

# Tenant Charter Report 2022



Welcome to the Tenant Charter Report for 2021 /22, where we report our annual performance to you, to ensure that you are aware of how we perform against our key performance measures that are reported to our Regulator, and published, and most importantly, what they mean to you.

I am very pleased that the report is produced alongside our involved customers throughout Tenant Editorial Group.

I would like to reinforce that at Albyn, we would love our customers to join us in any of our current customer involvement groups, or any of the other methods offered in the section covered in Outcome

3: Participation. I cant think of a more important time in my career in the housing sector that's its important your voice is heard. We have made some key improvements in delivering our new housing management system CX – which will mean a better customer experience for you.

We have also improved performance in customer satisfaction with opportunities given to participate in our decision making. We have seen a real reduction in anti-social behaviour complaints, in part due to the lifting of COVID-19 restrictions, and we delivered a high number of new lets across the year, providing more much needed homes for households across the Highlands.

The information in this report also sets out the improvements we have made in our service delivery over the past year, including our TRUST fund and energy fund. We are fully committed to supporting our customers through this time, and we have allocated our own funding as well as applying for all other grants that we can in order to provide additional help.

*Kirsty*

The style, layout, and content of this report were decided by Tenants, and we hope that you find it interesting and informative. We have chosen to compare our satisfaction rates with those of Cairn Housing Association and the Scottish average for 2021 /22, wherever possible.

We would like to say THANK YOU VERY MUCH to all of the Tenants who have been involved with designing this report, we are extremely grateful for your help. If you would like to be involved in designing the Tenant Charter report for 2023, or you have any comments to make, or require more information, then please get in touch with Anne Mackay on 07894568185 or [anne.mackay@albynhousing.org.uk](mailto:anne.mackay@albynhousing.org.uk)

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# Outcome 1: Equalities and human rights



At Albyn Housing we are committed to making sure we promote equality and respect diversity.

## **The definition we use for equality is:**

"preventing, removing or limiting discrimination between anybody because of their sex, marital status (whether they are married or single), race, disability, age, sexuality, language, social position or any other personal qualities, including their beliefs or opinions."

## **The definition we use for diversity is:**

"Recognising and valuing the fact that society is made up of many different groups with different interests, skills, talents and needs."

The full statement can be seen on our website

[www.albynhousing.org.uk](http://www.albynhousing.org.uk)

This is due to be reviewed, but no date set as yet.



## **Equality complaints**

In the past year, we received 2 complaints, one of which was upheld.

Information on how to make a complaint can be found in your Tenant Handbook, the Albyn website, or from Customer Services

The Scottish Housing Regulator (SHR) has published regulatory requirements that every social landlord must:

“ Have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights...” ”

From a human rights perspective this includes people who are vulnerable and disadvantaged which would include homeless people, people with long term health (physical and mental) issues and people leaving care or other institutions.

The regulatory framework specifies that this requires Albyn as a social landlord to collect equality information in respect of the protected characteristics.

This will allow us to:-

- Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery
- Collect data relating to each of the protected characteristics for our existing tenants, new tenants, people on waiting lists, governing body members and staff

The implications of these requirements for social landlords are that:

- The collection of data is a specific requirement, applying to all protected characteristics

Albyn Housing Society currently gather data from a range of customers and other stakeholders, and we know we have tenants and customers that would fall into one or more of the nine protected characteristics.

**IMPROVE**



## **Next Steps**

Albyn currently have further work to do, which will happen throughout 2023, we will update our data and more importantly tell our customers and stakeholders, how we will use this data to inform our decision making and drive our service provision. We are committed to identifying and removing the barriers to meet our customers needs.

## Outcome 2: Communication

Since our return to the office, our Housing team are piloting a hub home and roam hybrid working model. Our staff will spend their time in the office, working at home or working in the community/patch. Our staff will be working flexibly to meet the needs of our tenants. As this is still a pilot, our offices remain closed to tenants without prior appointment.

### You can communicate with us in the following ways:

- By Telephone
- Email
- Facebook
- Twitter
- Face to face in the office (by appointment only)
- Face to face when Officers are out and about in the community.
- Face to face pop-up surgeries

### We communicate with you in the following ways:

- Newsletter
- Our website
- Email
- Letter
- Phone calls
- Facebook & Twitter
- Tenant handbook
- Face to face in the office (by appointment only)
- Face to face when Officers are out and about in the community
- Face to face pop-up surgeries

### Communicating with your Customer Services team

The Tenants who have worked on this report highlighted the importance of being able to get in touch with their Housing Officer & Housing Assistant. They also advised that they sometimes find it difficult to locate the telephone numbers and email addresses for the staff members.

Due to our staff trialling the hub, home and roam model, our Officers and Assistants will be away from their desks more often. If tenants need advice, to log a repair, pay their rent they should contact Albyn via the switchboard.

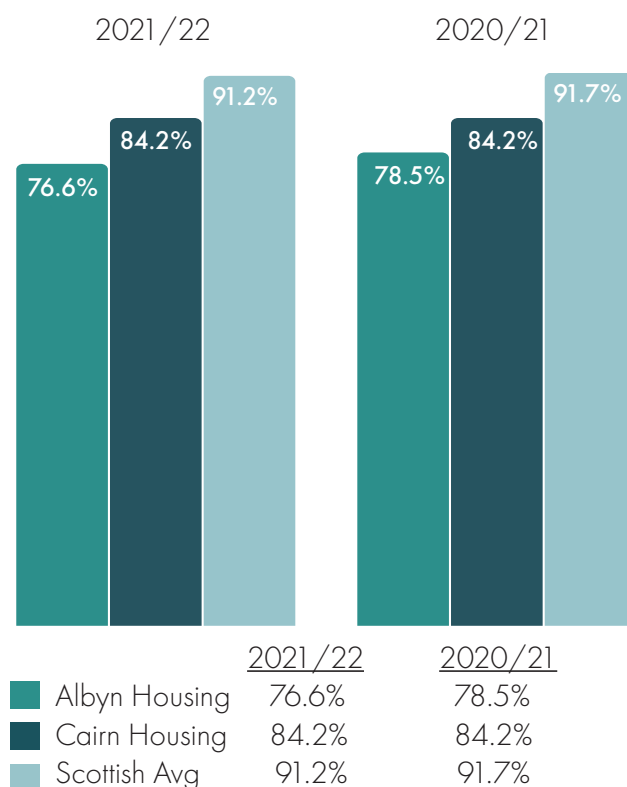
An up-to-date list of Officer patches is now available on our website.

### Information, Participation & Feedback

In the past 12 months we have asked your views on:

- Customer satisfaction survey
- The content of the Tenant Charter report 2021
- The Rent level and Service Charges

77% of our Customers felt satisfied that we were good at keeping them informed about our services and outcomes in 2021/22.



IMPROVE



### HOW WE WILL IMPROVE....

Albyn is striving to reach more tenants.

As part of the business plan, Albyn have committed to visit each tenant in their property every three years. Albyn is also drafting the agenda for community engagement drop-in clinics. These clinics will provide Housing Support to the local communities.

### Digital communication

As you will be aware our new Housing Management Software Civica CX is now in operation. We had hoped that the customer portal would be available at the end of 2022, but due to ongoing development of the system, we have agreed to delay this until 2023.

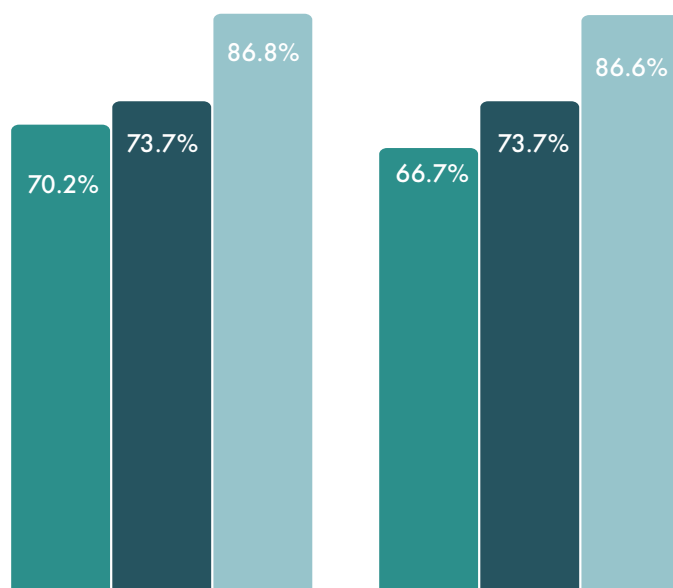
## Outcome 3: Participation

We have developed a number of ways for you to participate. These include the following:

- Becoming a member of Albyn Housing Society by paying a one-off charge of £1. If you want to become a member of Albyn Housing Society Ltd phone the Corporate Office on 01349 852978 or send an email to [corporate@albynhousing.org.uk](mailto:corporate@albynhousing.org.uk). All applications will be considered by our Board in accordance with the Albyn Housing Society Rules.
- Joining / starting up a tenants' or residents' groups – we can offer assistance with setting up a constitution, training for office bearers, and provide a small annual grant to cover running costs.
- Joining / starting up a registered tenant organisations (RTO) – at present we only have one RTO, the Milton Albyn Forum, based in Milton, Kildary. An RTO is an independent organisation which represent tenants' housing and related interests.
- Attending meetings – we have a number of tenants involved on a regular basis (Board of Management, Customer Involvement Strategy Monitoring Group, Tenant Charter report group), and then more occasionally at events such as the Annual General Meeting, Drop-in clinics, or Focus groups. These are all still happening, some by Zoom / Teams, but slowly we are returning to face-to-face meetings
- Filling in questionnaires – we believe that every tenant should have the opportunity to have their say in how Albyn is run, and how your services are delivered. We ensure this by sending a questionnaire to every one of our tenants whenever we are proposing to make any changes to a policy which affects the management of your home. It's up to you to respond and influence our decision making, so please complete the questionnaire we send out by text, email or by post
- Becoming a member of our Performance Monitoring Group to scrutinise our current work practice and identify where we can improve our service delivery to you
- Taking part in our Customer satisfaction surveys – it's the only way we know what's right or wrong, and how we can help

- Joining our Editorial group – this online group of tenants help us to improve the way we communicate with you
- On Facebook [www.facebook.com/albynhousing](https://www.facebook.com/albynhousing)

70.17% of Customers were satisfied with the opportunities given to them to participate in or decision making processes.



	2021/22	2020/21
Albyn Housing	70.2%	66.7%
Cairn Housing	73.7%	73.7%
Scottish Avg	86.8%	86.6%

IMPROVE

### HOW WE WILL IMPROVE....

Although your feedback has shown an improvement in service delivery in the last 12 months, we know we have to do more.

Therefore, the next year we will be including smaller more specific pulse surveys to help us identify and target the areas where change is needed, ensuring we are listening and responding to your priorities.

## Outcome 4: Quality of housing

Of the 657 tenants who responded, 77.02% of them were satisfied with the overall quality of their home

	2021-22
Albyn Housing Society Ltd	77.02%
Cairn Housing Association	90.0%
Scottish Average	85.44%

### Scottish Housing Quality Standard (SHQS)

This year 86% of our homes met the SHQS standards. This fell from 88.3% last year because of a change in calculating SHQS in 2022 – any home with an EICR over five years old now automatically makes that home non-compliant with SHQS (before this five year deadline was not in place).

### Energy Efficiency Standard for Social Housing (EESHS)

This year 97% of our homes met the EESHS standards. Last year it was only 91%

The Improvements in homes meeting EESHS and SHQS come about because we do upgrades on homes – new windows and doors, new heating systems, new kitchens and bathrooms etc. During 2020-21, this work was almost entirely on hold because of restrictions on access to homes – and it will take some time to catch up from the delays

You will find more information on the SHQS and EESHS standards using these links:

- <https://www.gov.scot/policies/social-housing/improving-standards>
- <https://www.gov.scot/publications/energy-efficiency-standard-social-housing-eeshs-scottish-government-guidance-social-landlords-revised-february-2019>

## Outcome 5: Repairs, maintenance & improvements

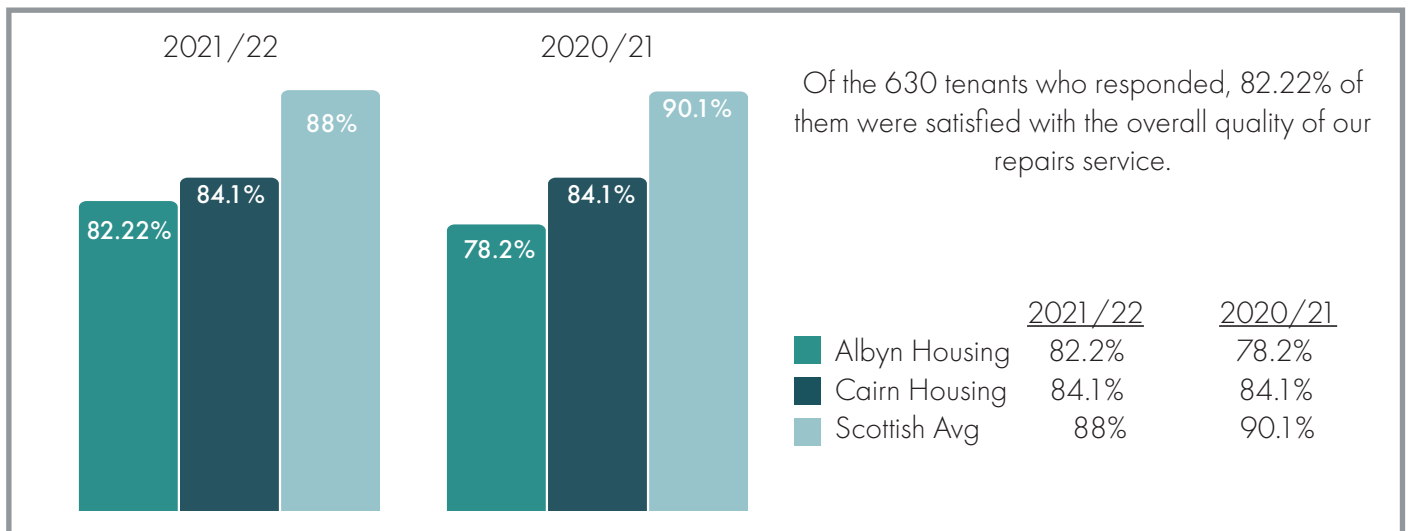
In the past year, we have made the following improvements to our homes:

Replacement type	Number of homes
Heating systems	73
Oil/gas boilers	60
Window and door replacements	36
Kitchen replacements	24
Bathroom replacements	8
Total spend	£1.9 million

### Reactive Repairs

The total number of reactive repairs completed during the reporting year was 6,916

Category	Performance Measure	Target	2021/22
Emergency	Average time to complete	8 hours	5.44 hours
Non-emergency	Average time to complete	10 days	6.85 days
Right first time			86.58%



## Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes.

Number of Anti-social behaviour cases opened in the year		2021/22	2020/21
Category 1	<b>Most serious and involves criminal activity</b>	40	26
Category 2	<b>Deliberate attempt to cause disturbance or annoyance</b>	145	86
<b>Total</b>		<b>185</b>	<b>112</b>

Tenants satisfied with our management of the neighbourhood they live in	
Albyn Housing Society	70.32%
Scottish Average	85.09%

In the 12 months covered by this report, 1 household in Ross & Cromarty was evicted due to Anti-social behaviour.

### Community Fund

Albyn Housing has a Community Fund that provides small grants to local community groups. Grants of up to £500 are available for specific community projects that benefits the local community. The grants can be used to aid any activities that help make stronger communities. For example; improvements to a town or village hall, sports equipment or childrens or pensioners parties.

If you want to make an application either download an application form from our website or contact the office for a form. If your group is in North Kessock and North, you should complete a North application form and submit to [jim.banks@albynhousing.org.uk](mailto:jim.banks@albynhousing.org.uk). If your group is Inverness and South, you should complete a South application form and submit to [alli.vass@albynhousing.org.uk](mailto:alli.vass@albynhousing.org.uk). The decision of the application is at the discretion of the Customer Services Manager.

If you have any ideas on how to improve the area you live in, then please get in touch with our Communities team. We are keen to hear from tenants who want to work with us to make a difference



# Outcome 7, 8, 9: Housing options

## Mid-Market Rent

Managed by Highland Residential, this is an option for tenants who maybe don't qualify for a social property and would struggle with a private rental value to afford to pay rent and live. You would sign a Private Residential Tenancy (PRT) agreement. We offer people the opportunity to rent a home that meets your requirements at a reduced rental price. If you're looking to rent but struggling to find an affordable home to rent privately, then you might want to consider the option of a mid-market rental property. Mid-market Rent, aims to help people who may have difficulty accessing social rented housing/private rent or buying their own home.

Please see below some of our applicant criteria :

- Have been employed by current employer for a minimum 6-month period or a permanent employment contract
- Have an immediate re-housing need, due to a change in circumstances such as health or disability, overcrowding or relationship breakdown
- Are a local authority / public sector / housing association tenant
- Members of the armed forces, veterans who have left the armed forces in the past year; widows; widowers, and other partners of service personnel
- Their household has a local connection either through work, family or providing / receiving support
- Are registered on the Highland Housing Register or with another public sector landlord
- Have a household income within a specified range and have independent means, enabling them to pay the specified rent without immediate recourse to Housing Benefit
- Will occupy the house as the households' sole or principal home

If you are interested in further information about applying for mid-market rent, please email: [lettings@highlandresidential.co.uk](mailto:lettings@highlandresidential.co.uk) or the option to apply directly on our website: [www.highlandresidential.co.uk/rent-a-home/mid-market-rent](http://www.highlandresidential.co.uk/rent-a-home/mid-market-rent)

## Low Income First Time Buyers (LIFT) & New Supply Shared Equity (NSSE)

Managed by Highland Residential and funded by the Scottish Government and helps first time buyers purchase homes, this could either be a new build or a re-sale LIFT NSSE property.

The initiative is to help and support first time buyers (FTB) who maybe can't afford 100% of the purchase price of a home and you would buy an equity share of between 60 %to 80% under this scheme. The remaining equity share will be held by the Scottish Government (SG), you do not pay rent on the share owned by the SG. There are also some exceptions where non FTB could qualify for the scheme.

We give priority to applicants who are already a local authority / housing association tenant. For more information on the LIFT New Supply Scheme and how to apply please call 01463 70127, or [LIFT@highlandresidential.co.uk](mailto:LIFT@highlandresidential.co.uk)



# Mutual Exchange

## Finding A Property

If you are looking to move, but your Housing Application does not place you highly on the housing waiting list, you could look to undertake a mutual exchange. You can register for free on the House Exchange website [www.houseexchange.org.uk](http://www.houseexchange.org.uk). This is a free tool that allows you to showcase your property to potential swappers. If you need support with your application, you can contact the Housing Team who can support and advise.

## Viewing the Property

When you identify someone to exchange with, you need to contact them. Both you and the person you wish to exchange with need to visit each other's homes. Whilst viewing the property, you should consider the cost to move, the type of heating, the condition of the property, and the facilities available and whether they meet the needs of you and your household.

## Applying

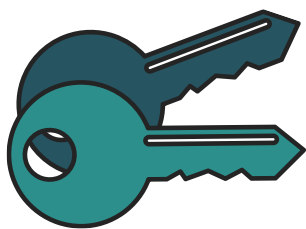
Once you have agreed to exchange, both parties need to complete the application form, Council house tenancies | Mutual Exchange Form ([highland.gov.uk](http://highland.gov.uk)). The application will be considered by the landlord(s), who will undertake checks, before undertaking an inspection. Once the checks are undertaken and the exchange reviewed, the landlord will respond in writing. Written confirmation is required before the exchange takes place.

We may not allow the exchange to go ahead if:

- Either of you have rent arrears;
- Either of you have not looked after your home
- Either of you have had complaints about behaviour made against you;
- We cannot get a satisfactory reference from the other tenant's landlord.
- If it will result in our property being overcrowded or is much larger than the new tenant need
- If your home is of a special type and the other tenant does not need that particular type of housing

To get information on mutual exchange please contact Customer Services or visit our website.

## Outcome 10: Access to social housing



In the past year, we had 422 lets. Of these, 29 were by Mutual Exchange - if your home isn't suitable for your needs, then this may be an option for you. Please see previous page for information on where you can get help.

We manage around 3700 homes for rent or low cost ownership in 70 different communities across the Highlands. We let our houses to people who are registered on the Highland Housing Register. This single housing list is operated by a partnership of the six main providers of affordable rented housing in the Highlands (Albyn Housing Society, Cairn, Lochaber, Lochalsh and Skye, and The Highland Council). The partnership agreement is still under review and the final version has been issued to Partners for agreement.

This process means that people who want to be housed by the Council or any of the housing associations with housing in the Highlands only have to fill in a single Application Form. You can get an application form from our office or from any of the other Highland Housing Register landlords.

Anyone who is age 16 or over may apply for housing by completing a form (though there may be restrictions on us accepting your application if you have come to Britain from abroad).

We award points for your application based on your current housing circumstances and needs and when a house becomes available, we will generally allocate it to the person with the highest points who needs to live in the area and size of home available.

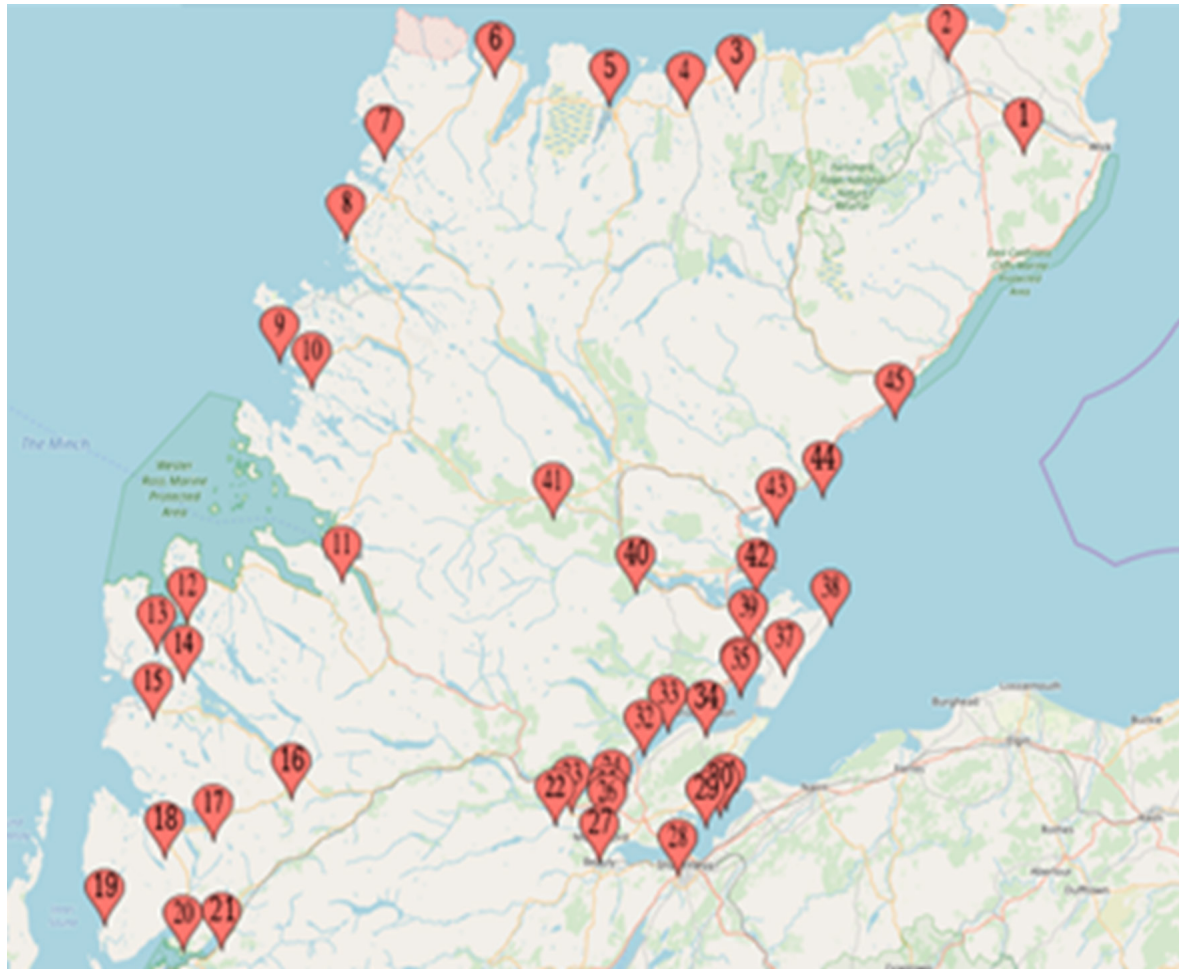
At present, if the applicant should refuse a reasonable offer of housing, we will contact them to make sure the information in their application is correct and give them advice about their housing options. If they refuse a second reasonable offer we will suspend their application for 6 months. There are different rules for applicants who are declaring themselves Homeless

The length of time you have to wait will depend not only on your points, but also on the availability of suitable houses in the area you have chosen to live in, and the number of other applicants on the list and their circumstances relative to yours.

If any applicants have any queries regarding the form or the policy rules, please contact us. More information is also available on The Highland Council website.



# Where we have homes in the Highlands – North area

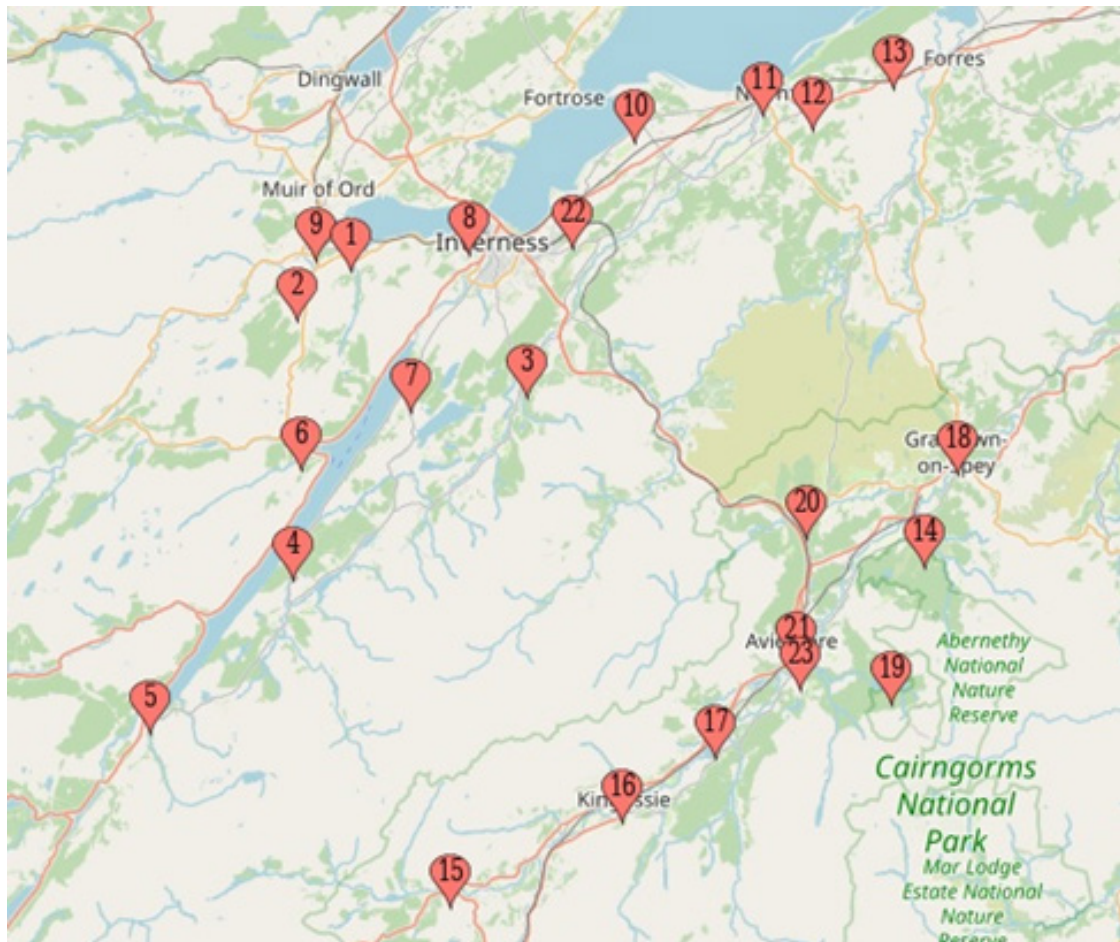


The number in the bracket indicates how many rented houses we have in each community

The number of new builds in 2021-22 indicated in orange

1	Wick (62)	16	Kinlochewe (6)	32	Evanton (45)
2	Thurso (45)	17	Torridon (9)	33	Alness (138 + 37)
3	Armadaile (2)	18	Sheildaig (10)	34	Invergordon (388)
4	Bettyhill (4)	19	Applecross (8)	35	Milton (93)
5	Talmine (6)	20	Kishorn (8)	36	Kildary (1)
6	Durness (8)	21	Lochcarron (14)	37	Fearn (7)
7	Kinlochbervie (7)	22	Muir of Ord (50)	38	Portmahomack (9)
8	Scourie (6)	23	Conon Bridge (92)	39	Tain (168)
9	Stoer (4)	24	Maryburgh (18)	40	Bonar Bridge (2)
10	Lochinver (26)	25	Strathpeffer (28)		& Ardgay (2)
11	Ullapool (11)	26	Contin (1)	41	Rosehall (2)
12	Aultbea (12)	27	Dingwall (117)	42	Dornoch (56)
13	Inverasdale (4)	28	North Kessock (22)	43	Golspie (28)
14	Poolewe (20)	29	Avoch (14)	44	Brora (25)
15	Gairloch (14)	30	Fortrose (45)	45	Helmsdale (4)
		31	Rosemarkie (4)		

# Where we have homes in the Highlands – South area



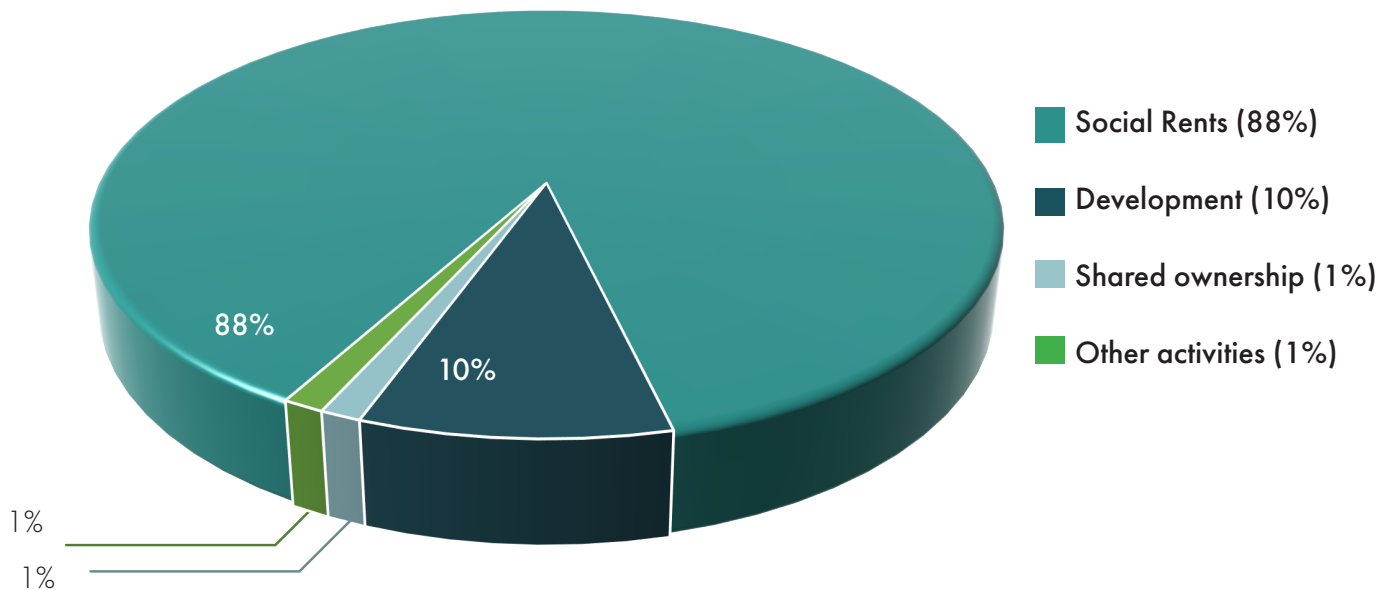
The number in the bracket indicates how many rented houses we have in each community  
 The number of new builds in 2021-22 indicated in orange

1	Beaully (42)	9	Clachnaharry (16) &	16	Laggan (6)
2	Kirkhill (19)		Inverness (801 + 69)	17	Kingussie (30)
3	Kiltarlity (25)	10	Smithton (20)	18	Kincraig (14)
4	Drumnadrochit (31)	11	Balloch (5)	19	Aviemore (148)
5	Fort Augustus (25)	12	Ardersier (23 + 23)	20	Carrbridge (18)
6	Foyers (11)	13	Nairn (230)	21	Glenmore (2)
7	Dores (10)	14	Auldearn (43)	22	Nethy Bridge (37)
8	Inverarnie (11)	15	Dyke (12)	23	Grantown-on-Spey (32)
				24	Rothiemurchus (6)



# Outcome 11: Tenancy sustainment

The percentage of tenancies created in 2021/22 that were still successfully in place after a year has increased from 93% to 94.87%



- Albyn's income continues to come predominantly from tenant rents, with 88% through this source in the financial year
- Development activity of 10% includes the sales of New Supply Shared Equity Homes as part of the Government's Low-Cost Initiative for First Time Buyers programme (LIFT)
- Other Income includes activity from district heating systems and home adaptation programmes

## Universal Credit

If you have made a claim for Universal Credit (UC), and you are unable to pay your rent, please get in touch with us immediately as we can only help if we are aware of your circumstances. Please don't let this escalate.

Some information we hope will help:

- Communication is extremely important and tenants should tell us immediately when they are invited to make a claim for UC.
- You will need a bank account and access to the internet or a phone with internet connection to create a UC account. Don't wait, get a bank account organised as soon as you know you will be moving to UC – ask us for help if you don't know what to do.
- The Job Centre and local libraries have internet access which you can use to make your claim. Our offices are currently closed to the public other than by appointment. If you need assistance with Universal Credit or have problems accessing the internet, please contact your Housing Services Officer and they will arrange an appointment to support you.
- We will not have access to the UC account in the same way as we did with Housing Benefit so please update us as things progress/change so as to avoid arrears actions being taken.
- We can organise food parcels for gaps in benefits if required. If possible, stock up now on food cupboard items and pet food as a preventative measure.
- If you wish to have the Housing element of your Universal Credit paid directly to Albyn Housing Society, please talk to your Housing Services Officer or you can update your online UC journal to make this request. Should your rent account fall into arrears and you are receiving your housing element direct to yourself, we will contact you to discuss how future payments will be made. This will include the Society requesting that rent payments are paid direct to us to minimise ongoing arrears.
- The Highland Council Welfare Team are there to give advice.



## Albyn TRUST Fund

Albyn operates a TRUST Fund which can provide support to tenants who find themselves in exceptional need. Each housing patch is allocated £2000 each year which can be used to support tenants during particularly challenging times.

The Fund can be used in different ways depending on what would most help. Examples of how it has been used include provision of a microwave to someone struggling with their cooker, purchase of a school uniform after a mid-year growth spurt, a mobile phone top up to remain connected and support with electricity bills due to a tenant losing their job.

If you would like to find out more, please contact your area Housing Officer or Assistant.

## Albyn Energy Fund

Albyn also introduced an Energy Fund in 2022 in response to rising energy costs. Tenants can apply in person, by phone or by email for a £50 voucher to help meet energy costs. The current fund runs until the end of March 2023 with a total of £100,000 available.

To find out more, please contact your Housing Officer or Assistant or email [energyfund@albynhousing.org.uk](mailto:energyfund@albynhousing.org.uk)

## Other Help with Cost of Living

A pull-out section was included in Albyn's Autumn tenant newsletter providing information about a range of help available to meet current cost of living challenges. This information and more will also be available on our website.

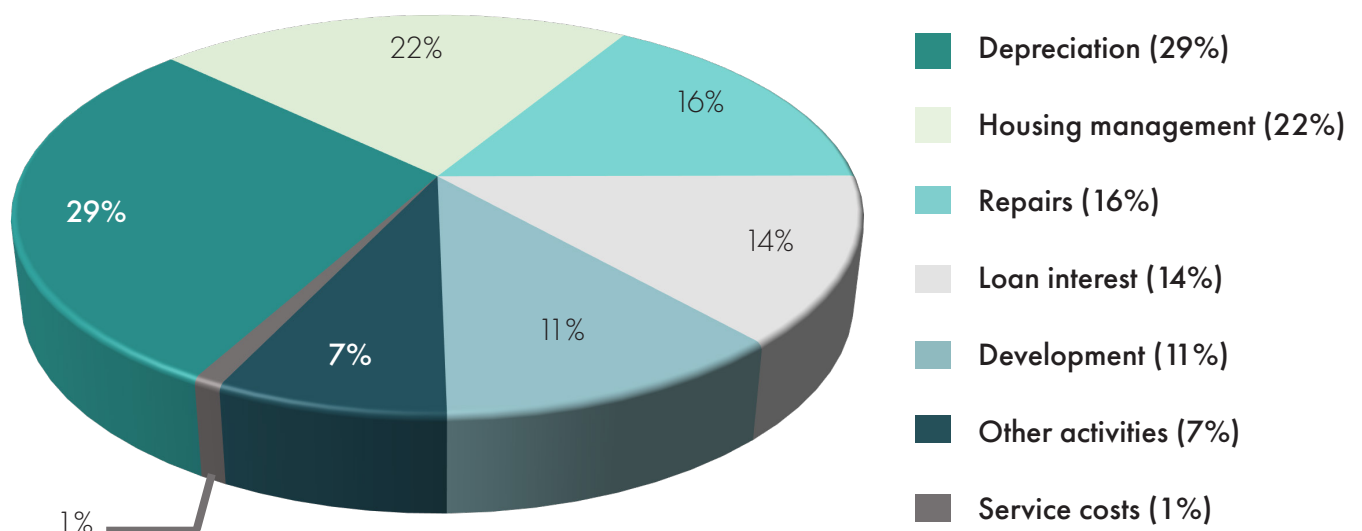
If your circumstances have recently changed or you are finding recent cost of living increases challenging, please contact your area Housing Officer to discuss any help that might be available from Albyn or other sources. The earlier you get in touch the more we can try to help!



## Outcome 12: Homeless people

In the past year we provided 161 Homeless Households with a home.

## Outcome 13: Value for money



The chart shows Albyn's expenditure for 2021/22.

Depreciation of our housing stock continues to make up the largest share of our expenditure each year, representing 29% of costs in 2021/22. "The management of our homes consumes 22% of expenditure in the year and includes the cost of operating the business to provide services to tenants and sustain tenancies."

Loan Interest represents 13% of Albyn's expenditure and is paid on loans taken out to build new homes for future tenants. 16% of our expenditure is taken up by repairing our homes, either through planned maintenance activities or responsive repairs that arise during the year.

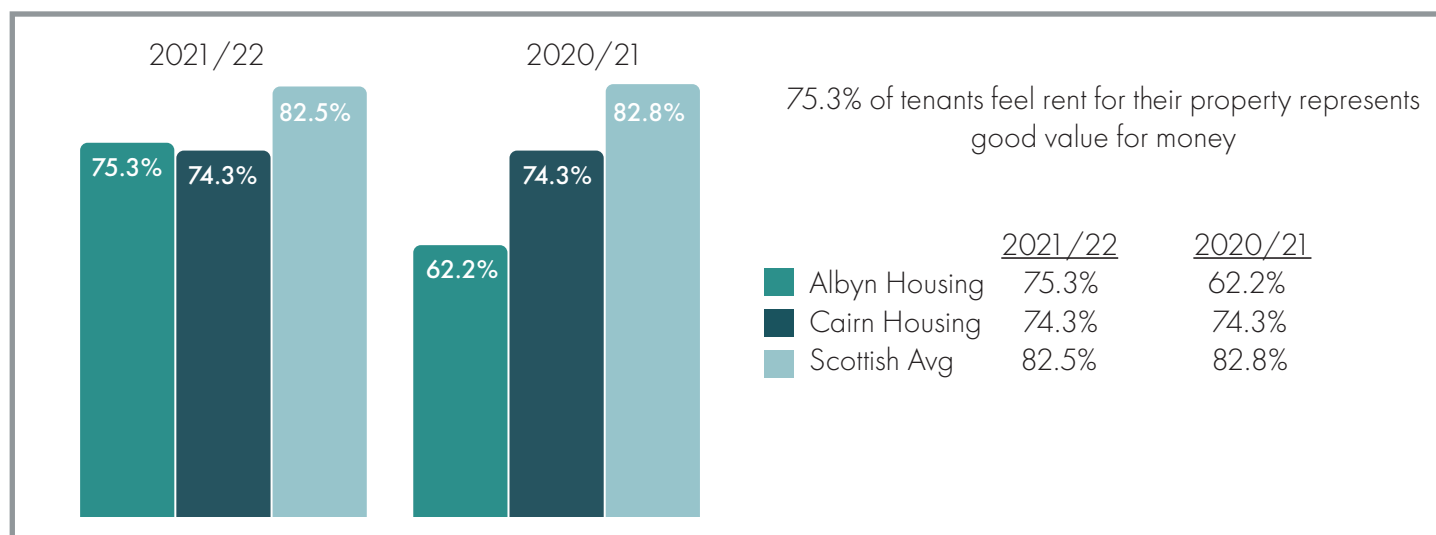
Any surpluses generated are reinvested in the Society's primary purpose of housing those in need through provision of good quality homes.

## Abandoned properties

There were 11 properties abandoned in the past year.

There are many reasons the Housing team will suspect that a property has been abandoned including lack of contact, overgrown gardens and concerned neighbours contacting the team. If the Officer suspects the property is abandoned, they will try to make contact with the tenant in person, by phone, email, text and if unsuccessful they will attempt to contact the next of kin. If there has been no response from the tenant, they will then serve the first notice. A full investigation will be undertaken which will include contacting support services and Housing Options. If after a thorough investigation, there is no contact, after 28 days, a further notice will be issued, and the property will be repossessed after abandonment.

The cost of abandonment will vary depending on whether or not the abandonment was planned and the condition the property was left in. Albyn will undertake a lock change, clear the property and undertake required repairs. Albyn also looks to have possessions stored for up to 6 months, depending on the value. Albyn's Former Tenancy team utilise debt tracing companies to ensure where possible any arrears/charges generated, are met through a repayment agreement.



## Outcome 14, 15: Rent and service charges

### Empty Houses (Voids) & Letting

The re-let times exceeded the target but were less than the previous year. Due to the bulk handover of new developments the team were dealing with new lets and re-lets simultaneously which had an impact on void days. There were delays for new build adaptations and for identifying suitable FIT home applicants. A change in process has seen major voids being managed by assets due to the complexities of the voids.

Average days taken to re-let properties	2021/22	2020/21
Albyn Housing Society	29.39 days	38.5 days
Cairn Housing Association	68.13 days	44.2 days
Scottish Average	51.57 days	56.3 days

## Rent Increase

The table below shows the average weekly rents for 2021/22 compared with the Scottish average.

Size of home	Number of homes	Albyn Weekly Rent	Scottish Average Rent
1 bedroom	43	£64.79	£75.95
2 bedroom	818	£82.23	£81.32
3 bedroom	1,772	£91.33	£84.18
4 bedroom	741	£100.17	£91.48
5 bedroom	154	£112.55	£100.74

## The rent increase with effect from 1 April 2021 was 3.3%.

Consultation took place in December 2020 on the proposed increased of rents from 01 April 2021. The options were a typical increase of CPI + 1.0% (4.1%) or a reduced rate of CPI + 0.2% (3.3%). The outcome of this consultation was that 55% of 561 respondents chose the reduced option.

## Service Charges

Service charges are based on the actual costs incurred. The costs are budgeted for the year ahead and the actual costs are then reflected two years in arrears with an adjustment to that subsequent year's charge. Whilst an adjustment can reduce the charge to nil, any increase to the charge is capped at £5 per month. The average monthly service charge decreased from £16.84 to £16.69 year-on-year.

# Outcome 16: Gypsy/Travellers

Local councils and social landlords with responsibility for managing sites for Gypsy/Travellers should manage the sites so that:

- Sites are well maintained and managed, and meet the minimum site standards set in Scottish Government guidance for Gypsy/Traveller sites, and those living on such sites have occupancy agreements that reflect the rights and responsibilities set out in guidance.

All the standards and outcomes in the Charter apply to Gypsy/Travellers.

The Highland Council own and manage the sites in our areas, Albyn Housing Society does not have any sites.

Thank you very much for taking the time to read our Tenant Charter report for 2021 - 22  
The Charter sets out the standards and outcomes that all social landlords should aim to achieve when performing their everyday housing activities and measures how social landlords are meeting the needs of their customers.  
For more information: <http://housingcharter.scotland.gov.uk>