



June 2026



# Charter Data Insights 2025/26

Top level performance highlights from the  
Scottish Social Housing Charter 2025/26

## Contents

Introduction .....	3
Data Coverage .....	4
The Customer-Landlord Relationship .....	4
Tenant Satisfaction .....	4
Complaints .....	7
Repairs and Maintenance .....	8
Damp and Mould .....	10
Housing Quality .....	10
Access to Housing .....	11
Tenancy Sustainment.....	12
Medical Adaptations.....	13
Rents .....	14
Rent Levels .....	14
Rent Collection and Arrears.....	15
Void Management .....	17
Conclusion.....	19

## Introduction

Scotland's Housing Network (SHN) is a membership organisation representing Local Authorities (LAs) and Registered Social Landlords (RSLs). We work in partnership with our members to drive service improvement through benchmarking, data insight, knowledge exchange, and performance analysis.

Our membership includes all Local Authorities and over 81% of RSLs, representing more than 85% of organisations in the Scottish social housing sector and over 95% of total housing stock.

This year, SHN released Charter data within 72 hours of the deadline for submitting Annual Returns on the Charter (ARC) to the Scottish Housing Regulator. Contributions from a number of non-member organisations increased coverage to 90% of the sector.

We are pleased to present this public report, offering an early, high-level view of sector performance. The report draws on data from 149 organisations (117 RSLs and 32 LAs) as at 12 June 2026, with further submissions expected.

While the Scottish Housing Regulator will publish the official national dataset later in the year, SHN provides an early view of emerging trends—supporting landlords to assess performance, identify areas for improvement, and inform service planning.

On behalf of SHN, I would like to thank all landlords—both members and non-members—who submitted their data promptly, enabling early processing and benchmarking. As additional data is received, SHN's business intelligence tools will continue to refine and strengthen sector comparisons.

We encourage further submissions; landlords can do so by emailing a PDF copy of their ARC to [data@scotlandshousingnetwork.org](mailto:data@scotlandshousingnetwork.org).

I hope you find this report useful and informative.

**Max Scotto**

**Service Improvement Manager**

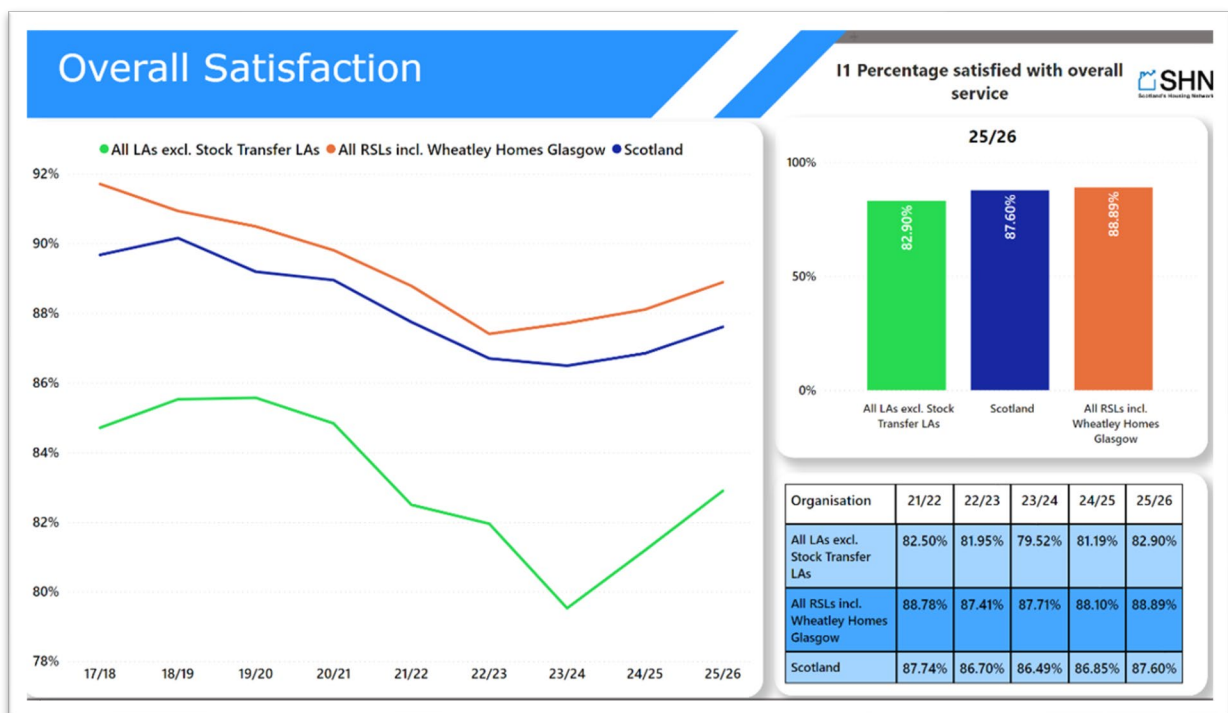
## Data Coverage

This report draws on data from 149 organisations: 117 Registered Social Landlords (RSLs) and 32 Local Authorities (LAs) as at 12 June 2026. Stock Transfer LAs have been excluded for any relevant indicators.

## The Customer-Landlord Relationship

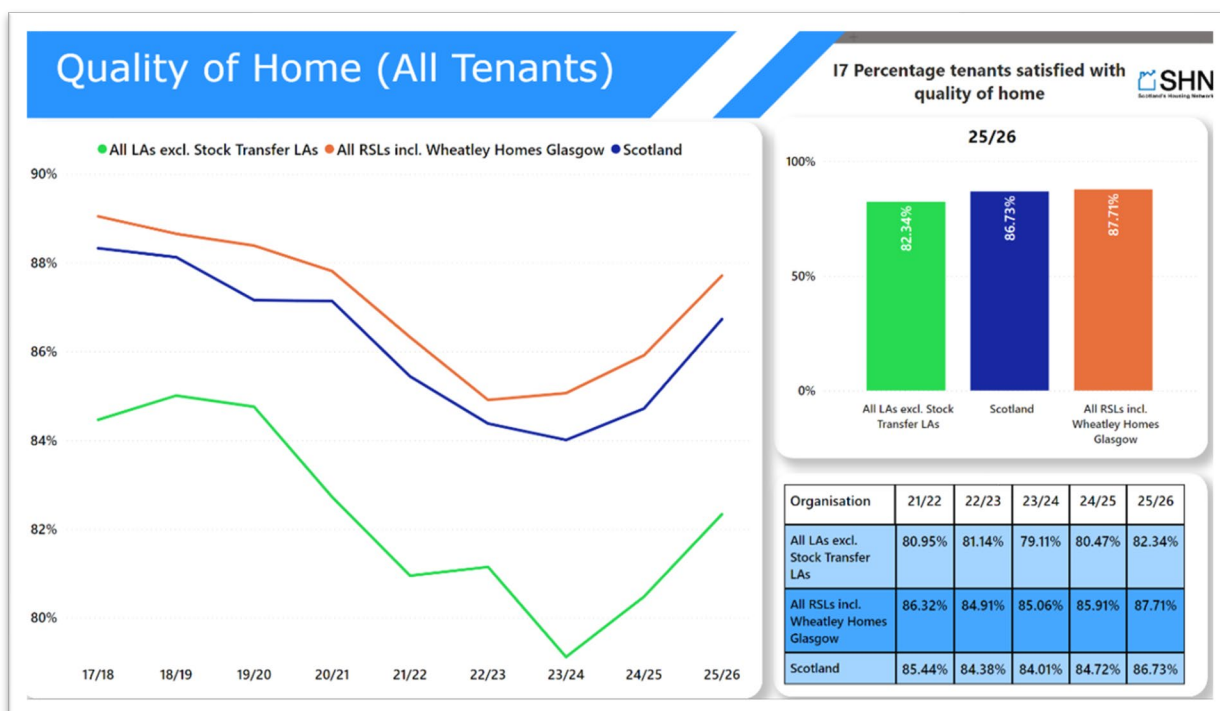
### Tenant Satisfaction

Following April 2025, a total of 79 organisations undertook tenant satisfaction surveys. The results indicate that overall tenant satisfaction has remained broadly stable compared with the previous year.

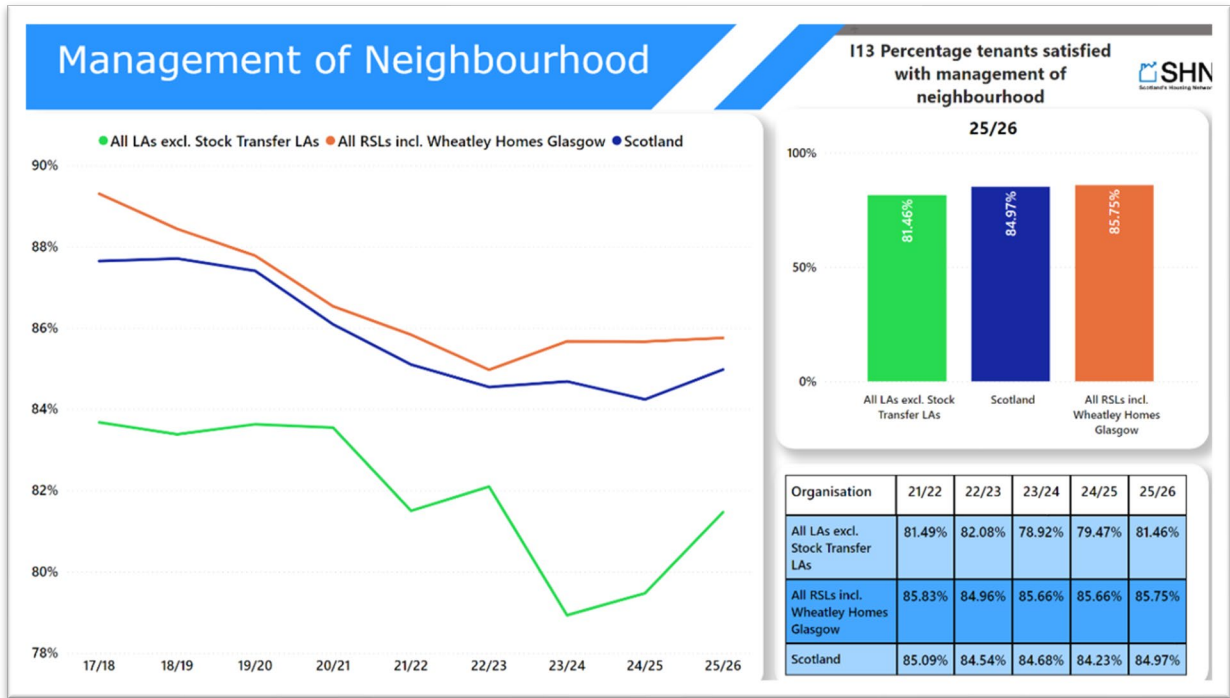


There have been modest but consistent improvements across a number of key Charter indicators with registered social landlords achieving higher satisfaction rates than local authorities. Overall satisfaction (Indicator 1) saw a modest increase by 0.8 percentage points, while satisfaction with participation opportunities (Indicator 5) rose by 1.7 percentage points. Tenants also reported improved perceptions of how well their landlord keeps them informed (Indicator 2), with an increase of 1.3 percentage points.

Notably, satisfaction with the quality of the home (Indicator 7) saw a more substantial improvement of 2.4 percentage points, and satisfaction with the repairs service (Indicator 12) increased by 1.63 percentage points.

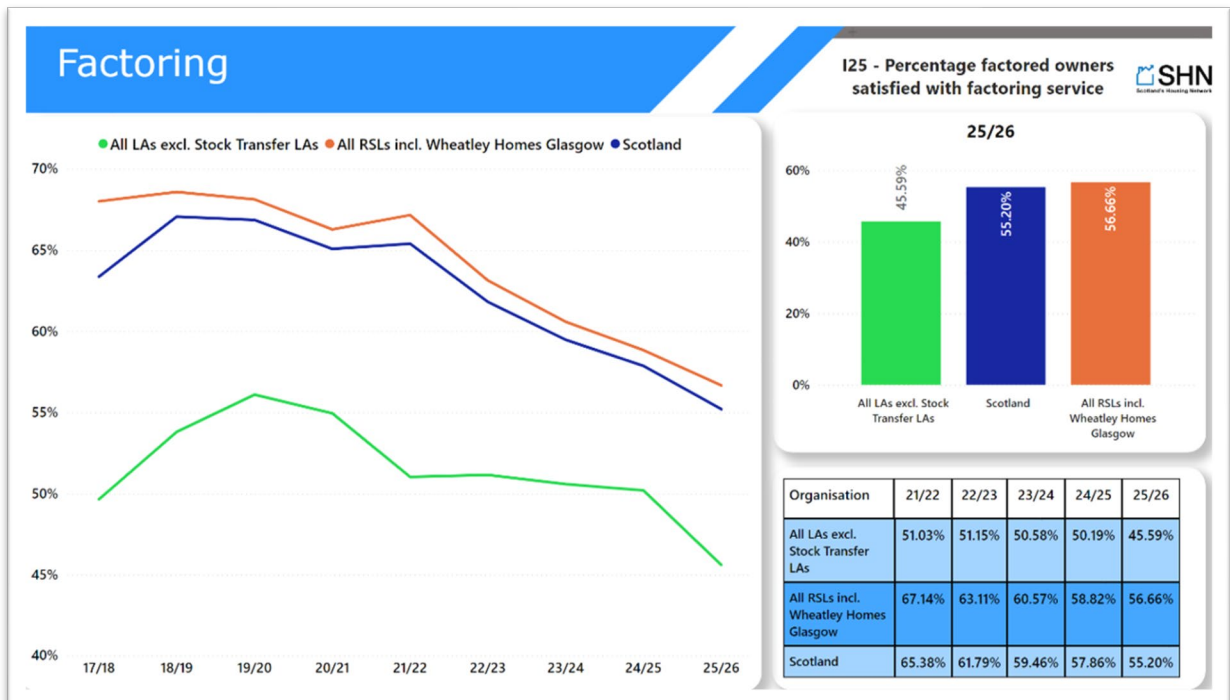


Local Authorities (LAs) recorded a larger increase in satisfaction with the management of neighbourhoods (Indicator 13), rising by 2.0 percentage points from 79.47% to 81.46%. In comparison, Registered Social Landlords (RSLs) saw a more marginal increase of 0.09 percentage points, from 85.66% to 85.75%.



Smaller gains were also recorded across several other indicators, indicating generally limited change in overall service performance.

However, this overall position is set against a continued decline in satisfaction among factored owners (Indicator 29), which has shown a consistent downward trend.



## Complaints

The number of recorded complaints (Indicator 4) continues to increase. To enable comparison of complaint volumes, the Scottish Housing Network calculates a rate based on the number of complaints per 100 lettable homes for each landlord.

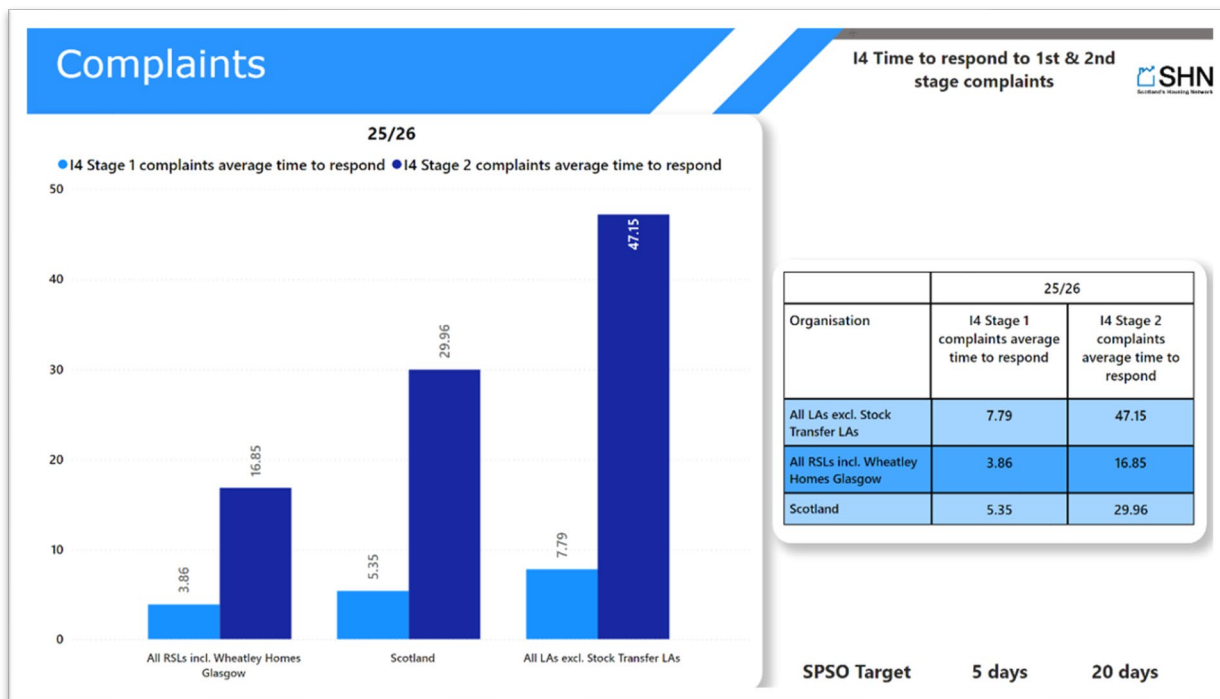
Using this measure, RSLs continue to record a higher complaint rate, at 9 complaints per 100 homes, compared with 4.8 complaints per 100 homes for LAs.



Despite this higher volume, RSLs are able to respond more quickly and within the Scottish Public Services Ombudsman (SPSO) target timescales.

For **Stage 1** complaints, RSLs slightly reduced their average response time by 0.03 days, from 3.89 to 3.86 days, remaining within the 5-day SPSO target. For **Stage 2** complaints, they improved their average response time by 0.78 days, reducing it from 17.63 to 16.85 days, and continued to meet the 20-day target.

In contrast, LAs as a whole continue to exceed SPSO target timescales. For **Stage 1** complaints, their average response time increased by 0.93 days, from 6.86 to 7.79 days. For **Stage 2** complaints, LAs reported a substantial increase of 25.97 days, with the average rising from 21.18 to 47.15 days, moving significantly further away from the target.



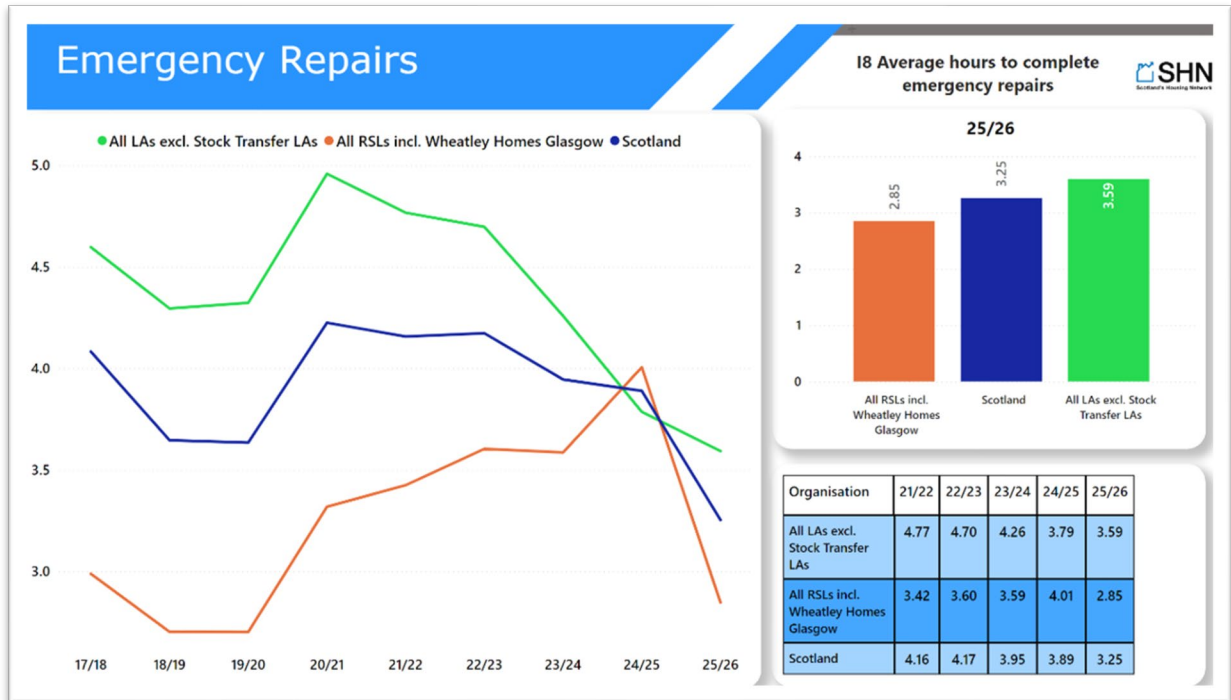
However, these increases were largely driven by two local authorities. In one instance, an authority reported working through a backlog of complaints, which resulted in longer recorded resolution times but is expected to improve performance in subsequent years. In another, a local authority reported system issues that caused resolved complaints to remain open and prevented resolution times from being backdated.

**If these two outliers are excluded, the average resolution times for Local Authorities reduce to 7.03 days for Stage 1 and 18.7 days for Stage 2 complaints, bringing the latter within SPSO target times.**

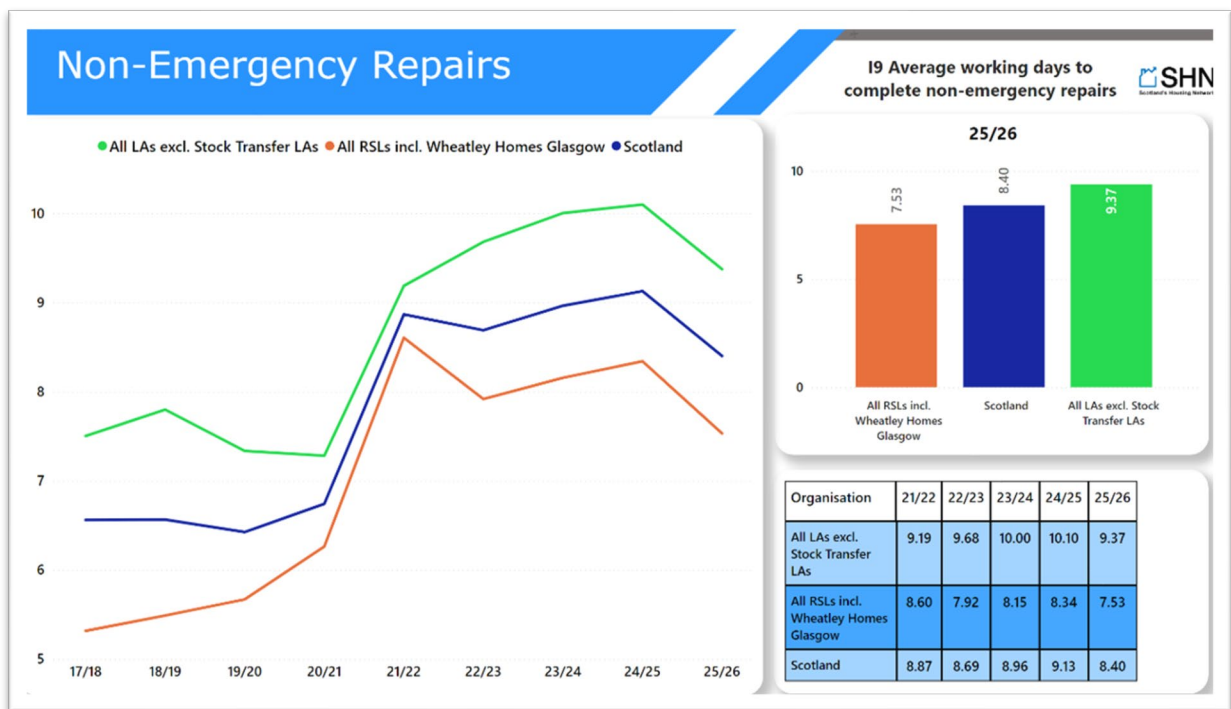
## Repairs and Maintenance

Performance on repairs has improved across both emergency and non-emergency categories.

For **emergency repairs (Indicator 8)**, RSLs are now completing repairs more quickly than Local LAs, reversing the position observed in the previous year. RSLs reduced average completion times by 1.16 hours, from 4.01 to 2.85 hours. LAs also showed continued improvement, reducing average times by 0.20 hours, from 3.79 to 3.59 hours, maintaining a five-year trend of gradual improvement.



For **non-emergency repairs (Indicator 9)**, both landlord types reported improved performance following a three-year period of increasing completion times. RSLs reduced average times by 0.85 days, from 8.35 to 7.5 days, while LAs reduced times by 0.73 days, from 10.10 to 9.37 days.



The **Repairs Right First Time indicator (Indicator 10)** has been redefined to include repairs completed outwith target timescales unless subsequently

recalled. As a result, figures are not comparable with previous years. Under the revised definition, performance across Scotland is reported at 94.83%, with the increase partly reflecting the change in methodology.

## Damp and Mould

The Scottish Housing Regulator recognises the complexity of damp and mould issues and will use the first submission of the new indicators to review their usefulness.<sup>1</sup> As recording practices continue to embed, and there is no data that relates to previous years the scope for detailed analysis remains limited.

Early data indicates variation in performance between landlord types. For **average resolution times (Indicator 31)**, Registered Social Landlords reported shorter times at 19.6 days, compared with 31.9 days for Local Authorities.

For **reopened cases (Indicator 32)**, patterns differ by category. RSLs recorded higher proportions of reopened cases within condensation and structural categories, while LAs recorded higher proportions in “other” cases.

Overall, the proportion of reopened cases was 9.0% for RSLs and 7.83% for LAs, indicating a slightly higher rate among RSLs at this early stage of reporting.

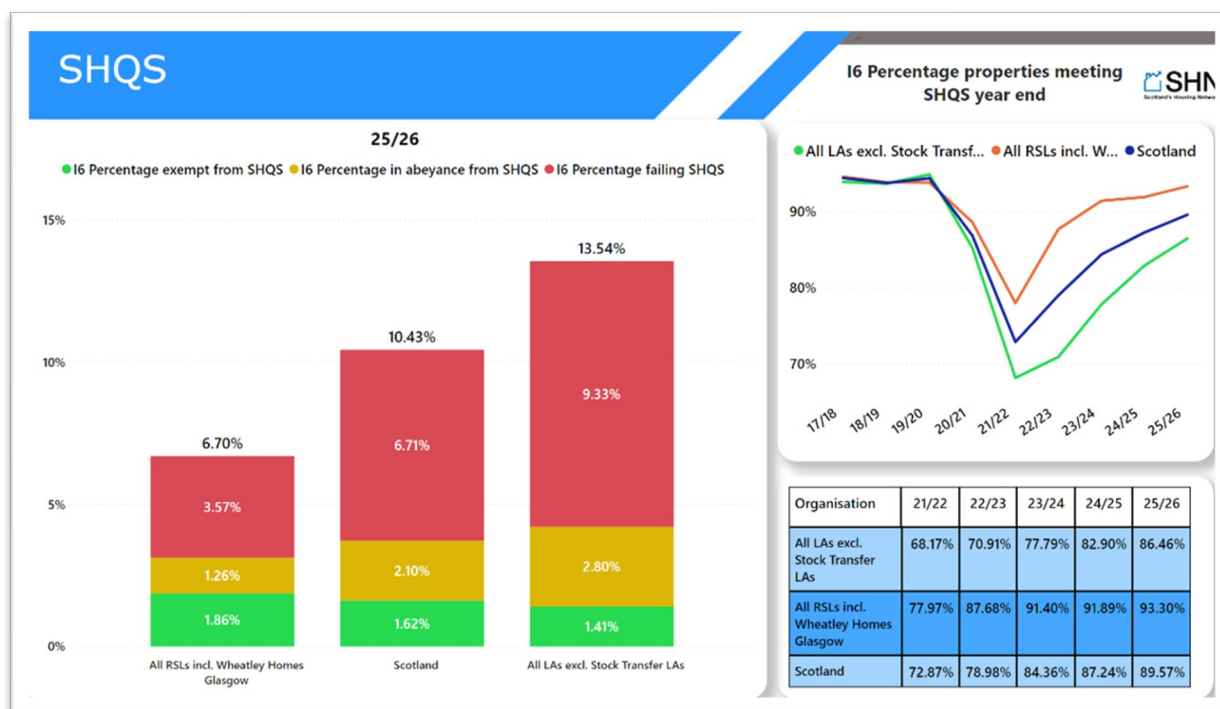
## Housing Quality

Performance against housing quality and safety standards has shown further improvement across several indicators.

For the **Scottish Housing Quality Standard (SHQS) (Indicator 6)**, performance continued to improve, with compliance reaching 89.6% across Scotland, an increase of 2.3 percentage points. Levels remain higher among RSLs at 93.3%, compared with 86.5% for LAs.

---

<sup>1</sup> <https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-outcome-of-consultation-on-the-indicators-to-monitor-scottish-social-housing-charter-performance/> (12.06.2026)



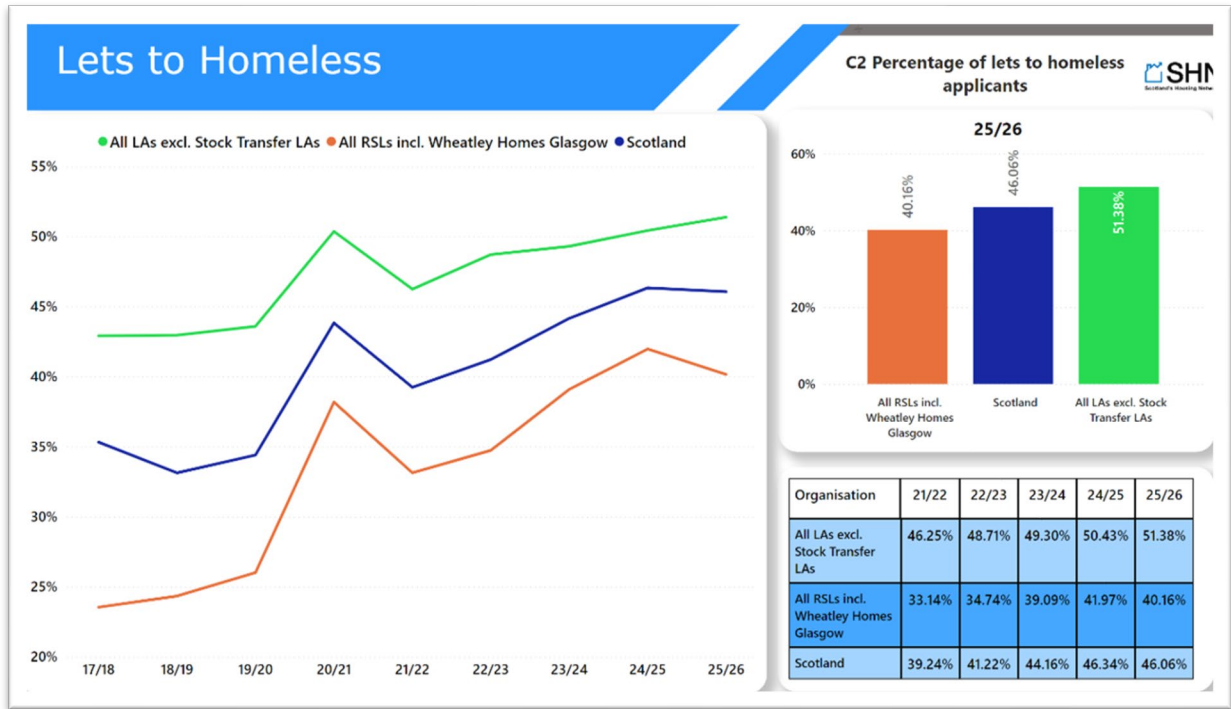
SHN collects additional data that complement the Charter, including performance against the **Energy Efficiency Standard for Social Housing (EESH)**. Based on 49 voluntary returns from member organisations, EESH performance also improved, with an overall increase of 2 percentage points. Reported EESH compliance reached 96.4% for RSLs and 91.5% for LAs.

For gas safety (Indicator 11), performance improved further, with the proportion of failures reducing from 0.07% to 0.03%, indicating a continued strengthening of compliance.

## Access to Housing

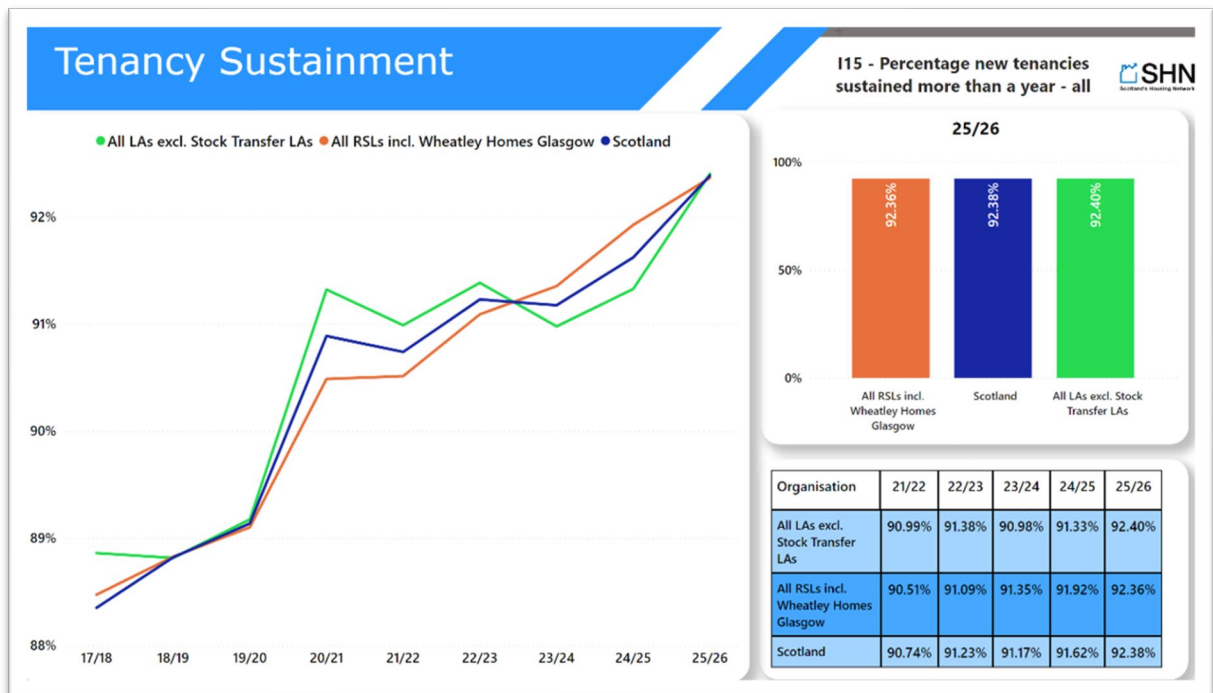
Based on the 149 annual returns received, there was marginal decrease of 0.25 percentage points in turnover, with 6.88% of lettable stock becoming vacant for all the participating landlords, compared with 7.13% in the previous year.

The proportion of **lets to homeless households (Charter Indicator 2)** decreased slightly overall, driven by a reduction among Registered Social Landlords, which fell by 1.81 percentage points from 41.97% to 40.16%. In contrast, Local Authorities recorded a small increase of 0.95 percentage points, from 50.43% to 51.38%.



## Tenancy Sustainment

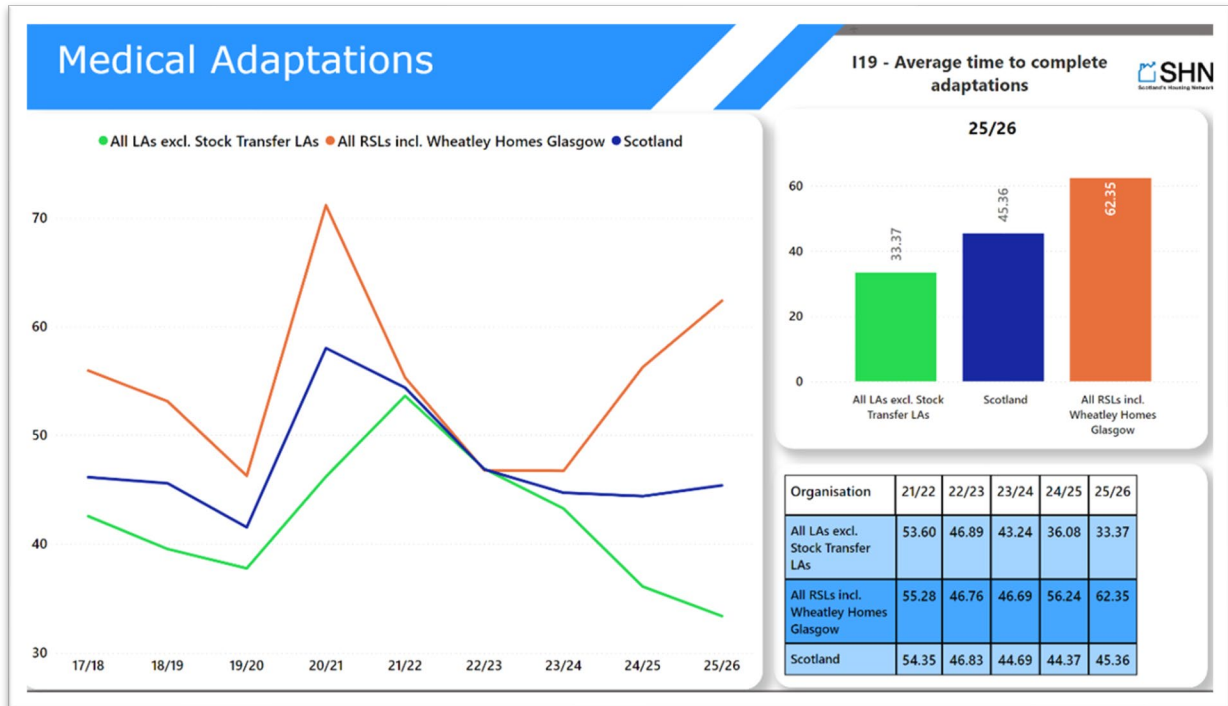
**Tenancy sustainment (Indicator 15)** improved, with both sectors reporting rates above 92.3%, compared with 91.62% in the previous year, indicating a modest overall increase.



Rates of abandonments and evictions reduced slightly, falling by 0.02 percentage points, from 0.65% to 0.63%.

## Medical Adaptations

For **medical adaptations (Indicator 19)**, average completion times increased for RSLs by 6.11 days, from 56.24 to 62.35 days. In contrast, LAs improved performance, reducing average times by 2.71 days, from 36.08 to 33.37 days.



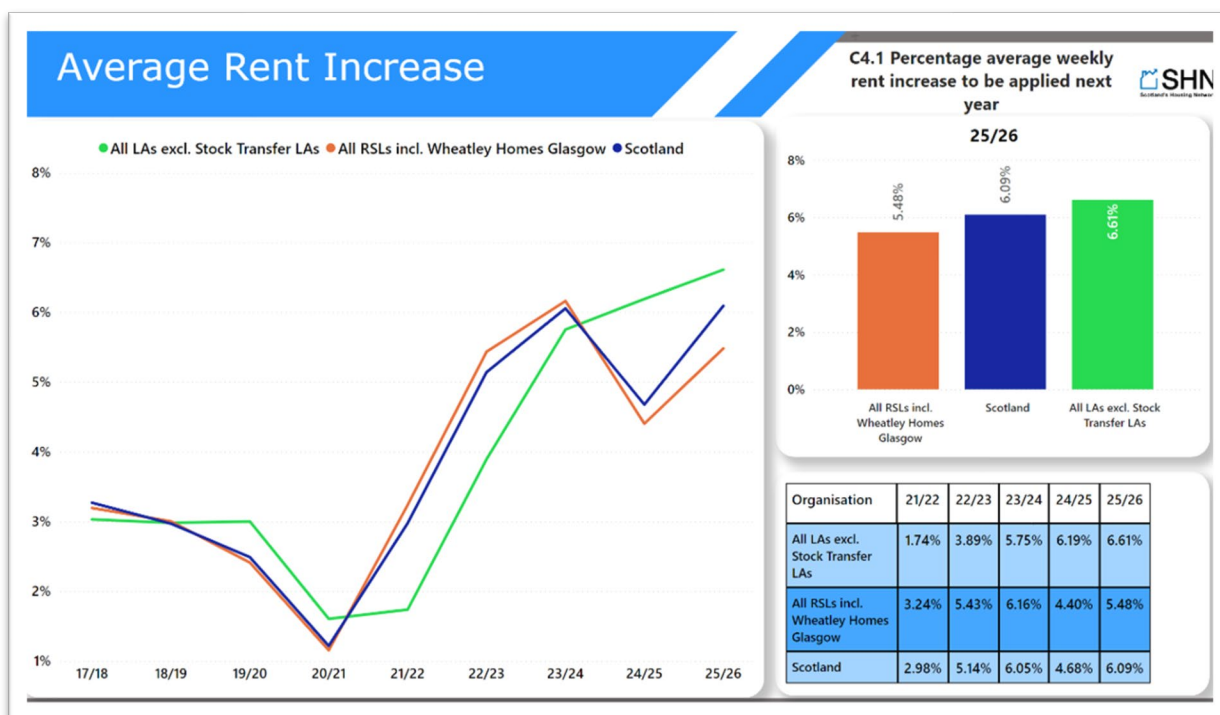
# Rents

## Rent Levels

As average weekly rents are not part of the Annual Return on the Charter, but are instead collected through the Stock Return, therefore, weekly rent levels for 2025–26 are not available until the official data is published by the Scottish Housing Regulator in September.

To support member organisations with earlier rent-setting planning, SHN collects average weekly rents for both 2025–26 and the current financial year. This data is available to SHN members.

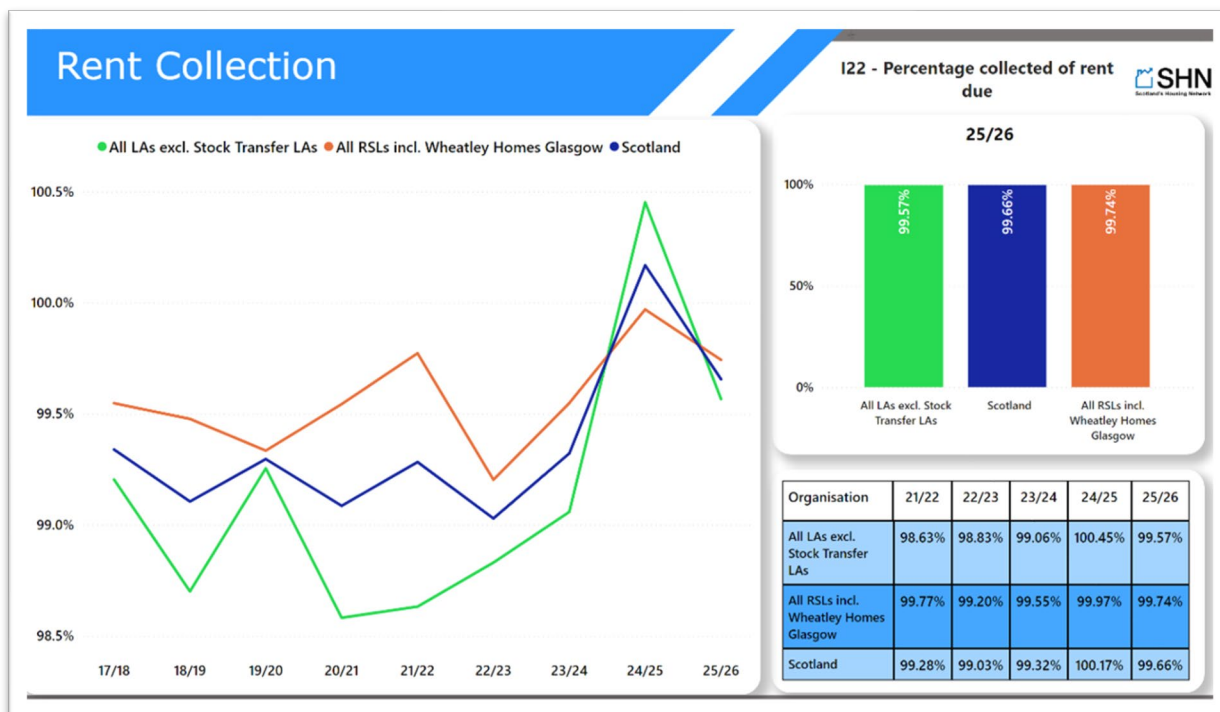
During 2024/25, average weekly rents for Local Authorities increased by £4.86, while Registered Social Landlords recorded a larger increase of £6.73. Planned rent increases for 2026–27 have also risen across both sectors. RSLs increased their average rent rise by 1.08 percentage points, from 4.40% to 5.48%, while LAs reported a smaller increase of 0.42 percentage points, from 6.19% to 6.61%.<sup>2</sup>



<sup>2</sup> Average weekly rents for RSLs and LAs are calculated as weighted averages by aggregating total rents (average rent multiplied by lettable units) across each group and dividing by total lettable units, ensuring that the results reflect differences in landlord size. Percentage rent increases are also calculated as weighted averages, based on landlord size.

## Rent Collection and Arrears

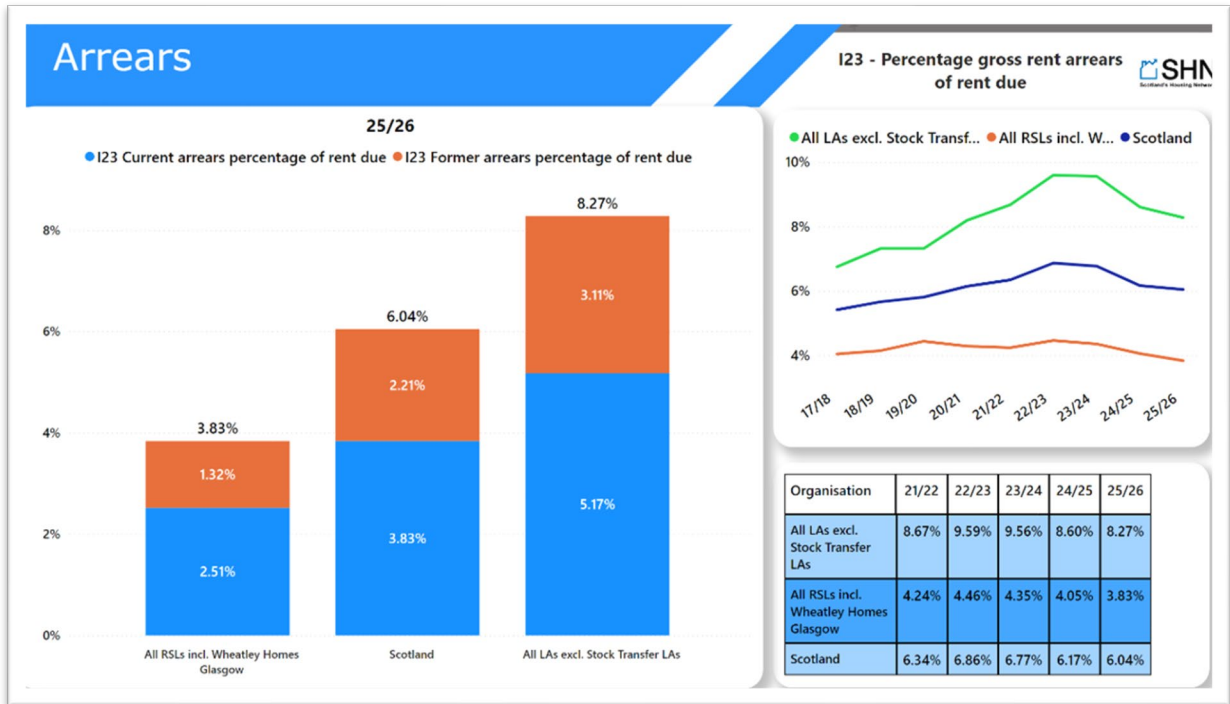
**Rent collection (Indicator 22)** remained high at 99.66%. The previous year's figure exceeded 100%, partly reflecting the impact of a 54-week financial year.



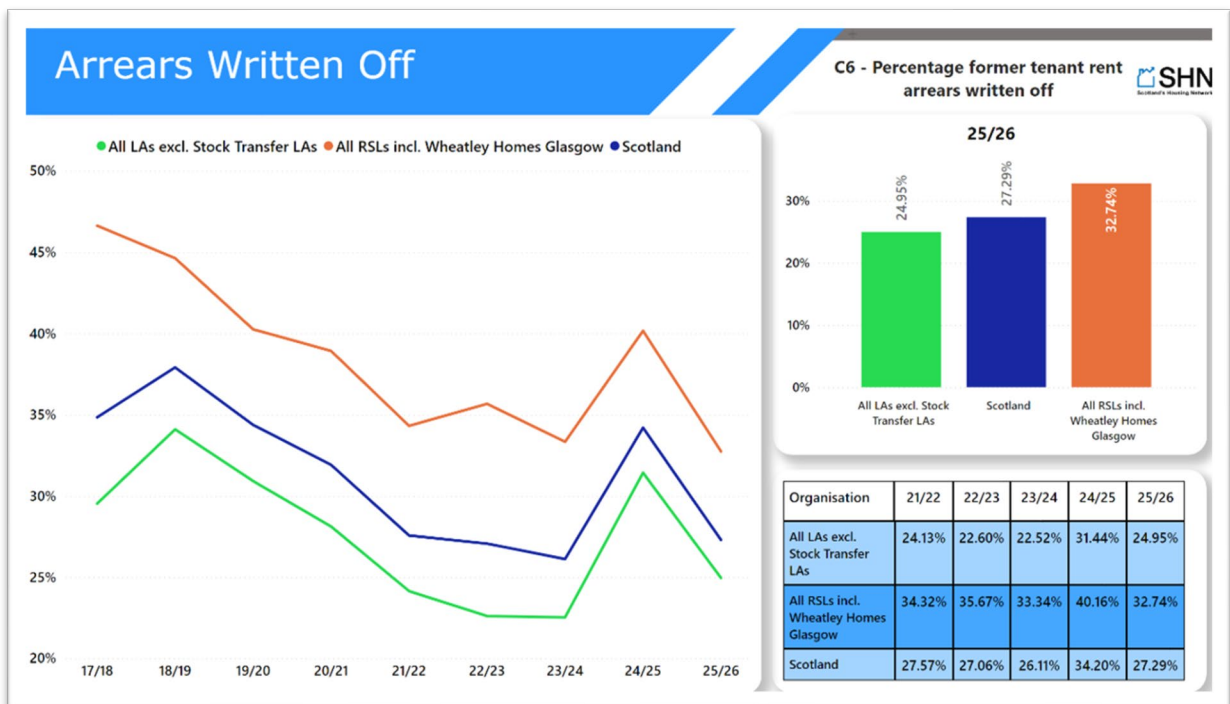
**Current tenant arrears (Indicator 23)** recorded a marginal reduction, continuing a four-year downward trend. Arrears levels stood at 2.5% for RSLs and 5.17% for LAs.

**Former tenant arrears (Indicator 23)** also decreased across both sectors. LAs reduced former arrears by 0.29 percentage points, from 3.40% to 3.11%, while RSLs recorded a smaller reduction of 0.05 percentage points, from 1.37% to 1.32%.

**Overall gross arrears** reduced slightly, by 0.12 percentage points, from 6.17% to 6.05%, indicating a continued improvement in rent arrears performance.

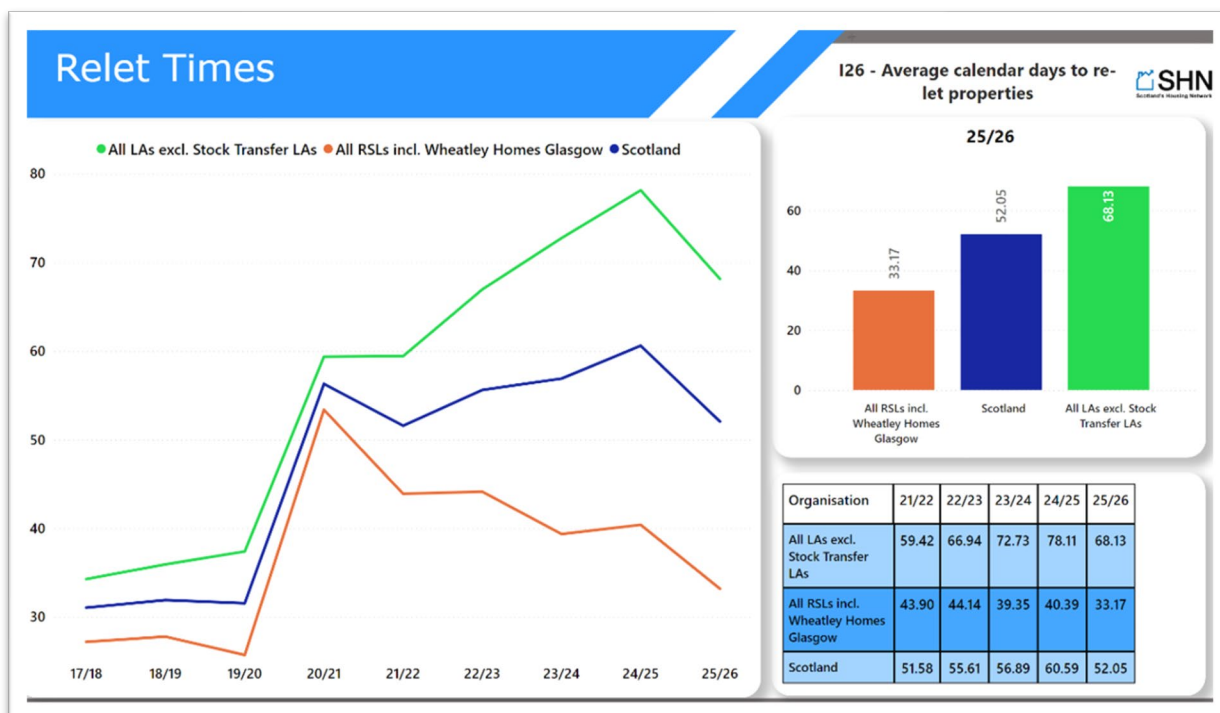


The proportion of former tenant arrears written off also declined across both groups, decreasing by **6.30 percentage points**, from 34.20% to 27.90%.

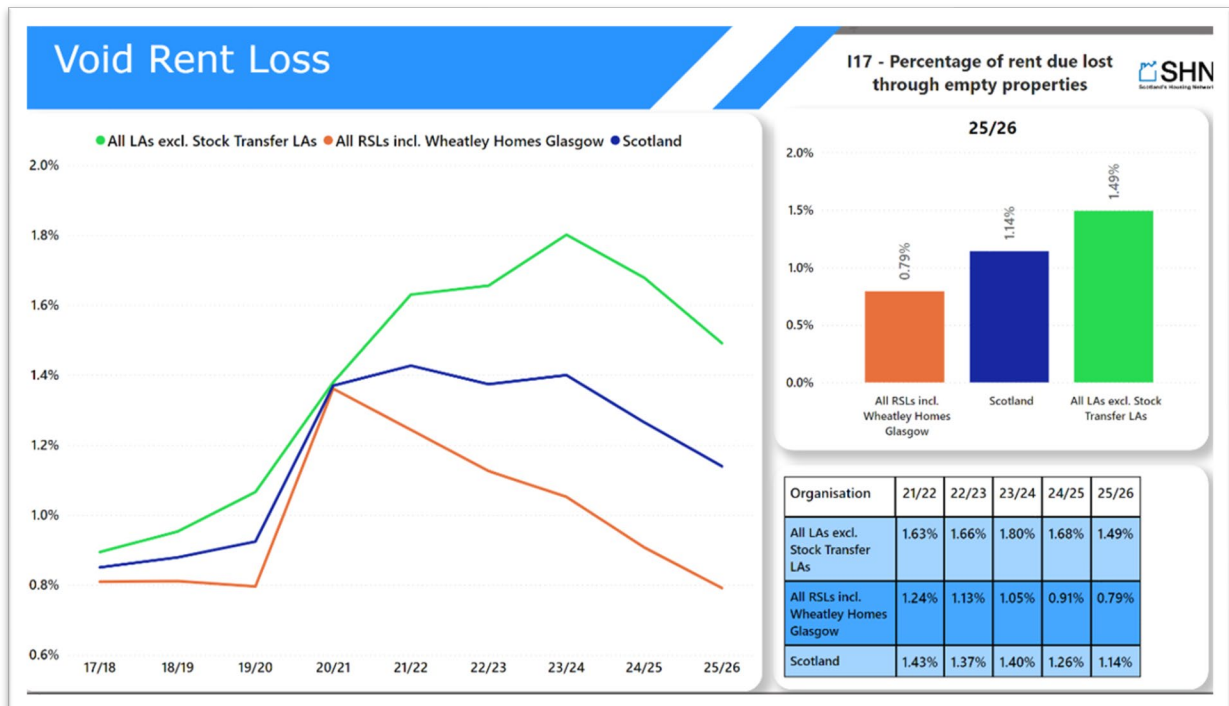


## Void Management

**Re-let times (Indicator 26)** showed a marked improvement across both landlord types. Local Authorities reduced average re-let times by 9.98 days, from 78.11 to 68.13 days, representing a 12.8% decrease and the first improvement recorded in six years. RSLs also improved performance, reducing average re-let times by 7.22 days, from 40.39 to 33.17 days, equivalent to a 17.9% decrease.



**Void rent loss (Indicator 18)** decreased overall, falling by 0.12 percentage points, from 1.26% to 1.14%. RSLs reported void loss at 0.79%, the lowest level in six years, while LAs recorded 1.49%, representing their lowest level in five years.



## Conclusion

Early analysis of the 2025–26 Charter data indicates a broadly stable performance picture across the Scottish social housing sector, with a number of areas showing improvement.

Tenant satisfaction levels have remained stable overall, with small increases across several key indicators, including perceptions of service quality, communication, and repairs. Improvements in repairs performance—particularly reductions in completion times—are likely to be contributing positively to tenant experience.

There is also evidence of strengthening performance in core compliance areas, including housing quality standards and gas safety, alongside improvements in arrears and void management. These trends suggest continued focus by landlords on operational efficiency and service delivery.

However, the data also highlights areas of ongoing challenge. Complaint volumes have increased, and while RSLs continue to meet target timescales, some local authorities are experiencing delays, partly driven by exceptional factors. Variation is also evident in emerging areas such as damp and mould, where reporting practices are still maturing, limiting detailed analysis. This will be an important area to monitor as data quality improves.

Encouragingly, access to housing indicators show improvements in tenancy sustainment, arrears, and void management, although pressures persist, including rising rent levels and mixed performance in medical adaptations.

Overall, the sector demonstrates a pattern of incremental improvement alongside areas of pressure, reflecting the complex operating environment facing landlords. Continued focus on performance, tenant outcomes, and data quality will be essential in sustaining progress and addressing emerging challenges.



## 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 85% of social landlords in Scotland, the network plays a significant role in elevating service standards nationwide.

### Get in touch

#### Scotland's Housing Network

5 South Charlotte Street

Edinburgh

EH2 4ANE: [data@scotlandshousingnetwork.org](mailto:data@scotlandshousingnetwork.org) W: [www.scotlandshousingnetwork.org](http://www.scotlandshousingnetwork.org)

t: @ScotHousingnet

Scotland's Housing Network is a registered Charity in Scotland SC042381