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LANDLORD REPORT → 2025-26

Harbour Homes report on performance
against The Scottish Social Housing Charter

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WELCOME



Hello there!

This report outlines how we've performed against the Scottish Social Housing Charter in 2025/26, highlighting successes, challenges and areas for improvement.

The Charter sets out the standards you can expect from us, and the Scottish Housing Regulator helps make sure we're living up to them.

We've seen an increase in tenancy sustainment, outperforming the Scottish average with 96.8% of new tenancies sustained for more than one year. This is thanks to the early intervention work of our front-line staff and Tenant Advice Service.

Tenant satisfaction remains strong, with 88.2% of tenants satisfied with the quality of their home, and 82.6% believing their rent provides good value for money.

While we performed well in many areas, we know there is room for improvement. Priorities for the coming year include improving outcomes for antisocial behaviour cases, reducing relet times, and increasing opportunities for tenants to influence decisions that affect them.

Repair performance was mixed. Emergency repairs were completed in an average of 1.9 hours, which is faster than the Scottish average of 3.3 hours. However, satisfaction with the overall standard of repairs fell to 90%, below the Scottish average of 96.6%. We will focus on delivering a more consistent repairs service and improving tenants' experience of repairs.

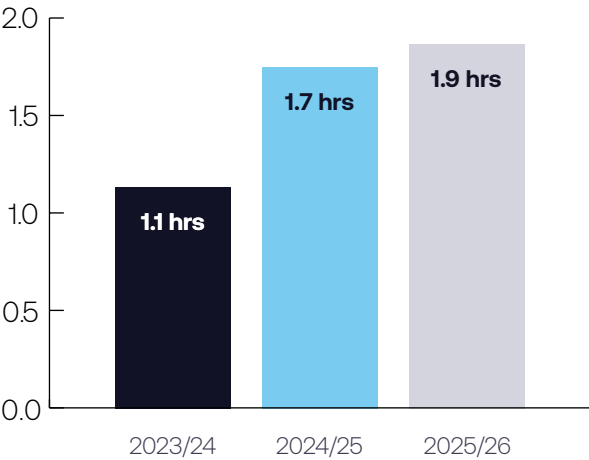
Thank you for taking the time to read our report. By focusing on these key areas, we'll continue working to provide the best possible homes and services for our tenants and communities.

Heather Kiteley

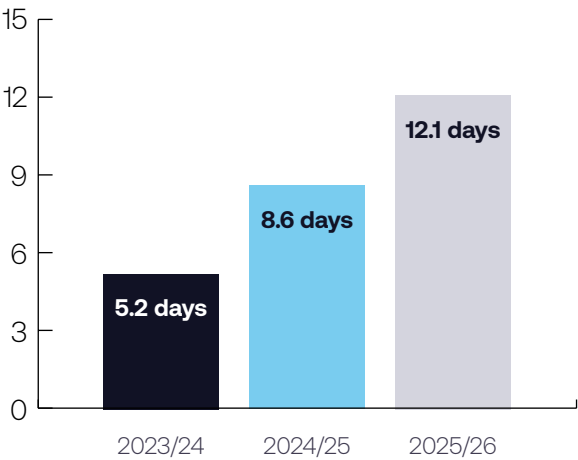
Heather Kiteley
Chief Executive

PERFORMANCE COMPARED TO PREVIOUS YEARS

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



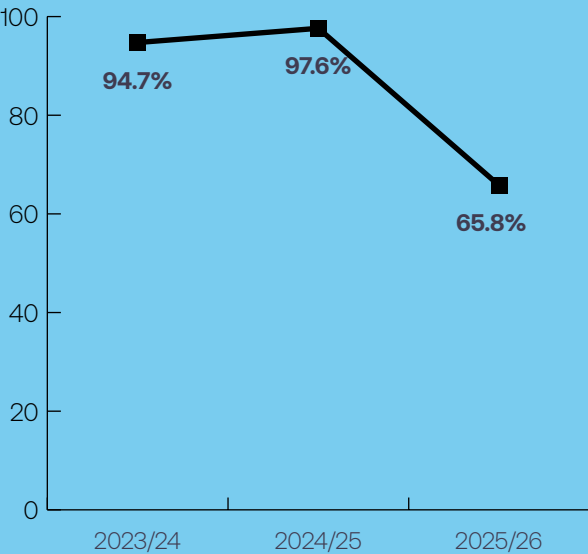
Average length of time taken to complete non-emergency repairs (days)



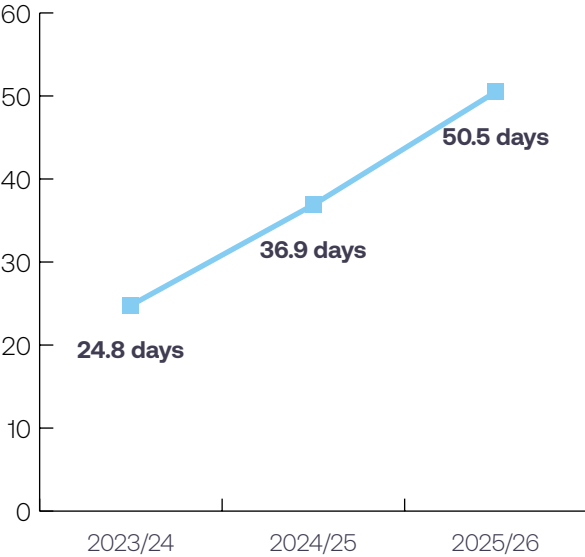
Reactive repairs carried out in the last year completed first time (%)

2023/24	90.9%
2024/25	78.1%
2025/26	90.0%

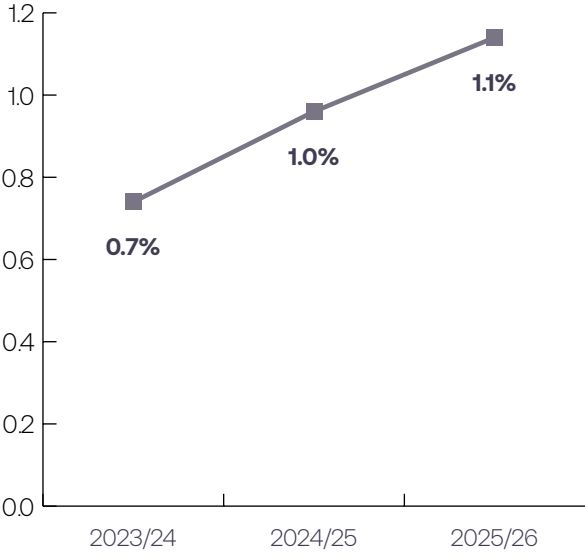
Number of antisocial behaviour cases reported in the last year which were resolved (%)



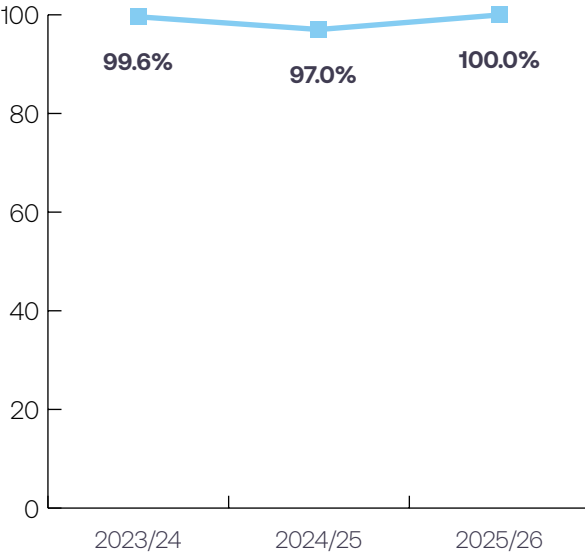
Average length of time to relet properties in the last year (days)



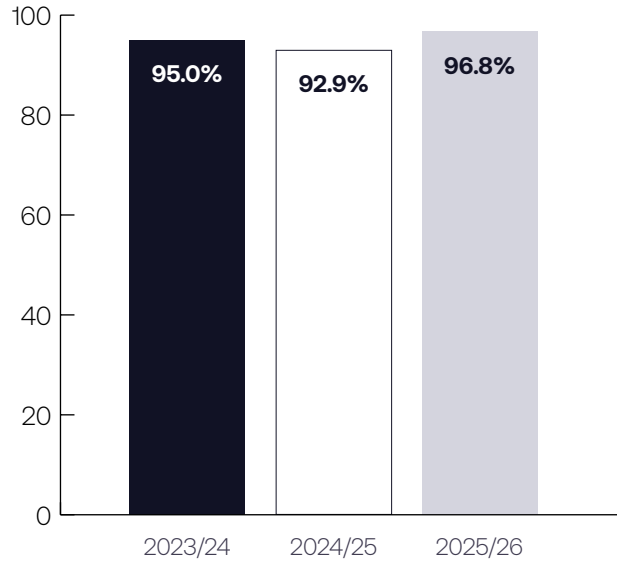
Rent loss through properties being empty in the last year (%)



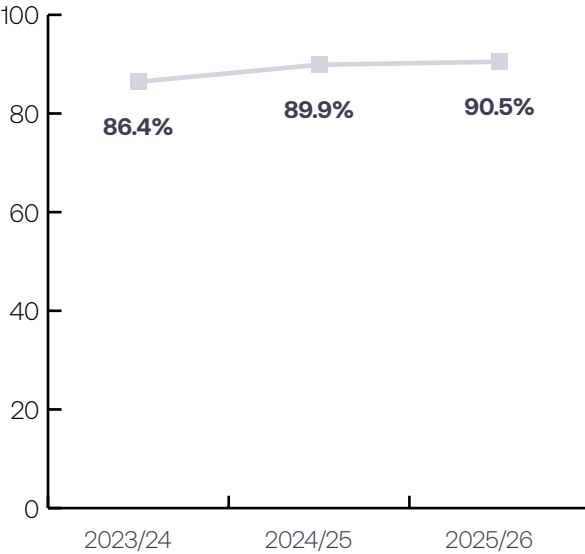
Rent collected from tenants as a % of total rent due in the reporting year (%)



New tenancies sustained for more than one year (%)



Homes meeting the Scottish Social Housing Quality Standard (%)



This is the Scottish Government's main way of measuring housing quality in Scotland.

HOW DO WE COMPARE WITH OTHER LANDLORDS?

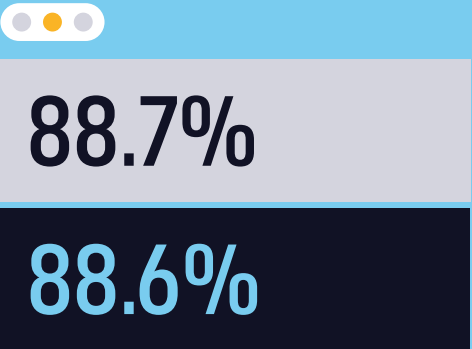
KEY

SCOTTISH AVERAGE
FOR 2025/26

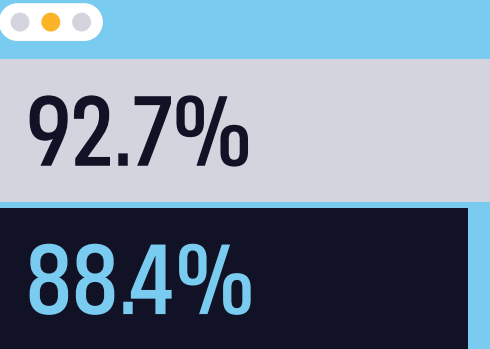
OUR PERFORMANCE
FOR 2025/26

- Performance below that of other landlords and needs to improve (>5% lower)
- Falling slightly short of other social landlords' performance (<5% lower)
- Performing as well as, or better than, other social landlords

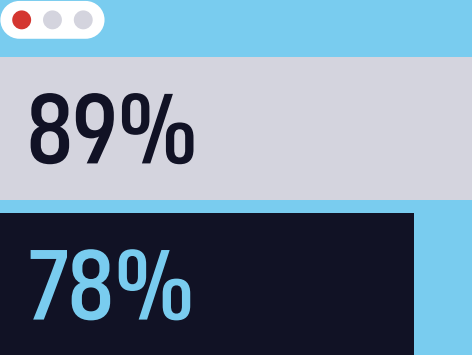
Tenants satisfied with overall service (%)



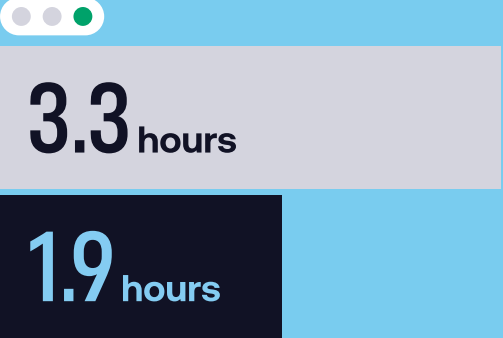
Tenants who feel we are good at keeping them informed (%)



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



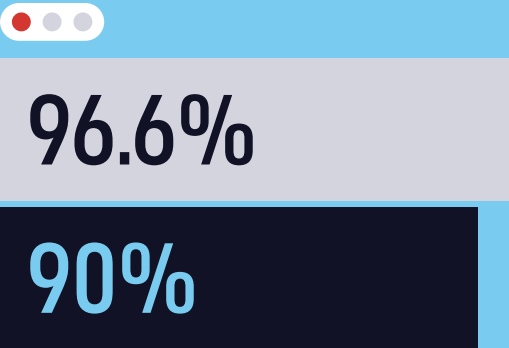
Average length of time taken to complete emergency repairs (hours)



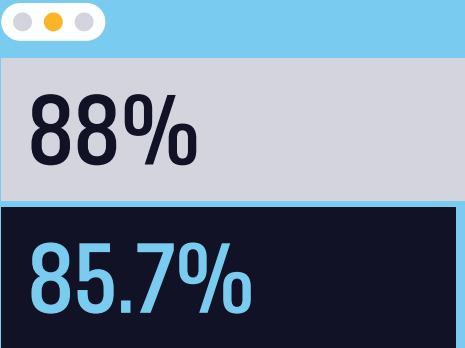
Average length of time taken to complete non-emergency repairs (days)



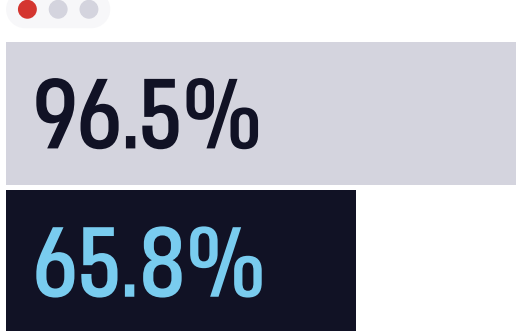
Reactive repairs carried out in the last year completed first time (%)



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)



KEY

SCOTTISH AVERAGE
FOR 2025/26

OUR PERFORMANCE
FOR 2025/26

- Performance below that of other landlords and needs to improve (>5% lower)
- Falling slightly short of other social landlords' performance (<5% lower)
- Performing as well as, or better than, other social landlords

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



0.8%

1.14%

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



99.8%

100%

Tenants satisfied with the quality of their home (%)



87.5%

88.2%

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



85.6%

80.9%

New tenancies sustained for more than one year (%)



92.5%

96.8%

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



82.2%

82.6%

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



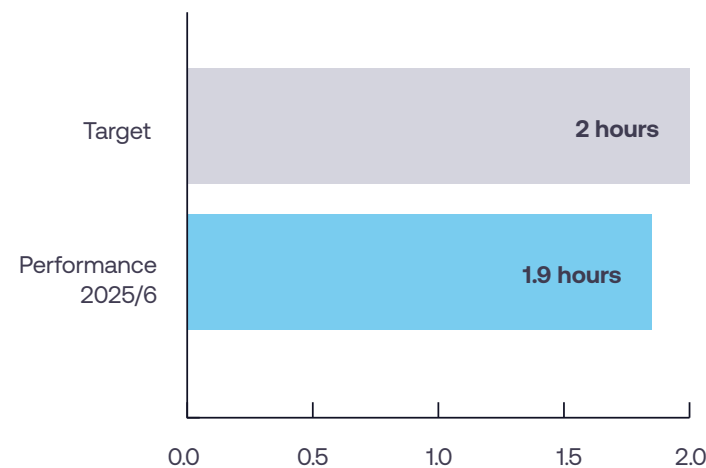
92.8%

90.5%

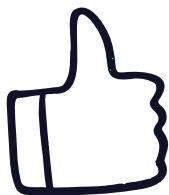
* Harbour Homes has achieved full compliance with the Scottish Housing Quality Standard for all our social rented properties where we have been able to gain access and where we have full control of common areas.

PERFORMANCE AGAINST OUR TARGETS

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



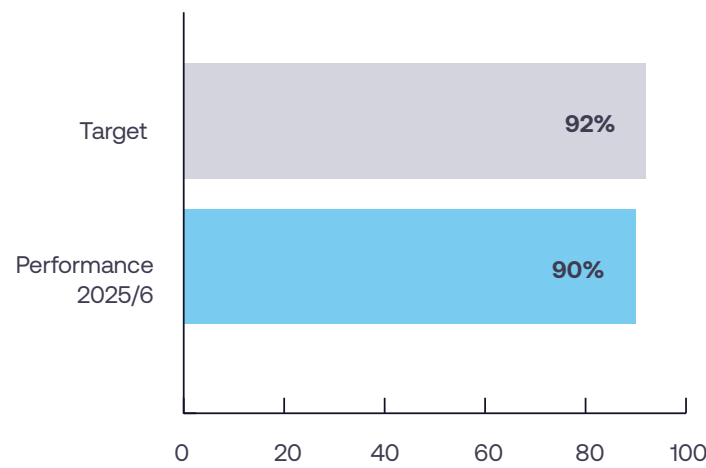
How did we do?



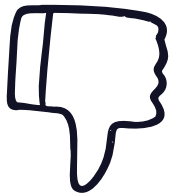
Reasons for exceeding target?

We have continued to review this with our in-house contractor and have implemented changes to our group structure and improvements to our processes.

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



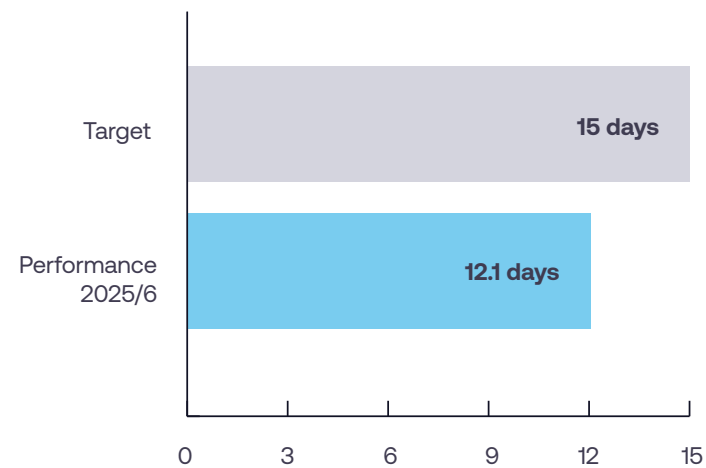
How did we do?



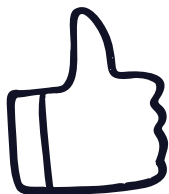
Reasons for missing target?

Although we have improved our performance this year, we have fallen slightly short of our target. We have implemented further changes with our contractor to improve our performance.

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



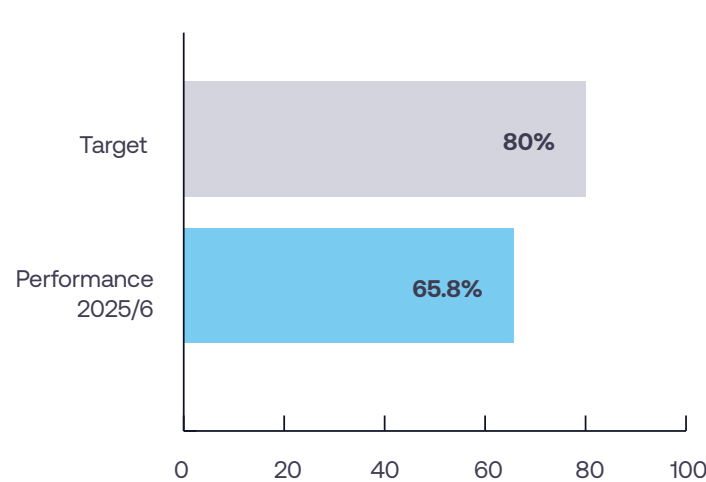
How did we do?



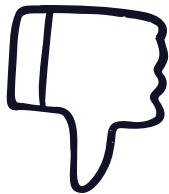
Reasons for exceeding target?

We have continued to review this with our in-house contractor and have implemented changes to our group structure and improvements to our processes.

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



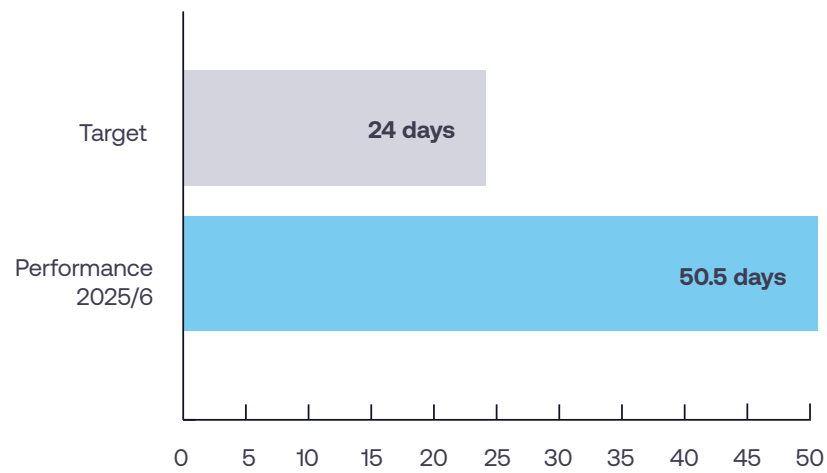
How did we do?



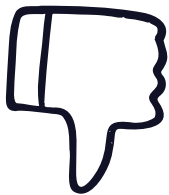
Reasons for missing target?

We had a high number of complex cases open at the end of the year, which had an adverse effect on our overall target.

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



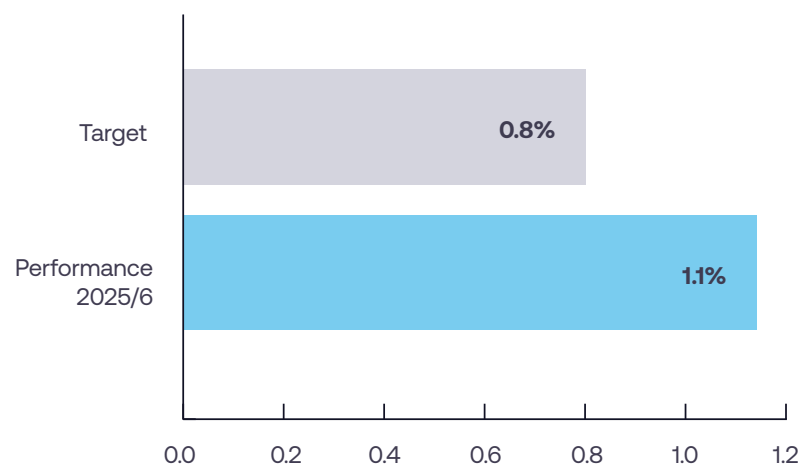
How did we do?



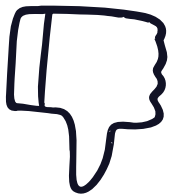
Reasons for missing target?

The increased time to relet properties is due in part to properties being returned in poorer conditions and also the availability of trade operatives. Following a review with our in-house contractor, we have implemented changes to address these issues.

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



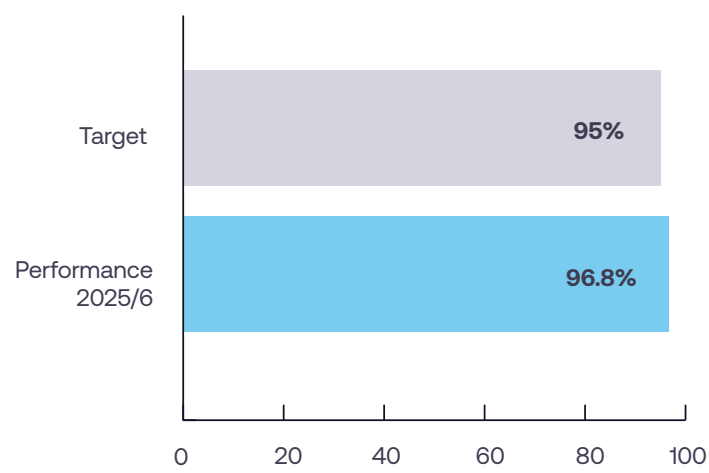
How did we do?



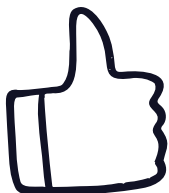
Reasons for missing target?

Rent lost through properties being empty was above our target. This increase was due to a higher average time taken to relet our properties in 2025/26.

New tenancies sustained for more than one year (%)



How did we do?



Reasons for exceeding target?

Close working between our housing and tenant advice teams enabled us to exceed our target in maintaining 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

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