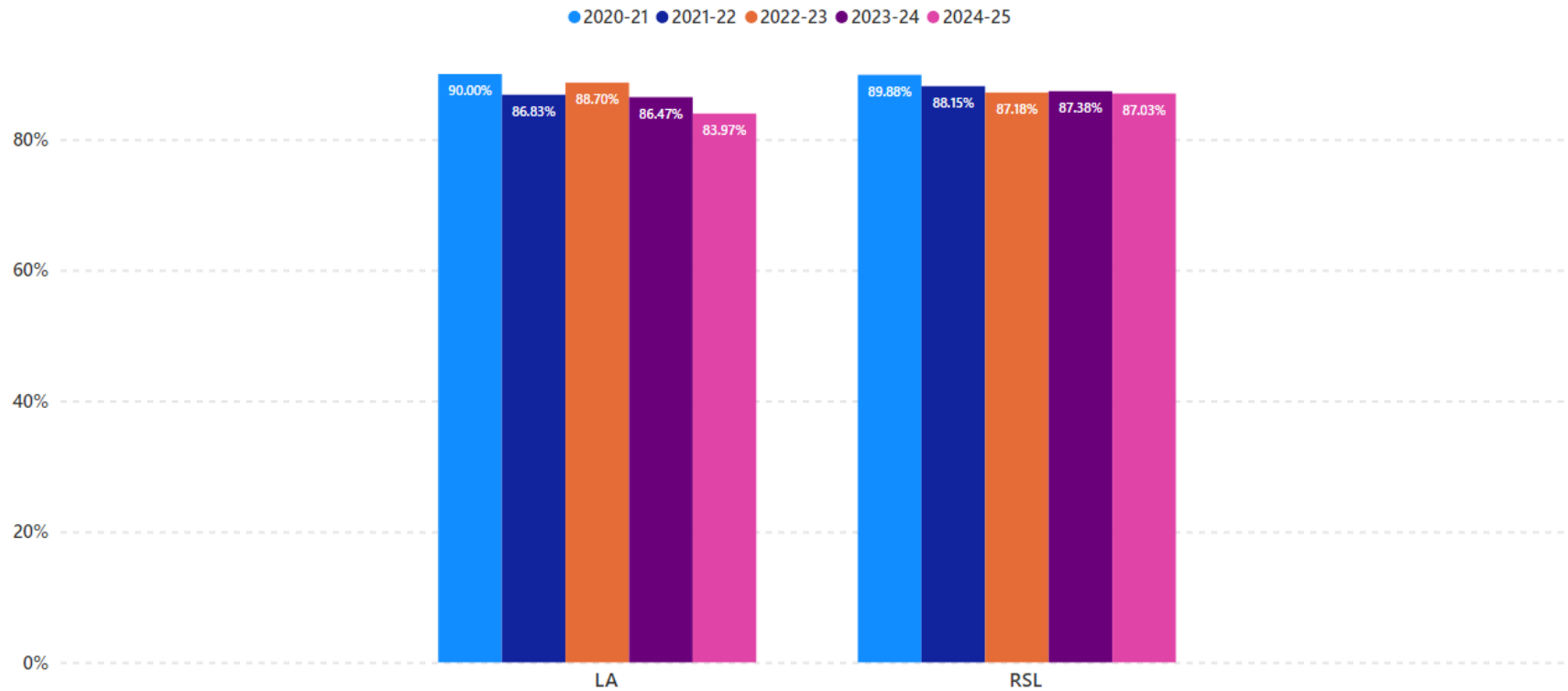
Yearly Averages per SHN Yearly Average / RSL&LA / Peer Group / Organisation

● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24 ● 2024-25

Repairs Satisfaction

Overall tenant satisfaction with repairs has declined marginally by **0.81%**. Local Authorities report **83.97%** satisfaction, while RSLs report **87.03%.**

Yearly Averages per SHN Yearly Average / RSL&LA / Peer Group / Organisation
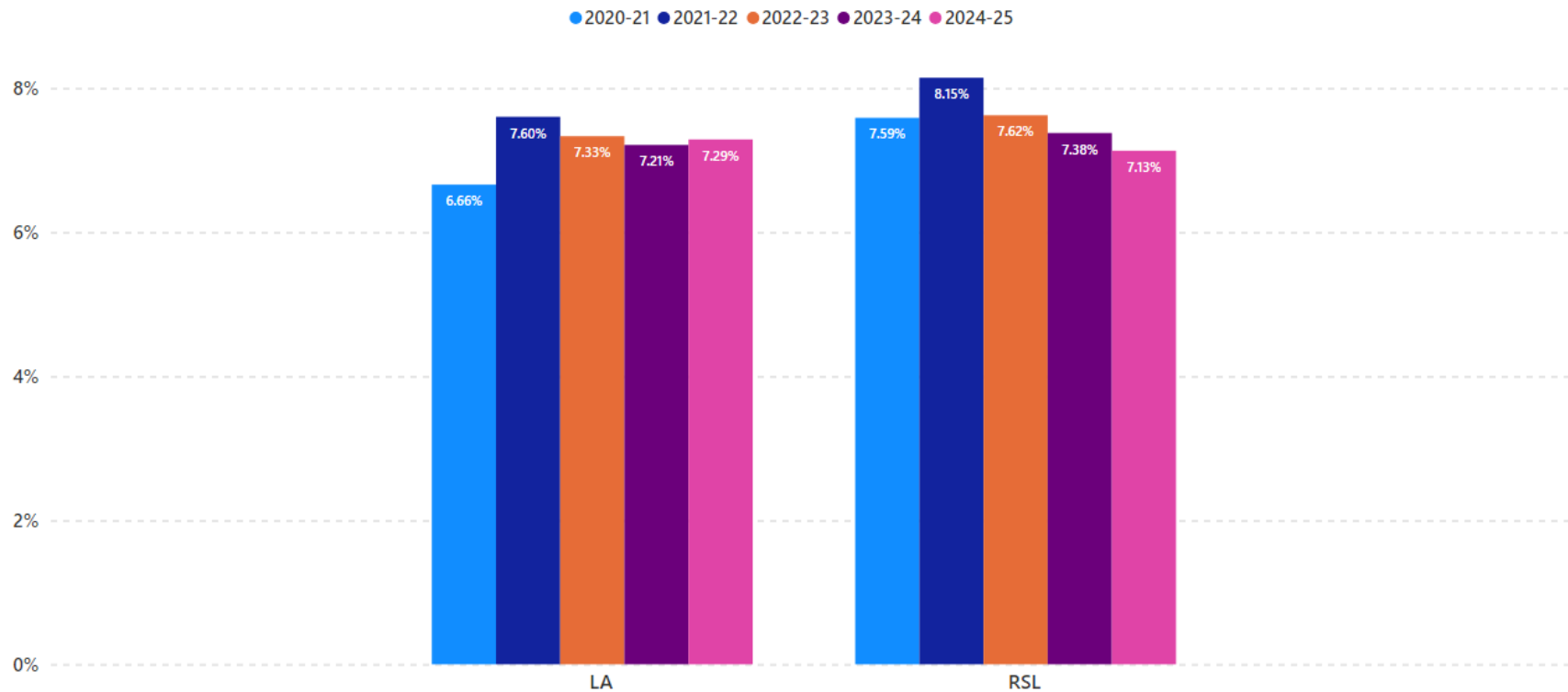
● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24 ● 2024-25

Housing Supply & Tenancy Sustainment

Void turnover

Local Authorities reported a slightly higher vacancy rate at **7.29%**, compared to **7.13%** for RSLs. The latter continues a four-year downward trend in void turnover.

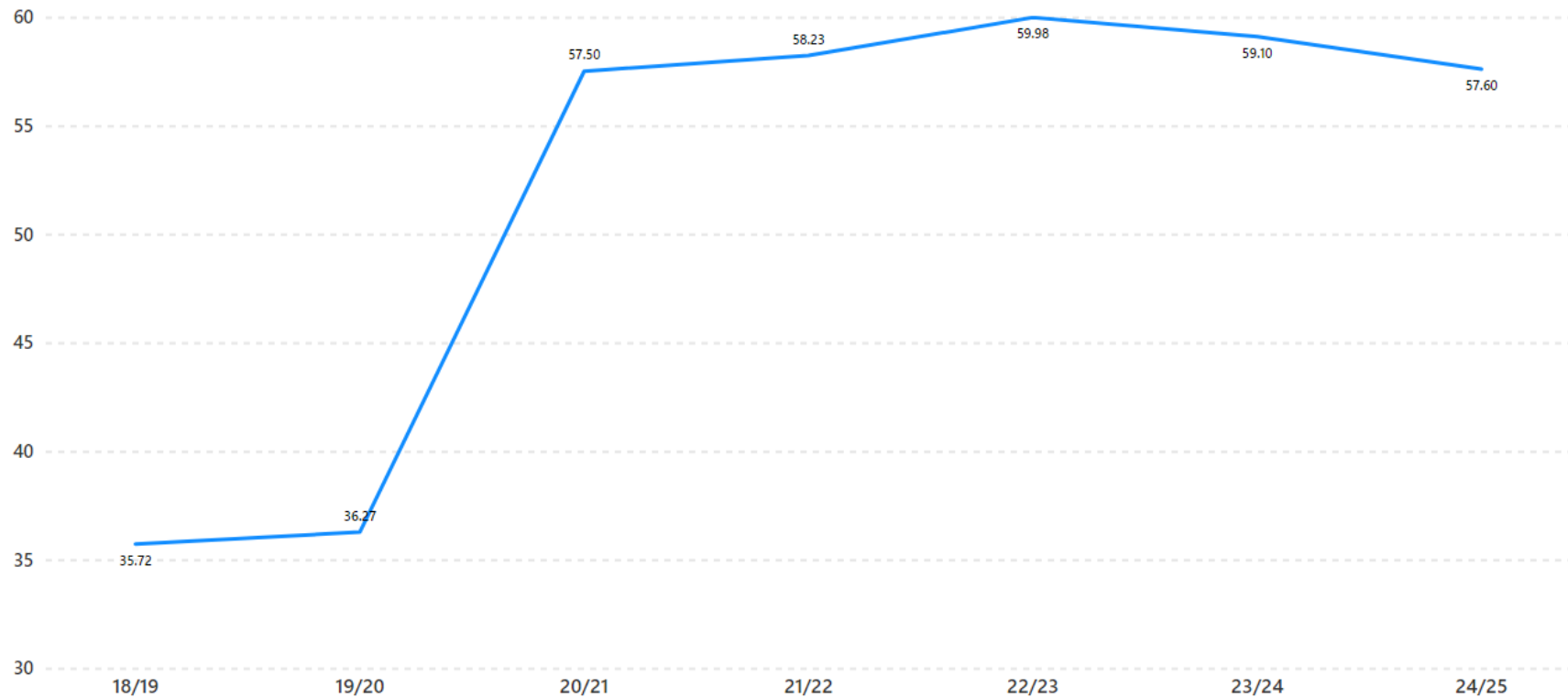Yearly Averages per SHN Yearly Average/ RSL&LA / Peer Group / Organisation

● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24 ● 2024-25

Relet Times

RSLs continue to relet properties more quickly, averaging **under 35 days**, while Local Authorities average **over 57 days**. Both showing a decreasing trend. SHN's benchmarking tools, available to members, offer deeper insights into some factors influencing these differences.
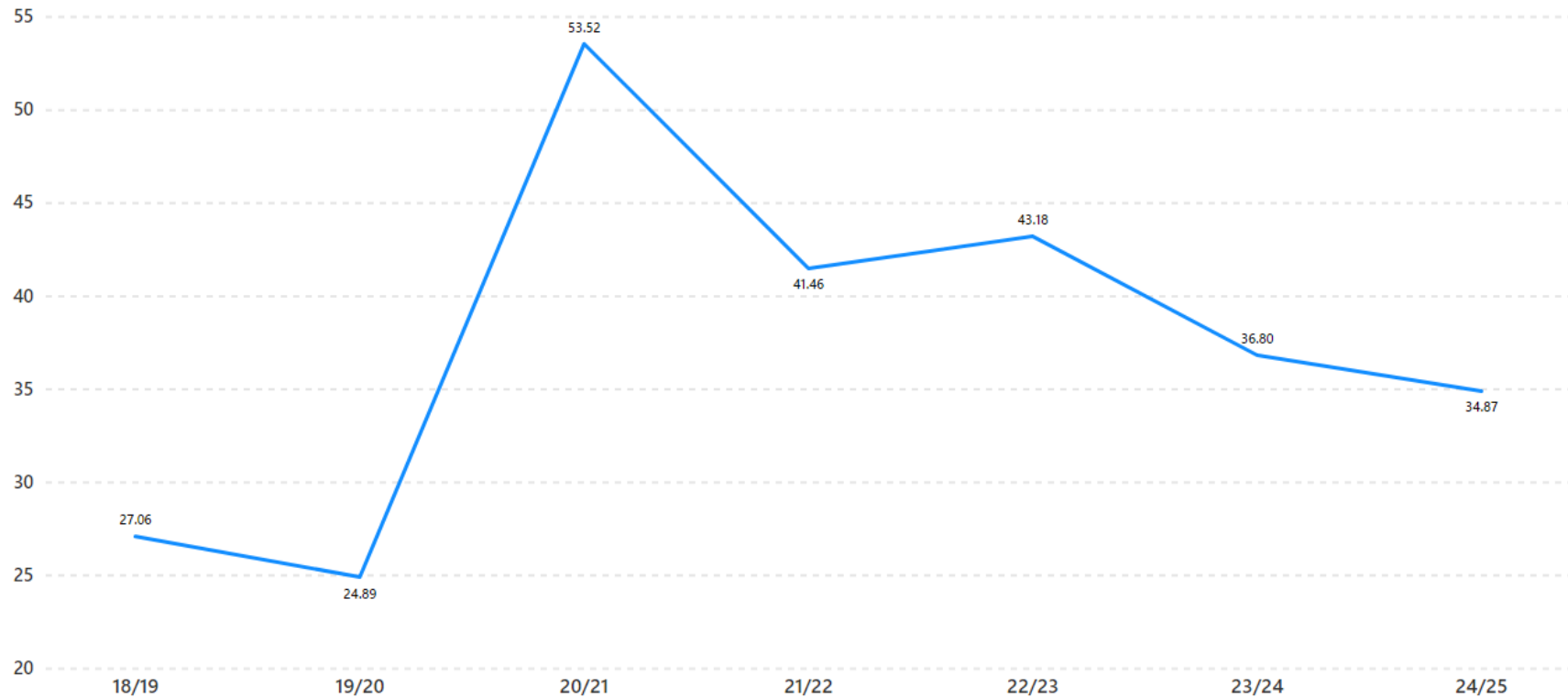
Local Authorities

I30: Average time to re-let properties - SHN Yearly Average

Registered Social Landlords

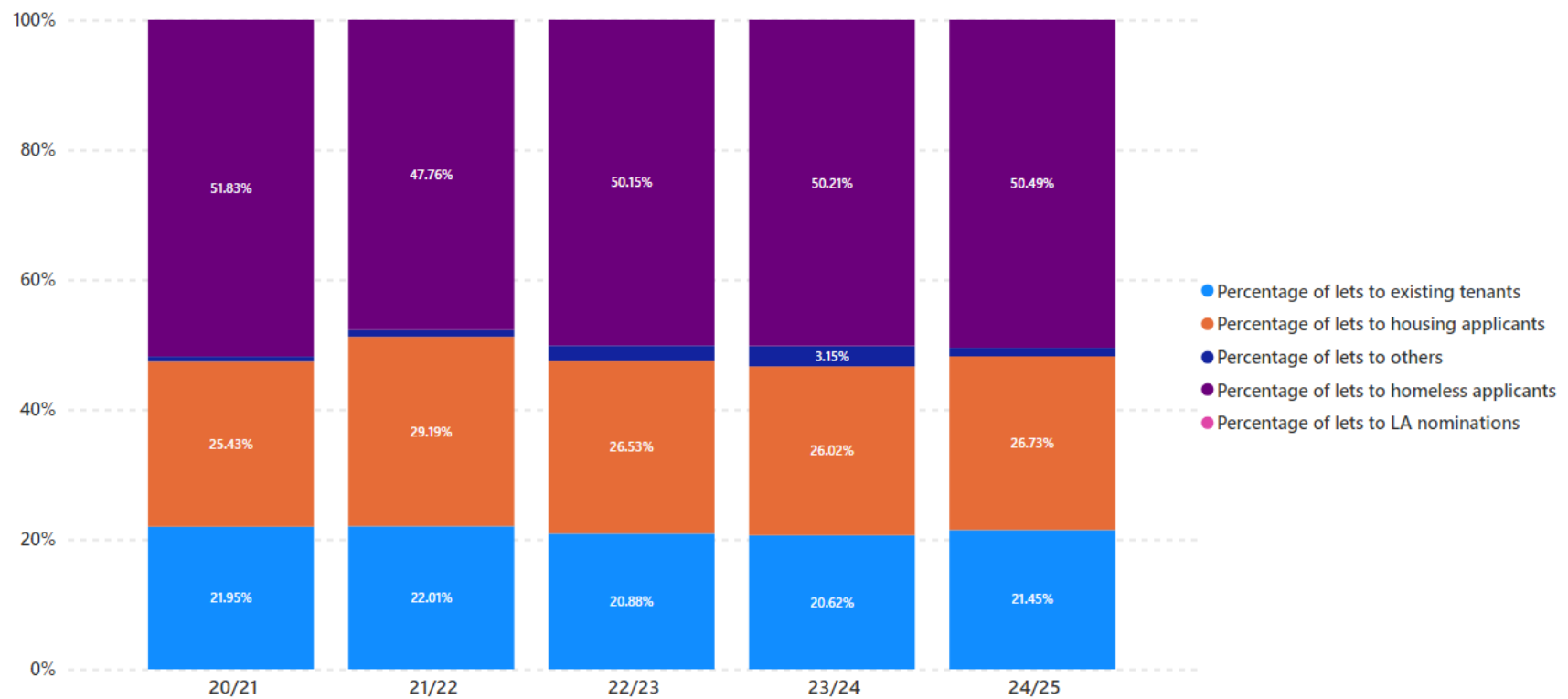I30: Average time to re-let properties - SHN Yearly Average

Lets

In response to Scotland's housing emergency, both sectors have prioritised homeless applicants. Local Authorities allocated **50.49%** of lets to homeless households, while RSLs allocated **39.72%**, a **9.24%** increase from last year. The increase for LAs was more modest at **0.56%**. This is particularly significant given the reduced turnover among RSLs.
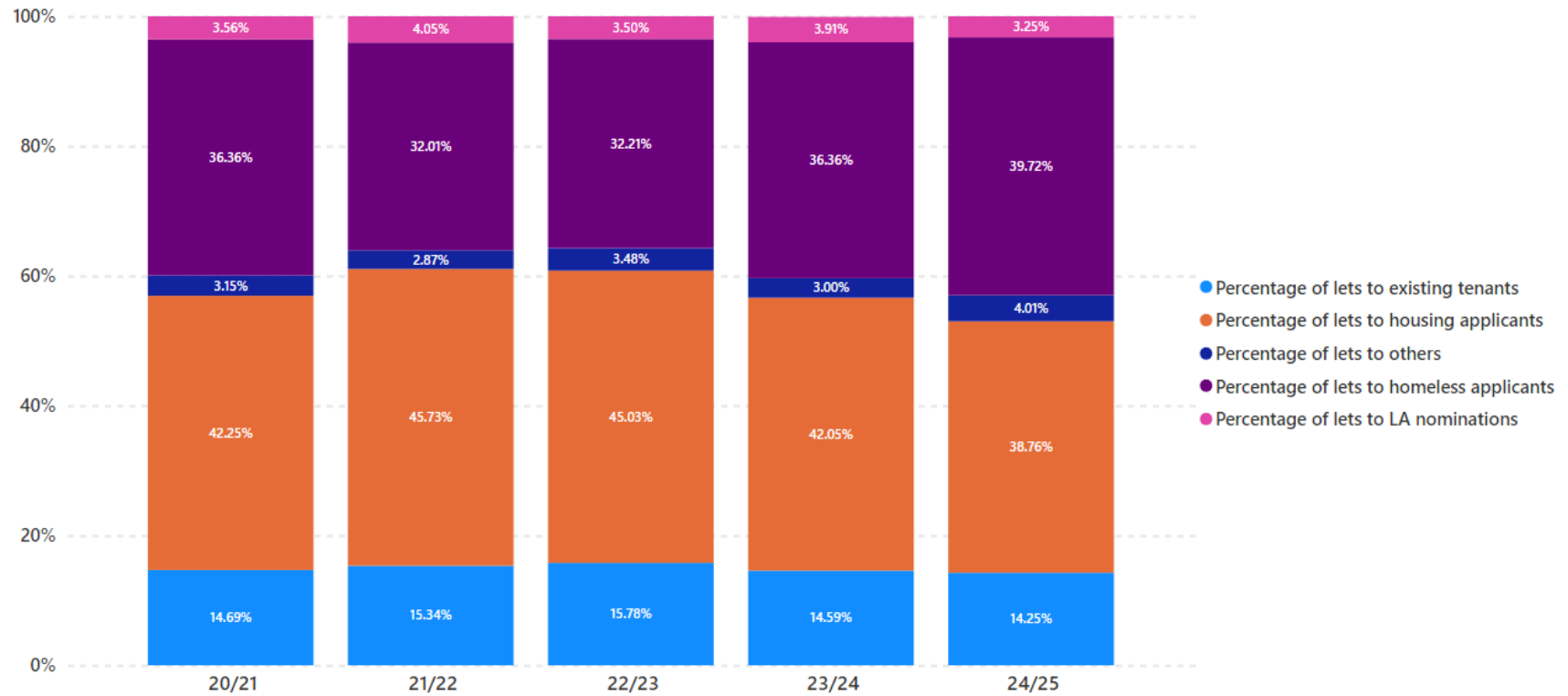
Local Authorities

C2: Percentage of Lets to Existing Tenants / Housing Applicants / Others / Homeless Applicants / LA Nominations
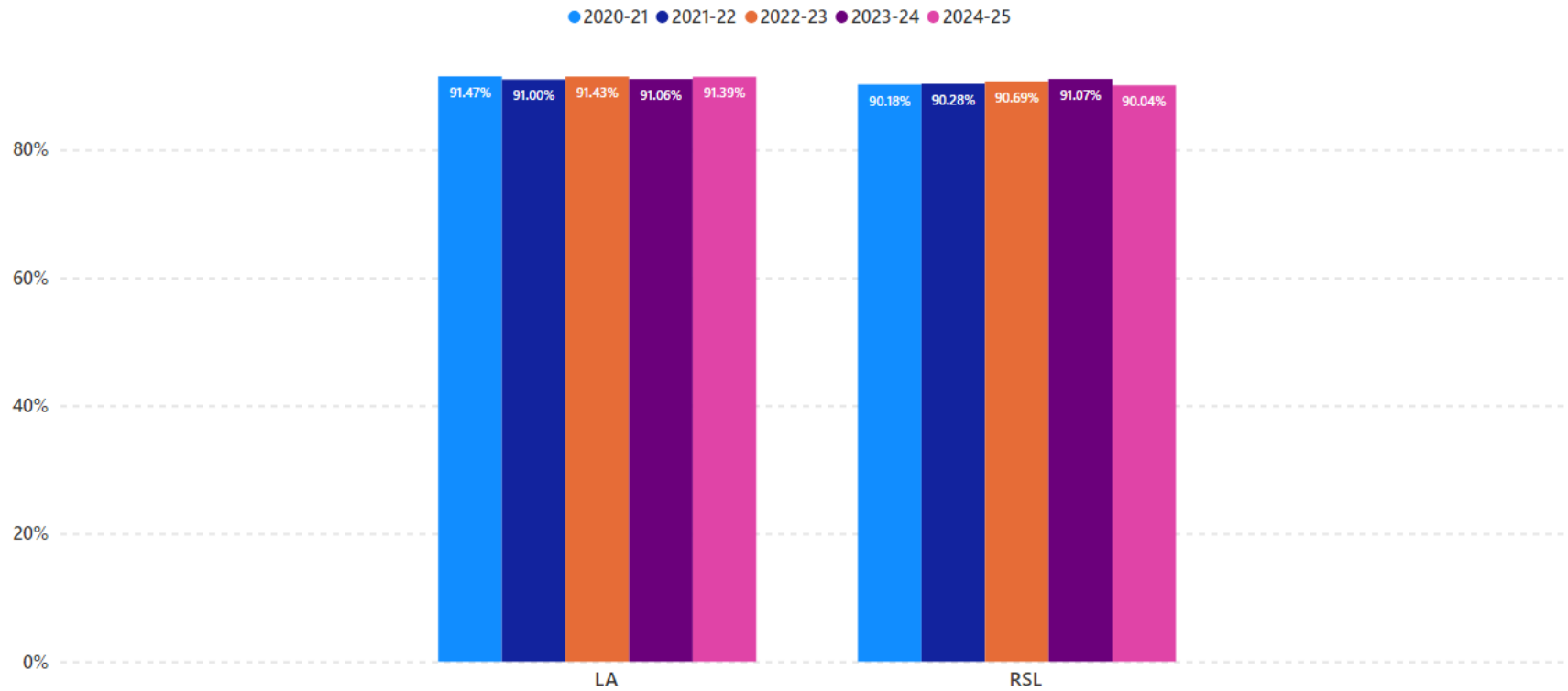
Registered Social Landlords

C2: Percentage of Lets to Existing Tenants / Housing Applicants / Others / Homeless Applicants / LA Nominations

Tenancy Sustainment

The percentage of tenancies which started in the previous year and stayed in their homes over a year remains **above 90%** across Scotland. Local Authorities have seen a slight increase, while RSLs experienced a small decrease of just **over 1%**, reversing a previously upward trend.

Yearly Averages per SHN Yearly Average / RSL&LA / Peer Group / Organisation
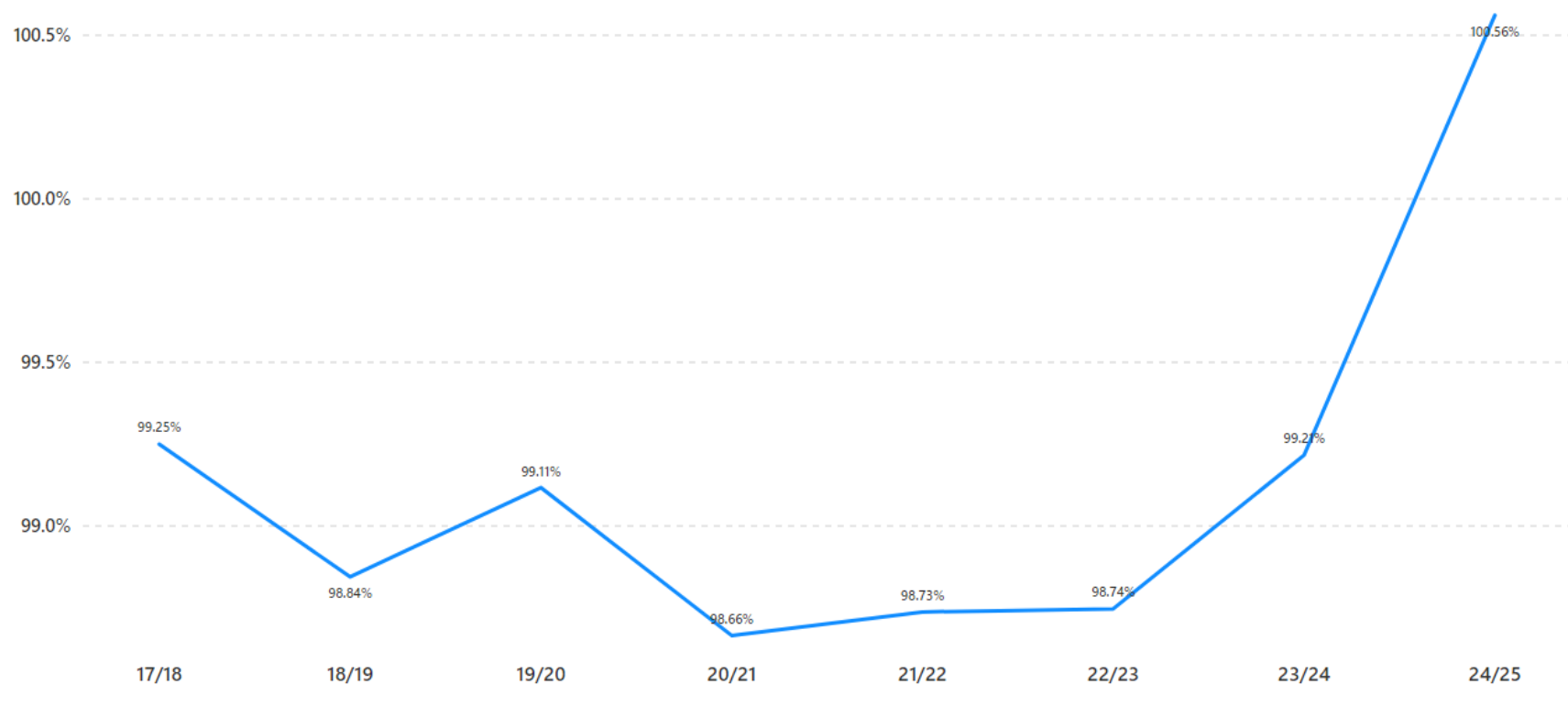

● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24 ● 2024-25

	2020-21	2021-22	2022-23	2023-24	2024-25
LA	91.47%	91.00%	91.43%	91.06%	91.39%
RSL	90.18%	90.28%	90.69%	91.07%	90.04%

Rent Management

Rent Collection

Local Authorities are now achieving **over 100%** of rent due collected. RSLs have also improved, reaching **99.98%**, marking the highest levels in recent years.
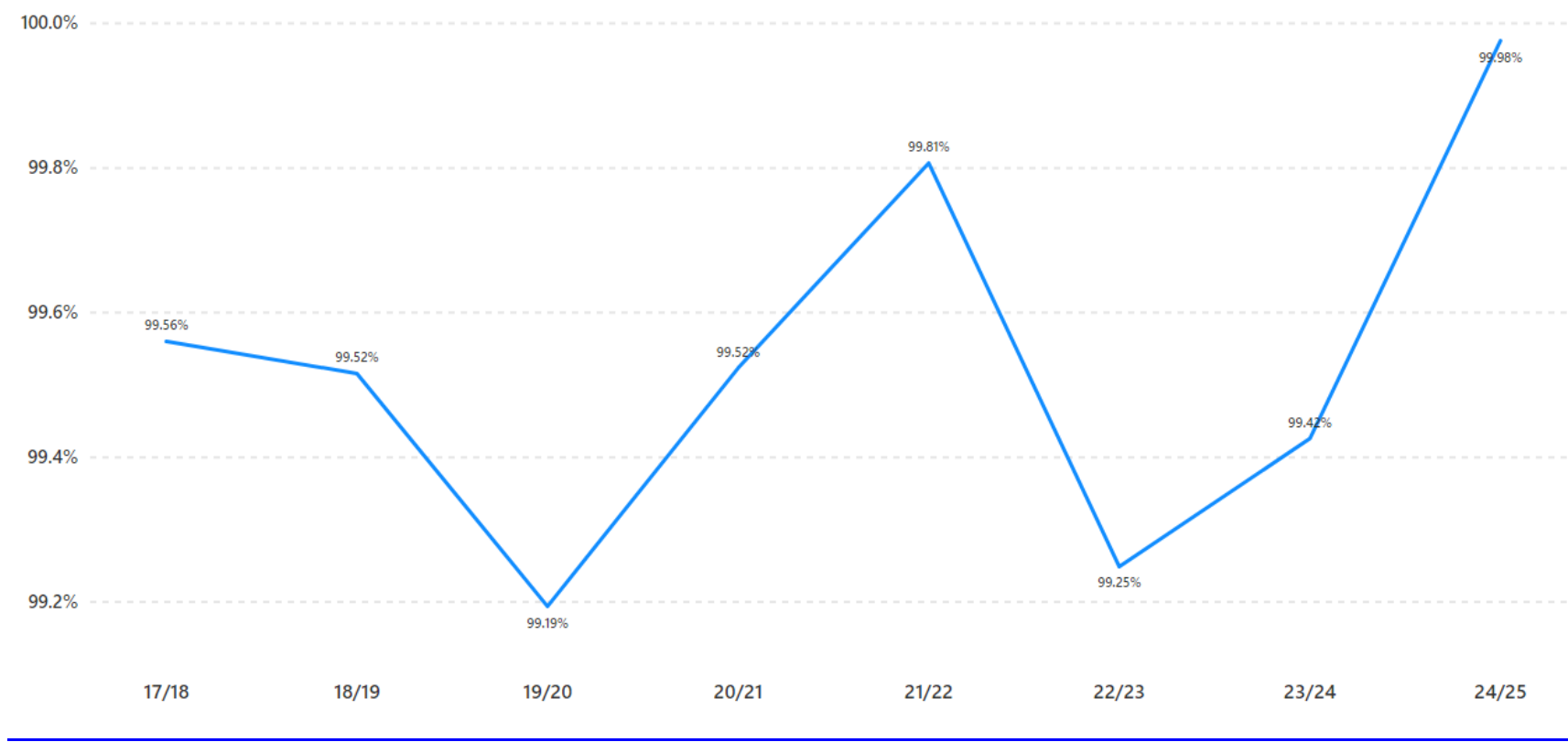
Local Authorities

I26: Rent collected as a percentage of rent due - SHN Yearly Average

Registered Social Landlords

I26: Rent collected as a percentage of rent due - SHN Yearly Average

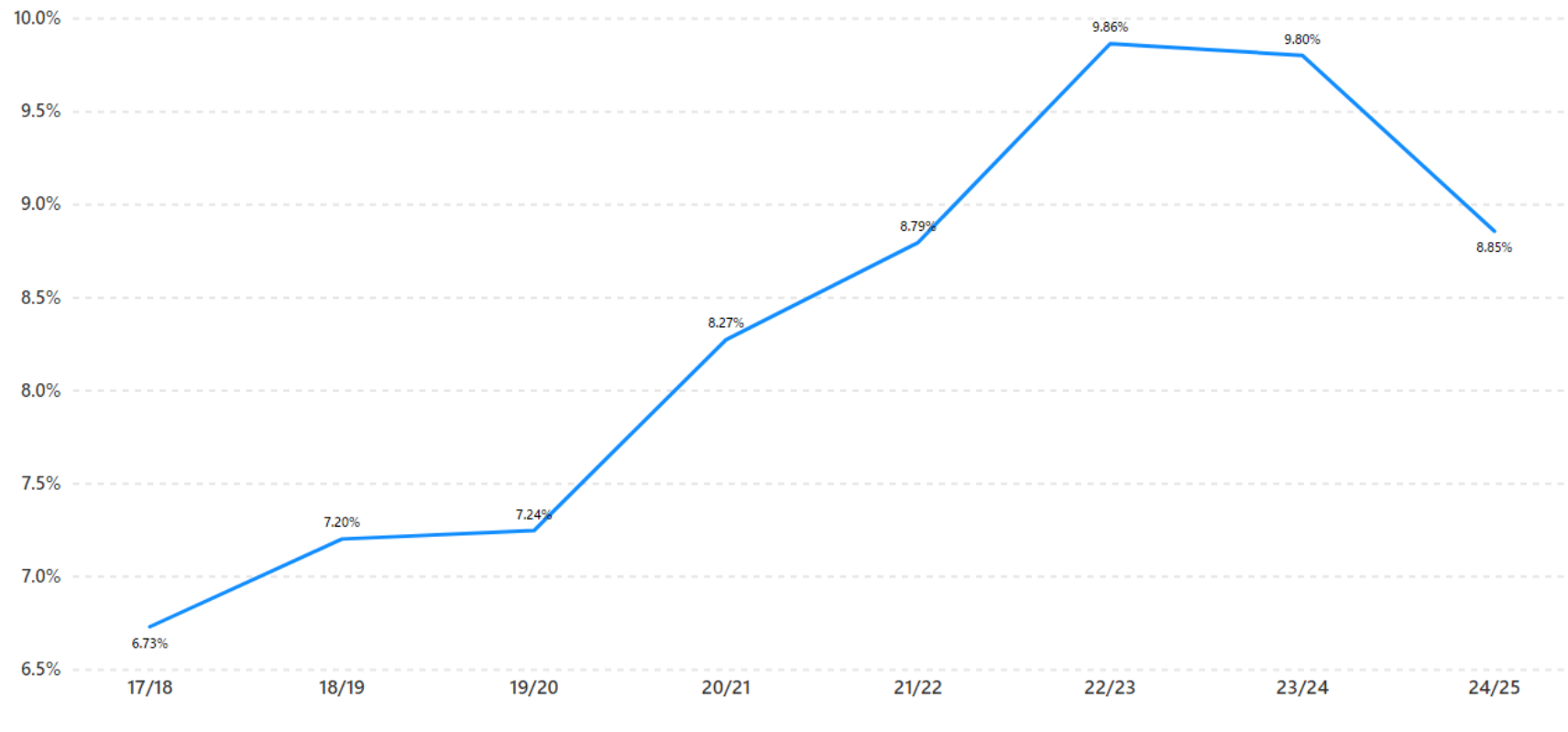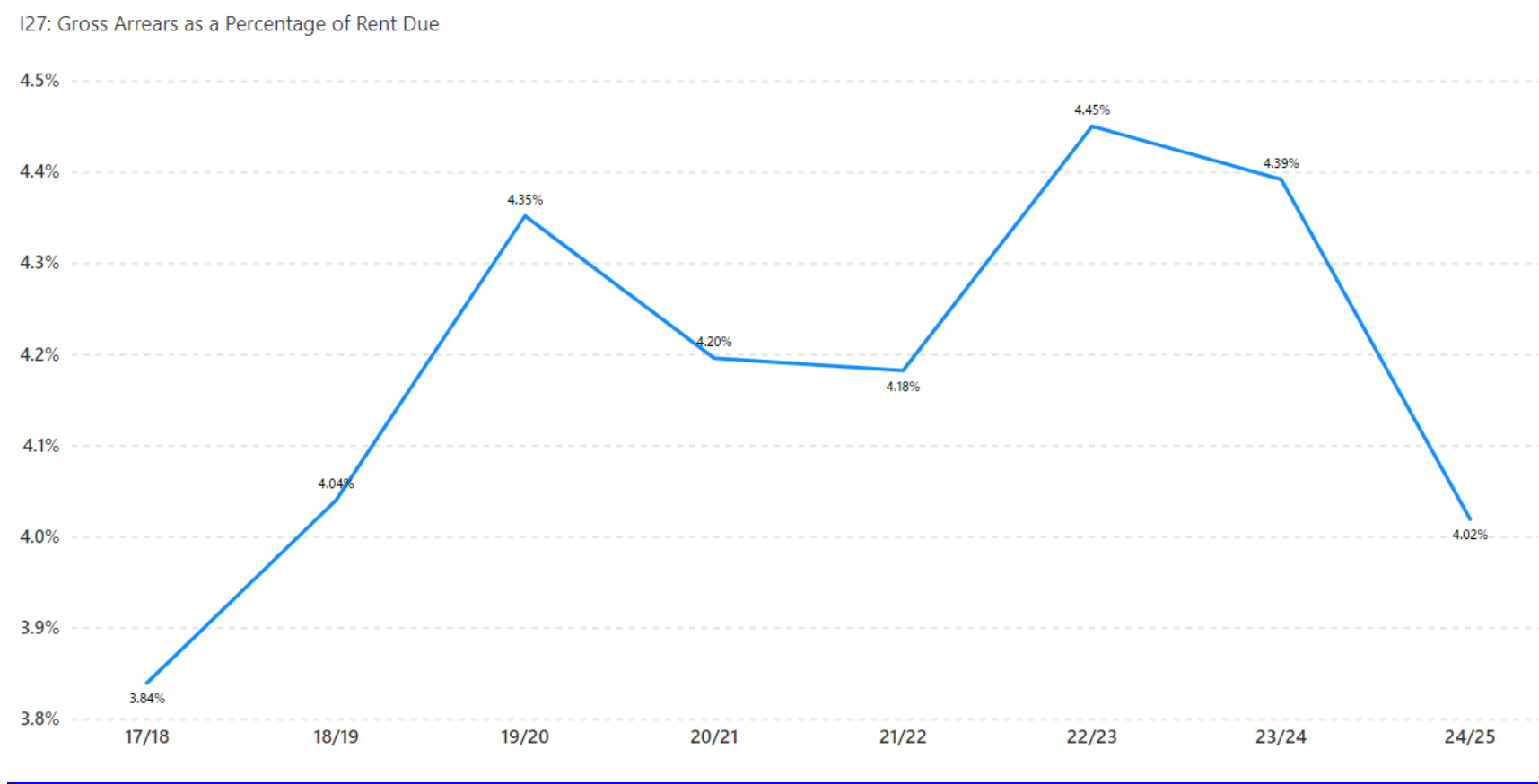|	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25
Value	99.56%	99.52%	99.19%	99.52%	99.81%	99.25%	99.42%	99.98%

Gross Rent Arrears

Local Authorities have reduced arrears from **9.80%** to **8.85%**, continuing a positive trend. RSLs have brought arrears below pre-pandemic levels, reflecting improved arrears management. SHN's tools provide further insight and comparisons into these improvements.

Local Authorities

I27: Gross Arrears as a Percentage of Rent Due

Registered Social Landlords

I27: Gross Arrears as a Percentage of Rent Due

Conclusion

In summary, this year's Charter Insights Report reflects a sector that continues to adapt and improve despite ongoing challenges. From progress in housing quality and repairs to sustained efforts in tackling homelessness and helping tenants cope with an increasing cost of living.

The data reveals a strong commitment from landlords to delivering better outcomes for tenants, and SHN remains dedicated to supporting this progress through timely insights, collaborative benchmarking, and sector-wide learning.

SHN's comparison tools, available exclusively to members, provide an early indication of how individual organisations are performing relative to their peers. These tools also offer valuable insights into broader sector trends, enabling landlords to identify strengths, pinpoint areas for improvement, and explore opportunities for shared learning.

We encourage non-members to join SHN to gain access to our comprehensive data insights, benchmarking tools, and tailored support services—empowering landlords to enhance service delivery for tenants and communities across Scotland.

Scotland's Housing Network

Scotland's Housing Network serves as the national benchmarking organisation in Scotland, assisting landlords to improve service delivery through the comparison of cost and performance outcomes, and by sharing best practice. The organisation further supports landlords in conducting peer reviews and self-assessments to evaluate service quality. With membership comprising over two-thirds of social landlords in Scotland, the network plays a significant role in elevating service standards nationwide.

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