

**Landlord name:** Hillcrest Homes (Scotland) Limited

**RSL Reg. No.:** 125

**Report generated date:** 27/05/2025 09:46:10

**Approval**

A1.1	Date approved	20/05/2025
A1.2	Approver	Fiona Morrison
A1.3	Approver job title	Deputy Chief Executive
A1.4	Comments (Approval)	N/A



N/A

## Social landlord contextual information

### Staff

#### Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mrs. Angela Margaret Linton
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	193.20
C1.2.3	the number of care / support staff	17.70
C1.2.4	the number of concierge staff	17.70
C1.2.5	the number of direct labour staff	195.50
C1.2.6	the total number of staff	428.10
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	11.42%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.50%

**Social landlord contextual information**

**Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	644
C3.2	The number of 'supported housing' lets during the reporting year	46
Indicator C3		690

The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	96
C2.2	The number of lets to housing list applicants	258
C2.3	The number of mutual exchanges	42
C2.4	The number of lets from other sources	38
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	0
C2.5.2	nominations from the local authority	24
C2.5.3	other	253
C2.6	the number of other nominations from local authorities	21
C2.7	Total number of lets excluding exchanges	690

## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

N/A

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	503
1.1.2	the fieldwork dates of the survey	04/2025
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input checked="" type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	271
	very satisfied	
1.2.2	fairly satisfied	176
1.2.3	neither satisfied nor dissatisfied	29
1.2.4	fairly dissatisfied	17
1.2.5	very dissatisfied	10
1.2.6	no opinion	0
1.2.7	Total	503

Indicator 1	88.87%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

N/A

## The customer / landlord relationship

### Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	503
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	281
2.2.2	fairly good at keeping them informed	156
2.2.3	neither good nor poor at keeping them informed	43
2.2.4	fairly poor at keeping them informed	10
2.2.5	very poor at keeping them informed	13
2.2.6	Total	503

	Indicator 2	86.88%
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## Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	503
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	172
5.2.2	fairly satisfied	191
5.2.3	neither satisfied nor dissatisfied	107
5.2.4	fairly dissatisfied	22
5.2.5	very dissatisfied	11
5.2.6	Total	503

	Indicator 5	72.17%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

N/A

**Housing quality and maintenance**

**Quality of housing**

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	10/2016
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	55.00
C8.3	The date of your next scheduled stock condition survey or assessment	05/2026
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	45.00
C8.5	Comments on method of assessing SHQS compliance.	

C8.1 - Our stock was last surveyed for SHQS compliance by an external consultant in October 2016. Since then, our Asset Management team has worked closely with our in-house maintenance teams and external contractors. Together, we ensure that property condition information is collated whenever we have void properties or undertake planned maintenance works. This data is then updated in the planned management database as required. In 2024/25, we completed 481 EPC surveys. Currently, 38% of our stock has an EPC completed within the past five years, and 75% within the past ten years.

C8.3 - N / A - the condition of our stock is constantly being assessed during our maintenance, estate management and planned maintained works. We are also using IRT DREam cloud-based software that helps us assess our housing portfolio for energy performance.

We have utilised previous survey data to build a comprehensive database detailing the condition of our stock. The information retained within our dedicated Asset Management database is regularly reviewed. This occurs when properties become void, as part of our estate management process, and upon completion of planned maintenance, energy efficiency, and retrofit works.

With very few properties currently failing SHQS compliance, and through our ongoing inspections and feedback from in-house trades teams and our EPC assessors, we believe we have a thorough understanding of the properties not meeting SHQS and the reasons behind it. Consequently, we do not anticipate any future stock condition issues regarding SHQS compliance.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	7,615	7,905
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	109	109
C9.4.1	Self-contained stock failing SHQS for one criterion	116	116
C9.4.2	Self-contained stock failing SHQS for two or more criteria	6	0
C9.4.3	Total self-contained stock failing SHQS	122	116
C9.5	Stock meeting the SHQS	7,384	7,680

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	735	750
Aberdeenshire	12	75
Angus	1,458	1,554
Argyll & Bute	0	0
City of Edinburgh	1,184	1,226
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	2,682	2,753
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	302	302
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0

North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	1,011	1,020
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	7,384	7,680

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)	
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	7,615
6.1.2	projected to the end of the next reporting year	7,905
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	7,384
6.2.2	projected to the end of the next reporting year	7,680

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	96.97%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	97.15%

Percentage of tenants satisfied with the quality of their home (Indicator 7)		
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7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	503
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	237
7.2.2	fairly satisfied	195
7.2.3	neither satisfied nor dissatisfied	35
7.2.4	fairly dissatisfied	24
7.2.5	very dissatisfied	12
7.3	Total	503

Indicator 7		85.88%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	5,130
8.2	The total number of hours taken to complete emergency repairs	13,903

Indicator 8		2.71
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	20,830
9.2	The total number of working days taken to complete non-emergency repairs	169,743

Indicator 9		8.15
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	16,379
10.2	The total number of reactive repairs completed during the reporting year	20,830

Indicator 10		78.63%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	3
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>2 properties in Dundee:- Access issues (tenant death). Tenancy terminated &amp; gas capped 29.11.24. Access issues - gas capped &amp; service carried out 04.04.25</p> <p>1 property in Edinburgh:-                  2324 - Access issues which required court action to enable the gas safety check to be completed.                  2425- Access issues which required court action to enable the gas safety check to be completed.</p>		

Indicator 11	3
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	503
	12.2 Of the tenants who answered, how many said that they were:	338
12.2.1	very satisfied	
12.2.2	fairly satisfied	99
12.2.3	neither satisfied nor dissatisfied	16
12.2.4	fairly dissatisfied	28
12.2.5	very dissatisfied	22
12.2.6	Total	503

	Indicator 12	86.88%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

C.9.4.2 - Stock failing SHQS has risen from 3-6. Three properties have failed SHQS due to not being EESSH compliant and due to the absence of a close door entry system. Additionally, two properties have overdue EICRs and no door entry systems, while one property has a late EICR and insufficient smoke detectors.

The latter is the same property, and Housing is supporting Property in taking legal action to gain access.

## Neighbourhood & community

### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	862	15
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	862	15
Number of complaints responded to in full by the landlord in the reporting year	862	14
Time taken in working days to provide a full response	2,586	198

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	93.33%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.00
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.14

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	503
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	210
13.2.2	fairly satisfied	158
13.2.3	neither satisfied nor dissatisfied	58
13.2.4	fairly dissatisfied	36
13.2.5	very dissatisfied	41
13.2.6	Total	503

	Indicator 13	73.16%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	1,001
14.2	The number of tenancy offers that were refused	317

Indicator 14		31.67%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	105
15.2	Of those at 15.1, the number of cases resolved in the last year	95

Indicator 15		90.48%
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Abandoned homes (Indicator C4)		
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C4.1	The number of properties abandoned during the reporting year	25
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## Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	94
22.2.1	22.2 The number of properties recovered: because rent had not been paid	15
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	15.96%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	1.06%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	17.02%

## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

N/A

**Access to housing and support**

**Housing options and access to social housing**

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	7,358
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	573

Indicator 17		7.79%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	228
19.2	The number of approved applications completed between the start and end of the reporting year	158
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	70
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	70
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
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20.1	The cost (£) that was landlord funded;	£132,319
20.2	The cost (£) that was grant funded	£123,627
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£255,946
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	18,901
21.2	The total number of adaptations completed during the reporting year.	204

		Indicator 21	92.65
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	319
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	319
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	319
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	319
23.7	The total number of accepted offers.	271

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	84.95%

Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	516
30.2	The total number of calendar days properties were empty	16,481

Indicator 30		31.94
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	90
16.1.2	applicants who were assessed as statutory homeless by the local authority	301
16.1.3	applicants from your organisation's housing list	0
16.1.4	nominations from local authority	12
16.1.5	other	312
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	83
16.2.2	applicants who were assessed as statutory homeless by the local authority	282
16.2.3	applicants from your organisation's housing list	0
16.2.4	nominations from local authority	9
16.2.5	other	7

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	92.22%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.69%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	75.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	2.24%

## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

N/A

**Getting good value from rents and service charges**

**Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£41,042,913
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£41,143,808

		Indicator 26	99.75%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,834,661
27.2	The total rent due for the reporting year	£41,404,325

Indicator 27		4.43%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	461
28.2	The total value of management fees invoiced to factored owners in the reporting year	£73,137

Indicator 28		£158.65
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)		
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18.1	The total amount of rent due for the reporting year	£41,404,325
18.2	The total amount of rent lost through properties being empty during the reporting year	£260,517

Indicator 18		0.63%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	4.90%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	4,496
C6.2	The value of direct housing cost payments received during the reporting year	£20,120,456

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)	
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C7.1	The total value of former tenant arrears at year end	£538,407
C7.2	The total value of former tenant arrears written off at year end	£236,089

Indicator C7		43.85%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	503
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	151
25.2.2	fairly good value for money	208
25.2.3	neither good nor poor value for money	89
25.2.4	fairly poor value for money	39
25.2.5	very poor value for money	16
25.3	Total	503

Indicator 25	71.37%
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## Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	252
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	27
29.2.2	fairly satisfied	79
29.2.3	neither satisfied nor dissatisfied	74
29.2.4	fairly dissatisfied	37
29.2.5	very dissatisfied	35
29.3	Total	252

Indicator 29	42.06%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

N/A

**Other customers**

**Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)		
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31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

		Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

N/A