



hebridean housing
partnership

TENANT REPORT

2025/26



WELCOME

Welcome to our Tenant Report which provides a summary of how we have performed in 2025/26. 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 Islands 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

2025/26



info@hebrideanhousing.co.uk



0300 123 0773

TENANT REPORT

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OUR YEAR AT A GLANCE

2,453

HOMES FOR RENT

215

HOMES ALLOCATED

159

MEDICAL ADAPTATIONS

5,452

REPAIRS COMPLETED

197

COMPLIMENTS RECEIVED

£12,588,300

TOTAL RENT DUE

4.5%

RENT INCREASE

£103.41

AVERAGE WEEKLY RENT

37

NEW HOMES BUILT

TENANT REPORT

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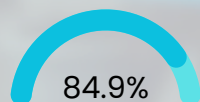
GENERAL SATISFACTION

HHP
2025/26

Similar
Landlords

Scottish
Average
2025/26

% of Tenants
Satisfied with
overall service



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.

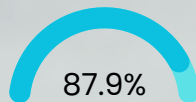
We have appointed a Tenant Engagement Officer who is speaking directly with tenants and attending meetings held by community groups, as well as holding tenant drop-in events across the islands.

We have recently launched a Tenant Board Panel which aims to give tenants the opportunity to help shape the decisions made by our Board.

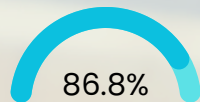
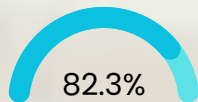
Our Facebook page was launched in 2024 in order to reach more people and deliver important information.

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.

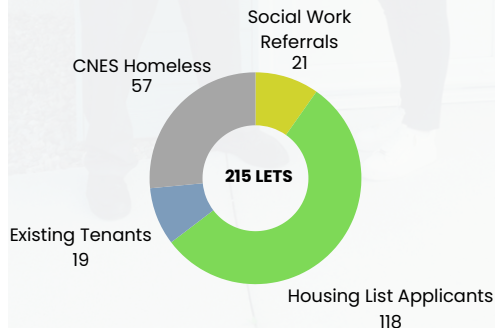
% of Tenants
Satisfied with the
Opportunities to
Participate in
Decision Making



% of Tenants
Satisfied with how
well they were kept
informed



STOCK & LETTINGS



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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	Difference from the RSL Scottish Average
1 apt	8	£98.11	£84.59	+£13.52
2 apt	763	£95.98	£99.05	-£3.07
3 apt	905	£103.42	£104.69	-£1.27
4 apt	703	£109.46	£114.80	-£5.34
5 apt	74	£122.89	£127.84	-£4.95

The rent charges shown in the table above include service charges. Average rents for the majority of our homes remain below the RSL Scottish average, demonstrating our commitment to providing affordable housing.

215 homes were allocated in 2025/26, including 37 new build homes for rent. 57 homes (26.5%) were allocated to homeless applicants.

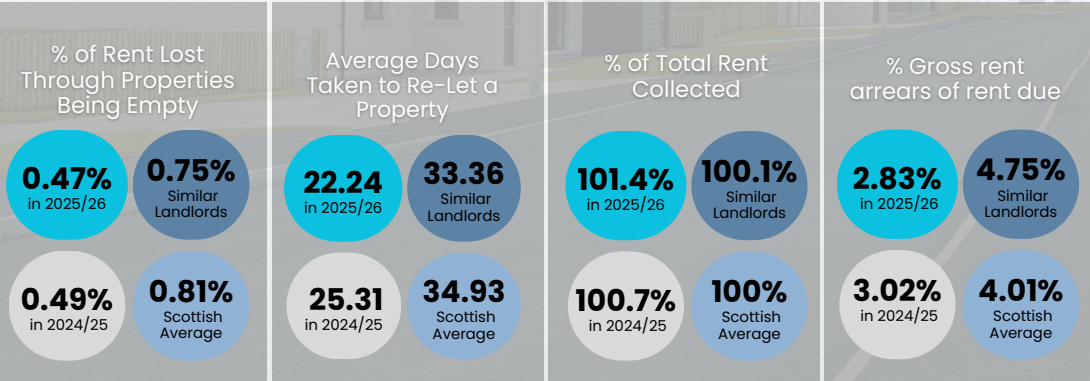
18 Mutual Exchanges took place.

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Performance in re-letting homes and minimising rent loss during periods when properties were empty continued to improve following the successful implementation of our new IT system. The system supports our Tenant Portal, which allows tenants to view and manage aspects of their tenancy online. Performance in these areas remains significantly better than both similar landlords and the Scottish average.

Rent collection performance remained stable and continued to compare favourably with similar landlords and the Scottish average, demonstrating the effectiveness of our approach to supporting tenants and managing rental income.



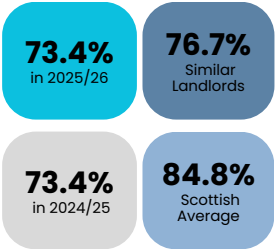
VALUE FOR MONEY





OUR STANDARDS

We continued to make good progress towards meeting the Scottish Housing Quality Standard (SHQS), completing the replacement of infrared heating systems across our housing stock during the year. A small number of tenants chose to retain their existing infrared heating systems, and these homes remain subject to individual tenant preference. We are performing ahead of the Scottish Average.



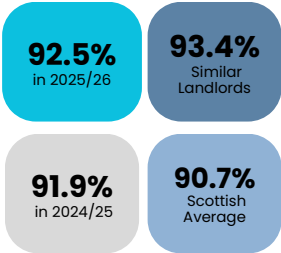
% of tenants satisfied with the landlord's contribution to the management of their neighbourhood

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.

% of homes which meet the Scottish Housing Quality Standard



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REPAIRS AND MAINTENANCE

Working in partnership with our repairs contractor, OCS (formerly FES), we continue to provide a responsive and reliable repairs service, ensuring tenants receive timely support when repairs are needed.

Performance remains among the best in Scotland, with high completion rates and most repairs resolved right first time.

This has helped maintain strong levels of tenant satisfaction with the service.

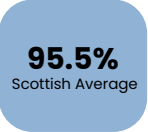
Average time taken to complete emergency repairs (hours)



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



% of reactive repairs completed right first time



TENANT REPORT
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HOW DO WE RANK FOR REPAIRS SERVICE?

AVERAGE WORKING DAYS TO COMPLETE NON-EMERGENCY REPAIRS

**5th overall for
Social Landlords in
Scotland**

**Best performing in
our peer group**

**6.3 days better
than Scottish
average**

AVERAGE HOURS TO COMPLETE EMERGENCY REPAIRS

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

**Second best
performing in our peer
group**

**Over an hour better
than Scottish average**

PERCENTAGE REACTIVE REPAIRS COMPLETED RIGHT FIRST TIME

**3% better than
Scottish Average**

**Fifth best performing
in our peer group**

**2.8% increase in
performance versus
2024/25**

Tackling Damp and Mould

Improving Our Service for Tenants

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We know the impact damp and mould can have on tenants and their families. We're pleased that performance improved this year, increasing from 93.40% to 96.16%. Our result was above both the Scottish average and the average for similar landlords. We remain committed to providing a prompt and effective service when concerns are reported.

DAMP & MOULD CASES DEALT WITH WITHIN OUR TARGET TIMESCALE

96.16%

2025/26

93.40%

2024/25

2.76%

Improvement on last year

HOW WE COMPARE

93.64%

Similar Landlords

95.25%

Scottish Average

HHP performed **2.52%** percentage points above the average for similar landlords.

WHAT THIS MEANS FOR TENANTS

Faster responses to damp and mould reports.

More issues resolved within target timescale.

We continue to prioritise damp and mould reports to help keep homes safe, and comfortable.

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£5.07m was invested in tenants' homes during 2025/26

We invested £5.07m in tenants homes during 2025/26, delivering significant improvements including new windows and doors, kitchens, bathrooms, heating systems, roofs and roughcasting works. Investment in energy efficiency also continued, with 120 air source heat pumps installed and 99% of non-gas homes now benefiting from zero direct emission heating systems, helping to tackle fuel poverty and support Net Zero ambitions.

Heating Systems – 136

Window Replacements – 87

Kitchens – 52

Homes Re-Roofed – 26

Homes Roughcasted – 23

Bathrooms – 27



**INVESTMENT
IN
HOMES**

HHP continued to build new homes across our islands during 2025/26

Since HHP was formed in September 2006 we have constructed 794 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.

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

2025/26

37

NEW HOMES BUILT

215

HOMES ALLOCATED

2,453

SELF CONTAINED UNITS



**DEVELOPMENT
AND HOMES**

Community Spotlight

Tenant Engagement:

Our Tenant Engagement Officer, Laura provides drop-in tenant events that take place throughout the year in areas situated close to your homes. These events give tenants the chance to meet with us, share feedback and ask questions.



Community Grant Fund:

Our Community Grant Fund is available throughout the year to support tenant and resident groups with projects that improve their local neighbourhoods.

This fund has allowed groups to purchase noticeboards, benches and play equipment.



Tenant Board Panel members with our Tenant Engagement Officer



Make a Difference Day 2026

As part of HHP's Make a Difference Day 2026, staff volunteered their time to take part in a beach clean at the Braighe. The event was organised to support our local environment and help keep our coastline clean and attractive for residents and visitors alike. Thanks to the efforts of staff volunteers, an impressive **128kg** of litter was collected during the day. The initiative reflects HHP's commitment to supporting our communities and protecting the natural environment that makes the Outer Hebrides such a special place to live.





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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.



info@hebrideanhousing.co.uk



0300 123 0773

YOUR OPPORTUNITIES TO GET INVOLVED

We are keen for tenants to get involved and help shape the future of HHP. One way to do this is by joining our Tenant Board Panel, where members can provide feedback on HHP business and help influence decisions taken by our Board.

The Panel meets six times a year, giving tenants the opportunity to share their views and contribute to improving our services and communities.

We recognise that joining the Board is not for everyone, so we offer a range of opportunities for tenants to have their say and make a difference.

If you are interested in joining the Tenant Board Panel, please contact Laura, our Tenant Engagement Officer, for more information. Laura is happy to meet with you at our office or arrange a visit at a location that suits you.



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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

Christina Macneil	Tenant
Calum Mackay (Chair)	Community
Helen Mackenzie (Vice Chair)	Community
Colin Gilmour	Community
Valarie Russel	Community
Norman Macdonald	Council
Iain M Macleod	Council
Duncan Macinnes	Council
Alison MacCorquodale	Board Appointed
Iain Mackinnon	Board Appointed

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

Units 7 & 8 Eabhal Business Park
Balivanich
Isle of Benbecula
HS7 5AD



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