

Landlord name: BT Loch Aillse agus an Eilein Sgitheanaich Ltd - Lochalsh and Skye HA Ltd

RSL Reg. No.: 324

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Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	





Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Ms. Fanchea Kelly
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	31.54
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	12.60
C1.2.6	the total number of staff	48.14
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	33.33%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	19.32%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.41%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	49
C3.2	The number of 'supported housing' lets during the reporting year	5
Indicator C3		54

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	5
C2.2	The number of lets to housing list applicants	14
C2.3	The number of mutual exchanges	3
C2.4	The number of lets from other sources	2
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	0
C2.5.3	other	33
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	54

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

The total number of lets has halved this year to 54 (107 during 2023-24) – this is due to having only 2 new builds this financial year (50 new builds during 2023-24).

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	352
1.1.2	the fieldwork dates of the survey	12/2024
1.1.3	The method(s) of administering the survey:	
	Post	☐
1.1.4	Telephone	☒
1.1.5	Face-to-face	☐
1.1.6	Online	☐
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	163
	very satisfied	
1.2.2	fairly satisfied	138
1.2.3	neither satisfied nor dissatisfied	20
1.2.4	fairly dissatisfied	23
1.2.5	very dissatisfied	8
1.2.6	no opinion	0
1.2.7	Total	352

Indicator 1	85.51%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

There was a reduction in the overall satisfaction which seems to be linked to the level of repairs service, property condition and communications with tenants.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	352
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	178
2.2.2	fairly good at keeping them informed	154
2.2.3	neither good nor poor at keeping them informed	15
2.2.4	fairly poor at keeping them informed	2
2.2.5	very poor at keeping them informed	3
2.2.6	Total	352

Indicator 2	94.32%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	352
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	83
5.2.2	fairly satisfied	219
5.2.3	neither satisfied nor dissatisfied	43
5.2.4	fairly dissatisfied	7
5.2.5	very dissatisfied	0
5.2.6	Total	352

Indicator 5	85.80%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

The performance on this indicator has declined and tenants commented that they wanted the Association to listen more closely to their feedback.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	05/2025
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	18.95
C8.3	The date of your next scheduled stock condition survey or assessment	04/2026
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	40.78
C8.5	Comments on method of assessing SHQS compliance.	

The Association has undertaken inspection using a combination of qualified internal property services officers as well as tendering with three experienced external surveying practices.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	856	866
C9.2	Self-contained stock exempt from SHQS	18	18
C9.3	Self-contained stock in abeyance from SHQS	7	7
C9.4.1	Self-contained stock failing SHQS for one criterion	7	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1	1
C9.4.3	Total self-contained stock failing SHQS	8	1
C9.5	Stock meeting the SHQS	823	840

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	N/A	N/A
Aberdeenshire	N/A	N/A
Angus	N/A	N/A
Argyll & Bute	N/A	N/A
City of Edinburgh	N/A	N/A
Clackmannanshire	N/A	N/A
Dumfries & Galloway	N/A	N/A
Dundee City	N/A	N/A
East Ayrshire	N/A	N/A
East Dunbartonshire	N/A	N/A
East Lothian	N/A	N/A
East Renfrewshire	N/A	N/A
Eilean Siar	N/A	N/A
Falkirk	N/A	N/A
Fife	N/A	N/A
Glasgow City	N/A	N/A
Highland	823	840
Inverclyde	N/A	N/A
Midlothian	N/A	N/A
Moray	N/A	N/A
North Ayrshire	N/A	N/A

North Lanarkshire	N/A	N/A
Orkney Islands	N/A	N/A
Perth & Kinross	N/A	N/A
Renfrewshire	N/A	N/A
Scottish Borders	N/A	N/A
Shetland Islands	N/A	N/A
South Ayrshire	N/A	N/A
South Lanarkshire	N/A	N/A
Stirling	N/A	N/A
West Dunbartonshire	N/A	N/A
West Lothian	N/A	N/A
Totals	823	840

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	856
6.1.2	projected to the end of the next reporting year	866
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	823
6.2.2	projected to the end of the next reporting year	840

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	96.14%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	97.00%

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	352
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	154
7.2.2	fairly satisfied	143
7.2.3	neither satisfied nor dissatisfied	29
7.2.4	fairly dissatisfied	17
7.2.5	very dissatisfied	9
7.3	Total	352

Indicator 7	84.38%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)
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8.1	The number of emergency repairs completed in the reporting year	159
8.2	The total number of hours taken to complete emergency repairs	724

Indicator 8	4.55
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	1,332
9.2	The total number of working days taken to complete non-emergency repairs	15,982

Indicator 9		12.00
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	1,257
10.2	The total number of reactive repairs completed during the reporting year	1,332

Indicator 10	94.37%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	2
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
he association has become aware of 2 properties who have, or have had, LPG fittings. The association is seeking confirmation that the tenants have gas safety certificates and will progress as a matter of urgency if gas safety inspections are required.		

Indicator 11		2
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	171
12.2	Of the tenants who answered, how many said that they were:	111
12.2.1	very satisfied	
12.2.2	fairly satisfied	36
12.2.3	neither satisfied nor dissatisfied	15
12.2.4	fairly dissatisfied	3
12.2.5	very dissatisfied	6
12.2.6	Total	171

Indicator 12	85.96%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

C.8.2 This year's percentage of properties surveyed is lower than anticipated in the previous year's return. These surveys are based on a five year rolling inspection programme, which paused during the outbreak of the Covid pandemic which greatly impacted through a lack of access to undertake these inspections. We have re-commenced these stock condition inspections by utilising both our qualified internal property services officers as well as tendering with three suitably experienced external surveying practices.

11.1 LSHA has become aware of two properties with gas LPG fittings that require a gas safety check which have been scheduled as a matter of urgency.

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	3	2
Complaints carried forward from previous reporting year	1	2
All complaints received and carried forward	4	4
Number of complaints responded to in full by the landlord in the reporting year	2	4
Time taken in working days to provide a full response	59	954

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	50.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	29.50
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	238.50

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	352
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	153
13.2.2	fairly satisfied	130
13.2.3	neither satisfied nor dissatisfied	43
13.2.4	fairly dissatisfied	21
13.2.5	very dissatisfied	5
13.2.6	Total	352

Indicator 13	80.40%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	67
14.2	The number of tenancy offers that were refused	13

Indicator 14		19.40%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	19
15.2	Of those at 15.1, the number of cases resolved in the last year	17

Indicator 15	89.47%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	1
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)
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22.1	The total number of court actions initiated during the reporting year	5
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0.00%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	838
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	50

Indicator 17	5.97%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	24
19.2	The number of approved applications completed between the start and end of the reporting year	12
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	12
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	12
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost(£) that was landlord funded;	£7,348
20.2	The cost(£) that was grant funded	£77,350
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20		£84,698
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The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	1,720
21.2	The total number of adaptations completed during the reporting year.	12

Indicator 21	143.33
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	568
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	568
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	37
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	37
23.7	The total number of accepted offers.	33

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	6.51%
Indicator 23 - The percentage of those offers that result in a let	89.19%

Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	52
30.2	The total number of calendar days properties were empty	943

Indicator 30	18.13
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	21
16.1.2	applicants who were assessed as statutory homeless by the local authority	50
16.1.3	applicants from your organisation's housing list	22
16.1.4	nominations from local authority	0
16.1.5	other	14
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	20
16.2.2	applicants who were assessed as statutory homeless by the local authority	46
16.2.3	applicants from your organisation's housing list	22
16.2.4	nominations from local authority	0
16.2.5	other	14

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	95.24%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£4,356,170
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,375,557

Indicator 26		99.56%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£202,665
27.2	The total rent due for the reporting year	£4,390,445

Indicator 27		4.62%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	115
28.2	The total value of management fees invoiced to factored owners in the reporting year	£7,599

Indicator 28		£66.08
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£4,390,445
18.2	The total amount of rent lost through properties being empty during the reporting year	£14,888

Indicator 18	0.34%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	7.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	330
C6.2	The value of direct housing cost payments received during the reporting year	£1,265,960

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£44,008
C7.2	The total value of former tenant arrears written off at year end	£22,787

Indicator C7		51.78%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	352
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	65
25.2.2	fairly good value for money	185
25.2.3	neither good nor poor value for money	69
25.2.4	fairly poor value for money	23
25.2.5	very poor value for money	10
25.3	Total	352

Indicator 25	71.02%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	13
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	0
29.2.2	fairly satisfied	3
29.2.3	neither satisfied nor dissatisfied	4
29.2.4	fairly dissatisfied	2
29.2.5	very dissatisfied	4
29.3	Total	13

Indicator 29	23.08%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

28.1 The number of factored owners has increased due to private properties built as part of our schemes which have terms in their deeds that put factoring conditions on.

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	
31.2	The total amount of rent set for all pitches during the reporting year	

	Indicator 31	
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.