

Landlord name: City of Edinburgh Council

RSL Reg. No.: 1,004

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Approval

A1.1	Date approved	29/05/2026
A1.2	Approver	Derek McGowan
A1.3	Approver job title	Service Director
A1.4	Comments (Approval)	
		N/A

Comments (Submission)

N/A

Social landlord contextual information**Lets**

The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	149
C2.2	The number of lets to housing list applicants	103
C2.3	The number of mutual exchanges	58
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants	262
C2.6	The number of lets made	572
C2.7	Total number of lets excluding exchanges	514

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

Reduced overall number of lets during the temporary suspension of our lettings policy.

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	1,000
1.1.2	the fieldwork dates of the survey	08/2024
	The method(s) of administering the survey:	
1.1.3	Post	☐
1.1.4	Telephone	☒
1.1.5	Face-to-face	☐
1.1.6	Online	☐
	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	279
1.2.1	very satisfied	
1.2.2	fairly satisfied	393
1.2.3	neither satisfied nor dissatisfied	106
1.2.4	fairly dissatisfied	91
1.2.5	very dissatisfied	122
1.2.6	no opinion	9
1.2.7	Total	1,000

Indicator 1	67.20%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

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?"	1,000
	2.2 Of the tenants who answered, how many said that their landlord was:	221
2.2.1	very good at keeping them informed	
2.2.2	fairly good at keeping them informed	460
2.2.3	neither good nor poor at keeping them informed	136
2.2.4	fairly poor at keeping them informed	103
2.2.5	very poor at keeping them informed	80
2.2.6	Total	1,000

Indicator 2	68.10%
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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?"	1,000
	5.2 Of the tenants who answered, how many said that they were:	
5.2.1	very satisfied	293
5.2.2	fairly satisfied	531
5.2.3	neither satisfied nor dissatisfied	128
5.2.4	fairly dissatisfied	33
5.2.5	very dissatisfied	15
5.2.6	Total	1,000

Indicator 5	82.40%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	09/2024
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	99.00
C7.3	The date of your next scheduled stock condition survey or assessment	09/2029
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C7.5	Comments on method of assessing SHQS compliance.	

The above relates to external fabric only - 100% of external property condition for the Low-rise has been surveyed and 90% of external property condition high Rise stock has been surveyed. This data requires to be fully uploaded into the asset Management system.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	19,264	19,431
C8.2	Self-contained stock exempt from SHQS	0	0
C8.3	Self-contained stock in abeyance from SHQS	1,446	1,446
C8.4.1	Self-contained stock failing SHQS for one criterion	0	0
C8.4.2	Self-contained stock failing SHQS for two or more criteria	3,240	3,240
C8.4.3	Total self-contained stock failing SHQS	3,240	3,240
C8.5	Stock meeting the SHQS	14,578	14,745

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	19,264
6.1.2	projected to the end of the next reporting year	19,431
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	14,578
6.2.2	projected to the end of the next reporting year	14,745

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	75.67%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	75.88%

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?"	1,000
	7.2 Of the tenants who answered, how many said that they were:	307
7.2.1	very satisfied	
7.2.2	fairly satisfied	395
7.2.3	neither satisfied nor dissatisfied	84
7.2.4	fairly dissatisfied	121
7.2.5	very dissatisfied	93
7.3	Total	1,000
Indicator 7		70.20%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
8.1	The number of emergency repairs completed in the reporting year	18,268
8.2	The total number of hours taken to complete emergency repairs	92,062
Indicator 8		5.04

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	52,991
9.2	The total number of working days taken to complete non-emergency repairs	625,084
Indicator 9		11.80

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

10.1	The total number of reactive repairs completed during the reporting year	52,991
10.2	Of those, number of reactive repairs that were reported again during the reporting year	248
Indicator 10		99.53%

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?"	533
12.2	Of the tenants who answered, how many said that they were:	242
12.2.1	very satisfied	130
12.2.2	fairly satisfied	56
12.2.3	neither satisfied nor dissatisfied	55
12.2.4	fairly dissatisfied	50
12.2.5	very dissatisfied	533
12.2.6	Total	
Indicator 12		69.79%

Tenant and resident safety

Number of times in the reporting year you 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.	32
11.2	Please provide the reason(s) for failing to meet compliance	
Reasons: •Unsafe to enter/proceed – 28 •Resource unavailable to complete on the day due to illness – 2 •Unrecorded reason - 2		

Indicator 11		32
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Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	2,685
29.2	Please provide the reason(s) for failing to meet compliance	
We are currently working on reducing a backlog of checks and a number of tenants are refusing access.		
Indicator 29		2,685

Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end (Indicator 30)

30.1	The number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'	5
30.2	Please provide the reason(s) for failing to meet compliance	
Issues with gaining access to carry out works safely.		
Indicator 30		5

Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)

31.1.1	The number of resolved cases of damp and/or mould caused by condensation	1,007
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	44
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	859
31.2	Total number of resolved cases of damp and/or mould	1,910
31.3.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	39,273
31.3.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	2,728
31.3.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	31,783
31.4	Total time taken in working days to resolve cases of damp and/or mould	73,784

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	39.00
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	62.00
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	37.00
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	38.63

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)

32.1.1	The number of resolved cases of damp and/or mould caused by condensation	1,007
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	44
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	859
32.1	Total number of resolved cases of damp and/or mould	1,910
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	8
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	1
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	7
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	16

Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation	0.79
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues	2.27
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues	0.81
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause	0.84

Number of open cases of damp and/or mould at the year end (Indicator 33)		
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33.1	The number of open cases of damp and/or mould at the year end	299
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Indicator 33	299
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Annual Return on the Charter (ARC) 2025-2026

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the "Housing quality and maintenance" section'.

Scottish Housing Quality Standard -

The Total stock figure is 21051, less unlettable stock (138) and dispersed temporary accommodation flats (1649). Due to the Housing Emergency flats are being used for temporary accommodation and are not included for compliance purposes.

Abeyances are properties in blocks that have recent approval for demolition, these are Inchmickery Court and Oxcars Court. Also included are properties in Westfield Court where repairs are not possible and future of the block is undecided at this stage. This totals 229. Abeyances also include properties with no secure door entry system, and we are currently unable to progress this work with owners (1217).

The failure number is from a report run from our Asset Management System, this figure represents failures of stock where the condition is recorded within the system. This will not reflect the correct position overall until the stock condition survey results are fully recorded within the system. Current reports show 3,240 failures. Due to the lack of accurate data in the asset management system, we have included the same number of failures for next year. These numbers will be more accurate next year following significant work planned to update the asset management system.

Repairs -

We have excluded a small number of emergency repair jobs from this years return which were found to have data errors following data cleansing.

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	1,499	278
Complaints carried forward from previous reporting year	44	20
All complaints received and carried forward	1,543	298
Number of complaints responded to in full by the landlord in the reporting year	1,542	297
Time taken in working days to provide a full response	21,546	8,358

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.94%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	99.66%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	13.97
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	28.14

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?"	1,000
	13.2 Of the tenants who answered, how many said that they were:	202
13.2.1	very satisfied	
13.2.2	fairly satisfied	415
13.2.3	neither satisfied nor dissatisfied	150
13.2.4	fairly dissatisfied	137
13.2.5	very dissatisfied	96
13.2.6	Total	1,000
Indicator 13		61.70%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)
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14.1	The number of cases of anti-social behaviour reported in the last year	1,212
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	335
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	1,278
14.4	Total self-contained units	20,913

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	82.61%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	5.8

Abandoned homes (Indicator C3)		
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C3.1	The number of properties abandoned during the reporting year	80
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	68
	20.2 The number of properties recovered:	
20.2.1	because rent had not been paid	18
20.2.2	because of anti-social behaviour	0
20.2.3	for other reasons	0

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	26.47%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	26.47%

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 16)		
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16.1	The total number of lettable self-contained stock	19,264
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	1,102

Indicator 16		5.72%
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Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	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.	755
18.2	The number of approved applications completed between the start and end of the reporting year	640
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	80
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
Cancelled applications.		

Indicator 18	115
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The average time to complete adaptations (Indicator 19)

19.1	The total number of working days taken to complete all adaptations.	39,979
19.2	The total number of adaptations completed during the reporting year.	640
Indicator 19		62.47

Average length of time to re-let properties in the last year (Indicator 26)		
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26.1	The total number of properties re-let in the reporting year	514
26.2	The total number of calendar days properties were empty	56,992

Indicator 26		110.88
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)

15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	86
15.1.2	applicants who were assessed as statutory homeless by the local authority	713
15.1.3	applicants from your organisation's housing list	250
15.1.4	other	0
15.1.5	Total number of tenancies which began in the previous reporting year	1,049
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	80
15.2.2	applicants who were assessed as statutory homeless by the local authority	675
15.2.3	applicants from your organisation's housing list	232
15.2.4	other	0
15.2.5	Total number of tenancies sustained for more than a year	987

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	93.02%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	94.67%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	92.80%
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	94.09%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	324
C9.1.2	Awaiting demolition/reconfiguration	18
C9.1.3	Subject to an insurance claim	0
C9.1.4	Undergoing major repairs/structural works	63
C9.1.5	Held for decants	55
C9.1.6	Low demand	0
C9.1.7	Other	14
C9.1.8	Total self-contained properties void at the year end	474
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	83
C9.2.2	Awaiting demolition/reconfiguration	18
C9.2.3	Subject to an insurance claim	0
C9.2.4	Undergoing major repairs/structural works	46
C9.2.5	Held for decants	50
C9.2.6	Low demand	0
C9.2.7	Other	14
C9.2.8	Total self-contained properties void for more than six months at the year end	211

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 22)		
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22.1	The total amount of rent collected in the reporting year	£117,673,725
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£118,858,000

Indicator 22		99.00%
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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 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£15,448,805
23.2	The total rent due for the reporting year	£121,284,000

Indicator 23		12.74%
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Average annual management fee per factored property (Indicator 24)

24.1	The number of residential properties factored	481
24.2	The total value of management fees invoiced to factored owners in the reporting year	£4,876
Indicator 24		£10.14

Percentage of rent due lost through properties being empty during the last year (Indicator 17)
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17.1	The total amount of rent due for the reporting year	
17.2	The total amount of rent lost through properties being empty during the reporting year	£1,679,000

Indicator 17	1.38%
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Rent increase (Indicator C4)

C4.1	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 C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	16,254
C5.2	The value of direct housing cost payments received during the reporting year	£63,652,336

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)

C6.1	The total value of former tenant arrears at year end	£2,696,785
C6.2	The total value of former tenant arrears written off at year end	£943,280

Indicator C6		34.98%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)

21.1	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?"	1,000
21.2	Of the tenants who answered, how many said that their rent represented:	267
21.2.1	very good value for money	
21.2.2	fairly good value for money	476
21.2.3	neither good nor poor value for money	118
21.2.4	fairly poor value for money	90
21.2.5	very poor value for money	49
21.3	Total	1,000

Indicator 21	74.30%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)

25.1	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?"	37
	25.2 Of the factored owners who answered, how many said that they were:	2
25.2.1	very satisfied	
25.2.2	fairly satisfied	11
25.2.3	neither satisfied nor dissatisfied	9
25.2.4	fairly dissatisfied	6
25.2.5	very dissatisfied	9
25.3	Total	37

Indicator 25		35.14%
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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.

Other customers**Gypsy / Travellers**

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)

27.1	The total number of pitches	20
27.2	The total amount of rent set for all pitches during the reporting year	£125,611

Indicator 27		£120.78
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	14
28.2	Of the Gypsy/Travellers who answered, how many said that they were:	2
28.2.1	very satisfied	2
28.2.2	fairly satisfied	10
28.2.3	neither satisfied nor dissatisfied	2
28.2.4	fairly dissatisfied	0
28.2.5	very dissatisfied	0
28.2.6	Total	14

Indicator 28	85.71%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.