



PERFORMANCE REPORT

2024/25

Because Community Matters

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PLACES FOR PEOPLE



Welcome to your Places for People Scotland Performance Report.

April 2024 to March 2025

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 2025, we hosted a scrutiny event with Customers and members of our Customer Groups. We shared performance insights and listened to valuable feedback to understand what's working well and where we can improve.

If you'd like to help scrutinise our services, visit the [Get Involved](#) page on our website:

"I am delighted to have stepped into the role of Director of Places for People Scotland earlier this year, and I'm genuinely excited to be working alongside our Colleagues, Customers, and Communities as we continue to make positive, lasting improvements together.

I want to take a moment to thank our teams for their incredible dedication and the care they show every day. Their hard work and relentless focus on supporting Customers make a real difference. We're evolving how we work, moving towards a more proactive model of Customer engagement. Our Community Housing Managers are at the heart of this approach - trusted, local anchors who are there for Customers and Communities whenever support is needed.

This year we've seen a small but welcome improvement in Customer satisfaction. While it's encouraging, we know we have more to do. Tackling issues like damp and mould, and ensuring repairs are completed promptly, remain top priorities. Every Customer deserves to feel safe, secure, and proud of their home, and we're committed to making that a reality.

We're also seeing a growing social impact, now over £14 million, through initiatives such as energy and digital advice, furniture support, and tenancy assistance. These services are changing lives, and we'll continue to build on this success to strengthen the impact we have across Scotland.

Listening to and involving our Customers is central to everything we do. This year we launched The Listening Room, a new space where Customers can share their experiences directly with us, helping us understand what matters most to them. The feedback we gather will guide our decisions and ensure the voice of our Customers shapes the services we deliver. Alongside this, we're placing greater emphasis on clear, proactive communication so Customers always know what's happening in their homes and Communities.

Looking ahead, I'm confident that by working together - with openness, compassion, and a shared purpose - we can continue to raise standards and create stronger, more connected Communities where People can truly thrive."



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. As at March 2025, **85.8%** of our stock met the standard, providing 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 **170 homes** in abeyance and plan to reassess these cases in the coming months to decide if and when works will be completed.

Homes meeting SHQS target:

85.8%

Repairs/maintenance

We're transforming repairs through innovation and investment — from introducing kitchen and bathroom pods that help vulnerable Customers stay at home during essential works, to using services like iCAB to find the best alternative accommodation when major works require Customers to move out.

Our focus is on delivering a faster, more reliable service, with **95% of emergency repairs now responded to within 24 hours.**

Average time for non-emergency repairs to be completed:

25 days

Average time for emergency repairs to be completed:

31.8 hours

There has been a significant increase in the average time taken to complete emergency repairs during 2024/25. The key driver for the increase is emergency repairs not being closed down by operatives within the prescribed time, despite works being completed. This has significantly skewed the average time we're reporting here.

We've reviewed the figures to better understand the situation and have found that over 85% of emergency repair work was completed and closed down within the prescribed deadline. A small number of repairs were not closed down for a significant number of days.

Having analysed the data, we're confident the service we're offering Customers is broadly in line with the figure reported for 2023/24 (22 hours).

All gas safety checks required within the 2024/25 financial year have been completed.





Estate management/anti-social behaviour (ASB)

We take Community safety and tackling ASB very seriously, recognising these are critical issues affecting our Customers and their surroundings.

While we're committed to addressing these challenges, we also understand that other agencies, such as the Police and local authority environmental health teams, may be better positioned to lead on certain matters. That's why we continue to work closely with these agencies.

In addition, we partner with various stakeholders within our Communities to ensure appropriate actions are taken. When gaps in services arise, we actively seek to develop initiatives with our partners. Examples include programmes for young people, mentoring, Community drop-in sessions, and action days or weeks.

Scotland has the highest rate of drug deaths in Europe,* which impacts the work we do in our Communities. We're working with partners on initiatives that support people struggling with substance abuse and our Communities teams are undertaking specialist training.

We're pleased to report that during 2024/25, we achieved a resolution rate of 94.04% for ASB incidents, with a total of 503 cases addressed. Additionally, we successfully responded to all ASB cases within locally agreed timescales. This reflects our commitment to maintaining safe and supportive Communities for our Customers.

*Source: 19.1 drug misuse deaths per 100,000 people in 2024, National Records of Scotland published 2 September 2025

ASB cases response rate:

100%

Number of ASB cases resolved

94.04%

Number of ASB cases reported:

503



Housing options

At Places for People Scotland, we collaborate with various partners and local authorities to provide our Customers with a wide range of social housing options.

Our lettings team is readily 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 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	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Existing customers	27	62	63	56	33	48
Applicants	147	131	262	206	208	131
Mutual exchanges	45	33	57	50	65	72
Nominations from councils	128	99	85	81	111	259
Homeless applications	231	133	212	239	64	62
Other sources	44	34	109	39	243	73
Total	622	492	788	671	724	645



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 team. 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 new and existing 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 facing higher risks, our Community Housing Managers offer short-term support to resolve any tenancy-related challenges such as rent arrears, anti-social behaviour, substance misuse and the overall condition of their home and garden.



Financial inclusion team

Our financial inclusion team provides a range of tailored services for Customers in need, including advice on energy, money management, debt, benefits, and assistance with benefits appeals and grant applications. The team offers face-to-face consultations, home visits, and support via telephone and email, assigning a dedicated person to each Customer until their issue is resolved.

In response to the rising costs of living, we support both Colleagues and Customers in navigating the challenges posed by increasing energy costs, inflation, interest rates, and food prices.

We have a Cost of Living Taskforce made up of Colleagues who are experts in many different areas and provide help in various ways:

- **Hardship fund:** Customers can access our hardship fund for assistance with essential household items.
- **Engagement with partners:** We collaborate with local food banks to ensure Customers in need can access necessary support.
- **External forums and training:** Our Colleagues attend welfare rights forums to share best practices, gather information, and address challenges. They also deliver training to our teams who support Customers in our Communities in recognising fuel poverty and identifying it early to provide effective support.
- **Improved referral processes:** This makes it easier and quicker for Colleagues to refer Customers for assistance.

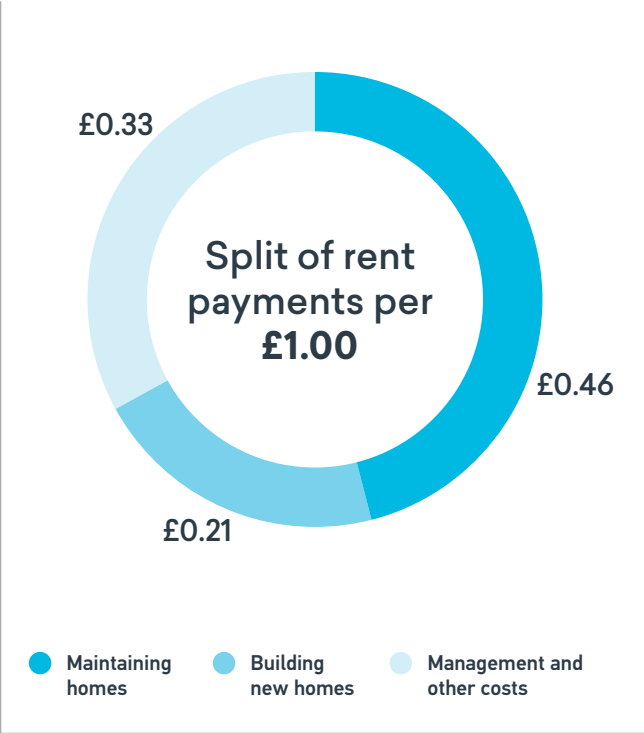
Together, we're committed to creating a supportive environment for our Customers, ensuring they have the resources and help they need to thrive.



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	2020-21	2021-22	2022-23	2023-24	2024-25	Target
Total losses from empty homes	0.71%	1.96%	2.11%	1.09%	0.82%	1.5%
Average repair cost for each empty home	£2,516	£2,096	£2,910	£3,461	£4,431	£5,303
Average re-let times	22 days	47 days	86.3 days	49 days	51 days	28 days
Current arrears	4.66%	5.29%	5.41%	4.16%	4.58%	3.8%

Rent consultation

In November and December 2024, we consulted our Customers about their rent and service charges from April 2025 to March 2026. This annual consultation is a legal requirement and we value the opportunity to gather feedback from our Customers.

The survey was distributed to Customers living in rental homes across Scotland. Invitations were sent to Customers for whom we have email addresses, but Customers also had the option to complete the survey face-to-face with our Colleagues.

We proposed a 2.7% rent increase and a 4.2% rise in combined rent and service charge to allow us to maintain our services and invest in our homes in accordance with our business plan. This included an allocation for making improvements as part of our planned investment works, such as replacing gas central heating, roofing, windows and doors to improve the look and feel of our homes as well as energy efficiency.

We'll be consulting Customers again this Autumn/Winter on changes for the financial year 2026/27. For more details, visit:

www.placesforpeople.co.uk/about-us/who-we-are/our-companies/places-for-people-scotland/latest-consultations/

A total of **734 Customers** participated, resulting in a response rate of **11%**.



Equalities

We assess how our policies, actions and services impact different groups of people through Equality Impact Assessments. These assessments help us to identify potential effects on any group and guide us on how to address them. All our Colleagues undergo equality training, equipping them with the essential skills to maintain an inclusive approach for our Customers.

In August 2025, we launched our [Customer Inclusion Charter](#) — a set of promises that we follow to help identify how we can effectively support our Customers and make sure we're providing a good service that meets your standards.

Places for People is HouseProud accredited. This accreditation reflects our commitment to supporting and representing our LGBTQ+ Customers and Colleagues across all areas of our organisation.

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 social media and 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.

We've strengthened how we manage complaints, with clearer governance, better tools for our Colleagues and a renewed focus on swift, fair resolution, so every Customer feels heard. This is part of our broader move to a more proactive, relationship-based service that puts Customers first.

Additionally, we launched our new and improved Customer Portal in August 2025, which has been designed to make it easier for Customers to track payments, report repairs and submit complaints.

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:

1099

Stage 1 complaints
responded to in full:

97.3%

Average time to respond
to stage 1 complaints:

2.47 days

Total number of
stage 2 complaints:

111

Stage 2 complaints
responded to in full:

93.23%

Average time to respond
to stage 2 complaints:

20.44 days



Participation

Our Customer engagement strategy continues to evolve, with new opportunities for Customers to tell us what they think about our services, policies and processes, so we can improve their experience and satisfaction.

We launched our Customer insight panel — The Listening Room — in September 2025, marking a significant step forward in enhancing Customer participation. Designed as a secure, anonymous and accessible digital platform, it enables Customers to share feedback through surveys and forums, with insights feeding directly into service improvements.

We've been collaborating with Customers to restructure our Scotland Customer Group to align more closely with the Scottish Board, holding them to account and ensuring the voices of independent tenants' groups in Scotland are represented.

Our National Customer Group continues to play a pivotal role in governance and scrutiny across England and Scotland, ensuring Customer perspectives are embedded in decision making at the highest level.

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 2024/25, we generated over £14 million in social impact in Scotland.

We support Customers through a range of services, taking a holistic approach to Customer needs, knowing there is rarely only one issue a Customer may face. Our financial inclusion team in Scotland supported **754 Customers** to generate an additional **£2 million** in income through rent related benefits, disability benefits, and earnings replacement.

One Customer supported by the team to reduce her arrears by **£2,200** by updating her Universal Credit claim shared:

“I’ve been so stressed and I wasn’t able to see the light at the end of the tunnel. I’m glad this is getting sorted out. I can’t express my gratitude for your kindness and caring to help me.”

Our financial inclusion team attended 28 events and benefits workshops across our Communities and supported Customers in need with almost £10,000 in food bank vouchers. Through our partnership with the Big Energy Savings Network, funded by Citizens Advice, we supported an additional **273 Customers** in Edinburgh with energy advice telephone calls and group energy sessions.



We also deliver social impact through partnerships, distributing grants and securing external funding using our Group’s assets and working with our supply chain. We supported 54 projects to create thriving Communities in Scotland during the last financial year, including Hays Community Hub in Edinburgh, Edinburgh Tool Library, and The Ridge in Dunbar.

Hays Community Hub acts as a base to deliver our financial inclusion and housing services along with a range of activities from external partners, including Sudanese Community, Pet Foodbank, Hays Community Pantry, and Grassroots Clothing, supporting more than 1,400 Customers each year.

In late 2024, we provided a £40,000 grant to The Ridge in Dunbar, a charity which supports disadvantaged individuals by equipping them with skills, qualifications and work experience. Our supply chain helped The Ridge to finish renovating its new hub at Black Bull Close to help expand its ability to provide essential services in the Community.





Our 2024/25 KPIs in Scotland:

568

people supported towards education, employment and training.

4,243

people helped with financial and digital inclusion, including hardship funding.

6,304

people supported through projects targeting health and wellbeing.

54

projects supported to create thriving Communities.

8,367

people supported through projects targeting sustainable, resilient Communities.

£31,700

raised from external sources to support our social value activities.

12,807

people supported through our Community projects.

£14m

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

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 remains 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)

At Places for People Scotland, we exist 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, and should, 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's ARC survey was completed by a sample of Customers in line with the regulator's rules. We invited a sample of Customers across all housing types to take part and only households which have opted out of surveys were excluded. By taking this targeted, representative sample, we ensured strong results while managing the survey in a way that delivered value for our Customers.

Our survey ran from September to November 2024, with 535 responses collected by telephone, email and face-to-face conversations. 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 2024/25 financial year. Thank you to all our Customers who contributed to this. 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:

60.2%

Satisfied they are given opportunities to participate in decision making:

50.1%

Satisfied with the repairs service provided:

67.7%

Satisfied with the landlord's contribution to neighbourhood management:

59%

Satisfied with the quality of their home:

72.1%

Overall satisfaction:

69.6%





Work underway

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

Complaints

We've strengthened how we manage complaints, with clearer governance, better tools for our Colleagues and a renewed focus on swift, fair resolution, so every Customer feels heard. This is part of our broader move to a more proactive, relationship-based service that puts Customers first.

Repairs

We're transforming repairs through innovation and investment — from introducing kitchen and bathroom pods that help vulnerable Customers stay at home during essential works, to using services like iCAB to find the best alternative accommodation when major works require Customers to move out. Our focus is on delivering a faster, more reliable service, with 95% of emergency repairs now responded to within 24 hours.

Communities

We've taken a more targeted approach this year, focusing on the specific needs of our most vulnerable Customers and the key issues raised in previous surveys. Our regional approach means our Community Housing Managers support smaller patches, helping them build stronger, trusted relationships with Customers. Combined with new internal processes and local initiatives, we're creating more connected, responsive Communities where every Customer knows who to turn to.

The opinions of our Customers are the most important thing to us. That's why we'll 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'll be considering how we ask our Customers for their views for the next survey and are developing plans to make improvements and learn from these results.



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:

my.placesforpeoplescotland.co.uk

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.