



Annual Performance Report to Tenants

Detailed Breakdown with Comparisons

2023-2024

Issue 11

Content

This detailed report has been prepared in conjunction with the East Ayrshire Federation of Tenants and Residents and is designed to give you useful performance information about the Council's Housing and Housing Asset Services during the financial year 2023-2024

The content was agreed and endorsed by the East Ayrshire Federation of Tenants and Residents. 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.

Traffic Light Key

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

Description	Symbol
No comparator data exists	None
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.

Indicator	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC10	2023/24 ARC11	Comparison against previous year
Indicator 1: Percentage of tenants satisfied with the overall service provided by their landlord <i>1200 surveys completed</i>	86.9%	86.9%	86.9%	91.9%	91.9%	90.3%	
Indicator 2: Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions <i>1200 surveys completed</i>	88.3%	88.3%	90.6%	90.6%	90.6%	98.8%	
Indicator 5: Percentage of tenants satisfied with the opportuniti es given to them to participate in their landlord's decision- making processes <i>1200 surveys completed</i>	85.5%	85.5%	76.4%	76.4%	76.4%	98.2%	

How we compare with similar sized Local Authorities

Indicator	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	90.3%	83.2%	75.3%	80.3%
Indicator 2: Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	98.8%	82.2%	85.2%	82.3%
Indicator 5: Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	98.2%	82.2%	98.0%	80.4%

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 (EESH) 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.

Indicator	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC10	2023/24 ARC11	Comparison against previous year
Indicator 7: Percentage of tenants satisfied with the quality of their home <i>1200 surveys completed</i>	88.7%	88.7%	87.4%	87.4%	87.4%	86.3%	
Indicator 8: Average length of time taken to complete emergency repairs. 2,954 emergency repairs completed 4,088 hours taken to complete emergency repairs	1.9 hours	1.9 hours	1.1 hours	1.4 hours	1.7 hours	1.4 hours	
Indicator 9: Average length of time taken to complete non-emergency repairs. 29,960 non-emergency repairs completed 230,979 working days taken to complete non-emergency repairs	6.9 days	7.5 days	5.9 days	8.5 days	6.7 days Following a review of the indicator by Internal Audit) - (data correction from 9.0 days to 6.7 days provided to the SHR on 8 November 2023	7.7 days	

Indicator	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC10	2023/24 ARC11	Comparison against previous year
Indicator 10: Percentage of reactive repairs carried out in the last year completed right first time 25,260 reactive repairs completed right first time 26,926 reactive repairs completed	92.6%	93.0%	94.1%	94.3%	84.9%	93.8%	
Indicator 11: Gas safety regulations not met	n/a	0	56	0	0	0	
Indicator 12: Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service. 628 surveys completed	99.2%	99.6%	97.7%	98.7%	98.6%	98.7%	

How we compare with similar sized Local Authorities:

Indicator	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 7: Percentage of tenants satisfied with the quality of their home	86.3%	83.1%	77.0%	78.7%
Indicator 8: Average length of time taken to complete emergency repairs.	1.4 hours	4.9 hours	3.1 hours	4.3 hours


Indicator	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 9: Average length of time taken to complete non-emergency repairs.	7.7 days	14.5 days	10.7 days	10.0 days
Indicator 10: Percentage of reactive repairs carried out in the last year completed right first time	93.8%	78.8%	80.8%	88.8%
Indicator 11: Gas safety regulations not met	0	4	1	2,365 (total not average)
Indicator 12: Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	98.7%	89.4%	96.9%	87.2%


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.

Indicator	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC10	2023/24 ARC11	Comparison against previous year
Indicator 13: Percentage of tenants satisfied with the management of the neighbourhood they live in. <i>1200 surveys completed</i>	86.9%	86.9%	86.9%	84.9%	84.9%	93.9%	

Indicator 15: Indicator Percentage of Anti-Social Behaviour cases which were resolved within the calendar year.	Not applicable	96.4%	92.1%	94.9%	89.6%	94.9%	
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How we compare with similar sized Local Authorities

Indicator	East Ayrshire Council	Dundee City Council	Falkirk Council	Scottish Average LA's only (from ARC returns)
Indicator 13: Percentage of tenants satisfied with the management of the neighbourhood they live in.	93.9%	79.4%	84.0%	79.7%
Indicator 15: Percentage of Anti-Social Behaviour cases which were resolved within the calendar year.	94.9%	82.7%	74.0%	90.9%

Access to housing and support

7, 8, 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.

Indicator	2017/18 ARC 5	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC10	2023/24 ARC11
Indicator 17: Percentage of lettable houses that became vacant in the last year. 1,090 lettable houses became vacant in the last year	11.5%	11.6%	10.8%	8.0%	8.3%	8.7%	9.0%
Indicator 22: Percentage of the court actions initiated which resulted in eviction. 60 court actions initiated during the reporting year The number of properties recovered: <ul style="list-style-type: none"> • because rent had not been paid - 7 • because of antisocial behaviour - 2 • for other reasons – 1 	12.10%	11.4%	16.1%	0%	25.0%	16.7%	16.7%

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 17: Percentage of Lettable houses that became vacant in the last year.	9.0%	7.6%	6.4%	7.2%
Indicator 22: Percentage of the court actions initiated which resulted in eviction.	16.7%	20.0%	27.7%	25.3%

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, 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.

Indicator	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC 10	2023/24 ARC 11	Comparis on against previous year
Indicator 25: Percentage of tenants who feel that the rent for their property represents good value for money. <i>1200 surveys completed</i>	83.5%	83.5%	84.6%	84.6%	84.6%	88.0%	

Indicator	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC 10	2023/24 ARC 11	Comparis on against previous year
Indicator 26: Rent collected as percentage of total rent due in the reporting year. £48,299,321 rent collected £48,654,503 of rent due to be collected	98.9%	99.3%	99.1%	98.9%	98.8%	99.3%	
Indicator 27: Gross rent arrears* ² (all tenants) as at 31 March each year as a percentage of rent due for the reporting year. £4,165,723 in gross rent arrears £49,459,740 of rent due	7.5%	7.0%	7.5%	8.0%	8.4%	8.4%	
Indicator 18: Percentage of rent due lost through properties being empty during the last year. £49,459,740 of rent due £805,238 of rent lost through properties being empty	1.42%	1.57%	1.75%	1.51%	1.28%	1.63%	

Indicator	2018/19 ARC 6	2019/20 ARC 7	2020/21 ARC 8	2021/22 ARC 9	2022/23 ARC 10	2023/24 ARC 11	Comparis on against previous year
Indicator 30: Average length of time taken to re-let properties in the last year. 996 properties re-61,772 calendar days properties were empty	52.1 days	46.31 days	74.4 days	72.2 days	58.6 days	62.0 days	

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

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

*3 This figure includes rent due to be collected from occupied and empty properties.

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 25: Percentage of tenants who feel that the rent for their property represents good value for money.	88.0%	82.6%	76.6%	79.9%
Indicator 26: Rent collected as percentage of total rent due in the reporting year.	99.3%	101.7%	98.8%	99.3%
Indicator 27: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	8.4%	10.7%	14.0%	9.5%
Indicator 18: Percentage of rent due lost through properties being empty during the last year.	1.63%	2.16%	2.19%	1.80%
Indicator 30: Average length of time taken to re-let properties in the last year.	62.0 days	96.1 days	111.4 days	72.6 days