Tenant Charter Report 2026

Designed by Tenants4Tenants



Vision

Maintain and build quality homes, providing excellent customer service, and giving opportunities for people and communities to flourish.



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Your Charter, Your Voice, Your Report

This report isn't just about our performance, it's about what matters most to you.

Our Tenants4Tenants group have helped shape every stage of this Tenant Charter Report, from choosing what information is included and how it's presented, to deciding which housing associations we compare ourselves against.

It is important that this report focuses on the issues tenants told us are most important, helping you see not only how we're performing, but what we are doing to improve.

This year, tenants selected Lochalsh & Skye Housing Association and Grampian Housing Association as our comparison landlords. These organisations were chosen because they share some of the challenges we face in delivering services across rural communities, while also providing useful comparisons in terms of size and scale.

Throughout this report you will see how Albyn has performed during 2025/26, how we compare with other landlords, and the actions we are taking to continue improving our services. Arrows represent the comparison to the previous year, denoting whether Albyn's performance improved, declined or remained stable.

Further information on each of these topics is available at the end of the report and on our website.

Tenant Landlord Relationship



Participation

Social Landlords manage their business so that: Tenants and other customers are offered a range of opportunities that make it easy for them to participate in and influence their landlord's decisions at a level they feel comfortable with.

97.3% ↔

Percentage of tenants satisfied with opportunities given to participate in landlord decision making.

Albyn Housing Society	97.3%
Grampian Housing Association	91.8%
Lochalsh and Skye Housing Association	85.8%

10
Consultations

1
Community Events

At the end of this report you can find a link outlining all the ways that you can participate in, and influence Albyn's decision making, with details on how to get involved.

The development of the new Customer Voice and Engagement team at Albyn will bring together Tenant Participation, Customer Insights and Customer Engagement with the objective of ensuring that we are providing meaningful and accessible opportunities for involvement. It will also strengthen the link between what customers tell us, the improvements we make and how we communicate those changes back to customers.

Our Tenants4Tenants group have been working hard to shape the experience of participating, their new name reflects their role in helping their fellow tenants to feel heard, come together and share ideas.

Equalities

Social landlords perform all aspects of their housing services so that: They support the right to adequate housing. Every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect and receives fair access to housing and housing services.

Public meetings are held in accessible venues, and documents can be provided in alternative formats on request. Accessibility and inclusion are a priority for us, and we are committed to understanding and responding to individual needs wherever possible, ensuring that everyone has the opportunity to participate fully and have their voice heard.

At the end of this report, you can find a link to our latest Equalities Report and Action plan, which outlines the steps we're taking to make our services more inclusive and responsive.

Communication

Social landlords manage their business so that: Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

95.6%

Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions.

Albyn Housing Society	95.6%
Grampian Housing Association	90.7%
Lochalsh and Skye Housing Association	94.3%

The Albyn Housing Society Strategic Delivery Plan includes a provision for a Communication Preferences survey.



Housing Quality & Maintenance



Quality of Housing

Social landlords manage their business so that: Tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other business quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

86.7% ↔

Percentage of tenants satisfied with the quality of their home.

Albyn Housing Society	86.7%
Grampian Housing Association	85.9%
Lochalsh and Skye Housing Association	84.3%

Scottish Housing Quality Standard (SHQS) is the main way The Scottish Government measure housing quality in Scotland. It means social landlords must make sure their tenants' homes:

- Are energy efficient, safe, and secure
- Not seriously damaged
- Have kitchens and bathrooms that are in good condition

91.1% ↑

Percentage of properties meeting SHQS.

Albyn Housing Society	91.1%
Grampian Housing Association	93.1%
Lochalsh and Skye Housing Association	95.6%

Energy Efficiency Standard for Social Housing (EESSH) is a Scottish Government programme designed to make social homes warmer, more energy efficient and more affordable to heat.

Repairs, Maintenance and Improvements

Social landlords manage their business so that: Tenants' homes are well maintained with repairs and improvements carried out when required, tenants are given reasonable choices about when work is done.

88.5% ↔

Percentage of tenants satisfied with the repairs service.

Albyn Housing Society	88.5%
Grampian Housing Association	81.7%
Lochalsh and Skye Housing Association	97.1%

4.2 hours ↑

4.4 days ↑

Average time taken to complete repairs.
(Emergency in hours and day-to-day in days).

Albyn Housing Society	4.2	4.4
Grampian Housing Association	1.7	7.6
Lochalsh and Skye Housing Association	4.3	11.9

95.5%

Percentage of reactive repairs completed right first time.

Albyn Housing Society	95.5%
Grampian Housing Association	98.7%
Lochalsh and Skye Housing Association	97.1%

The figures in the following section are new for 2025/26 and therefore there is no performance comparison.

Damp and Mould

38

Total number of resolved cases of damp and/or mould.

Albyn Housing Society	38
Grampian Housing Association	178
Lochalsh and Skye Housing Association	17

7.9%

Percentage of cases of damp and/or mould resolved that were reopened.

Albyn Housing Society	7.9%
Grampian Housing Association	11.2%
Lochalsh and Skye Housing Association	11.8%

Fire safety

0

Total number of homes without fire detection and warning.

Albyn Housing Society	0
Grampian Housing Association	0
Lochalsh and Skye Housing Association	0

Gas Safety

0

Total number of times gas safety check not met.

Albyn Housing Society	0
Grampian Housing Association	4
Lochalsh and Skye Housing Association	0

Electric Safety

75

Number of times the EICR was not completed.

Albyn Housing Society	75
Grampian Housing Association	139
Lochalsh and Skye Housing Association	110

We made significant further progress on our EICR programme during the year, with the figure reported to the regulator reflecting historic overdue cases that were addressed through a targeted catch-up programme.

Neighbourhood & Community



Estate Management

Social landlords, working in partnership with other agencies, help to ensure that as far as reasonably possible that: Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

86.7% ↔

Percentage of tenants satisfied with thier landlord's contribution to the management of their neighbourhood.

Albyn Housing Society	86.7%
Grampian Housing Association	72.2%
Lochalsh and Skye Housing Association	80.4%

Anti-Social Behaviour

100% ↑

Percentage of anti-social behaviour cases reported last year which were resolved.

Albyn Housing Society	100%
Grampian Housing Association	98.1%
Lochalsh and Skye Housing Association	62.5%

8.5 ↔

Number of anti-social behaviour reports per 100 properties.

Albyn Housing Society	8.5
Grampian Housing Association	9.8
Lochalsh and Skye Housing Association	0.7

82
Category A:
Confirmed criminal activity and very serious complaints

145
Category B:
Serious complaints e.g. Assault

164
Category C:
Nuisance and low level ASB complaints

Last year, Albyn successfully resolved all anti-social behaviour (ASB) cases that were investigated, achieving a 100% case closure rate. The number of ASB reports we receive remains relatively stable, with around 300 cases reported each year. While our overall performance is strong, there is an opportunity to improve the speed at which some cases progress, particularly where we rely on information from Police Scotland. To address this, we are working to strengthen relationships with strategic partners.

Access to Housing & Support



Housing Options

Social landlords work together to ensure that: People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
Tenants and people on housing lists can review their housing options.

House Exchange website shut down earlier this year on 31st July 2026 and tenants can now use a site called Homeswapper (www.homeswapper.co.uk). Tenants who were registered with House Exchange were sent an email through the Highland Housing Register (HHR) system.

There is a link at the end of this document where you can read more information about Housing Options

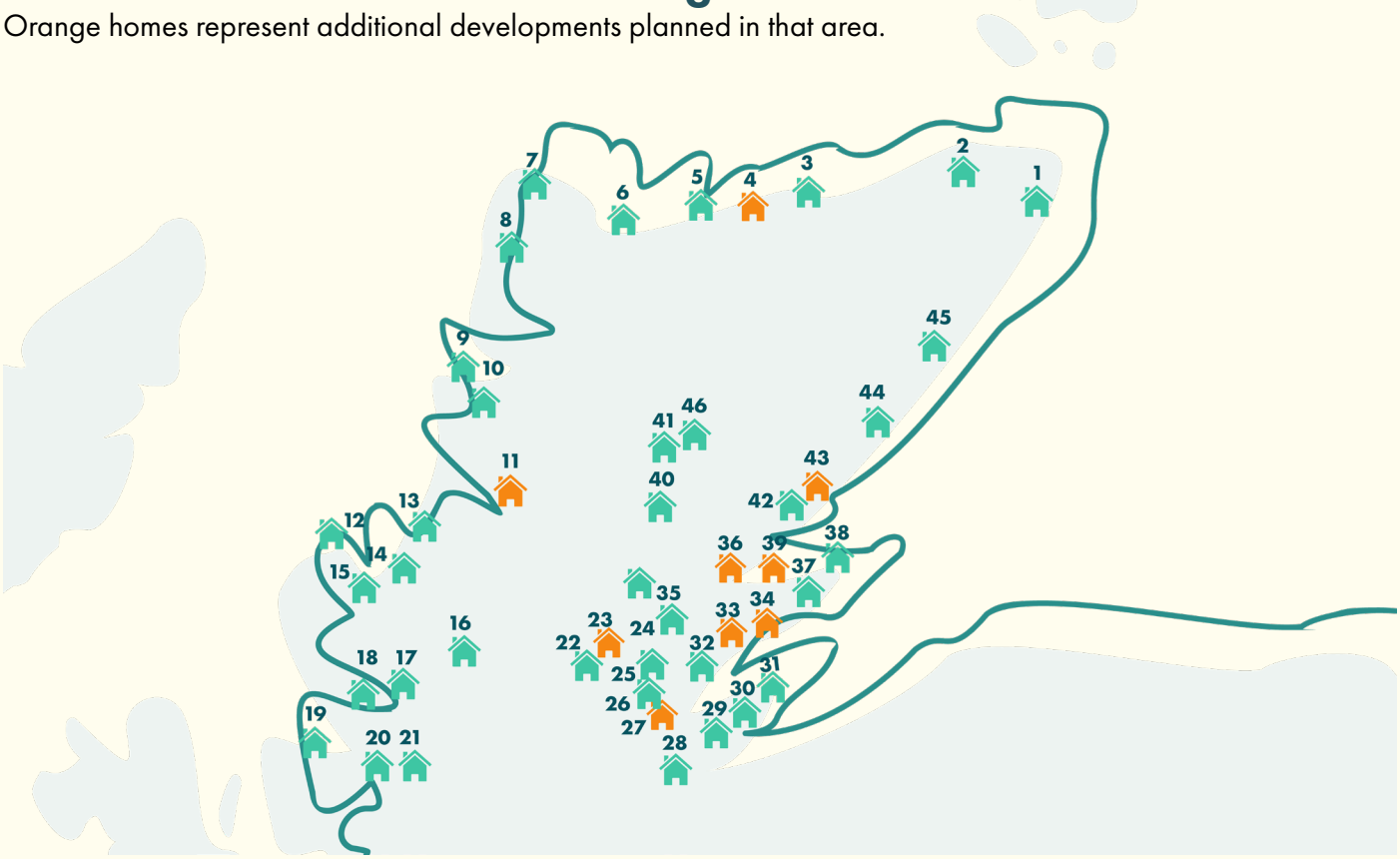
24.3 ↓

Average number of days taken by the landlord to re-let properties.

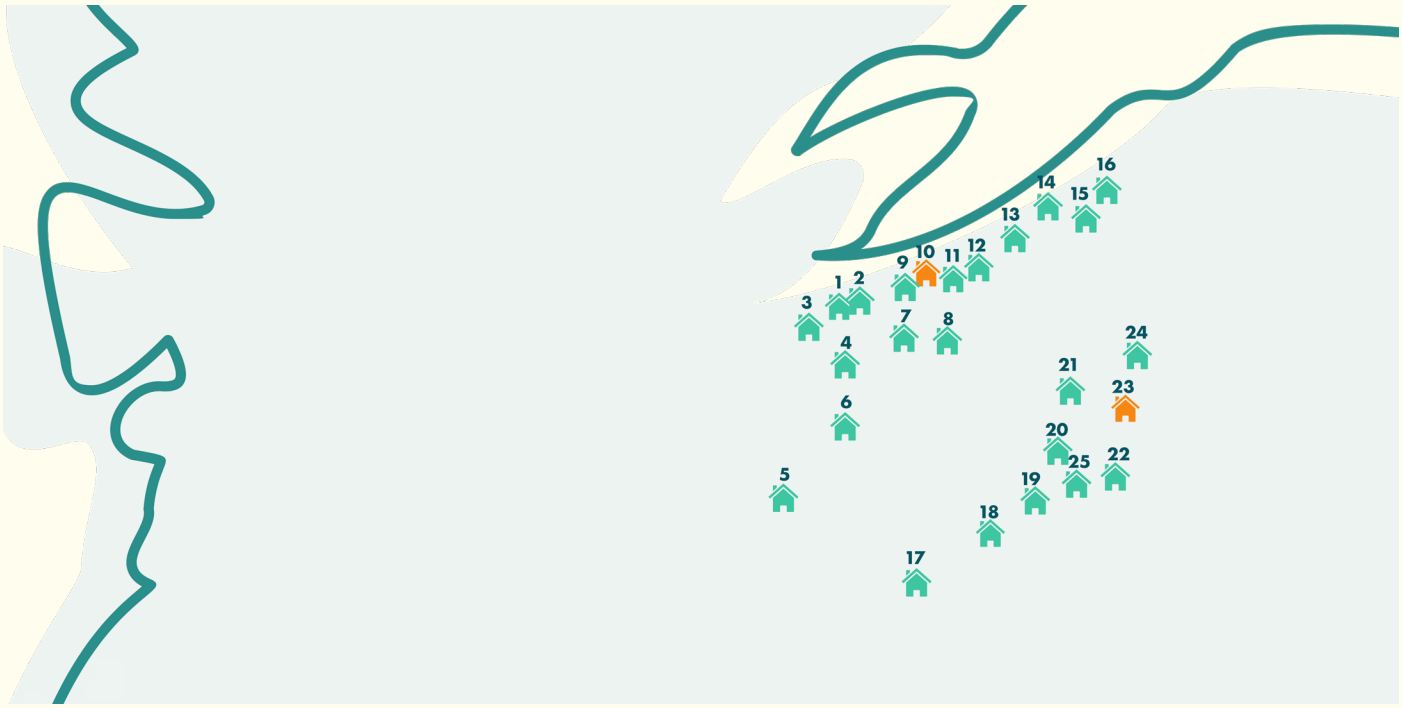
Albyn Housing Society	24.3
Grampian Housing Association	41.5
Lochalsh and Skye Housing Association	20.9

Where we have homes in the Highlands - North Area

Orange homes represent additional developments planned in that area.



Where we have homes in the Highlands - South Area



North Area		South Area	
1. Wick	24. Maryburgh	1. Beauly	24. Grantown-on-Spey
2. Thurso	25. Strathpeffer	2. Kirkhill	25. Rothiemurchus
3. Armadale	26. Contin	3. Kiltarlity	
4. Bettyhill	27. Dingwall	4. Drumnadrochit	
5. Talmine	28. North Kessock	5. Fort Augustus	
6. Durness	29. Avoch	6. Foyers	
7. Kinlochbervie	30. Fortrose	7. Dores	
8. Scourie	31. Rosemarkie	8. Inverarnie	
9. Stoer	32. Evanton	9. Clachnaharry	
10. Lochinver	33. Alness	10. Inverness	
11. Ullapool	34. Invergordon	11. Smithton	
12. Aultbea	35. Milton	12. Balloch	
13. Inverasdale	36. Kildary	13. Ardersier	
14. Poolewe	37. Fearn	14. Nairn	
15. Gairloch	38. Portmahomack	15. Auldearn	
16. Kinlochewe	39. Tain	16. Dyke	
17. Torridon	40. Bonar Bridge	17. Laggan	
18. Sheildaig	41. Rosehall	18. Kingussie	
19. Applecross	42. Dornoch	19. Kincraig	
20. Kishorn	43. Golspie	20. Aviemore	
21. Lochcarron	44. Brora	21. Carrbridge	
22. Muir of Ord	45. Helmsdale	22. Glenmore	
23. Conon Bridge	46. Lairg	23. Nethy Bridge	

Tenancy Sustainment

Social landlords ensure that: Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

95.7%

Percentage of new tenancies sustained for more than a year.

Albyn Housing Society	95.7%
Grampian Housing Association	96.2%
Lochalsh and Skye Housing Association	96.3%

93.8%

Percentage of new tenancies sustained for more than a year (applicants assessed as statutory homeless).

Albyn Housing Society	93.8%
Grampian Housing Association	94.4%
Lochalsh and Skye Housing Association	93.9%

In 2025/26, 168 adaptations were completed during the year. At year end 14 households were waiting for adaptations. 65.5% of adaptations were completed within the target timeframe. The performance in terms of completion times was skewed by legacy cases due to funding constraints the previous year. There is a link at the end of this document where you can read the full report of our Tenancy Sustainment activity.



Homeless People

Social landlords have a role to prevent homelessness and should ensure that: People at risk of losing their homes get advice and information on preventing homelessness.

128

Total number of tenancies which began in the previous year (applicants assessed as statutory homeless).

Albyn Housing Society	128
Grampian Housing Association	72
Lochalsh and Skye Housing Association	33

Value for Money



Social landlords manage all aspects of their business so that: Tenants, owners and other customers receive services that provide continually improving value for their rent and other charges they pay.

86.7%

Percentage of tenants who feel the rent for their property represents good value for money.

Albyn Housing Society	86.7%
Grampian Housing Association	71.6%
Lochalsh and Skye Housing Association	71.0%

We are committed to making the best use of tenants' rents by carefully managing our finances and continually seeking efficiencies across our services. Despite increasing costs and inflationary pressures, we work hard to maximise the value delivered through every pound of rent, helping us invest in homes, communities and services while maintaining our long-term financial strength. There is a link at the end of this document to our previous consultations including previous rent consultation documents.



Gypsy/Travellers

Local councils and social landlords with local responsibility for managing sites for Gypsy Travellers should manage the sites so that: Sites are well maintained and managed and do not fall below the minimum site standards set in Scottish Government guidance.

In our area, The Highland Council owns and manages Gypsy/Traveller sites. Albyn Housing Society does not manage any sites.

Thank you – Your Voice Makes a Difference

Many of the decisions that shaped this report came directly from tenant feedback, from the information included to the way performance is presented.

The Scottish Social Housing Charter helps tenants understand how their landlord is performing and how services are being improved. You can find out more about social landlord performance, and how they are regulated at the end of this document with links to the Scottish Housing Regulator and Scottish Social Housing Charter.

We would like to thank every tenant who took part in meetings, discussions and consultations throughout the year. Your experiences, suggestions and feedback have played a key role in shaping this report and helping us understand where we are doing well and where we need to improve.

The Tenant Charter is not just about reporting on the past, it's about shaping the future. If you would like to help design next year's report, influence future reports, help review our services, or take part in consultations and tenant meetings, we'd welcome your involvement. Please email paula.cross@albynhousing.org.uk

When tenants help shape the conversation, we can build better services together.

If you would like to learn a bit more about the Charter and why we send this to tenants every year, you can do so by reading the Scottish Social Housing Charter linked at the end of this document.

Resources

Visit www.albynhousing.org.uk/about-us/performance (or scan the QR code below) to see more information on any of the topics outlined below. If you wish to receive any of this information by post, please contact Paula Cross by calling us on 0300 323 0990

- How to get involved
- Equalities Report and Action Plan
- Albyn Housing Society Strategic Delivery Plan
- Housing Options
- Home Swapper website
- Tenancy Sustainment Activity
- Rent Consultation
- Tenants' guide to the Scottish Housing Quality Standard
- Scottish Social Housing Charter
- Scottish Housing Regulator website
- Complaints

Contact Information

At Albyn Housing Society, we are committed to delivering excellent customer service. Our aim is to ensure we engage with our tenants consistently and with the right support at every opportunity.

We want to make it as easy as possible for you to contact us when you need to. Below are the ways you can get in touch with the right team. If you have any additional requirements, please let us know eg large print communications, accessibility considerations, translation options.

Contact Albyn

Call us on **0300 323 0990** and select
Option 1. for repairs and maintenance
Option 2. To pay your rent or talk about your rent account
Option 3. for reporting ASB, Flytipping, Dog Fouling or to speak about a housing application
Option 4 for Tenancy Sustainment, including adaptations and support with meeting your rent obligations

Write to us
Invergordon Office
98 - 104 High Street, Invergordon, Ross-shire IV18 0DL
Inverness Office
68 Maclennan Crescent, Inverness IV3 8DN

You can find us on social media

Thank you to Stephanie Cross for the photo of Kessock Bridge on the front page.

albyn Housing Society

Scottish Housing Regulator