Landlord name: Home Group Scotland

RSL Reg. No.: 90

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Approval

A1.1	Date approved	21/05/2026
A1.2	Approver	Karen Wolstencroft
A1.3	Approver job title	Head of Service Delivery
A1.4	Comments (Approval)	

N/A

Comments (Submission)

None

Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mrs Bryony Willett
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	70.45
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	73.45
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	33.33%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.96%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.07%

Lets

The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	12
C2.2	The number of lets to housing list applicants	75
C2.3	The number of mutual exchanges	27
C2.4	The number of lets from other sources	48
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	184
C2.6	The number of other nominations from local authorities	79
C2.7	The number of lets made	425
C2.8	Total number of lets excluding exchanges	398

	C2.5 Number of applicants assessed as statutorily homeless by the local authority	C2.6 Number of other nominations from local authorities	C2.8 Total number of lets excluding exchanges
Aberdeen City	0	0	0
Aberdeenshire	0	0	0
Angus	0	0	0
Argyll & Bute	0	0	0
City of Edinburgh	80	9	137
Clackmannanshire	0	0	0
Dumfries & Galloway	21	4	54
Dundee City	62	55	172
East Ayrshire	0	0	0
East Dunbartonshire	0	0	0
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	0	0
Fife	2	0	3
Glasgow City	19	11	32
Highland	0	0	0
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	0
North Ayrshire	0	0	0
North Lanarkshire	0	0	0
Orkney Islands	0	0	0
Perth & Kinross	0	0	0
Renfrewshire	0	0	0
Scottish Borders	0	0	0
Shetland Islands	0	0	0
South Ayrshire	0	0	0
South Lanarkshire	0	0	0
Stirling	0	0	0
West Dunbartonshire	0	0	0
West Lothian	0	0	0
Totals	184	79	398

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

Lets to Homeless includes Section 5 referrals as well as homeless referrals from third party agencies such as Through Care After Care and others

Overall satisfaction

All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	902
1.1.2	the fieldwork dates of the survey	11/2023
1.1.3	The method(s) of administering the survey: Post	☐
1.1.4	Telephone	✔
1.1.5	Face-to-face	✔
1.1.6	Online	☐
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	282
1.2.2	fairly satisfied	409
1.2.3	neither satisfied nor dissatisfied	107
1.2.4	fairly dissatisfied	53
1.2.5	very dissatisfied	45
1.2.6	no opinion	6
1.2.7	Total	902

Indicator 1	76.61%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

No comments

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	902
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	380
2.2.2	fairly good at keeping them informed	464
2.2.3	neither good nor poor at keeping them informed	29
2.2.4	fairly poor at keeping them informed	17
2.2.5	very poor at keeping them informed	12
2.2.6	Total	902

Indicator 2	93.57%

Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	902
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	392
5.2.2	fairly satisfied	435
5.2.3	neither satisfied nor dissatisfied	52
5.2.4	fairly dissatisfied	14
5.2.5	very dissatisfied	9
5.2.6	Total	902

Indicator 5	91.69%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

No comments

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	04/2025
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	92.00
C7.3	The date of your next scheduled stock condition survey or assessment	04/2026
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	8.00
C7.5	Comments on method of assessing SHQS compliance.	

Internal and external home condition survey teams appointed to deliver surveys on a five year rolling program. Primary and Secondary Elements, Tolerable Standard, Modern Facility, and Energy Efficiency to be measured. The condition and a replacement date for each component is collected on site and imported back into our database.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	4,414	4,482
C8.2	Self-contained stock exempt from SHQS	28	28
C8.3	Self-contained stock in abeyance from SHQS	7	7
C8.4.1	Self-contained stock failing SHQS for one criterion	20	0
C8.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C8.4.3	Total self-contained stock failing SHQS	20	0
C8.5	Stock meeting the SHQS	4,359	4,447

C8.6	Total self-contained stock meeting the SHQS by local authority

	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	649	675
Clackmannanshire	0	0
Dumfries & Galloway	556	559
Dundee City	1,733	1,748
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	246	247
Glasgow City	1,032	1,033
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0
North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	143	185
Totals	4,359	4,447

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	4,414
6.1.2	projected to the end of the next reporting year	4,482
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,359
6.2.2	projected to the end of the next reporting year	4,447

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	98.75%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.22%

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	902
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	308
7.2.2	fairly satisfied	467
7.2.3	neither satisfied nor dissatisfied	66
7.2.4	fairly dissatisfied	31
7.2.5	very dissatisfied	30
7.3	Total	902

Indicator 7	85.92%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	4,792
8.2	The total number of hours taken to complete emergency repairs	17,942

Indicator 8	3.74

Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	9,659
9.2	The total number of working days taken to complete non-emergency repairs	76,148

Indicator 9	7.88

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The total number of reactive repairs completed during the reporting year	6,953
10.2	Of those, number of reactive repairs that were reported again during the reporting year	140

Indicator 10	97.99%

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	367
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	170
12.2.2	fairly satisfied	104
12.2.3	neither satisfied nor dissatisfied	31
12.2.4	fairly dissatisfied	38
12.2.5	very dissatisfied	24
12.2.6	Total	367

Indicator 12	74.66%

Tenant and resident safety

Number of times in the reporting year you did not meet your statutory duty to complete a gas safety check. (Indicator 11)

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	2
11.2	Please provide the reason(s) for failing to meet compliance	
New property handover where we had a certificate component mismatch on both properties.		

Indicator 11	2

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	13
29.2	Please provide the reason(s) for failing to meet compliance	

The majority of failures were due to access issues – two were due to customer illnesses, the others due to customers being on holiday and being unavailable.
Two properties were due to customer vulnerabilities and hoarding.
One failure was due to contractor error, where they misread instructions and completed the EICR a day later than scheduled.

Indicator 29	13

Number of homes that do not have ‘satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire’ installed at the year end (Indicator 30)

30.1	The number of homes that do not have ‘satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire’	0
30.2	Please provide the reason(s) for failing to meet compliance	
		N/A

Indicator 30	0

Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)

31.1.1	The number of resolved cases of damp and/or mould caused by condensation	452
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	52
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	158
31.1	Total number of resolved cases of damp and/or mould	662
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	3,654
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	545
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	1,331
31.2	Total time taken in working days to resolve cases of damp and/or mould	5,530

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	8.08
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	10.48
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	8.42
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	8.35

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	452
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	52
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	158
32.1	Total number of resolved cases of damp and/or mould	662
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	11
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	0
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	3
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	14

Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation	2.43
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues	1.90
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause	2.11

Number of open cases of damp and/or mould at the year end (Indicator 33)

33.1	The number of open cases of damp and/or mould at the year end	16

Indicator 33	16

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the “Housing quality and maintenance” section’.

No comments

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	330	61
Complaints carried forward from previous reporting year	4	3
All complaints received and carried forward	334	64
Number of complaints responded to in full by the landlord in the reporting year	334	62
Time taken in working days to provide a full response	1,430	974

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	96.88%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.28
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	15.71

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'"	902
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	291
13.2.2	fairly satisfied	480
13.2.3	neither satisfied nor dissatisfied	71
13.2.4	fairly dissatisfied	39
13.2.5	very dissatisfied	21
13.2.6	Total	902

Indicator 13	85.48%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)

14.1	The number of cases of anti-social behaviour reported in the last year	195
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	22
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	188
14.4	Total self-contained units	4,410

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	86.64%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	4.4

Abandoned homes (Indicator C3)

C3.1	The number of properties abandoned during the reporting year	19

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	31
20.2.1	20.2 The number of properties recovered: because rent had not been paid	6
20.2.2	because of anti-social behaviour	3
20.2.3	for other reasons	0

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	19.35%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	9.68%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	29.03%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Home Group Scotland do not have a target for closure of ASB cases but of stage within the process such as Risk Assessment, Acknowledgement, Contact and Creation of an Action Plan

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 16)

16.1	The total number of lettable self-contained stock	4,410
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	231

Indicator 16	5.24%

Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	185
18.2	The number of approved applications completed between the start and end of the reporting year	171
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	14
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	14

The average time to complete adaptations (Indicator 19)

19.1	The total number of working days taken to complete all adaptations.	5,320
19.2	The total number of adaptations completed during the reporting year.	171

Indicator 19	31.11

Average length of time to re-let properties in the last year (Indicator 26)

26.1	The total number of properties re-let in the reporting year	213
26.2	The total number of calendar days properties were empty	6,391

Indicator 26	30.00

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)

15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	26
15.1.2	applicants who were assessed as statutory homeless by the local authority	46
15.1.3	applicants from your organisation's housing list	124
15.1.4	nominations from local authority	79
15.1.5	other	35
15.1.6	Total number of tenancies which began in the previous reporting year	310
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	26
15.2.2	applicants who were assessed as statutory homeless by the local authority	41
15.2.3	applicants from your organisation's housing list	121
15.2.4	nominations from local authority	79
15.2.5	other	31
15.2.6	Total number of tenancies sustained for more than a year	298

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	89.13%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	97.58%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	88.57%
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	96.13%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	21
C9.1.2	Awaiting demolition/reconfiguration	6
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	3
C9.1.5	Held for decants	0
C9.1.6	Low demand	1
C9.1.7	Other	9
C9.1.8	Total self-contained properties void at the year end	40
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	0
C9.2.2	Awaiting demolition/reconfiguration	6
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	1
C9.2.5	Held for decants	0
C9.2.6	Low demand	0
C9.2.7	Other	8
C9.2.8	Total self-contained properties void for more than six months at the year end	15

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

An figure was transposed into a wrong box in last year's return (reported) Number of tenancies not sustained = 12: 5 Statutory Homeless, 3 Waiting List and 3 Other

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 22)

22.1	The total amount of rent collected in the reporting year	£27,088,593
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£27,260,669

Indicator 22	99.37%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,225,248
23.2	The total rent due for the reporting year	£27,260,669

Indicator 23	4.49%

Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	706
24.2	The total value of management fees invoiced to factored owners in the reporting year	£51,221

Indicator 24	£72.55

Scottish Housing Regulator

Percentage of rent due lost through properties being empty during the last year (Indicator 17)		
17.1	The total amount of rent due for the reporting year	£27,260,669
17.2	The total amount of rent lost through properties being empty during the reporting year	£167,424

Indicator 17	0.61%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	4.80%

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	2,697
C5.2	The value of direct housing cost payments received during the reporting year	£14,094,759

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)

C6.1	The total value of former tenant arrears at year end	£510,643
C6.2	The total value of former tenant arrears written off at year end	£206,220

Indicator C6	40.38%

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)

21.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	902
21.2.1	21.2 Of the tenants who answered, how many said that their rent represented: very good value for money	186
21.2.2	fairly good value for money	491
21.2.3	neither good nor poor value for money	162
21.2.4	fairly poor value for money	45
21.2.5	very poor value for money	18
21.3	Total	902

Indicator 21	75.06%

Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)

25.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	42
25.2.1	25.2 Of the factored owners who answered, how many said that they were: very satisfied	5
25.2.2	fairly satisfied	10
25.2.3	neither satisfied nor dissatisfied	5
25.2.4	fairly dissatisfied	4
25.2.5	very dissatisfied	18
25.3	Total	42

Indicator 25	35.71%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

No comments

Other customers

Gypsy / Travellers

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)

27.1	The total number of pitches	0
27.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 27	N/A

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
28.2.1	28.2 Of the Gypsy/Travellers who answered, how many said that they were: very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

Indicator 28	

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

No comments