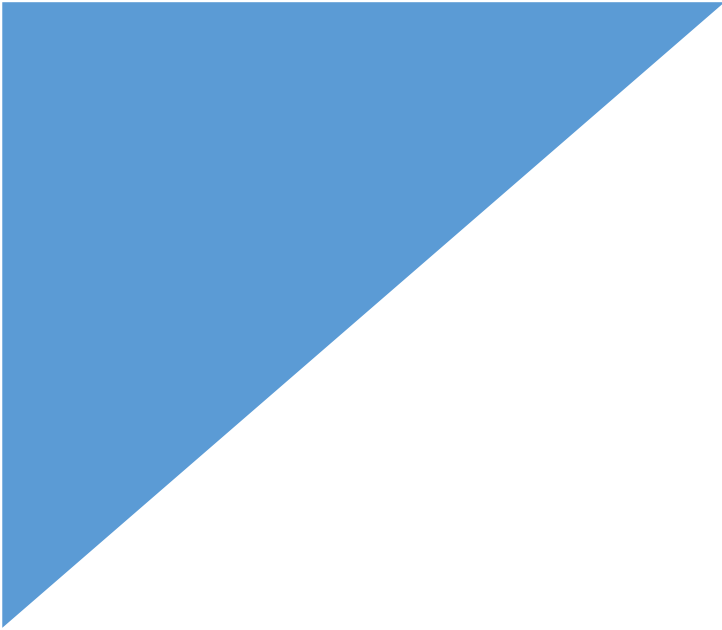
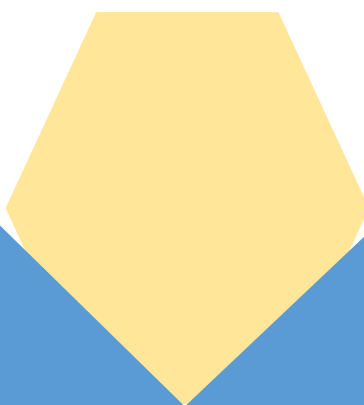




VIEWPOINT

joy in later years

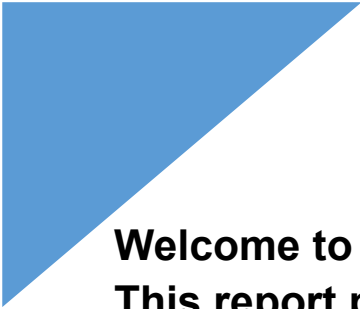
Tenant Performance Report 2024—2025





Contents

	Page
Introduction	3
Our Properties and Our Staff	4
Rent and Service Charges	5
Tenant and Landlord—Working Together	6
Formal Complaints	6
Housing Quality and Repair Service	7
Neighbourhood Management and Anti Social Behaviour	9
Medical Adaptations	9
Letting Properties and Collection of Rents	10
Further Information	12



Introduction

Welcome to Viewpoint's performance report for 2024-2025. This report provides information about our performance in delivering the Scottish Social Housing Charter (the Charter) during 2024/2025.

The report allows you to look at how we performed in relation to the Charter and compare our performance with that of previous years. It includes a comparison with other landlords who provide similar services (our Peer Group) which is Bield, Trust and Hanover Housing Associations. There is also a national comparison with Scotland as a whole, where this is available.

A small group of tenants met with staff and discussed the performance statistics that Viewpoint submitted to the Scottish Housing Regulator (SHR) in May 2025. The group then assisted in bringing this report together.

If you would like to see all our performance information and compare it with other landlords then this is on the Scottish Housing Regulator's website at:

<https://www.housingregulator.gov.scot/landlord-performance/statistical-information/>

We hope that you find the information in this report useful and we welcome any comments that you have regarding the content or presentation of this report. Our contact details are on the back page.



Our Properties



Local Authority Area	Number of Properties
East Lothian	26
Edinburgh	1110
Fife	139
Midlothian	33
TOTAL	1308



Our Staff

	2022/23	2023/24	2024/25
Total number of staff	216.7	213.7	223.76
No of office based staff	31.10	58.43	64.74
Senior staff turnover	22.2%	22.2%	20.81%
Total staff turnover	26.26%	17.7%	14.47%

This includes our care home staff and full time equivalent staff

Rent and Service Charge Information



Number of Bedrooms	Number of Properties	Average Weekly Rent 2024/25	Peer Group Average Weekly Rent
Studio	80	£116.46	£169.27
1	967	£137.44	£163.86
2	242	£135.63	£157.48
3	19	£211.64	£149.61



Average Annual Rent and Service Charge Increase

	2022/23	2023/24	2024/25
Viewpoint Rent Increase	7%	6.7%	6.7%
Peer Group Average Rent Increase	5.7%	7%	4.77%
Viewpoint Service Charge Increase	Variable	Variable	Variable

Our Performance



Tenant and Landlord Working Together

	2024/25	Peer Group Avg	Scottish Avg
Tenants are satisfied with the overall service	75.44%	80.82%	86.85%
Tenants feel that Viewpoint keeps them informed about services and decisions	79.83%	79.57%	89.98%
Tenants are satisfied with opportunities to participate in landlords decision making process	67.73%	59.25%	86.34%



Formal Complaints

	2022/23	2023/24	2024/25	Peer Group Avg	Scottish Avg
Stage 1 Complaints (avg response time in working days—Target is 5 working days)	4.57 days	5.01 days	4.13 days	4.41 days	5.35 days
Stage 2 Complaints (avg response time in working days—Target is 20 working days)	21.11 days	16.17 days	16.0 days	17.3 days	21.31 days



Housing Quality and Repair Service

	2022/23	2023/24	2024/25	2025 Target	Peer group Avg	Scottish Avg
Viewpoint properties meeting Scottish Housing Quality Standard	94.3%	98.7%	99.69%	99.85%	82.18%	87.24%
Average length of time taken to complete emergency repairs	1.76 hours	1.53 hours	1.46 hours	2 hours	3.5 hours	3.89 hours
Average length of time taken to complete non-emergency repairs (working days)	3.03 days	3.62 days	3.54 days	15 days	7.06 days	9.13 days
Re-active repairs completed right first time	93.75%	98.83%	94.52%	91%	87.01%	88.02%
Satisfaction with repairs service for tenants who had repairs carried out in the last 12 months	86%	86.3%	87.53%	89%	82.68%	86.75%
Tenants satisfied with the quality of their home	86.96%	86.96%	82.67%	95%	81.42%	84.72%



Assets Update

Repairs and Maintenance 2024/2025

Following a review and changes to how we manage and deliver services, we continue to work with R3 Repairs under a new contract to provide day-to-day repairs and maintenance.

During the year, major external works were carried out to walls at West Richmond Street and Kilravock. The discovery of RAAC at three sites required a range of works to support the concrete panels. These sites will continue to be inspected regularly.

Our **Maintenance Technicians** have focused primarily on remedial works identified through ongoing Fire Risk Assessments, alongside completing other minor maintenance tasks across our properties.

In addition, several major planned works were successfully delivered during the year.

Major Works Completed During 2024/2025

- 38 kitchen upgrades at one development
- 7 bathroom upgrades across two developments
- Roofing renewals and insulation upgrades at two sites
- Boundary wall repairs at three sites
- Telecare upgrades at eleven sites
- Fire detection system upgrades at nine sites
- Emergency and communal lighting upgrades at eleven sites
- Internal decoration works at one site (with works at other sites deferred pending completion of fire safety and lighting upgrades)
- External decoration works at four sites



Neighbourhood Management and Anti Social Behaviour

	2022/23	2023/24	2024/25	2025 Target	Peer group Avg	Scottish Avg
Tenants satisfied with the contribution the landlord made to neighbourhood management	75.17%	75.17	75.83%	xx	75.13%	84.23%
% of anti-social behaviour cases resolved within target of 20 days	92.3%	100%	100%	100%	94.36%	93.44%



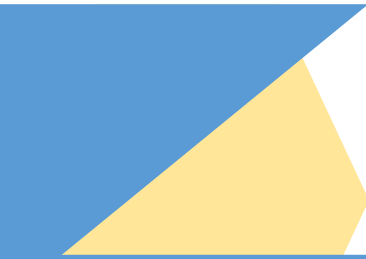
Medical Adaptations

	2023/24/23	2024/25
Viewpoint Funded	£7,768	£4,667
Scottish Government Funding	£142,438	£26,460
Total Spend	£150,206	£31,127
Average time to complete	39.91 days	23.7 days
Peer Group Average	66.51 days	79.59 days
Scottish Average	44.8 days	44.37 days



Getting good Value from Rent and Service Charges

	2022/23	2023/24	2024/25	2025/26 Target	Peer group Avg	Scottish Avg
Average days taken to relet properties	141.6 days	84.59 days	58.73 days	40 days	81.09 days	60.59 days
% of rent loss through properties being empty in relation to overall rental income	3.85%	1.99%	1.97%	2.0%	3.02%	1.27%
% of rent collected from tenants as a % of total rent due in the last year	99.51%	99.5%	99.54%		99.91%	100.15%
% of tenants consulted about proposed rent increase	100%	100%	100%	100%	N/A	N/A
Gross rent arrears as a % of rent due	2.98%	2.84%	2.56%	2.5%	2.15%	6.17%
% tenants who says good value for money from rent and service charges	76.08%	76.08%	70.3%		69.54%	81.68%



Housing Management Update

Welfare Benefits:

Our Welfare Benefits Officer, Eleanor Eccles, obtained **over £1 million** in benefits for Viewpoint tenants during 2024–2025. This service is well promoted by staff and is highly valued by tenants.

Quarterly Meetings:

A review of our quarterly meetings is underway, as the current format does not meet the needs of all tenants and tenure types. Once the new approach is agreed, it will be implemented across Viewpoint.

New Tenancies:

122 new tenancies were created during 2024–2025.

Void Times:

Closer working between our Housing and Asset Teams has reduced void times, resulting in cost savings and increased rental income.

New Tenant Satisfaction:

86.96% of new tenants were satisfied with the standard of their new home, compared to **94.17%** the previous year. This reduction reflects the decision to stop decorating empty properties. By Quarter 4, satisfaction had improved to **95.65%**.

Tap Into IT:

Our partnership with Tap Into IT continued to support tenants in developing their digital skills and accessing online services.

Social Activities:

Funding from the Viewpoint Trust has enabled us to provide social activities and transport since October 2024. We have a weekly fitness class provided by FitCare Scotland, monthly book club, monthly knit'n'natter, and cookery classes run by Edinburgh Community Food. This funding is expected to continue until after which we will have to find an alternative means of funding if tenants wish to see these activities continuing.

Further Information on Viewpoint Housing Association



The Scottish Housing Regulator

The Scottish Housing Regulator regulate Registered Social Landlords (RSLs), such as Viewpoint, Local Authorities and homeless services. Its purpose is to protect tenants' interests and those of other service users and ensure that good quality housing continues to be provided. Their website contains information on each RSL/Local Authority including all the performance data. You can browse this information for any RSL or Local Authority at

www.housingregulator.gov.scot

Viewpoint Website

Viewpoint's website holds information about reporting repairs, applying for a house and paying your rent. However we also have a section called 'publications' where you can access our policies and strategies, performance reports, annual reports, Board minutes and agendas, consultations reports and financial accounts.

www.viewpoint.org.uk/about-us/publications/

Contact Us

If you wish to discuss the contents or presentation of this report, or if you wish further information please do not hesitate to contact us.

Viewpoint Housing Association
4 South Oswald Road, Edinburgh, EH9 2HG
Telephone: 0131 668 4247
Email: admin@viewpoint.org.uk
Website: www.viewpoint.org.uk