

## Rural Stirling Housing Association

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This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The inspection of Rural Stirling took place in October and November 2005. We awarded Rural Stirling the following grades:

Housing management	B	Good	Many strengths and some areas where improvement is needed.
Property maintenance	B	Good	Many strengths and some areas where improvement is needed.

### Inspection Findings

Key strengths are:

- Rural Stirling provides open access to its housing waiting list;
- it maximises choice for applicants and security of tenure for its tenants;
- it is responsive to service users and makes good use of feedback to improve services;
- it builds its houses to a high standard and maintains them well;
- it has good awareness of its own strengths and weaknesses;
- it has a committed and experienced committee; and
- it is financially viable in the short and medium term, and its financial management framework is good.

Key areas for improvement are:

- to further develop its approach to equalities;
- extend the performance information made available to tenants and other stakeholders;
- improve the information it provides to suspended housing applicants;
- better communicate with service users who report instances of anti-social behaviour and neighbour nuisance;
- improve its performance in rent arrears and management and monitoring of empty houses; and
- further develop its approach to strategic planning.

### Next steps

This report highlights our findings following this housing inspection. We expect all organisations to respond effectively to our recommendations using their own improvement planning processes. We do not require Rural Stirling to submit an improvement plan. We will inspect once every five years.

## How to get more information and contact details

If you would like to find out how Rural Stirling is responding to our findings you should contact:

Rural Stirling Housing Association  
Stirling Road  
Doune  
Perthshire  
FK16 6AA

Telephone: 01786 841101  
E-mail: tony@rsha.demon.co.uk

The full report is on our website at [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk). The summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5163 or email [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk).

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی  
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如果索取這文件的翻譯版本，請致電 **Janette Campbell**  
**0131 479 5162**，或電郵以下地址  
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ফোন করবেন অথবা [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk) ঠিকানায় ই-মেইল  
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال بـ:  
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