

Hjaltland
Housing Association



Annual Report 2025 | 26

Providing homes, supporting communities



INVESTORS IN PEOPLE™
We invest in people Platinum



2025 | 26 CHAIR'S REPORT



This reporting year has once again been a busy but rewarding one, as the Association looked back to celebrate the incredible achievements over the last 50 years, but also looked forward to the largest single project it has ever undertaken, which will ultimately provide over 300 new homes.

In August, we celebrated the 50th anniversary of the organisation at a special event in Mareel. Staff and committee members welcomed contractors, past employees, councillors, community group and tenant forum representatives, as well as other colleagues instrumental in the delivery of day-to-day services across Shetland. The event provided an opportunity to reflect on the Association's journey from its modest beginnings to the significant role it now plays in providing affordable housing across the whole of Shetland, whilst recognising the many individuals who have contributed to its success over the past five decades.

Established in 1975 as a registered society and later becoming Hjaltland Housing Association Ltd. following the merger with Scottish Airports Ltd in 1980, the organisation started with seven properties at Kalliness in Weisdale and twelve at Sanblister place in Virkie. The intervening years have seen the portfolio grow to 885 energy efficient homes across Shetland. This growth reflects not only continued investment in housing, but also a commitment to meeting the changing needs of tenants and communities while maintaining high standards of quality and sustainability.

Forward thinking and innovative design applied to the Association's new-build housing over the years, have justifiably been recognised by various national and regional awards including:

- **John Jamieson Closs** | 1982
Richard Gibson Architects
- **Da Vadill** | 2012
Richard Gibson Architects
- **Grodians** | 2012
Richard Gibson Architects
- **King Harald Street** | 2022
PJP Architects LLP
- **Houlland Lea** | 2022
PJP Architects LLP

These awards reflect the Association's long standing ambition to deliver homes which is not only energy efficient and practical but also make a positive contribution to local communities and the environment.

It is therefore with this legacy, that we look forward to the future of the Association with optimism, in providing much-needed affordable and energy-efficient homes, to address the ever-growing demand.

The Stanley Hill project in Lerwick, continues to make great progress, with Garriock Bros Ltd. on schedule and within budget, in this the third and final year of the infrastructure part of the project. On the Terrace, the Marshalls Redi-Rock™ retaining wall is now complete, and the footpath, lighting and drying areas installed.

Da Vadill, Lerwick – comprises of two 2-bedroom, 3 person and fourteen 1-bedroom, 2 person properties



Providing homes, supporting communities

VISION

The Spine Road and associated cycle and footpath areas can now be clearly identified, as the kerbing work progresses, in preparation for the base layers and initial tarring works. As the site continues to take shape, the scale and significance of this development becomes increasingly apparent and will play a key role in meeting future housing needs in Shetland.

Alongside our development activity, the Association has remained focused on delivering high quality services to tenants. Throughout the year, staff have worked hard to maintain homes, improve services and provide support to tenants against a backdrop of increasing financial pressures and rising living costs. The dedication and professionalism shown by staff across all areas of the organisation continue to be one of our greatest strengths.

This year has also seen a change of faces within the Committee, with Theo Smith standing down after 12 years of dedicated commitment. His considerable experience, both in architecture and as a local councillor, brought valuable insight and debate to Management Committee meetings. He was particularly pleased to see the recent developments of Marthastoon Phase 2 and Forralea, completed within his Shetland West constituency. Joining as co-opted members, we welcomed Simon Holroyd in December, and John Clarkson in February, bringing additional skills and experience to support the Association's governance.



VALUES

In conclusion, it has been a year for recognising the achievements of the past, whilst pushing forward with an incredible project for the future. As always, my thanks go to the dedicated staff of HHA for their hard work and professionalism, and to the Committee members who give freely of their time, and bring enthusiasm and passion to their role of providing governance to the Association. I would like to thank our tenants, partners and stakeholders for their continued support as we work together to ensure Hjaltrand Housing Association remains well placed to meet the housing needs of Shetland for many years to come.

Colin Nicholson
Chair of Hjaltrand Housing Association

Chair, Colin Nicholson with Theo Smith.



Customer Service Charter

As a social housing landlord, we put our customers at the centre of everything we do.

We will use this Customer Charter as a framework for delivering excellent customer service, and will aspire to meet these standards with every interaction:

We will deliver our services in a friendly, professional manner and treat everyone with courtesy and respect

We will treat all customers without discrimination and will make reasonable adjustments to ensure our services are accessible to all

We will deal with requests, enquiries and concerns fairly and promptly

We will communicate using clear and simple language

We will provide clear reasons for any decisions we make and will provide accurate and relevant advice at all times

We will provide an efficient, adaptable service that is flexible to meet the needs of our customers

Where we make a mistake or our service fails to meet our standards, we will apologise and do what we can to put things right

We will learn from our mistakes and promote a culture of continuous improvement

We will seek customers' feedback and use this to improve our services

We will keep customers informed and use a variety of channels to do so

We will be solution focused and take a positive approach to any challenges

We will train, develop, and support our staff with the skills they need to provide excellent customer experience

We respectfully ask that all customers always treat our staff members with courtesy and fairness.

HOUSING SERVICES

Housing Demand and Lettings

"Brilliant, love my flat and you are a top housing Association. Thanks for the help, especially the covid years. Fair rents for the working classes – give yourself a pat on the back."

Demand for Hjaltland tenancies continues to outstrip the number of homes we have available, highlighting the ongoing need for affordable housing across Shetland. Although the number of applications received fell slightly during 2025/26, demand remained high, with our Housing team receiving and processing 574 new applications throughout the year—equating to more than two new applications every working day.

Helping people access a home as quickly as possible remains a key priority. Throughout 2025/26, the Association re-let 57 properties, achieving an average void period of just under 6.5 calendar days. This is an excellent performance and well below the national average of 52 days. By keeping the time between tenancies to a minimum, we not only maximise rental income to support our services and future investment, but, more importantly, enable individuals and families to move into safe, secure and affordable homes without unnecessary delay.

Making the best use of our existing housing stock is equally important. Our allocations policy recognises the benefits of supporting existing Hjaltland tenants to move when their housing needs change, helping to create a chain of moves that makes more homes available across the community. During the year, just over 30% of our allocations were made to existing tenants, releasing additional properties for those waiting for a home. We also approved a significant number of mutual exchanges, with a further nine households securing a new tenancy through this route.

Together, these outcomes demonstrate our continued commitment to making the best possible use of our homes, supporting our tenants and helping more people access high-quality, affordable housing.

Tenant Focus Group member, Rebecca Duncan and Housing Officer, Anya Cheatle, carrying out an inspection recently.



Back Michelle Lyon, Housing Officer and Leigh-Anne Macmillan, Senior Housing Officer.
Front Anya Cheatle, Housing Officer, Ian Bray, Director of Housing, and Estelle Smith, Housing Officer.



Routine Repairs

Providing tenants with services they value remains at the heart of what we do, and a responsive, reliable repairs service is one of the most important ways we support our communities. Ensuring that tenants can rely on us when something goes wrong in their home is a key priority, and delivering this service requires close collaboration between our staff and our network of dedicated contractors.

During 2025/26, our reactive repairs team coordinated and completed just under 1,800 repairs across our housing stock. Despite the logistical challenges of delivering services across Shetland, including the outer isles, repairs were completed in an average of 6.6 working days. This reflects the hard work, organisation and commitment of everyone involved in maintaining our homes.

There are occasions when a tenant may need an emergency repair, such as an uncontrollable leak or a totally blocked toilet. Our maintenance policy confirms our target is to ensure these are dealt with quickly and efficiently – in 2025/26 the time taken to deal with emergency repairs exceeded this, at an average of just under 3 hours.

A high-quality repairs service plays a vital role in overall tenant satisfaction. When tenants report a problem, they need confidence that it will be dealt with efficiently and effectively. We are grateful to our contractors for their continued dedication in helping us provide safe, comfortable and well-maintained homes for our tenants.



Craig Irvine, Maintenance Worker.

TECH INDUCTION
"I'll be sure to get in touch and thank you so much for the kind offer. Hjaltland is absolutely fantastic with things like this and we deeply appreciate all the hard work all of you do for us tenants."

Left to right Paul Gray, Technical Admin Assistant, Gary Brown and Jordon Wiseman, Technical Officers.



Tenant Feedback

They say moving home can be one of the most stressful things you will ever do. We want to ensure new tenants get off to the best possible start in their new home, providing support every step of the way.

WE PROVIDED ALL 57 NEW TENANTS WITH THE OPPORTUNITY TO PROVIDE FEEDBACK, WITH THE FOLLOWING RETURNS:

- 100% satisfaction with the support and information provided by HHA
- 95% satisfaction with the standard of their home when moving in
- 95% rated the rent due as either good or very good value for money

WHAT'S THE BEST THING ABOUT YOUR NEW HOME?

- Having a space that's just for us to be a family
- Beautiful proportioned rooms, spacious and convenient for Lerwick
- The space and quality of it overall – modern and heating efficiency
- To have landlords such as ours who actually take the time to see that all their homes are looked after in a professional and caring manner

"In respect to maintenance and regular updates concerning rent etc. I cannot express my appreciation enough and the work carried out since my tenancy started has been excellent and very prompt indeed, with workmen being very polite and very tenant centred and understanding this is from the time of contact with Hjaltland staff whom put at ease any concerns one may have throughout."

Housing Support Service

Our Housing Support Service plays an important role in helping tenants maintain their independence and sustain their tenancies. Within our sheltered housing in Lerwick, we provide a low-level support service focused on enabling tenants to live independently with confidence.

We also recognise that the early stages of a tenancy can be both exciting and challenging. To help new tenants settle successfully into their homes, we offer a short-term support service covering the key aspects of managing a tenancy, ensuring they have the information, guidance and support needed to make a positive start.

During 2025/26, a total of 44 tenants benefited from our Housing Support Service.

As part of our all-tenant satisfaction survey, we invited tenants living in our sheltered accommodation and receiving Housing Support to share their experiences of the service.

THEIR FEEDBACK WAS EXCEPTIONALLY POSITIVE, WITH:

- 100% of tenants strongly agreed, through Housing Support, they experience 'compassion and kindness, help to be free from discrimination and respect for my rights to make decisions'

These results reflect the commitment and professionalism of our Housing Support team, whose person-centred approach helps tenants feel valued, supported and empowered to live as independently as possible.

Jennifer Laurenson, Financial Inclusion Officer, and Rhona Goudie, Housing Support Worker.



YOU SAID WE DID:

- **Mutual Exchange process –**
A tenant felt communication about required repairs before a mutual exchange was unclear. We introduced a template letter which clearly sets out the repairs needed before approval can progress.
- **Adaptations in the home –**
A tenant awaiting an adaptation felt they did not have enough information about the proposed work. We agreed with Occupational Therapy that tenants will receive full details and approve plans before work starts.
- **Staneyhill development –**
Residents raised concerns about dust from our major development project. Although levels remained within acceptable limits, we worked with the contractor to introduce additional dust suppression measures.
- **Treatment of weeds in communal areas –**
Residents raised concerns about the proposed chemical treatment of creeping thistles. Following feedback, a non-chemical alternative was identified and used instead.

"Absolutely delighted with the guys, they were so quiet and did an excellent job of tidying up after the job."

Tenant Participation

As a social housing landlord, we are committed to delivering services that meet the needs and expectations of our customers. The most valuable source of scrutiny and accountability is you—our tenants.

We are delighted that almost 100 tenants have signed up to receive and review key documents, including our policies, strategies and service standards. Alongside this, our active Tenant Focus Group meets quarterly to provide valuable feedback, share ideas and help shape the future direction of the Association.

We would like to thank everyone who has taken the time to share their views and feedback throughout the year. Your input plays a vital role in helping us improve our services and ensure we continue to meet the needs of our communities.

We also encourage any tenant who would like to get involved to join us. Whether you would like to be added to our mailing list, take part in consultations, or simply find out more about the different ways you can have your say, we would be delighted to hear from you. Please don't hesitate to get in touch with a member of our team.

In the autumn of 2025, we completed our full tenant satisfaction survey, where we gave all tenants the opportunity to rate us on the services we provide. Please see our results on page 12.

Tenant Input 2025/26

TENANT HANDBOOK

**ANTISOCIAL
BEHAVIOUR POLICY**

RE-LET STANDARDS

FACTORING POLICY

**REPAIRS
SATISFACTION
SURVEYS**

**QUARTERLY TENANT
NEWSLETTERS**

**ANNUAL REPORT
APPROVAL**

**ANNUAL RENT
CONSULTATION**

NEW BUILD SURVEYS

**ARC PERFORMANCE
SCRUTINY**

**QUARTERLY TENANT
FOCUS GROUP
MEETINGS**

**HHA CUSTOMER
SERVICE CHARTER**

**TENANCY
MANAGEMENT POLICY**

**AIDS & ADAPTATIONS
POLICY**



TENANT SAFETY & DEVELOPMENT

"Having just been discharged from hospital sick with heart-failure and cancer, your prompt response and that of the lock-smith may have literally saved my life."

Health, Safety and Wellbeing

The Association is committed to ensuring full landlord safety compliance across key areas including fire safety, asbestos, water hygiene, LPG gas, electrical safety, lifts, contractor management, and damp and mould. It aims to support tenants in understanding their responsibilities while remaining transparent about the measures in place to keep homes and communities safe. The Association takes both a proactive and responsive approach to protecting tenant health and safety.

Protecting People and Places is our new Health and Safety Strategy that sets out the Association's commitment to building on its strong foundations to meet future challenges as both a social housing landlord and community anchor organisation.

The strategy places health and safety at the heart of the Association's work, supporting its wider Business Plan and Risk Management Strategy. It recognises that protecting employees, customers, homes, and communities is a shared responsibility requiring collaboration across the workforce and with key partners and stakeholders. Through a proactive and evolving approach, the Association aims to deliver positive health and safety outcomes, reduce risk, and ensure people and places remain safe now and in the future.

We are also delighted to be continuing to work in partnership with The Social Housing Safety Network Scotland.

Planned Maintenance and Improvements 2025/26

This year, the Management Committee approved a significant increase in the planned maintenance budget, rising from **£530,053** to **£1,589,259**. This additional investment allowed us to deliver a much wider programme of improvement works across our housing stock, including a number of projects that had been delayed the previous year due to tighter budget constraints.

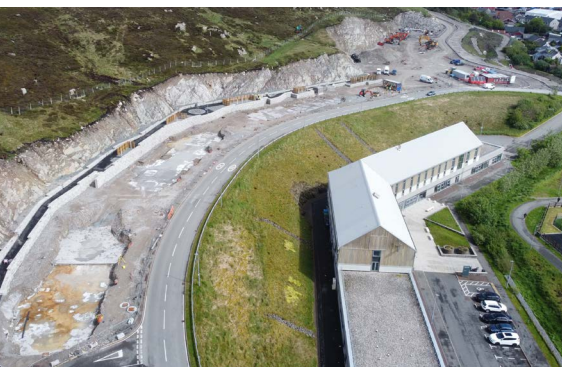
In total, we spent **£1,570,400** on planned maintenance during **2025/26**, and we focused a large proportion of this investment—over £1 million—on improving our older properties, helping to ensure they remain safe, comfortable and energy efficient for our tenants.

KEY IMPROVEMENTS DURING THE YEAR INCLUDED:

- Replacement of defective "Sullom" blockwork at Stucca, Hillswick, improving the condition and appearance of the buildings.
- Upgrading 35 electrical consumer units and carrying out electrical condition testing in 128 homes to improve safety and reliability.
- Kitchen replacements at Hillock, Glenfarquhar, Quoys Road and Vagaland, alongside ventilation upgrades to improve air quality and reduce dampness.
- Continued energy efficiency improvements, including insulation works at Thistle Court supported by £164,927 of external grant funding, and servicing of heating, ventilation and hot water systems in 678 homes.

New communal space health and safety notice boards with new employee Julie Craigie, Health and Safety Administration Assistant.





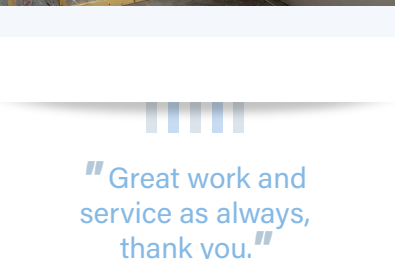
Staneyhill Development.

Development Overview

Progress on the Association's Staneyhill development continued during 2025/26, supported by approximately **£6.7 million** of Scottish Government grant funding through the Housing Infrastructure Fund. This investment has enabled the continuation of servicing and infrastructure works across the site, which are expected to be completed in early 2027. Completion of these works will facilitate the future construction of approximately **300** new homes. The Association has also awarded a **£9.7 million** contract to DITT Construction Ltd. for the construction of the **first 32 homes** in the Terrace area at North Loch Drive. The project has secured £7.8 million of grant funding from the Scottish Government's Affordable Housing Supply Programme. Construction is expected to commence in summer 2026, with completion anticipated in autumn 2028.



Stucco blockwork replacement works.



"Great work and service as always, thank you."



Tenant Feedback

We regularly seek feedback from tenants to understand their experience of improvement works and to help shape future programmes.

At **Stucca**, questionnaires were issued to the seven households following the blockwork replacement, with responses showing high levels of satisfaction. Tenants rated both the quality of the work and communication from the Association and contractors as good or excellent, with disruption described as minimal to moderate. One tenant commented that, *"The workmen were fantastic."*

Feedback from tenants involved in the **Thistle Court** energy improvement programme has also been very positive. Tenants reported that their homes are warmer, maintain a more consistent temperature and feel more comfortable overall. Improvements in air quality have also been noted, and some tenants highlighted a noticeable difference in daily life, including children finding it easier to get up in the mornings and being able to comfortably walk barefoot on warmer floors.

Overall, this year's programme has delivered meaningful improvements to the quality, safety and comfort of our homes, with strong positive feedback from tenants.

OUR PERFORMANCE

"Delightful, helpful,
professional installers.
Thank you."

TIME TO COMPLETE EMERGENCY REPAIRS



**2.73
HOURS**

Annual Report 24/25 **2.73 HOURS**
23/24 **2.42 HOURS**
National Average 25/26 **3.4 HOURS**

REPAIRS CARRIED OUT RIGHT FIRST TIME



96.69%

Annual Report 24/25 **88.86%**
23/24 **87.14%**
National Average 25/26 **95.3%**

AVERAGE BETWEEN RE-LET



**6.32
DAYS**

Annual Report 24/25 **6.17 DAYS**
23/24 **8.54 DAYS**
National Average 25/26 **51.7 DAYS**

RENT LOST DUE TO PROPERTY EMPTY



0.10%

Annual Report 24/25 **0.15%**
23/24 **0.23%**
National Average 25/26 **1.1%**

RENT COLLECTED AS A % OF RENT DUE



101.02%

Annual Report 24/25 **101.35%**
23/24 **100.16%**
National Average 25/26 **99.7%**

RENT ARREARS AS A % OF RENT DUE



2.08%

Annual Report 24/25 **2.82%**
23/24 **3.16%**
National Average 25/26 **5.9%**

COURT ACTIONS RESULTED IN EVICTION



**0
CASES**

Annual Report 24/25 **0 CASES**
23/24 **0 CASES**

NEW TENANCIES SUSTAINED FOR MORE THAN A YEAR



96.10%

Annual Report 24/25 **95%**
23/24 **97.50%**
National Average 25/26 **92.5%**

TIME TO COMPLETE NON-EMERGENCY



**6.65
DAYS**

Annual Report 24/25 **6.08 DAYS**
23/24 **6.46 DAYS**
National Average 25/26 **8.7 DAYS**

MEETING SCOTTISH HOUSING QUALITY STANDARDS (SHQS)



99.88%

Annual Report 24/25 **100%**
23/24 **100%**
National Average 25/26 **89.5%**

TIME TO COMPLETE APPROVED MEDICAL ADAPTATIONS



**42.71
DAYS**

Annual Report 24/25 **23.8 DAYS**
23/24 **27 DAYS**
National Average 25/26 **46.6 DAYS**

KEY

- Improved performance on last year
- Very similar/comparable on last year
- Deterioration to last year

Internal and external audits help ensure we remain accountable and deliver good services. In 2025, audits of our business planning, ARC return and tenant engagement all received the highest rating, Substantial Assurance, showing our systems and controls are working effectively.

Tenant Satisfaction Survey

2025 | 26 Survey Questions

National Average
2025 | 26

Every three years we conduct a large-scale tenant satisfaction survey, asking tenants their opinions on a wide range of housing-related topics. This section contains key results regarding tenants opinions about their homes and the services we provide. We appreciate the time that everyone takes to complete the surveys, as through your feedback, we understand the services that work well and those we know can and should be improved.

Carrying out this survey is just part of the work the Association does to involve tenants in developing services. If you would like to find out more information, please get in touch.

We were delighted with the excellent response rate - over 350 tenants taking part. We were heartened to see an increase in the overall satisfaction rating, increasing to 93.44%. Well done to the ten lucky tenants who each won £50 vouchers for their local shop.

Cheryl Stewart won a £50 voucher for the Scalloway Meat Company, for completion of the Tenant Satisfaction Survey.



House-holds awaiting home adaptations	2	Number of households currently waiting for adaptations to their home.	2,989
Percentage of antisocial cases resolved	100%	Percentage of anti-social behaviour cases reported in the last year which were resolved.	93%
Missed EICR deadlines within year	0	Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR.	28,528
Homes without adequate fire detection	0	Number of homes that do not have satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire installed at the year end.	2,450
Average time to resolve damp cases	7 Days	Average length of time taken to resolve cases of damp and/or mould by cause.	26 Days
Reopened damp & mould cases	0%	Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause.	8%
Open damp & mould cases	3	Number of open cases of damp and/or mould at the year end.	-

2023 | 24 2024 | 25 2025 | 26

86%	86%	82%	Percentage of tenants who feel that the rent for their property represents good value for money.	82%
87%	87%	83%	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	88%
85%	85%	83%	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	84%
99%	97%	95%	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.	88%
91%	91%	93%	Percentage of tenants satisfied with the overall service provided by their landlord.	87%
95%	95%	96%	Percentage of tenants who feel that their landlord is good at keeping them informed about their services and decisions.	91%
88%	88%	86%	Percentage of tenants satisfied with the quality of their home.	86%

Customer Complaints

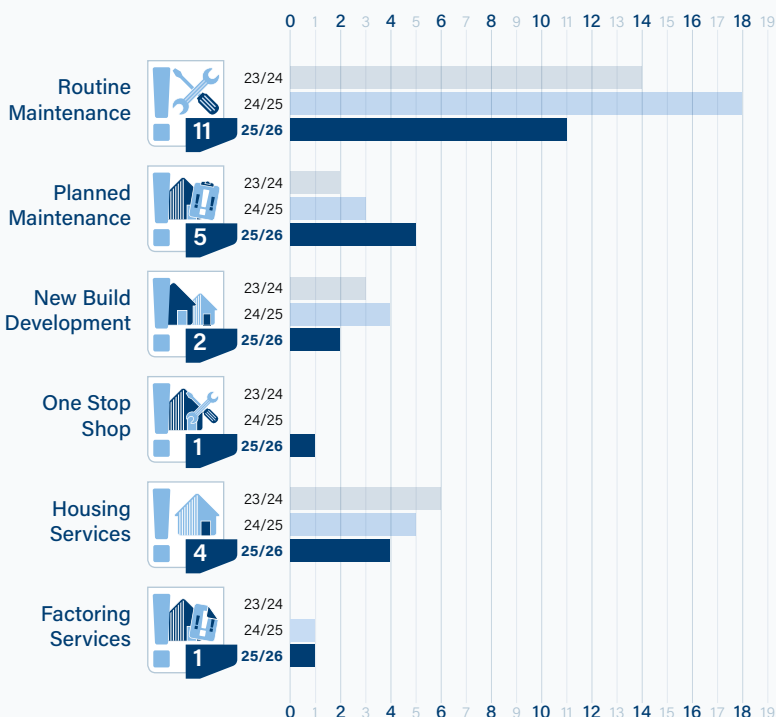
We value feedback from our tenants and use complaints to help improve our services. All complaints are recorded, reviewed, and used to identify trends, training needs, and opportunities to make service improvements.

During 1 April 2025 to 31 March 2026, we received 24 complaints, a reduction compared to the previous year. All were dealt with promptly at stage 1 and within agreed timescales.

Most complaints related to maintenance services (**46%**), followed by planned maintenance (**21%**) and housing services (**17%**), with smaller numbers relating to new builds, factoring, and the One Stop Shop.

Our Complaints Handling Procedure follows national standards set by the Scottish Public Services Ombudsman (SPSO), and information on how to raise a complaint is available on our website.

BREAKDOWN OF CUSTOMER COMPLAINTS



Scottish Housing Regulator (SHR)

The SHR ensures that social housing landlords provide safe, good-quality homes and services, and operate in an open, fair and efficient way that meets the needs of tenants. Following the introduction of the updated regulatory framework, we encourage tenants to visit our website and the SHR website to find out more about their rights, the standards we must meet, and how our performance is assessed.

WHAT THIS MEANS FOR YOU

- You have the right to safe, good-quality homes and services.
- Our performance is independently monitored by the SHR.
- You can access clear information about how we are performing.
- You can raise concerns if you feel standards are not being met.

SCOTTISH HOUSING REGULATOR INFORMATION



Information on how the Scottish Housing Regulator regulates



There are also resources for tenants regarding complaints and serious concerns



Important information for tenants on the SHR website, including guides and performance reports

COMMUNITY WEALTH BUILDING

As a community-based organisation operating within Shetland, the Association continues to embed Community Wealth Building principles across its procurement activity, reflecting the importance of sustaining a strong local economy within a remote island community.

In 2025/26, the Association maintained a strong focus on supporting local businesses and supply chains. A total of 163 suppliers were engaged, including 80 based locally, with overall expenditure of £9.63 million. Of this, £9.10 million (94.46%) was spent within Shetland, ensuring that the majority of economic benefit remains within the local community and supports long-term economic resilience.

Small and medium-sized enterprises (SME's) continue to play a key role, accounting for 89.75% of local suppliers. This reflects the Association's proportionate and accessible approach to procurement, ensuring opportunities remain open to local businesses operating at all scales.

Community benefits are embedded within procurement activity, with requirements included in higher value contracts and applied proportionately across other projects. During the year, this approach delivered 5 new jobs, 5 apprenticeships and 8 work placements, alongside wider benefits including workforce training, skills development, and environmental improvements.

The Association, alongside its contractors and partners, also supports a wide range of community initiatives, including engagement with schools, careers events, work experience opportunities and support for local charities and projects, contributing to community wellbeing and future workforce development.

While opportunities for supported businesses are actively considered, geographical constraints continue to limit participation, and no contracts were awarded to supported businesses during the reporting period.

Overall, the Association's procurement activity continues to play a significant role in supporting local economic sustainability, community wellbeing, and skills development across Shetland.

Summary of HHA Expenditure 2025-2026

The table below summarises HHA's expenditure during the period 1 April 2025 to 31 March 2026.

2025/26

Total Number of Suppliers	163
Total Number of Local Suppliers (Shetland)	80
Total number of Local SMEs	71
Local SMEs as a Percentage of Local Suppliers	90%
Total Spend	£9.6m
Total Local Suppliers Spend	£9.1m
Percentage of Spend with Local Suppliers	95%

Committee and Staff visit to Staneyhill.



For every £1
we receive in rent...



Mortgage & Lease Costs

0.36p



Property Insurance

0.02p



Housing Management & Support

0.09p



Planned Maintenance

0.46p



Routine Maintenance

0.18p



Tenant Participation

0.01p

£1.12



Funded by Other Income / Reserves

- 0.12p

£1.00

2025 | 26 OUR FINANCES AT A GLANCE

FOR THE YEAR ENDED 31 MARCH 2025

Statement of Comprehensive Income

TURNOVER

Operating Expenditure

OPERATING SURPLUS

Gain on Disposal of Property, Plant and Equipment

Interest Receivable

Interest and Financing Costs

SURPLUS FOR THE YEAR

Other Comprehensive income

Pension Scheme Revision

Total comprehensive income

Statement of Financial Position

FIXED ASSETS

Housing Properties

Other Fixed Assets

CURRENT ASSETS

Stock

Trade and Other Debtors

Cash and Bank Balances

CURRENT LIABILITIES

Creditors: Amounts due within one year

NET CURRENT (LIABILITIES) ASSETS

TOTAL ASSETS LESS CURRENT LIABILITIES

CREDITORS

Amounts due after more than one year

Pension Defined Benefit Liability

TOTAL NET ASSETS

CAPITAL AND RESERVES

Share Capital

Income and Expenditure Reserve

2025 | 26 (£)

2024 | 25 (£)

6,777,604

7,559,229

(5,513,545)

(5,437,735)

1,264,059

2,121,494

234,536

87,620

82,753

101,969

(918,409)

(1,006,532)

662,939

1,304,551

102,000

41,000

764,939

1,345,551

105,743,279

99,542,997

1,398,778

1,455,983

107,142,057

100,998,980

6,626

6,907

1,350,981

650,940

3,630,415

4,199,134

4,988,022

4,856,981

(4,264,272)

(2,231,830)

723,750

2,625,151

107,865,807

103,624,131

(93,207,909)

(89,649,174)

(267,000)

(349,000)

14,390,898

13,625,957

92

90

14,390,806

13,625,867

14,390,898

13,625,957

A copy of the Association's audited accounts are available on the website or can be obtained free of charge on request.

2025 | 26 STAFF & COMMITTEE

COMMITTEE MEMBERS IN 2025/26

Colin Nicholson – Chair
Karen Eunson – Vice Chair

Robert Abernethy
Robert Bell
John Clarkson
Simon Holroyd
Rachel Hunter
Andrew Lyall
Neil Manson
Robert McGeady
Pamela Shead
Agnes Tallack

Theo Smith – resigned 28/8/2025
Emma Perring – resigned 24/10/2025
Lucy Lawson – resigned 17/11/2025

HJALTLAND TRADING DIRECTORS IN 2025/26

Neil Manson – Chair

James Anderson
Robert Hunter
Andrew Lyall
Robert McGeady
Agnes Tallack
Martin Watt

Are you interested in becoming a member of the Management Committee?

It is important that residents in Shetland are fully represented on our Management Committee to ensure that we properly represent the views of people living in our homes or those who receive our services. If you, or a member of your household would like to be considered, please contact our office for an application form.



Get Involved |
Hjaltdland Housing
Association

FINANCE & ADMINISTRATION AS AT 31ST MARCH 2026

Lillian Anderson
Emma Harmer
Kim Laidlaw
Bryan Leask
Danah Molloy
Elizabeth Sinclair
Janice Thomason

ASSET MANAGEMENT AS AT 31ST MARCH 2026

Paul Leask
Jason Montgomery
Ali Morris
Connor Regan
Brydon Smith
Andy Walterson
Maurice Williamson

ONE STOP SHOP AS AT 31ST MARCH 2026

Avril Smith
Jennifer Tait

HOUSING SERVICES AS AT 31ST MARCH 2026

Arnie Arcus
Kayla Baptie
Ian Bray
Gary Brown
Anyia Cheadle
Rhona Goudie
Paul Gray
Mark Henry
Craig Irvine
Jennifer Laurensen
Michelle Lyon
Leigh-Anne Macmillan
Estelle Smith
Larry Smith
Jordon Wiseman



"It has been amazing from start to finish. Everyone has been super helpful and kind.

The team are fantastic and we never worry about asking questions as you get a very supportive response. Moving into a Hjaltdland property has totally transformed my and my husband's life, as being in a wheelchair, the freedom and space this provides is fantastic. Well done Hjaltdland from two very happy new tenants."

BANKS AND FUNDERS

Allia
Bank of Scotland
Nationwide Building Society
Royal Bank of Scotland

SOLICITOR

Harper McLeod

AUDITORS

RSM UK Audit LLP
Quinn Internal Audit and Business Support Services



INVESTORS IN PEOPLE™
We invest in people Platinum

HJALTLAND HOUSING ASSOCIATION

6 North Ness Business Park, Lerwick, Shetland, ZE1 0LZ

Telephone 01595 694986 Email mail@hjaltland.org

Out of office hours emergency repairs 01595 692387

www.hjaltland.org.uk



Charity registered No: SC031954 | Financial Conduct Authority No: 1832 | Registered Social Landlord Reg No: HAL127