



Annual Return on the Charter (ARC) 2025/26

Pre-submission validation

Rosehill Housing Association

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1 PROJECT BRIEF

- Carry out validation of specific indicators from Rosehill Housing Association's (RHA) 2025/26 Annual Return on the Charter (ARC) to the Scottish Housing Regulator.
- Work with RHA staff to address any issues raised during the audit to ensure the data is in line with the Regulator's technical guidance and can be fully evidenced.
- Production of summary report of findings.

2 APPROACH

- 2.1 We spent three days working remotely with RHA auditing specified indicators for the return and advising on amendments required. This involved working with staff in assessing and viewing system produced reports/manual records.

3 FINDINGS

- 3.1 As noted previously, Rosehill's staff continue to show a high level of knowledge of the Charter indicators, and this year we again saw improvement compared to previous years across a number of areas.
- 3.2 Staff throughout the audit had an excellent attitude to a process which can at times be challenging, however staff were keen to show the required evidence and in all cases were able to effectively demonstrate their knowledge of the Charter requirements.
- 3.3 Staff are making full use of OmniLedger, and the number of Indicators 'validated' is a testament to the thorough approach being taken. Across all Indicators we saw the clear layout of data, with evidence for the most part stored centrally making validation straightforward.
- 3.4 This year has seen significant change to a number of the ARC indicators, and this has contributed to a number of Indicators being highlighted as 'partially validated'. These were Indicators 9, 10 and 29. Comment on each of these is provided below:
- 3.4.1 **Repairs and Maintenance (Indicators 9 and 10)**
This year saw the introduction of new damp and mould indicators 31 to 33. As per SHR, these repairs should be a subset of those repairs reported at Indicator 9. As has been noted over the last few years, Rosehill has an approach to non-emergency repairs which is very commendable, as a significant effort is made to meet the requirements of the Technical Guidance, by stripping out multiple works orders for a single repair and ensuring the timescale for this repair is measured from the point the repair is reported until the repair is completed to the landlord's satisfaction. As staff were previously unaware of the requirement for damp and mould repairs to be a subset of Indicator 9 a different approach was being taken. At Appendix 1 there is a full discussion of the approach Rosehill intend to take. If this approach (or similar) is taken – subject to ensuring all open repairs which completed during the reporting

year are closed off as completed – I believe it would be possible to fully validate this Indicator.

With regard to Indicator 10 we identified a number of repairs which were ‘reported again’ which were not counted as such for reporting. As such we would recommend a full review of this once amendments to Indicator 9 have been finalised.

3.4.2 **Indicator 29 (EICR)**

We identified a number of potential recording errors with regard to this Indicator, and as such would recommend a full review of the data to confirm the position in relation to this.

3.5 In addition, 1 Indicator was ‘not validated’ – **Indicator 12 (Repairs Satisfaction)**. This data was initially validated during review, however as the wording for this survey question was not identical to that set out in the Technical Guidance I sought guidance from SHR (without reference to any landlord names) to confirm what I should advise. The advice received confirmed that this data should not be used for submission as the question and options must match exactly those set out in the Guidance. I understand Rosehill have a comprehensive satisfaction survey which may have asked this question, so if possible this data should be used instead.

3.6 We would wish this year to highlight the very good standard of record-keeping with regard to complaints, with enough detail presented to allow an independent person to form a full understanding of each case viewed. There was a similar level of detail with regard to ASB, however staff should ensure pertinent evidence is stored centrally.

3.7 Last year’s report highlighted evidencing of excluded days being an issue with regard to relet times and void rent loss, however this was not seen to be the case during this year’s review with evidence available for each excluded period reviewed. We would therefore wish to commend staff for making this improvement.

3.8 In carrying out the validation, data provided for 20 indicators was identified as requiring further action, to either evidence the performance being reported, correct errors or to align fully with the Regulator’s technical guidance.

A number of the issues identified were addressed at the time of the validation, and performance re-calculated whilst others require further work by RHA to establish the final performance data for submission.

3.9 *In summary:*

We audited 34 Charter indicators applicable to RHA with the following outcome:

- 25 indicators (73.5%) were assessed as validated. Some of the indicators were validated subject to amended figures re-calculated during validation being utilised, while others have minor points raised in the recommendations for future reporting.
- 5 indicators (14.7%) were assessed as on line for validation, in that issues were identified with data reported which was either addressed at the time of validation or where we were confident staff knew the amendments required and will be taking steps to recalculate.
- 3 indicators (8.8%) were 'partially validated' because there were issues with the performance stated and significant amendments and/or further review would be required prior to arriving at a final amended figure.
- 1 indicator (2.9%) was 'not validated' because the data submitted is not in line with the Technical Guidance, or where reporting does not meet the Technical Guidance requirements

In addition, 3 Indicators were 'discussed' only, with further comment at Appendix 1.

Appendix 1 is a record of our findings against each of the ARC indicators.

A summary of findings at indicator level is shown in Table 1.

Table 1: Findings by ARC Indicators

Indicator Numbers	Validation status		
	status	Nos.	%
1, 2, 3, 4, 5, 7, 8, 13, 15, 16, 17, 18, 19, 20, 21, 22, 23, 25, 26, 30, C1, C2, C3, C4, C6	Validated	25	73.5
11, 14, 24, C5, C9	On line for validation	5	14.7
9, 10, 29	Partially validated	3	8.8
12	Not validated	1	2.9
31, 32, 33	Discussed	3	

4 RECOMMENDATIONS

4.1 RHA requires to take the following action in regard to reporting for the 2025/26 ARC:

- (i) Ensure the performance submitted for the following indicators reflects the revisions detailed in Appendix 1 (subject to landlord's own internal final checks):

- Indicators 17, 18, 22, 23, 25, 30, C1, C2, C5, C9

- (ii) Ensure the data for the following indicators is revised and performance re-calculated/re-stated and/or can be fully evidenced as outlined in Appendix 1:

- Indicators 9, 10, 11, 12, 14, 24, 29, 31, 32, 33

4.2 RHA should also give consideration to recommendations given at Appendix 1 for future returns.

4.3 RHA have booked in for a Q1-3 review in February/March 2027. We look forward to working with you then.

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2nd May 2026