



TENANT PERFORMANCE REPORT 2024/25

Introduction

This is Bield Housing & Care’s Tenant Performance Report for the period April 2024 to March 2025. This information is based on data which we must provide to the Scottish Housing Regulator each year.

In this report we have compared our performance in three different ways.

- 1. We have compared our 2024/25 performance to that of the last three years. The columns with our 2024/25 performance details are highlighted in yellow.
- 2. We have compared our 2024/25 performance to the Scottish average. This is the average for all Housing Associations and Local Authorities in Scotland and is calculated by the Scottish Housing Regulator.

- 3. We have compared our 2024/25 performance to similar landlords who provide specialist housing services. This is known as a peer group comparison. Our peer group includes Blackwood Homes, Hanover, Trust and Viewpoint.

To help you understand how our performance has changed in the past year, we have used the following **Red**, **Amber** or **Green** indicators.

Description	Symbol
Performance has improved	
Performance has stayed the same	
Performance has gone down	

Contents

Bield’s Profile	3
Tenant Satisfaction	4
Quality and Maintenance	5
Neighbourhood and Community	7
Getting Good Value from Rents and Service Charges	8
Money Matters	9
The Scottish Housing Regulator	9



Bield's Profile

The information in this section includes the details of our properties, rental charges and income during the year.

Total number of properties by size and average weekly rent (including service charge)

Number of bedrooms	Number of Properties	Bield Housing & Care Average Weekly Rent 2024/25	Peer Group Average Weekly Rent	Scottish Average Weekly Rent
Studio	484	177.03	157.25	87.12
1	3566	187.56	144.62	93.27
2	240	177.01	135.15	96.00
3	105	166.88	130.24	104.51
4	1	142.75	151.37	115.58
Total number of homes owned	4,361			

Percentage average rent increase applied

	2022/23	2023/24	2024/25	Trend
Bield Housing & Care Rent Increase	7.0%	6.7%	4.5%	↑
Peer Group Average Rent Increase	5.5%	6.9%	5.63%	↑
Scottish Average Rent Increase	2.6%	6.1%	4.68%	↑

Amount of rental income collected

	2022/23	2023/24	2024/25	Trend
Bield Housing & Care	£32.8M	£36.9M	£38.5M	↑

In 2024/25 we introduced our new Allocations Policy, which went live on 1 April 2024. The policy is designed to attract people who want to live independently as they get older, and, together with targeted improvement work, it has already helped us reduce the length of time our homes are empty. Making the best use of our properties will remain a priority in 2025/26.

We also continue to focus on ensuring rents are fair, consistent and easy to understand. Our Rent Policy is guided by three key principles: keeping rents affordable for our tenants, making sure Bield remains financially

sustainable, and ensuring our homes remain attractive compared with others in the sector. Over the course of 2025, we will be reviewing our Rent and Service Charge Policy to make sure it continues to strike the right balance between value for money for tenants and long-term viability for Bield.

Supporting tenants with their finances is also a big part of what we do. This year, our dedicated Income Advice Officers generated over £1.1 million in financial gains for tenants, directly improving financial wellbeing and helping more people live with confidence and independence.

Tenant Satisfaction

In August 2024 we launched our new Tenant Engagement Strategy 2024 – 2027 (Connect), which sets out how tenants can scrutinise, influence, and shape our housing services over the next three years.

The results show encouraging levels of satisfaction across key areas:



These findings highlight the positive impact of our renewed focus on engagement, and we will continue to build on this progress throughout 2025.

We also launched the Tenant Insight Network, a growing digital community of 249 tenants. Our first “pulse” survey in February helped us understand how tenants want to get involved

and stay informed. 88% of respondents expressed interest in engagement activities, highlighting the value of multiple participation options – from online forums to face-to-face events. This flexible approach is already shaping our communications, with more regular updates, direct emails, and opportunities to meet in person.

	2022/23	2023/24	2024/25	Peer Group Average	Scottish Average	Trend
Satisfaction with overall service	80.3%	80.32%	84.90%	74.18%	86.85%	↑
Satisfaction with the opportunities given to participate in the landlord’s decision-making process	57.4%	57.44%	62.87%	63.18%	86.34%	↑
Tenants who feel their landlord is good at keeping them informed about services and outcomes	77.9%	77.93	79.34%	76.18%	89.98%	↑

Quality and Maintenance

We work hard to ensure our tenants' homes are well-maintained and repairs are carried out within target.

	2022/23	2023/24	2024/25	Peer Group Average	Scottish Average	Trend
Percentage of homes meeting the Scottish Housing Quality Standard	95.3%	94.99%	72.91%	90.73%	87.24%	↓
Average length of time taken to complete emergency repairs (hours)	6.05	6.69	5.37	2.53	3.89	↑
Average length of time taken to complete non-emergency repairs (days)	7.3	7.17	7.47	6.07	9.13	↓
Percentage of reactive repairs completed 'right first time'	79.4%	81.89%	79.65%	89.11%	88.02%	↓
Tenants who had repairs or maintenance carried out and were satisfied with the service	81.5%	81.5%	84.27%	80.15%	86.75%	↑
Percentage of properties meeting the Energy Efficiency Standard in Social Housing (EESH)	97.59%		94.36%		This information is no longer collected by the Scottish Regulator.	
Anticipated exemptions from the Energy Efficiency Standard in Social Housing (EESH)	0.73		0.21			

During 2024/25 we invested over £399,000 in adaptations to make homes more accessible. This reduced both waiting times and the adaptation backlog, helping tenants live independently for longer. Following feedback from an external audit, we are revising our Stage 3 adaptations process to streamline operations and respond more quickly to tenant needs.

We also introduced a new Energy Module, which helps us prioritise "fabric first" and other energy efficiency improvements, making homes warmer, more comfortable, and more energy-efficient, with improved EPC performance.

Our stock condition survey validation has begun, covering 1,267 units across 40 developments. Accurate, up-to-date data will improve maintenance planning, address remaining backlogs, and support future investment decisions, including energy efficiency targets set by the Scottish Government.

We also returned 82 long-term empty homes (vacant for over six months) to use.

Quality and Maintenance

This year we spent £5.2m on our Programme of Works, improving our properties and our customers' homes.

We did this by:



installing **new windows** at 8 developments at a cost of **£1m**

installing **205 new kitchens** at 6 developments at a cost of **£1.3m**



installing **162 new bathrooms** at 6 developments at a cost of **£1.1m**



installing **new warden call systems** at 7 developments at a cost of **£110k**



installing **new lift controllers** at 16 developments at a cost of **£450k**



installing **new heating systems** at 9 developments at a cost of **£1.2m**

Keeping our tenants safe and healthy is always our number one priority.

This year we:



completed **100%** of gas safety inspections



carried out **242** major adaptations to homes at a cost of **£386k**



completed **100%** of legionella inspections



completed Fire Risk Assessments at **145** Bield developments to reflect the requirements of the new Scottish Government Fire Safety Guidance.

Neighbourhood and Community

We continue to invest in our homes, services, and neighbourhoods to make them safe, welcoming, and supportive places to live.

This year, our annual Customer Satisfaction Survey helped us listen to tenants, learn from their feedback, and make improvements.

Through our partnership with The Happiness Project, we are exploring creative and tech-enabled approaches to boost wellbeing, reduce isolation, and increase engagement.

Looking ahead, we are excited to launch Community Cafés, inviting tenants and special guests to enjoy a cup of tea, a slice of cake, and a friendly chat, while promoting the messages of eating well, staying well, and staying connected. These initiatives support social inclusion, wellbeing, and strong, connected communities where tenants' voices remain central.

	2022/23	2023/24	2024/25	Peer Group Average	Scottish Average	Trend
Percentage of anti-social behaviour cases resolved	100%	51.67%	83.78%	95.93%	93.44%	↑
Tenant satisfaction with the landlord's contribution to the management of the neighbourhood they live in	83%	83.43%	85.17%	69.94%	84.23%	↑



Getting Good Value from Rents and Service Charges

Over the past year, we are proud of the progress made in advancing housing and care services. Despite challenges, we continue to provide safe, affordable, and high-quality homes while expanding services to meet tenants' needs.

Through a partnership with Blackwood, we purchased 24 new-build homes in Charleston, Dundee, all completed and allocated by late 2024. These homes contribute to our target of 400 new homes by 2033.

We have also progressed with our Independent Living Approach (ILA). Following careful evaluation of new roles within the ILA hubs, the first hub will launch in August 2025, followed by three more during 2025/26. Evaluation will guide potential expansion to 12 hubs covering 1,500 properties.

Additionally, we implemented a new care management system, Birdie, improving how we plan, monitor, and review care. This system enhances service delivery and provides greater insight into individual care needs, enabling more responsive and tailored support.

Looking ahead, we remain committed to building on these foundations, driving growth and improvement, and enhancing quality of life for our tenants and customers.

	2022/23	2023/24	2024/25	Peer Group Average	Scottish Average	Trend
Average days taken to re-let properties	97.4	90.83	90.95	74.41	60.59	↑
Percentage of rent not collected because homes were empty	3.4%	3.37	3.26	2.32	1.27%	↓
Amount of money collected for current and past rent as a percentage of the total rent due in the last year	98.4%	97.67	99.06	98.81	100.15	↑
Gross rent arrears as a percentage of rent due	2.5%	2.75	2.65	2.75	6.17	↓



Money Matters

We carefully plan our budgets and keep a close eye on both income and spending. Rent levels are set to ensure we can meet the day-to-day costs of running our services and looking after homes. This includes routine repairs, ongoing maintenance, major works and improvements, as well as essential cover such as buildings insurance.

Gross rent arrears have risen this year, driven in part by growing Former Tenant Arrears

(FTA). Each year, many tenants end their Bield tenancies with outstanding rent, and these cumulative balances place ongoing pressure on our overall arrears performance.

Staffing costs are set based on the service provided at a development. Full details of our income and expenditure are available in our Financial Statements for the year ended 31st March 2025. However, some information is provided below:

Turnover for the year was **£50.3m**, an increase of £2m from the previous year. This income comes from rents and other services we charge for, including care and BR24.

Operating costs amounted to **£48.2m**, an increase of £0.01m from the previous year.

It seems a great deal of money but did you know:

Staff costs for the year amounted to **£19.1m**.

We spent **£6.4m** on day-to-day repairs to properties.

We spent **£2.4m** on planned maintenance, including major repairs.

The Scottish Housing Regulator

You can access more performance information on the Scottish Housing Regulator's website. You can:

- compare Bield Housing & Care's performance with other landlords
- view all of the information we reported on the Scottish Social Housing Charter
- find out more about the Scottish Housing Regulator's role and how they work

www.housingregulator.gov.scot



Scottish Housing
Regulator

Each year, we install new kitchens and bathrooms as part of our Programme of Works. Check out the before and after photos of some recent upgrades.



Please contact communications@bield.co.uk if you require this document in a different format or language.

 [bieldhousingandcare](https://www.facebook.com/bieldhousingandcare)
 [bield-housing-&-care](https://www.linkedin.com/company/bield-housing-&-care)
 [BieldScotland](https://twitter.com/BieldScotland)

Bield Housing & Care

Registered Office
79 Hopetoun Street
Edinburgh EH7 4QF
Tel: 03000 132 162

Craighall Business Park
7 Eagle Street
Glasgow G4 9XA
Tel: 03000 132 162

1 Bonnethill Gardens
1 Caldrum Terrace
Dundee DD3 7HB
Tel: 03000 132 162

Email: info@bield.co.uk
Website: www.bield.co.uk
Scottish Charity SC006878
Property Factor
Registration
PF000146