

Landlord Report 2025/26

See how our performance last year stacks up...



Annual Return on the Charter (ARC) Indicators	FHG 2024/25	FHG 2025/26	Other Fife Landlords	Scottish Average
Tenant satisfaction				
Tenants satisfied with the overall service provided by their landlord	90%	90%	90%	88%
Tenants who feel their landlord is good at keeping them informed about their services and decisions	94%	94%	91%	91%
Quality and maintenance of homes				
Tenants satisfied with the quality of their home	87%	87%	88%	87%
Average length of time taken to complete emergency repairs (Target = 4 days)	2.4 hours	2.6 hours	2.5 hours	3.5 hours
Average length of time taken to complete non-emergency repairs (Target = 15 days)	12.8 days	11.9 days	7.6 days	8.8 days
Reactive repairs completed right first time	70%	99%	96%	95%
Tenants who had repairs or maintenance carried out in the last 12 months, who are satisfied with the service	88%	86%	77%	88%
Neighbourhood and community				
Complaints: Stage 1 - Average time for response (Target = 5 days)	3.4 days	2.6 days	4.2 days	5.4 days
Complaints: Stage 2 - Average time for response (Target = 20 days)	15.3 days	15.3 days	25.3 days	28.7 days
Tenants satisfied with the management of the neighbourhood they live in	94%	94%	88%	85%
Court actions initiated which resulted in eviction	17%	56%	24%	27%
Access to housing and support				
Average length of time to re-let properties	66 days	47.5 days	30.3 days	51.7 days
Value for money				
Tenants who feel that the rent for their property represents good value for money	78%	78%	83%	82%
Average rent increase				
Average rent increase applied	4.3%	3.5%	5.1%	5.3%

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

In addition, we will be sharing some more detailed analysis of our performance on our website and in our e-magazine. If you would like to receive a printed copy of this or share any feedback regarding the content, style or format of these reports, please contact us on **08000 274 007** or via engagement@fifehg.org.uk

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.

