Landlord Performance Report 2025/26

TOLLCROSS housing association limited

We are pleased to present our annual landlord performance report on the Scottish Social Housing Charter. Looking at key areas, you can see how we have done compared to other landlords (measured against the Scottish National Average) and how we have performed compared to last year. The results are based on our independent customer survey, completed every 3-years and information gathered during the year.

What is the Scottish Social Housing Charter?

The Charter, introduced by the Scottish Government, is designed to help improve the quality and value of services provided by Social Housing Landlords. It does this by:

- stating what tenants and other customers can expect from social landlords.
- providing a focus on achieving outcomes that matter to tenants and other customers
- providing a framework for monitoring performance and identifying improvements.

The Charter has key themes, and within these themes there are outcomes or standards that social landlords should achieve. These themes can be seen overleaf.

About us

Formed in 1974, we operate in Tollcross, Lilybank, Newbank & Carmyle areas. We are managed by a voluntary Management Committee, with a mix of local residents and co-opted members. We provide a factoring service to residential and commercial properties and have mid-market rented properties run by our Auchenshuggle Develops subsidiary.



Our homes and rent

Size	Number	Weekly rent
2-apartment	669	£102.72
3-apartment	1,200	£104.17
4-apartment	391	£114.78
5-apartment	44	£127.25

We own **2,304** homes.

We increased our weekly rent by **4.3%.**

Total rent due for the year was **£10.9m.**

We factor **611** properties.

We own **12** mid-market rental properties.

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Customer & landlord relationship	Tollcross Housing 2024/25 → 2025/26	*Scottish Average 2025/26*
Satisfaction with opportunities to participate	99.0% → 96.1%	*89%*
Satisfaction with being kept informed	98.2% → 97.5%	*93%*
Satisfaction with overall service	95.9% → 91.0%	*89%*

Housing quality & maintenance	Tollcross Housing 2024/25 → 2025/26	*Scottish Average 2025/26*
Satisfaction with repairs service	91.8% → 91.4%	*88%*
Satisfaction with quality of home	88.7% → 89.2%	*88%*
Time to complete emergency repairs	2.3-hours → 2.3-hours	*2.9-hours*
Time to complete routine repairs	2.8-days → 2.7-days	*8.2-days*
Repairs completed right first time	94.4% → 99.7%	*97%*

Neighbourhood & community	Tollcross Housing 2024/25 → 2025/26	*Scottish Average 2025/26*
Satisfaction with neighbourhood management	94.3% → 93.0%	*85%*
Anti-social behaviour cases resolved	94.9% → 95.7%	*93%*

Access to housing & support	Tollcross Housing 2024/25 → 2025/26	*Scottish Average 2025/26*
Average days to re-let homes	27.6-days → 28.6-days	*34-days*
Average days to complete adaptations	14.8-days → 25.3-days	*64-days*

Getting good value from rents	Tollcross Housing 2024/25 → 2025/26	*Scottish Average 2025/26*
Consider rent value for money	89.6% → 90.7%	*82%*
Rent arrears (of total rent due)	3.0% → 2.9%	*3.8%*

Full performance data can be found on our Landlord page on the Scottish Housing Regulator's website, visit www.housingregulator.gov.scot

Happy to translate | Możemy przetłumaczyć | Раді перекладати | Ni Fahari kutafsiri | अनुवाद करके खुशी हुई | ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ | 乐意翻译 | حن سعداء لتقديم