Places for People Scotland

PERFORMANCE REPORT 2025/2026

#BecauseCommunityMatters

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Welcome to your Places for People Scotland Performance Report for April 2025 to March 2026.

The Scottish Social Housing Charter sets key Customer outcomes that the Scottish Housing Regulator expects us to meet. We closely monitor and review these outcomes to ensure we're delivering on these expectations.

In September 2026, we hosted a scrutiny event with Customers and members of our Customer Groups. We shared performance insights and gathered valuable feedback, giving us a deeper understanding that will shape future improvements.

If you'd like to help scrutinise our services, visit the **Get Involved** page on our website.

This year has been one of both achievement and reflection for Places for People Scotland.

While our latest Customer survey results show that we have more work to do to improve the experience of our Customers, they also provide us with a clear baseline from which to drive meaningful and lasting change. Listening to feedback, understanding where we need to improve, and acting on what our Customers tell us will remain at the heart of our approach.

I would like to thank our Colleagues for their continued dedication and commitment throughout the year. Their passion for supporting Customers and Communities has helped us make positive progress across several important areas. We have strengthened our approach to repairs and maintenance, improved emergency repair response times, continued to invest in our homes, and enhanced our focus on Community safety and tenancy sustainment.

We have also continued to make a significant difference beyond housing services alone. During 2025/26, we generated more than £17 million in social impact across Scotland, supported over 1,000 Customers through our National Projects and Inclusion Team, secured an additional £2 million of income for Customers, and invested in projects that help create stronger, more resilient Communities.

Customer voice has played an increasingly important role in shaping our services. Through our Customer Collective Group, scrutiny activities and wider engagement opportunities, Customers have helped us better understand their priorities and where change is needed. This insight is already influencing improvements to communication, repairs and investment in homes, and will continue to guide our decisions in the years ahead.

Looking ahead, we remain focused on delivering safe, well-maintained homes, strengthening our services, and ensuring every Customer feels heard, supported and valued. While challenges remain, I am confident that by working together with Customers, Colleagues and partners, we can build on the progress made this year and create even stronger Communities across Scotland.

Kelly Brown
Director of Places for People Scotland

Quality of housing

The Scottish Housing Quality Standard (SHQS) ensures that homes are energy efficient, safe, secure, free from major damage, and equipped with kitchens and bathrooms in good condition.

We aim for 100% of our stock to meet the SHQS. In March 2026, 79.95% of our stock met the standard, which provides a strong foundation for improvement. We see this as an opportunity to make positive strides towards achieving the full 100%, ensuring even better standards for our homes.

Some homes are currently in abeyance, meaning necessary work is temporarily on hold but will be revisited. We're actively reviewing the 128 homes in abeyance and plan to reassess these cases in the coming months to decide when work will be completed.

Homes meeting SHQS target: 79.95%

We exist to provide Places and Communities which are safe and welcoming, and that means reinvesting into new and existing homes. We use a range of approaches to better understand our homes and Customers, and stay aware of risks and opportunities so we can act earlier. Our new Knowing Our Homes policy also strengthens compliance with current and future regulations. Together, these insights help us to prioritise investment effectively and tackle issues before they grow.

To give our Customers an even better experience, we've refreshed the way we replace key components in the home, starting with kitchens. Instead of using multi-trade teams, we're introducing specially trained operatives who can complete the work more smoothly and efficiently. This means a quicker turnaround, and a better overall experience for our Customers.

Repairs/maintenance

Following the introduction of Awaab's Law in England under the Social Housing Regulation Act in October 2025, we acted quickly to make sure we were meeting our new legal responsibilities and continuing to provide the service our Customers expect. While similar regulations in Scotland didn't come into effect until October 2026, we implemented the same processes across both England and Scotland, providing a consistent approach for all Customers.

As a result, 95% of emergency repairs were completed within 24 hours, which rose to 96% in March 2026. We're proud to have made this improvement as we continue to strengthen our service. We're also making repairs simpler and improving the way Customers manage appointments, creating a more straightforward and convenient experience. At the same time, we're giving our operatives better tools and information so they can resolve issues first time wherever possible.

Recruitment is also underway for four new roles to strengthen our repairs team in Scotland and help reduce the backlog of work, so we can deliver a faster and more reliable service for Customers.

Average time for non-emergency repairs to be completed: **24.59 days**

Average time for emergency repairs to be completed: **21.44 hours**

Reactive repairs right first time: **98.42%**

Gas servicing:

99.9% compliant at 31 March 2026

Estate management and anti-social behaviour (ASB)

Our dedicated Community Safety Team is now in its second year, which focuses on tackling antisocial behaviour (ASB) and supporting compliance and safety visits. Having specialist officers in place has improved how we identify, investigate and resolve ASB concerns, while increasing our visibility within Communities and encouraging Customers to report issues and seek support.

While some localities continue to experience challenges linked to crime, disorder and drug-related activity, the increase in reported cases is largely reflective of enhanced reporting pathways, greater Customer engagement and a more proactive approach to tackling ASB. The increase in reports does not necessarily mean incidents have increased at the same rate, but that issues are being identified and addressed more effectively.

Drug-related deaths are one of Scotland's most significant public health and Community safety challenges, and substance misuse continues to have a significant impact on individuals, tenancies and Communities.

Common Community concerns linked to drug misuse include:

→ Drug dealing and drug use in communal areas
→ Noise nuisance and disorder
→ Violence, intimidation and criminal activity
→ Injecting litter and other environmental issues

Scotland recorded 1,133 drug-related deaths in 2025*, highlighting the ongoing challenges facing Communities and support services.

**Source: National Records of Scotland (NRS)*

ASB cases response rate:

100%

Percentage of ASB cased resolved:

98.33%

Number of ASB cases reported:

992

Housing options

We collaborate with various partners and local authorities to provide our Customers with a wide range of social housing options.

Our lettings team is available to offer information and advice on housing options. We share information through various channels, including:

- → Our website
- → Email and phone enquiries
- → Signposting to other organisations, such as local councils, for specialised advice

Additionally, we are proud members of the EdIndex common housing register for Edinburgh, and we operate our own housing register, Home Search, for East Lothian, Midlothian, and West Lothian.

As part of our commitment to the Community, we support people who are homeless and local authorities in accordance with the law, including with initiatives such as Rapid Rehousing Plans and Housing First.

Access to housing

We're proud to be EdIndex partners alongside other housing associations in Edinburgh. EdIndex, managed by the City of Edinburgh Council, allows Customers to complete a single application to access housing support.

We're committed to supporting Customers with their applications, particularly those who may have difficulty accessing online services.

Below is a breakdown of our lettings over the past six years.

Source of let	2020 / 2021	2021 / 2022	2022 / 2023	2023 / 2024	2024 / 2025	2025 / 2026
Existing customers	62	63	56	33	48	**31**
Applicants	131	262	206	208	131	**122**
Mutual exchanges	33	57	50	65	72	**57**
Nominations from councils	99	85	81	111	259	**167**
Homeless applications	133	212	239	64	62	**193**
Other sources	34	109	39	243	73	**28**
Total	**492**	**788**	**671**	**724**	**645**	**598**

Tenancy sustainment

We remain dedicated to supporting our Customers in managing their tenancies and providing guidance to help prevent homelessness.

New Customers receive support throughout the application and allocation process from our lettings and marketing teams. From the moment they sign their tenancy and move into their new home, this support transitions to our Community Housing Managers and a wider network of Colleagues.

Community Housing Managers proactively engage with all Customers throughout their tenancy. This begins with settling-in visits and continues through regular keeping in touch visits, ensuring any vulnerabilities or support needs are identified and responded to.

For Customers who may need additional support, our Community Housing Managers offer short-term assistance to help resolve tenancy-related challenges such as rent arrears, anti-social behaviour, substance misuse, and the overall condition of their home and garden.

National Projects and Inclusion Team

Our National Projects and Inclusion Team provides specialist support to help Customers establish and sustain their tenancy, maximise income, improve financial wellbeing and build greater independence.

Through a range of services including Financial Inclusion in Scotland, Money Advice, Early Tenancy Money Advice, Energy Support, Hardship Assistance, Digital Empowerment, Employability, Wellbeing and Furniture Support, we offer tailored support to help Customers overcome challenges and access opportunities to thrive.

We work with Customers at all stages of their tenancy, including those who are new to their home and may require additional support to understand household costs, maximise income, access financial support and build financial resilience. Support is primarily provided through telephone, email and digital channels, allowing us to deliver flexible and timely assistance based on individual circumstance.

Our teams help Customers to:

- → Maximise income through benefits advice and entitlement checks.
- → Access grants, charitable funding and other financial support.
- → Improve household affordability through budgeting and money guidance.
- → Reduce the impact of fuel poverty through energy advice and advocacy.
- → Establish and sustain successful tenancies through early intervention and practical support.
- → Access digital skills, employability and wellbeing services to support longer-term independence.
- → Obtain emergency assistance through hardship and furniture support where appropriate.

Where Customers require specialist debt advice or other regulated services, we work with trusted partner organisations and make onward referrals to ensure they receive the most appropriate support.

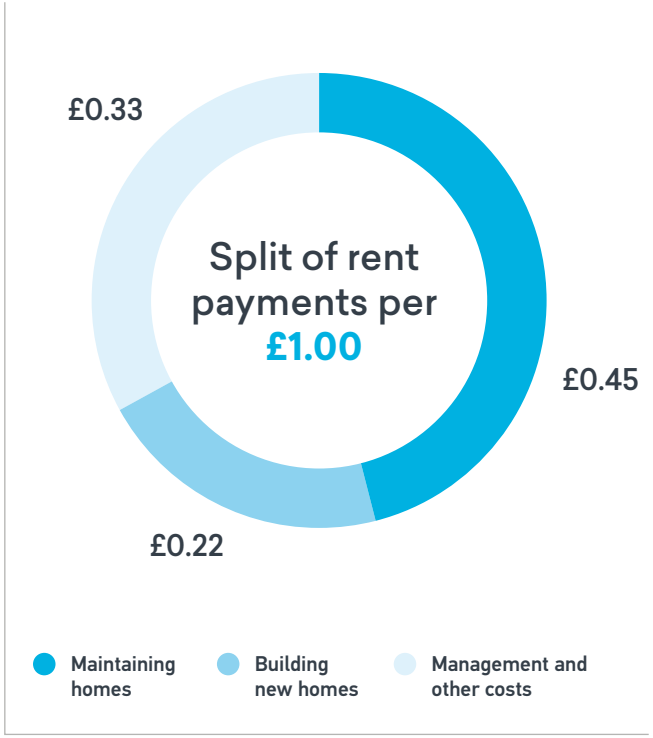
Through person-centred support and early intervention, we help Customers overcome financial challenges, sustain their homes and build resilience within their Communities.

Value for money

It's essential our Customers receive services which consistently offer value for their rent and other charges they pay.

To achieve this, we share resources for certain services, enabling us to benefit from expert central teams and reduce duplication. Additionally, we actively pursue external grants for home adaptations and various other initiatives.

The chart opposite shows how we split the use of Customer rent payments per £1 to ensure value for money, with funds allocated for maintaining homes, building new properties, and covering essential management costs



Our performance	2021 / 2022	2022 / 2023	2023 / 2024	2024 / 2025	2025 / 2026	Target
Total losses from empty homes	1.96%	2.11%	1.09%	0.82%	**0.78%**	**1.55%**
Average repair cost for each empty home	£2,096	£2,910	£3,461	£4,431	**£3,039**	**£2,723**
Average re-let times	47 days	86.3 days	49 days	51 days	**40 days**	**28 days**
Current arrears	5.29%	5.41%	4.16%	4.58%	**4.71%**	**3.46%**

Rent consultation

In November and December 2025, we consulted our Customers about their rent and service charges from April 2026 to March 2027. This annual consultation is a legal requirement, and we value the opportunity to gather feedback from our Customers.

The survey was sent to Customers living in rental homes across Scotland, gathering 555 responses through online and face-to-face methods. We received feedback from 8% of Customers.

Customers were consulted on a 4.8% rent increase and a 6.24% rise in combined rent and service charge. The rent increase allows us to continue to provide essential services such as maintenance, repairs, and housing management. It also enables us to continue investing in our Communities.

The income we receive from rent ensures we can keep key services running and meet the demand for repairs. We're also committed to delivering planned improvement works in homes and investing in both existing homes and new builds to address the growing need for affordable housing.

We considered the feedback given by Customers during the rent and service charge consultation and as a result increased the support available to those who are experiencing financial difficulties.

We'll be consulting Customers again this autumn/winter on changes for financial year 2027/28.

For more details, visit:
our-companies/places-for-people-scotland/latest-consultations

Equalities

We assess how our policies, actions and services impact different groups of people through Equality Impact Assessments. These assessments help us identify potential impacts and guide us on how to address them. All our Colleagues receive equality, diversity and inclusion training, helping them deliver an inclusive and accessible service for our Customers.

To support Customers with different communication, language and accessibility needs, we provide a range of inclusive services, including translation and interpreting support, British Sign Language (BSL) services, accessible document formats and additional support for Customers who may need extra assistance when accessing our services. These resources help us meet our Customers' individual needs and ensure they can engage with us in ways that work for them.

In August 2025, we introduced our Customer Inclusion Charter, which sets out the standards and commitments that guide our approach to Customer inclusion and support our ongoing ambition to make our services more accessible, inclusive and responsive to customer needs.

We are proud to have achieved HouseProud Pledge Pioneer accreditation, recognising our commitment to supporting LGBTQIA+ Customers and Colleagues and helping to create Communities where everyone feels safe, respected and able to thrive.

To find out more, visit:
www.placesforpeople.co.uk/houseproud

Communication

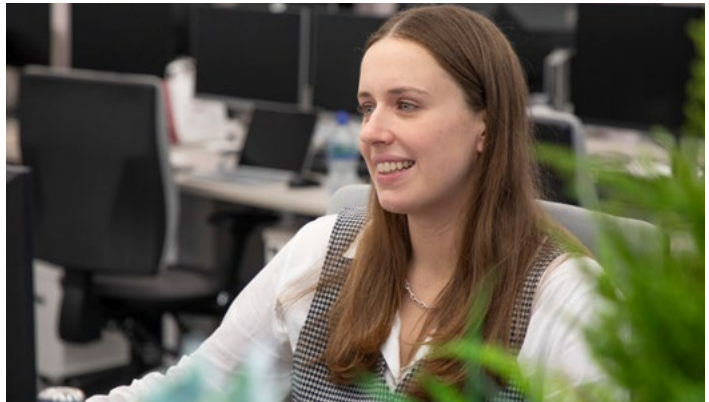
Communication takes many forms at Places for People Scotland, whether it's a quick phone update, meeting Customers in their homes, sending out news updates and letters, or engaging through our website. When we connect with our Customers, we strive to offer a variety of communication methods and formats that are timely, clear, transparent and accessible.

Keeping in touch with you

We're now strengthening how we act on what you tell us. This means making sure feedback is clearly recorded, followed up, and turned into action, with a stronger focus on ensuring issues don't get lost and are seen through to resolution.

Alongside this, we are improving how we communicate between our keeping in touch visits, with clearer and more consistent updates so you know what's happening and what to expect so you can see how your feedback is being acted on.

We're continuing to share information from the region and wider business through our regular Scotland Customer email bulletin.



Total number of stage 1 complaints:

969

Stage 1 complaints responded to in full:

98.13%

Average time to respond to stage 1 complaints:

8.26 days

Total number stage 2 complaints:

275

Stage 2 complaints responded to in full:

83.28%

Average time to respond to stage 2 complaints:

17.46 days

Participation

Our approach to Customer involvement continues to evolve, creating more opportunities for Customers to influence decisions, shape services and improve outcomes within their Communities.

In Scotland, the Customer Collective Group (CCG) worked closely with Places for People Scotland and its Board, helping to ensure Customer voices were heard and reflected in decision-making. The group provided valuable feedback, challenge and scrutiny, bringing lived experience into discussions and helping to identify opportunities for service and communication improvements.

The CCG helped deliver several positive outcomes for Customers and Communities during the year. Members visited Clovenstone Community Centre in Edinburgh to better understand local needs and identify opportunities for support. Through collaboration with Places Impact and local partners, funding and resources were secured for the centre, including IT equipment to support digital inclusion and Community activities.

This support has helped strengthen the centre's ability to provide services for residents and support future Community development opportunities.

The group also contributed to wider Community initiatives, supported improved communication between Customers and services, and worked with colleagues to resolve issues raised by Customers. Through constructive feedback and collaboration, the CCG helped drive improvements that delivered meaningful benefits for Customers and Communities across Scotland.

Our National Customer Group (NCG) also continues to play a vital role in governance and scrutiny across Scotland and England, ensuring Customer perspectives remain at the heart of decision-making at every level of the organisation.

For more information on getting involved, please email: getinvolved@placesforpeople.co.uk

Social impact

Social impact is central to our mission of creating and managing thriving Communities. We aim to make a difference through our work by helping Customers and Communities to reach their potential. During the financial year 2025/26 we generated over £17 million in social impact in Scotland.

In 25-26, our National Projects and Inclusion team in Scotland supported more than 1,000 Customers and generated an additional £2 million in income for Customers through rent-related benefits, disability benefits and earnings replacement. One Customer supported by the team to avoid eviction through reducing rent arrears and accessing the correct Universal Credit payments said;

"I was so worried I'd lose my home. The advice and support made everything clear and sorted out the problem. I feel safe now and know what to do if I need help again."

We also deliver social impact through distributing grants, forming partnerships and utilising our supply chain, and securing external funding using our Group's assets. Last year we supported 82 projects to create thriving Communities in Scotland, many of which operate for free out of Hays Community Hub. We also provided over £135k in grants funding to 38 projects, such as the Furniture Reuse project, which provided Customers with repurposed household items, and Leith Community Sports Hub, which tackled ASB.

Hays Community Hub periodically hosts our financial inclusion and housing services, along with a range of activities from external partners, including Hays Community Pantry, ESOL Classes from Edinburgh Council, and Livity Youth Group. Over 2,400 people were supported through activities at the Hub last financial year.

In 2025/26, Fresh Start received £17,500 through the Procurement Hub to deliver 1,700 starter packs to 170 Edinburgh households moving on from homelessness, often with few or no belongings.

The packs provided essentials such as bedding, cookware, food, toiletries and small appliances, helping people create safe, stable homes. In follow-up calls three months after receiving support, 186 of 189 people confirmed they were still in their tenancy, with 90% saying that the support they received from Fresh Start was key to helping them sustain their tenancies. Supply chain partner Anderson Strathern also supported Fresh Start through donation events and volunteering.

We continue to support The Ridge in Dunbar in delivering essential employment support, including construction skills training, CV and interview support, and accredited certifications. One person said,

"I learned new ways to present my skills and gained confidence in applying for jobs."

We recently awarded a further £2,000 from the Places Foundation 26-27 funding round.

In Edinburgh we contributed £20,794 to our co-funding programme with Edinburgh OneCity Trust in 25-26. Nine projects were funded, focused on tackling poverty, food scarcity, and social isolation through a range of Community activities. A further eight projects have recently been funded for 26-27.

Over £17 million

in social value generated through our core work and social impact activities, measured using HACT Social Value Bank and other frameworks.

Over £41K

in additional cash or in-kind support leveraged through our grantmaking, bids and other activities.

82

projects supported to create thriving Communities (both funded and non-funded).

£2million

additional income generated for Customers in benefits and earnings replacement.

Over £135k

provided in grants funding.

Over 1000

Customers supported by our National Projects and Inclusion Team.

Over 7,800

people engaged in social value activities and projects.

Scottish Housing Regulator

You can find a full breakdown of our performance on the Scottish Housing Regulator's website. This includes reports on how we're performing, comparisons with other landlords, our full Charter return, and our audited accounts.

All the information is available here: www.housingregulator.gov.scot/landlord-performance/landlords/castle-rock-edinvar-housing-association-ltd

To view the Scottish Social Housing Charter outcomes that we report on, visit: www.gov.scot/publications/scottish-social-housing-charter-november-2022

Please be aware that outcomes 12 and 16 (Homeless People and Gypsy/Travellers) are not included in our report as we don't currently provide these services in Scotland.

Please note that while we trade as Places for People Scotland, our legal name is Castle Rock Edinvar Housing Association Limited.

If you need any assistance in accessing the report, please call us on **0131 657 0600.**

Annual Return on the Charter (ARC)

Places for People Scotland exists because of our Customers, and will always aim to do the right thing. We take feedback and insight very seriously to understand where we can improve our services and support.

What is ARC?

The Annual Return on the Charter (ARC) survey is a requirement set by the Scottish Housing Regulator (SHR). It sets the service standards and outcomes that all social housing providers in Scotland should aim to achieve.

The SHR requires landlords to conduct Customer surveys to gather satisfaction data at least every three years. This information is crucial for Places for People Scotland as it's reported through the ARC.

The ARC is a document that Registered Social Landlords (RSLs) and housing associations submit annually to the SHR, detailing performance against the regulator's standards over the previous year. It covers a wide range of topics, from repair wait times to complaints handling and anti-social behaviour, providing a complete view of our performance.

Our Customer survey approach

This year, we moved from primarily collecting Customer feedback through telephone surveys to a more inclusive digital approach. We did this for two reasons: to collect more true and honest Customer feedback, and to ensure we offered a voice to those who are typically harder to reach or more vulnerable. We had anticipated that this change would result in lower scores by widening our reach to hear from more Customers, not just those who were most likely to engage with us on the telephone.

Our survey ran from 31 October – 1 December 2025, with 562 responses collected by telephone, and online interviews. This provided a strong, statistically valid base for understanding what matters the most across our diverse Communities.

Our baseline for change

We're pleased to share the results of our Customer survey, covering the 2025/26 financial year. Thank you to all our Customers who contributed. We now have a clear baseline that will help us to build on the extensive work already underway to drive real and positive change.

ARC survey results

Feel their landlord is good at keeping them informed:

46.4%

Satisfied with the repairs service provided:

54.1%

Satisfied they are given opportunities to participate in decision making:

34.7%

Satisfied with the landlord's contribution to neighbourhood management:

38%

Satisfied with the quality of their home:

59.5%

Overall satisfaction:

47.51%

Work underway

In the Customer survey, our Customers identified three areas as improvement opportunities. Here's the work already underway in each area.

Keeping in touch with you

We're now strengthening how we act on what you tell us. This means making sure feedback is clearly recorded, followed up, and turned into action, with a stronger focus on ensuring issues don't get lost and are seen through to resolution.

Alongside this, we are improving how we communicate between our keeping in touch visits, with clearer and more consistent updates so you know what's happening and what to expect so you can see how your feedback is being acted on.

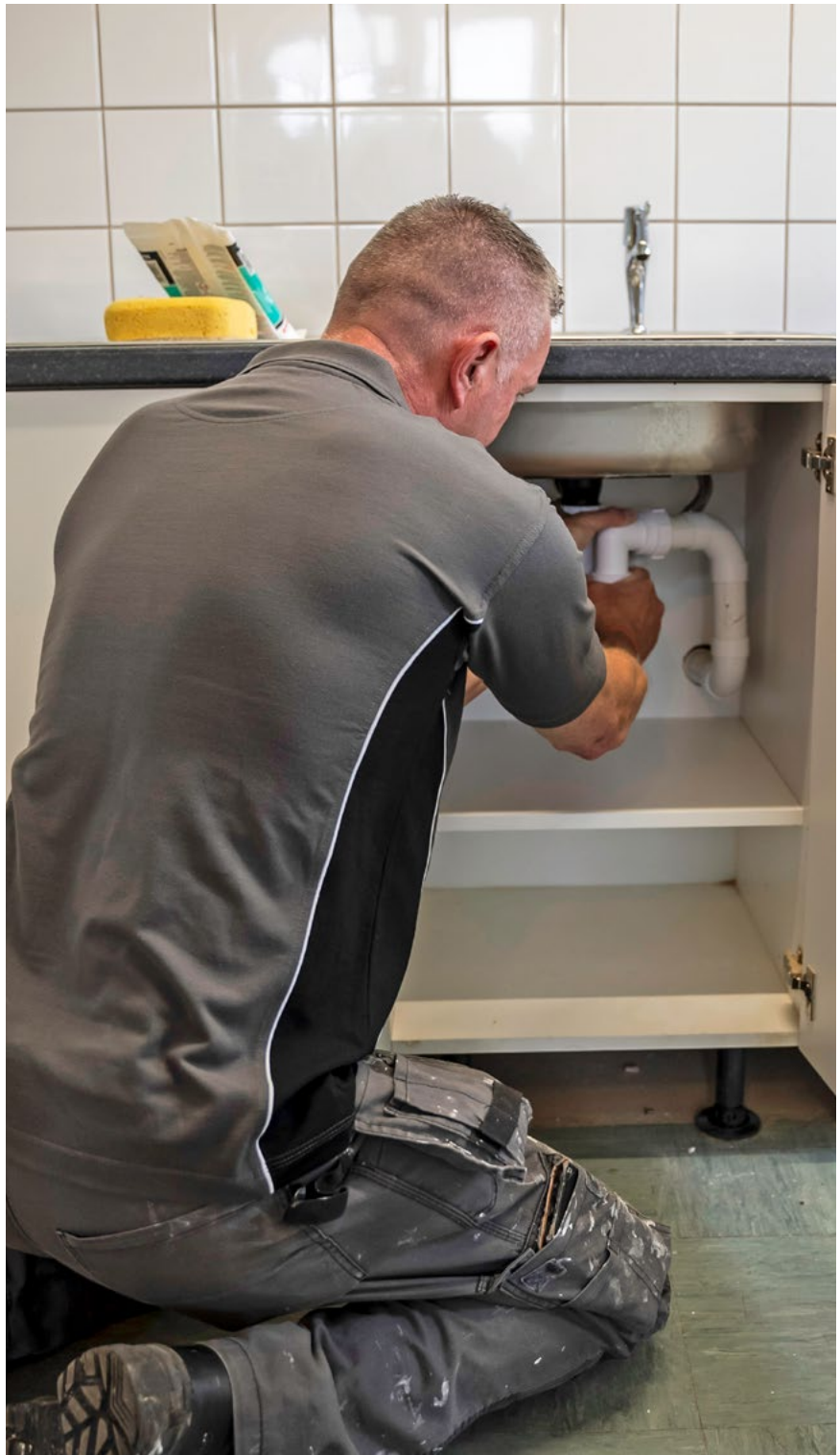
Repairing your home

Following the introduction of Awaab's Law in England under the Social Housing Regulation Act in October 2025, we acted quickly to make sure we were meeting our new legal responsibilities and continuing to provide the service our Customers expect.

While similar regulations in Scotland didn't come into effect until October 2026, we implemented the same processes across both England and Scotland, providing a consistent approach for all Customers. As a result, 95% of emergency repairs were completed within 24 hours, which rose to 96% in March 2026. We're proud to have made this improvement as we continue to strengthen our service.

We're also making repairs simpler and improving the way Customers manage appointments, creating a more straightforward and convenient experience. At the same time, we're giving our operatives better tools and information so they can resolve issues right first time wherever possible.

Recruitment is also underway for four new roles to strengthen our repairs team in Scotland and help reduce the backlog of work, so we can deliver a faster, more reliable service for Customers.



Investing in your home

We exist to provide Places and Communities which are safe and welcoming, and that means reinvesting into new and existing homes. We use a range of approaches to better understand our homes and Customers, helping us stay ahead of risks and opportunities so we can act earlier. Our new Knowing Our Homes policy also strengthens compliance with current and future regulations. Together, these insights help us to prioritise investment effectively and tackle issues before they grow.

To give our Customers an even better experience, we've refreshed the way we replace key components in the home, starting with kitchens. Instead of using multi-trade teams, we're introducing specially trained operatives who can complete the work more smoothly and efficiently. This means a quicker turnaround, and a better overall experience for our Customers.

The opinions of our Customers are the most important thing to us, and we will continue to monitor our results and use them to drive improvements to our services. Thank you to everyone who took part in this year's survey. We are now developing our approach for the next survey to further improve how we collect our Customers' views, and plans are underway to ensure we learn from and enact improvements based on these results.

Places for People Scotland

If you need information about your home, such as how to report a repair, money advice or wellbeing support, please get in touch with us and we'll help you.

→ For support with the cost of living, visit:
www.placesforpeople.co.uk/costofliving

→ For support with your wellbeing, visit:
www.placesforpeople.co.uk/help-support/your-wellbeing

→ To report a repair, visit:
www.placesforpeople.co.uk/report-a-repair

Places for People Scotland is a trading name of Castle Rock Edinvar Housing Association Limited. Castle Rock Edinvar Housing Association Limited is a Scottish Charity No. SC006035.