



Rural Stirling
Housing Association

Scottish Social Housing Charter

**Annual Return on the Charter
Landlord Report**

2023/24

Each year all Social Housing Landlords in Scotland are required to prepare and submit their data for the Annual Return on the Charter to the Scottish Housing Regulator who monitor performance of all social housing landlords.

Once the data is collected the Scottish Housing Regulator publishes the data on their website for the public to view and see how each landlord is performing.

This document details the key performance data for Rural Stirling Housing Association for reporting year 2023-24.

Homes and Rents

- As at the 31 March 2024 we owned and rented 661 homes
- The total rent due for the year was £3,264,927
- The annual weekly rent increased by 7.7% for 2024/25

Average Weekly rents

Size of Home	Number of homes owned	Rural Stirling Housing Association	Scottish Average	Difference from Scottish Average
1 apartment	-	-	£82.24	N/A
2 apartment			£87.87	
3 apartment			£90.29	
4 apartment			£98.30	
5 apartment			£108.29	

Tenant Satisfaction

Of the tenants who responded to our most recent satisfaction survey;

- 90.9% said they were satisfied with the overall service provided, compared to the Scottish average of 86.5%
- 94.9% felt that Rural Stirling Housing Association was good at keeping them informed about its services and outcomes compared to the Scottish average of 90.5%
- 97.8% of tenants were satisfied with the opportunities to participate in Rural Stirling Housing Association's decision making, compared to the Scottish average of 87.7%

Quality and Maintenance of Homes

Scottish Housing Quality Standard (SHQS)

- 97.6% of Rural Stirling Housing Association's homes met the SHQS compared to the Scottish average 84.4%

Emergency Repairs

- ✚ The average time Rural Stirling Housing Association took to complete emergency repairs was 3.0 hours, compared to the Scottish average of 4.0 hours.

Non-emergency Repairs

- ✚ The average time Rural Stirling Housing Association took to complete non-emergency repairs was 7.0 days, compared to the Scottish average of 9.0 days.

Reactive Repairs 'right first time'

- ✚ Rural Stirling Housing Association completed 85.1% of reactive repairs 'right first time' compared to the Scottish average of 88.4%.

Repairs or maintenance Satisfaction

- ✚ 72.9% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 84.3%.

Neighbourhoods

Percentage of Anti-Social Behaviour cases resolved

- ✚ 94.4% of anti-social behaviour cases relating to Rural Stirling Housing Association were resolved compared to the national average of 94.3%

Value for Money

Total Rent Collected

- ✚ The amount of money Rural Stirling Housing Association collected for current and past rent was equal to 99.2% of the total rent due in the year, compared to the Scottish average of 99.4%.

Rent not collected: empty homes

- ✚ 0.3% of rent due was not collected due to homes becoming empty compared to the Scottish average of 1.4%.

Re-let Homes

- ✚ It took an average of 17.7 days to re-let homes compared Scottish average of 56.7 days.



The logo for 'Make a Stand' with the tagline 'Our homes, our people, our problem.'	<p>We've signed the Make a Stand pledge to support people experiencing domestic abuse, have you?</p>	<p>#makeastand cih.org/makeastand</p> Logos for women's aid (with tagline 'until women & children are safe'), Chartered Institute of Housing, and daha (Domestic Abuse Housing Alliance).
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Registered as a Scottish Charity No. SC037849
Rural Stirling Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2376 (s)
Registered with the Scottish Housing Regulator
Property Factors No. PF000330
Letting Agent Registration Number: LARN1907004