



**Landlord name:** South Ayrshire Council

**RSL Reg. No.:** 1,026

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**Approval**

A1.1	Date approved	30/05/2023
A1.2	Approver	Michael Alexander
A1.3	Approver job title	Service Lead - Housing Services
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	698
C3.2	The number of 'supported housing' lets during the reporting year	80
Indicator C3		778



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	136
C2.2	The number of lets to housing list applicants	186
C2.3	The number of mutual exchanges	26
C2.4	The number of lets from other sources	42
C2.5	The number of lets to homeless applicants.	414
C2.6	Total number of lets excluding exchanges	778

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

(Indicator C2) - The number of lets during the reporting year by source of let

Excluding mutual exchanges, a total of 778 lets were made in 2022/23. This was made up of 692 relets and 86 new lets. This is an increase on the overall 615 lets made in 2021/22 of which 540 were relets.

Lets to Ukrainian Refugees – In 2022/23, the Council let 42 properties to Ukrainian households being supported through the Ukrainian Resettlement Scheme. These lets are shown in Indicator C2.4 as 'lets from other sources'.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	801
1.1.2	the fieldwork dates of the survey	02/2023
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	398
	very satisfied	
1.2.2	fairly satisfied	340
1.2.3	neither satisfied nor dissatisfied	36
1.2.4	fairly dissatisfied	14
1.2.5	very dissatisfied	12
1.2.6	no opinion	1
1.2.7	Total	801

Indicator 1	92.13%
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

(Indicator 1) - Percentage of tenants satisfied with the overall service provided by their landlord

The results for Indicator 1 are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January/February 2023. The survey involved 801 face to face interviews with an interviewer led questionnaire.

Of the 801 tenants surveyed, 738 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 92.13%, this is a slight decrease on 94.43% reported in the 2020 comprehensive survey.



## The customer / landlord relationship

### Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	801
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	428
2.2.2	fairly good at keeping them informed	337
2.2.3	neither good nor poor at keeping them informed	23
2.2.4	fairly poor at keeping them informed	10
2.2.5	very poor at keeping them informed	3
2.2.6	Total	801

	Indicator 2	95.51%
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## Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	801
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	508
5.2.2	fairly satisfied	258
5.2.3	neither satisfied nor dissatisfied	30
5.2.4	fairly dissatisfied	4
5.2.5	very dissatisfied	1
5.2.6	Total	801

	Indicator 5	95.63%
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

(Indicator 2) - Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions

The results for Indicator 2 are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January/February 2023. The survey involved 801 face to face interviews with an interviewer led questionnaire.

Of the 801 tenants surveyed, 765 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 95.05%, this is a slight decrease on the 97.07% reported in the 2020 comprehensive survey.

The Council has been continually working on ways to improve ways to keep tenants informed about services and decisions. The Housing Services Facebook page is now well established and is used to publicise and share information, invite feedback and this is reaching an increasing number of tenants and other customers. In addition, tenants' newsletters are issued on a quarterly basis to keep tenants informed about services and decisions relating to the Housing Service and the wider Council.

(Indicator 5) - Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes

Again, the results for this indicator are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January/February 2023. The survey involved 801 face-to-face interviews with an interviewer led questionnaire.

Of the 801 tenants surveyed, 766 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 95.63%, this is an improvement on the 93.26% reported in the 2020 comprehensive survey.

Tenant Participation staff have restarted face to face engagement with tenant representatives and interested tenants, while also continuing to make use of electronic communications to maximise engagement. Following the removal of Covid-19 restrictions arrangements were in place for the Annual Tenants Fun Day to be held on 10th September 2022, however, this event was cancelled due to the death of Her Majesty the Queen.

Regular coffee and chat sessions continue to be held with tenant representatives and interested tenants and groups have continued to meet to carry out scrutiny activity. Throughout 2022/23, various consultation events took place relating to the annual assurance statement, the production of the 2021/22 Annual Performance Report which was published in October 2022 and a consultation and information session relating to rent setting for 2022/23.

A consultation event also took place via MS Teams with tenant representatives and Elected Members on Friday 26 May 2023, to outline the content of the 2022/23 Annual Return on the Charter and to discuss variances in performance, prior to its submission to SHR.

Work will continue in this area to maximise opportunities for involvement taking account of ongoing feedback.



## Housing quality and maintenance

### Quality of housing

#### Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2027
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	25.00
C8.5	Comments on method of assessing SHQS compliance.	

The Council has relied on data from the 93% of stock previously surveyed through a mixture of in house and external surveys. This involved physical surveys, cloning of data was used to inform any gaps in information. This information was used in previous HRA Business Plan reviews and helped inform future investment requirements. This data is informed and refreshed by input from the Council's Planned Maintenance Team, based on inspections or surveys undertaken as part of the cyclical 5-year external maintenance programme. This is used to review capital investment priorities including housing modernisation programmes, roof replacement or external fabric upgrades and work to improve energy standards. Stock condition data was further refreshed in 2017 by surveys undertaken by Savills (internal and external), involving 25% of the stock. Following a further review of the external condition information held on our stock, approximately 1690 properties were externally surveyed by TCS Construction Consultants during 2021/22 to further refresh stock condition data. This represented around 20% of the Council's entire housing stock. This data is used to inform future investment decisions on the stock.

Following consultation with tenants and to ensure Council owned properties continue to meet the SHQS internally, the Council delivers internal modernisation works to each of its properties every 15 years via a cyclical programme of full internal modernisations (full electrical rewire, heating system replacement, replacement kitchen and bathroom), then partial modernisation (boiler replacement, and kitchen replacement) 15 years later. These cyclical internal modernisation programmes include an average of 600 properties each year which are internally surveyed to maintain compliance with SHQS. The next proposed stock condition survey to the Council's housing stock will be in 2027, this will include 25% of the overall stock



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	8,055	8,144
C9.2	Self-contained stock exempt from SHQS	338	313
C9.3	Self-contained stock in abeyance from SHQS	101	42
C9.4.1	Self-contained stock failing SHQS for one criterion	177	175
C9.4.2	Self-contained stock failing SHQS for two or more criteria	13	12
C9.4.3	Total self-contained stock failing SHQS	190	187
C9.5	Stock meeting the SHQS	7,426	7,602



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	8,055
6.1.2	projected to the end of the next reporting year	8,144
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	7,426
6.2.2	projected to the end of the next reporting year	7,602

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	92.19%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.34%



## Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	801
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	326
7.2.2	fairly satisfied	406
7.2.3	neither satisfied nor dissatisfied	51
7.2.4	fairly dissatisfied	14
7.2.5	very dissatisfied	4
7.3	Total	801

	Indicator 7	91.39%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	15,312
8.2	The total number of hours taken to complete emergency repairs	39,763

Indicator 8		2.60
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## Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	15,748
9.2	The total number of working days taken to complete non-emergency repairs	111,365

	Indicator 9	7.07
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## Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	15,135
10.2	The total number of reactive repairs completed during the reporting year	15,477

Indicator 10		97.79%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	107
	12.2 Of the tenants who answered, how many said that they were:	87
12.2.1	very satisfied	
12.2.2	fairly satisfied	13
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	2
12.2.5	very dissatisfied	4
12.2.6	Total	107

	Indicator 12	93.46%
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

(Indicator 8) – Average length of time taken to complete Emergency Repairs & (Indicator 9) Average time taken to complete non-emergency repairs - In the reporting year, 15,312 Emergency repairs were completed, and the average time taken was 2.6 hours. Although there was an increase in the overall number of repairs in 2022/23, this was an improvement on the 2021/22 performance when 13,510 emergency repairs were completed, and the average time taken was 2.7 hours.

In 2022/23, 15,748 non-emergency were completed, and the average time taken was 7.07 working days. Again, although there was an increase in the overall number of repairs in 2022/23, this is an improvement on the 2021/22 performance when 14,744 Non-Emergency repairs were completed, and the average time taken was 8.06 working days.

(Indicator 6) – Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) & (Indicator C9) – SHQS Stock Summary – Given the changes to this Indicator to incorporate the new smoke, heat and carbon monoxide alarm standards and the new standards for electrical safety inspections and taking account that EESSH forms part of the SHQS assessment for Energy Efficiency, performance in this area in the past couple of years had declined slightly. However, the Council has continued to work to improve performance in this area.

There are a total of 8055 properties within the scope of SHQS. Overall, 7426 properties (92.19%) of the Council's housing stock meets the SHQS, which is an improvement on 86.5% in the 2021/22 reporting year.

Of the remaining 629 properties that are not meeting the SHQS:-

- 338 properties are exempt from SHQS - 336 where it is too costly to undertake work to pass EESSH, and 2 are earmarked for disposal by the Council
- 101 properties are in abeyance from SHQS, this is an improvement on 343 properties in abeyance in 2021/22. The 101 properties in abeyance comprise of:- (42 properties where the Council is in minority ownership and has been unable to engage owners to secure majority consent to install or replace door entry systems. The Council however improved its position in this regard within the last reporting year by successfully engaging co-owners to deliver controlled door entry systems for 17 of its Council homes located within mixed tenure blocks. The Council will continue to engage co-owners within mixed tenure blocks without controlled door entry systems. (14 properties are vacant and major work is underway prior to relet – 8 of which were recent buy backs by the Council) and; (9 properties are in abeyance because tenants have refused planned improvement work due to personal or medical reasons or have failed to provide access to the Contractor), (34 properties are 'hard no access' (a reduction from 266 last year) and despite attempts by the Council, access has not been achieved to complete work on certification of safe electrics. 2 further abeyances are for technical reasons where the utility power provider requires to undertake works to enable completion of an EICR.
- 177 are failing SHQS on one criterion (155 – EESSH & 22 – Serious Disrepair), and;
- 13 properties are failing SHQS on 2 or more criteria – 12 of these properties are within an area where the Council is considering the feasibility of future investment and 11 of them are currently void. The remaining property has been surveyed and has been included in the 2023/24 External Fabric Upgrade programme to deal with the SHQS fail items.

There are no SHQS failures in tenanted properties this reporting year in respect of the new smoke, heat and carbon monoxide alarm standard.

In 2022/23, the Council is reporting an improved position in relation to successfully completing compliance works around smoke, heat and carbon monoxide alarm standards and the completion of the Electrical Installation Condition Report (EICR). This has been achieved by successfully arranging and managing access to tenanted homes. As at 31st March 2023, Electrical Installation Condition Report (EICR) requirements were met for 7991 (99.21%) of the overall 8055 Council properties. Of the remaining 64 properties, 38 related to 'hard no access, 22 related to Void properties and the certification will be completed prior to relet, and 4 related to Utility supplier works required to allow the EICR testing to be concluded). In 2022/23, 644 of the properties which were tested exceeded their five-year anniversary deadline - (137 properties were 'hard no access' which were carried forward from 2021/22, 3 related to major works in void properties carried forward from 2021/22, 179 were 'hard no access' properties in 2022/23 where access was achieved after the anniversary date, and in 325 properties the completion date exceeded the expiry date due to work programming. In 2023/24 arrangements are being made with Property Maintenance to revise and improve future work scheduling arrangements to ensure EICR's are completed before their anniversary date to minimise the number that exceed their expiry date.

(Indicator 12) - Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service – The reported performance in this indicator is based on responses received in the tracker surveys issued to tenants. 107 responses were received to satisfaction surveys in the reporting year. 100 respondents (93.46%) were "very or fairly satisfied" with the repairs and maintenance service, this was an improvement on the satisfaction levels of 90.48% received in 2021/22 reporting year.

As part of the Council's roll out of the Electronic Work Scheduling system, work is underway to include the facility for tenants to complete a survey following completion of their repair using the Operatives handheld device. This has been discussed



## Neighbourhood & community

### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	98	28
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	98	28
Number of complaints responded to in full by the landlord in the reporting year	98	27
Time taken in working days to provide a full response	459	597

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	96.43%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.68
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	22.11



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	801
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	416
13.2.2	fairly satisfied	328
13.2.3	neither satisfied nor dissatisfied	39
13.2.4	fairly dissatisfied	14
13.2.5	very dissatisfied	4
13.2.6	Total	801

	Indicator 13	92.88%
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## Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	1,537
14.2	The number of tenancy offers that were refused	710

Indicator 14		46.19%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	491
15.2	Of those at 15.1, the number of cases resolved in the last year	438

	Indicator 15	89.21%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	94
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## Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	57
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	3
22.2.3	for other reasons	1

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	5.26%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	1.75%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	7.02%

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

(Indicators 3 & 4) – Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2

In 2022/23, a total of 126 complaints were received in the reporting year. This was a reduction on the 131 complaints received in 2021/22.

98 complaints were dealt with at Stage 1, all 98 complaints were responded to in the reporting year, and the average time taken was 4.68 days, which is below the SPSO target timescale of 5 working days and is an improvement on the 4.8 days in 2021/22.

28 complaints were dealt with at Stage 2, 27 were responded to in the reporting year, and the average time taken was 22.11 working days. 6 – Stage 2 complaints took longer to investigate, and extensions were notified to the complainant.

(Indicator 13) – 'Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in'

The results for Indicator 13 are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January/February 2023.

The survey involved 801 face to face interviews with an interviewer led questionnaire. Of the 801 tenants surveyed, 744 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 92.88%, this is a slight reduction on the satisfaction level of 93.26% reported in the 2020 comprehensive survey.

(Indicator 14) - Percentage of tenancy offers refused during the year

In 2022/23, 1537 offers of housing were made and 710 were refused, representing 46.19%, this is an improvement on the 48.41% in 2021/22. Processes remain in place to monitor the level of refusals and discuss refusal reasons with applicants, to ensure their housing applications are updated accordingly, in an attempt to minimise wasted offers or repeat refusals.

(Indicator 15) - Percentage of anti-social behaviour cases reported in the last year which were resolved

In 2022/23, 491 cases of anti-social behaviour were reported, this is an increase on the 318 cases reported in 2021/22. Despite the increase in the number of cases, 438 of the 491 cases were resolved in the 2022/23 reporting year – equating to 89.21%. Although the percentage of cases resolved in the reporting year is down on the 94.65% in 2021/22, the remaining 53 cases were open active cases as at 31 March 2023, and all were within the timescales of locally agreed targets.

(Indicator C4) - Abandoned homes

The number of properties abandoned during the reporting year 2022/23 was 94, up from 79 in 2021/22. During 2022/23, there has been an increased level of proactive estate and tenancy visits to follow up on reports of suspected unoccupied/abandoned properties.

As a Council, we continue to investigate and follow up on any reports of unoccupied properties. Following previous feedback from Tenant Representatives, articles on abandonments have continued to feature in the Tenants Newsletter and have been included in the Annual Performance Newsletter.

(Indicator 22) - Percentage of the court actions initiated which resulted in eviction and the reasons for eviction

In 2022/23, 57 court actions were initiated in the reporting year, this is an increase on the 47 court actions that were initiated in 2021/22.

Of the 57 court actions initiated, 48 related to Rent Arrears, 8 related to Anti-Social Behaviour – this resulted in 2 eviction decrees being obtained, 4 Full Anti-Social Behaviour Orders (ASBO's) & 2 Interim ASBO's being granted. The one remaining action that was initiated, related to a tenancy/occupancy dispute. There were 4 evictions in the reporting year, 3 for Anti-Social Behaviour and 1 relating to deterioration of a property.



## Access to housing and support

### Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	7,890
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	725

	Indicator 17	9.19%
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Number of households currently waiting for adaptations to their home (Indicator 19)
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	216
19.2	The number of approved applications completed between the start and end of the reporting year	176
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	40
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

	Indicator 19	40
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## Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£528,274
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£528,274
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	18,728
21.2	The total number of adaptations completed during the reporting year.	206

Indicator 21		90.91
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Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	39
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	0
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	39
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	750

	Indicator 24.	5.20%
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Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	692
30.2	The total number of calendar days properties were empty	40,100

Indicator 30		57.95
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	167
16.1.2	applicants who were assessed as statutory homeless by the local authority	327
16.1.3	applicants from your organisation's housing list	121
16.1.4	other	52
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	157
16.2.2	applicants who were assessed as statutory homeless by the local authority	280
16.2.3	applicants from your organisation's housing list	111
16.2.4	other	45

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	94.01%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.63%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.74%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	86.54%

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

(Indicator 17) - Percentage of lettable houses that became vacant in the last year

There was an increased level of turnover in 2022/23, 725 properties became vacant this was an increase on the 623 properties that became vacant in 2021/22. This equated to 9.19% of the Council's lettable stock.

On reviewing the tenancy termination reasons, the main increases for properties becoming vacant were as a result of tenancies ending for the following reasons: tenant deceased and tenants being rehoused by the Council or a RSL partner.

(Indicators 19, 20 & 21) – Adaptations

In 2022/23 there were 216 approved applications on the list for adaptations, up from 208 in 2021/22. 176 approved applications were completed in the year, up from 165 in 2021/22, leaving 40 applications waiting on adaptations down from 43 in 2021/22.

An increased number of applications were completed, with increased expenditure in the reporting year. The average time to complete adaptations in 2022/23 was 90.91 working days – a reduction from 92.16 working days in 2021/22.

(Indicator 30) - Average length of time to re-let properties in the last year

In 2022/23, a total of 692 properties were relet and the average relet time was 57.95 days, this is up on the 540 properties relet in 2021/22 and the average relet time of 41.88 days.

On reviewing the voids performance, the Council has had to deal with an increased number of tenancy terminations in the year and the associated void processes have placed increased pressures on the housing management teams and the Property Maintenance Service. Contributing factors to the increased average relet time are:- the poorer condition of properties received following termination and the need for an increased level of repairs to bring the property up to the relet standard, issues and delays negotiating with utility providers to resolve utility issues to allow essential safety and compliance work to be completed and to ensure power is restored or available for new tenants before relet, managing the increased number of offers and refusals relating to vacant properties, and the time taken to prepare and set up properties for households being assisted and accommodated by the Council through the Ukrainian Support Scheme.

Although the average relet time has increased in 2022/23, the Council has successfully relet some longer-term void properties in the reporting year.

(Indicator 16) – Percentage of new tenancies sustained for more than a year, by source of let

In 2022/23, a total of 593 of the 667 tenancies created in the previous reporting year were sustained. This equated to 88.91%, this is down on the overall tenancy sustainment rate of 91.13% in 2021/22. On reviewing the reasons for 74 tenancies that were not sustained, the main reasons for tenancies ending were:- tenant deceased, properties recovered through abandonment procedures and tenants giving 28 days' notice of terminating, but not providing any reason for the termination. Tenancy sustainment continues to be closely monitored and the Council is expanding its approach to Housing First to help tenancy sustainment and reduce repeat homelessness.



## Getting good value from rents and service charges

### Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£31,699,658
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£31,857,049

	Indicator 26	99.51%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year  
(Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,396,981
27.2	The total rent due for the reporting year	£32,343,862

Indicator 27		4.32%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28		N/A
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## Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£32,343,862
18.2	The total amount of rent lost through properties being empty during the reporting year	£486,813

Indicator 18		1.51%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.50%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	5,889
C6.2	The value of direct housing cost payments received during the reporting year	£20,701,419



## Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£733,463
C7.2	The total value of former tenant arrears written off at year end	£133,031

	Indicator C7	18.14%
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## Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	801
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	302
25.2.2	fairly good value for money	412
25.2.3	neither good nor poor value for money	65
25.2.4	fairly poor value for money	20
25.2.5	very poor value for money	2
25.3	Total	801

Indicator 25	89.14%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

(Indicator 26) - Rent collected as percentage of total rent due in the reporting year & (Indicator 27) - Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year

The Council has continued to provide an increased focus on supporting households and providing advice and information to mitigate the financial impact and hardship experienced by households following the aftermath of Covid-19 and taking account of the cost-of-living challenges. Our Revenue, Arrears and Support Team actively reaches out to tenants, ensuring early intervention and the provision of support to tenants in arrears and tenants requesting advice. Our staff team continue to provide budgeting advice and assisted tenants to apply for discretionary housing payments where appropriate. If additional advice or support was required, referrals continued to be made to the Council's Advice and Information Hub, for Money Advice or Benefits Advice and we referred tenants to our contracted housing support providers where ongoing support needs were identified.

The team have also managed the increased number of tenants applying for Universal Credit (UC), verifying housing costs and supporting tenants to make claims. As at 31st March 2023, 3039 current tenants were known to the Council to be in receipt of Universal Credit. Where appropriate and in accordance with the DWP criteria, the Team continues to actively apply for Alternative Payment Arrangements (APA's) where vulnerability triggers exist, or the tenant has arrears or difficulty making their housing cost payments from their UC entitlement. APA's were in place for 2302 current tenants as at 31st March 2023.

As a Council we continue to actively liaise with DWP Representatives and other partners to manage the impacts of UC and issues associated with the cost of living.

For indicator 26, the percentage of income collected in the 2022/23 reporting year was 99.51%, down slightly on 99.68% in 2021/22. Despite the challenges in income collection and the increased roll out of Universal Credit, the Team have managed to maximise and maintain comparable collection rates, this has been supported by receiving an increased level of direct housing payments paid to the Council as a landlord. The gross rent arrears as a percentage of the rent due in 2022/23 was 4.32%, taking account of payments received for cases where an agreement existed to pay their rent by "UC - Managed Payments" slightly later than the normal rent cycle. This is a slight increase on the 3.92% reported in 2021/22. There were no evictions carried out by the Council in 2022/23 relating to rent arrears.

(Indicator 18) - Percentage of rent due lost through properties being empty during the last year

In 2022/23, 1.51% of rent was lost through properties being empty during the last year, this is up on 1.11% in 2021/22. This takes account of the increased average relet time. Please see comments provided in relation to 'Indicator 30 - Average length of time to re-let properties in the last year' within the comments section relating to Access to Housing Support and Support.

(Indicator 25) - Percentage of tenants who feel that the rent for their property represents good value for money

The results for this indicator are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January/February 2023. The survey involved 801 face to face interviews with an interviewer led questionnaire.

Of the 801 tenants surveyed, 714 reported that they felt their rent demonstrated "very or fairly good value for money" which equated to an overall satisfaction level of 89.14%. The overall satisfaction level of 89.14% in 2022/23, is an improvement on 82.26% reported from the last comprehensive survey undertaken in 2020.

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
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31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)
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32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

The Council developed a new build travelling persons site, this contains bungalow lodges which are let to Gypsy/Traveller occupants on a Scottish Secure Tenancy. These new build units were constructed to meet SHQS and EESSH standards and are accounted for in the Council's HRA Lettable stock. The new site at Houdston Reid-Lea, Girvan became operational from 22 August 2019 and provides 8 units with secure tenancies for travelling people. These are 'lodges' and are not pitches, therefore, Indicator 31 has not been completed.

Given that the Council provides 'lodges' rather than 'pitches' and the occupants hold secure tenancy agreements, feedback on satisfaction has been aligned with the survey frequency for all other secure tenancies and will be collected as part of that cycle.