

ANNUAL CHARTER PERFORMANCE REPORT 2025/26

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 each year and we have produced this report based on our performance.

This report outlines how Housing and Homelessness Services performed during 2025/26 and was published on the Council’s website in September 2026. It focuses on the areas that tenants have said are the most important to them, with each outcome showing key measures of performance, whether this performance has improved or not since the previous year and how this performance compares against the Scottish average (all Scottish Local Authorities and Wheatley Homes Glasgow).



Performance compared with previous year



Better



Poorer



No change

Performance compared with Scottish average



Above average



Below average

Communication and Participation

We aim to ensure that tenants and other customers find it easy to communicate with us, get information about the services we provide and how and why we make decisions. We also aim to offer a range of opportunities that make it easy to participate and influence the decisions that we make.

Communication and participation	2025/26	Compared to previous year	Compared to Scottish average
Percentage of tenants who feel their landlord is good at keeping them informed about their services	86.8%		
Percentage of tenants satisfied with the opportunities given to participate in decision making	87.2%		
Percentage of tenants satisfied with the overall service	87.0%		



Housing Quality and Maintenance

We aim to ensure that tenants homes are well maintained, with repairs and improvements carried out when required and with a reasonable choice about when work is done.

Quality of housing	2025/26	Compared to previous year	Compared to Scottish average
Percentage of existing tenants satisfied with the quality of their home	87.8%		
Percentage of properties meeting the Scottish Housing Quality Standard (SHQS)	81.7%		

Repairs and Maintenance	2025/26	Compared to previous year	Compared to Scottish average
Average length of time taken to complete emergency repairs	4.59 hours		
Average length of time taken to complete non-emergency repairs	10.9 days		
Percentage of tenants satisfied with the repairs and maintenance service	90.1 %		



Tenancy Sustainment

We aim to ensure tenants get the information they need on how to obtain suitable support to remain in their home.

Tenancy sustainment	2025/26	Compared to previous year	Compared to Scottish average
Percentage of new tenants housed, who were still in their house 12 months later	92.3%		
Average time to complete medical adaptations	61 days		



Tenant safety

Tenant safety	2025/26	Compared to previous year	Compared to Scottish average
Number of times we did not meet the requirement to complete a gas safety check within 12 months of the previous check	0	↔	👍
Number of times we did not meet the requirement to complete an Electrical Installation Condition Report	2,770	New indicator	🗨️
Number of homes that do not have satisfactory smoke and heat alarms installed	27	New indicator	🗨️
Average time taken to resolve cases of damp and/or mould (all causes)	17.94 days	New indicator	👍
% of resolved cases of damp and/or mould that were reopened (all causes)	10.19%	New indicator	👍



Neighbourhood and community

We aim to ensure that tenants and other customers live in well maintained neighbourhoods where they feel safe.

Estate management and antisocial behaviour	2025/26	Compared to previous year	Compared to Scottish average
Percentage of tenants satisfied with the management of the neighbourhood they live in	86.0%	↔	👍
Percentage of anti-social behaviour cases resolved	97.6%	⬆	🗨️



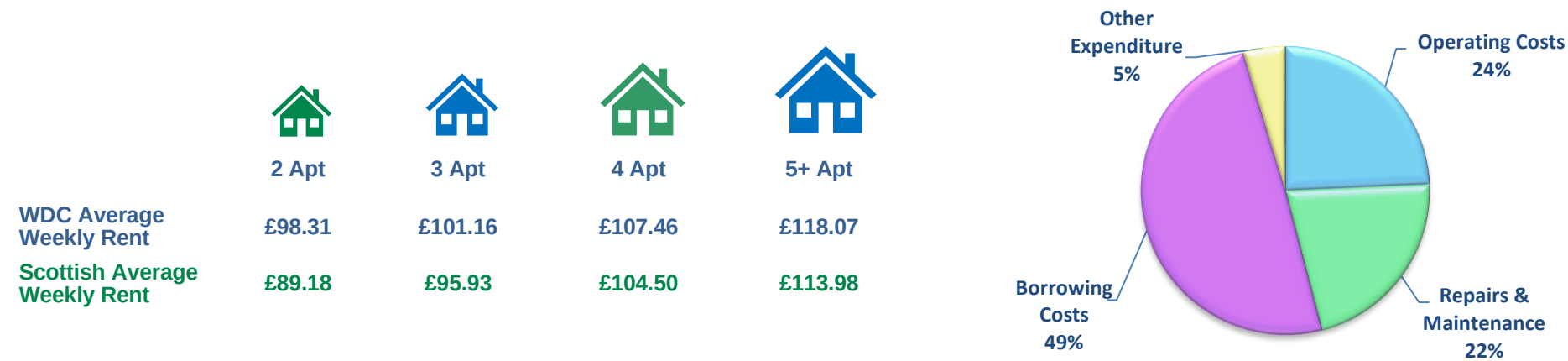
Getting good value for rents and service charges

We aim to ensure that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges that they pay. This includes minimising the time houses are empty, managing arrears effectively and controlling costs.

Value for money	2025/26	Compared to previous year	Compared to Scottish average
Average time to re-let properties	23.2 days	⬆	👍
Gross rent arrears as a percentage of total rent due	8.46%	⬆	🗨️
Percentage tenants who feel rent for property represents good value for money	85.5%	↔	🗨️



Average weekly rents and how your rent was spent in 2025/26



Homelessness

West Dunbartonshire Council provides a service for homeless people 24 hours a day, 365 days a year. We aim to ensure that homeless people get prompt and easy access to help and advice, are provided with suitable good quality temporary accommodation and are offered support to help get and keep a home.

Homelessness services	2025/26	Compared to previous year	Compared to Scottish average
% of households requiring temporary accommodation to whom an offer was made	100%	↔	👍
% of all homeless cases given a decision about their application within 28 days	99.2%	⬆	👍



Further detail about the Scottish Social Housing Charter and Housing performance is available online at <https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information>

Details about Tenant Participation and the range of opportunities to become involved are available online at <http://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation>

What do you think of this report? We are keen to hear your thoughts on this report and how it could be improved. Please use the following link or QR code above to complete five very short survey questions. <https://arcq.is/1SmOL95>