

64043 Housing Management and Software

This request relates to the software, systems and resourcing used to manage and factor residential properties (e.g. common repairs, service charges, compliance and owner/tenant communication).

Software and cost

The name of the software system(s) currently used to manage property/factoring functions (e.g. repairs, service charge accounts, compliance tracking, owner/tenant portal).

Specific details on software system(s) used will not be provided, as per the ICT Security Advisory brief dated 04/08/2026.

The name of the supplier(s)/vendor(s) of that system.

These services are provided by CGI IT UK Ltd. as part of our outsourced ICT contract.

The total annual licence, subscription or contract cost of that system for the most recently completed financial year.

These charges are within our ICT contract costs which are currently circa £26m per annum. The charges are not structured in a way that we can report spending for these line items as a standalone value.

The start date of the current contract and its renewal or expiry date.

The ICT contract commenced on 01/04/2016, currently expires on 31/03/2029 but can be further extended to 31/03/2035.

The date of the most recent procurement or tender exercise for this system, and the procurement route used (e.g. open tender, framework, direct award).

The ICT contract was awarded via PCS - OJEU and Competitive Dialogue in 2015.

Whether a retender or system replacement is planned or under consideration within the next 24 months.

No retender is currently planned.

Complaints and satisfaction

The total number of complaints received relating to property management/factoring/repairs services in the most recently completed financial year, broken down by category if held in that form.

In the 2025/26 financial year, our Housing Operations Repair Team received a total of 1,811 housing repairs complaints (1,712 Stage 1 and 99 Stage 2). These are categorised as follows:

Carded - disputed appointment

Claim Form Request

Council Policy or Procedure

Damage to belongings

Letter of Thanks / compliment

No Show

Poor workmanship

Recurring Problems

Repair Delayed

Request for information

Request for Service

Rudeness or attitude

Unhappy with appointment time

Unhappy with recommended action

The number of those complaints upheld, and the number escalated to stage 2 of your complaints process or to the Scottish Public Services Ombudsman.

1,712 complaints were resolved at Stage 1 and 99 were escalated to Stage 2.

Any recorded tenant/owner satisfaction score(s) relating to repairs, property management or factoring services (e.g. as reported to the Scottish Housing Regulator under the Scottish Social Housing Charter) for the most recently completed reporting year.

Please refer to the attached Annual Return to the Scottish Housing Regulator. This includes the results of the following Key Performance Indicators:

- Percentage of tenants satisfied with the quality of their home – Page 13
- Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service – Page 17
- Percentage of factored owners satisfied with the factoring service they receive – Page 46

Staffing and scale

The number of full-time-equivalent staff employed in roles primarily responsible for property management, factoring, asset management or repairs coordination.

Please provide this as an aggregate figure only; I am not requesting information about, or identifying, any named individual.

The following posts have been identified within our High-Rise Management and Investment team:

2 x Property Managers

2 x Case Officers (1 is a vacancy that we are in the process of filling)

2 x Construction Project Managers (1 is a vacancy that we are in the process of filling)

6 x Concierge Team Leaders

78 x Concierge and Estate Officers

1 x Quantity Surveyor

1 x Engineering Project Manager

All of the above are involved to an extent in the management and factoring of our building stock, as well as many other roles within the team.

The total number of residential properties/units currently managed under this function.

We currently factor 44 high-rise blocks across the city. This includes minority blocks, full ownership blocks and majority owned blocks.