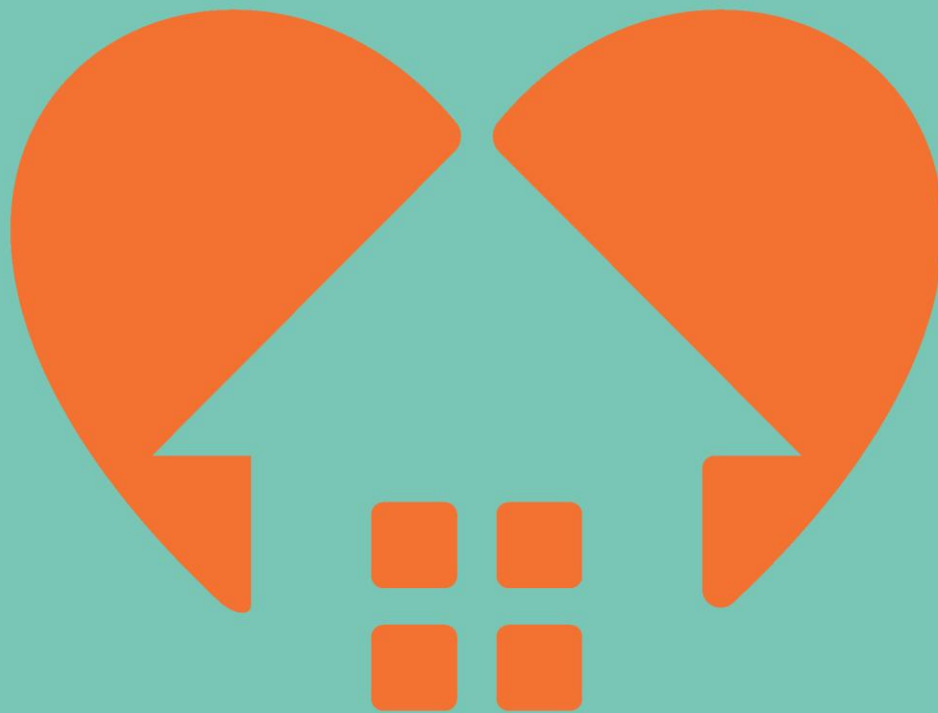




Annual Performance Report to Tenants

2018/19

ISSUE 6: Detailed Breakdown with Comparisons



“People at the heart of everything we do”



Content

This detailed report has been prepared in conjunction with the multi-award winning East Ayrshire Federation of Tenants and Residents and is designed to give you useful performance information about the Council's Housing & Housing Asset Services during the financial year 2018-2019

The content was agreed and endorsed by the East Ayrshire Federation of Tenants and Residents. The consultation is carried out as an ongoing process throughout the year. It also lets you see how East Ayrshire Council is progressing towards meeting the requirements of the Scottish Social Housing Charter and Scottish Housing Regulator (SHR).

Scottish Social Housing Charter

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (SSHC). The first Charter came into effect on 1 April 2012 and was reviewed during 2016, with a new Charter being effective from 1 April 2017. The purpose of the Charter is to help improve the quality and value of the services that social landlords should aim to achieve when performing their housing activities. The Charter sets the outcomes and standards in the form of 16 objectives, three of which relate directly to tenant participation: Equalities, Communication and Participation

Further information on the Scottish Social Housing Charter can be obtained on the Scottish Government Website at: [http:// housingcharter.scotland.gov.uk/](http://housingcharter.scotland.gov.uk/)

This is the first time that our annual assurance statement has been approved by our governance and scrutiny committee and submitted to SHR. Details can be found in our [Annual Assurance Statement 2019](#)

For further information or to comment on this report contact

Email: housing@east-ayrshire.gov.uk

Tel: 01563 553591

Write to: FREEPOST RSEY-XHST-JHGL, East Ayrshire Council, Civic Centre North, John Dickie Street, Kilmarnock, KA1 1HW

Traffic Light Key

Throughout this report, performance is compared using the following key:

Description	Symbol
No comparator data exists	
Performance has improved	
Performance has stayed the same	
Performance has gone down	

The Customer/ Landlord Relationship

1: Equalities

Social landlords manage their businesses so that:

- Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

2: Communication




Social landlords manage their businesses so that:

- Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3: Participation

Social landlords manage their businesses so that:

- Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

	2013/14 ARC 1	2014/15 ARC 2	2015/16 ARC 3	2016/17 ARC 4	2017/18 ARC 5	2018/19 ARC 6	Comparison against previous year
Indicator 1: Percentage of tenants satisfied with the overall service provided by their landlord <i>1,200 surveys completed</i>	79.15%	87.21%	87.21%	87.21%	86.9%	86.9%	
Indicator 3: Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions. <i>1,200 surveys completed</i>	84.01%	76.72%	76.72%	76.72%	88.3%	88.3%	
Indicator 6: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes. <i>1,200 surveys completed</i>	68.92%	61.44%	61.44%	61.44%	85.5%	85.5%	

How we compare with similar sized Local Authorities:

	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 1: Percentage of tenants satisfied with the overall service provided by their landlord	86.9%	90.0%	91.8%	85.7%
Indicator 3:	88.3%	85.8%	95.5%	81.4%

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.				
Indicator 6: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	85.5%	75.6%	92.9%	76.3%

Housing Quality and maintenance

4: Quality of housing





Social landlords manage their businesses so that:




- Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.



5: Repairs, maintenance and improvements

Social landlords manage their businesses so that:

- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

	2013/14 ARC 1	2014/15 ARC 2	2015/16 ARC 3	2016/17 ARC 4	2017/18 ARC 5	2018/19 ARC 6	Comparison against previous year
Indicator 9: Percentage of tenants satisfied with the standard of their home when moving in. <i>857 surveys completed</i>	94.67%	97.09%	94.39%	92.87%	97.1%	95.8%	
Indicator 10: Percentage of tenants satisfied with the quality of their home <i>1,200 surveys completed</i>	87.98%	88.81%	88.81%	88.81%	88.7%	88.7%	
Indicator 11: Average length of time taken to complete emergency repairs. <i>3,801 emergency repairs completed 7,375 hours taken to complete emergency repairs</i>	4.81 hours	3.65 hours	2.93 hours	2.22 hours	2.2 hours	1.9hours	
Indicator 12: Average length of time taken to complete non-emergency repairs. <i>33,859 non-emergency repairs completed 234,661 working days taken to complete non-emergency repairs</i>	2.89 days	10.67 days	9.05 days	7.46 days	5.4 days	6.9 days	

<p>Indicator 13: Percentage of reactive repairs carried out in the last year completed right first time</p> <p><i>21,680 reactive repairs completed right first time</i> <i>23,423 reactive repairs completed</i></p>	97.94%	93.60%	75.83%	84.66%	86.1%	92.6%	
<p>Indicator 14: Percentage of repairs appointments kept.</p> <p><i>33,165 reactive repairs appointments made</i> <i>32,352 reactive repair appointments kept</i></p>	97.61%	98.82%	94.65%	96.93%	96.5%	97.5%	
<p>Indicator 15: Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.</p> <p><i>11,820 properties required a gas safety record</i> <i>11,820 properties had a gas safety record renewed</i></p>	100%	99.98%	100%	100%	99.96%	100%	

<p>Indicator 16: Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.</p> <p><i>844 surveys completed</i></p>	97.45%	98.10%	98.17%	98.71%	97.9%	99.2%	
<p>Contextual Indicator 33: Percentage of properties meeting the Energy Efficiency Standard in Social Housing</p>	N/A	N/A	88.82%	94.44%	97.2%	97.9%	
<p>Indicator C37 Total amount invested in bringing properties up to Energy Efficiency Standard in Social Housing</p>	N/A	N/A	£2,844,900	£2,183,287	£1,074,760	£810,000	N/A

How we compare with similar sized Local Authorities:



	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 9: Percentage of tenants satisfied with the standard of their home when moving in	95.8%	92.3%	89.3%	82.7%
Indicator 10: Percentage of tenants satisfied with the quality of their home	88.7%	91.0%	93.5%	85.2%
Indicator 11: Average length of time taken to complete emergency repairs.	1.9 hours	8.2 hours	3.9 hours	4.3 hours
Indicator 12: Average length of time taken to complete non-emergency repairs.	6.9 days	5.1 days	6.8 days	7.5 days
Indicator 13: Percentage of reactive repairs carried out in the last year completed right first time	92.6%	83.4%	97.0%	92.3%
Indicator 14: Percentage of repairs appointments kept.	97.5%	Do not operate a Repairs By Appointment System	99.7%	95.2%
Indicator 15: Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	100%	99.9%	100%	100%
Indicator 16: Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	99.2%	97.5%	93.7%	86.9%
Indicator C33: Percentage of properties meeting the Energy Efficiency Standard in Social Housing	97.9%	84.2%	95.6%	80.9%

Indicator C37 Total Amount invested in bringing properties up to the Energy Efficiency Standard in Social Housing	£810,000	£7,158,005	£222,438	N/A
--	----------	------------	----------	-----

Neighbourhood and community

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes
Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

	2013/14 ARC 1	2014/15 ARC 2	2015/16 ARC 3	2016/17 ARC 4	2017/18 ARC 5	2018/19 ARC 6	Comparison against previous year
Indicator 17: Percentage of tenants satisfied with the management of the neighbourhood they live in. <i>1,200 surveys completed</i>	82.03%	93.41%	93.41%	93.41%	86.9%	86.9%	
Indicator 19: Percentage of anti-social behaviour cases reported in the last year which	84.71%	85.85%	92.83%	95.74%	92.7%	95.7%	

<p>were resolved within locally agreed targets.</p> <p><i>210 cases of anti-social behaviour reported</i></p> <p><i>201 cases resolved within locally agreed targets</i></p>							
---	--	--	--	--	--	--	--

How we compare with similar sized Local Authorities:

	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 17: Percentage of tenants satisfied with the management of the neighbourhood they live in.	86.9%	84.6%	94.3%	84.1%
Indicator 19: Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	95.7%	78.4%	74.4%	86.7%

Access to housing and support

7, 8 and 9: Housing options

Social landlords work together to ensure that:

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- Tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- People at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing

Social landlords ensure that:

- People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

11: Tenancy sustainment

Social landlords ensure that:

- Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

12: Homeless people

Local councils perform their duties on homelessness so that:

- Homeless people get prompt and easy access to help and advice;

- Are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

	2013/14 ARC 1	2014/15 ARC 2	2015/16 ARC 3	2016/17 ARC 4	2017/18 ARC 5	2018/19 ARC 6
Indicator 21: Percentage of lettable houses that became vacant in the last year. 1,355 lettable houses became vacant in the last year	12.34%	12.33%	12.17%	11.56%	11.5%	11.6%
Indicator 24: Percentage of the court actions initiated which resulted in eviction. 456 court actions initiated during the reporting year The number of properties recovered: <ul style="list-style-type: none"> • because rent had not been paid - 52 • because of antisocial behaviour - 0 • for other reasons – 0 	13.41%	12.77%	13.70%	13.42%	12.10%	11.4%

Please note, the traffic light comparison for the above indicators has been removed as the result is open to interpretation.

How we compare with similar sized Local Authorities:

	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 21: Percentage of Lettable houses that became vacant in the last year.	11.6%	9.1%	8.3%	8.5%
Indicator 24: Percentage of the court actions initiated which resulted in eviction.	11.4%	14.2%	14.6%	16.5%

Getting good value from rents and service charges

13: Value for money





Social landlords manage all aspects of their businesses so that:

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

14 and 15: Rents and service charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them
- Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

	2013/14 ARC 1	2014/15 ARC 2	2015/16 ARC 3	2016/17 ARC 4	2017/18 ARC 5	2018/19 ARC 6	Comparison against previous year
<p>Indicator 29: Percentage of tenants who feel that the rent for their property represents good value for money.</p> <p><i>1,200 surveys completed</i></p>	63.06%	73.13%	73.13%	73.13%	83.5%	83.5%	
<p>Indicator 30: Rent collected as percentage of total rent due*¹ in the reporting year.</p> <p>£43,205,898 rent collected £43,696,874 of rent due to be collected</p>	98.77%	99.17%	98.76%	99.41%	99.1%	98.9%	
<p>Indicator 31: Gross rent arrears*² (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.</p> <p>£3,326,227 in gross rent arrears £44,368,946 of rent due</p>	4.24%	4.59%	5.27%	5.73%	6.5%	7.5%	
<p>Indicator 34: Percentage of rent due lost through properties being empty during the last year.</p> <p>£44,324,968 of rent due £628,094 of rent lost through properties being empty</p>	2.01%	2.66%	3.00%	2.92%	1.7%	1.42%	

Indicator 35: Average length of time taken to re-let properties in the last year.							
1,211 properties re-let 63,099 calendar days properties were empty	49.57 days	58.28 days	67.60 days	75.66 days	66.2 days	52.1 days	

*1 this is the rent due to be collected on occupied properties only.

*2 Gross rent arrears includes current and former tenant arrears.

How we compare with similar sized Local Authorities:

	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 29: Percentage of tenants who feel that the rent for their property represents good value for money.	83.5%	87.2%	85.4%	82.4%
Indicator 30: Rent collected as percentage of total rent due in the reporting year.	98.9%	98.0%	99.0%	98.7%
Indicator 31: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	7.5%	7.9%	8.1%	7.3%
Indicator 34: Percentage of rent due lost through properties being empty during the last year.	1.4%	1.5%	1.1%	1.0%
Indicator 35: Average length of time taken to re-let properties in the last year.	52.1 days	52.2 days	35.5 days	35.9 days

Housing Provider	Average Weekly Rent
Falkirk Council	66.36
North Ayrshire council	70.15
East Ayrshire Council	71.64
Scottish Average (Council)	72.11
Dundee City Council	73.11
South Ayrshire Council	73.97
Atrium Homes	86.15
Irvine Housing Association	87.07
Shire Housing Association Ltd	87.09
Cunninghame Housing Association Ltd	87.66

