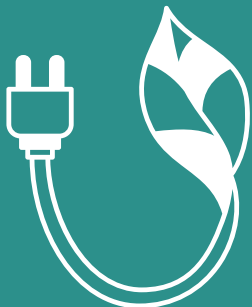
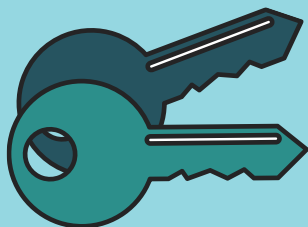




Tenant Charter Report

2025



Need this in a different format?

We can provide this document in Braille, large print, or community languages. Just contact any member of staff on our main number, or email governance@albynhousing.org.uk, and we'll make sure you get what you need. We'll also update your preferences for future communications.

Introduction: what is the tenant charter?

What exactly is the Tenant Charter?

The Scottish Social Housing Charter sets out what tenants can expect from their landlord - helping to make services better, clearer, and more accountable. It is designed to support strong, inclusive communities across Scotland, where everyone feels safe, respected, and heard.

Across Scotland, there is a growing recognition that tenants are not just recipients of housing, they are customers with rights to a high-quality service, transparency and meaningful involvement. Albyn Housing Society fully supports this shift, and putting customers at the heart of everything we do is central to our strategy, and it shapes how we design, deliver and improve our services. So, throughout this charter, you will see us use the terms tenant and customer interchangeably. The Charter is part of the Housing (Scotland) Act 2010, and was developed with input from tenants, landlords, and other stakeholders. It reflects what matters most to tenants and helps ensure that landlords focus on delivering high-quality services.

Here's how the Charter works for you:

- It sets clear standards – so you know what to expect from your landlord.
- It helps you hold landlords to account – by making performance transparent.
- It guides improvement – by showing where things are working well and where they need to get better.
- It supports fair investment – by helping the Scottish Government direct funding to landlords who perform well.

The Charter also supports Scotland's national goals, including:

- Building inclusive, empowered, resilient and safe communities
- Protecting and enhancing the environment
- Promoting human rights and ensuring people live free from discrimination

The 14 Charter Outcomes – What They Mean for You

These outcomes set out what you should expect from your landlord. They're designed to make sure services are fair, high-quality, and focused on what matters most to tenants.

Tenant/Landlord Relationship. Page 4

1. Participation

You should have opportunities to get involved in decisions that affect your home and community - in ways that suit you.

2. Equalities

You should be treated fairly and with respect, no matter your background. Landlords must understand and meet the needs of all tenants, including making reasonable adjustments.

3. Communication

You should find it easy to contact your landlord and get clear information about services, decisions, and how to give feedback or make complaints.

Housing Quality and Maintenance.

Page 8

4. Quality of Housing

Your home should be clean, safe, and meet national standards - including energy efficiency - when you move in and throughout your tenancy.

5. Repairs, Maintenance, and Improvements

Repairs should be done properly and on time. You should have a say in when work is carried out and be satisfied with the service.

Neighbourhood and Community. Page 10

6. Estate Management and Anti-Social Behaviour

Your neighbourhood should be well looked after and feel safe. Landlords should work with others to tackle anti-social behaviour and support tenants when needed.

Access to Housing and Support. Page 12

7-9. Housing Options

You should get advice and information to help you make informed choices about housing. If you are at risk of homelessness, support should be available early.

8. Tenancy Sustainment

If you need help to stay in your home - whether due to financial, health, or personal reasons - support should be available.

9. Homeless People

If you are homeless or at risk, you should get quick access to help, suitable temporary accommodation, and ongoing support to find and keep a home.

Value for Money. Page 19

13. Value for Money

You should feel that the rent and charges you pay offer good value. Landlords should manage resources well and involve tenants in decisions about spending.

14. Rents and Service Charges

Rents should be affordable and set in consultation with tenants. You should be able to see how your money is spent.

Designed by tenants, for tenants

This report has been shaped by tenants every step of the way - from the layout and design to the information we've included. Your voices, ideas, and priorities have guided how we present our performance, making sure it's clear, relevant, and easy to understand.

Every year we ask our tenants which organisation they would like us to compare our performance against to best allow you to assess how well we're doing, and for this year you have chosen to compare our performance with **The Highland Council** and against the **Scottish National Average**. These were picked for 2 main reasons:

- **We share similar geography** – like Highland Council, we have homes in both urban and rural areas.
- **It gives meaningful context** – helping tenants understand how our services measure up across Scotland.

By putting tenants at the heart of this report, we aim to make sure it reflects what matters most to you - and helps us keep improving together.

Thank you - and let's keep the conversation going

Thank you for taking the time to read our Tenant Charter Report for 2024/25. If you would like to learn a bit more about the Charter and why we send this to tenants every year, you can do so at: [Scottish Social Housing Charter](#).

We'd like to extend a heartfelt thank you to every tenant who helped shape this report. Your ideas, feedback, and real-life experiences of being an Albyn tenant have been invaluable in making sure this report reflects what matters most.

If you'd like to be involved in the design of our 2026 Tenant Charter, please contact us at BusinessServices@albynhousing.org.uk, alternatively we will be in touch when we contact all tenants for feedback on the charter, at which point you can also let us know you would like to be involved.

Participation

Your voice, your home: get involved, make a difference

We believe tenants should have a real say in shaping the services that affect their homes, communities, and lives. Whether you want to share feedback occasionally or take a more active role, every contribution matters - and we will support you every step of the way.

Ways You Can Get Involved

Here are some of the ways you can help influence decisions and improve services:

Become a Member of Albyn Housing Society - For a one-off fee of £1, you can apply to become a member and help shape our future direction.

Join or Start a Tenants' or Residents' Group - We'll support you with advice, training, and a small annual grant to help with running costs. For more information www.albynhousing.org.uk/about-us/about-us-2019/community-projects/

Register as a Recognised Tenant Organisation (RTO) - Represent tenants' housing needs and have your say as part of an independent group.

Take Part in Meetings and Events - From our Performance Committee, Customer Involvement Groups, and Annual General Meetings to drop-ins, roadshows, and focus groups - there are plenty of opportunities to share your views, both online and in person.

Join the Performance Monitoring Group - Help us review how we are doing, highlight areas for improvement, and ensure services meet tenant expectations.

Be Part of Our Editorial Group - Work with us to make sure our communications are clear, meaningful, and easy to understand.

Get Involved with Tenants4Tenants - This group is run entirely by tenants and helps inspire others to get involved. Last year, they attended five pop-up events across Inverness, Ross-shire, and Caithness. Look out for invitations when we visit your area.

Complete Surveys and Questionnaires - Your feedback helps us understand what matters most and guides decisions about homes and services.

Tenants Together (Scotland) - A national network of tenants and service users in the social housing sector. Formerly known as Regional Networks, it rebranded in June 2024 to better reflect its vision of empowering tenants and ensuring their voices influence housing policy across Scotland. We have tenants in Albyn that are current members of Tenants Together. Some members meet with the Scottish Housing Regulator and regularly discuss important topics such as Net Zero and Accessibility.

Tenants Information Services - A national, independent membership organisation supporting tenants and landlords across Scotland. TIS provides expert advice, training, and resources to help tenants organisations, community groups, and landlords work together. Their mission is to inspire and promote effective tenant participation and scrutiny, underpinned by values of inclusion and collaboration. TIS offer conferences and events for tenants to engage and shape the future of housing.

Tenant Participation Advisory Service (Scotland) - TPAS have been supporting tenants' groups, landlords, and related organisations for over 40 years. They focus on providing services that help upskill tenants to provide the knowledge to become involved in a range of housing issues to help better shape service improvements.

Want to Know More?

For more details on how to get involved, email us at BusinessServices@albynhousing.org.uk or visit our website to explore our [Customer Involvement Strategy](#).

Tenant Satisfaction: A Big Step Forward

We're proud to share that 97.3% of tenants said they were satisfied with the opportunities to get involved in decision-making from our most recent survey - a huge increase from 70.17% in our previous survey. This is also well above the Scottish average of 87.67% and Highland Council's 81.85%.

Equalities



Fairness, respect and inclusion for every tenant

At Albyn Housing, we believe that everyone deserves a safe, comfortable home - and to be treated with fairness, dignity, and respect.

We are committed to making sure all tenants have equal access to our homes and services, regardless of age, disability, gender identity, marital status, race, religion or belief, sex, or sexual orientation.

So, what does this mean in practice?

- Everyone is treated fairly and with respect
- We actively work to remove discrimination and promote equal opportunities
- We listen and respond to individual needs so our services work for you
- We make reasonable adjustments to help tenants access services and feel supported

We also recognise that some tenants may face specific challenges - for example, mobility needs, families experiencing financial hardship, or those who suffer from mental health conditions - and we take responsibility for providing services that are sensitive, inclusive, and supportive.

By doing this, we aim to ensure that every tenant feels valued, heard, and able to access the same high standard of service.

Using tenant data to improve services

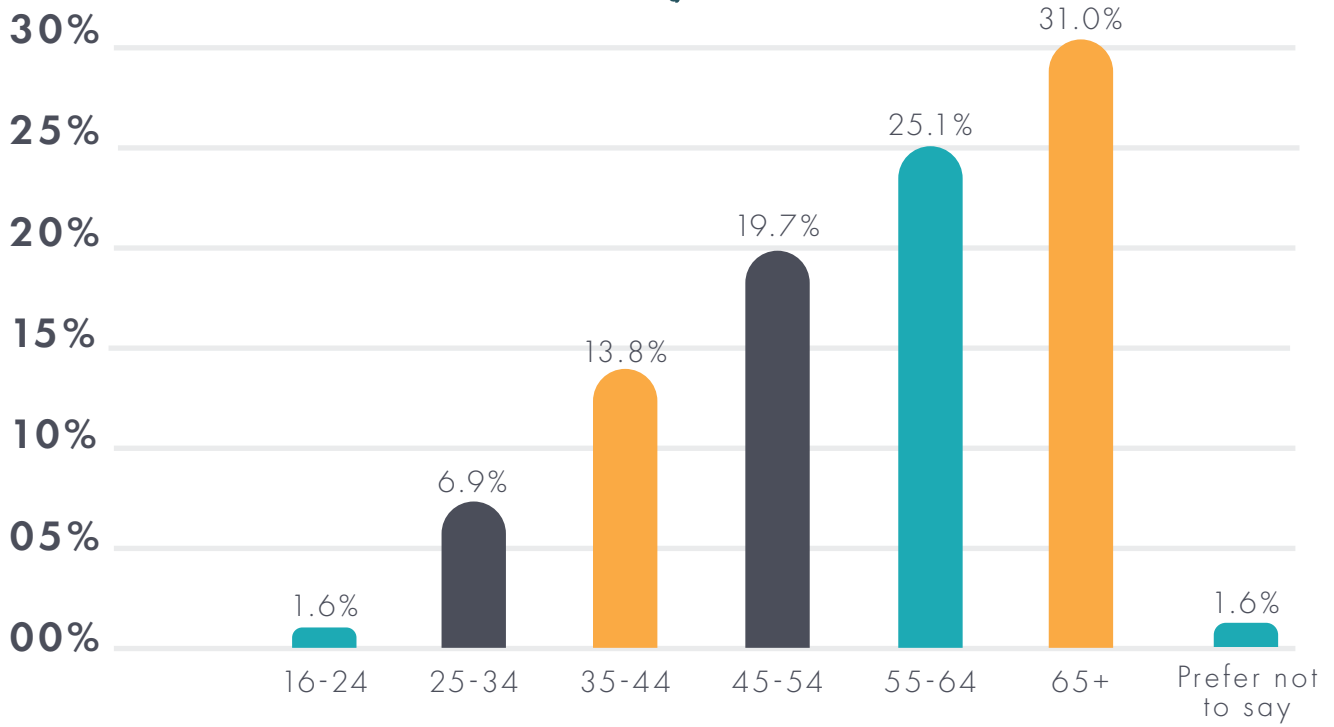
To help us better understand and meet the needs of our communities, we collect equalities data as part of our work. This helps us:

- Make more informed decisions about how we deliver services
- Identify and remove barriers to accessing services
- Improve how we support tenants across all backgrounds

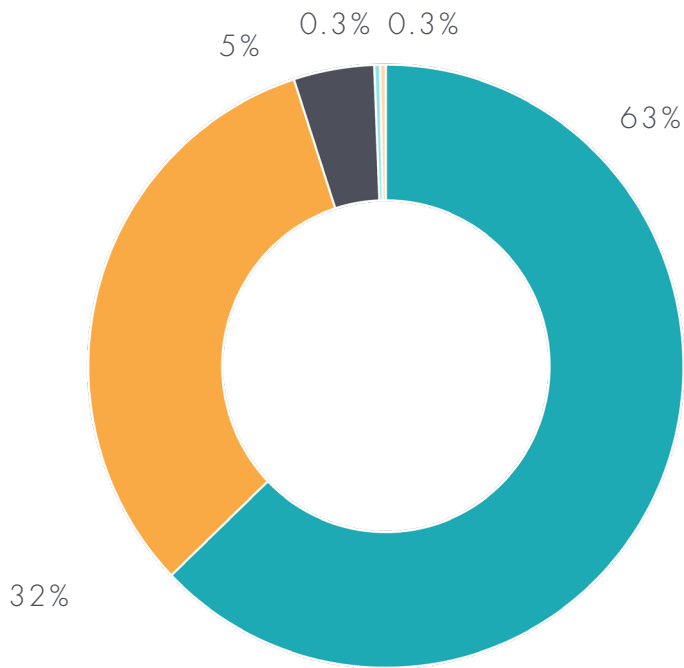
You can read more about this in our [Equalities and Human Rights Policy and Strategy](#), available on our website.

We're also pleased to share our latest [Equalities Report and Action Plan](#), which outlines the steps we're taking to make our services more inclusive and responsive.

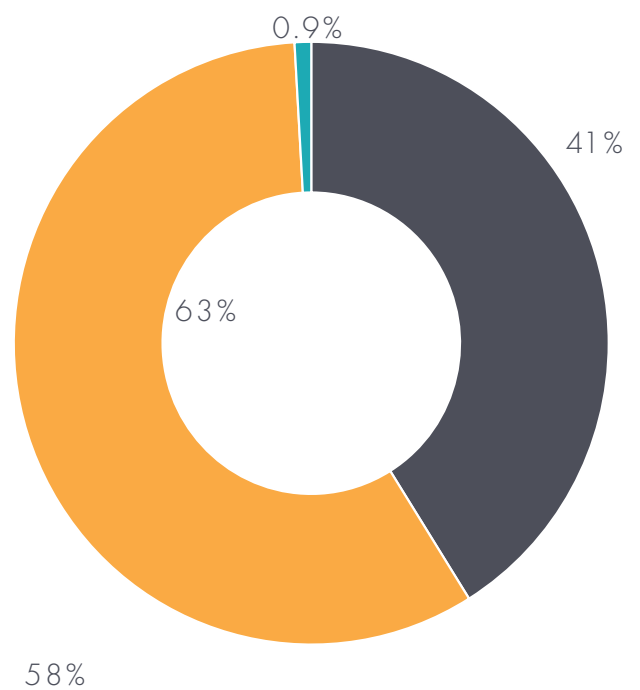
AGE



GENDER



DISABILITIES



Listening, learning & improving:

When a complaint is raised, our team carefully reviews it to see if equalities may be a factor. This means we look at whether someone may have been treated unfairly because of their age, disability, race, gender identity, religion, sexual orientation, or other protected characteristics.

Here's how we approach it:

- We assess each complaint individually, with sensitivity and confidentiality.
- We check for any signs of discrimination or bias, intentional or otherwise.
- We record and monitor trends, so we can spot patterns and act.
- We learn from every case, even when no equalities breach is found - using feedback to improve how we deliver services.

Our goal is to make sure every tenant feels safe, respected, and heard - and that our services are fair and inclusive for everyone.

Last year, 52 complaints included a review of whether equalities issues were considered during the delivery of our services. After thorough review, none were found to involve unfair treatment or discrimination.

If you ever feel that you've been treated unfairly, we encourage you to speak up. You can contact us in confidence, and we'll make sure your concern is handled with care and respect.

Communication

Staying connected: easy ways to reach us

We want to make it easy for you to get in touch, ask questions, and stay informed about your home and the services we provide. Whether it is a repair, a tenancy query, or just a general question - we are here to help.

Contacting Us - You can find all of the most up to date contact details for getting in touch by visiting our [Contact Us](#) page.

Face-to-Face Appointments - You can meet with us in our offices - by appointment only. Just call or email the relevant department to arrange a time that suits you.

Estate Visits - Our Housing Officers are regularly out and about in your communities. Feel free to stop and chat - we're always happy to help.

How we keep you informed

We communicate with tenants in a variety of ways

- Newsletter
- Website – www.albynhousing.org.uk
- Tenant Handbook
- Email / Letters / Text Messages
- Phone calls
- Office appointments
- Community-based support
- Facebook – Follow us
- AGM
- Customer Portal – Coming soon! More info to follow.

Tenant Satisfaction

We are proud that 95.56% of tenants said they were satisfied with how well we keep them informed - compared to 77.98% for Highland Council and the Scottish average of 90.46%.

Your feedback helps us keep improving - and we're committed to keeping you in the loop, every step of the way.

Quality of Housing

Your home, our commitment: meeting the scottish housing standard

At Albyn Housing Society, we are committed to making sure your home is safe, comfortable, and meets national standards. One of the ways we do this is by working to meet the Scottish Housing Quality Standard (SHQS) - a set of standards that all housing associations and councils in Scotland must follow to ensure homes meet national standards. As of 31 March 2025, 89.4% of Albyn Housing Society homes met the SHQS - up from 82.06% the previous year. This improvement resulted from a large-scale electrical testing programme, with over 1,300 homes tested last year.

We are working with external agencies to access grant funding and are on track to meet our target of 95% of homes meeting SHQS by March 2026

However, achieving 100% SHQS is extremely challenging due to several factors:

- Customer refusals or access issues can prevent us from carrying out necessary upgrades or inspections.
- Some homes qualify for exemptions, such as listed buildings where installing double glazing or certain energy improvements may not be permitted.
- Funding constraints can delay or limit the scope of improvement works.
- In some cases, the work required may not be feasible without significant disruption to customers.

Despite these challenges, we remain committed to ensuring that we meet the highest possible standards.

If you would like more information on how the SHQS is measured, please get in touch or visit the Scottish Government website: www.gov.scot/policies/social-housing/improving-standards

So how do we compare?

We are proud to be ahead of the national average and well above the local average - showing our commitment to providing high-quality homes.

Landlord	% Homes Meeting SHQS
Albyn Housing Society Ltd	89.4%
Highland Council	58.6%
Scottish Average	87.2%

In 2024/25, we continued to build upon the highest level of tenant safety assurance achieved in 2023/24, following an internal audit that assessed how we manage key compliance areas including gas safety, electrical installations, legionella, asbestos, radon, and damp and mould.

We also further developed our Damp and Mould process to ensure a collaborative and robust approach to identifying, managing, and preventing damp and mould issues across our homes. More information can be found on our website:

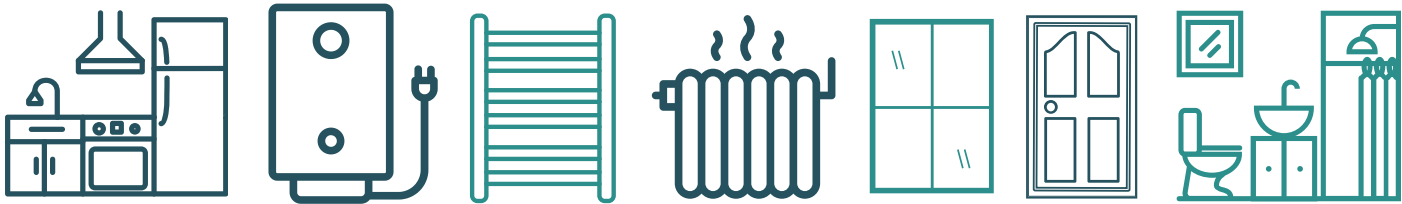
www.albynhousing.org.uk/my-home/damp-and-mould/

Repairs, maintenance and improvements

In 2024/25, based on tenant feedback, we prioritised heating and energy efficiency improvements, while limiting kitchen and bathroom upgrades to cases where these were essential.

During the year, we completed the following upgrades:

Replacement type	Number of homes
Heating upgrades	219
Full heating systems	25
Window and doors (full replacements)	27
Bathrooms	56
Kitchens	22



Repairs Performance

Landlord	Average hours to complete emergency repairs	Average working days to complete non-emergency repairs	Percentage reactive repairs completed right first time
Albyn Housing Society Ltd	4.3 hours	4.8 days	92.1%
Highland Council	3.5 hours	7.7 days	86.7%
Scottish Average	3.9 hours	9.1 days	88.0%

We set targets of 8 hours for emergency repairs, 2 days for urgent repairs, and 10 days for routine repairs. Our geographical spread will always make comparing our performance against less rural associations difficult, but we are performing very strongly against the Scottish average.

When you report a repair, we aim to get it sorted properly the first time - without the need for follow-up visits. A repair is considered “Right First Time” when the issue is fully resolved during the initial visit, and no further work is needed. If a contractor has to come back to fix the same problem again, it means the repair wasn’t completed right first time. We track this closely because it helps us improve our service, reduce inconvenience for you, and make sure repairs are done quickly and effectively.

In 2024/25, we invested £4.64 million in our existing homes. This included:

- £1.01 million on empty properties and repairs
- £1.07 million on cyclical works and compliance
- £2.56 million on repairs

Your feedback matters

We are pleased to share that 88.54% of customers were satisfied with the quality of our repairs service—above the Scottish average of 87.11%. While we are slightly behind Highland Council’s 92.17%, we are working hard to improve every day. We survey 100% of customers for whom we hold contact details to solicit feedback on various aspects of our repairs service, including emergency & non-emergency repairs and use the information to improve our service delivery.

Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

Supporting safer communities – what we are doing about anti-social behaviour?

In April 2025 we implemented a new Anti-Social Behaviour policy that outlines our approach to tackling neighbour disputes and reports of antisocial behaviour.

This updated policy was developed to:

- Put tenants first – ensuring your rights and wellbeing are at the heart of how we respond to Anti-Social Behaviour.
- Support safer communities – helping everyone feel secure in their neighbourhood.
- Improve consistency – so that all reports are handled fairly and in line with national standards.
- Reflect our new ways of working – following enhancements to our service delivery model and updates to our IT systems that help us respond more efficiently and consistently.
- Meet the Scottish Social Housing Charter – especially Outcome 6, which focuses on safe, well-maintained neighbourhoods.

This policy is part of our wider commitment to building stronger communities and supporting tenants to live well in their homes.

You can read our ASB policy on our website: www.albynhousing.org.uk/wp-content/uploads/2025/06/ASB-Policy-V3.0-February-2025.pdf

How are we performing?

Reports of Anti-Social Behaviour between 2024-25		
Category A	Confirmed criminal activity and very serious complaints	45
Category B	Serious complaints eg. assault	86
Category C	Nuisance and low level ASB complaints	97

Not all disagreements between neighbours are considered Anti-Social Behaviour. Sometimes, issues like noise, misunderstandings, or lifestyle differences can cause tension - but do not meet the legal threshold for Anti-Social Behaviour.

In these cases, we can refer tenants to a free, independent mediation service. Mediation gives neighbours a safe and neutral space to talk things through, understand each other's perspectives, and work towards a positive resolution. It is a constructive way to rebuild trust and avoid escalation.

However, when behaviour is persistent, serious, and clearly breaches tenancy conditions, we take firm action. In the 12-month period covered by this report, one household was evicted due to ongoing anti-social behaviour. Eviction is always a last resort, used only when all other options have been exhausted and the behaviour continues to cause harm to others.

In cases of serious or criminal anti-social behaviour - such as violence, threats, or illegal activity - tenants should contact **Police Scotland** immediately by calling **999** in an emergency or **101 for non-emergencies**.

Police involvement not only ensures your safety but also helps us take appropriate action. Reports made to the

police provide us with strong, independent evidence that supports our investigation and response to issues within the neighbourhood.

We work closely with Police Scotland to ensure that serious concerns are dealt with appropriately, always with the aim of protecting tenants and maintaining safe communities.

Confidentiality and Anonymous Complaints

We understand that reporting issues can be difficult, and we're committed to treating all complaints with respect and care.

- If you ask us to keep your complaint confidential, we will try our best to do so. However, please be aware that this may limit the action we can take - we'll always explain this to you if it applies.
- If you choose to report something anonymously, we will record it. But unless we can verify the source and details, it may not be possible or appropriate for us to act on it.
- In some cases, even if we keep your identity confidential, the person involved may still be able to guess who made the complaint - especially in close-knit communities or ongoing disputes.

If you're unsure about how to report something or want to talk through your options, please speak to a member of the Tenancy Operations team - we're here to help.

Introducing the Noise App

We've introduced a new tool to help tackle noise nuisance - The Noise App, developed by RHE Global.



- It allows you to record and report noise issues directly from your phone, including high-quality audio, video, and images.
- You can create a detailed report in under two minutes and send it straight to us.
- Our Housing Officers can securely access your recordings to assess and manage the issue.
- The app is used by other housing associations and has even been used successfully in court cases.

Tenants who've used the app have given us positive feedback, saying it's quick, easy, and reassuring. If you feel this is something that you would like to use, speak to your Housing Officer.

More information can be found By visiting www.thenoiseapp.com/

There are a variety of websites available to support you with Anti-Social Behaviour issues alongside Albyn, and we have included some links below to help you further

Citizens Advice

www.citizensadvice.org.uk/scotland/housing/problems-where-you-live-s/antisocial-behaviour-s

Shelter

www.scotland.shelter.org.uk/housing_advice/living_with_others/experiencing_antisocial_behaviour

Scottish government

www.mygov.scot/antisocial-behaviour

Your feedback matters

86.68 % of customers were satisfied with Albyn's contribution to the management of the neighbourhood they live in. This is ahead of the Scottish Average of 85.66% and The Highland Council average of 74.31%

Housing Options

Finding a home that is right for you

Whether you are looking to rent, buy, or swap homes, we are here to help you explore your options and find the right fit for your needs.

Lettings Overview

In the past year, we let 261 properties across our communities. Of these, 29 homes were successfully matched through Mutual Exchange - a great option for tenants looking to move without waiting on the housing list.

We manage around 3,900 homes for rent or low-cost ownership in over 80 communities across the Highlands. You can view available homes to rent or buy on our website, and our Tenancy Management team is always happy to offer advice and support.

Applying for Housing Through the Highland Housing Register

We let our homes to applicants registered on the Highland Housing Register (HHR) - a single, shared housing application system used by:

- The Highland Council
- Albyn Housing Society
- Cairn Housing
- Caledonia Housing Association
- Lochaber Housing Association
- Lochalsh & Skye Housing Association

This means you only need to complete one application form to be considered for housing with any of these providers.

You can apply:

- Online via the Highland Council website: www.highland.gov.uk/info/925/council_housing/244/apply_for_a_council_house
- In person at our offices or any HHR partner organisation

Anyone aged 16 or over can apply, although there may be restrictions for applicants who have recently arrived in Great Britain so, please get in touch if this impacts you.

If you're looking to rent in Caithness, the process works slightly differently and information on this can be found on our website: www.albynhousing.org.uk/my-home/how-we-rent-homes-in-caithness/

Looking for a home? This tool can help.

If you're applying for housing, the Demand and Supply Tool on the Highland Council website is a great way to understand your options. It shows:

- How many homes of a particular size are available in your preferred area
- How many other people have applied for the same type of home
- How many homes became available for allocation in the past year

This information can help you make more informed decisions about where to apply and what to expect.

www.highland.gov.uk/info/925/council_housing/244/apply_for_a_house/5

How the Points System Works

The HHR uses a points-based system to assess housing need. Points are awarded based on your current circumstances - such as overcrowding, medical needs, or homelessness.

When a property becomes available, it is generally offered to the applicant with the highest points who needs that size of home in that area.

How Long Will I Wait?

Waiting times depend on:

- Your points total
- The availability of suitable properties in your chosen areas
- The number of other applicants on the register

You can read more about the Allocations Policy on the Highland Council website

Refusing Offers of Housing

If you refuse a reasonable offer, we will contact you as soon as possible to review your application, try and understand what the reason was and offer advice. If a second reasonable offer is refused, your application may be suspended for 6 months.

Swap, move, settle: your guide to mutual exchanges

If you are thinking about moving but your housing application does not place you high on the waiting list, a mutual exchange could be a quicker and more flexible option.

What Is a Mutual Exchange?

A mutual exchange is when two tenants agree to swap homes. It is a great way to find a property that better suits your needs - whether it is location, size, or accessibility.

You can register for free on:

- House Exchange – a free platform to showcase your home and connect with potential swappers:

www.houseexchange.org.uk

If you need help with your application, our Tenancy Operations Team is here to support and advise you. It's also worth reading about Housing options on our website for information on important things to consider before a mutual exchange. www.albynhousing.org.uk/my-home/housing-options/

Things to Check Before You Agree to Swap

When viewing a potential exchange property, make sure to ask about:

- Rent amount
- Average cost of bills
- Any outstanding repairs
- Location suitability – transport links, parking, local amenities
- Fixtures and fittings – carpets, curtains, light fittings, etc.

If you are considering a move outside Scotland, check what type of tenancy you would be offered. Rights can vary depending on tenancy type. Within Scotland, you will usually receive a Scottish Secure Tenancy, which offers strong protections.

Things to be aware of:

- You cannot offer money or incentives to encourage someone to agree to an exchange.
- You or the other tenant can change your mind before the exchange is finalised.
- Avoid spending money on moving until your new tenancy agreement is signed.

How to Apply

Once both parties agree to exchange, you will need to complete a Mutual Exchange Application Form. You can find this on the Highland Council website: www.highland.gov.uk/downloads/file/23250/mutual_exchange_form

Your landlord(s) will carry out checks and an inspection before confirming the exchange in writing. You must wait for written approval before going ahead.

When an Exchange May Not Be Approved

We may not allow an exchange if:

- There are rent arrears
- The property has not been looked after properly
- There have been complaints about behaviour
- We cannot get a satisfactory reference from the other landlord
- The exchange would result in overcrowding, or the home is too large for the incoming tenant
- The home is specialist housing, and the incoming tenant does not require that type of accommodation

Need Help?

For more information or support with mutual exchange, contact our Tenancy Management team or visit our website for more information.

Affordable housing options: rent or buy with support

We understand that not everyone qualifies for social housing or can afford private rent or home ownership. That is why Highland Residential offers two great options to help you access a home that suits your needs and budget:



Mid-Market Rent: A Step Between Social and Private Renting

Mid-Market Rent is designed for people who may not qualify for social housing but find private rent unaffordable. It offers the chance to rent a quality home at a reduced rental price, with a Private Residential Tenancy (PRT) agreement.

This option is ideal if you are:

- In stable employment (minimum 6 months or permanent contract)
- Facing a change in circumstances (e.g. health, overcrowding, relationship breakdown)
- A current tenant of a local authority or housing association
- A member of the armed forces, a veteran, or a bereaved partner of service personnel
- Connected to the area through work, family, or support networks
- Registered on the Highland Housing Register or with another public sector landlord
- Able to pay rent without immediate need for Housing Benefit
- Planning to live in the home as your main residence

For more information or to apply, email: lettings@highlandresidential.co.uk

Or visit: www.highlandresidential.co.uk/rent-a-home/mid-market-rent

LIFT Scheme: Helping First-Time Buyers Get on the Property Ladder

The Low-Income First-Time Buyers (LIFT) New Supply Shared Equity Scheme helps people buy a home - even if they cannot afford the full purchase price.

Funded by the Scottish Government, the scheme allows you to buy between 60% and 80% of a property, while the Government holds the remaining share. You do not pay rent on the Government's share.

You may qualify if you are:

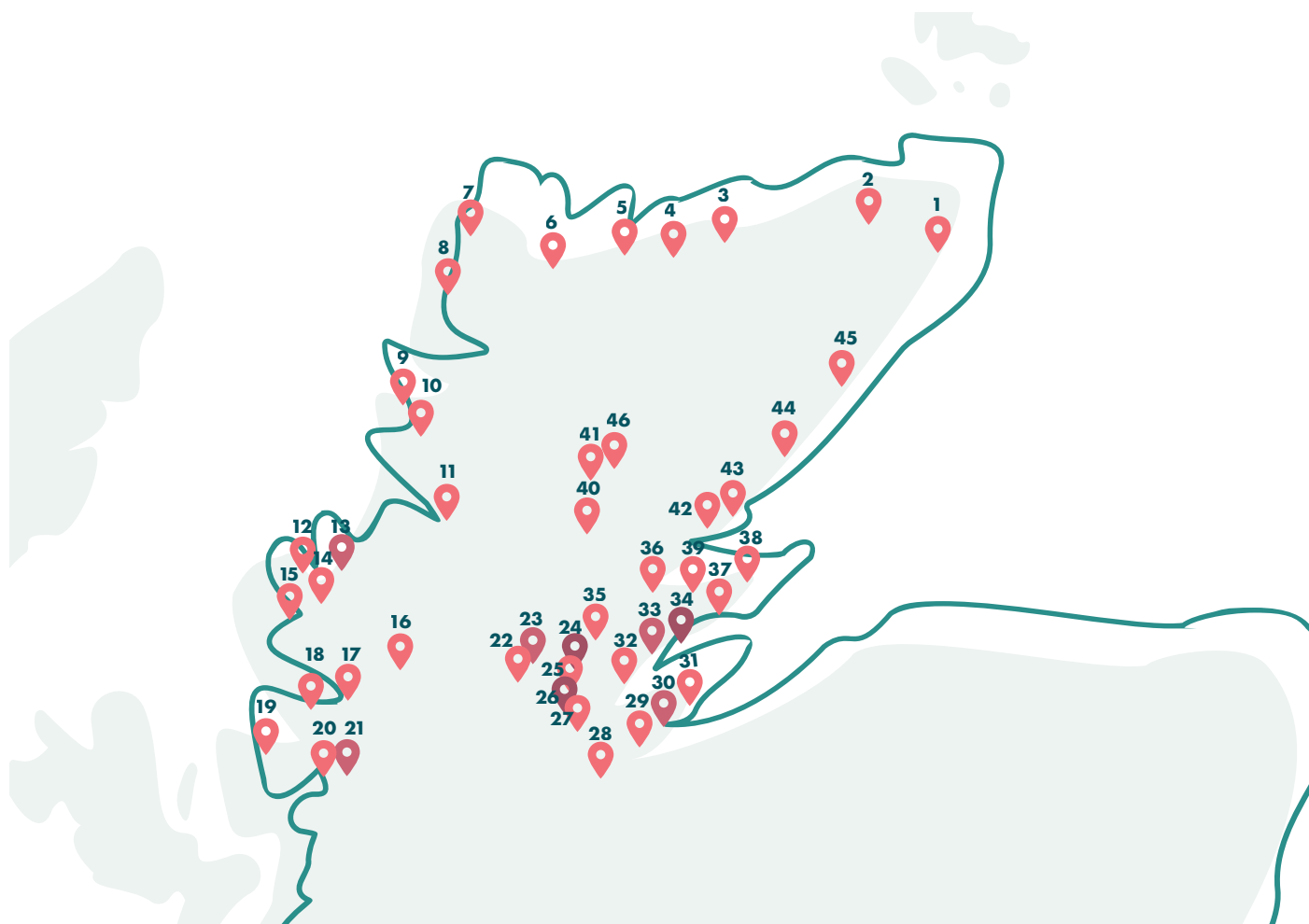
- A first-time buyer
- A current tenant of a local authority or housing association
- Someone with a low to moderate income
- In some cases, a non-first-time buyer with specific needs

The scheme applies to new builds and resale LIFT properties.

For more information, call 01463 701271 (Option 2)

Or email: sales@highlandresidential.co.uk

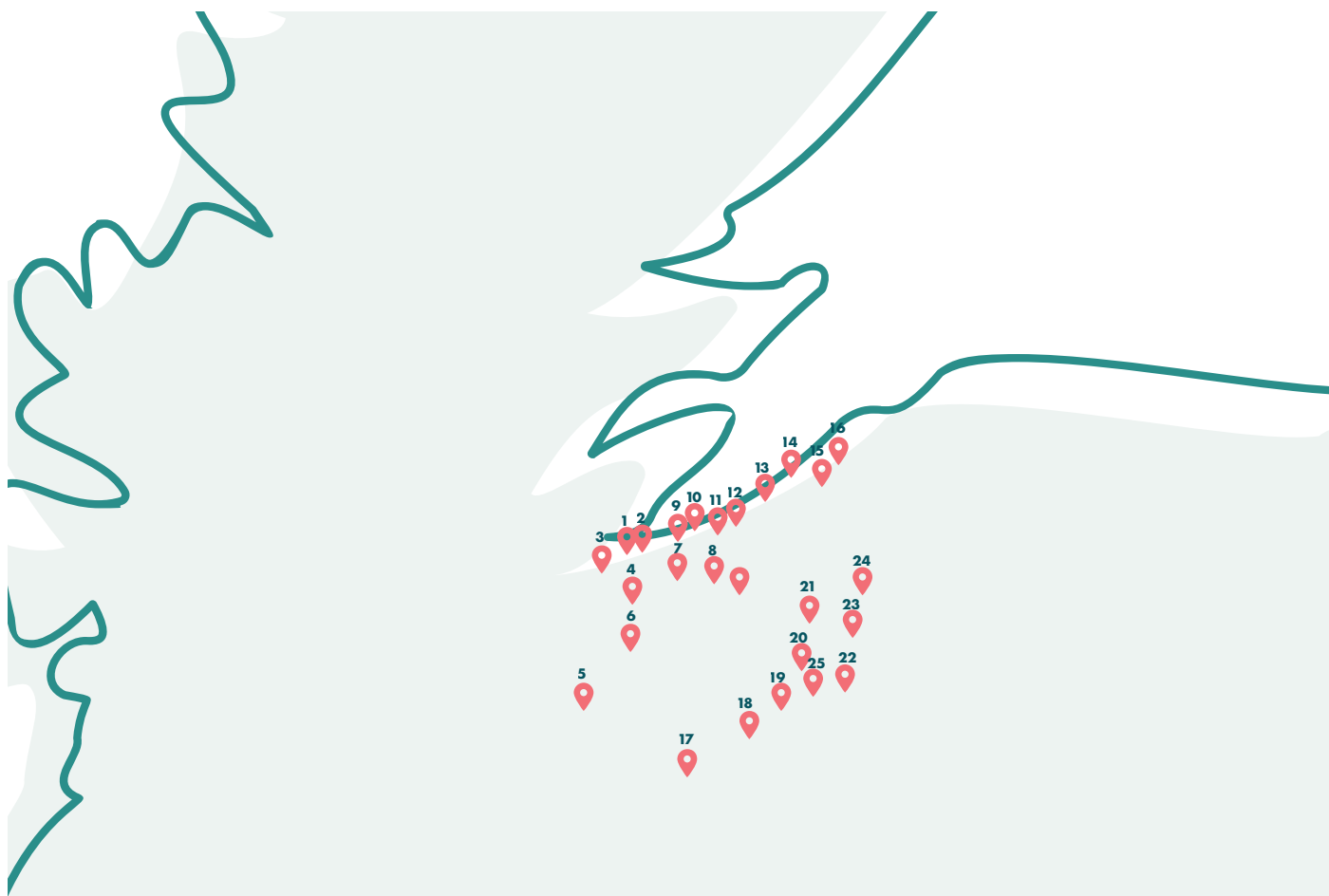
Where we have homes in the Highlands – North area



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

1	Wick (62)	16	Kinlochewe (6)	32	Evanton (45)
2	Thurso (45)	17	Torridon (9)	33	Alness (187)
3	Armadale (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 (47)	42	Dornoch (72)
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)	46	Lairg (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

1	Beaully (52)	9	Clachnaharry (16)	17	Laggan (6)
2	Kirkhill (38)	10	Inverness (878)	18	Kingussie (30)
3	Kiltarlity (25)	11	Smithton (20)	19	Kincraig (14)
4	Drumnadrochit (31)	12	Balloch (5)	20	Aviemore (148)
5	Fort Augustus (25)	13	Ardersier (46)	21	Carrbridge (18)
6	Foyers (11)	14	Nairn (244)	22	Glenmore (2)
7	Dores (10)	15	Auldearn (43)	23	Nethy Bridge (37)
8	Inverarnie (11)	16	Dyke (12)	24	Grantown-on-Spey (32)
				25	Rothiemurchus (6)



Tenancy Sustainment

Helping you stay safe, secure and supported at home

Our Tenancy Sustainment Team, established in 2023, was created in response to growing demand and the pressures of the cost-of-living crisis. We have taken a proactive, tenant-centred approach to supporting people - focusing on prevention, early intervention, and tailored help to keep tenants in their homes.

Listening to Tenants, Responding to Needs

In 2024, we carried out a Cost-of-Living Survey, with 519 responses. Tenants told us the biggest challenges were energy costs and food/household essentials. In response, we:

- Partnered with Changeworks to help tenants understand heating systems and access better tariffs
- Used our Tenant Support Fund to help with energy bills and essential household items
- Delivered digital workshops with Red Chair Highland in areas where 9% of tenants reported no internet access

Supporting Tenants in Real Time

In 2024/25, we received 1,213 referrals from internal teams, external partners, and tenants themselves. We offer support with:

- Benefit checks and income maximisation
- Energy advice and emergency fuel support
- Help with essential household items
- Referrals to specialist services

Service Improvements in 2024/25

- Staff training in Welfare Rights, Mental Health Awareness, and upcoming Money Guiders training
- Winter Welfare Calls to over 300 tenants, with 73 referred for further support
- Early intervention at pre-sign-up and move-in stages, including financial support and advice
- New Tenant Care Programme to connect with tenants early and prevent crisis situations

Energy & Cost-of-Living Support

- Affordable Warmth Highland Project (with Cairn Housing and Changeworks) supported 1,431 households, including 979 Albyn tenants, generating £194,268 in financial gains, £68,618 of which was direct grants and support for Albyn tenants
- In 2025/26, we partnered again with Changeworks to deliver their Tenant Energy Service, including Energy Confident New Tenant support
- Albyn allocated £140,000 to help with energy, food vouchers, and household essentials
- 62 households received food parcels from our offices
- 57 tenants accessed emergency fuel top-ups via the Fuel Bank Foundation
- An additional £73,002 in external funding was secured to support tenants

Making homes work for you: support with adaptations

In 2024/25, we spent £80,000 on 121 home adaptations, funded through a mix of grants and internal resources. At year-end, 36 households were waiting for adaptations. Increased Scottish Government funding in 2025/26 will help us meet this need.

Tenancies Sustained

We are proud that 92.9% of tenancies were sustained for more than 12 months in 2024/25. Our early intervention initiatives aim to increase this figure even further — helping tenants stay secure in their homes.

Need Support? We are Here to Help

Our Tenancy Sustainment Team is here to support you with practical help and advice.

Here are just a few ways we can assist:

- Income checks to make sure you're receiving all the benefits and support you're entitled to. If you prefer, we can connect you with the Highland Council Welfare Team to carry out the check.
- Help during a food or financial crisis, including access to emergency support.
- Advice and assistance with energy bills, including help with prepayment meters and accessing financial support.

To speak with our Tenancy Sustainment Team:

- Call 0300 323 0990 – Option 4
- Email: tenancysustainment@albynhousing.org.uk

Support is available by phone, in our offices, or in your home. If we cannot help directly, we will connect you with the right specialist service

Additional Support you may find useful:

Pension Age Winter Heating Payment (PAWHP)

From this winter, the Winter Fuel Payment will be known in Scotland as the Pension Age Winter Heating Payment, and it will be managed by Social Security Scotland.

- It supports people of pension age with an annual income of £35,000 or below.
- Most eligible people will receive the payment automatically, starting in November 2025.
- Payments will range from £101.70 to £305.10, depending on age.

Find out more at mygov.scot or call Social Security Scotland on 0800 182 2222.

Warm Home Discount

Did you know you might be eligible for £150 off your electricity bill?

- This is a one-off payment offered by many energy suppliers.
- If you're on a prepayment meter, you'll receive £150 in electricity credit.
- If you receive the Guarantee Credit element of Pension Credit, you should get this automatically.
- If you're on a low income or receive certain benefits, you may need to apply.

Check your energy supplier's website or contact them directly to see if you qualify.

Priority Services Register (PSR)

The PSR is a free UK-wide service offering extra support - especially during power or water outages. You may be eligible if you:

- Are of pensionable age
- Live with young children
- Are deaf, hard of hearing, blind or partially sighted
- Have a disability, chronic illness, or mental health condition
- Need documents in another language or format
- Temporarily need extra support

We all have different needs - contact your energy supplier or distributor to discuss yours. Learn more at The PSR or speak to your supplier directly.

Homeless People and Abandonment

Helping those most in need

Over the past year, we were proud to provide homes for 128 households who had been assessed by the local authority as homeless. These are households who found themselves without a safe and secure place to live. Working in partnership with local services, we have helped ensure these families and individuals have a fresh start in a stable home.

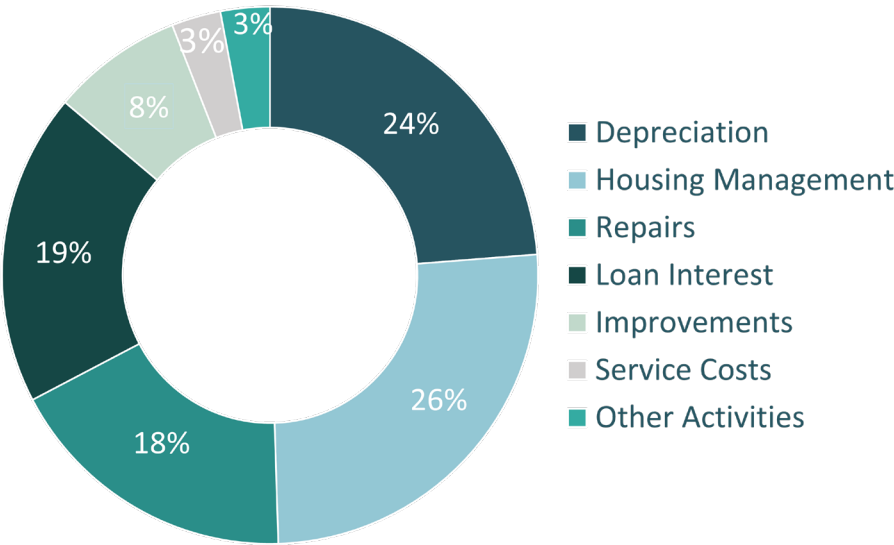
If you're facing homelessness or an emergency situation related to domestic abuse, support is available. The Highland Council website provides contact details for the right teams who can help you quickly and confidentially - www.highland.gov.uk/info/997/housing_advice/245/

Managing Abandoned Properties

Sometimes, we're made aware that a tenant may no longer be living in their property. When this happens, we carry out a thorough abandonment investigation to confirm the situation. If the property is found to be abandoned, we take steps to recover it so it can be offered to someone in need of housing.

In the past year, 9 properties were confirmed as abandoned and returned to our housing stock.

Value for Money



Your feedback matters

88.68% of customers said our rent for their property represented good value for money. This is above both the Scottish Average (82.01%) and the Highland Council (76.49%)

When a household moves out of their home, we carry out repairs (void works) before letting the property to a new tenant. All re-let homes meet our Void Standard, which sets out the works we complete in every empty home to ensure that all new tenants move into a safe, clean, and high-quality home.

Average days taken to re-let properties	2024/25
Albyn Housing Society Ltd	23.75 days
The Highland Council	53.95 days
Scottish Average	60..59 days

Fair, clear, and informed: Rent and charges explained

Size of home	No of homes owned	Albyn Housing Society	Scottish Average
1 Apartment	65	£72.91	£87.12
2 Apartment	932	£95.40	£93.27
3 Apartment	1,814	£103.86	£96
4 Apartment	718	£113.12	£104.51
5 Apartment	163	£128.08	£115.58

We believe tenants should have a real voice in decisions that affect their homes - especially when it comes to rent. Our Rent Increase Consultation Survey for 2025/26 ran from 11 December 2024 to 10 January 2025. During this period, 3,353 tenants were invited to take part, and we received 542 responses - thank you to everyone who shared their views.

To support informed decision-making, we provided:

- A breakdown of Albyn’s annual expenditure
- Information on economic pressures affecting housing costs
- A comparison of Albyn’s rents with the RSL average
- Three rent increase options, each linked to the Consumer Price Index (CPI) +1%, showing what level of investment

in homes and energy efficiency each option could support

- Consumer Price Index (CPI) is a measure of inflation - it tracks how the cost of everyday goods and services (like food, fuel, and energy) changes over time. Rent increases linked to CPI help ensure that housing providers can continue to cover rising costs while keeping rents fair and affordable.
- The +1% provides the extra funding needed to invest in your home and community. We sometimes consult on options above CPI+1% to understand how much customers value additional investment in areas like energy upgrades or modernisation.

Rent Options Presented

- Option A: 2.7% increase
- Option B: 3.2% increase
- Option C: 3.7% increase

Option A received 80.3% of the vote, and as a result, rents increased by 2.7% from 1 April 2025.

Additionally, from 1 April 2025, the 10% new home rent premium uplift came into effect, as previously consulted on. The additional income will be reinvested into energy efficiency and quality improvements for existing tenanted homes.

Service Charges: Fair and Transparent

Service charges are based on the actual costs of providing services. They're set using budgeted costs for the year ahead and reviewed against actual costs once known.

To protect tenants:

- Any increase is capped at £5 per month annually
- Adjustments are made annually in April, based on actual costs

This approach ensures charges remain fair, transparent, and directly linked to the services you receive

Gypsy Travellers

Local councils and social landlords who manage sites for Gypsy/Travellers are expected to ensure that:

- Sites are well maintained and managed
- Sites meet the minimum standards set out in Scottish Government guidance
- Residents have occupancy agreements that reflect their rights and responsibilities

Importantly, all standards and outcomes in the Scottish Social Housing Charter apply equally to Gypsy/Travellers, ensuring fairness and consistency across all housing services.

In our area, The Highland Council owns and manages Gypsy/Traveller sites. Albyn Housing Society does not manage any sites.



Contact Albyn

www.albynhousing.org.uk

office@albynhousing.org.uk

0300 323 0990

Invergordon Office

98 - 104 High Street, Invergordon, Ross-shire IV18 0DL

Inverness Office

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You can find us on social media

