



Angus
Housing
Association



Annual Performance Report 2024/25

Chair's Welcome

Welcome to the Association's 2024/25 Charter Report. This shows how the Association did last year, and I am delighted that we have retained our performance at a high level.

The Association has had a number of projects on the go which showed results within the year. This included putting a new contact log process in place to improve communications from customers to staff, a new damp and mould policy to improve our response to these issues and some great work within our communities such as going into schools to work with young people to complete a National Progression Award in Tenancy.

While these projects are happening, the staff are continuing to recover rent and maximise income, reduce rent loss from homes being empty, get repairs done and work on our programmes to replace kitchens, bathrooms and upgrade heating systems – all essential parts of a well-run Housing Association.

Some other highlights - our new build programme delivered 20 new homes at a time when, due to the housing emergency, they are sorely needed. Our current waiting list has over four and a half thousand applicants which gives you an idea of the challenges we face but these new homes have significantly improved the living conditions for many families in our communities, and we hope to deliver another 70 or so in 2025/26.



We repaired and improved our stock, spending over £4.3 million. We know that this is one of the most important priorities for our tenants and the Board has committed to provide at least £3m for improvements for the next 2 years.

This report shows that we are doing well but there is room for improvement. During the last part of 2025 we will be conducting our next Tenant Satisfaction Survey to get up to date figures on how we are doing. We remain dedicated to improving our services and support for our tenants and to delivering safe, high-quality homes and this is an important part of listening to our customers in order to improve. If you get contacted by Knowledge Partnership, our consultants, we would appreciate it if you could take the time to share your thoughts.

Craig Irvine
Chairman

86.8%
of tenants satisfied with
the overall service



Scottish
Average **86.9%**

**PUTTING
CUSTOMERS**



**EMBRACING
INNOVATION &
ADAPTABILITY**



Outcome 1: Equalities HOUSING

THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ They support the right to adequate housing
- ✓ Every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

- We have a comprehensive Equalities Policy



- We have loop technology available



- Our offices are wheelchair accessible



- We are a member of Happy to Translate



- We have an Equalities page for the Associations' Website providing Equalities Information and Data

- Our Equalities web page includes a Diversity Calendar and useful links to Equality and Diversity organisations

- We have now introduced ReachDeck to our Website making it easier to read, understand, and navigate for everyone. It supports tenants with diverse needs, allowing a more inclusive digital experience, improving content clarity & accessibility.



- We use Language Line



- We ensure local minority groups in the area are aware of the Association by providing them with Application Forms and promotional information



- Tenants can request a "Near Me" video appointment with the Association



- The Association was awarded LGBTQ+ Youth Scotland Bronze accreditation



DEMONSTRATING
SOCIAL VALUES



RESPECT



Outcome 2: Communications

THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Clear and effective communication is vital for our success as a social landlord.



At Angus Housing Association, our goal is to offer customers a variety of communication methods. These methods are specifically designed to ensure that customers receive relevant information in a timely, clear and transparent manner.

We recognize that our tenants have diverse needs and lifestyles, which is why we employ a range of digital and non-digital communication methods to engage with them. These methods include **email, phone calls, in-person meetings, our website, text messages, letters, Facebook, and WhatsApp.**

Technology is becoming increasingly vital in how we engage and communicate with our tenants and customers. At Angus Housing Association, we are leveraging

this technology to expand our communication methods, aiming to reach as many tenants as possible. This includes offering one-to-one video consultations with tenants through the Near Me service and utilizing online surveys to gather tenant feedback on various matters.



Happy to Translate is a communication tool we use to engage with tenants and customers who speak little or no English. Additionally, we have access to software that can translate letters, documents, and leaflets into most languages. This was particularly useful during our rent consultation process this year, as it ensured there were no barriers to keeping tenants informed about potential changes and allowed them the opportunity to be involved and have their say.



HAPPY TO TRANSLATE

We recognise that social media is a vital platform in delivering successful communication and engagement. The Association's Facebook page helps us to:

- Enhance the quality of customer service for our tenants.
- Raise awareness of our activities and initiatives.
- Communicate important updates or changes within the Association.
- Help to encourage engagement and communication through reply to options and private message inboxes.
- Reflect positively on the Association and its commitment to openness and transparency when sharing information.



Tenants can access the following information on the Association's website including –

- **About Us** – Board of Management, Organisational Structure and Job Vacancies
- **Find a Home** – How to register for a new home with us, Housing Options, Medical Assessments and Mutual Exchanges
- **Tenants** – How to pay your rent, Money & Benefit advice, Managing your Tenancy and Tenant Participation
- **Repairs & Maintenance** – How to report a repair, information about gas servicing, Out of Hours Service and looking after your home and Alterations & Improvements
- **Development** – Tenants can view information on current & future new build developments this includes information about property types & specifications
- **Complaints & Feedback** – How to Make a Complaint and How to Leave Feedback
- **Corporate** – Annual Accounts & Performance Reports, Board of Management & Sub Committee Minutes, Corporate & Governance Policies, Tenant & Customer Policies and Equality, Diversity & Inclusion
- **News** – AHA News & Updates

The popularity of the Association's Facebook page continues to grow,

with now over

3.5K followers





Contact Log System

The Contact Log system has significantly improved our communication with tenants. It has made our interactions more structured, transparent, and responsive, leading to better engagement with our tenants and customers.

- **Tracking and Monitoring:** The system enables us to maintain a detailed record of the number of calls handled by our staff, which helps in monitoring their performance, particularly in terms of returning calls within the specified timeframes.
- **Accountability:** By logging each contact, we ensure that staff members are accountable for responding to calls and emails. For instance, if a staff member is unavailable, the Customer Service Advisors (CSAs) log the contact, and the staff member has 2 days to return the call. Similarly, emails must be addressed within 7 days.

- **Improved Response Times:** The system has set clear expectations for response times, which helps in managing tenant expectations and improving overall satisfaction.

When you log a **Stage 1 Complaint**, staff have **5 working days** to address it. For **Stage 2 Complaints**, the timeframe is **20 working days**. For low-level Anti-Social Behaviour and Estate Management Issues, staff have 14 days to handle non-urgent complaints. As always, our Customer Service Team will endeavour to answer any questions you may have in the first instance.

Complaints 2024/25

98.9%

of **Stage 1** complaints responded to on time

92.5%

of **Stage 2** complaints responded to on time



80.1%

of **tenants** feel their landlord is good at keeping them informed about their services and outcomes.

Scottish Average **90%**



You can also communicate with us:



Email: admin@aha.org.uk
www.angusha.org.uk



Outcome 3: Participation

THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants and other customers are offered a range of opportunities that make it easy for them to participate in and influence their landlords' decision at a level they feel comfortable with.

Our Tenant Participation Team have had another busy year, looking at ways to widen participation and opportunities for tenants' views and voices to be heard.

Monthly Bingo & Blether in Arbroath

We continue to hold our monthly Bingo Blether sessions at Russell Square. The sessions take place on Wednesday afternoons from 1:30 PM to 3:30 PM. This change of time follows the successful leasing of our building to Arbroath Connections, another opportunity for our tenants to access support services in the Angus area.

The Bingo Blether group continues to have a strong monthly attendance of approximately 25 people who report benefits from participating, generally associated with enhancing social connections.



"I like little games of bingo I don't like big games, have a chat & I like the people"

"We get to mix with people, it's really good fun, we have a good laugh"

"I like the bingo and that's why I keep coming back" "We love it!" "We have a great afternoon at Bingo and Blether and really enjoy coming along and meeting everyone. It is greatly appreciated."



"I really enjoyed the session, it was informal and relaxed"

"The guest speaker was very informative".



Tenant Scrutiny Group Engagement Report

The Association has initiated a collaborative approach to performance evaluation and service improvement. This is centred around tenant scrutiny groups, which provide valuable feedback and recommendations. This ensures our services are shaped by those who use them, helping us deliver better value for money and continuously improve.

Tenant involvement is essential to understanding our effectiveness and driving meaningful change and is at the heart of the Tenant Participation Team.

Scrutiny work and widening Tenant Involvement

One of our Tenant Engagement Assistants supports the facilitation of these groups that run in both Angus and Dundee. This is where tenants meet to discuss thematic topics such as:

- **What is your rent spent on**
- **Void Properties**
- **Repairs**

These topics were supported by staff from our Finance Department who, having provided information to tenants prior to the meeting, explained the process and answered any questions from the groups. Tenants found the opportunity to meet Senior members of staff helpful and a very worthwhile opportunity.

Through discussions and consultations with the group about the Association's performance, feedback was positive. The group highlighted, that within the current financial constraints such as reductions and cuts to budgets and subsidies from the Scottish Government, the Association is still performing to a very high standard.

You can read the feedback from these sessions on the **Tenant Participation** section of our website '**Get Involved – Angus Housing Association Ltd**' also a '**You Said, We Did**' guide.

TP On Tour

The Tenant Participation Department attended several events as 'TP on Tour' to promote membership and the Housing Perks app. This was also an opportunity to engage with tenants in areas where the Association does not have a base for tenants to drop into.

Volunteering

Angus Housing Association continues to offer meaningful volunteering opportunities across a range of community initiatives including Bingo Blether, community gardening, scrutiny activities, and gardening events. We are extremely grateful for the dedication and contributions of our volunteers. Their involvement enhances the quality of our services.



Key Developments

- **Scrutiny Group Launch:** The first meetings were held in September 2024 across Dundee and Angus, marking a significant step in our commitment to tenant engagement.
- **Tenant Participation:** A total of 11 tenants took part in these initial sessions, contributing insights aimed at refining our services.
- **Growing Interest:** Due to development of scrutiny & promotion of the 'Register of Interested Tenants' this has led to 17 additional individuals expressing interest in joining future scrutiny activities.

- **49 tenants from Angus Housing and Arbroath Connections attended**
- **A great chance for tenants to meet, chat, and enjoy each other's company**
- **This was made possible thanks to the generous funding from Aberbrothock Skea Trust**

It was a joyful day filled with connection, entertainment, and community spirit!

Annual Gardening Competition

Angus Housing Association Annual Garden Competition winner's ceremony took place in August 2024, Brian Lorimer from Dundee and David Gollege from Angus were presented with their prizes. *Thank you to everyone!*



End-of-Summer Celebration: Bingo Blether Group

To wrap up the summer in style, the Bingo Blether Group enjoyed a fantastic afternoon at The George Hotel in Montrose on 24th September. The event featured high tea, music, and dancing—*bringing lots of smiles and laughter!*



Alexander Community Development Partnership



In September 2024, Angus Housing Association partnered with Alexander Community Development (ACD) to support Dundee tenants with employability and training opportunities.

Activities:

- **Weekly Drop-In Sessions:** Held every Wednesday from 2:30pm to 4:30pm at the Dundee office, featuring ACD's Transition to Work programme.

- **Tenant Outreach: Over 600 tenants were contacted via letter, with additional engagement through targeted door-knocking.**

- **On-Site Support: Angus Housing staff were available during sessions to assist with tenant queries and provide guidance.**

This initiative enhanced access to employment support and training, encouraging tenant participation and strengthening community engagement.

Newsletter Publication

The Association produces a tenant newsletter twice a year which is designed to keep tenants informed on latest news, key updates and developments. This includes news from across all departments, such as rent consultation and any relevant information aimed at supporting tenant engagement.

In addition to a paper-based copy of the newsletter, AHA has introduced an E-Newsletter focussing on Tenant Participation and to promote opportunities for involvement in wider community activities, events and in scrutiny work.



Rent Consultation 2024/25

The Tenant Participation Team organised, promoted and attended 8 rent consultation events which were held in Dundee, Forfar, Carnoustie, Brechin and Arbroath to engage with tenants about Rent Setting for 2024/25. The events were promoted through the Association's social media, website and were shared through various community networks. Representatives from the Tenant Participation Team and the Financial Inclusion Team attended all the events providing information, advice and where applicable tenants were signposted to various agencies.

Due to the additional resource the Tenant Participation team were able to widen participation and undertook door knocking sessions in Auchmithie, Monifieth, Carnoustie, Arbroath and Inverkeillor gaining feedback from tenants on the proposed rent setting for 2024/25. It was important to undertake the door knocking in these areas as the Association had received a low postal response.

Angus Housing Association's decision-making processes

73.8%

of tenants feel they have opportunities to participate

Scottish Average | 86.3%

80.1%

of tenants feel their landlord is good at keeping them informed about their services and decisions.

Scottish Average | 90.0%

Online surveys were used as part of our rent consultation process, where we received 306 responses.

This was a significant

56%

increase from last year's response rate of 172.

If you are interested in coming along to any of our events or finding out more, please email our Tenant Participation Team at TP@aha.org.uk or phone 0345 1772244.

You can also follow us on Facebook.

Outcome 4: Quality of Housing



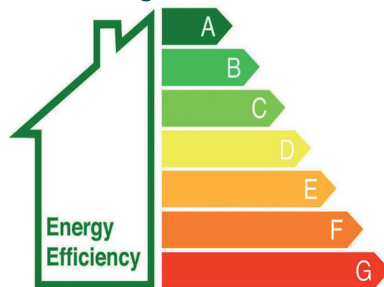
THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

Energy Performance Certificate (EPC)

We renewed 133 EPCs during the year which included updated assessment on voids or where properties had outdated assessments i.e. the certificates were older than 10 years or previously assessed using outdated assessment methodology. The Energy Efficiency information gathered through EPCs, along with the stock condition surveys, allow us to prioritise future improvement programmes.



A particularly successful Energy efficiency focused programme of works has been the installation of Solar PV to 16 properties. Fully funded by the ECO4 funding stream, these works raised the properties energy ratings from Cs and Ds to As and Bs which not only helps meet Net Zero targets but should help reduce electricity bills.

Damp and Mould

We have created a new damp and mould policy as well as an advice leaflet on how to prevent damp and mould. We have also started recording all reported cases of damp and mould, which will allow us to deal with matters more efficiently. We have had 156 reported cases, which have resulted in either monitors being installed, minor works carried out or advice given.

Annual Stock Condition Surveys

To allow us to plan for future improvement programmes and assess our compliance for SHQS, we carried out a total of 410 stock condition surveys. This was split approx. 50/50 through surveys carried out by an external assessor and surveys carried out either on voids or on properties included in Improvement programmes by our own Officers.

Tenant Safety

Our properties remain compliant with electrical safety checks, we are now

100%

compliant with fire detection legislation and remain

100%

compliant with gas safety legislation

In our TSS it was reported that

84.5%

of tenants are happy with the Overall quality of homes



Scottish Housing Quality Standard (SHQS)

89.2%

of homes meeting the Scottish Housing Quality Standard

Scottish Average

87.2%



100%

all NEW properties achieved either an A or B Energy Performance Rating

New Developments

In 2024/25, we continued a busy programme of new build developments :



Dubton Farm Ph1, Brechin – Works were completed on site with all 14 properties successfully handed over during the year



Dubton Farm Ph 2, Brechin – Following completion of the 14 properties in Phase 1, a smaller development of 9 properties was started in Oct 24. These are due for full completion towards the end of 2025.



St Vincents, Dundee – Work started as planned and progressed on site quickly with the first handovers due at the beginning of April 25.



Crudie Farm, Arbroath – Work continued on site with partial handover being achieved during the year



Whitfield Dr Ph1, Dundee – Construction started on a development of 18 homes on Whitfield Drive in Jan 2024. The development is all for social rent and includes 1 and 2 bed flats, 3 bed 2 storey houses and a wheelchair bungalow.

Duriehill, Edzell – Work commenced at Edzell in the Summer and will deliver 10 Social Rented homes and 4 shared Equity homes alongside a larger private development of homes. All homes are planned for handover late 2025.



Outcome 5: Repairs, Maintenance and Improvements

THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

95.2%

of tenants were satisfied with their last repair

Scottish Average | **86.8%**

100%

of properties that require Gas Safety Check had a Gas Safety Check & record completed by the Anniversary Date.

**During
2024 – 25
we spent...**



£860,961

carrying out day to day repairs

£67,349

on shower and wet wall installs on empty houses ready for relet

£329,992

on repairing empty houses ready for relet

£345,699

on Maintenance Paintwork

The Association has entered a new partnership with contractor Sureserve Compliance North Limited for the maintenance and servicing of all our gas appliances.

The contract is for 3 years with the potential for a further 2 years dependant on the contractors' performance.



As part of the community benefit clause in the contract, Sureserve Compliance North Limited have made a commitment to provide a Gas Engineer apprenticeship for every year the contract runs.

APPRENTICESHIP





2.1

Average number of hours taken to complete emergency repairs

Scottish Average **3.9**



4.2

Average number of days to complete non-emergency repairs

Scottish Average **9.1**



94.1%

of reactive repairs carried out in the last year completed right first time

Scottish Average **88.0%**



95.2%

% of tenants who had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service

Scottish Average **86.8%**

Tenant Safety

100%



of our properties now meet the new Fire Detection Legislation brought in by the Scottish Government in February 2022.

99%

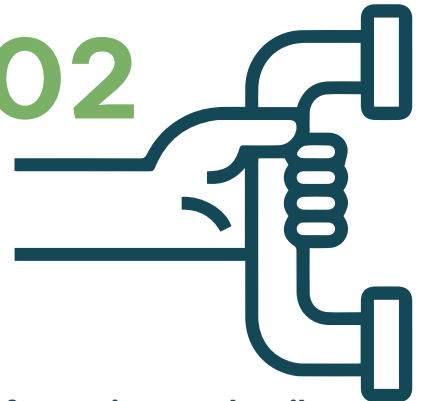


of our properties have had an Electrical safety check (EICR) carried out within the last 5 years.

Disabled Adaptations

During 2024-25 we spent

£107,502



carrying out

77 adaptations

to our properties ranging from minor grab rail installs to full level access shower tray installs.

Tenant's Compliments received following Stage 3 Adaptations - Bathroom/WC upgrade & Overbath Shower

"Thank you so much for the bathroom works, so happy with the work carried out."

"Thank you for your help with the bathroom, the guys did a fab job and life is so much easier now I can have a shower"

Improvement Programme

The Association carried out a



£3.2m

extensive improvement programme to a number of properties



Within that programme we carried out;

- 75 Gas Boiler replacements
- 19 Bathroom upgrades
- 144 Kitchen upgrades with associated kitchen rewiring where required
- 138 Consumer Unit upgrades
- Window and Door replacements to 60 properties

“Lynne has done an excellent job with the replacement kitchens, thank you so much the kitchens are great”



“I am overjoyed with my new kitchen and utility room. The entire experience, from design to completion, was beyond my expectations. The installation team worked closely with me and each other, making sure every detail was perfect. I now have two beautiful, functional spaces that feel modern and welcoming.

The layout is incredibly efficient with a thoughtful flow. The materials and finishes are top-notch, reflecting a blend of quality and style that I know will last for years. I especially love the cabinetry - every drawer and cabinet feel like it was custom-made for my needs, and I love the soft door and drawer closing.

Beyond aesthetics, the lighting and storage solutions have made a world of difference in the kitchen and utility rooms overall. I'm genuinely impressed with how every part of this kitchen was designed with purpose, maximising space without compromising on style.

I couldn't be happier with my new kitchen and utility room.”

Outcome 6: Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

THE CHARTER SAYS...
Social landlords perform all aspects of their housing services so that:
✓ Tenants and other customers live in well-maintained neighbourhoods where they feel safe.



The Association works closely with other agencies to ensure, as far as reasonably possible, that tenants and other customers live in well-maintained neighbourhoods where they feel safe. This collaborative approach is crucial for several reasons:

- ✓ Enhanced Safety
- ✓ Improved Maintenance
- ✓ Community Engagement

In summary, our commitment to working in partnership with other agencies is fundamental to ensuring that our housing estates are safe, well-maintained, and vibrant places to live. These collaborations enhance our ability to provide high-quality services and create a positive living environment for all our tenants.

Estate Management

We are committed to ensuring the estates and neighbourhoods you live in are maintained to a high standard. Throughout the year the Association received 270 Estate Management complaints, the majority of which related to bins and rubbish.

Complaints 2024 -25

Bins & Rubbish	86
CCTV	3
Condition of Communal Area	53
Dog Fouling	39
Garden and Boundaries	10
Parking and Vehicles.....	31
Pet Nuisance	23
Private Gardens.....	29
Vandalism	1

We took the following action:

44 Number of Notices of Proceedings	2 Number of court actions resulting in eviction because rent had not been paid
5 Number of Decrees Awarded	0 Number of court actions resulting in evictions for other reasons

The Association continues to work with various support agencies throughout Dundee and Angus to ensure tenants are provided with guidance and assistance to maintain their tenancies.

Estate Walkabout Results 2024

Throughout the summer the Association completed 32 Estate Walkabouts across the Associations' housing stock in Angus and Dundee. Tenants were invited to join staff on the walkabouts which were advertised on the Association's website and Facebook page.

We are happy to report that our performance in this area remains better than the Scottish Average



Area	Staff	Residents	Garden letters Issued	Gardens Nominated	Repairs Noted	Areas of Concern	Possible Environmental Improvements	Any other Issues
Arbroath	6	9	6	7	2	2	3	1
Brechin	3	1	0	4	0	0	0	2
Montrose	4	3	21	7	5	5	5	3
Forfar	5	2	2	5	1	3	1	2
Kirriemuir	3	0	0	0	1	1	0	0
Monifieth	2	0	0	0	0	0	0	0
Carnoustie	2	0	7	0	4	4	2	1
Barnhill	2	1	0	0	0	1	1	2
Midcraigie	2	0	15	11	1	12	5	6
Whitfield	5	7	19	8	1	4	3	5
	34	23	70	42	15	32	20	22

Estate Walkabouts were carried out in Arbroath, Brechin, Montrose, Forfar, Kirriemuir, Monifieth, Carnoustie, Barnhill, Mid Craigie & Whitfield.

Neighbourhood Problems & Anti-Social Behaviour

During 1 April 2024 – 31 March 2025 the Association received 192 reports of incidents of Anti-Social Behaviour, 51.7% of neighbour complaints received related to nuisance and disturbances, with the majority being resolved at an early stage.

During the year the Association:

- 8** Number of Notice of Proceedings were served for Anti-Social Behaviour
- 0** Number of Anti-Social Behaviour Orders (ASBO) served
- 0** Evictions for Anti Social Behaviour



81.8%

of tenants satisfied with the management of the neighbourhood in which they live.

96.4%

of anti-social behaviour cases resolved within the reporting period

National Average | **93.4%**



Estate Management Budget

The Association has an annual Estate Management Budget of £20,000. This equates to each Housing & Maintenance Officers having approximately £4,000 per year to provide environmental improvements to their area. This may be in response to complaints or to address issues highlighted during estate walkabouts. The Association spent 36% (£7,200) of the Estate Management budget on projects identified during Estate Walkabouts. These projects include cleaning communal areas, painting parking bay markers, relaying slabs and reconfiguring bin stores to accommodate extra bins.

It is important the Association allocates a portion of this budget specifically to address issues identified by residents during estate walkabouts. This proactive approach ensures that potential problems are resolved promptly, enhancing the overall living environment for residents.

Open Space Maintenance - Asset Management

Looking after neighbourhoods is important and in **2024-25**, we spent **£202,394** on maintaining the quality of our communal areas in our estates.

The work covers the following: -

- An initial visit each April to bring the estates up to maintainable standard after the winter months
- Litter collection every two weeks
- Weed and moss control
- Grass cutting at least sixteen visits per year to each estate.
- Cutting and trimming rough grass areas
- Maintenance of all shrub beds – six visits

Outcome 7, 8 & 9 : Housing Options

THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
- ✓ Tenants and people on housing lists can review their housing options.

Social landlords have a role to prevent homelessness and should ensure that:

- ✓ People at risk of losing their homes get advice and information on preventing homelessness.



Our Commitment is

We are committed to ensuring tenants and applicants are given the appropriate housing options information. That's why:

- Our website provides information and advice about finding a home along with information and links to the local authority and other social housing landlords.
- We have a housing options leaflet which provides information on local housing providers.
- During office hours there is always a member of staff available to answer any housing options queries.
- Frontline staff have completed either a CIH level 3 or 4 in Housing.

New Tenancies

125

This is slightly less than the 129 tenancies which commenced in 2023/24. The breakdown of lets was as follows:

12

Number of Existing Tenants including Management Transfers

62

The number of lets to applicants on the Associations' housing list

43

The number of applicants who have been assessed as Homeless by the Local Authority

8

The number of nominations from Local Authorities

New Tenancies started in 2024/25 this includes 20 new build properties.



2024/25 we also had
Mutual Exchange

20



Type of Housing

Of the 125 properties that were let last year

General Needs	63
Supported	62

Outcome 10: Access to Social Housing



THE CHARTER SAYS...

Social landlords ensure that:

- ✓ People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

Like many other Housing Associations and Local Authorities, our homes are available through Choice Based Lettings (CBL) scheme commonly known as CBL. We are a partner organisation in These Homes, an online CBL platform that allows applicants to make choices about where they want to live and which home is most suitable for them.

As of 31/03/25, the Association had 4732 Active applications registered on These Homes, with 314 new applications accepted within March 2025.

Other ways to obtain an Angus Tenancy:

House Exchange – for tenants who want to find a ‘home swap’

Transfer – this is when a current tenant applies to us for another tenancy.

Local Authority Nomination.

Homeless referral from the Local Authority – This is known as a Section 5 referral.

Referral agreements with third sector agencies such as Cornerstone and Scottish Refugee Council.

CBL works through a band and bidding system. When a home becomes available, applicants and existing tenants can place a bid on a suitable home. Our available properties are advertised on These Homes every Tuesday and Thursday.

To assist applicants and existing tenants we have introduced the following measures:

- You can apply to These Homes through our website
- A dedicated CBL email address
- Helpful guide on how to apply for a home
- We offer office and telephone appointments to help applicants complete their online applications
- We have an assisted bidding process for those who are unable to bid

Outcome 11:

Tenancy Sustainment



THE CHARTER SAYS...

Social landlords ensure that:

- ✓ Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

In 2024/25, the **Financial Inclusion & Energy Advice Team** continued to provide vital support to tenants facing financial hardship.

Our dedicated Financial Inclusion & Energy Advice Team offers tailored money advice and practical support to all tenants. This vital service plays a key role in sustaining tenancies by helping households maximise their income, tackle debt, and access essential items that make a house feel like home. Whether it's navigating complex benefit systems,

managing energy costs, or securing basic furnishings, our team is committed to ensuring tenants feel stable and supported in their homes.

Our 3 Financial Inclusion Officers provide help in the following areas -

- Advice on benefit entitlement and assistance to make claims.
- Advice and support when settling into a new property.
- Help with charitable grant applications to write-off/reduce household debts.

- Help to address debts.
- Challenging decisions from the DWP, Scottish Social Security and local government.
- Provide advice and guidance with general money management.

Our Energy Advisor also provides advice in the following areas -

- Help with billing & meter issues
- Reducing Energy Costs
- Heating demonstration
- Energy Efficiency advice
- Emergency fuel support
- Advice on Energy Tariffs.

In 2024/25, our Financial Inclusion & Energy Advice Teams provided advice and support to 572 tenants.

The Financial Inclusion Officers helped to secure £374,969 in unclaimed benefits and grants.

The Energy Advisor also helped to secure £23,240.24 in financial gains for tenants.

A total of £19,226 in fuel vouchers was distributed to 57 tenants struggling with energy costs.

This vital support not only improved financial wellbeing for individual households but also contributed to increased tenancy sustainment.



OUR FINANCIAL INCLUSION & ENERGY ADVICE TEAM ARE PROUD TO ANNOUNCE THAT DURING 2024/25, THEY HELPED TENANTS SECURE A TOTAL OF £388,837 IN FINANCIAL SUPPORT. THIS SUPPORT INCLUDES UNCLAIMED BENEFITS, GRANTS, DEBT WRITE-OFFS, AND ENERGY VOUCHERS.



**TENANT
FINANCIAL
GAINS** 



Quotes received from tenants about the Financial Inclusion Team Service:

"I received outstanding assistance and advice from Julie at the housing association. Julie and other members have truly assisted me with my debt and other issues. And I cannot thank them enough for all the support. I feel more financially/mentally stable now and confident in managing my money better to no longer have these issues which I had."

"I cannot express how supportive and helpful my referral to this service was. I could not have achieved what I did, on my own. Big thanks to Justin!"

Hardship Fund

17 households benefited from the Associations Hardship Fund, with a total value of **£3569.35**.

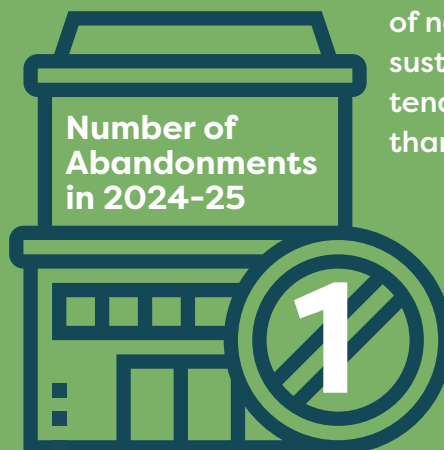
The Hardship Fund is designed to support tenants' facing financial crises or emergencies. It provides grants of up to £250 - to help cover the cost of essential household items, such as:

- Beds
- Washing machines
- Cookers
- Fridge/Freezers

90.7%

of new tenants who sustained their tenancy for more than a year

Number of
Abandonments
in 2024-25



Outcome 13: Value for Money

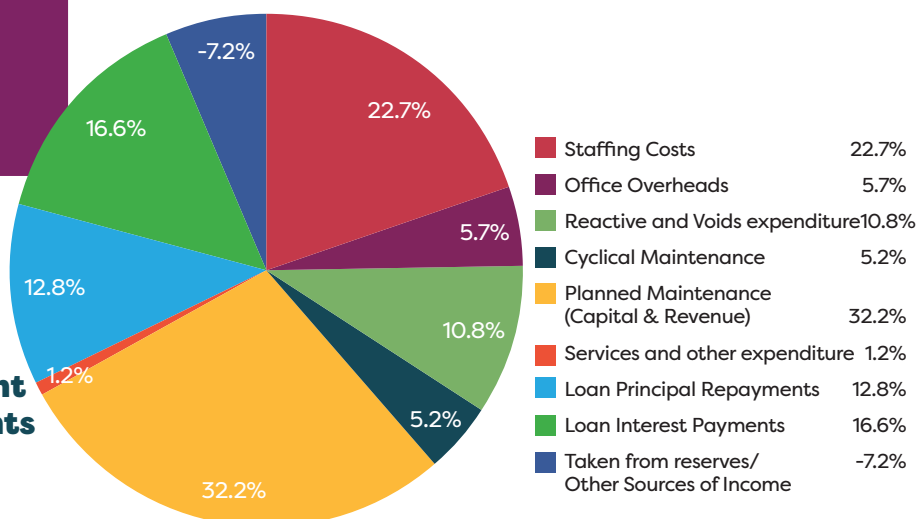
THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants, owners and other customers receive a service that provide continually improving value for the rent and other charges they pay.

Value for money is extremely important to AHA and we constantly try to achieve this by using recognised procurement frameworks and regulated procurement tenders. This must be balanced with affordability for tenants, which is regularly reviewed.

How tenants' rent was spent in 2024-25



76.0%

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

99.9%

The amount of money we collected for current and past rent as a % of the total rent due in the year.

Scottish Average

100.2%

Empty Homes

Empty homes do not generate any rental income, and even a property that has been left in perfect condition needs to have appropriate safety checks done before the property can be re-let.



0.29%

of rent money not collected because homes were empty

Scottish Average **1.3%**



21.2

Average days taken to re-let an empty property

Scottish Average **60.6**

Outcome 14 & 15:

Rents and Service Charges

THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them.
- ✓ Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

Rent Increase
2024/25



5.5%



We have:

23 Bedsits	507 1 Bed	904 2 Bed	600 3 Bed	116 4 Bed
Average weekly rent (AHA)	Average weekly rent (AHA)	Average weekly rent (AHA)	Average weekly rent (AHA)	Average weekly rent (AHA)
£57.39	£88.30	£103.61	£117.44	£127.59
Average weekly rent (Scotland)	Average weekly rent (Scotland)	Average weekly rent (Scotland)	Average weekly rent (Scotland)	Average weekly rent (Scotland)
£87.12	£93.27	£96	£104.51	£115.58

Your Rent

Deciding on the appropriate level of rent increase for each year is a challenging task for the Board of Management. The Board aims to maintain and enhance the level of service provided to tenants while also being mindful of the financial challenges they face. These challenges affect AHA as a business as well, and the Board has the responsibility to ensure the organisation can continue to operate effectively, providing and maintaining high-quality homes for our tenants.

In December, the Board of Management met to discuss the rent increase options that staff would present to tenants. During this meeting, the Board considered several key factors impacting the Association's costs, including inflation, the cost of living, and overall affordability. Taking these factors into account, the Board decided to consult on two potential rent increase options for the 2025-26 period: 5.5% and 6%.

Rent Harmonisation

We are currently undertaking an exercise in rent harmonisation to make sure that the rents we charge are fair, based on clear criteria, and remain affordable for tenants. Further details and consultation with tenants as part of this process will be forthcoming during 2025-26.

Current and Former Tenant Rent Arrears

The amount of rent due for the 2024/25 report year also known as the Gross Rental Charge (GRC) was **£11,633,183**.

The total amount of current and former tenant arrears for the year was **£286,352** which is **2.45%** of Gross Rental Charge. The current tenant arrears alone were **1.44%** (£168,908) of the Gross Rental Charge.