

OUR PERFORMANCE

2022/23

1ST APRIL 2022 - 31ST MARCH 2023

**SOUTH AYRSHIRE COUNCIL
HOUSING SERVICES**



INSIDE ...



Developed in
Partnership with
Involved Tenants

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Councillor Martin Kilbride

**Portfolio Holder for Buildings,
Housing & Environment**

As Portfolio Holder for Buildings, Housing and Environment, I am pleased to introduce the Council's annual performance report on the Scottish Social Housing Charter. This is the Council's 10th annual report, and it is my second as the Portfolio Holder.

Each year this report is produced to give tenants and other customers information about the Council's housing service, how well the service is performing and how the Council compares with other social landlords across Scotland.

During 2022/23, the service has performed well and in most areas the Council has performed better than the Scottish average.

The Council continued to invest in building new council properties and purchased properties to increase the supply of affordable housing. Internal modernisation programmes were completed, and we continued to carry out other elements of improvement work, including the external fabric upgrade work to replace roofs and render, window replacement works, external works to improve energy efficiency and compliance work for gas safety. The Council has maintained excellent progress in carrying out fixed electrical testing and work to upgrade fire detectors and carbon monoxide detectors to meet the standards. The Housing Services team have continued to support tenants and deliver a good quality housing service.

Officers have continued to meet with tenant representatives providing opportunities to share information on services and performance. In May 2023, I attended a Microsoft Teams meeting with Tenants. Officers presented information on performance and tenants had the opportunity to ask questions and scrutinise that performance before the Council submitted the Annual Return on the Charter to the Scottish Housing Regulator.

I have also had the opportunity to attend meetings of the Tenants Monitoring Group, again I would like to acknowledge the ongoing dedication and commitment shown by tenant representatives to help shape and improve services.

Tenants have been involved in drafting this report and have helped decide the content and the design of the document.

This report will be issued to tenants who have requested it. Copies of this report will also be available on the Council website or by contacting the Tenant Participation Team.

Tenants Foreword

Welcome to the new Performance Edition Newsletter, which we can't quite believe we have been involved in producing for 10 years. Once again, we hope to give a concise overview on the performance of South Ayrshire Council's Housing Services.

This edition gives the performance information and figures from 1st April 2022 to 31st March 2023.

In the past year, the Council has maintained its high standards of service to tenants and other customers, continuing with its programme of both internal and external modernisations. This includes 234 new kitchens, 95 bathrooms, 181 exterior updates and installing new double-glazed windows in 428 properties across South Ayrshire. It has also continued with its efforts to build sustainable and affordable new houses with tenants moving into their new homes in both Ayr and Tarbolton.

The Tenant Participation group of Involved Tenants is slowly growing in numbers, but we are always looking for new members. If you feel that you would like to be a part of our team of hardworking tenant representatives, then please follow the information within the Tenant Participation Update on page 6.

Over the past year we have been involved in lots of different projects and the group has now added Podcasting to our litany of talents. The podcasts allow the group to provide information: comments and opinions on various aspects of the Housing Service in a different and more informal way. We encourage you to have a listen to our first couple of podcasts by visiting www.soundcloud.com/tenants-natter or by scanning this QR Code.

Tenants
Natter Podcast



As a group it's nice to have face to face meetings and be back round the table again, but we have also continued to use the hybrid meeting system which came out of lockdown. They are still proving popular with tenants who are unable to attend in person but can join in from the comfort of their own home.

South Ayrshire Council Customer Services 0300 123 0900

Housing repairs, housing enquiries and payments, special uplifts, council tax enquiries and payments, waste management.

SOME KEY FACTS ABOUT SOUTH AYRSHIRE COUNCIL AS AT 31ST MARCH 2023:

South Ayrshire Council currently owns and manages **8,102** properties, made up of general needs housing and sheltered housing designed for older people or people who need housing support.

Our stock is made up mainly of flats (over 50%), with the remainder being a mix of houses, maisonettes and bungalows.

8,102
homes owned and managed by the Council, made up as follows:

88
Bedsit properties

2,326
1 bedroom properties

3,527
2 bedroom properties

1,990
3 bedroom properties

171
4 bedroom plus properties

40 properties were added to our stock. 14 new build council owned properties were completed and a further 26 properties were purchased via the buy back scheme, bringing properties sold through the right to buy scheme back to Council stock.

539 of our 8,102 properties are sheltered housing properties.

206 We carried out 206 adaptations in 176 of our properties during 2022/23 to assist tenants who have a disability. 81.5% of approved medical applications were completed in 2022/23.

The average time to complete medical adaptations was 90.9 working days.

778 lets were made by the Council during the year:

698 were 'general needs' lets

80 were 'sheltered housing' lets

174 were empty properties at the year end to be re-let.

26 Mutual Exchanges

414 lets were allocated to homeless households

42 lets were made to Ukrainian Households



Supported Temporary Accommodation & Dispersed Temporary Accommodation

South Ayrshire Council continues to provide temporary accommodation to homeless households throughout South Ayrshire. We currently own and manage three supported accommodation units.

We also use a number of properties from our own housing stock and the private rented sector as dispersed temporary accommodation.

In 2022/23, 95% of service users that were surveyed in the last 12 months said that they were satisfied with the quality of temporary or emergency accommodation.

We ask our service users to share their opinions and feedback with us through the use of satisfaction surveys.

Here are some of the comments we received throughout 2022/23:

“All staff have been great with me since the day I stepped in the door. Thank You!!!”

“I have been very well looked after and informed. Very helpful professional staff.”

“Flat was well fitted out with everything I needed. The information provided was fully

informed and very thorough.”

“All the staff were very helpful. Thanks to them all for making my stay comfortable.”



Viewfield Gate, Ayr

Access to Housing & Support

Demand for Housing throughout South Ayrshire remains high. In 2022/23, there were a total of 778 lets started throughout the year.

In 2022/23, work was completed on 14 new build properties throughout South Ayrshire. These new properties were designed with energy efficiency and flexibility in mind in order to best meet the needs of our tenants.

In 2022/23, there were a total of 26 mutual exchanges approved by South Ayrshire Council allowing households to move to alternative accommodation.

Housing Options & Homelessness

In 2022/23, 1,169 Housing Options interviews were conducted where applicants were provided with advice and information to help them make more informed housing choices.

There was a total of 1,170 Housing options cases closed within the year, with 864 of those cases going on to make a homeless application. In 2022/23, we received 874 homeless applications. This was an increase on 794 in 2021/22.

Work on housing options and prevention activity is continuing and staff are providing advice and information to an increasing number of applicants throughout South Ayrshire. The Council continues to work closely with other Registered Social Landlords in the area to ensure that applicants on our housing list have access to vacant properties through nominations or referrals.

Who is the Scottish Housing Regulator (SHR)?

SHR is the independent regulator of Registered Social Landlords and local authority housing services in Scotland.

SHR was established on 1 April 2011 under the Housing (Scotland) Act 2010. SHR has one statutory objective, to:

“safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered social landlords (RSLs) and local authorities”.

SHR regulate social landlords to protect the interests of people who receive services from them. They do



this by assessing and reporting on:

- how social landlords are performing their housing services
- RSLs’ financial well-being
- RSLs’ standards of governance

SHR will intervene to secure improvements where they need to.

Scottish Housing Regulator Engagement Plans

In February 2019, the Scottish Housing Regulator published a new Regulatory Framework, entitled ‘Regulation of Social Housing in Scotland’. This is a statement setting out how they regulate Registered Social Landlords and the housing and homelessness services provided by Councils.

The Regulator now publishes an Engagement Plan for each landlord, this outlines what they will do and what the Regulatory returns landlord must provide them.

To view the Engagement Plan visit the regulators website at www.scottishhousingregulator.gov.uk/engagementplans

How we have reported our Performance Information

This report includes key performance indicators that have been published by the Scottish Housing Regulator following consultation and feedback they received.

In addition to this, we as a Council have consulted our own tenant representatives and agreed to add some additional indicators and information that they wanted to see included. Throughout this report we have included details of our performance and have compared this to the Scottish average. This is the average of all landlords (Council and Housing Associations) across Scotland.

You can:

- Find out more about the information contained in the Regulator’s report and find out more about the role and work of the Regulator. To do this, you can visit the Regulator’s website at www.scottishhousingregulator.gov.uk
- View our annual landlord reports
- Compare our performance with other selected landlords
- See all of the information that we reported on the Charter to the Regulator

If following this report, you want to find out more about our performance or would like to ask any questions you can contact us directly. In addition the Scottish Housing Regulator’s website has lots of information about us as a landlord.

Tenant Participation Update

Over the past year our Tenant Participation team have held various meetings and worked on projects with involved tenants.

A new hybrid approach to meetings where involved tenants can join the meeting in person or online from the comfort of their own home has been introduced.

This approach to meetings gives tenants a choice of how they wish to participate and ensured that the service was meeting an outcome of the Tenant Participation Strategy. 'To make greater use of technology within Tenant Participation'.

Although the main tenant groups are detailed further on, the team set up specific working groups (when required), that a small number of tenants can become involved in. These groups focus on particular projects.

One of the working groups setup in 2022, was our Tenants Podcasting Group. Involved tenants met initially to discuss how they could work on Podcasts to provide information, comments and opinions on various aspects of the Housing Service in a different and more informal way. After lots of discussion **Tenants Natter** (the name for the podcast) was formed. The group has been working on agreeing the subjects of the first few podcasts and carrying out test recordings.



Some of our involved tenants stepping into the world of podcasting

Making Sure Everyone Can Get Involved . . .

We recognise that involving tenants in decisions about the design and delivery of the housing service improves the quality of the service. We rely heavily on the time and commitment of tenant volunteers and we want to make sure that getting involved is easy and cost-free. So we will:

- Arrange transport or reimburse any travelling expenses
- Provide refreshments at meetings
- Provide any training as required

The groups we currently have are:

- **Tenants Communications Group** – this group ensures that we communicate well and that publications are interesting and easy to read. Tenants within this group are involved in the production of this Performance Edition newsletter from start to finish by suggesting the content, reviewing articles, checking fonts/colours/printsize and the layout.

Look out for the ‘tenant checked’ stamp on our publications to see what our tenants have been involved in!

- **Tenants Scrutiny and Performance Groups** – We have two groups the Maintenance group and the Housing Options & Support group which review the customer satisfaction survey results from their defined areas of the service. Tenants consider the feedback and work with officers to identify areas for improvement. This process also helps tenants to recognise what services are working well.
- **Tenants Monitoring Group** – this is an overarching group where Tenants can monitor the Council’s whole approach to Tenant Participation. New projects and service developments in relation to Tenant Participation are discussed and agreed at this group.

If you are interested in finding out more or to register your interest in becoming an involved tenant, then contact our Tenant Participation Team on 01292 612968 or email tp@south-ayrshire.gov.uk

New Build Updates

Below are updates on our new build properties from April 2022 to March 2023.

Back Peebles Street, Ayr

This was part of the Waggon Road, Peebles Street and Back Peebles Street development with this project being the third and final stage of the project.

The 36 properties at Back Peebles Street were completed in phases and handed over to the Council, with tenants starting to move into properties from April 2022. The full development consists of 76 amenity flats.



Back Peebles Street, Ayr

Tarbolton

14 new properties, a mix of cottage flats (also known as a four in a block), wheelchair accessible housing and terraced family accommodation were built on the site of the former Tarbolton Primary School. The development on School Avenue/Park Road was completed in September 2022.



Tarbolton New Builds

Former Mainholm Academy / John Pollock Centre, Ayr

Work started on the demolition of the former Mainholm Academy/ John Pollock Centre in August 2022. The development will become our largest new build project in recent times providing 160 new affordable homes with a mix of 1, 2, 3, 4, 5 and 6-bedroom properties. The new homes which will be available to rent, will be energy efficient, and some will be modified to ensure they have full wheelchair access.

The development will be carried out in a number of phases with the project due for completion in 2025.
















Mainholm - John Pollock Centre Demolition

Getting Good Value From Rents & Service Charges

Following consultation with tenants in November and December 2020, the Council agreed to apply a fixed rent increase of 1.5% per annum for the 3 year period 2021/22 to 2023/24, along with aligning the rental charge for 1-bedroom new build properties with the rental charge for 1-bedroom bungalows and apply the 1.5% increase each year for 3 years. In addition to freezing the current rent charge for all other new build properties for 3 years.

Average weekly rent for each apartment size in 2022/23

APARTMENT SIZE	1	2	3	4	5+
	Apartment	Apartment	Apartment	Apartment	Apartment
 S.A.C.	 £71.48	 £77.13	 £78.39	 £82.90	 £87.50
 SCOTTISH AVERAGE	 £78.26	 £83.46	 £86.28	 £93.96	 £103.72
 DIFFERENCE	↓ -8.7%	↓ -7.6%	↓ -9.1%	↓ -11.8%	↓ -15.6%

89.1%

of tenants who responded to the survey felt that the rent for their property represented good value for money.

8.1%

of tenants who responded to the survey felt that the rent for their property represented neither good nor poor value for money.

2.8%

of tenants who responded to the survey felt that the rent for their property represented poor value for money.

Figures taken from last Comprehensive Survey carried out in January and February 2023.

Making Best Use of Our Housing Stock and Maximising Rental Income

In 2022/23 the average length of time to re-let properties was **58 days** compared to **41.9 days** in 2021/22. The Scottish average was **55.6 days**.

The amount of rent we lost through properties being empty during

2022/23 was **£486,813**. This accounts for a **1.5%** rent loss, which is compared to the Scottish Average of **1.4%**.

When allocating properties in 2022/23, we made **1,537** offers to applicants. **710 (46.2%)** were refused within the year compared to **48.4%** in 2021/22.

Help Us to Continue to Reduce Refusals

We undertake an annual review of housing applications and would encourage applicants to ensure that the choices of neighbourhoods and house types accurately reflect the areas and types of property that they would be willing to accept.

This should help us reduce the number of refusals and reduce the time taken to allocate empty properties.



91.4% of tenants who responded to the survey were satisfied with the quality of their home.

Housing Revenue Account

The Housing Revenue Account (HRA) ensures that tenants' rents paid to the Council are only used to meet the services required to manage and maintain our Council houses.

Our total budget, including income from rents, other charges and the use of reserves was **£40.197 million**. Our expenditure was **£40.197 million**. Our existing reserves have a balance in our accounts of **£3.278 million**.

£1.213 million of these funds are required to fund larger projects in future years. The remaining balance of **£2.065 million** includes a sum of **£2 million** which is held as a 'minimum working balance' to deal with emergency situations.

Scrutiny of the Housing Revenue Account

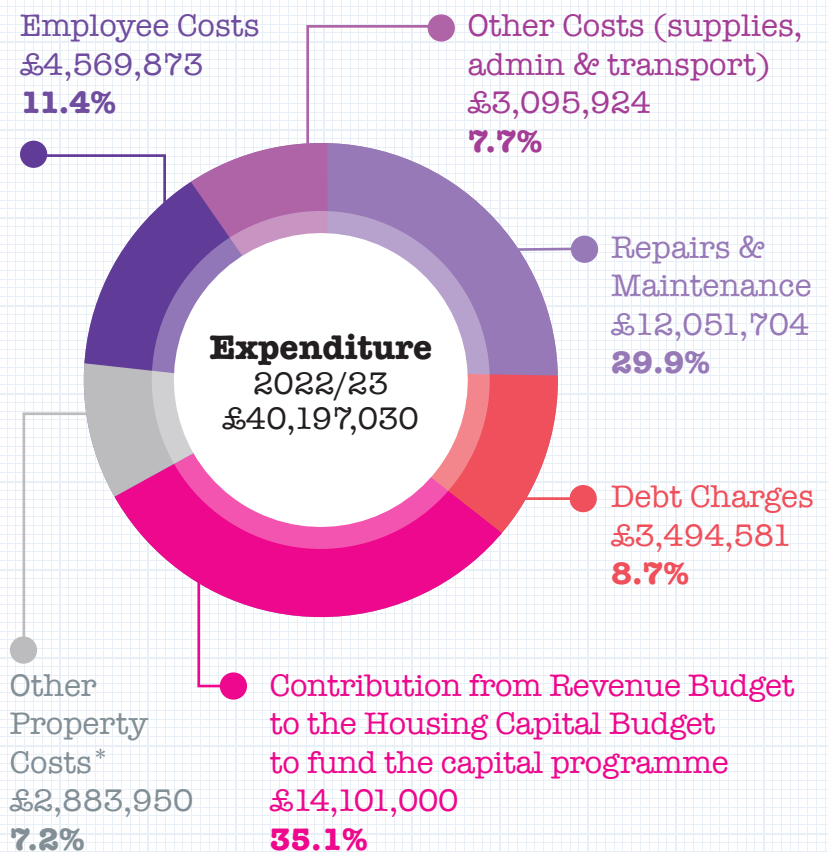
As part of the rent setting consultation for the period 2021/22 - 2023/24, tenants were consulted on the housing revenue account business plan considerations and the proposed options for wider tenant consultation.

Tenants voted on options and provided feedback on their top 3 priorities for investment of uncommitted resources.

We have been working alongside our Involved Tenants to develop a tenant friendly overview of the Housing Revenue Account. This will be reviewed on a quarterly basis at the Tenants Monitoring Group meetings.

How Your Rent Money Is Used

Income
2022/23
£40,197,030



*Rates, Water & Sewerage, Gas & Electricity, Fencing Works, Adaptations, Cleaning & Asbestos Management.



99.5% of rent was collected as a percentage of total rent due in the year - compared to the Scottish average of 99.0%

Satisfaction & feedback

Help us improve the Housing Service

We continue to use Satisfaction Surveys to gather feedback from our tenants and other customers. This is to help us to develop and continually improve services.

The surveys that we use were developed in consultation with tenant representatives and are in place to give you the opportunity to tell us how well we are doing as your landlord and whether there are things we could do better. It is important to us that we hear from as many of our customers as possible and we would encourage you to take the time to complete our surveys.

Throughout last year we issued tracker surveys to gather your feedback on key elements of service. We have discussed the feedback received at events with tenant representatives.

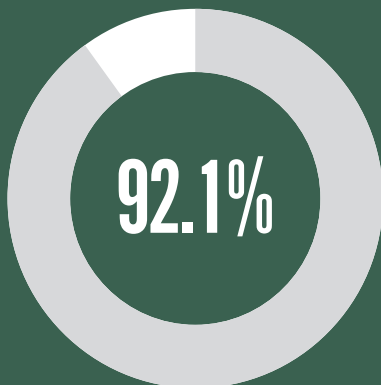
91.4% of tenants who responded to the survey were satisfied with the quality of their home.

Your feedback is always important to us, so if you receive a survey in relation to a service that has been provided please take the time to complete it and be in with a chance of winning £25 gift voucher of your choice!



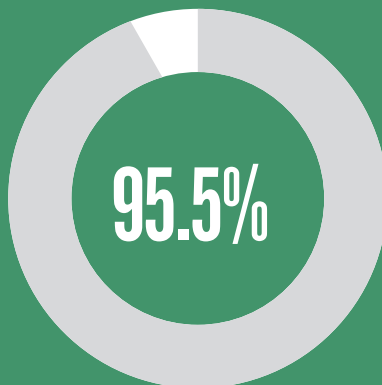
The last Comprehensive Survey was carried out on the Council's behalf by Research Resource during January and February 2023. 801 tenants participated in face to face interviews and the satisfaction results were as follows:

Satisfaction with the overall service provided by the Council as a Landlord



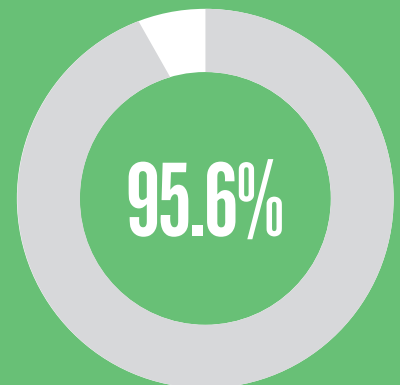
92.1% of tenants who responded to the survey were satisfied with the overall service provided by the Council as a Landlord, compared to the Scottish average of **86.7%**

How good did tenants feel we were as a Landlord, at keeping them informed about our services and decisions?



95.5% of tenants who responded to the survey were satisfied that as a Landlord we were good at keeping them informed about our services and decisions, compared to the Scottish average of **89.7%**

Satisfaction with the opportunities we gave tenants to participate in our decision making processes







95.6% of tenants who responded to the survey were satisfied with the opportunities we gave tenants to participate in our decision making processes, compared to the Scottish average of **85.9%**

We review all feedback and where possible follow up on any negative comments or levels of dissatisfaction, to help us improve services.

Repairs

In 2022/23 we spent **£12,051,704** on repairs and maintenance to our housing stock.

Key Performance Statistics for Repairs and Maintenance to our properties during 2022/23:

	2.6 hours	2.6 hours was the average time we took to complete an emergency repair in 2022/23 against our 4 hour target. The Scottish average was 4.2 hours .
	7.1 days	7.1 days was the average time we took to complete non-emergency (urgent and routine) repairs in 2022/23, compared to the Scottish average of 8.7 days .
	97.8%	97.8% of reactive repairs carried out in the last year were completed right the first time compared to the Scottish average of 87.8% .
	93.5%	93.5% of tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service compared to the Scottish average of 88.0% .

Information on Number of Repairs Completed

In 2022/23, South Ayrshire Council completed **31,060** repairs.

15,312 were categorised as Emergency repairs.

15,748 were Non-Emergency repairs, made up of:-

- > **6,446** Urgent repairs
- > **8,350** Routine repairs
- > **952** Misc Repairs



Work is currently underway to install additional smoke alarms and carbon monoxide detectors at some of our properties. If your home requires any safety checks or needs additional smoke alarms or carbon monoxide detectors, you will receive written notification.

We also carry out annual checks on oil, solid fuel and electric boiler heating systems. In addition we carry out 5-yearly fixed electrical testing and we replace smoke detectors every 10 years. **Please provide access to your home to allow this essential safety work to be completed.**

Gas Safety

7,292 of our properties required a gas safety check in 2022/23. We completed all checks within a year of their last inspection.

As part of the annual gas safety check, our contractor will also check the smoke detectors in your home to ensure they are working effectively.

It is important that all tenants allow access to the Council's authorised Gas Contractor for this important check. As a landlord, the Council has a legal obligation to ensure it is complete and where necessary will follow processes to gain entry to a property to complete the check. **If we require to force entry to your home, you will be recharged for the cost of this work.**



Neighbourhood & Community

Anti-Social Behaviour

In 2021/22, **491** cases of anti-social behaviour were reported to the council, **438** of those cases were resolved in the reporting year, all of which were resolved within the locally agreed targets.

This equated to a reported performance of **89.2%**. There were **53** cases which were reported during 2022/23 that were not closed as at 31st March 2023.

However, none of these cases were outwith the timescales of the locally agreed targets.

Abandonments

In 2022/23, the Council recovered possession of **94** properties following investigations which confirmed they were abandoned.

We actively investigate and follow up on any reports of unoccupied properties.

Therefore if you have concerns regarding an abandoned property please contact your local housing office on: **0300 123 0900**.

In addition, if Housing Services make a number of attempts to contact tenants and carry out unsuccessful visits to properties, we will start the investigation process for abandonment.

SHELTERED HOUSING NEWS

2022/23 ROUNDUP

JUBILEE CELEBRATIONS

Residents in our sheltered housing units celebrated the Platinum Jubilee in June 2022.

The weather stayed nice enough to allow some of the celebrations to take place outside. Tea and cake were enjoyed by all who attended.



DEMENTIA FRIENDLY BENCHES

South Ayrshire Sheltered Housing Units received some dementia friendly benches in 2022/23.

These benches are purposefully designed and situated to provide a safe and comfortable place for those with dementia and limited mobility to rest. This also means that more residents have access to the outdoors which helps contribute towards independent living.



St Patrick's Day

PARTIES

Residents celebrated St. Patrick's Day in style with lots of food, tea and laughs!

Everyone dressed up for the occasion and had a great day filled with lots of fun activities.



92.9%

of tenants who responded to the survey told us they were satisfied with the management of the neighbourhood they live in.

Housing Quality & Maintenance

In 2022/23, we:

- Installed 234 kitchens
- Installed 95 new bathrooms
- Carried out full rewiring including the installation of new smoke, heat and carbon monoxide detectors in 286 properties
- Improved loft installation in 86 properties
- Carried out roof replacements and re-rendered 181 properties
- Installed new double-glazed windows in 428 properties throughout South Ayrshire
- Replaced 178 full central heating systems and 266 central heating boilers
- Installed 22 new door entry systems in blocks of flats, benefiting 76 council owned properties
- Carried out 206 adaptations in 176 properties



The window replacement programme will continue throughout South Ayrshire in 2023/24 and will include properties in Ayr, Maybole, Girvan, Monkton and Prestwick.

Energy Agency Project

As part of the **Scottish Government's ABS (Area Based Schemes) programme, South Ayrshire Council in partnership with its managing agent the (Energy Agency), successfully installed external wall insulation at 278 homes in 2022/23.**

As with previous programmes this was a mixed tenure project in which 126 properties are privately owned and 150 properties are owned by South Ayrshire Council.

The project primarily focused on external wall insulation, which

is a bespoke insulation system designed to increase the properties thermal performance, reducing heat demand and therefore lowering energy bills and carbon emissions.



Michael Alexander Service Lead, Housing Services

Over the course of 2022/23, the Housing Teams have continued to deliver services to tenants and other customers. The Council's reported performance across most activities is better or equal to the Scottish average and from the comprehensive tenants' survey that was completed in February 2023, involving 801 tenants, the satisfaction results for key areas were higher than the Scottish average.

As a service we have embraced new ways of working, engaging with tenants and other customers, mainly through home visits, phone and online contacts and enquiries. Some of our teams continue to work onsite providing services to sheltered housing tenants, homeless households in temporary accommodation and residents within our hostels and supported accommodation.

2022/23 was another busy year and demand for our services continued to be high. We

allocated an increased number of empty properties in the year, and work is ongoing to consider ways to reduce our average relet times. The Council seen an increase in the number of homeless applications received and there has been sustained pressure on our temporary accommodation in the last year.

During 2022/23 we have maintained a focus on ensuring that tenant and resident safety standards were met, we ensured all properties with gas appliances received their safety check and the programme to carry out fixed electrical testing and to check and replace fire and carbon monoxide detectors continued to perform well. The success of this programme relies on tenants providing access to their home, and I would encourage all tenants to work with the Council to help us keep your home safe.

The capital investment programme was ongoing throughout 2022/23 delivering internal modernisation works, external works for re-roofing, external wall upgrades, window replacement and other measures to improve the energy efficiency of properties. Work has started on new build housing developments which will increase the supply of affordable housing in South Ayrshire. Alongside this, we have continued to respond to enquiries and offer advice and support relating to house allocations, management of anti-social behaviour and tenancy and estate management.

The cost-of-living pressures have had an impact on households and the Council has provided a range of support to tenants. Our Housing Revenue, Arrears and Support team are on hand to offer advice and support to tenants in arrears and I would encourage tenants to contact their Housing Officer, as early as possible, if they are struggling to meet their rent payments. From recent information published by Scotland's Housing Network for 2022/23, South Ayrshire Council was the best performing local authority in Scotland in terms of overall arrears levels.

Overall, 2022/23 was another busy and challenging year. Over the next year 2023/24, we are committed to ensuring that we meet our regulatory requirements as a landlord, while also keeping a focus on meeting compliance and safety obligations. We are working on ways to increase opportunities for tenants and customers to carry out transactions online and this will include collecting more equalities information. Our work will continue with tenant representatives to scrutinise service delivery and performance to improve the quality of our housing stock and the outcomes for tenants and other customers.



Awards Awards Awards

South Ayrshire was recognised at the Tenant Participatory Advice Service Scotland (TPAS), National Good Practice Awards held in June 2022. Tenant Participation in South Ayrshire was nominated across four categories and achieved awards in three of these.

Winner - The Alan Ferguson Award for Tenant/Resident Champion (Frances Carson)

This award recognised an outstanding and inspirational tenant who has made a significant contribution over the last 12 months towards meeting the needs of fellow tenants and others in their community along with supporting other tenants and communities to participate in decisions to improve housing services and their landlord's performance. Frances demonstrated this through her passion and commitment to work with tenants and communities to embed a culture of participation to work towards positive outcomes.

Runner-up - Best Practice In Involving All (South Ayrshire Council, Tenant Participation Team)

Our TP Team were recognised for the fantastic work they had done

in reaching out to people in our communities who have faced challenges accessing services and continuing to provide support and information in innovative ways. They kept tenant participation involved and connected through challenging and uncertain times during the Covid-19 pandemic.

Their dedication to adapting engagement to ensure no one has been left behind or unable to participate has been recognised at a National Level.

Runner-up - TP Champion Group (Muirhead Tenants and Residents Association, Troon)

This award highlighted a voluntary group who has made an outstanding and inspirational contribution throughout lockdown demonstrating how they have maximised services, delivered outstanding support, listened to and addressed local people's needs. Muirhead Tenants and Residents Tenant Association led the way in showing members of the community that by coming together they would collectively get through the pandemic. They have demonstrated that a community is stronger when it works together, and the community spirit has thrived. Muirhead Tenants and



Winner - Tenant Resident Champion Frances Carson

Residents Association committed to supporting their community during the Covid-19 pandemic however this has continued beyond the pandemic and grown to become standard practice within the community.

Councillor Martin Kilbride, Buildings, Housing and Environment Portfolio Holder for South Ayrshire Council said: ***“Congratulations to Frances Carson for winning her award, it highlights all the selfless work she undertakes to help others. Well, done also to Muirhead Tenants and Residents Association, they have pulled their local community together and continue to change lives for the better. I’m delighted that our Tenant Participation team were also recognised, they are an inspiration, and I am sure they will keep up the good work.”***



Runner-Ups in Best Practice In Involving All



Runners Up: TP Champion Group - Muirhead Tenants & Residents Association

Housing Services Highlights 2022-23



Involved Tenants testing hybrid meetings.



Lochside Neighbourhood Group carrying out an estate inspection.



Tarbolton New Builds under construction.



Planting apple trees at Duke Terrace, Ayr.



Housing Stall at Wallacetown Fun Day.



Jubilee Celebrations at Ardfin Sheltered Housing.



Ph Jones charity partner donation.

This collection of photos highlights just some of the good work that Council employees and members of our communities have been involved in during 2022/23.

Find us on Facebook
South Ayrshire Council Housing Services

This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات نابینا افراد کے لئے اُبھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸੁਣਨ ਵਾਲੇ ਰਾਹ ਵਿੱਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿੱਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਵੱਲੋਂ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie w alfabecie Braille'a, w druku powiększonym lub w formie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.