

ANNUAL PERFORMANCE REPORT

2024-2025



LANARKSHIRE
HOUSING ASSOCIATION LTD



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ANNUAL PERFORMANCE REPORT 2024 – 2025

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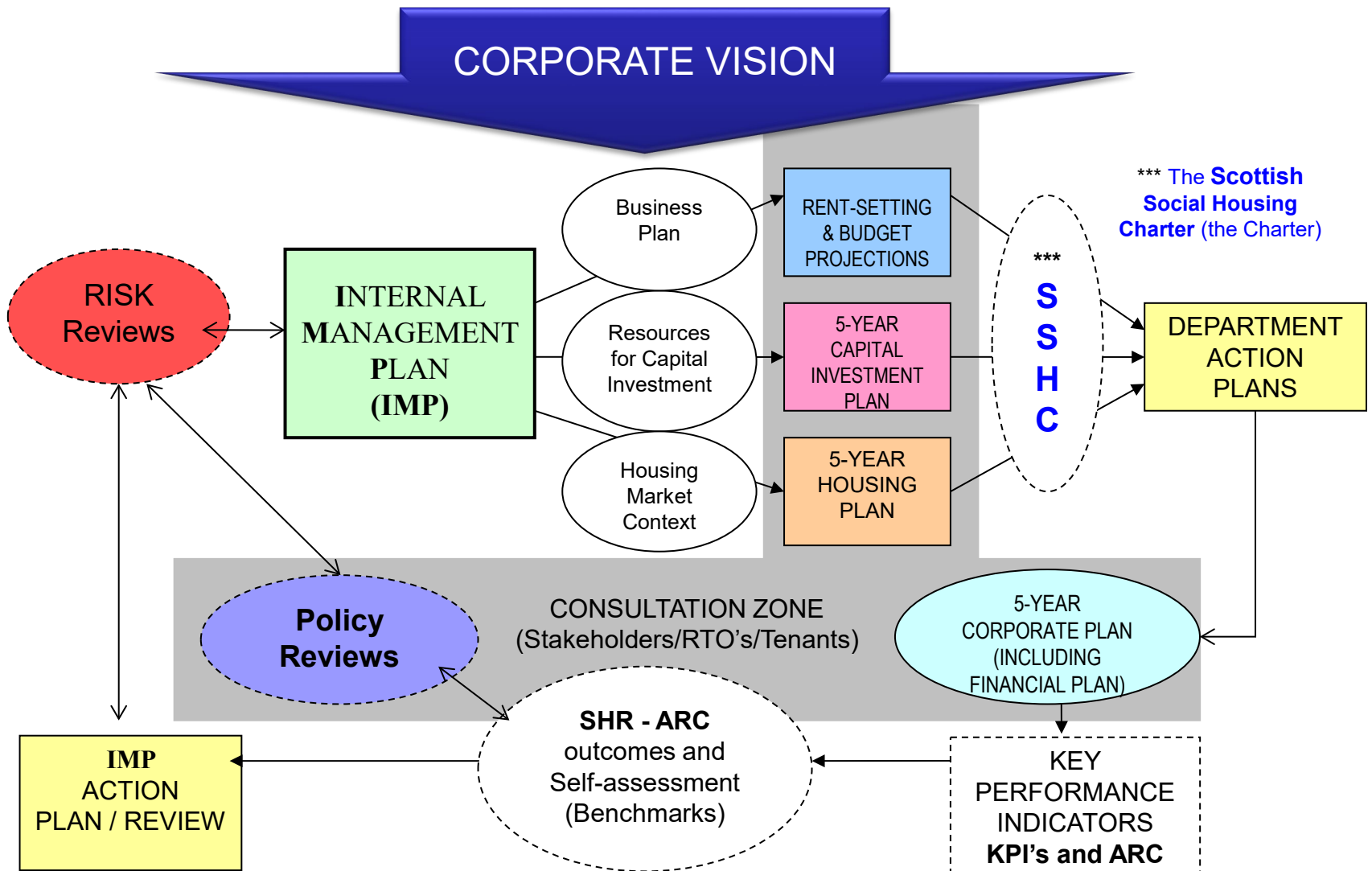
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Section 1

Strategic Planning

Relationships Flow Chart

Strategic Planning - Relationships



Section 2

Management Committee Summary Report

MANAGEMENT COMMITTEE - SUMMARY REPORT (September 2025)**Departmental review:****1. HOUSING SERVICES**

- 1.1 Local Authority (LA) nominations represented **27%** of all tenancy allocations until December 2024 when we became full policy partners in North Lanarkshire's Common Housing Register. Due to changes in policy, there is no longer the requirement for a nomination agreement in North Lanarkshire. In South Lanarkshire a 100% nomination agreement is in place. Due to the small stock numbers and limited turnover, we do not hold a waiting list in this area.
- 1.2 The rented housing stock remains static at **928** units with no purchases made during the year.
- 1.3 The Shared Ownership housing reduced by 2 to **37** units, which represents **3.8%** of the overall housing stock.
- 1.4 Rental due increased by **4%** at the start of financial year 2024-2025 to £4,704,497. It is a management priority to ensure that rents remain affordable whilst allowing the business to accumulate the required level of surplus to fund future major repair and improvement commitments.
- 1.5 Voids and bad debts represented **0.3%** of rental income, this is well within the acceptable limit of **3%**. The position will be regularly monitored for any continued negative trend. Management of void property is a key priority status within Housing Services which includes:
 - Re-let timescales
 - Rent arrears
 - Bad debt
- 1.6 Total rent arrears decreased by **1.06%** to **2.58%** which is well below our target of **3.5%** (calculation based on ARC guidance)). Performance is well below the sector average which has decreased by **0.5%** to **6.2%** and demonstrates Housing Services commitment to:
 - A proactive approach to managing rent arrears and maximising the organisational income
 - Supporting tenants experiencing financial difficulties by utilising the AFTAR project and any other organisation that can provide financial advice

- Implementing our streamlined Arrears Management Policy and procedures, focusing on early intervention, reducing the need for legal action and enhancing tenancy sustainability

1.7 The removal of legacy benefits and the migration of applicants to Universal Credit presents a significant risk to our income streams.

2. PROPERTY SERVICES

2.1 With respect to repairs' response times the Property Services section managed to deliver impressive outcomes **(E) 94.04** (97.6%), **(U) 89.55%** (99.2%) and **(R) 87.18%** (99.7%) respectively. Benchmarks for the forthcoming year are set at 95% (Emergency) and 90% (Urgent & Routine)

2.2 **Routine** (or reactive) repairs' costs increased from £407 to **£426** per unit, which was over budget by £10 per unit. The total Management & Maintenance Overhead cost was **£1,988** per unit which was below the budget of £2,007. The planned maintenance cost was **£975** per unit against a budget of £1,097 due to the impact of supply chain issues which resulted in material and labour shortages causing rapidly rising tender price inflation. Analysis of specific trends or anomalies in day-to-day expenditure are kept under regular review.

2.3 LHA's actual planned maintenance expenditure of **£975** per unit was lower than the prior year's spending of £1,179 per unit and was less than the budget of £1,097. The anticipated fluctuation in spending on planned renewals for building elements (components) is regularly monitored against the long-term plan for any discrepancies or anomalies. The introduction of Component Accounting means the old 'Designated' Reserve for major repairs no longer requires to be funded. As a consequence, the associated reserve has been transferred to Revenue Reserve.

2.4 In summary the budget setting process for 2024-25 reflected a realistic approach taking account of the level of rent collection, real cost increases and the need for renewals over an appropriate time frame. A rent increase of 7.0% was approved after consideration by the Management Committee taking into account efficiencies and a programme of savings that was introduced to mitigate against the potential loss of income. In general, control measures are sufficiently well progressed to ensure effective delivery of the SHQS. If there is a proven case that reactive maintenance budgets need to be increased above current anticipated levels then this evidence must be incorporated in future rent reviews.

2.5 It is recommended that, due to the latest financial and corporate ratings, LHA continues to consolidate its position through a cautious budget setting regime in its routine repairs for 2025-26, whilst moving ahead with the essential aspects of planned maintenance as set out in the

approved programme for renewals and the SHQS requirements. In respect of the Watling Street Estate ongoing litigation, despite a favourable court ruling repudiating liability on the Association's part, legal fees are expected to be incurred for the next few years as we continue to defend our position against the remaining pursuers in this legal process.

- 2.6 Gas safety servicing was carried out within 12 months of the last service except for 1 property which was vacant.

3. DEVELOPMENT

- 3.1 Development 'deficits' are measured in relation to notional allowances that have already been acknowledged as completely inadequate unless there is a significant uninterrupted capital programme. This remains highly unlikely in the current market and economic climate. Following the usual business risk assessments, it remains the Governing Body's approved policy to continue to fund any notional 'deficit' from general surplus funds, as long as this proves feasible. Viability studies will continue, particularly where rental income is under any threat. The lack of development opportunities, for new entrants into an established market, within North Lanarkshire, continues to be a constraint.
- 3.2 There are no current legal actions or threats of legal action relating to building contracts. With respect to the alleged land contamination case at Watling Street, Motherwell: LHA was successful in February 2024 in Court of Session proceedings, where the lack of sufficiently supportive evidence resulted in the failure of the pursuer's case. Notwithstanding this, the pursuers lodged an appeal against the judgement and an appeal has been fixed for December 2025.
- 3.3 LHA did not have a Grant Planning Target (GPT) during 2024-25 for any development activity and there was no private funding required due to the lack of a development programme. Given the economic climate for the short/medium term, there is likely to be few, if any, new development opportunities.

4. FINANCE

- 4.1 In terms of the Statement of Comprehensive Income, turnover increased from £4,567,563 to **£4,836,770** (up by 5.9%), and operating costs decreased from £4,023,853 to **£3,791,542**, down by 5.8%, thus maintaining a healthy surplus on ordinary activities before interest and tax, higher than last year (up from £543,710 to **£1,045,228**), an increase of 92%.

- 4.2 The operating surplus before tax increased from £316,566 to **£875,053**, mainly due to reduced legal costs and a reduction in the Base Rate causing interest payable to decrease.
- 4.3 The overall financial performance was better than anticipated in this respect. The 'net profit margin' represented **18%** of LHA's overall turnover compared to benchmark of 3%. Corporation Tax is no longer an issue due to our Charitable Status.
- 4.4 A detailed breakdown of financial ratios, with approved Benchmarks, is incorporated in the Key Performance Indicators (Table 7.1). Interest cover reported as **409%** (previously, 220%), with a benchmark of 110%. Gross Surplus was **22%** (previously, 12%) compared to the benchmark of 30%. The growth in reserves this year was **4%**, higher than the anticipated 2% growth benchmark. The main reasons for this are decreased costs in respect of interest payable and legal fees.
- 4.5 Standard financial ratios are published quarterly with the Management Accounts.
- 4.6 Net Housing Debt is currently **£3,128** per unit, which is below the benchmark of £3,437 and is below the national average. This is despite the fact that LHA has operated historically with less than average levels of public subsidy (HAG) and has a relatively new housing stock.
- 4.7 Staff costs decreased to **23.0%** of turnover, well within the benchmark maximum of 32%. The general executive view remains that staff costs are sustainable around the **30%** level, but a figure in excess of 35% would require to be urgently addressed.

5. CORPORATE SUMMARY

- 5.1 LHA's surplus increased this year due to the effects of an increased planned maintenance spend, lower levels of inflation and gradual decreases in interest payable rates. This resulted in the substantial funds in overall reserves increased from £23.451m to **£24,431m**.
- 5.2 The company "liability" under the retirement benefit scheme (an FRS 17 valuation) with respect to the Strathclyde Pension Fund (SPF) remained consistent at a **£(0)** pension "deficit". Due to the result of very strong investment returns and changes in financial assumptions which reduced the value of long term liabilities, the pension fund produced an asset position, however, an asset ceiling was applied to keep the affect of this to a nil balance in the Statement of Financial Position. The calculation of this position did, however, cause an actuarial gain of **£105,000**. Combined with our ordinary surplus of £875,053 this gave rise to an overall **£980,053** revenue SURPLUS. Movement in this surplus can be very sensitive to the following key areas:

- a) The retirement benefit scheme “liability” (FRS 17)
- b) LHA’s component accounting system that depreciates key elements of the physical housing stock over their useful economic life and capitalises relevant major repairs and renewals (so there is no need to add to a ‘Major Repairs’ fund)
- c) Accounting provisions for potential legal or contractual liabilities where these are significant

In relation to (a) above it should be noted that the Local Authority pension fund is guaranteed by the Treasury and actuarial shortfalls are required to be remedied by a triennial reassessment of the employers’ contributions. However, in a technical sense FRS 17 may disadvantage LHA since not all RSL’s are currently *required* to follow this accounting practice (e.g. where individual employer’s actuarial calculations are deemed unavailable) which brings about a disparity between LHA and the majority of RSL’s linked to the SFHA/Pensions Trust. Further details are available from the Chief Executive. Nevertheless, we are compelled to apply the ruling under FRS 17 since an actuarial calculation can be made available by the SPF.

5.3 The wider executive view of corporate risk is that the organisational objectives are achievable but will continue to require further appropriate restraint in budgets for routine maintenance, non-performance related wage increases and general overheads.

5.4 This year’s financial results are categorised as “**GOOD**” as strong financial performance in many areas has balanced the impact of cost over-runs in the maintenance programme. Despite ongoing challenges, most operational benchmarks were successfully achieved. LHA is well placed to meet these challenges. Where results against benchmarks point to immediate or foreseeable concerns then action plans will be implemented in appropriate areas. These can be summarised as follows:

- a) Continually review the impact of wider economic factors on service delivery and rent collection
- b) Monitor risks/costs associated with Watling Street Court action
- c) Continue to exercise appropriate restraint in budget setting; in particular routine maintenance costs and excessive or unnecessary overheads
- d) Revise policies to mitigate the effects of government welfare reforms on rental income (universal credit and housing benefit payments)
- e) Keep under review the bad debt position

- f) Retain our “quality” measures in terms of the corporate ratings linked with departmental performance against budgets
- g) Closely monitor re-let times across the housing stock
- h) Continue to improve service delivery and respond effectively to customer complaints.

5.5. Monitoring of performance as defined in the Annual Return on the Charter (ARC) will be presented on a quarterly basis to the Management Committee. Performance benchmarking information against our peer group (medium urban as defined by the Scottish Housing Network (SHN)) will be presented to the Housing Services Sub Committee on a quarterly basis.

Section 3

Summary and Review of Benchmarks

KEY PERFORMANCE INDICATORS

PAGE 1

SUMMARY AND REVIEW OF BENCHMARKS

	<u>Benchmark</u>	<u>2024/25 Actual</u>	<u>+/- Variance</u>	<u>2025/26 Benchmark</u>
Average Weekly Rent (£)				
2 Apt	85.44	85.44	0%	88.86
3 Apt	100.18	100.18	0%	104.19
4 Apt	109.78	109.78	0%	114.17
5 Apt	N/A	N/A	N/A	
 Average Annual Rent Increase (%)	7.0%	7.0%	0%	4.0%
SFHA Affordability Test - Pass Rate	93%	93%	0.6%	93.6%
Source of Lettings:				
NLC Nominations	50%	19.3%	30.7%	0%
 Rent Collection:				
Technical Arrears	0.5%	0.25%	0.25%	0.5%
Non-Technical Arrears	2.3%	1.57%	0.73%	2.3%
Former Tenant Arrears	0.8%	0.90%	0.1%	0.8%
Void Loss	0.8%	0.3%	0.5%	0.8%
 Total	4.4%	3.02%	1.38%	4.4%
 Management & Maintenance Cost/Unit	2,007	1,988	1%	2,410
 Routine Repairs Cost/Unit	416	426	2%	435
 Re-Let Times:				
LHA Overall	15	22.69	7.69%	15
 Repairs Response Times:				
Emergency (2 hours)	100%	94.04%	5.96%	95%
Urgent (5 working days)	100%	89.55%	10.45%	90%
Routine (8 working days)	100%	87.18	12.82%	90%
 Tenant Satisfaction:				
overall	95	93.24	1.76%	95%
repairs	88%	91.41%	3.41%	90%
participation	95%	83.51%	11.49%	95%
informed about services	98%	90%	8%	98%
value for money	89%	81.35%	7.65%	89%
neighbourhood	86%	91%	5%	86%
quality of home	79%	86%	7%	90%
 Planned Maintenance:				
Annual Expenditure per	1,097	975	11%	1353

Legend

Good

No Variance

Poor

**SUMMARY AND REVIEW OF
BENCHMARKS**

	<u>Benchmark</u>	<u>2024/25 Actual</u>	<u>+/- Variance</u>	<u>2025/26 Benchmark</u>
Development Programme:				
Annual HAG Spend (£m.)	0.000	0.000	0%	0.000
Total Spend (£m.)	0.000	0.000	0%	0.000
Ratio of HAG/Total funding	100%	100%	0%	100%
Claims (as % of income)	0%	0%	0%	
GOVERNANCE:-				
Finance:				
Housing Debt/Unit (£)	3,437	3,128	9%	3128
Interest Cover (%)	110%	409%	299%	110%
Net Surplus / -Deficit (%)	3%	18%	15%	3%
Growth in Reserves (%)	3%	4%	1%	3%
Staff Costs (%)	32%	23%	9%	32%
Attendance/Absence:				
Staff Attendance	95%	94%	1%	95%
Committee Attendance	70%	71%	1%	70%
AGM Attendance	4%	16%	12%	4%
Governing Body				
Tenant Members	1	1	0	1
Former Tenant Members	2	2	0	2
Non-Tenant Members	10	7	3	10
Governing Body - meetings quorate	100%	100%	0%	100%
Complaints:				
Lodged	12	9	3	12
Upheld /Partially Upheld	10	3	7	10
Sent to Ombudsman	0	1	1	0
Upheld by Ombudsman	0	0	0	0
Equal Opportunities Monitoring:				
Race	YES	YES	√	YES
Gender	YES	YES	√	YES
Disability	YES	YES	√	YES

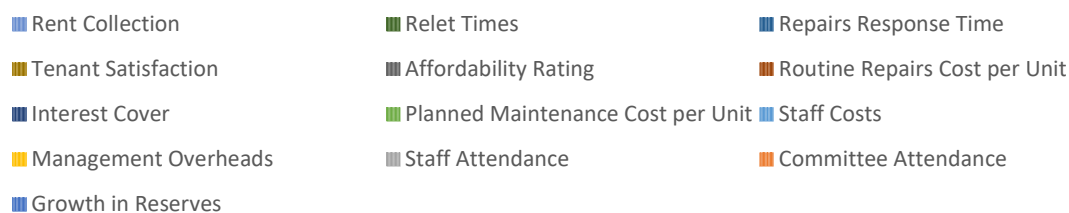
Legend

Good

No Variance

Poor

PERFORMANCE AGAINST BENCHMARKS 2024/25



The above graph represents the Association's actual performance against agreed targets for the financial year 2024/25.

Performance for the year reported a strong financial position, with rental collection levels exceeding expectations and cost controls ensuring that expenditure remained within budget. Many of the financial performance indicators produced positive outcomes despite significant challenges resulting from the cost-of-living crisis. The inflationary pressures in the economy have particularly impacted the maintenance expenditure, and costs were difficult to contain within budget, with actual expenditure per unit slightly higher than budgeted. A Tenant Satisfaction Survey was carried out in the year, with overall satisfaction decreasing and resulting in the performance being below our internal benchmark. Average re-let times underperformed against our benchmark in the year. The rent increase applied in April was in line with affordability targets.

Section 4

Key Performance Indicators (KPI)

Strategic Framework

KEY PERFORMANCE INDICATORS (KPI) – STRATEGIC FRAMEWORK

(*Note Lanarkshire Housing Association hereinafter referred to as LHA)

YEAR ENDING – 31 MARCH 2025

1. BUSINESS OVERVIEW

KPI – Summary Business	Definition
Rent Income (£)	Total amount of rental and service charge income
Voids – Bad Debts (%)	% of lost rent and service charge income to annual voids and bad debt
Rent Arrears	Total arrears of rent and service charge as a percentage of rent income
Annual Loan Costs	Cost of servicing loans as a % of annual rental income
Annual Staff Costs	Total cost of staff as a % of annual rental income
Maintenance Costs (Reactive)	Cost of contractors payments for reactive repairs per unit per annum
Committee Meetings - % quorate	% of Governing Body meetings that were quorate during year
Staff attendance levels	Average % attendance level of all staff each year
Formal Complaints lodged	The number of formal complaints received as a % of the number of units in management
Formal Complaints upheld	The % of formal complaints upheld during the year
Designated Reserves per house	The reserve available for major repairs / renewals divided by the number of houses in management

TABLE 1 – Overall Business KPI's (Trends Analysis)

KPI	2022/23	2023/24	2024/25
Rental Income (£)	£4.219m	£4.393m	£4.689
Voids – Bad Debts (%)	0.2%	0.15%	0.3%
Rent Arrears (%)	3.4%	3.54%	2.48%
Annual Loan Interest Costs	5.5%	6.8%	5.6%
Annual Staff Costs	29.7%	28.5%	23.3%
Reactive Maintenance Costs	£419k	£448k	£524k
Committee Meetings - % quorate	100%	100%	100%
Staff attendance levels	98.4%	97.5%	94%
Formal Complaints lodged	1.2%	1.1%	0.93%
Formal Complaints upheld	83%	73%	33%
Reserves per House	£23,960	£24,251	£25,317

*Housing Stock revalued as part of FRS102 implementation

2. HOUSING STOCK

TABLE 2.1 – Housing Stock

Rental Stock by Size	General Needs	Particular Needs	Total No.	£Total %
2 Apt.	307	55	362	37.44
3 Apt.	436	31	467	48.29
4/5 Apt.	97	2	99	10.24
Sub-totals	840	88	928	95.97
Shared Owners.	37	0	37	4.03
Totals	877	88	965	100

TABLE 2.2 – Average Rent Level

Rental Stock by Size	Weekly Rent	Scottish Housing Regulator National Average Weekly Rent 2024/25
1 Apt	-	£87.12
2 Apt.	£85.44	£93.27
3 Apt.	£100.18	£96.00
4 Apt.	£109.78	£104.51
5 Apt.	-	£115.58
Average Rent	£98.46	£97.93

*Average based on 2, 3 and 4 apts only *

TABLE 2.3 – Source of Lettings

Housing Applications	No.	%age	Benchmark
LA (NLC) Nomination	10	19.23	50%
Housing List Applicants	30	59.69	
Existing Tenants	4	7.69	
Statutory Homeless	8	15.38	
Other	0	0	
Totals	52	100%	

TABLE 2.4 – Groups Housed

Housing Applicants	No.	%age
Single people under 65 years of age	18	34.62
Single people over 65 years of age	3	5.77
Couples	4	7.69
One adult with child/children	16	30.77
Two adults with child/children	11	21.15
Other (shared accomm., etc.)	0	0
Totals	52	100%

TABLE 2.5 – Allocation Priorities

Housing Lets	No.	%age
Urgent Re-housing	1	1.92
Independent Housing	0	0
Overcrowding or Under-occupancy	8	15.38
Medical Priority	15	28.85
Social Priority	2	3.85
Homeless	25	48.08
Other	1	1.92
Total	52	100%
Re-lets Turnover		5.60%

TABLE 2.6 – House Re-possession (Evictions/Abandonments)

Housing	For non-payment of rent	For anti-social behaviour	Other	Total
Number of Notice of Proceedings Issued	7	0	0	7
Court Actions	3	0	0	3
Court Orders for Recovery of Possession granted	3	0	0	3
Abandonment before vacant possession received	0	0	0	0
Vacant possession obtained	2	0	0	2
Abandoned dwellings	0	0	0	0

TABLE 2.7 – Ethnic Origin (Housing Applicants/Tenants)

Housing Applicants	No.	%age		Tenants	No.	%age
African				African		
African, African Scottish or African British	80	0.55		African, African Scottish or African British	9	0.97
Other African background	18	0.12		Other African background	0	0
White				White		
Scottish	4872	33.75		Scottish	834	90.16
English	0	0		English	13	1.41
Other British	201	1.39		Other British	0	0
Irish	13	0.09		Irish	2	0.22
Gypsy/Traveller	6	0.04		Gypsy/Traveller	0	0
Polish	217	1.50		Polish	43	4.65
Roma	0	0		Roma	0	0
Welsh	0	0		Welsh	0	0
Other White Ethnic Group	83	0.57		Other White Ethnic Group	9	0.97
Mixed Groups				Mixed Groups		
Mixed or multiple ethnic background	9	0.06		Mixed or multiple ethnic background	4	0.43
Asian, Scottish Asian, British Asian				Asian, Asian Scottish, Asian British		
Indian, Indian Scottish or Indian British	33	0.23		Indian, Indian Scottish or Indian British	1	0.11
Pakistani, Pakistani Scottish or Pakistani British	37	0.26		Pakistani, Pakistani Scottish or Pakistani British	7	0.76
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	1	0.01		Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish, Chinese British	5	0.03		Chinese, Chinese Scottish, Chinese British	1	0.11
Any other Asian background	2	0.01		Any other Asian background	2	0.22
Black or Caribbean				Black or Caribbean		
Caribbean, Caribbean Scottish, Caribbean British	3	0.02		Caribbean, Caribbean Scottish, Caribbean British	0	0
Black, Black Scottish, Black British	3	0.02		Black, Black Scottish, Black British	0	0
Any other caribbean or black background	5	0.03		Any other caribbean or black background	0	0
Other				Other		
Other Group	57	0.39		Other Group	0	0
Prefer not to say	8791	60.90		Prefer not to say	0	0
Totals	14436	100%		Totals	925	100%

* Footnote: All figures based on Total No. of Returned Forms

3. INCOME AND EXPENDITURE

TABLE 3.1 – Rent Collection

	LHA	%age	LHA Benchmark
Rent Income	£4,704,479		
Voids*	£13,852	0.30	0.80%
Non-technical Arrears	£72,223	1.53	2.25%
Technical (HB) Arrears	£11,422	0.24	0.50%
Former Tenant Arrears	£28,854	0.61	0.75%
Total Rent Arrears	£129,767	2.75	3.50%

void loss falling adjustments

TABLE 3.2 – Management and Maintenance Costs

RSL/ Peer Group	LHA	LHA Benchmark (allowance/Budget)
	£	£
Planned Maintenance per unit (£)	975	1,097
Reactive repairs per unit (£)	426	416
Void repairs per unit (£)	136	111
Total Maintenance/Repair Cost	1,537	1,624

4. VACANCIES AND ALLOCATIONS

TABLE 4.1 – Vacant Stock at Year End

Vacancies	Vacant and available (%)	Vacant and unavailable (%)	Total vacant Stock (%)
Percentage of Total Stock	3	0	0.32

TABLE 4.2 – Average Re-let Times

RSL/ Peer Group	Average No. of days to Re-let	Lets as %age of total stock	Less than 16 weeks	More than 16 weeks
National Average (2024/25)	60.6			
Internal Benchmark	15			
LHA Average	22.7	5.6%	52	0

5. SERVICES TO TENANTS

TABLE 5.1 – Repairs Completed within Target

RSL/ Peer Group	% Emergency	% Urgent	% Routine
Internal Benchmark	100%	100%	100%
LHA Actual	94.04%	89.55%	87.18%

TARGETS

Emergency Completion Target – 2 Hours

Urgent Completion Target – 5 working days

Routine Completion Target – 8 working days

TABLE 5.2 – Annual Servicing of Gas Appliances

	Number of Units	%age
Properties with gas appliances	829	
Properties with current gas safety certificates	829	100
Properties where current safety check was carried out within 12 months of previous check	828	99.88
Properties where safety check was up to 1 month late	1	0.12
Properties where safety check was between 1 and 3 months late	0	0
Properties where safety check was more than 3 months late	0	0

TABLE 5.3 – Tenant Satisfaction Results

Satisfaction Measure questions	Benchmark %age (MIS average)	LHA %age
CORE		
Overall service	87.74	93.24
Keeping them informed about services and decisions	91.15	90
Opportunity to participate in decision making process	86.81	83.51
Quality of their home	85.44	85.95
Repairs and maintenance service	88.01	91.41
Management of the neighbourhood they live in	85.09	91.08
Rent for their property represents good value for money	82.51	81.35

TABLE 5.4 – Anti-Social Behaviour / Racial Harassment

Nature of Complaint	Total complaints received	Resolved by internal intervention/ mediation	Referral to Task Force or other Agency	ASBO's or other Legal proceedings for prevention
Reports of Anti-Social Behaviour	33	33	0	0
Reports of Racial Harassment	0	0	0	0

6. PROJECTS

TABLE 6.1 – Planned Maintenance

Planned Maintenance	Budget £	Actual £
Capital – Major Component Renewals	919,760	888,830
Revenue – Planned Maintenance	128,800	16,412
Total Spend	1,048,560	905,242

TABLE 6.2 – Capital Programme (£m - last 4 years)

Developments	2021/22	2022/23	2023/24	2024/25
HAG Spend	0.027	0.066	0.487	0.000
Private Finance	0.000	0.000	0.000	0.000
Other Grant spend	0.000	0.000	0.000	0.000
Total Spend	0.027	0.066	0.487	0.000
GPT	0.027	0.066	0.487	0.000
% of GPT achieved	100%	100%	100%	100%

7. CORPORATE FUNCTIONS (Finance & Administration)

TABLE 7.1 – Key Financial Ratios

Ratio	Benchmark	LHA
Interest Cover (%)	110%	409%
Current Ratio (%)	110%	205%
Net Housing Debt per Unit (£)	£5,850	£3,128
Gross Surplus / Deficit (%)	30%	22%
Net Surplus / Deficit (%)	3%	18%
Growth in Reserves	2%	4%
Staff Costs (% of Income)	32%	23%

TABLE 7.2 – Cash Flow Summary

	Budget	Actual
Revenue	£	£
Cash Received	4,789,734	4,963,315
Cash Paid Out	(3,759,202)	(4,007,088)
Net Inc/(Dec) in Cash	1,030,532	956,227
Capital		
Cash Received	0	0
Cash Paid Out	(919,760)	(888,830)
Net Inc/(Dec) in Cash	(919,760)	(888,830)
Total Inc/(Dec) in Cash	110,772	67,397

TABLE 7.3 – Annual Increase/Decrease in Cash

	2020/21	2021/22	2022/23	2023/24	2024/25
Inc/(Dec) In Cash	500,018	421,563	265,900	(624,265)	67,397

TABLE 7.4 – Attendance Levels

RSL/ Peer Group	Committee Members Attendance (%)	Staff Members Attendance (%)
Internal Benchmark	70%	95%
LHA Actual	71%	94%

TABLE 7.5 – Policy Reviews

Department	No. of Policies due for review	No. of Policies reviewed	Annual Review success rate (%)
Governance & Finance	33	30*	90%
Housing Services	7	6*	86%
Property Services	6	6	100%
Development	6	6	100%
Total	52	48	92%

* A total of 4 Policies were deferred until April 2025 for further review

TABLE 7.6 – Complaints Monitoring April 2024 - March 2025

Department	Stage 1 Complaints	Stage 2 Complaints	SPSO Complaints
Governance	0	0	0
Corporate (Finance & Admin)	0	0	0
Housing Services	2	0	0
Property Services	5	1	1
Development	0	0	0
Other	0	0	0
Total	7	1	1

TABLE 7.7 – Training Budget

Training Budget	Budget (£)	Actual Spend (£)	Budget % achieved
Committee Members Training Budget	1,000	0	0%
Staff Members Training Budget	14,000	5,376	38%
Total	15,000	5,376	38%

8. EQUALITY

TABLE 8.1 – Ethnic Origin (Staff, Committee & Membership)

Staff	No.	%age	Committee	No.	%age	Membership	No.	%age
African			African			African		
African, African Scottish or African British	0	0	African, African Scottish or African British	0	0	African, African Scottish or African British	0	0
Other African background	0	0	Other African background	0	0	Other African background	0	0
White			White			White		
Scottish	18	86	Scottish	7	100	Scottish	27	96
English	0	0	English	0	0	English	0	0
Other British	0	0	Other British	0	0	Other British	1	4
Irish	1	5	Irish	0	0	Irish	0	0
Gypsy/Traveller	0	0	Gypsy/Traveller	0	0	Gypsy/Traveller	0	0
Polish	0	0	Polish	0	0	Polish	0	0
Roma	0	0	Roma	0	0	Roma	0	0
Welsh	0	0	Welsh	0	0	Welsh	0	0
Mixed Groups			Mixed Groups Mixed			Mixed Groups		
Mixed or multiple ethnic background	0	0	Mixed or multiple ethnic background	0	0	Mixed or multiple ethnic background	0	0
Asian, Scottish Asian, British Asian			Asian, Asian Scottish, Asian British			Asian, Asian Scottish, Asian British		
Indian, Indian Scottish or Indian British	0	0	Indian, Indian Scottish or Indian British	0	0	Indian, Indian Scottish or Indian British	0	0
Pakistani, Pakistani Scottish or Pakistani British	0	0	Pakistani, Pakistani Scottish or Pakistani British	0	0	Pakistani, Pakistani Scottish or Pakistani British	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish, Chinese British	0	0	Chinese, Chinese Scottish, Chinese British	0	0	Chinese, Chinese Scottish, Chinese British	0	0
Any other Asian background	0	0	Any other Asian background	0	0	Any other Asian background	0	0
Black or Caribbean			Black or Caribbean			Black or Caribbean		
Caribbean, Caribbean Scottish, Caribbean British	0	0	Caribbean, Caribbean Scottish, Caribbean British	0	0	Caribbean, Caribbean Scottish, Caribbean British	0	0
Black, Black Scottish, Black British	0	0	Black, Black Scottish, Black British	0	0	Black, Black Scottish, Black British	0	0
Any other caribbean or black background	0	0	Any other caribbean or black background	0	0	Any other caribbean or black background	0	0
Other			Other			Other		
Other Group	0	0	Other Group	0	0	Other Group	0	0
Prefer not to say	2	9	Prefer not to say	0	0	Prefer not to say	0	0
Totals	21	100%	Totals	7	100%	Totals	28	100%

* Footnote: All figures based on Total No. of Returned Forms

TABLE 8.2 – Ethnic Origin (Job/New Membership Applicants)

Job Applicants	No.	%age		Membership Applicants	No.	%age
African				African		
African, African Scottish or African British	0	0		African, African Scottish or African British	0	0
Other African background	0	0		Other African background	0	0
White				White		
Scottish	28	94		Scottish	5	83
English	0	0		English	0	0
Other British	0	0		Other British	0	0
Irish	1	3		Irish	0	0
Gypsy/Traveller	0	0		Gypsy/Traveller	0	0
Polish	0	0		Polish	0	0
Roma	0	0		Roma	0	0
Welsh	0	0		Welsh	0	0
Mixed Groups				Mixed Groups		
Mixed or multiple ethnic background	1	3		Mixed or multiple ethnic background	0	0
Asian, Scottish Asian, British Asian				Asian, Asian Scottish, Asian British		
Indian, Indian Scottish or Indian British	0	0		Indian, Indian Scottish or Indian British	0	0
Pakistani, Pakistani Scottish or Pakistani British	0	0		Pakistani, Pakistani Scottish or Pakistani British	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0		Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish, Chinese British	0	0		Chinese, Chinese Scottish, Chinese British	0	0
Any other Asian background	0	0		Any other Asian background	0	0
Black or Caribbean				Black or Caribbean		
Caribbean, Caribbean Scottish, Caribbean British	0	0		Caribbean, Caribbean Scottish, Caribbean British	0	0
Black, Black Scottish, Black British	0	0		Black, Black Scottish, Black British	0	0
Any other caribbean or black background	0	0		Any other caribbean or black background	0	0
Other				Other		
Other Group	0	0		Other Group	1	17
Prefer not to say	0	0		Prefer not to say	0	0
Totals	30	100%		Totals	6	100%

* Footnote: All figures based on Total No. of Returned Forms

TABLE 8.3 – Disability Monitoring

Source	Number with a disability	As a %age of total	No. of Cases where Adjustments made
Job applicants	2	7	0
Staff	0	0	0
Committee	1	14	0

TABLE 8.4 – Gender (Staff, Committee & Membership)

Staff	No.	%age		Committee	No.	%age		Membership	No.	%age
Male	8	38		Male	5	71		Male	12	43
Female	11	52		Female	2	29		Female	16	57
Intersex	0	0		Intersex	0	0		Intersex	0	0
Prefer not to say	2	10		Prefer not to say	0	0		Prefer not to say	0	0
Totals	21	100%		Totals	7	100%		Totals	28	100%

TABLE 8.5 – Gender (Job / New Membership Applications)

Job Applicants	No.	%age		Membership Applicants	No.	%age
Male	12	40		Male	3	50
Female	18	60		Female	3	50
Intersex	0	0		Intersex	0	0
Prefer not to say	0	0		Prefer not to say	0	0
Totals	30	100%		Totals	6	100%

*Footnote: All figures based on Total No. of *Returned Forms*

Section 5

*Scottish Housing Regulator –
Landlord Report*

Landlord Report

How Lanarkshire Housing Association performed in 2024/2025

The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, the Scottish Housing Regulator require that landlords report on its performance against the Charter. Detailed below is how the Association performed in those areas in 2024/2025.

Homes and rents

At 31 March 2025 your landlord owned **928 homes**. The total rent due to this landlord for the year was **£4,574,791**. Your landlord increased its weekly rent on average by **4.0%** from the previous year.

Size of Home	Number owned	Average weekly rents		Difference
		Your landlord	Scottish average	
1 apartment	-	-	£87.12	n/a
2 apartment	362	£85.44	£93.27	-8.4%
3 apartment	467	£100.18	£96.00	4.4%
4 apartment	99	£109.78	£104.51	5.0%
5 apartment	-	-	£115.58	n/a

Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

- **93.2%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of **86.9%**
- **90.0%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **90.0%**
- **83.5%** of the tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of **86.3%**

Quality and maintenance of homes

- **95.4%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **87.2%**
- The average time your landlord took to complete **emergency repairs** was **1.4 hours**, compared to the Scottish average of **3.9 hours**
- The average time your landlord took to complete **non-emergency repairs** was **3.3 days**, compared to the Scottish average of **9.1 days**
- Your landlord completed **98.9%** of **reactive repairs** 'right first time' compared to the Scottish average of **88.0%**
- **91.4%** of tenants who had repairs or maintenance carried out were **satisfied with the service they received**, compared to the Scottish average of **86.8%**

Neighbourhoods

- **100%** of **anti-social behaviour cases** relating to your landlord were resolved, compared to the national average of **93.4%**

Value for money

- The amount of money your landlord collected for current and past rent was equal to **101.0%** of the **total rent** it was due in the year, compared to the Scottish average of **100.2%**
- It did not collect **0.3%** of **rent due** because homes were empty, compared to the Scottish average of **1.3%**

Re-let homes

- It took an average of **22.7 days** to **re-let homes**, compared to the Scottish average of **60.6 days**

Want to know more?

If you want to find out more about the Association's performance, contact us on 01698 269119. We are making performance information available to tenants and others who use our services.

The Scottish Housing Regulator website has lots of further information about Lanarkshire Housing Association. You can:

- compare your landlord's performance with other landlords
- see all of the information your landlord reported on the Charter
- find out more about some of the terms used in this report; and
- find out more about our role and how we work

Visit the website at www.housingregulator.gov.scot