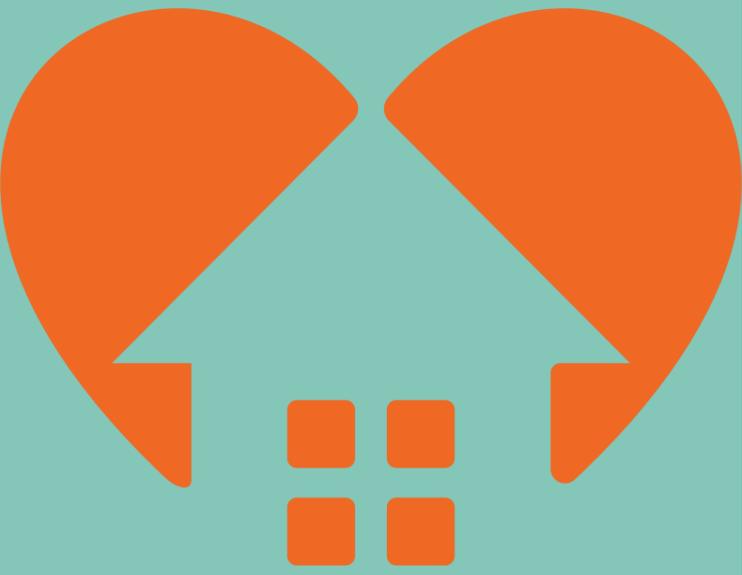




Annual Performance Report to Tenants

EXECUTIVE SUMMARY
2018/19



“People at the heart of everything we do”



ISSUE 6

About East Ayrshire Council, as a landlord

East Ayrshire Council owns and manages over 12,000 homes in communities across East Ayrshire. We provide a wide variety of services to our tenants including, Allocations; Antisocial Behaviour; Income Maximisation; Estate and Tenancy Management; Housing Options and Homelessness; Response Repairs, Planned Maintenance and Housing Improvements along with Tenant Participation and Scrutiny.

Our Performance

This is your 6th report and lets tenants and other customers see how we are progressing towards meeting the requirements of the Scottish Social Housing Charter. 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.

You can compare our performance with up to at four other social landlords in Scotland at https://portal.scottishhousingregulator.gov.uk/interactive_multiyear/ Details of what we are doing to improve performance in some of the indicators is noted in our full Annual Performance Return at www.scottishhousingregulator.gov.uk/find-and-compare-landlords/east-ayrshire-council

The Customer/Landlord relationship



Neighbourhood and Community



As part of the Housing (Scotland) Act 2014 from 1 November 2019 there will be new notification and residency requirements that have to be met for changes to your tenancy. Please see <https://www.east-ayrshire.gov.uk/changeoftenancy>

Our Performance

Access to housing and support



Housing quality & maintenance



Getting good value from rents and service charges



This report and a more detailed report which include relevant comparisons is available online at: www.east-ayrshire.gov.uk

Search for “annual performance report to tenants”. If you don’t have internet access, please let us know using the contact details overleaf, and we will send you a paper copy. The survey is based on 1,200 responses.

Tenant scrutiny

During 2018/19, East Ayrshire Federation tenant scrutiny activities have continued to progress. Our scrutiny of the **Housing Revenue Account (HRA)**, the fund into which all tenant rent money is paid, is ongoing and we are looking into how budgets are set, monitored and spent, along with looking at how value for money is ensured. As part of this work we are meeting with the Council’s Finance staff and TIS as well as comparing practice with tenants and landlords in other areas.

Scrutiny of the **kitchen, bathroom and electrical rewire improvements** in tenants homes has seen us review previous recommendations, assess satisfaction levels and considering potential improvements to the specifications and costs. The standard of houses when let to new tenants – known as the **Void Standard** is very close to our hearts and we have just started scrutinising current standards, timescales and satisfaction levels. We hope this will see continuous improvements in standards when tenants move in as well as ensuring properties are empty for as short a time as possible, ensuring rental income and value for money.

Energy Efficiency Standard for Social Housing (ESSH)

The Energy Efficiency Standard for Social Housing (ESSH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

Our performance in meeting ESSH - 2018/19

- 97.9% of properties met the Energy Efficiency Standard in Social Housing
- £810,000 invested in Energy Efficiency

Further information on ESSH can be found at <http://www.gov.scot/Topics/Built-Environment/Housing/sustainable/standard> or alternatively by contacting Housing Asset Services on 01563 555793.

Further information

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.

- Symbol key: ↑ Performance has improved
= Performance has stayed the same
↓ Performance has gone down

JOURNEY HIGHLIGHTS 2018/19



APRIL 2018
Housing Need and Demand Assessment being signed off as robust and credible

£9.462m
Housing Investment programme revenue spend

77
Council and RSL new builds

OCTOBER 2018
Developments started at David Dale Avenue, Stewarton, (34) and Carnshalloch Avenue, Patna, (19)

JUNE 2018
EAF win prestigious National Community Development Excellence Award at TIS Conference

£10.363m
Revenue spent for repairs

JUNE 2018
Development start at Cessnock Road, Hurlford, (14 assisted living)

37,660
No of repairs carried out

JUNE 2018
Development start at Cessnock Road, Hurlford, (14 assisted living)

SEPTEMBER 2018
Development start Tinto Avenue, Kilmarnock, (67)

NOVEMBER 2018
Employed 7 neighbourhood coaches within Universal Credit team

JULY 2018
Completed development at Cassillis Court, Dalrymple, (11)

NOVEMBER 2018
Housing Environmental PB event in Newton Area

DECEMBER 2018
Housing Environmental PB event in Kilmarnock Northwest Area

NOVEMBER 2018
EAC/EAF Joint Tenants Conference

February 2019
Housing Environmental Events in Patna and Catrine

JANUARY 2019
Comprehensive consultation on rent increase proposals carried out

March 2019
EAF launch 'want to know programme'