BIELD
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TENANT PERFORMANCE REPORT 2025/26

INTRODUCTION

This is Bield Housing & Care's Tenant Performance Report for the period April 2025 to March 2026. This information is based on data which we must provide to the Scottish Housing Regulator each year.

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

1. We have compared our 2025/26 performance to that of the last three years. The columns with our 2025/26 performance details are highlighted in yellow.

2. We have compared our 2025/26 performance to the Scottish average. This is the average for all Housing Associations and Local Authorities in Scotland and is calculated by the Scottish Housing Regulator.

3. We have compared our 2025/26 performance to similar landlords who provide specialist housing services. This is known as a peer group comparison. Our peer group includes Blackwood Homes, Hanover, Trust and Viewpoint.

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

Symbol	Description
⬆	Performance has improved
↔	Performance has stayed the same
⬇	Performance has gone down

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BIELD'S PROFILE

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

Total number of properties by size and average weekly rent (including service charge) prove/further steps to help develop the ILA throughout all of Bield.

Number of bedrooms	Number of Properties	Bield Housing & Care Average Weekly Rent	Peer Group Average Weekly Rent	Scottish Average Weekly Rent
Studio	487	£178.53	£165.27	£91.63
1	3,562	£188.67	£154.72	£98.61
2	241	£175.47	£142.35	£101.42
3	112	£172.66	£136.08	£110.33
4	2	£148.24	£155.92	£121.71
Total number of homes owned	4,404			

Percentage average rent increase applied

	2023/24	2024/25	2025/26	Trend
Bield Housing & Care Rent Increase	6.70%	4.50%	4.80%	⬇
Peer Group Average Rent Increase	6.90%	5.63%	5.10%	⬆
Scottish Average Rent Increase	6.10%	4.68%	5.34%	⬇

Amount of rental income collected

	2023/24	2024/25	2025/26	Trend
Bield Housing & Care	£36.9M	£38.5M	£37.1M	⬇

BIELD'S PROFILE

In 2025/26, we have continued to deliver against our Corporate Strategy, Setting the Pace: Our People, Our Homes, Our Communities, while progressing our refreshed Five-Year Business Plan. We have also continued to develop our Independent Living Approach (ILA), helping us look at how our homes, services, technology and communities can work together to support people to live independently and well throughout later life.

We have made important progress across Bield, continuing to invest in the quality, safety and sustainability of our homes, including improvements and adaptations that help tenants maintain their independence. We have also progressed work to bring closed properties back into use and improve how we manage our homes.

Technology is playing an increasingly important role in supporting independent living. From strengthening our BR24 service through the move to the Shared Alarm Receiving Centre (ARC) to developing our Technology Hub in Linlithgow, we're exploring new ways to help tenants feel safe, confident and connected. The move to the Shared ARC strengthens our response to emergency calls and supports a more reliable, resilient service, helping ensure tenants can access support whenever they need it, day or night. This gives tenants greater peace of mind and confidence to live independently.

Through our Independent Living Hubs, initiatives such as our Community Cafés, and opportunities for tenant engagement, we continue to look for ways to improve the experience of living in a Bield home.



"The reason I like living here is I've got my own independence, my own front door and a comfortable flat to live in."

Bield tenant

TENANT SATISFACTION

	2023/24	2024/25	2025/26	Peer Group Averag	Scottish Average	Trend
Satisfaction with overall service	80.32%	84.90%	83.99%	75.60%	87.60%	⬇
Satisfaction with the opportunities given to participate in the landlord's decision-making process	57.44%	62.87%	58.94%	68%	88.07%	⬇
Tenants who feel their landlord is good at keeping them informed about services and outcomes	77.93	79.34%	77.34%	77.30%	91.35%	⬇



TENANT SATISFACTION

Your feedback helps us understand what is working well, where we need to improve and how we can better support you to live independently. Here are some examples of how we responded to issues raised by tenants.



Supporting everyday independence
Across our new Hubs, tenants are becoming more involved in their communities, organising their own social groups and building connections with people in other developments. In Levenmouth, more personalised visits from staff are helping us better understand individual needs and have a positive impact on tenant wellbeing and outcomes.



Making homes and services work better
Following concerns about repairs and shared facilities, we recorded a completed bathroom drain repair at East Steward Gardens, replacement laundry equipment at Queen Elizabeth Court and heating adjustments at Manderson Court. We also confirmed that lifts at Stirling Court and Strathmartine Court were back in service. Some issues still require further investigation and follow-up.



Practical, personal support
When a tenant was worried about affording their home, our Income Advice Officers reviewed their circumstances, explained potential benefit entitlements and offered help with an application.

Making it easier to get help
We listen to our tenants and use your feedback to improve how we work and make sure our services meet your individual needs.



Your feedback has already helped us improve how we respond to housing enquiries, support people with language barriers and handle personal information. We know there is more to do, and your views help us make positive changes.

Our next tenant satisfaction survey will take place in 2027, but you don't need to wait until then. You can share your feedback with us at any time, in person, by email, online or by phone.

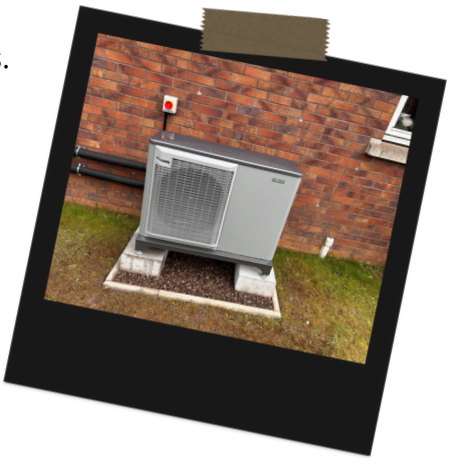
QUALITY AND MAINTENANCE

We work hard to ensure our tenants' homes are safe, comfortable and well-maintained, with repairs completed within target timescales.

	2023/24	2024/25	2025/26	Peer Group Average	Scottish Average	Trend
Percentage of homes meeting the Scottish Housing Quality Standard	94.99%	72.91%	96.57%	85.70%	89.53%	↑
Average length of time taken to complete emergency repairs (hours)	6.69	5.37	3.2	2.6	3.45	↑
Average length of time taken to complete non-emergency repairs (days)	7.17	7.47	7.83	5.4	8.75	↓
Percentage of reactive repairs completed 'right first time'	81.89%	79.65%	79.17%	98.10%	95.29%	↓
Tenants who had repairs or maintenance caried out and were satisfied with the service	81.50%	84.27%	83.88%	81.70%	88.05%	↓

During 2025/26, we completed 189 home adaptations at a total cost of £389,093, helping tenants live safely, comfortably and independently as their needs change. These included 72 major adaptations (such as wet-floor showers, automatic doors, stairlifts and adapted kitchens) alongside 117 minor adaptations (including grab rails, falls detectors, wander alarms, strobe lights and lever taps).

Improving energy efficiency is essential to providing warm, affordable homes and supporting Scotland's net zero ambitions. During the year, we invested £250,000 to replace inefficient electric heating systems at Craigengar Park in Livingston. We also invested £367,377 in heating system upgrades to address the impact of the national transition from Radio Teleswitch Service (RTS) meters to smart meters, with a further £450,000 committed for 2026/27.



At Hillcrest Court in Cumbernauld, we are also trialling an innovative heat pump designed around the specific needs of a tenant and her home. This will help us explore new ways to provide efficient heating solutions tailored to individual needs.

QUALITY AND MAINTENANCE

During 2025/26, we invested £8.3 million in our Programme of Works to maintain, improve and support the safety and sustainability of our homes.
We also spent £8.9 million maintaining our homes and essential systems, including responsive and void repairs, service maintenance, cyclical maintenance, and other plant and equipment.

Keeping our tenants safe and healthy is always our number one priority. This year, we:

- Completed 100% of required communal passenger lift safety checks.
- Completed 100% of asbestos refurbishment and sampling surveys.
- Completed 95% of water risk assessments.
- Ensured 100% of premises had a fire risk assessment completed.
- Ensured 100% of properties requiring a gas safety certificate had a valid certificate in place.
- Completed communal electrical safety inspections within the required five-year period in 86% of premises.
- Completed 1,083 stock condition surveys, strengthening the information we use to plan future investment.

We continued to respond to repairs as quickly as possible, completing non-emergency repairs in an average of 7.8 days, ahead of our eight-day target.

Emergency repairs were completed in an average of 3.2 hours, ahead of our 4.5-hour target.



NEIGHBOURHOOD AND COMMUNITY

We continue to invest in our homes and neighbourhoods to make them safer, more welcoming and enjoyable places to live.

Our Small Grant Fund has helped tenants improve gardens and shared spaces, as well as enjoy activities such as bingo, games, arts and crafts. At one development, funding helped refresh outdoor areas with new plants and pots. These simple changes have encouraged more tenants to spend time outside together, helping build friendships and a stronger sense of community.

Our new Community Cafés are also bringing tenants and local people together. The first two cafés have been a great success, offering free refreshments, home baking and a friendly place to meet. Visitors have also enjoyed talks on healthy living and mental wellbeing.

We know how important it is for you to feel safe and secure in your home. We also understand how upsetting anti-social behaviour can be and the impact it can have on you and your neighbourhood. We have reviewed our anti-social behaviour procedures and provided focused training to a group of colleagues. We are now extending this training to more staff, helping them respond effectively and support tenants when problems arise.

The Bield Blether is another way we're helping tenants stay connected. This online space gives you the chance to chat, share stories and make new friendships with people living in other Bield developments. These improvements are all part of our commitment to creating homes and communities where you feel safe, supported, connected and proud to live.

	2023/24	2024/25	2025/26	Peer Group Average	Scottish Average	Scottish Average
Percentage of anti-social behaviour cases resolved	51.67	83.78%	70.45%	88.10%	93.11%	⬇
Tenant satisfaction with the landlord's contribution to the management of the neighbourhood they live in	83.43	85.17%	66.65%	73.38%	84.94%	⬇



GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

	2023/24	2024/25	2025/26	Peer Group Average	Scottish Average	Trend
Average days taken to re-let properties	90.83	90.95	91.12	71.8	51.7	⬇
Percentage of rent not collected because homes were empty	3.37	3.26	3.30%	2.60%	1.13%	⬇
Amount of money collected for current and past rent as a percentage of the total rent due in the last	97.67	99.06	98.32%	99.80%	99.68%	⬇
Gross rent arrears as a percentage of rent due	2.75	2.65	2.70%	2.69%	5.90%	⬇

We know that empty homes mean lost rental income, so we have been working hard to get properties repaired, ready and allocated to new tenants more quickly. We have also made good progress in finding tenants for homes that have been empty for a long time.

This has temporarily increased our average time to relet a property, but it is a positive step. As more of these homes are occupied, we expect this figure to improve, helping us reduce lost income and, most importantly, giving more people a place to call home.

> *The second I walked into the flat, I knew it was for me. It took me no time at all to settle in. I've made friends in the community, joined local groups...I honestly believe that moving into a Bield flat has given me a new lease on life.*
>
> **Bield tenant**

MONEY MATTERS

Your rent helps pay for the day-to-day running of our services and the upkeep of our homes. This includes everyday repairs, regular maintenance, major work and improvements, and essential costs such as buildings insurance. We carefully plan our budgets and check the money coming in and going out so we can continue to provide good-quality homes and services.

Rent arrears are rent payments that are overdue. The total amount of unpaid rent increased during the year, partly because more rent was owed by people who had moved out of a Bield home. These unpaid amounts can build up over time, creating a financial challenge for Bield. We know that people can find it difficult to pay their rent for many different reasons. Our colleagues work with tenants to understand their circumstances and help them manage rent payments and any arrears. This support includes income checks to help identify benefits from our Income Maximisation team, or other financial support tenants may be entitled to, and help with benefit applications. Our staff have been working with tenants to suppor them to find the right help that they need.

The amount that we spend on staffing costs at each development depends on the services provided there. This helps us provide the staff required to deliver our services and ensure that tenants receive the assistance that they need.

Below are some key figures showing the money we received and spent during the year. You can find the full details in our Financial Statements for the year ended 31 March 2026 on our website.



MONEY MATTERS

Our finances at a glance:

£49.8 million in income: This was the money we received from rents and other charges, including care services and BR24. It was £0.5 million less than the previous year.

£49.1 million to run our services: This was £0.9 million more than the previous year.

£20.4 million on staffing: This paid for the people who provide our services and support tenants.

£6.9 million on day-to-day repairs: These repairs help keep our homes safe, comfortable and in good condition.

£3 million on planned maintenance: This paid for work planned in advance, including major repairs, to look after our homes.

Scottish Housing Regulator

THE SCOTTISH HOUSING REGULATOR

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

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

www.housingregulator.gov.scot

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

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