

Annual Performance Report 2025–26



Making homes and building communities



Welcome

At Partick Housing Association (PHA), we continue to deliver important services, work with our tenants, invest in improving our properties and deliver more new homes.

This latest Annual Performance Report looks back at 2025/26.

It shows we how we perform against the Scottish Social Housing Charter and how we compare with other social landlords in Scotland. We have also included details of our performance in the two years before, so you can see trends of how our performance is changing.

Your views help us understand what works well, as well as areas where we need to improve or change how we do things. Please get in touch if you want to hear more about what we do and how you can help us shape the future.

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Our latest Tenant Satisfaction Survey showed positive levels of customer satisfaction:

99%

satisfied with how we keep customers informed

99%

satisfied with the opportunities we have for customers to participate

95%

satisfied with our overall service to customers

92%

satisfied with the quality of our homes

91%

satisfied with our rent charges representing value for money

91%

satisfied with neighbourhood management

Our performance

how did we do in 2025/26?



Our homes and rents



1,826

At 31 March 2026 we owned 1,826 social rented properties, which was a small increase in the number of homes we manage.



£9,693,195

The total rent due to us for the year 2025/26 was £9,693,195



5.3%

From 1 April 2025, we typically increased our weekly rent by 5.3% from the year before.



Our average weekly rents

Size of home	Number of PHA properties 2025/26	Average PHA weekly rent 2025/26	Average Scottish weekly rent 2025/26	Difference 2025/26
1 apartment (bedsit)	12	£69.84	£91.63	-23.8%
2 apartment (1 bedroom)	954	£92.96	£98.61	-5.7%
3 apartment (2 bedrooms)	634	£104.88	£101.42	+3.4%
4 apartment (3 bedrooms)	217	£126.60	£110.33	+14.7%
5 apartment (4 bedrooms)	9	£140.63	£121.71	+15.5%

How do we show our performance information?

We use a 'traffic light' system so you can see how our performance compares with previous years and with all Scottish social housing landlords.



Red light

Shows performance where we need to review how we do things.



Amber light

Shows stable performance or below the Scottish average.



Green light

Shows improving performance or better than the Scottish average.

Tenant satisfaction & engagement



You said

We did



95%

satisfied with overall service to customers



98%

found it easy to get in touch



99%

satisfied with how we kept you informed



90%

read our newsletters



99%

satisfied with opportunities to participate

- ✓ More than 9 in 10 tenants were satisfied with the overall service that we provided, which is better than our peers.
- ✓ We have achieved Customer Service Excellence accreditation.
- ✓ We get a small number of formal complaints each year. We respond quickly, take the right action and learn lessons where we need to.
- ✓ More than 9 in 10 tenants were satisfied with our communications and felt they were being kept informed, which is better than our peers.
- ✓ Most tenants read our Partick Times newsletter to keep up to date with what is happening. Along with our website and annual performance reports, you can see details of how we perform and deliver value for money.
- ✓ More than 9 in 10 tenants were satisfied with their opportunities to participate, which is better than our peers.
- ✓ We work closely with tenants, partner organisations and the Customer Advisory Panel.



Performance Indicator	Results from 2023/24	Results from 2024/25 (last year)	Results from 2025/26 (this year)	PHA Performance 2025/26	Scottish Average 2025/26 (this year)	PHA versus Scottish Average 2025/26
% of tenants satisfied with overall service provided	95%	95%	95%	↑	87.6%	↑
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	99.2%	99.2%	99.2%	↑	91.4%	↑
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making	98.9%	98.9%	98.9%	↑	88.1%	↑

We have

Listened

used the findings from our customer satisfaction surveys to focus on where we perform well, but also where we could do things differently;

Learned

reviewed complaints, compliments and comments on the services that we provide, learned lessons and changed how we do things;

Collaborated

worked with local partner organisations to assist and support local tenants and residents; and

Advised

provided money advice for customers so they can manage their household income, access welfare benefits and pay their rent.



Get involved, your way

Tenants can get involved, at whatever level they are comfortable with ... from completing satisfaction surveys, attending community events, taking part in focus groups or the Customer Advisory Panel, through to becoming a shareholder member or even joining our Board.

We engage with tenants who are interested in what we do and promote opportunities to find out more and get involved.

We are continuing our rolling programme of tenancy visits. We aim to visit every tenant to talk about your needs and circumstances. This gives us the chance to find out what matters most to you about our services and to hear your views. The visits also give you the opportunity to find out more about becoming involved with PHA.

Our Homes



You said



92%

satisfied with the quality of your PHA home



86%

satisfied with our repairs service

We did

- ✓ More than 9 out of 10 tenants were satisfied with the quality of your PHA home.
- ✓ Most of our properties meet the Scottish Housing Quality Standard (90.1%). Each year we invest in improving our homes so they meet modern standards.
- ✓ We carry out regular surveys, which helps us prioritise and plan how we invest in our homes, such as new kitchens, bathrooms and windows.
- ✓ Most tenants were satisfied with our repairs and maintenance service and response times:
 - average 2.3 hours to complete **emergency** repairs;
 - average 5.2 days to complete **non-emergency** repairs;
 - 97% satisfied that it was easy to report a repair;
 - 94% satisfied with attitude of workers;
 - 94% satisfied that mess was kept to a minimum;
 - 88% satisfied with contractor quality of work; and
 - 89% of our repairs were done right first time.
- ✓ Tenant health and safety is a priority for us. We have clear service standards and work hard to manage the quality of our homes and our customer service.
- ✓ We completed all routine gas servicing and electrical inspections on time during 2025/26.
- ✓ We dealt with a small number of cases of damp and mould – these related to minor condensation, we responded quickly and resolved these cases.
- ✓ Many of our blocks have mixed tenure flats. We work closely with factored homeowners to involve them and get them to pay their share where we need to repair or maintain common parts/areas.



Performance Indicator	Results from 2023/24	Results from 2024/25 (last year)	Results from 2025/26 (this year)	PHA Performance 2025/26	Scottish Average 2025/26 (this year)	PHA versus Scottish Average 2025/26
% of homes met the Scottish Housing Quality Standard (SHQS)	95.7%	91.4%	90.1%	↔	89.5%	↑
Average length of time taken to complete emergency repairs (hours)	2.4	2.7	2.3	↑	3.5	↑
Average length of time taken to complete non-emergency repairs (days)	4.7	5.3	5.2	↔	8.8	↑
% of reactive repairs completed right first time	94.9%	89.1%	99.8%	↑	95.3%	↑
% of tenants satisfied with the repairs service	85.8%	85.8%	85.8%	↔	88.1%	↔

We have

- ▶ Spent £2.58 million on maintaining our homes through routine repairs and planned cyclical maintenance;
- ▶ carried out gas safety checks to our properties that have gas as well as routine electrical safety checks;
- ▶ spent £2.95 million on major works to improve our existing homes, including improvements to energy efficiency in line with EESSH requirements; and
- ▶ invested £0.30 million towards developing new homes to meet local housing needs.

We continue to invest in repairing and maintaining our properties.

Improving homes is a big part of what we do. Much of your rent goes on making sure that all of our properties are safe and secure for our tenants and so our homes meet modern standards.

Nearly all our homes meet the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (EESH). However a small number of our older tenement flats have small kitchens so cannot meet the latest space standards. We have installed fire safety measures in our properties and also do annual gas maintenance and regular electrical testing to ensure tenant health and safety.

Routine repairs and maintenance is also a priority for us. Overall our repairs service works well, and our performance has been good, but there is always room for improvement. We have been working with our contractors to improve our response times for emergency repairs and non-emergency repairs, as well as completing our routine repairs right first time. We have reviewed how we arrange appointments to ensure access to tenants' homes.

During 2025/26 we acquired 2 flats within existing PHA blocks. We are looking at opportunities to acquire and build more affordable homes in the West End in the future to meet growing local housing needs.

Value for Money



You said

We did



91%
rated us as
providing good
value for money

Your top priorities

1. delivering effective repairs and maintenance;
2. delivering planned improvements (such as new bathrooms, kitchens, heating systems and windows);
3. keeping closes, back courts and communal areas clean and tidy; and
4. providing new homes to meet local housing needs.

A few tenants also wanted us to:

- ▶ work in partnership with others to tackle anti-social behaviour;
- ▶ work in partnership with others in the community to deliver services or events; and
- ▶ provide more information and services digitally through our website.

- ✓ Our Rent Setting & Service Charges Policy ensures that our rents are affordable, equitable, transparent, consistent and reasonable.
- ✓ More than 9 in 10 tenants were satisfied with the value for money that we provide. But we continue looking to work smarter and improve value for money where we can.
- ✓ We consult tenants every year when we are reviewing our service priorities, investment plans and rent charges as we look to spend on the right priorities. We set our budgets so that we have enough to cover increases in our costs, while trying to keep rents affordable for tenants.
- ✓ We offer handy ways for tenants to pay their rent and provide a friendly money advice service.
- ✓ We manage our contractors to get best value. We allocate our empty houses quickly and manage rent arrears effectively, so we maximise the rent that we are due to collect.



Performance Indicator	Results from 2023/24	Results from 2024/25 (last year)	Results from 2025/26 (this year)	PHA Performance 2025/26	Scottish Average 2025/26 (this year)	PHA versus Scottish Average 2025/26
% of tenants satisfied that we provided value for money	91%	91%	91%	↑	NOT AVAILABLE	—
% of money collected for current and past rent	101.7%	99.5%	100.2%	↑	99.7%	↑
Gross rent arrears as a % of rent due	1%	1.3%	0.8%	↑	NOT AVAILABLE	—
Number of properties allocated	78	127	95	↑	NOT AVAILABLE	—
% of rent lost through empty properties	0.2%	0.2%	0.2%	↑	1.1%	↑
Average length of time to relet properties (days)	12.7	14.7	17	↔	51.7	↑



During 2025/26 we allocated our empty properties quickly, with the relet and turnaround time much quicker than our peers.

We continue to monitor and review our performance closely.



Getting value for money, while providing quality homes and excellent services is important for us. More than 9 in 10 of our tenants were satisfied that our rent charges represented value for money.

We keep our costs and rents under review – every year we consult tenants so that our rents stay affordable, equitable, transparent and consistent. We strike a balance between the level of services provided, the cost of the services, and how far tenants can afford them.

We are a non-profit organisation, so we rely on tenants paying their rent on time to keep running – it's what pays for the services and quality of the homes we provide.

We understand that some tenants can find it difficult to manage their household bills. We offer a money advice service to help tenants manage their income, benefits and rent payments, as well as refer tenants to other organisations that can help.

We don't receive any rent when a property is empty, so we make sure that properties don't stay empty for too long. Partick and the West End is a popular area to live in, so we don't have many empty houses – we offer about half of our available properties to homeless households that the Council has referred to us.

Neighbourhood Management



You said



We did



91%

satisfied with our management of your neighbourhood

- ✓ 9 out of 10 tenants were satisfied with our management of your neighbourhood.
- ✓ We work closely with our contractors who manage our close cleaning, open space and back-court maintenance.
- ✓ Tenants tell us that the quality of work is of a good standard. We regularly review customer feedback and contractor performance to check and improve services where we can.
- ✓ Thanks for the hard work of local community volunteers who play their part by carrying out regular litter picks and help keep the neighbourhood tidy.
- ✓ We do regular estate and close inspections – we take action, working with others such as the Council, where required. Tenants can join in estate inspections and walkabouts, and give first-hand views on how we manage your neighbourhood.



Performance Indicator	Results from 2023/24	Results from 2024/25 (last year)	Results from 2025/26 (this year)	PHA Performance 2025/26	Scottish Average 2025/26 (this year)	PHA versus Scottish Average 2025/26
Number of anti-social behaviour cases for every 100 landlord homes	13.2	8	8.2	↔	NOT AVAILABLE	—
% of anti-social behaviour cases resolved within target	99.2%	95.9%	98.7%	↑	93.1%	↑
% of tenants satisfied with our neighbourhood management	91%	91%	91%	↑	NOT AVAILABLE	—



Zero Tolerance

We have a zero tolerance approach to anti social behaviour!



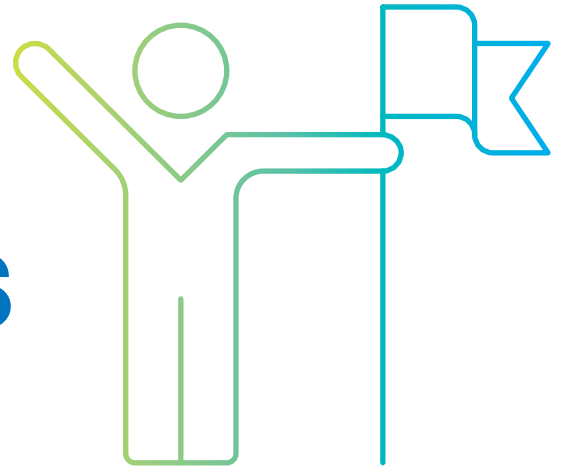
Thankfully, most of our tenants are good and considerate neighbours.

Being a good neighbour

We get a small number of complaints each year about anti-social behaviour and nuisance. We do our best to prevent and manage this. The number of cases was about the same in 2025/26 compared to the previous year. We take firm action to tackle these anti-social tenants and limit disruption to neighbours.

Very serious anti-social behaviour is still rare in this area. But we understand the impact of anti-social behaviour so when we get complaints, we take them seriously. We respond, investigate and resolve cases as quickly as we can. If there is criminal activity we contact the Police. We can advise affected tenants, refer them to other agencies for assistance and take legal action as a last resort.

Our Future Plans



We are the biggest community-based property owner and manager in our area and the largest provider of affordable housing.

Since 1975 we have played an important role in making Partick and the West End the vibrant place that it is today.



In our future plans we continue to focus on providing good quality, affordable homes for our tenants and serving our communities.



Serving our customers and communities.

We are recognised for providing quality homes, delivering excellent services, supporting our local communities, and are committed to continuous improvement. We are providing more new affordable homes to meet local housing needs.

We are proud of our local roots and historic achievements, but we are committed to embracing the opportunities and challenges ahead. These include meeting the changing needs and expectations of our customers; improving our homes and energy efficiency; and delivering more affordable new homes locally.

Over recent years, there have been challenges for all of us. But we remain focused and positive. We are here to keep serving our customers and playing our part in making Partick and the West End a vibrant community.

PHA owns and manages 1,826 social rented homes. In addition, we provide management services to 1,537 factored homeowners locally through our subsidiary company Partick Works Limited (PWL), which also manages 87 Mid Market Rent tenancies and 33 commercial properties across the West End.

What we do is about more than buildings. We have a clear customer and community focus, and work with other partners on wider activities beyond our core landlord role.

Our purpose

We provide quality, affordable homes and services in the West End of Glasgow.

Our values

Customer focus – listening to our customers and others and targeting what we do to best effect;

Inclusion – believing we can achieve more through working in partnership with others, providing excellent services and homes;

Trust – delivering on our promises and being clear what we can and cannot do; and

Innovation – looking for smarter and innovative ways to deliver positive outcomes and achieving value for money.

Our vision

Making homes and building communities.

Our aims

provide quality, affordable homes and excellent services to our customers;

support our communities and improve our environment; and

be a respected and proactive organisation, with effective governance and staff.

Strategic objectives & outcomes



Our Group Corporate Plan sets out our strategic objectives and outcomes.

Deliver the right homes, services and environment for our customers

We will:

- ▶ provide quality homes and services that meet the changing needs of our customers; and
- ▶ make Partick and the surrounding area a good place to live by working with others to improve our backcourts, common areas and environment.

Work in partnership with others to achieve the best outcomes, grow and diversify

We will:

- ▶ promote tenancy sustainment and the range of housing options available to people in the area; and
- ▶ help our customers to access a range of services, including training/ employment opportunities.

Engage with customers and partners to tailor our services, and deliver on our promises

We will:

- ▶ target how we communicate and deliver services effectively to meet the changing needs of our customers; and
- ▶ empower people to take responsibility for delivering local initiatives.

Deliver innovative ways of working, new opportunities, positive outcomes and value for money

We will:

- ▶ provide customers with easy and convenient access to services; and
- ▶ work smarter, embrace technology, and explore opportunities to grow and diversify our business.



This means we are:

Focusing on prioritising our investment plans so that our homes continue to meet modern standards and are energy efficient.

Ensuring that we have the right level of resources to invest in our homes, while targeting value for money and keeping our rents affordable.

Providing more new homes to meet local housing needs.

Continuing our popular Partick Times tenant newsletters, updating our website, promoting online services, introducing an online customer portal and looking at opportunities for working in partnership with like-minded organisations.

Working Together



Thank you to all our customers, partners, contractors and others for your continued support over the past year.

Also thank you for the commitment and dedication of our Board members and the professionalism of our staff – this has been another positive year at Partick Housing Association.



Your Views & Other Formats

For further information on this year's report or to provide feedback please contact us.



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Please contact us if you would like to receive any of our information by e-mail or in another format such as a different language, large print, Braille or audio.



The Scottish Housing Regulator's website has lots of further information.

You can:

- Compare PHA's performance with other landlords;
- See all of the information that PHA reported on the Scottish Social Housing Charter; and
- Find out more about the Regulator's role and how they work.

www.scottishhousingregulator.gov.uk



Making Connections

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