

Landlord Performance Report 2024/25



TOLLCROSS
housing association limited

Welcome

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.

Get involved

Interested in helping to improve our services? Want to influence the decision we make? Why not join our Performance Improvement Network!

Email getinvolved@tollcross-ha.org.uk

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. The Charter 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 services to residential and commercial properties, and have mid-market rented properties run by our Auchenshuggle Develops subsidiary.

Homes and rents 2024/25

We own **2,304** homes.

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

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

We factor properties **611**

We own **12** mid-market rented properties

Our average weekly rents breakdown

Size of homes	Number of homes owned	Weekly rent	Scottish average	Difference from Scottish average
2 apartment	669	£78.32	£102.72	£24.40
3 apartment	1,200	£88.09	£104.17	£16.08
4 apartment	391	£106.84	£114.78	£7.94
5 apartment	44	£118.96	£127.25	£8.29

Get in touch



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Tenant satisfaction	2024/25	2023/24	Scottish Average 2024/25
Satisfied with the overall service provided	95.9%	95.9%	88.1%
Good at keeping tenants informed about our services	98.2%	98.2%	91.9%
Satisfied with the opportunities to participate in decision making	99.0%	99.0%	88.5%

Fast Fact
We responded to 100% of complaints in full and within timescales.



Quality of homes	2024/25	2023/24	Scottish Average 2024/25
Homes that meet the Scottish Housing Quality Standard (411 exemptions due to layout of properties).	82.3%	81.6%	92.4%
Time to complete emergency repairs	2.3-hrs	2.3-hrs	3.0-hrs
Time to complete non-emergency repairs	2.8-days	2.8-days	6.4-days
Reactive repairs completed 'right first time'	94.4%	93.2%	90.0%
Satisfaction with the repairs service	91.8%	91.8%	87.1%

Fast Fact
88.7% of tenants were satisfied with the quality of their home, compared to the national average of 85.9%.



Fast Fact
90% of tenants consider their rent value for money. The national average is 82%.

Value for money	2024/25	2023/24	Scottish Average 2024/25
Total rent collected for current & past rent	99.3%	101.4%	100.1%
Rent not collected due to empty homes	0.57%	1.4%	0.7%
Average time to re-let homes	27.6-days	28.1-days	29.4-days



Neighbourhoods	2024/25	2023/24	Scottish Average 2024/25
Anti-social behaviour cases resolved	94.9%	96.3%	95.5%



Fast Fact
94% of tenants were satisfied with neighbourhood and estate management. The national average is 85.7%.

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

