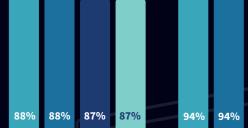
# **Landlord Report 2024/25**

#### Tenant satisfaction



Tenants satisfied with the overall service provided by their landlord

Tenants who feel their landlord is good at keeping them informed about their services and decisions

83%

Tenants satisfied with the opportunities to participate in landlord's decision making processes

## FHG 2023/24 FHG 2024/25 Peer Group Scottish Average

Due to the back log

#### **Quality and maintenance of homes**



Tenants who

had repairs or

maintenance

carried out in

months, who

are satisfied

with the service

the last 12

2.4h

Average length of time taken to complete emergency repairs (Target = 4 days)

92% 74%

91%

of time taken to complete (Target = 15 days)

9.1d 9.0d

11.6d 12.8d

Average length This was largely due to the storms we encountered in non-emergency January 2025 and an increase in reactive work causing a back log 88% 82% 70%

of repairs the 'right first time' repairs Reactive slipped due to not repairs being able to meet completed target date rather right first time than it being an operational issues of not doing the job correctly in the first instance.

## Access to housing and support



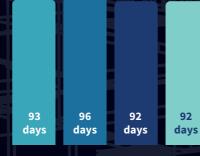
Tenants satisfied with the quality of their home

Percentage of properties meeting the **EESSH** 



of repairs.

Average length of time to re-let properties



New tenancies sustained for more than a year

Trade resources and some complex difficult repairs contributed to the rellet time slipping below what we expected but is similar to the Scottish average so it can be expected that other associations were facing similar issues

You can view this information in more detail and compare our performance against other landlords on the Scottish Housing Regulator's website housingregulator.gov.scot/landlord-performance

Our Annual Report is also available to view online, providing a snapshot of some of the steps we took to support tenants, improve service delivery and develop our business during the last financial year...



## Value for money











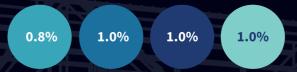






Rent collected as percentage of total rent due

Gross rent arrears (all tenants) as at 31 March 2025 as a percentage of rent due



Rent due lost through properties being empty



Tenants who feel that the rent for their property represents good value for money

### **Neighbourhood and community**



Complaints

received per

100 homes

4.7d

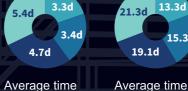
to respond to

Stage 1

days)

complaint

(Target = 5



Average time to respond to Stage 2 complaint (Target = 20)days)



Tenants satisfied with the management of the neighbourhood they live in



Anti-social behaviour cases which were resolved



Court actions initiated which resulted in eviction

Although we raised 10 cases in 23/24, 9 of these were evicted, but in 24/25 we raised 12 actions with only 3 evicted - this is not a decline in performance. This should be looked on favourably as we carried out fewer evictions. The change is largely due to earlier and more effective interventions from Officers and with the added intervention from the Income Maximisation Officer (IMO) and support services, which helped to sustain tenancies and prevent eviction.

While the headline measure suggests a decline, the outcome reflects a positive shift towards tenancy sustainment and reduced homelessness.

Average Rent Increase	FHG 2023/24	FHG 2024/25	Peer Group	Scottish Average
Average rent increase applied	3.75%	4.25%	4.6%	4.7%
Average weekly rent				
1 apt	£66.59	£69.41	£82.62	£87.12
2 apt	£83.17	£86.65	£93.05	£93.27
3 apt	£97.49	£101.70	£101.78	£96.00
4 apt	£111.50	£115.15	£111.34	£104.51
5+ apt	£126.08	£130.19	£124.18	£115.58