

Tenant Feedback from Rent Consultation 2026-7 and
Tenant Satisfaction Survey 2024-5

You Said, We Did



This is our response to the common themes which arose during the Rent Consultation 2025-6 and Tenant Satisfaction Survey 2024-5. Some of you may also receive a personal reply but we apologise that we do not have the resources to do this for everyone. If you would like to ask us new questions, want to talk in more detail about your response or would like to give feedback on this document please contact us at wehearyou@lsha.co.uk or 01478 612035 (op3).

Property Services

You had mixed reviews on current services. Some people have had good experiences, others not. You don't feel paying higher rent is value for money for current services and want to see improvement.

Repairs are taking too long and not being completed right first time - We really want you to be able to see and feel service improvements and are always looking for ways to better meet your needs and increase satisfaction. This includes working smarter, being more efficient and being better at communication.

Repairs are prioritised based on emergencies and non-emergencies so that anyone with urgent issues gets seen first. Sometimes there are delays outside of our control; ordering supplies or materials can take a long time because of our remote location, and if the supplier has low stock or long manufacturing times this can add to timescales. Our Technical Team has also been repairing houses that have been returned to us in bad condition. You have the 'Right to Repair' for certain things to be fixed within specific timescales or be entitled to compensation.

Our new Tenant Portal launched in 2025, allowing you to track repairs and upload a video or photograph of the repair. This should help diagnosis and get repairs completed quicker.

We have also hired a new electrician and a new estate assistant, meaning more electrical repairs can be completed quicker and estates continuing to look their best.

For specific repairs issues mentioned in the consultation, these were followed up with a visit or call from Property Services.

Upgrades being overdue - In the past, there may have been an expectation that certain items in your home, such as kitchens, bathrooms or heating systems, would automatically be upgraded every 15 years. However, this is not always the best use of time, money or resources if those items are still in good condition and working well. To help us make better decisions, we are now carrying out Stock Condition Surveys of homes.

Our plan is to survey 20% of our stock per year rolling over a five year period, ensuring all our properties are surveyed every five years. These surveys allow us to regularly review the condition of our homes and their components so we can plan for when

replacements are genuinely needed. This means we can target investment more wisely, improve long-term planning, and strengthen applications for external funding and grants for items such as heating systems and energy improvements.

Communication with planned maintenance or after reporting a repair - We understand that communication during a previous period of heating installations was not always as clear or consistent as it should have been, and this is something we are currently reviewing to identify learning points and improve the service moving forward.

In terms of repairs and planned works, our Technical Team and any external contractors working on our behalf should contact you directly to arrange appointments and discuss attendance. We hold our external contractors to the same high standards as our own Technical Team, and all parties should be following the same communication and appointment protocols. We also ask tenants to work with us by ensuring that contact details are kept up to date and, where possible, being flexible with appointments to help us deliver repairs and improvements as efficiently as possible.

Damp and Mould - We take damp, mould and cold-related concerns very seriously. Any issues should be reported to our Repairs Team by phone, email or via the Portal or website so they can be investigated, repaired and monitored. All reported concerns are discussed regularly within our Property Services meetings, and we are continuing to prepare our teams for the introduction of Awaab's Law. We are also utilising Scottish Federation of Housing Associations' learning tools, guidance and advice to ensure we are working with the most up-to-date information and best practice available. Where needed, we are also happy to bring in external specialists to carry out surveys and investigations into damp and mould concerns.

If you are experiencing issues with heating, we will check whether the system requires repair or replacement. Our Energy Adviser can also carry out humidity and temperature monitoring and provide independent advice to both tenants and LSHA on actions that may help resolve issues. To arrange an assessment, please email energyadvice@lsha.co.uk / 01478 612035 / use our website.

We understand the pressures caused by rising energy costs and know that some households may ration heating because of affordability concerns. We encourage tenants to take regular meter readings so they can better understand their usage and costs. If you would like support with this, or help estimating your bills, please contact energyadvice@lsha.co.uk / 01478 612035 / use our website.

We continue to prioritise insulation and heating upgrades and are exploring new technologies, funding opportunities and energy solutions to make homes warmer, more energy efficient and affordable to heat. New tenants are also provided with guidance on using their heating systems, managing condensation and damp, and are offered an energy advice visit.

Neighbourhood upkeep, gardens and bulky uplift – Works outside the home, such as masonry painting and grass cutting, were seen as important by tenants, although many felt that improving the condition inside homes should remain the priority. Some neighbourhood concerns were identified separately, and we are now starting a pilot scheme in one area focusing on large-scale repairs, painting and garden maintenance to improve the overall standard of the neighbourhood in one programme of works.

We also received some reports about issues that are not within LSHA's responsibility or repair remit, such as potholes and street lighting. These are managed by Highland Council, although we will always try to point tenants in the right direction where possible.

Our Property Services Team is also introducing quarterly Estate Walkabouts alongside our Stock Condition Surveys. If you would like to attend a walkabout in your area, or feel one is urgently needed, please email wehearyou@lsha.co.uk / 01478 612035 (op3). Keeping neighbourhoods well maintained is a shared responsibility, and we encourage both staff and tenants to report any concerns or repairs.

Tenants told us that tidy neighbourhoods help encourage people to take pride in their own gardens and outdoor spaces. While we do not currently have the budget or capacity to offer private grass cutting, we understand there may be a need for support for some tenants due to age or disability, and this is something we may consider in the future.

We would also encourage tenants to make use of the Highland Council Bulky Uplift Scheme for larger household items, which has been advertised in our newsletters. In the past, we have also arranged skip events in some neighbourhoods to help with bulk waste removal. If this is something you would like to see in your area, please contact wehearyou@lsha.co.uk / 01478 612035 (op3) so we can assess demand.

Housing Management

Antisocial Behaviour - We are sorry that some tenants are experiencing anti-social behaviour within their neighbourhoods. For concerns to be dealt with appropriately and effectively, we need reports to be made in a timely manner and with as much specific information as possible, including dates, times and details of incidents. In some situations, another agency may be more appropriate to respond in the first instance, such as Police Scotland where criminal behaviour, threats or immediate safety concerns are involved. We would therefore encourage tenants to report incidents to the appropriate agency first and then make us aware so that we can work together to find solutions and provide any support within our remit. Guidance on reporting anti-social behaviour has previously been shared in our newsletters, on our website and within our policies.

Getting involved in decisions - It is great that so many tenants responded to our Rent Consultation and Tenant Satisfaction Survey. Following that, we have had some

tenants saying they would be interested in being involved in tenant participation. Tenants have been involved with designing our Tenant Participation Strategy, reviewing our Anti-Social Behaviour Policy and Procedures, designing our new website, and visits to new properties. Recently there has been a redesign Tenant Participation Menu that has been given out at new tenant signups. You can get involved via our website or emailing wehearyou@lsha.co.uk / 01478 612035 (op3).

Rent Setting and Affordability

You questioned how rents are calculated and had concerns about the cost of living. Financial hardship is getting worse and higher rents won't help.

How do you set rents - Our rent setting policy can be read on our website. We have a 'base rent' that increases based on number and size of bedrooms and property features. For example, a 2 bed/3 person (one double room to sleep two people + one single room to sleep one person) common entrance flat is often a slightly lower rent than a flat of the same size with a private entrance 'cottage-flat' style. New build rents can also be affected by caps, as specified in grant agreements provided by the Scottish Government meaning some starting rents cannot be charged above a particular amount.

LSHA recognises that our rents were above inflation for a couple of years, whereas now we have reduced the increase for 2026/7 to help tenants manage rising living costs.

Why not have tailored rents for different incomes, like pensioners or single people - We have explored with other housing associations whether rents are tailored differently for single people or pensioners, and this does not appear to be common practice within the sector. We do not routinely hold detailed information on tenants' incomes or income sources, which would make this difficult to manage fairly and accurately. While pension income may be more fixed, other household incomes can change regularly and some tenants may also have private income or savings. Introducing a tailored rent system would be complex, costly to administer and difficult to keep updated, while also creating challenges for long-term financial planning.

Rents and utility bills are rising, but income is not - We know times are tough for tenants and that the cost of everything keeps going up because of the impact of global-scale changes. Inflation is still high and energy costs are expensive because of the price of oil and gas. Here are some of the things we are already doing to try and help with cost of living:

- Broadford and Kyle outreach sessions, run monthly at the Broadford Library or Lighthouse Café rotating between Tenant Advice and Tenant Engagement & Support. The Portree office is always available for pre-booked appointments if you wish to speak to us about money worries or if you're struggling to cope with

budgeting, managing your tenancy, accessing food/essentials or furnishing your property. We also promote our direct contact details for any 1-2-1 support through home visits, emails and phone calls.

If you are worried about paying your rent or bills, please reach out; there are lots of ways we can help. We will always try to take a proactive approach to helping anyone with rent arrears and work closely with you to get back on track. We can also signpost to other services if you want independent support.

- Provide you with up-to-date information on income maximisation and how to seek support for the cost of living/energy updates/heating bills and publish information on our website home page, in the newsletter and Facebook.
- Applied for and secured over £1764 of funding to help subsidise heating bills for those worst affected this winter.
- Helping tenants most in need with other costs or small crisis grants through our 'extra help' fund.
- Access fuel bank vouchers and organise/deliver foodbank parcels. We promote free food events, re-use/recycle, food waste reduction projects and warm spaces.
- Actively seek grant funding and secure other types of support to help lower bills or reduce the expense of moving house for new and existing tenants like furniture, flooring and essentials.
- We work closely with CAB to help people with debt or other financial concerns.