



LANDLORD REPORT —> 2023-24

Providing brilliant places
to call home

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WELCOME



Hello and welcome!

I'm pleased to be able to share our performance against the Scottish Social Housing Charter from 1 April 2023 to 31 March 2024.

The Charter sets out standards that our tenants can expect from us, and the Scottish Housing Regulator monitors how well we're meeting them. Our results for 2023/24 are included within this report, and I'm pleased to share that we are meeting or exceeding our targets in most areas.

We have taken big strides in tenant participation which included creating and publishing our new engagement strategy. This involved input from tenants, staff and Board Members and we look forward to further developing this next year. Compared to last year, tenant satisfaction with opportunities to participate in our decision-making processes has increased from 65% to 78%. There is room to improve however as tenants of other Scottish housing associations have reported higher satisfaction in this area. We'd appreciate any feedback on ways we can do better.

I'm also pleased to report that we're heading in the right direction with our overall service and now perform better than the Scottish average. I'm confident that our digital transformation efforts will improve services further for all our tenants.

Thank you so much for taking the time to read about our efforts this past year. If there is anything else you would like to know about how we're doing, please email hello@harbour.scot or call us on **0131 554 0403**.

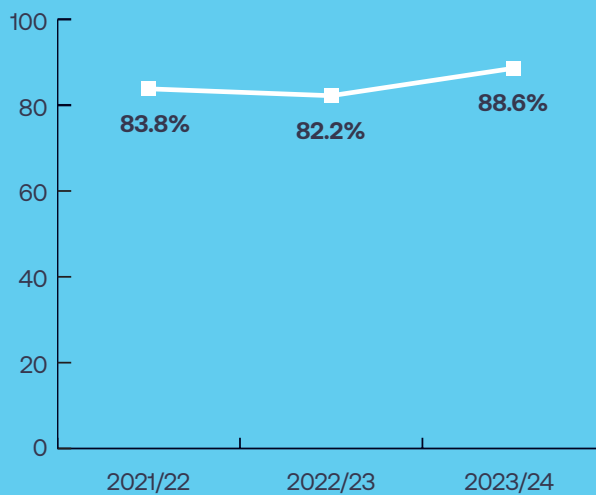
A handwritten signature in black ink that reads "Heather Kiteley".

Heather Kiteley

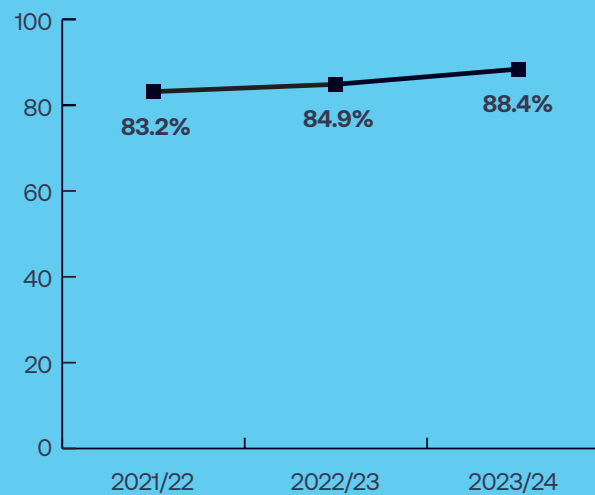
Harbour Chief Executive

PERFORMANCE COMPARED TO PREVIOUS YEARS

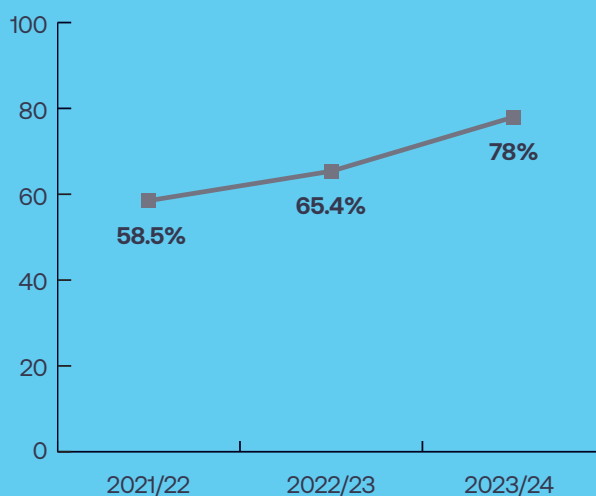
Tenants satisfied with overall service (%)



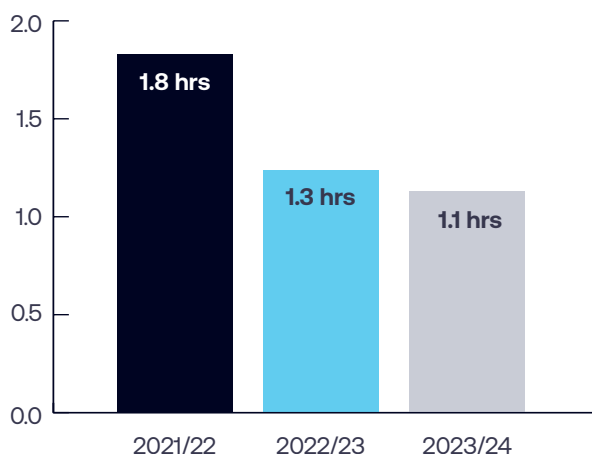
Tenants who feel we are good at keeping them informed (%)



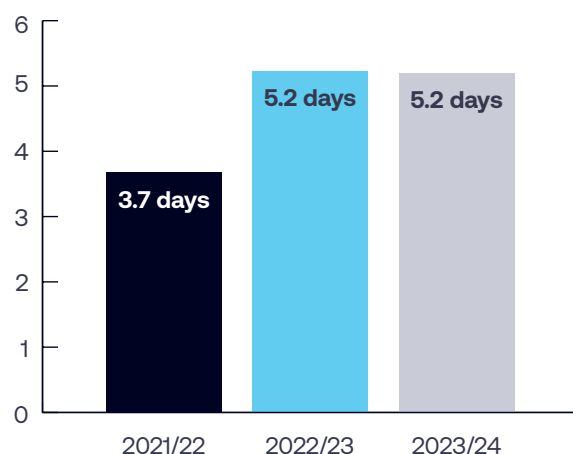
Tenants satisfied with the opportunities to participate in our decision making processes (%)



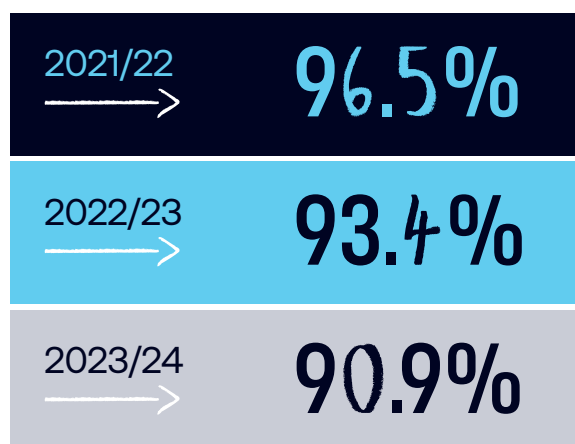
Average length of time taken to complete emergency repairs (hours)



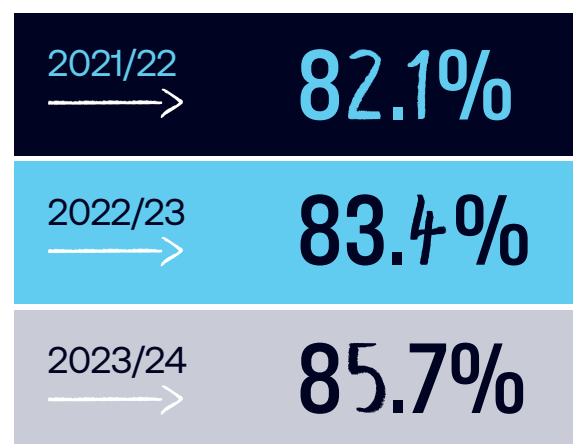
Average length of time taken to complete non-emergency repairs (days)



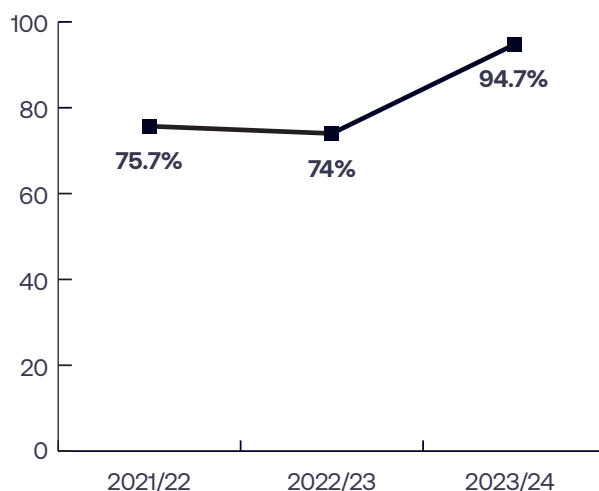
Reactive repairs carried out in the last year completed first time (%)



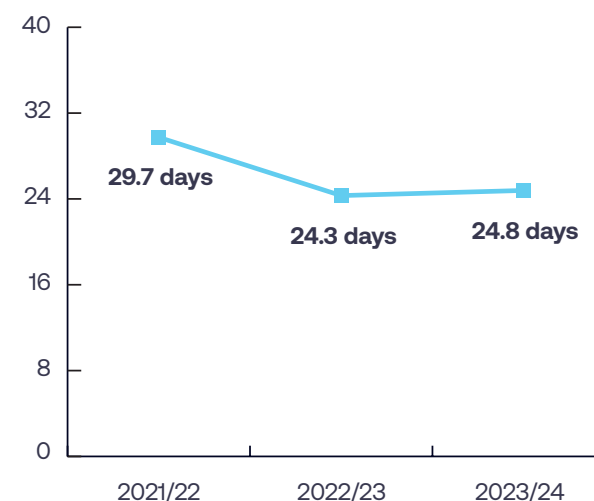
Tenants who have had repairs carried out in the last 12 months who are satisfied with the service (%)



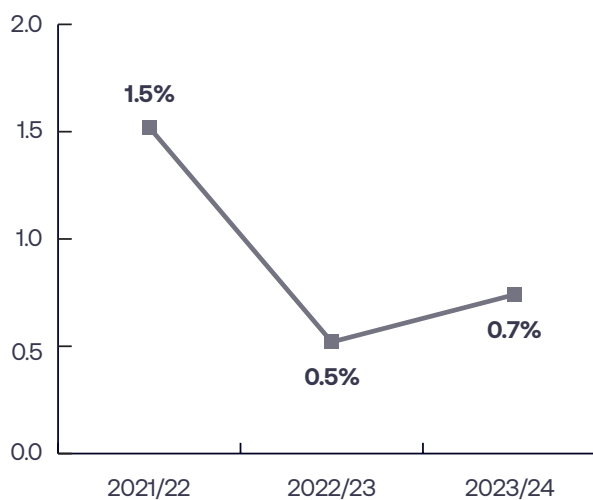
Number of antisocial behaviour cases reported in the last year which were resolved (%)



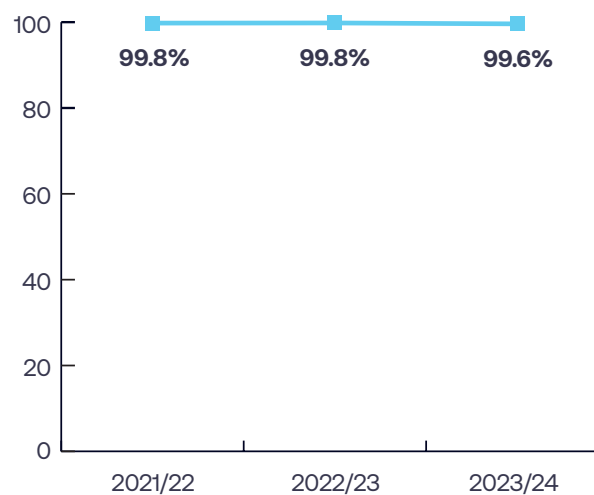
Average length of time to relet properties in the last year (days)



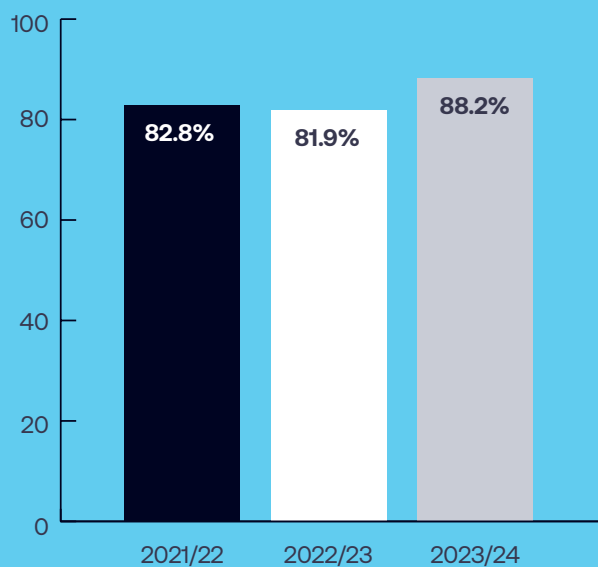
Rent loss through properties being empty in the last year (%)



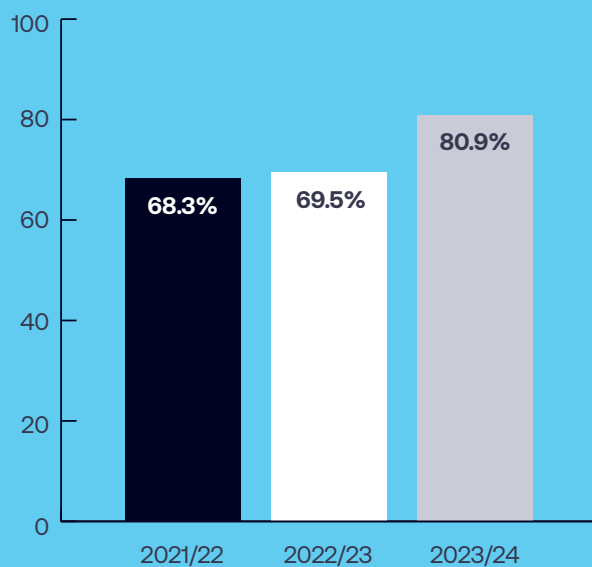
Rent collected from tenants as a % of total rent due in the reporting year (%)



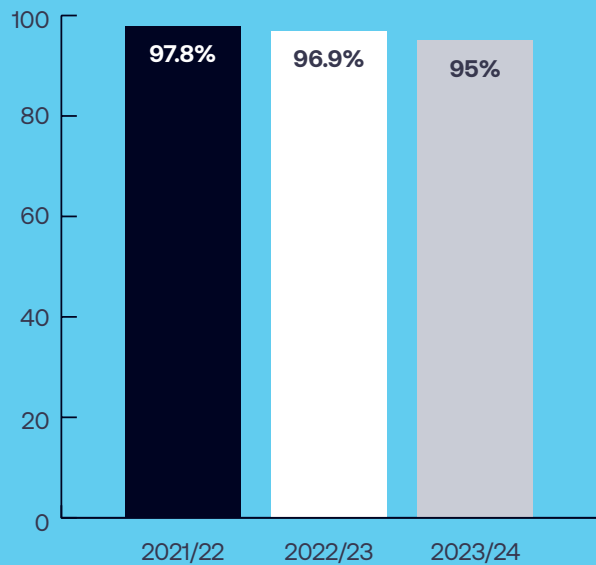
Tenants satisfied with the quality of their home (%)



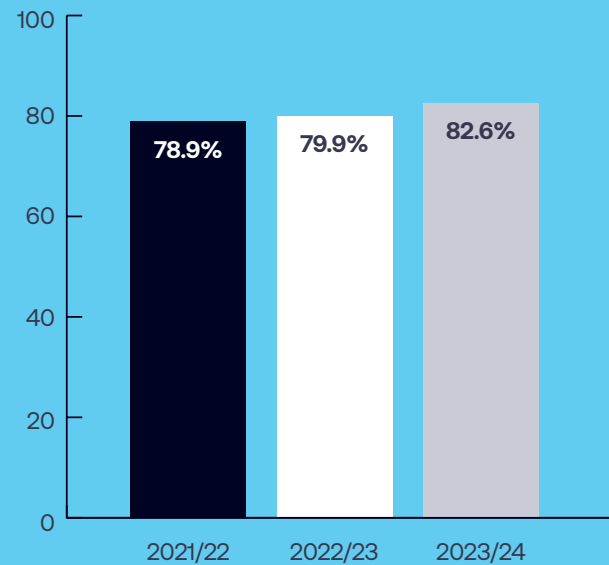
Tenants satisfied with contribution to the management of the neighbourhood (%)



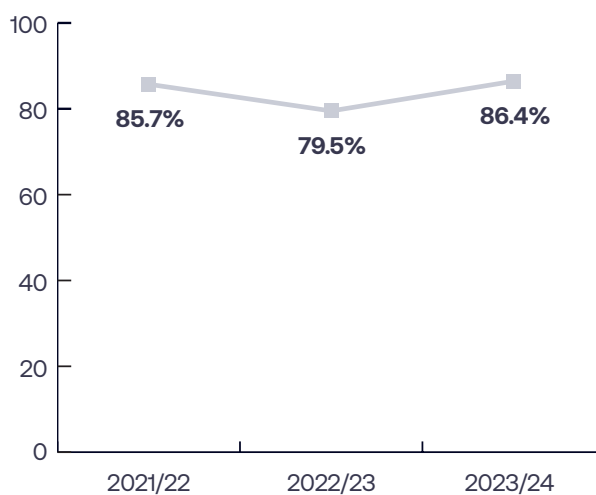
New tenancies sustained for more than one year (%)



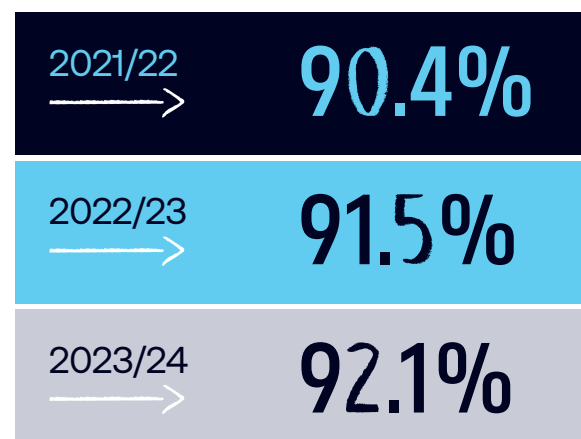
Tenants who feel that the rent for their property represents good value for money (%)



Homes meeting the Scottish Social Housing Quality Standard (the Scottish Government's main way of measuring housing quality in Scotland) (%)



Homes meeting the 2020 EESSH (Energy Efficiency Standard for Social Housing) (%)



HOW DO WE COMPARE WITH OTHER LANDLORDS?

KEY

SCOTTISH AVERAGE
FOR 2023/24

OUR PERFORMANCE
FOR 2023/24



Performance below that of other landlords and needs to improve (more than 5% lower)



Falling slightly short of other social landlords' performance (less than 5% lower)



Performing as well as, or better than, other social landlords

Tenants satisfied with overall service (%)



87.7%

88.6%

Tenants who feel we are good at keeping them informed (%)



92.1%

88.4%

Tenants satisfied with the opportunities to participate in our decision making processes (%)



89.1%

78%

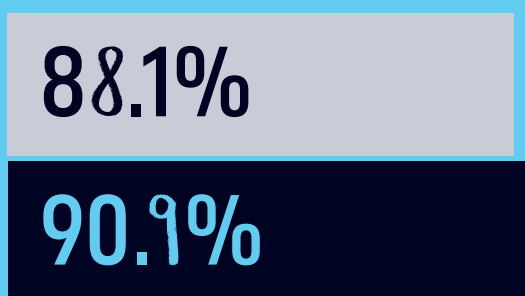
Average length of time taken to complete emergency repairs (hours)



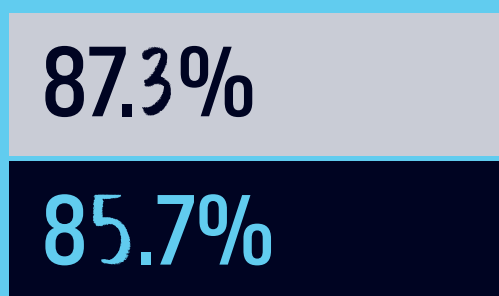
Average length of time taken to complete non-emergency repairs (days)



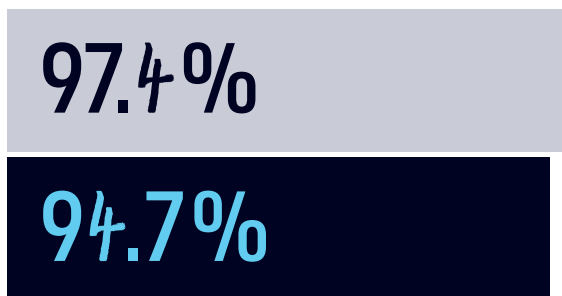
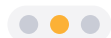
Reactive repairs carried out in the last year completed first time (%)



Tenants who have had repairs carried out in the last 12 months who are satisfied with the service (%)



Number of antisocial behaviour cases reported in the last year which were resolved (%)



Average length of time to relet properties in the last year (days)



KEY

SCOTTISH AVERAGE
FOR 2023/24

OUR PERFORMANCE
FOR 2023/24



Performance below that of other landlords
and needs to improve (more than 5% lower)



Falling slightly short of other social landlords'
performance (less than 5% lower)



Performing as well as, or better than, other
social landlords

Rent loss through properties
being empty in the last
year (%)



1.1%

0.7%

Rent collected from tenants
as a % of total rent due in the
reporting year (%)



99.6%

99.6%

Tenants satisfied with the
quality of their home (%)



85.1%

88.2%

Tenants satisfied with
contribution to the management
of the neighbourhood (%)



85.7%

80.9%



New tenancies sustained for more than one year (%)



91.4%

95%

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



81.9%

82.6%

Homes meeting the Scottish Social Housing Quality Standard (the Scottish Government's main way of measuring housing quality in Scotland) (%)*



91.4%

86.4%

Homes meeting the 2020 EESSH (Energy Efficiency Standard for Social Housing) (%)



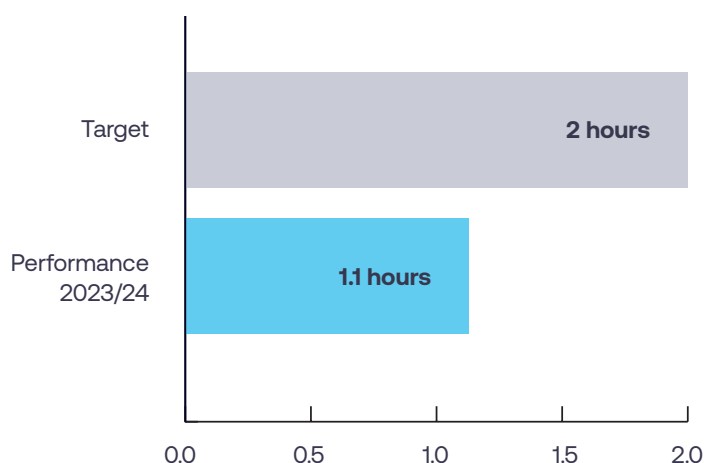
N/A

92.1%

* Harbour Homes has achieved full compliance with the Scottish Housing Quality Standard for all our social rented properties where we have been able to gain access and where we have full control of common areas.

PERFORMANCE AGAINST OUR TARGETS

Average length of time taken to complete emergency repairs (hours)



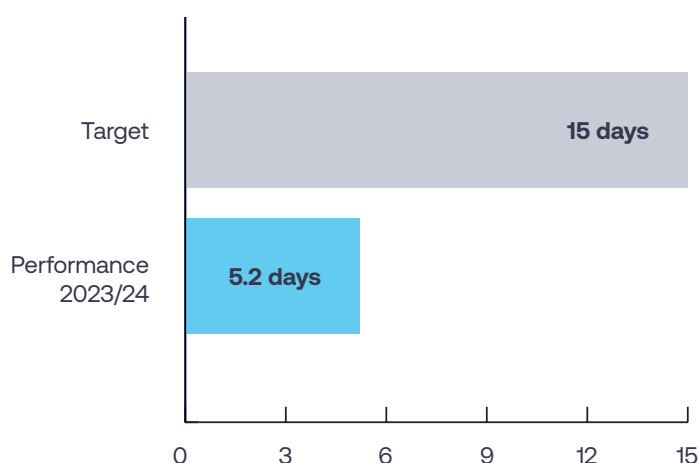
How did we do?



Reasons for exceeding target?

The close working relationship with our contractor enables us to respond quickly to emergency repair requests with the average time better than the target.

Average length of time taken to complete non-emergency repairs (days)



How did we do?

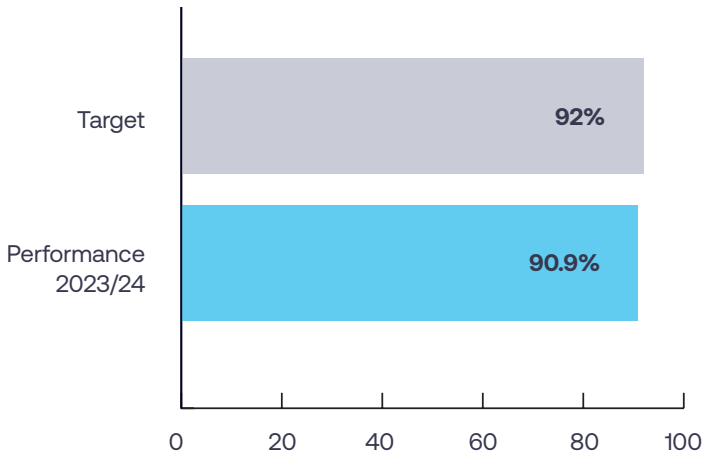


Reasons for exceeding target?

The average time for completing non-emergency repairs remains similar to last year and better than target. Working closely with our maintenance team and in-house contractor allows us to react quickly to customers' repair requests.



Reactive repairs carried out in the last year completed right first time (%)



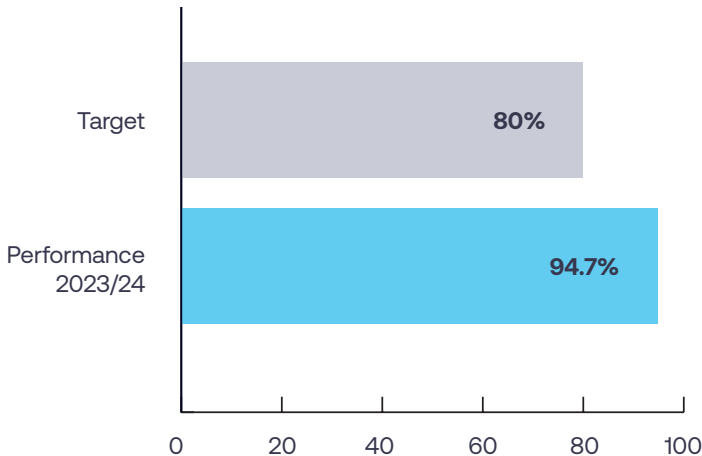
How did we do?



Reasons for missing target?

Our performance in the number of repairs carried out right first time has reduced and is below target. The introduction of our new repairs scheduling system should enable us to better manage our repairs and allow us to improve going forward.

Number of antisocial behaviour cases reported in the last year which were resolved (%)



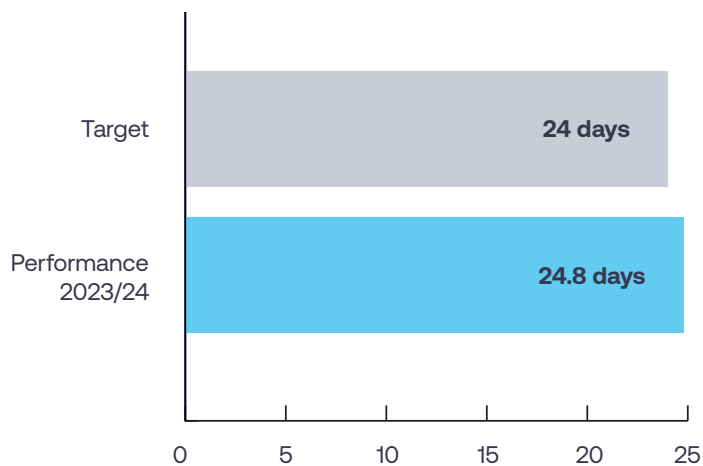
How did we do?



Reasons for exceeding target?

The increased focus on resolving antisocial behavior complaints has led to an improved performance exceeding our target for 2023/24.

Average length of time to relet properties in the last year (days)



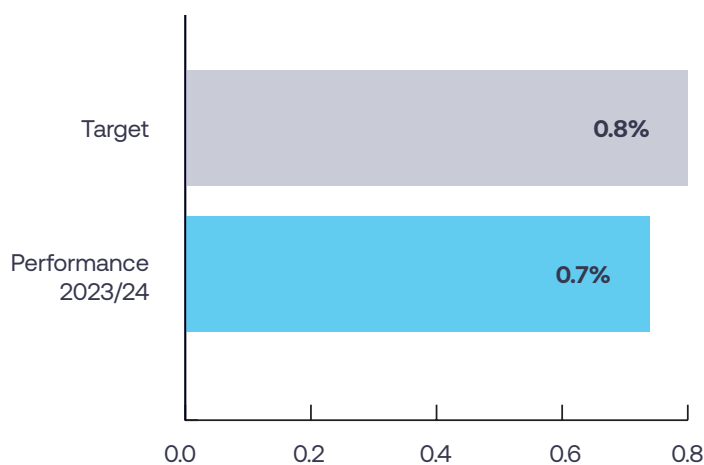
How did we do?



Reasons for missing target?

Our performance is above our target for the time we have taken to relet our properties. The increased number of new build properties handed over and continued challenge to secure labour to carry out work has contributed to us missing our target.

Rent lost through properties being empty in the last year (%)



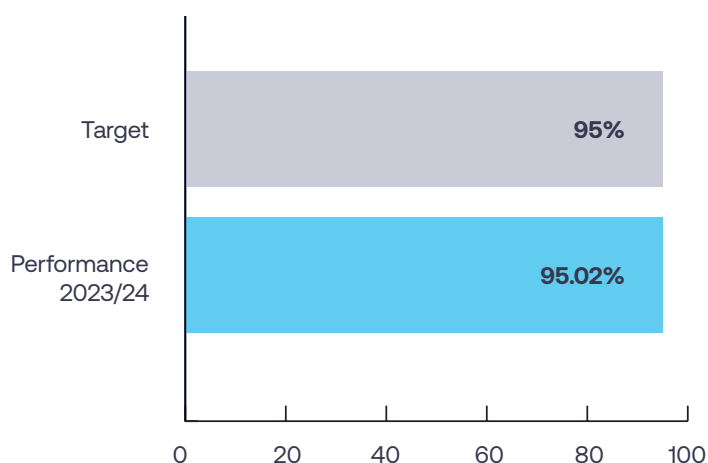
How did we do?



Reasons for exceeding target?

The percentage of rent lost through properties being empty increased last year but was still below our target. This increase was due to a higher number of properties being made available for let in 2023/24 and an increased average letting time per property.

New tenancies sustained for more than one year (%)



How did we do?



Reasons for exceeding target?

The continued collaboration between our Housing and Tenant Advice Teams has again allowed us to exceed our target for sustaining new tenancies for more than one year.



Further information

You can check how our performance compares with other social landlords by using the Scottish Housing Regulator's online comparison tool at:

housingregulator.gov.scot/landlord-performance/landlords/



GET IN TOUCH

hello@harbour.scot

0131 554 0403

Harbour Homes
108 Constitution Street
Leith, Edinburgh
EH6 6AZ

f Harbour Homes Scotland

X @harbourhomes_

harbour.scot

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Harbour Homes Scotland Ltd is registered with the Financial Conduct Authority, Registration: FRN772734

Harbour Homes Scotland Ltd Letting Agent
Register Number: LARN1811003