



Annual Performance Report to Tenants

EXECUTIVE SUMMARY
2023-24



People at the heart of everything we do



ISSUE 11

About East Ayrshire Council, as a landlord

East Ayrshire Council (EAC) owns and manages around 12,000 homes in communities across East Ayrshire. We provide a wide variety of services to our tenants including allocations, assisting with neighbour disputes and reports of anti-social behaviour, income maximisation, estate and tenancy management, housing options and homelessness, response repairs, planned maintenance, housing improvements and tenant participation and scrutiny. The Council completed a large-scale tenant satisfaction survey in late 2023 and the results are reflected in this document. The survey had 1200 responses.

Our Performance

This is the 11th report and lets tenants and other customers see how we are progressing towards meeting the requirements of the Scottish Social Housing Charter.

This leaflet is produced in consultation with the East Ayrshire Federation of Tenants and Residents (EAF).

Details of our Annual Assurance Statement for 2024 can be found here: [Annual Assurance Statement 2024](#).

Comparing our performance

You can compare our performance with up to four other social landlords in Scotland at

[Find a Landlord | Scottish Housing Regulator](#)

Although some areas of performance have reduced we still remain above the Scottish Average (indicated by asterisks*)

Symbol key:

- Performance has improved
- Performance has stayed the same
- Performance has gone down

The Customer/Landlord relationship		
	90.3% of tenants are satisfied with the overall service provided by their landlord*	
	98.8% of tenants feel East Ayrshire Council is good at keeping them informed about their services and decisions*	
	98.2% of tenants are satisfied with the opportunities to participate in their landlord's decision making processes.	

*3 of the 3 indicators performed better than the Scottish average

Neighbourhood and Community		
	93.9% of tenants are satisfied with the management of the neighbourhood they live in*	
	94.9% of anti-social behaviour cases were resolved by 31st March 2023	

*2 of the 2 indicators performed better than the Scottish average













Our Performance

Access to housing and support

	9.0% of lettable properties became vacant in the last year – 1090 properties	
	16.7% of court actions initiated resulted in eviction – 7 cases due to rent arrears and 2 cases due to anti-social behaviour*	









*2 of the 2 indicators performed better than the Scottish average

Housing quality & maintenance

	86.3% of tenants are satisfied with the quality of their home*	
	1.4 hours - The average time taken to complete emergency repairs*	
	77 days - The average time taken to complete non-emergency repairs*	
	93.8% - Percentage of reactive repairs carried out in the last year completed right first time*	
	0 properties did not meet the statutory duty to complete a gas safety check	
	98.7% of tenants who have had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service*	

*6 of the 6 indicators performed better than the Scottish average

Getting good value from rents and service charges

	88.0% of tenants feel the rent for their property represents good value for money*	
	Over 99.3% of the rent due to the Council was collected*	
	1.63% of rent due was lost through properties being empty during the last year - £805,238	
	62.0 days - The average time to re-let properties in the last year	

*4 of the 4 indicators performed better or the same as Scottish average

Details of our engagement with the Scottish Housing Regulator to improve performance in some of the indicators is noted in our Council Engagement Plan. A more detailed report which includes relevant comparisons will be 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.

Tenant involvement

[East Ayrshire Federation](http://www.east-ayrshire.gov.uk) (EAF) report another busy year, working with the Council, Tenants Information Service, our members and tenants. Highlights of our work during 2023 – 2024 include: delivery of two publications to all Council tenants, tenants and residents' groups, Council staff, Elected Members and other stakeholders; delivery of a superb tenants and residents conference; conducted a damp and mould in your home survey; participation in the Tenant Participation Strategy Review and Tenant Satisfaction Survey Procurement; responded to national consultation on the Housing Charter and Net Zero; continued to promote the Federation and our work at meetings, stalls and events across the authority; increased our membership, through groups and individual tenants and; worked with the Council to develop and promote the Council's Rent Consultation.

Ongoing Involvement

We are looking forward to welcoming more tenants and staff at our meetings, information sessions and events. We hope that more tenants will respond to the Council's rent setting consultation coming soon as part of our roadshows. It is important that as many tenants as possible respond to the consultation to ensure tenants' views are at the heart of the decisions on rent levels, how the money is spent and if and where savings could be made.

Energy Efficiency Standard for Social Housing (EESH)

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. The Scottish Government paused EESH targets and milestones and opened consultation for views on the proposal for a new Social Housing Net Zero Standard. The consultation closed on 8 March 2024 and the Scottish Government will publish a report of their findings in due course.

Further information

For further information or to comment on this report contact:

Email: customerliaisonteam@east-ayrshire.gov.uk

Tel: 01563 554400

Write to: FREEPOST RUGR-EYKR-JLAA
East Ayrshire Council, Opera House,
John Finnie Street, Kilmarnock.

In the event of an emergency our out of hours number is 0345 724 0000.

JOURNEY HIGHLIGHTS

2023-24



MAY 2023
Garven Court
Consultation Forum
formed

SEPTEMBER 2023
EAF hosted 'Scottish
Housing Day' event
around building
communities

OCTOBER 2023
EAF issue to all tenants
their winter Newsletter

NOVEMBER 2023
17 Assisted living
homes delivered at
Wallace Court (formerly
Kilmarnock Road),
Mauchline

MARCH 2024
29 open market Homes
acquired for Social Rent

JANUARY 2024
EAF carries out
inspections of void
properties before let
to new tenants

FEBRUARY 2024
EAC and EAF participate
in Net Zero in Housing
Consultation

DECEMBER 2023
EAC carries out extensive
rent setting consultation

NOVEMBER 2023
Townhead TARA win
Tenant Group of the
year at TIS National
Awards

OCTOBER 2023
EAC launches large
scale Tenant
Satisfaction Survey

32,914
repairs
carried out

£15,190,000
Revenue spent
for repairs

107
Council and
Registered Social
Landlord site
completions

£20,072,323
Housing Investment
programme spend

APRIL 2023
18 Homes delivered
at Bellevue Gardens,
Kilmarnock

JULY 2023
Kennedy Drive,
Kilmarnock started
on site (48 Homes)

SEPTEMBER 2023
EAF and EAC
commemorate
life of founder
federation member,
John McKenzie

OCTOBER 2023
EAC publishes
Annual Performance
Report to Tenants

OCTOBER 2023
EAC launches large
scale Tenant
Satisfaction Survey

AUGUST 2023
Tenant Satisfaction
survey drafted in
partnership with EAF

APRIL 2023
43 Bungalows for older
people delivered at
Witch Road/ Hill Street,
Kilmarnock

JUNE 2023
EAF members respond
the Scottish Social
Housing Charter
Consultation

