



hebridean housing
partnership

TENANT REPORT

2024/25



WELCOME

Welcome to our Tenant Report which provides a summary of how we have performed in 2024/25. We report our performance to the Scottish Housing Regulator in the Annual Return on the Charter.

The report provides a comparison with similar landlords and the Scottish average so you can see how we are performing. We are committed to placing you, our tenants, at the heart of everything we do and we aim to provide an excellent service.

The landlords we have used for comparison are

- Albyn Housing Society;
- Cairn Housing Association;
- Hjaltland Housing Association;
- Lochaber Housing Association;
- Lochalsh & Skye Housing Association;
- Orkney Housing Association;
- Orkney Island Council; and
- Shetland Island Council.

In line with our environmental strategy, this report will not be printed, unless requested. If you have any ideas on how we can improve in any area, or on the information you would like included in future reports, please let us know.

TENANT REPORT

2024/25



info@hebrideanhousing.co.uk



0300 123 0773

TENANT REPORT

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OUR YEAR AT A GLANCE

2,416

HOMES FOR RENT

214

HOMES ALLOCATED

135

MEDICAL ADAPTATIONS

4,944

REPAIRS COMPLETED

86

COMPLIMENTS RECEIVED

11,750,864

TOTAL RENT DUE

4.4%

RENT INCREASE

£99.07

AVERAGE WEEKLY RENT

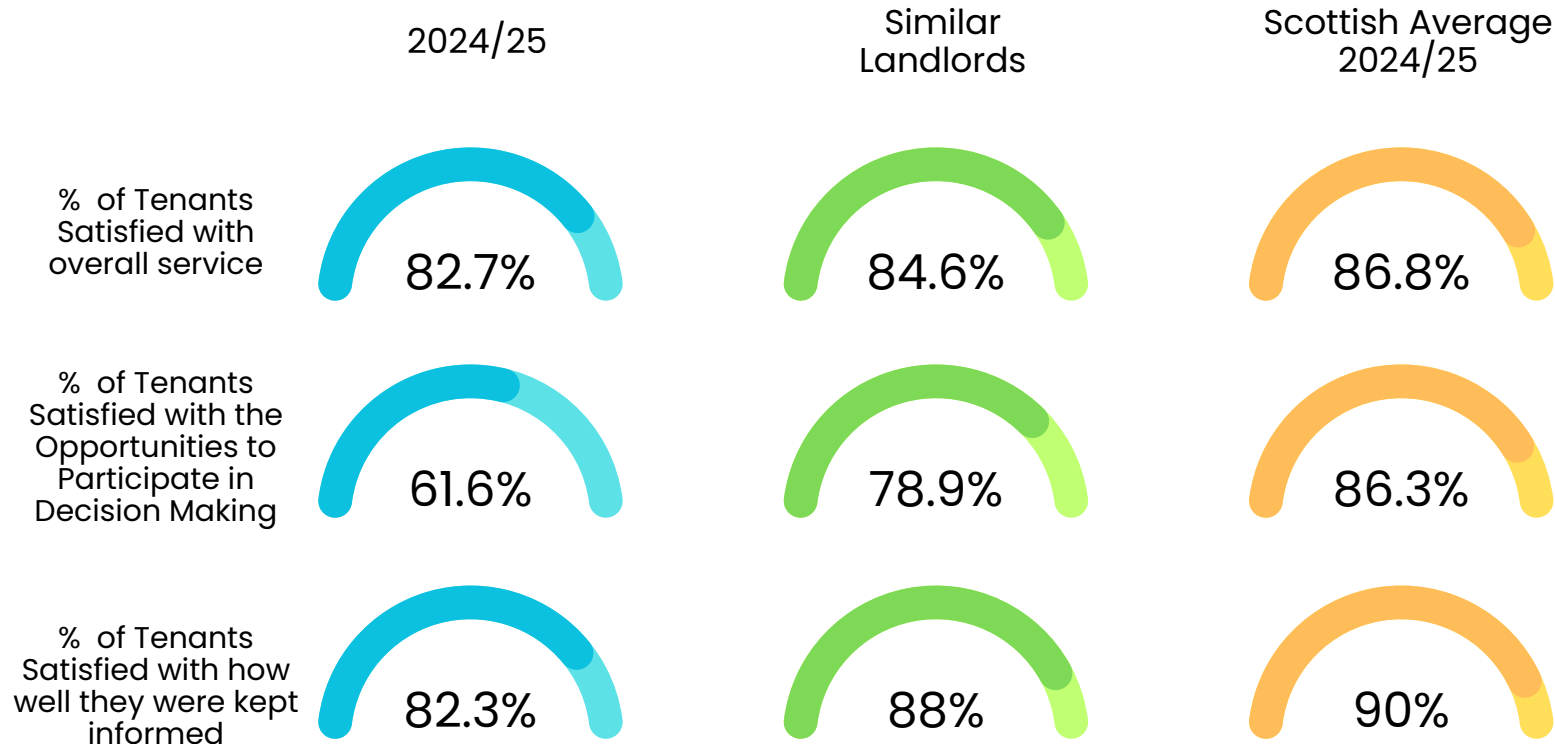
41

NEW HOMES BUILT

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GENERAL SATISFACTION



Our latest survey was carried out in 2024, showing a small drop in satisfaction with our services. Satisfaction remains high, but more people said they were neither satisfied nor dissatisfied than in the survey carried out in 2021. Only 8.05% reported being dissatisfied, an improvement of 0.35% since 2021.

There was a larger drop in satisfaction for questions about participation and the information we provide which was disappointing and something we are taking steps to rectify.

We have appointed a Tenant Engagement Officer who is speaking directly with tenants and attending meetings held by community groups, as well as holding tenant drop-in events across the islands.

We are in the process of launching a Tenant Panel which aims to have tenants help shape the decisions made by our Board.

Our Facebook page was launched in 2024 in order to reach more people and deliver important information.

STOCK & LETTINGS

TENANT REPORT

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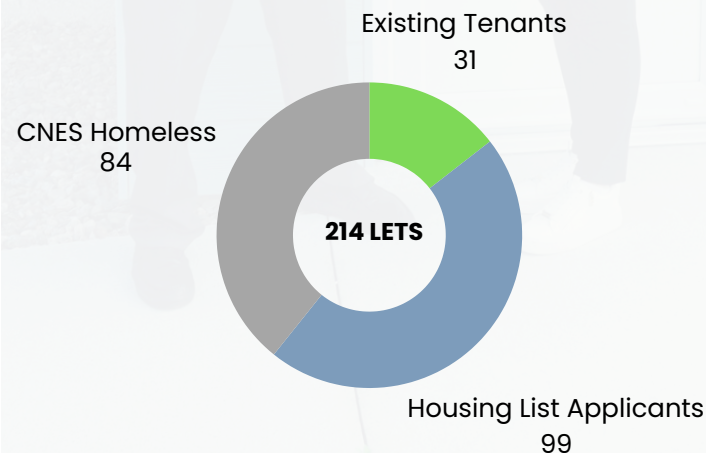
The table below shows our average weekly rent compared to the Scottish average for Registered Social Landlords and the difference from the Scottish average.

Stock Type	Number Owned	Our Average Rent	RSL Scottish Average Rent	Our Difference from the RSL Scottish Average
1 apt	9	£94.00	£94.29	-0.3%
2 apt	746	£91.99	£102.72	-11.67%
3 apt	891	£99.07	£104.17	-5.15%
4 apt	697	£104.78	£114.78	-9.55%
5 apt	73	£117.51	£127.25	-7.43%

Our rent charges shown in the above table include service charges and continue to be held below the Scottish average.

214 homes were allocated in 2024/25, including 41 new build homes for rent. 84 homes (39%) were allocated to homeless applicants and in line with their preference 56 of them were in Stornoway.

11 Mutual Exchanges took place.



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The time taken to let properties and the amount of rent lost when properties were empty improved significantly as we completed our transition to a new IT system. This new system enables tenants to view and manage aspects of their tenancy online through our Tenant Portal. Our performance is significantly better than similar landlords and the Scottish average.

Our performance on collecting rents was broadly unchanged and is in line with similar landlords and again better than the Scottish average.

VALUE FOR MONEY



% of Rent Lost
Through Properties
Being Empty

0.5%
in 2024/25

0.8%
Similar
Landlords

0.8%
in 2023/24

1.3%
Scottish
Average

Average Days Taken
to Re-Let a Property

25.31
in 2024/25

36.63
Similar
Landlords

33.04
in 2023/24

60.59
Scottish
Average

% of Total Rent
Collected

100.1%
in 2023/24

99.9%
Similar
Landlords

100.4%
in 2023/24

100.2%
Scottish
Average

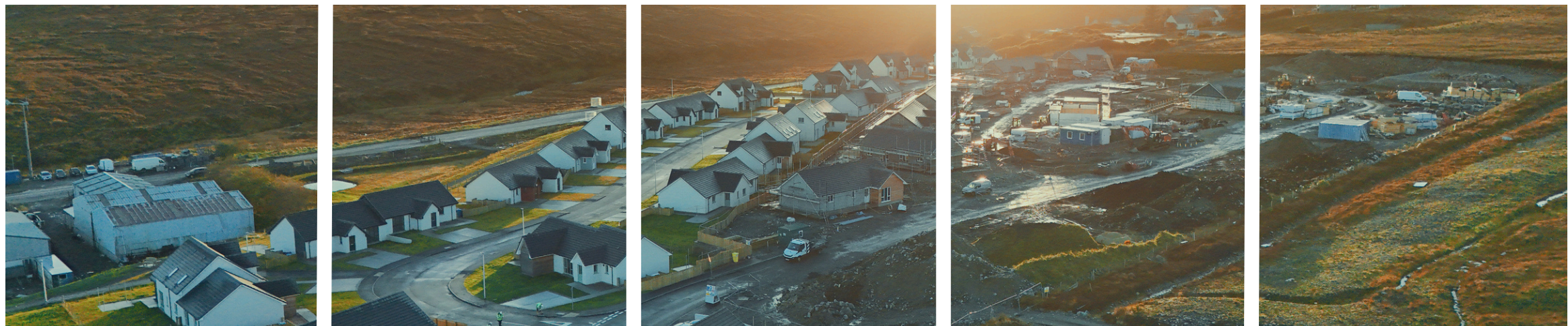
% Gross rent arrears
of rent due

3.02%
in 2024/25

4.66%
Similar
Landlords

2.99%
in 2023/24

6.17%
Scottish
Average



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OUR STANDARDS

We continued to make good progress towards the Scottish Housing Quality Standard as we finalised the replacement of infrared heating systems during the year. We are performing ahead of the Scottish average.

% of homes which meet the Scottish Housing Quality Standard

91.9%
in 2024/25

92.7%
Similar Landlords

88.3%
in 2023/24

87.3%
Scottish Average

73.4%
in 2024/25

76.8%
Similar Landlords

81.2%
in 2023/24

84.2%
Scottish Average

% of tenants satisfied with the landlord's contribution to the management of their neighbourhood

In our most recent survey, carried out in 2024, there was a drop in satisfaction when tenants were asked about management of their neighbourhood.

Neighbourhood management is an area in which we work with partners such as Comhairle nan Eilean Siar to deliver the service.

We will engage with communities to identify concerns and address issues relating to neighbourhood management.

REPAIRS AND MAINTENANCE

Our repairs contract with OCS (formerly FES) provides an efficient repairs service.

Response completion times have remained high. We are the best performing in our peer group and amongst the best performing in Scotland.

The majority of jobs are completed Right First Time, resulting in a high level of tenant satisfaction with the service.

Average time taken to complete emergency repairs (hours)

2.1 HOURS
in 2024/25

4.1 HOURS
Similar Landlords

2.2 HOURS
in 2023/24

3.9 HOURS
Scottish Average

Average time taken to complete Non-Emergency repairs (days)

2.2 DAYS
in 2024/25

8.6 DAYS
Similar Landlords

3.2 DAYS
in 2023/24

9.1 DAYS
Scottish Average

% of reactive repairs completed right first time

93.4%
in 2024/25

87.7%
Similar Landlords

91.4%
in 2023/24

88%
Scottish Average



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HOW DO WE RANK FOR REPAIRS SERVICE?

AVERAGE WORKING DAYS TO COMPLETE NON-EMERGENCY REPAIRS

**4th overall for
Social Landlords in
Scotland**

**Best performing in
our peer group**

**6.9 days better
than Scottish
average**

AVERAGE HOURS TO COMPLETE EMERGENCY REPAIRS

**In top 40 best
performing Social
Landlords in Scotland**

**Best performing in our
peer group**

**Over an hour better
than Scottish average**

PERCENTAGE REACTIVE REPAIRS COMPLETED RIGHT FIRST TIME

**5% better than Scottish
Average**

**Second best
performing in our peer
group**

**2% increase in
performance versus
2023/24**

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INVESTMENT IN HOMES

£4.2M was invested in tenants' homes during 2024/25

Addressing the challenge of fuel poverty is a key priority and this is demonstrated by our investment in new windows, heating systems and our commitment to replacing electric storage, infrared and solid fuel heating systems. We have now replaced all infrared heating systems where requested by tenants and the remaining 18 systems will be replaced where opportunities arise e.g. change of tenancy.

Heating Systems - 112

Homes with New Windows - 66

External Wall Insulation - 30

Homes Re-Roofed - 11

Homes Roughcasted - 17

HHP continued to build new homes across our islands during 2024/25

Since HHP was formed in September 2006 we have constructed 764 homes for social rent and shared equity. These homes have been built in most of our communities and across the entire island chain, contributing significantly to addressing local housing needs and supporting sustainable community growth.

Continued development increases our stock and allows more homes to be allocated to tenants.

2024/25



HOMES ALLOCATED



NEW HOMES BUILT



TOTAL HOUSING STOCK

*SELF CONTAINED UNITS



DEVELOPMENT
AND HOMES

Community Spotlight

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Cearns Community Association:

The Cearns Association has been operating since 1983, in that time the Association in conjunction with other organisations such as Comhairles' Community Development & Learning, has developed many projects.

A recent project, the play tunnel area has become a great community initiative, along with the Women's Health group, Over 60's group, Outreach programmes and bringing agencies into the community to give advice and help whenever possible.

Manor & Castle Residents Group:

With support from Community Development & Learning and Stornoway North Community Development, Manor & Castle have been developing a community space which houses two poly tunnels and an outdoor seating area. The space has been designed with community and social inclusion in mind.



Poly tunnel at The Cearns

Our Tenant Engagement Officer, Laura works closely with groups within our communities to look at how we can help with initiatives, whether that's looking at grant funding, land allocation or general advice.

"Community groups allow residents to have a say in their local area and offer a chance to get to know your neighbours."

Over the years We have provided Community Grants to initiatives such as community gardens, lunch clubs, play parks and even singing groups."



Manor & Castle and Stornoway North Community Development



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Our staff are here to assist with any queries you may have, from the application process to tenancy related issues such as rent, repairs or anti-social behaviour. We will always try our best to assist you.



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YOUR OPPORTUNITIES TO GET INVOLVED

We are keen for tenants to join our Board as your insight is invaluable. If you are interested, let us know and training will be provided.

Boards are not for everyone, so we aim to provide other opportunities for tenants to improve our services and make a difference in your community.

We have recently set up a Tenant Panel, where members can have their say on HHP matters in a relaxed and informal setting. If you are interested in becoming part of the Tenant Panel, you can contact Laura, our Tenant Engagement Officer. She is more than happy to come to you, or meet at our office.



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tenantengagement@hebrideanhousing.co.uk



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OUR INFORMATION

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Tenant Engagement Officer

Laura Mackenzie

0300 123 0773

tenantengagement@hebrideanhousing.co.uk

Executive Team

Dena Macleod

Chief Executive

John Maciver

Director of Operations

Donald Macleod

Director of Finance &
Corporate Services

The Board

Calum Mackay (Chair)

Community

Helen Mackenzie (Vice Chair)

Board Appointed

Fiona Macleod

Community

Valerie Russell

Community

Colin Gilmour

Community

Alison MacCorquodale

Board Appointed

Christina Macneil

Tenant

Norman MacDonald

Council

Iain M Macleod

Council

Duncan Macinnes

Council

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To view our Landlord Report from the Scottish Housing Regulator please visit the link below:

[Landlord Report](#)

Stornoway Office

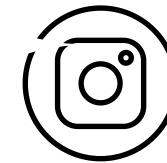
Creed Court
Gleann Seileach Business Park
Willowglen Road
Stornoway
Isle of Lewis
HS1 2QP

Balivanich Office

Winfield Way
Balivanich
Isle of Benbecula
HS7 5LH



@HebrideanHousingPartnership



@hebrideanhousing



@hebhousing



HHP is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 2644R(S), Registered Office: Creed Court, Gleann Seileach Business Park, Willowglen Road, Stornoway, Isle of Lewis HS1 2QP. It is a charity registered in Scotland, Charity Number: SC035767, registered as Registered Social Landlord with the Scottish Housing Regulator, Registration Number: 359 and registered as a Property Factor, Registration Number PF000183

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