

# CHARTER PERFORMANCE REPORT 2024/25 SUMMARY

The Scottish Social Housing Charter sets out the outcomes and standards that the Scottish Government expects landlords to be delivering for their tenants and other customers.

All landlords assess their performance against these Charter outcomes on an annual basis and produce a report based on this assessment, which includes actions being taken to address any areas of weakness.

The full report outlining how Housing and Homelessness Services performed during 2024/25 was published on the Council's website in October 2025. It focuses on the areas that tenants have said are the most important to them and each page includes key measures of performance, whether this performance has improved or not since the previous year and how this performance compares to other landlords.

The performance indicators included in this summary report were chosen by tenants





Top quarter



2nd quarter



3rd quarter



4th quarter

Peer group compared to is all other local authority landlords, as well as Wheatley Homes Glasgow

Comparison with previous year



Better







Poorer



No change

## Communication and Participation

<b>Aims:</b> 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. Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Percentage of tenants who feel their landlord is good at keeping them informed about their services	75.8%	86.8%		
	Percentage of tenants satisfied with the opportunities to participate in decision making	69.2%	87.2%		











- What we are doing in 2025/26**
- We will review all complaints that are upheld to help identify service improvements and will aim to reduce our average response times
  - We will review and improve the content of the Housing pages on the Council's website
  - We will review the style and content of this Annual Charter Performance Report in conjunction with tenants

## Quality of Housing

<b>Aims:</b> Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing (EESHS) by December 2020.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Percentage of existing tenants satisfied with the quality of their home	62.7%	87.8%		
	Percentage of properties meeting the Scottish Housing Quality Standard (SHQS)	51.2%	69.8%		

- What we are doing in 2025/26**
- We will deliver and implement a new Housing Asset Management Strategy
  - We will ensure the Council's Housing stock progresses towards the achievement of the current energy efficiency standard for social housing
  - We will continue to develop and implement our Multi Story Enhanced Living Strategy including improving heating systems.

## Repairs and Maintenance

<b>Aims:</b> Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Average length of time taken to complete emergency repairs	5.11 hours	5.09 hours		
	Average length of time taken to complete non-emergency repairs	10.94 days	12.16 days		
	Percentage of reactive repairs carried out completed right first time	85.6%	85.9%		
	Number of times in the reporting year we did not meet our statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked	0	0		
	Percentage of tenants satisfied with the repairs and maintenance service	94.8%	88.3%		

- What we are doing in 2025/26**
- We will continue to reduce the number of repair cancellations
  - We will continue to improve the stock held in our fleet of vehicles to improve on first time fixes
  - We will continue to take actions to improve the efficiency and productivity of the repairs service.

Estate Management and Anti-social Behaviour

<i>Aims:</i> Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that tenants and other customers live in well-maintained neighbourhoods where they feel safe.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Percentage of tenants satisfied with the management of the neighbourhood they live in	62.7%	86.0%		
	Percentage of anti-social behaviour cases resolved	98.1%	96.6%		
<b>What we are doing in 2025/26</b> <ul style="list-style-type: none"><li>We will continue to increase awareness of how to report anti-social behaviour</li><li>We will complete the planned upgrade and expansion of our CCTV network</li><li>We will continue to strengthen our partnership working with Police Scotland in relation to anti-social behaviour</li></ul>					

Access to Housing

<i>Aims:</i> 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 their prospects of being housed.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Percentage of tenancy offers refused	46.6%	42.5%		
<b>What we are doing in 2025/26</b> <ul style="list-style-type: none"><li>We will continue to implement our housing emergency action plan.</li><li>We will deliver and implement a Common Housing Register for West Dunbartonshire in partnership with local housing associations.</li></ul>					

Tenancy Sustainment

<i>Aims:</i> 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.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Percentage of all new tenants housed, who were still in their tenancy 12 months later	92.8%	91.9%		
	Average time taken to complete medical adaptations	45.4 days	46.5 days		
<b>What we are doing in 2025/26</b> <ul style="list-style-type: none"><li>We will roll out a new pre-tenancy sign up checklist and provide further upskilling and training sessions relating to rent collection amongst teams.</li><li>We will continue to develop our mobile app across other areas of the housing service, including to pre-termination visits.</li></ul>					

Homeless People

<i>Aims:</i> Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed and are offered continuing support to help them get and keep the home they are entitled to.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Percentage of households requiring temporary accommodation to whom an offer was made	100%	100%		
	Percentage of all homeless cases re-assessed within 12 months (repeat homeless)	4.3%	4.5%		
	Average time from homelessness application to assessment	12 days	13 days		
	Average total time spent in temporary accommodation	177 days	158 days		
<b>What we are doing in 2025/26</b> <ul style="list-style-type: none"><li>We will take a range of actions aimed at strengthening our approach to homelessness prevention</li><li>We will embed a new housing support service</li><li>We will implement the recommendations from the review Supported Accommodation provision</li></ul>					

Value for Money

<i>Aims:</i> Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.	Performance indicator	2023/24	2024/25	Trend	Comparison
	Average time to re-let properties	34.99 days	25.9 days		
	Rent loss due to voids expressed as a percentage of the total amount of rent due	1.01%	0.85%		
	Rent collected as a percentage of total rent due	99.09%	99.58%		
	Gross rent arrears as a percentage of total rent due	9.44%	8.81%		
<b>What we are doing in 2025/26</b> <ul style="list-style-type: none"><li>We will continue to monitor performance and take action to reduce the time taken to re-let empty properties and minimise rent loss</li><li>We will continue to review ways to improve rent collection and maximise the use of discretionary housing payments</li></ul>					

If you are interested in learning more about how we assess our performance or want to be involved in some of the tenant scrutiny activities being developed, please contact either [stefan.kristmanns@west-dunbarton.gov.uk](mailto:stefan.kristmanns@west-dunbarton.gov.uk) or [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk) at the Housing Development Team.