

Tenancy Matters

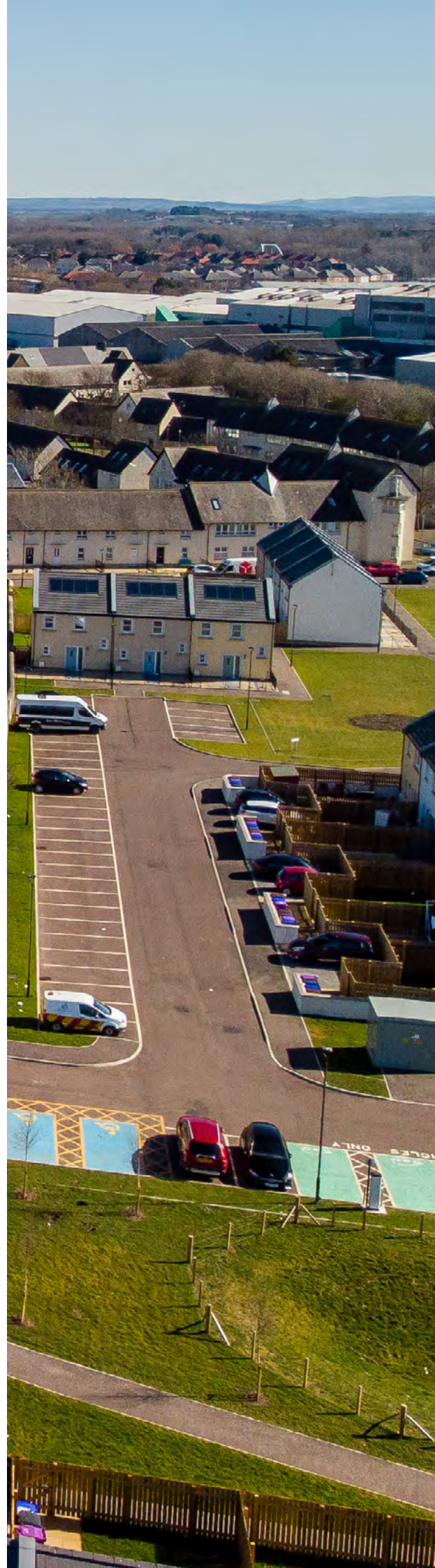
Performance Edition 2024



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

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Foreword from Yvonne Baulk



Welcome to the Performance Edition of North Ayrshire Council Housing Tenancy Matters!

In August, the Scottish Housing Regulator (SHR) published a report evaluating our performance as a landlord against the outcomes and standards set out in the [Scottish Social Housing Charter 2022](#).

Our report highlights the key areas of performance that we believe are of most interest to you, our tenants and communities.

As you would expect, it has been another busy year across the housing service, we have seen improvements in some of our key performance indicators in 2023 to 2024 including improved repairs satisfaction and performance levels, more of our homes meeting the Energy Efficiency in Social Housing Standard, our rental income has increased, and our rent arrears have reduced.

This report has been approved by the North Ayrshire Network, a strategic group of tenant representatives from across North Ayrshire. You can find the full Scottish Social Housing Charter report on the SHR website.

We are proud to share some of our key achievements for 2023 to 2024. We hope you find this information both informative and a testament to our commitment to delivering excellent services for all our tenants and customers.

If you have any comments or suggestions regarding this newsletter or how we can improve our services, please contact our Tenant Participation Team at (01294) 324869.

Best Wishes,

Yvonne Baulk

Head of Housing and Public Protection

Chairperson North Ayrshire Network

We would like to take this opportunity to thank Helen Malcomson, previous chairperson for the North Ayrshire Network for her dedication, support, and outstanding commitment she has given to Tenant Participation over the last 25 years. Helen has decided to take a well-earned break from her role after serving 10 years as chairperson.

We are now actively seeking a new chairperson, if you are part of the North Ayrshire Network and interested in this role, please contact the Tenant Participation Team on 01294 324869 or email tenantparticipation@north-ayrshire.gov.uk

Key Achievements for 2023 to 2024

Here are our key achievements for 2023 to 2024

- We completed 54 new build properties in 2023 to 2024, including 36 homes at Harbourside, Irvine, 6 at Afton Court, Stevenston, and 12 at the former Largs Police Station site.
- We secured additional funding for 26 new homes in Largs and purchased 33 properties from the open market to support Ukrainian Displaced Persons.
- Since 2013, we have bought back 145 properties from the open market to support our strategic housing goals.
- We implemented in May 2024, offering all tenants an annual visit from their Housing Officer throughout 2024 to 2025.
- Our Head of Service, Yvonne Baulk, received the Chartered Institute of Housing award for 'Excellence in Leadership'.
- We established a Single Point of Contact via the Council's contact centre, effective from April 1, 2024.
- Our days to relet properties continue to remain below the Scottish average.
- Our overall performance has seen significant improvement.
- Our housing transformation programme launched to enhance service delivery efficiency, focusing on voids, repairs, and aids or adaptations.
- We continue to excel in the repairs and maintenance of homes.
- We continued with replacing inefficient boilers, installing external wall insulation, and adding solar PV where appropriate.

Home Improvements:



Central heating
836



Electrical Rewiring
279



Rendering External
Wall Insulation
236



Rendering
14



Roofing
234



Solar Panels
981



Bathrooms
139



Kitchens
344



Window Replacement
82



Smoke alarms
368

Annual Return on the Charter

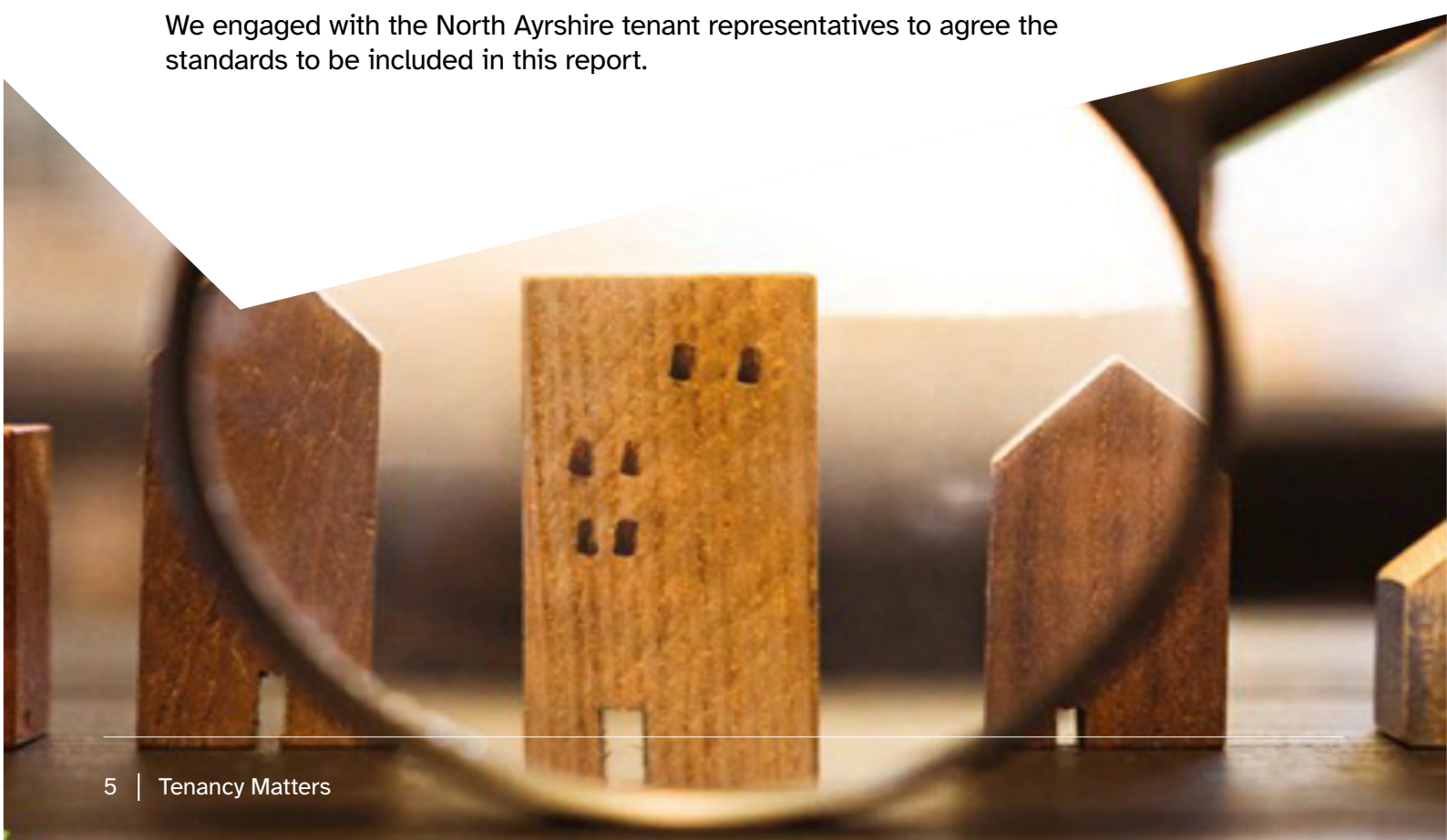
The [Scottish Social Housing Charter](#) came into force in April 2012. The Charter sets out the standards and outcomes that all social landlords should be aiming to achieve for their customers when performing their housing activities.

It also sets out the outcomes and standards that tenants and other customers can expect from us in terms of the quality and value for money of the services that you receive, the standard of your homes, and the opportunities for communication and participation in the decisions that affect you.

The Charter is not just for current tenants, but for owners and our future tenants. It sets out what owners can expect from the property management they receive from the Council and what homeless people can expect in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people to keep a home. The Charter also sets out what our gypsy travellers' customers can expect in terms of the maintenance and management.

The indicators are usually shown as percentages in line with the Charter requirements. Landlords must provide accurate information on the performance indicators and the contextual information requirements. The Charter is submitted to the Scottish Housing Regulator with information based on the year up to the 31 March of each year. The regulator will look at this information to see what it tells them about us as a landlord and ensures we are delivering good quality homes and services for our tenants and customers.

We engaged with the North Ayrshire tenant representatives to agree the standards to be included in this report.





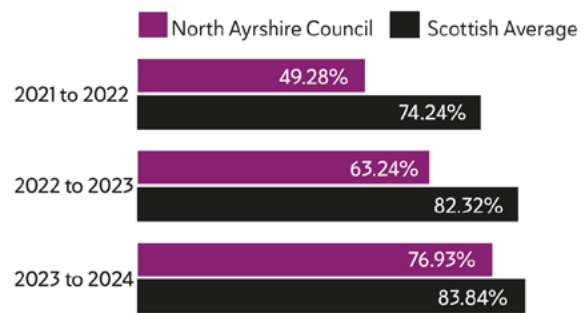
Housing Quality and Maintenance

We aim to ensure all our houses are to an appropriate standard, ensuring they are well-maintained and meet the Scottish Housing Quality Standards. In 2023 to 2024 we carried out 23,940 reactive repairs. Our repairs performance has improved across all of the indicators, and we are performing well against the Scottish average.

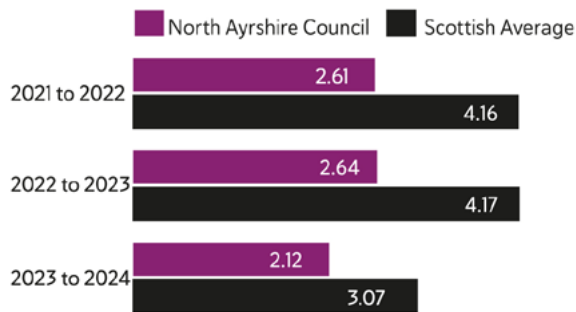
Percentage of reactive repairs carried out in the last year completed right first time:



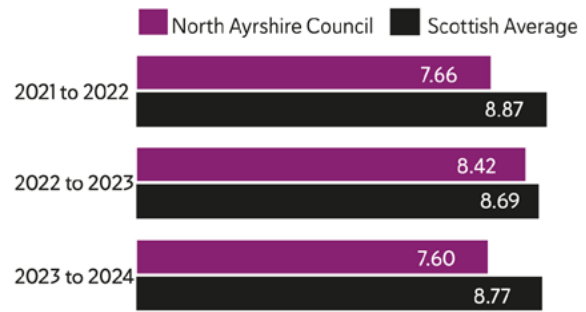
Percentage of housing stock meeting the Scottish Housing Quality Standard:



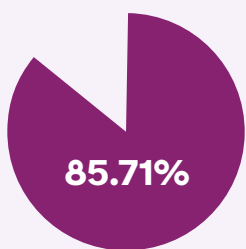
Average length of time taken to complete emergency repairs (hours):



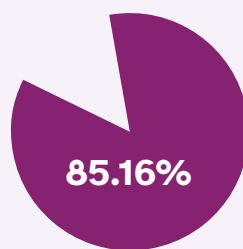
Average length of time taken to complete non-emergency repairs (days):



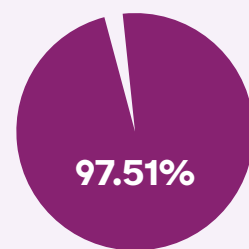
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the Repairs and Maintenance Service:



2021 to 2022
North Ayrshire Council
85.71% Scottish
Average 88.01%



2022 to 2023
North Ayrshire Council
85.16% Scottish
Average 88.02%



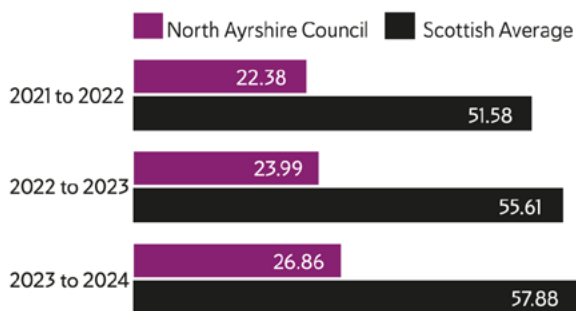
2023 to 2024
North Ayrshire Council
97.51% Scottish
Average 87.19%



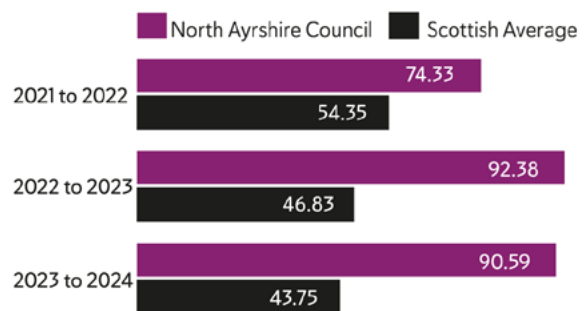
Access to Housing and Support

In 2023 to 2024 888 (6.75%) of our properties became void. The average time to relet these properties was 26.86 days an increase of 2.87 days from 2022 to 2023. We are however a top performer in this area and our performance is excellent in comparison to the Scottish average. We have seen an improvement in our performance in relation to the completion of adaptations, however we are still much higher than the Scottish average and therefore this is an area of focus for 2024 to 2025.

Average time to re-let properties in the last year (days):



The average time to complete adaptations (days):



Neighbourhood and Community

The Council continues to perform well in responding to antisocial behaviour within agreed timescales. During 2023 to 2024, we experienced a 1.5% reduction in anti-social behaviour cases reported with just under 92% resolved. However, this figure only looks at the open and closed cases and not their complexity.

990

2021 to 2022
North Ayrshire Council reported 990, 834 resolved, 84.24% resolved within target. Scottish Average resolved with target 94.67%

975

2022 to 2023
North Ayrshire Council reported 975, 905 resolved, 92.82% resolved within target. Scottish Average resolved with target 94.21%

961

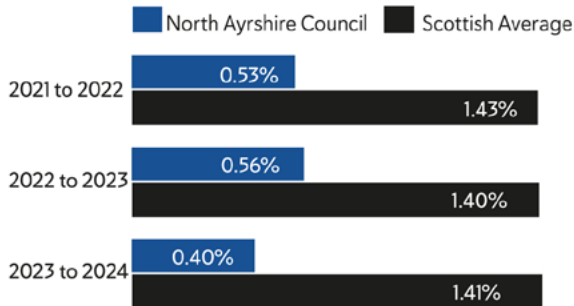
2023 to 2024
North Ayrshire Council reported 961, 882 resolved, 91.78% resolved within target. Scottish Average resolved with target 94.10%.



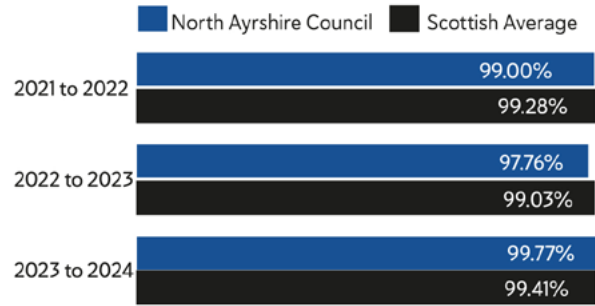
Getting Good Value from Rents and Service Charges

We continue to invest in our stock and our new house building programme and we are committed to delivering services in new, improved and more cost-effective ways. Income maximisation remains one of our priorities. Our rent collected and rent lost through properties being empty has improved and both are now performing better than the Scottish average.

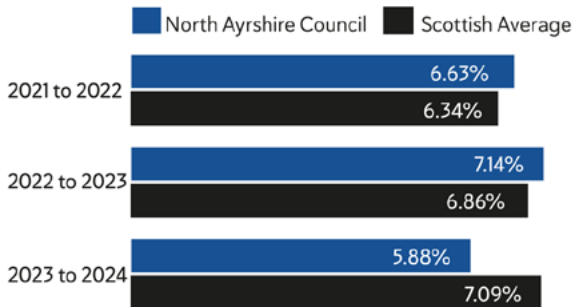
Percentage of rent due lost through properties being empty during the last year:



Rent collected as percentage of total rent due in the reporting year:



Gross rent arrears (all tenants) as of 31 March each year as a percentage of rent due:



Overall Satisfaction

We carry out a large-scale tenant satisfaction survey every three years. Both the 2018 and 2021 surveys identified strengths in several areas. Our next large-scale survey will be carried out in November 2024.

Percentage of tenants satisfied with the overall service provided by their landlord:

88.74%

2021 to 2022
North Ayrshire Council
88.74%, Scottish
Average 87.66%

88.74%

2022 to 2023
North Ayrshire Council
88.74%, Scottish
Average 86.13%

88.74%

2023 to 2024
North Ayrshire Council
88.74%, Scottish
Average 89%

The results of this indicator came from the Tenant Satisfaction Survey completed in 2021.



Other Customers

Local Councils and Social landlords with responsibility for managing sites for Gypsy or Travellers should manage the sites so that:

Sites are well maintained, managed and meet the minimum site standards set in the Scottish Government guidance.

North Ayrshire Council's site at Redburn Grove meets the Scottish Government's minimum standard. However, satisfaction levels are lower than the Scottish average regarding the Council's management of the site.

Percentage of Gypsies and Travellers satisfied with the landlord's management of the site:

33.33%

2021 to 2022
North Ayrshire
Council 33.33%,
Scottish Average 70.48%

33.33%

2022 to 2023
North Ayrshire
Council 33.33%,
Scottish Average 75.56%

33.33%

2023 to 2024
North Ayrshire Council
33.33%, Scottish
Average 65.52%

Average weekly rent per pitch:

£92.78

2021 to 2022 North
Ayrshire Council £92.78,
Scottish Average £75.97

£95.10

2022 to 2023 North
Ayrshire Council £95.10,
Scottish Average £75.31

£99.86

2023 to 2024 North
Ayrshire Council £99.86,
Scottish Average £79.59



The Customer Connections

In 2023, North Ayrshire Council launched its Customer Participation Strategy.

Based on the information gathered during the research and consultation phases of developing this Strategy, our customer participation work will be shaped around three key priorities.

Engage and Inform

Ensuring two-way communication with our tenants and customers and providing opportunities for customers to take part in ways that meet their needs.

Empower and Influence

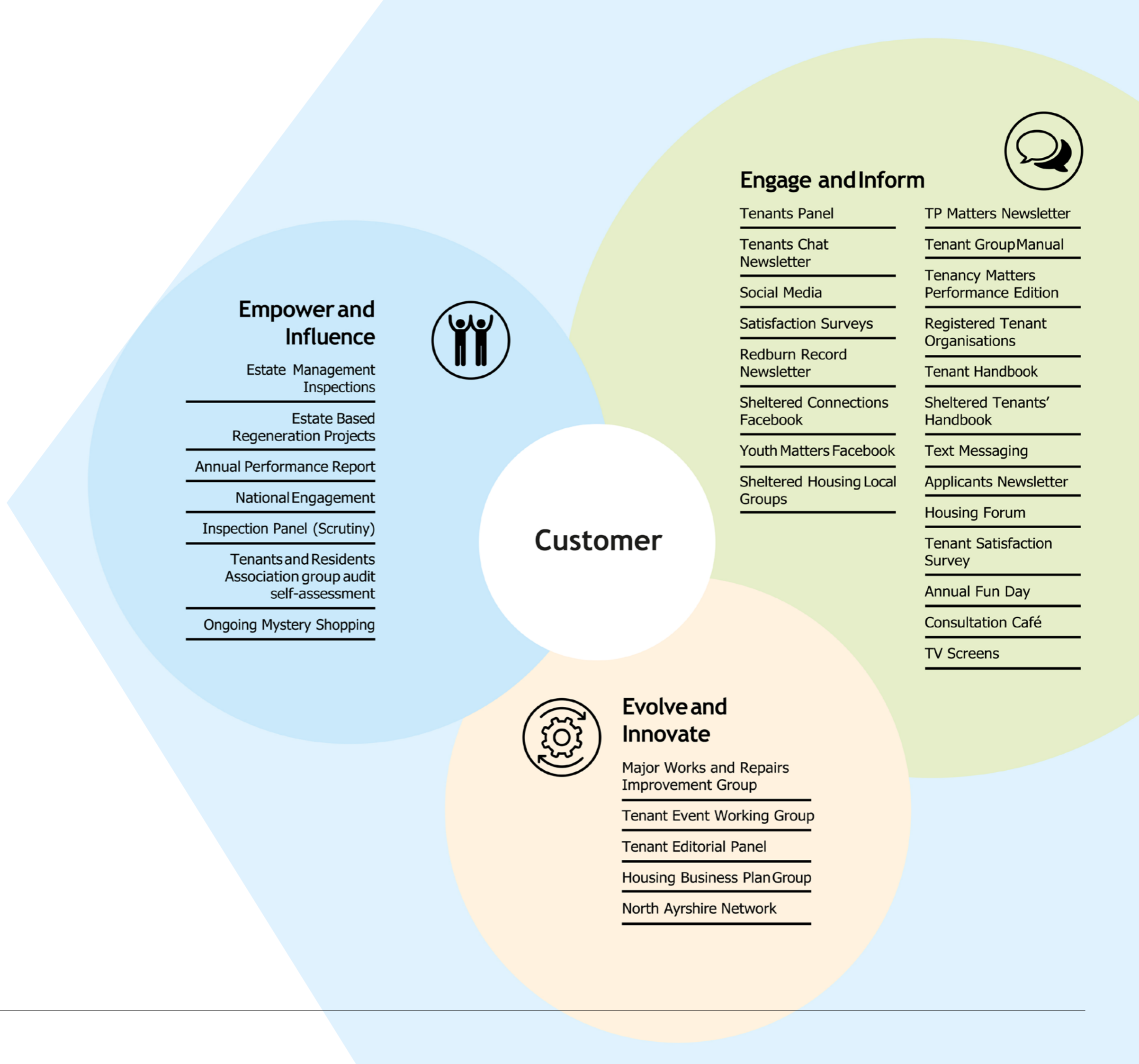
Developing the skills and confidence of our tenants to shape the services we provide.

Evolve and Innovate

Continually improving our services to meet our customers' needs.

This framework seeks to create a balanced approach to involvement, recognising the need to move away from the traditional method of solely consulting with formal tenant and resident associations.

Our Customer Connections Circle demonstrates how these priorities link with our established methods of involvement in North Ayrshire. Our Action Plan highlights the timescales for each priority.



Priorities for 2024 to 2025



2024 to 2025 Priority, Wellbeing

To transition to a wellbeing economy, delivering prosperity, wellbeing, and resilience for local people.

We will:

- Continue with our humanitarian responsibilities, and in line with the UK Resettlement Scheme, including the Afghan Relocation Schemes
- Where possible, bring empty properties back into use
- Review current and future housing needs for Gypsy or Travellers in partnership with the tenants at Redburn Grove
- Extend the 'Housing First' pilot to help reduce homelessness
- Provide sanctuary and support to those displaced by the ongoing conflict in Ukraine
- Continue to work with private landlords to ensure their properties are in good condition and comply with the relevant property standards
- Continue the refurbishment of our older sheltered housing stock to ensure they are of similar quality to our new build sheltered housing complexes
- Build new, modern, energy-efficient homes for life, tailored to the needs of tenants with our North Ayrshire Housing Register partner landlords
- Continue to provide advice and assistance to those affected by the implications of Cost-of-Living Crisis
- We will review our performance for tenancy sustainment and deliver recommendations for improvement.
- Focus on homeless prevention to reduce homelessness.

2024 to 2025 Priority, Climate Change

To achieve net-zero by 2023

We will:

- Continue to ensure our houses are well insulated and energy efficient, making them cheaper to heat, and reducing their emissions.

2024 to 2025 Priority, Communities & Local Democracy

To have active, inclusive, and resilient communities.

We will:

- Work with colleagues in Streetscene to maintain and enhance our estates
- Work with communities to improve the quality of the local environment through a participatory approach
- Work with our customers to retain our Tenant Participation Advisory Service (TPAS) and Tenant Information Service (TIS) Gold level accreditations for Tenant Participation
- We would aim to maximise our income and improve our efficiency through the delivery of the Housing Transformation Programme
- Although we are a top performer on our relet times this is an area we always want to reduce.
- The length of time to complete an adaption has improved slightly, however we recognise that performance in area requires to be improved and will continue to be a focus for us in 2024 to 2025.
- Through our new service delivery model, we would like to offer all our tenants a visit to their home.



Value for Money and Investment

The Housing Revenue Account is a ring-fenced fund, with its income mainly generated from tenants' rents. The Housing Revenue Account is divided into 'capital' and 'revenue' activity. Capital expenditure relates to major improvements such as new house building, new kitchens or bathrooms and other large projects. Revenue expenditure comprises day to day management costs and the cost of repairing and maintaining houses and is funded from rental income.

Revenue Expenditure Explained

Employee Costs: This is the cost of the staff needed to operate the Housing Service.

Property Maintenance: This is the money spent on day-to-day repairs and maintenance of our houses including void property works, emergencies, repairs by appointment and aids & adaptations.

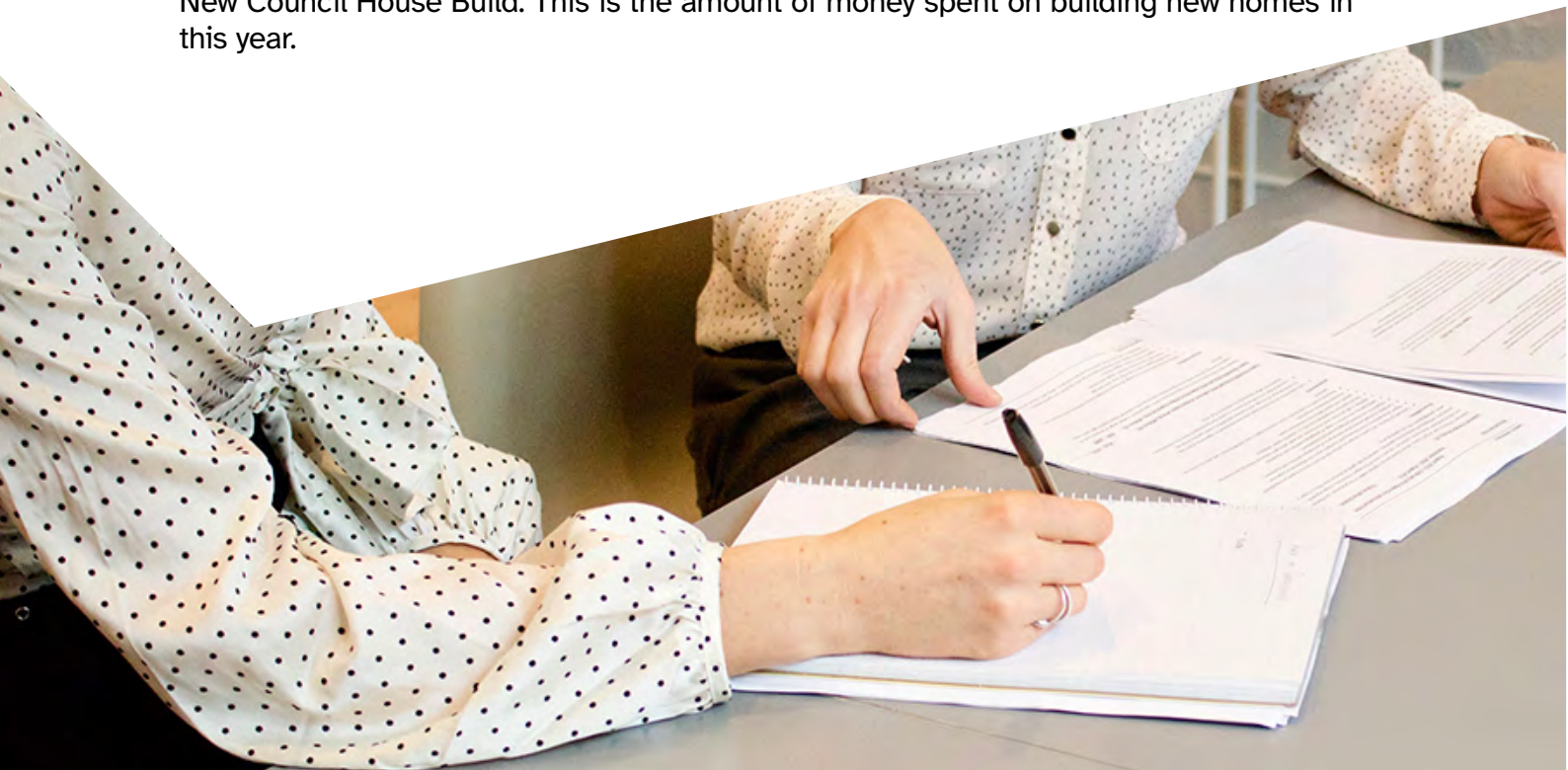
Capital Financing: This is the amount transferred to help fund the capital programme as well as paying debt management costs.

Administration & Other: This includes costs such as printing, postage, telephone calls, legal expenses and payments to other Council central support services.

Capital Expenditure Explained

Improvements & Investments: This includes major works which result in improvements to our houses such as new kitchens, bathrooms, central heating, and new roofs.

New Council House Build: This is the amount of money spent on building new homes in this year.



Breakdown of spend for 2023 to 2024

Where the money came from within North Ayrshire:

Spend Area	Total
Council House Rents	£55.96 million
Other Rents	£0.39 million
Other Income	£1.13 million
Total	£57.48 million

Where the money came from outwith North Ayrshire:

Spend Area	Total
Revenue or Balances	£5.19 million
Prudential Borrowing	£25.24 million
Government Grant	£7.42 million
Affordable Housing Account	£1.11 million
Total	£38.97 million

Where the money was spent:

Spend Area	Total
Property Maintenance	£23.64 million
Capital Financing or Debt Payments	£15.52 million
Employee Costs	£4.96 million
Administration & Other	£ 6.48 million
Total	£50.60 million

How the money was spent:

Spend Area	Total
New Council House Building	£12.07 million
Improvements & Investments	£26.90 million
Total	£38.97 million

What areas was the money spent:

Spend Area	Total
Bathrooms	£1.40 million
Kitchens	£2.76 million
Re-roof or Render	£5.90 million
Electrical or Re-wire	£0.61 million
Central Heating	£2.27 million
Windows	£0.44 million
Solar Panels	£4.94 million
Total	£18.31 million

General enquiry contacts

Please see our general enquiries page for contact information.

Contacting by post

Council's Headquarters at Cunninghame House, Friars Croft, Irvine, KA12 8EE

Useful Housing Contacts

During 2023 to 2024, we updated our telephone number for our Housing Office calls. If you are contacting your Local Housing Office, please call (01294 310000)

Other Housing Contacts

Antisocial Behaviour & Community Safety

01294 314600

ASBIT@north-ayrshire.gov.uk

Housing Support Team

01294 317370

tenancysupport@north-ayrshire.gov.uk

Tenant Participation Team

01294 324869

tenantparticipation@north-ayrshire.gov.uk

Housing Advice Team

01294 314600

housing-info-advice@north-ayrshire.gov.uk

Private Sector Team

01294 324644

psadvice@north-ayrshire.gov.uk

Welfare Reform Advice Team

0300 999 4606

welfarereformteam@north-ayrshire.gov.uk

Fuel Poverty and Sheltered Wellbeing

01294 317370

FuelPovertyAndShelteredWellbeing@north-ayrshire.gov.uk

Former Tenant Arrears Team

01294 485615

formertenantarrears@north-ayrshire.gov.uk

Important Info

North Ayrshire Council participates in the National Fraud Initiative and is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing or administering public funds, or were undertaking a public function, to prevent and detect fraud. To find out more about how your information may be used in the National Fraud Initiative.

Feedback

It is important to us that we know what you think about this year's Tenancy Matters Performance Edition.

If you have any comments you would like to make on the content, or if you have suggestions on how we can improve services, please let us know.

You can email us at tenantparticipation@north-ayrshire.gov.uk or call on 01294 324869.

We look forward to hearing your views.