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Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

Lets

The information you give us here will allow us to build a profile of your lets.

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

697

C7.2 The number of 'supported housing' lets during the reporting year

59

![Scottish Housing Regulator logo]

The number of lets during the reporting year by source of let (Indicator C8)

Please state:

C8.1 The number of lets to existing tenants

128

C8.2 The number of lets to housing list applicants

203

C8.3 The number of mutual exchanges

50

C8.4 The number of lets from other sources

0

C8.5 The number of lets to homeless applicants

425

Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state, excluding mutual exchanges:

C9.1 The number of occupancy agreements granted in the reporting year

`0`

C9.2 The number of short SSTs granted in the reporting year

`5`

C9.3 The number of SSTs granted in the reporting year

`751`

Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate (select all that apply)

Your own housing list
Mutual exchange scheme

C10.2 The number of new applicants added to the housing list(s) | 2789

C10.3 The number of applicants on the housing list(s) at end of reporting year | 4475

C10.4 The number of suspensions from the housing list at end of reporting year | 306

C10.5 The number of applications cancelled from the housing list during the reporting year | 2088

Stock

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

The landlord's wholly owned stock (Indicator C14)

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		Of the stock at year end:					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	736		90		141	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	3	3

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only.

For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	32	0	11	5	18	66	47	66.68
2 Apt	694	234	634	824	90	2476	2375	71.57
3 Apt	1282	0	805	1103	277	3467	3377	73.39
4 Apt	1416	0	207	322	30	1975	1954	77.48
5 Apt +	148	0	1	18	1	168	168	81.80
Total SC	3572	234	1658	2272	416	8152	7921	73.99

Number of lettable non self contained units at year end

0

Number of lettable non self contained bed spaces at year end

0

Average weekly rent charge per bed space for the reporting year

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The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre-1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post-2002	Total
C19.1 The number of self-contained units	0	2177	2848	2518	355	254	8152
C19.2 The number of non self-contained units	0	0	0	0	0	3	3
C19.2 The number of non self-contained bed spaces	0	0	0	0	0	3	3

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)

Please state the number of self-contained properties that:

C20.1 were void at the year end

100

C20.2 have been void for more than six months

7

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Comments (Social landlord contextual information)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.

Relet times – actions being taken to reduce both low demand and not low demand relet times

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Total Number of Lets	742	831	833	756	707	741
Properties not in Low demand	49 days	36 days	28 days	32 days	30 days	29 days
Properties in Low Demand	63 days	95 days	63 days	75 days	70 days	44 days
Overall Average Number of Days	51.1 days	48.5 days	34 days	39 days	35 days	31.6 days

Throughout 2018/19, Housing and Property Maintenance staff have maintained progress to reduce void relet times. This is an area of performance which continues to be closely scrutinised by the Council, being reported to the Council's Service and Performance Panel, as part of the key performance indicator updates.

In 2018/19 the overall average relet time for all void properties was 31.6 days, this was an improvement on the 2017.18 reported position of 35.5 days.   The breakdown of performance information and trends over the last 6 years from 2013/14 to 2018/19 is outlined in the table above.

In 2018/19, 741 properties were relet, this was an increase on the 707 properties that were relet in 2017/18. Of the 741 properties relet, 625 of these were not in low demand and the average relet time was 29 days, a decrease on the full year average of 30 days in 2017/18.

The remaining 116 properties were in low or zero demand. Of the 116 properties, 79 were classified as low demand; the average relet time for these properties was 38 days down from 44 days in 2017/18. For the remaining 37 properties, there was "no/zero demand" from our waiting lists. Housing staff have continued to actively trawl waiting lists and explore interest from applicants registered on other lists. As a result of successfully securing lets for these properties, some of which were void long term, the average relet time for properties in this category was 59 days compared to 106 days in 2017/18.. As a result of securing lets these longer terms voids in zero demand, the average overall relet time for LOW demand properties was 44 days, a decrease on the full year average of 70 days in 2017/18.

Our Voids Service Development Group, made up of representatives from Housing and Property Maintenance, continues to meet and has the remit to review and improve procedures and processes to achieve continuous improvement. Procedures and processes are well established, with effective links between housing and property maintenance teams. Pre-allocation continues to be maximised and takes place where appropriate. Reporting

processes are well established to track performance of Officers involved in the void management and relet processes, scrutiny of performance takes place within teams and is reported and reviewed at quarterly performance accountability meetings.

Void management and letting of properties continues to be a priority area of work for the Housing Service, and we will continue to maximise the number of relets and strive to minimise void periods to achieve ongoing improvement in performance for this area. As part of the Tenant Scrutiny agenda, tenant representatives have selected the "Letting Standard and Void Management" as an area for a tenant led inspection and work is currently underway by tenants to scrutinise this area of activity.

Indicator C20 - The number of self-contained properties void at the year end and of those, the number that have been void for more than six months

In 2018/19, there were 100 void properties at the year-end, 7 properties were void for longer than 6 months, this is an increase from 1 in 2017/18. 3 of the 7 properties are within the Girvan area and there is zero demand from the waiting list. The remaining 4 properties are in Ayr and Housing Staff are working with Community Safety colleagues and other partners to improve lettability. The table below provides a breakdown:-

Voids as at 31st March 2018	**104**	Indicator C20.1 in 2017/18 ARC
Became void during 2018/19	772	Indicator 21.1 in 2018/19 ARC
	876	Proxy number of Vacancies for 2018/19
Add Buy Backs (new acquisitions) for let	16	
Add Buy Backs (new acquisitions) for HSCP Housing Needs	4	
Add New Build properties for HSCP Housing Needs	12	
Total Number of Vacancies for Let in 2018/19	**908**	
Less Total Number of Lets for 2017/18	756	741 relets, and 15 lets to buy backs (new acquisitions)
Less Properties transferred for use as Homeless Temporary Accommodation	15	
Less Unlettable Properties Subject to Council Panel Decision not to be relet at present pending decision on long term future of the multi storey blocks at Riverside Place, Ayr	17	Multi Storey Flat Properties
Less Unlettable Buy Back Properties to be used for HSCP Housing Needs	4	

Less Unlettable New Build Properties to be used for HSCP Housing Needs	12	
Less Properties Used for Decant Purposes	4	
Number of Properties Void as at 31st March 2019	**100**	Indicator C20.1 in 2018/19 ARC

Overall satisfaction

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

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

1.1 In relation to the overall tenant satisfaction survey carried out, please state:

1.1.1 the number of tenants who were surveyed

| 500 |

1.1.2 the fieldwork dates of the survey

| March 2017 |

1.1.3 the method(s) of administering the survey

| Face-to-Face |

1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:

1.2.1 very satisfied

| 330 |

1.2.2 fairly satisfied

| 122 |

1.2.3 neither satisfied nor dissatisfied

| 14 |

1.2.4 fairly dissatisfied

| 15 |

1.2.5 very dissatisfied

| 19 |

1.2.6 no opinion

<div style="text-align: right">0</div>

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	90.40	%

Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards 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 this indicator are based on the tenant satisfaction survey that was carried out by Research Resource on behalf of South Ayrshire Council (SAC) in March 2017, using an interviewer led questionnaire. 500 tenants were interviewed as part of the survey. 452 respondents reported that they were "very or fairly satisfied" which equated to a satisfaction level of 90.40% in 2016/17, an improvement on 79.75% in 2015/16.

The next comprehensive survey will take place during the course of 2019/20.

The Customer/Landlord relationship

The information you give us here will tell us about the relationships you have with your tenants and other service users.

Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants
2.1.1	**White (total)**	3294	2214	544
	(a) Scottish	3033	1840	327
	(b) Other British	232	331	206
	(c) Irish	16	23	5
	(d) Gypsy/traveller	1	3	2
	(e) Polish	0	0	2
	(f) any other white background	12	17	2
2.1.2	**Mixed or multiple ethnic background**	5	2	0
2.1.3	**Asian, Asian Scottish, Asian British (total)**	15	10	3
	(a) Indian	0	2	0
	(b) Pakistani	1	1	1
	(c) Bangladeshi	0	0	0
	(d) Chinese	2	0	1
	(e) Any other Asian background	12	7	1

2.1.4	**Black, Black Scottish, Black British (total)**	5	8	1
	(a) Caribbean	1	0	0
	(b) African	3	4	1
	(c) Any other black background	1	4	0
2.1.5	**Other ethnic background**	8	2	2
	(a) Arab, Arab Scottish or Arab British	0	0	0
	(b) any other group	8	2	2
2.1.6	**Unknown**	3793	2239	256
2.1.7	**Total**	7120	4475	806

2.2 The number of people who consider themselves to have a disability by:

		(b) existing tenants	**(c) applicants on housing list**	**(d) new tenants**	
		2695	1196	295	

Scottish Housing Regulator

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 "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?"

| 500 |

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed

| 288 |

3.2.2 fairly good at keeping them informed

| 199 |

3.2.3 neither good nor poor at keeping them informed

| 3 |

3.2.4 fairly poor at keeping them informed

| 6 |

3.2.5 very poor at keeping them informed

| 4 |

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	97.40	%

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)

In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:

6.1 "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?"

| 500 |

6.2 Of the tenants who answered, how many said that they were:
6.2.1 very satisfied

| 276 |

6.2.2 fairly satisfied

| 217 |

6.2.3 neither satisfied nor dissatisfied

| 7 |

6.2.4 fairly dissatisfied

| 0 |

6.2.5 very dissatisfied

| 0 |

| Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6) | 98.60 | % |

Comments (The customer / landlord relationship)

Indicator 3 - Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions

The results for this indicator are based on the tenant satisfaction survey that was carried out by Research Resource on behalf of South Ayrshire Council (SAC) in March 2017, using an interviewer led questionnaire.

500 tenants were interviewed as part of the survey, 487 respondents felt that the Council as landlord was "very or fairly" good at keeping them informed about services and decisions, this equated to 97.40% which was an improvement on 75.50% reported in 2015/16.

The next comprehensive survey will take place during the course of 2019/20.

The Council has worked on ways to improve participation and how we keep tenants informed, a Housing Facebook Page was developed and is now well established. The Tenants Newsletter has been updated and changed taking account of tenant feedback. A group of Tenant Representatives have also completed Stepping Up to Scrutiny training and are currently undertaking their first Tenant Led Inspection on the "Letting Standard and Void Management".

Indicator 6 - Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

The results for this indicator are based on the tenant satisfaction survey that was carried out by Research Resource on behalf of South Ayrshire Council (SAC) in March 2017, using an interviewer led questionnaire.

500 tenants were interviewed as part of the survey, 493 respondents were "very or fairly" satisfied with the opportunities to participate in our decision making process. This equated to an overall satisfaction level of 98.60% which was an improvement on 72.25% reported in 2015/16.

The next comprehensive survey will take place during the course of 2019/20.

The Council has worked on ways to improve participation and how we keep tenants informed, a Housing Facebook Page was developed and is now well established. The Tenants Newsletter has been updated and changed taking account of tenant feedback. A group of Tenant Representatives have also completed Stepping Up to Scrutiny

training and are currently undertaking their first Tenant Led Inspection on the "Letting Standard and Void Management".

Housing Quality and Maintenance

The information you give us here will tell us about the quality of the housing you provide and the repairs service you offer.

Quality of Housing

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C24)

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

| January 2017 |

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

| 25 |

C24.3 The date of your next scheduled stock condition survey or assessment

| March 2022 |

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

| 25 |

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

We have relied on data from the 78% of stock previously surveyed through a mixture of in house and external surveys. This involved a physical survey of these properties and details are recorded on our Omega stock condition database. Information on the properties where a physical survey was not undertaken was cloned by using data from properties of similar house types and characteristics.

A further 15% of stock was surveyed in June 2012 as part of the HRA Business Plan, this helped inform investment requirements in the final periods towards planning for achievement of SHQS by 2015.

The information held on the condition of stock is held on an OMEGA stock condition database, the data held is informed by input from the Council's Planned Maintenance Team, based on inspections or surveys undertaken by them of premises. Regular meetings are held with Housing and Planned Maintenance staff to examine the information held on the Omega database and this is updated and amended as required. The database is also updated on an ongoing basis to take account of works completed in capital investment programmes undertaken by the Council, including housing modernisations programmes, roof replacement or external fabric contracts.

The last stock condition survey undertaken on the Council's behalf by Savills, involved 25% of the stock and was completed in January 2017, and reported by Savills in February 2017, as part of the review of the HRA Business Plan. This information is used to inform future investment decisions on the stock.

Scottish Housing Regulator

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock at the end of the reporting year	8105	8084
C25.2 Self-contained stock exempt from SHQS	11	2
C25.3 Self-contained stock in abeyance from SHQS	75	63
C25.4.1 Self-contained stock failing SHQS for one criterion	112	37
C25.4.2 Self-contained stock failing SHQS for two or more criteria	0	0
C25.4.3 Total self-contained stock failing SHQS	112	37
C25.5 Stock meeting the SHQS	7907	7982

Scottish Housing Quality Standard (SHQS) – Stock failing by criterion (Indicator C26)

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	112	37
C26.4 Because they did not have modern facilities and services	0	0
C26.5 Because the were not healthy, safe and secure	0	0
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these	There are 112 properties recorded as energy fails. As a result of targeted energy surveys, 37 properties have been identified as being challenging to achieve SHQS these are currently being analysed to consider future options.	

Scottish Housing Quality Standard (SHQS) – Working towards the standard (Indicator C27)

Please state:

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

| 157 |

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year

| 13 |

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

> Of the 112 properties identified as Energy Fails in 2017/18, we successfully improved energy ratings in 10 properties. As a result of targeted energy surveys, 37 properties have been identified as being challenging to achieve SHQS these are currently being analysed to consider future options. Work on the remainder of properties will continue to be progressed during 2019/20 as part of planned modernisation work or specific targeted energy improvements.
>
> We completed modernisation work in 3 properties that were previously tenant omissions.
>
> Collectively this fully brought 13 properties up to SHQS during the reporting year.

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year

| 85 |

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

> The 85 properties which SAC plans to bring up to the SHQS during 2019/20 includes:-
> 73 energy fails
> 12 properties where abeyances exist due to tenant objections category C&D fails

Scottish Housing Quality Standard (SHQS) (Indicator C28.1)

Please state:

C28.1.1 The number of self-contained properties with anticipated exemptions

11

C28.1.2 The range of elements not met

B Free from Serious Disrepair: 17 Principal roof covering
B Free from Serious Disrepair: 21 External wall finish
C Energy Efficiency: 34a Full central heating
D Modern Facilities and Services: 37 A-C Kitchen Condition
D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements
D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets
D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space
E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / orconcierge)

C28.1,3 The reason(s) the elements are not met

(b) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

In May 2014, the Council approved the disposal of 18 properties at Templehill, Troon and agreed to rehouse existing tenants. The required work to turn a very small kitchen space into a SHQS compliant kitchen with a safe layout is not deemed feasible. This decision has been made as the work required to restructure the kitchen space would involve major structural work which would alter the character and the amenity of the remainder of the property, resulting in significantly reduced living space in either the existing living room area or bedroom area. The Council has already disposed of 7 of these properties. Of the remaining 11, 9 properties are currently vacant and 2 remain occupied. The process for disposal of the 9 properties has been progressed during 2018/19 by the Council's Corporate Asset Team. On 20th May 2019, 6 of the 9 vacant properties were disposed of by the Council, leaving 3 properties currently awaiting disposal.

Scottish Housing Quality Standard (SHQS) – Abeyances at the year end (Indicator C28.2)

Please state:

C28.2.1 The number of self-contained properties with anticipated exemptions

75

C28.2.2 The range of elements not met

C Energy Efficiency: 34a Full central heating
C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems)
D Modern Facilities and Services: 37 A-C Kitchen Condition
D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements
D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets
D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space
E Healthy, Safe & Secure: 55 Common external front and rear access doors in a good state of repair (flats only)

C28.2.3 The reason(s) the elements are not met

(a) Work cannot be done because the tenants objects
(b) Work cannot be done because owners object to common repairs

C28.2.4 What action is your organisation taking or planning to take to address these exemptions

12 properties with tenant objections. Tenants are elderly, suffer ill-health or have objected to work proceeding and will not allow modernisation work to take place to address category C and D fails to be dealt with. Processes are in place to review cases periodically, and if a property becomes empty then the required work will be undertaken before the new tenant moves in.

63 Door entry fails. Properties are in mixed tenure blocks and there are owners within the block. Work to replace or install new door entry systems could not take place, as an owner within the block is objecting to common repairs. All attempts have been made to engage owners by making available information and assistance re grants from Scheme of Assistance, the Council's Legal Services Team have also been consulted. Following further contact

with owners during 2018/19, we have been uble to secure a majority consent within the affected blocks. Therefore, these properties will remain SHQS Abeyances but will be reviewed periodically.

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	307	2393082	290	3233380
C29.3 Because they were/are not energy efficient	1159	1971687	830	3177381
C29.4 Because they did/do not have modern facilities and services	943	1874896	836	2667242
C29.5 Because they were/are not healthy, safe and secure	1120	1383727	966	1912671
C29.6 The total number of properties improved	1739	7623392	1506	10990674
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0

Scottish Housing Regulator

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 7)

For properties within scope of the SHQS, please state:

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

8105

7.1.2 projected to the end of the next reporting year

8084

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

7907

7.2.2 projected to the end of the next reporting year

7982

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	97.56	%

Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	98.74	%

Scottish Housing Regulator

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

8105

8.1.2 projected to the end of the next reporting year

8084

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

7992

8.2.2 projected to the end of the next reporting year

8047

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)	98.61	%

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year (Indicator 8)	99.54	%

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

| 324 |

9.2 Of the tenants who answered, how many said that they were:

9.2.1 very satisfied

| 138 |

9.2.2 fairly satisfied

| 126 |

9.2.3 neither satisfied nor dissatisfied

| 24 |

9.2.4 fairly dissatisfied

| 17 |

9.2.5 very dissatisfied

| 19 |

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)	81.48	%

Scottish Housing Regulator

Percentage of tenants satisfied with the quality of their home (Indicator 10)

In relation to tenant satisfaction with the quality of their home, please state:

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

| 500 |

10.2 Of the tenants who answered, how many said that they were:
10.2.1 very satisfied

| 308 |

10.2.2 fairly satisfied

| 119 |

10.2.3 neither satisfied nor dissatisfied

| 38 |

10.2.4 fairly dissatisfied

| 27 |

10.2.5 very dissatisfied

| 8 |

| Percentage of tenants satisfied with the quality of their home (Indicator 10) | 85.40 | % |

Repairs, Maintenance & Improvements

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

Average number of reactive repairs completed per occupied property (Indicator C13)

Please state:

C13.1 The total number of reactive repairs completed during the reporting year | 31429.0

C13.2 The number of occupied properties during the reporting year | 7955

| Average number of reactive repairs completed per occupied property (Indicator C13) | 3.95 | |

Average length of time taken to complete emergency repairs (Indicator 11)

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.
Please state:

11.1 The number of emergency repairs completed in the reporting year

11934

11.2 The total number of hours taken to complete emergency repairs

28914

Average length of time taken to complete emergency repairs (Indicator 11)	2.42	hours

Average length of time taken to complete non-emergency repairs (Indicator 12)

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year	19495

12.2 The total number of working days taken to complete non-emergency repairs	154834

Average length of time taken to complete non-emergency repairs (Indicator 12)	7.94	**days**

Scottish Housing Regulator

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)

Please state:

13.1 The number of reactive repairs completed right first time during the reporting year

18702

13.2 The total number of reactive repairs completed during the reporting year

18915

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	98.87	%

Scottish Housing Regulator

Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?
Yes

14.2 The number of reactive repairs appointments made in the reporting year	2077

14.3 The number of reactive repair appointments kept in the reporting year	2049

Percentage of repairs appointments kept (Indicator 14)	98.65	%

Scottish Housing Regulator

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

7055

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

7054

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	99.99	%

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:

16.1 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?"

| 398 |

16.2 Of the tenants who answered, how many said that they were:

16.2.1 very satisfied

| 315 |

16.2.2 fairly satisfied

| 50 |

16.2.3 neither satisfied nor dissatisfied

| 10 |

16.2.4 fairly dissatisfied

| 11 |

16.2.5 very dissatisfied

| 12 |

| Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16) | 91.71 | % |

Comments (Housing quality and maintenance)

Indicator 29 – Actual & Projected Expenditure – SHQS

The data included for actual investment in 2018/19 is reflective of the actual investment from the housing capital and revenue budgets to ensure properties achieved, met or were prevented from failing SHQS in the reporting year.

The projected investment in 2019/20 is reflective of the overall number of properties and projected investment levels that the Council intends to make to address SHQS fails and work that will be undertaken to prevent properties becoming a fail in the 2019/20 reporting year. This work includes component replacement based on lifecycle renewal, any identified work from adhoc surveys undertaken of properties, and surveys of properties included in planned modernisation programmes. This is to maintain the SHQS standard and to work towards achieving the requirements of EESSH; it includes internal upgrading works such as kitchen replacement, rewiring, bathroom replacement, installation of new heating systems, improving energy efficiency, renewal of smoke detectors and installation of carbon monoxide detectors. In addition, external upgrading programmes are undertaken which include re-roofing, renewal of external wall finishes and external wall insulation programmes to improve energy efficiency in properties of solid wall construction or properties with cavities which are "hard to treat". Following consultation with tenants as part of the HRA Business Plan Review and Rent Setting Process, a programme of window replacement commenced in 2018/19 and this will be ongoing in 2019/20. This programme is initially being targeted at properties in non-gas areas to assist in improving energy efficiency levels in these properties.

Indicator 15 – Gas Safety

In 2018/19, 7055 properties were due to receive a gas safety check, 7054 properties had a gas safety check and record completed by their anniversary date, 1 property did not receive the check by the anniversary date. The check is now complete and appropriate certification is on record for this property.

Indicator 9 - Percentage of tenants satisfied with the standard of their home when moving in

In 2018/19, 324 new tenants answered this question on returned tracker surveys or through contact by Housing Teams. 264 respondents advised that they were very or fairly satisfied which represented 81.48% which is an improvement on 79.31% in 2017/18. The results and feedback from the tracker surveys are scrutinised and follow up action is taken by the Housing Teams or Property Maintenance to follow up on any concerns or negative feedback. The results are also presented to tenant representatives at the Tenants Scrutiny and Performance

Group.

Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.

Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

The information you give us here will tell us about the neighbourhoods and communities you manage.

Percentage of 1st and 2nd stage complaints resolved by the landlord (Indicators 4 & 5)

Equalities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	0	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	0	0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	210	N/a	27	N/a
Carried forward from the previous reporting year	6	N/a	4	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	213	98.61	27	87.10

4.2.4 Complaints upheld by the landlord in the reporting year	112	52.58	18	66.67
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	193	90.61	16	59.26

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	210	N/a	27	N/a
Carried forward from the previous reporting year	6	N/a	4	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	213	98.61	27	87.10
4.3.4 Complaints upheld by the landlord in the reporting year	112	52.58	18	66.67
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	193	90.61	16	59.26

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%

Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	98.61	%

Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%

![Scottish Housing Regulator]

Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	52.58	%

Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%

Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	87.10	%

Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%

Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	66.67	%

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%

Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	90.61	%

Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%

Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	59.26	%

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?"

| 500 |

17.2 Of the tenants who answered, how many said that they were:

17.2.1 very satisfied

| 349 |

17.2.2 fairly satisfied

| 112 |

17.2.3 neither satisfied nor dissatisfied

| 20 |

17.2.4 fairly dissatisfied

| 16 |

17.2.5 very dissatisfied

| 3 |

| **Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)** | 92.20 | % |

Scottish Housing Regulator

Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year	1603

18.2 The number of tenancy offers that were refused	804

Percentage of tenancy offers refused during the year (Indicator 18)	50.16	%

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year | 283

19.2 Of those at 19.1, the number of cases resolved in the reporting year | 237

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year | 236

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	83.39	%

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year	152

24.2 The number of properties recovered: 24.2.1 because rent had not been paid	11

24.2.2 because of anti-social behaviour	0

24.2.3 for other reasons	0

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)	7.24	%

Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)	0.0	%

Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)	0.0	%

Percentage of the court actions initiated which resulted in eviction (Indicator 24)	7.24	%

Abandoned properties (Indicator C11)

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:
the property is unoccupied; and
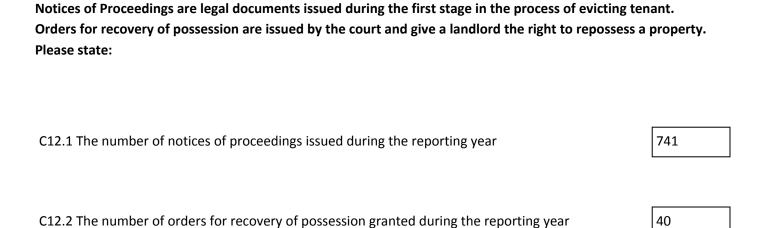**the tenant does not intend to occupy the property as their home**
Please state:

C11.1 The number of properties abandoned during the reporting year | 100

Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant.
Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.
Please state:

C12.1 The number of notices of proceedings issued during the reporting year

741

C12.2 The number of orders for recovery of possession granted during the reporting year

40

Comments (Neighbourhood & community)

Indicator 17 - Percentage of tenants satisfied with the management of the neighbourhood they live in

The results for this indicator are based on the tenant satisfaction survey that was carried out by Research Resource on behalf of South Ayrshire Council (SAC) in March 2017, using an interviewer led questionnaire. 500 tenants were interviewed as part of the survey. 469 respondents reported that they were "very or fairly satisfied" which equated to a satisfaction level of 92.20% in 2016/17, an improvement on 86.25% in 2015/16.

The next comprehensive survey will take place during the course of 2019/20.

Indicator 18 – Percentage of Tenancy Offers Refused during the Year

It is recognised that the percentage of offers refused during the year remains too high. This remains an action in our Housing Operations Team Plan and has been considered by the Voids Service Development Group. Processes are in place to monitor the level of refusals and discuss refusal reasons with applicants to ensure their housing applications are updated accordingly to minimise wasted offers or repeat refusals.

There were 804 refusals of tenancy offers in 2018/19 which was a reduction on 905 refusals in 2017/18. However, this represented 50.16% of overall offers made which was an increase on 47.56% of the overall offers made in 2017/18.

Under our current Allocations Policy, applicants are entitled to 4 offers of housing before any suspension from offers is applied. From previous analysis and feedback from staff, this appears to be contributing to the level of refusals and is an influencing factor for applicants when deciding whether to accept an offer or not. Initial consultation has taken place to gauge views on an acceptable level of offers, the number of offers will be included in our review of the Allocations Policy which is scheduled to be progressed in 2019/20.

Indicator 19 – Percentage of Anti-Social Behaviour Cases reported in the last year which were resolved within locally agreed targets

In 2018/19, 283 cases of anti-social behaviour were reported to the Council, this was a reduction on the 334 cases reported in 2017/18. Of the 283 cases reported in 2018/19, 237 cases were resolved in the reporting year, 236 of which were resolved within the locally agreed targets. This equated to a reported performance of 83.39% which is an improvement on 79.64% in 2017/18. There were 46 cases which were reported during 2018/19 that were not

closed as at 31st March 2019, however, none of these cases were outwith the timescales of the locally agreed targets at the end of the reporting year.

Indicator 24 - Percentage of court actions initiated which resulted in eviction

The number of court actions initiated in the reporting year 2018/19 was 152; this was a reduction on the 214 initiated in 2016/17. The number of evictions rose slightly to 11 in 2018/19 compared to 9 in 2017/18. All evictions related to rent arrears. Eviction action is a last resort for the Council and Court action is only initiated after all reasonable steps have been taken to engage with tenants to resolve the situation.

In 2018/19, the overall the percentage of court actions initiated which resulted in eviction was 7.24%, this is up from 4.2% in 2017/18, but is reflective of the lower number of court actions initiated during the 2018/19 reporting year.

Indicator C11 – Abandoned Properties

The number of properties abandoned during the reporting year 2018/18 was 100; this is an increase from 81 in 2017/18.

As a Council, we actively investigate and follow up on any reports of unoccupied properties. Following feedback from Tenant Representatives, articles on abandonments have been featured regularly in our Tenants Newsletter. Throughout the year, a number of abandonments have been identified following the higher levels of contact and interaction with tenants. Officers from our Revenue, Arrears & Support Team are conducting an increased level of home visits and this includes evening visits. Housing Officers from our Housing Management Teams investigate all suspected abandonments and are actively engaging with Tenant and Residents Groups in our estates. In addition staff dealing with Gas Safety, identify abandoned properties through follow ups on no access cases, along with feedback from our Property Maintenance Team following no access cases when they are undertaking maintenance programmes or cyclical compliance testing.

Indicator C12 - Number of notices of proceedings issued and court action initiated

In 2018/19, 741 Notices of Proceedings were issued; this is an increase on the 589 issued in 2017/18. This increase is reflective of the challenges experienced by the Council in activities such as rental income collection and managing the impacts of welfare reforms, in particular universal credit and the time taken to secure managed payments, and the management of anti-social behaviour. There has been an increase in the number of orders for recovery of possession being granted by the Court, 40 in 2018/19 compared to 34 in 2017/18.

Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.

Scottish Housing Regulator

Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

Scottish Housing Regulator

Percentage of lettable houses that became vacant in the last year (Indicator 21)

Please state:

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

772

Percentage of lettable houses that became vacant in the last year (Indicator 21)	9.75	**%**

Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year	741

35.2 The total number of calendar days properties were empty	23422

Average time to re-let properties in the last year (Indicator 35)	31.61	days

Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year

292

22.2 The number of approved applications completed between start and end of the reporting year

257

23.1 The total number of days taken to complete approved applications

17378

23.2 The number of medical adaptations completed in the reporting year

323

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	88.01	%

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	67.62	days

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 20)

Please state:

20.1 The number of tenancies which began in the previous reporting year by:

20.1.1 existing tenants

| 179 |

20.1.2 applicants who were assessed as statutory homeless by the local authority

| 349 |

20.1.3 applicants from your organisation's housing list

| 222 |

20.1.5 others

| 40 |

20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:

20.2.1 existing tenants

| 170 |

20.2.2 applicants who were assessed as statutory homeless by the local authority

| 278 |

20.2.3 applicants from your organisation's housing list

| 199 |

20.2.5 others

| 36 |

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	94.97	%

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	79.66	%

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	89.64	%

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	90.00	%

Homeless people

The information you give us here will tell us about the services you offer homeless people.

Average length of time in temporary or emergency accommodation by type (Indicator 25)

For cases that were closed in the reporting year, please state:

25.1 The total number of days households spent in temporary or emergency accommodation by:

25.1.1 Ordinary local authority dwelling

30569

25.1.2 RSL dwelling

2873

25.1.3 Local authority-owned hostel

17044

25.1.4 RSL-owned hostel

4702

25.1.5 Other hostel

0

25.1.6 Bed and breakfast

0

25.1.7 Women's refuge

1134

25.1.8 Private sector lease

21343

25.1.9 Other

303

25.2 The total number of different households who occupied temporary or emergency accommodation by:

25.2.1 Ordinary local authority dwelling

320

25.2.2 RSL dwelling

19

25.2.3 Local authority-owned hostel

314

25.2.4 RSL-owned hostel

45

25.2.5 Other hostel

0

25.2.6 Bed and breakfast

0

25.2.7 Women's refuge

18

25.2.8 Private sector lease

262

25.2.9 Other

16

Average length of time in temporary or emergency accommodation (ordinary local authority dwelling) (Indicator 25)	95.53	days

Average length of time in temporary or emergency accommodation (RSL dwelling) (Indicator 25)	151.21	days

Average length of time in temporary or emergency accommodation (local authority-owned hostel) (Indicator 25)	54.28	days

Average length of time in temporary or emergency accommodation (RSL-owned hostel) (Indicator 25)	104.49	days

Average length of time in temporary or emergency accommodation (other hostel) (Indicator 25)	0.0	days

Average length of time in temporary or emergency accommodation (bed and breakfast) (Indicator 25)	0.0	days

Average length of time in temporary or emergency accommodation (women's refuge) (Indicator 25)	63.0	days

Average length of time in temporary or emergency accommodation (private sector lease) (Indicator 25)	81.46	days

Average length of time in temporary or emergency accommodation (other) (Indicator 25)	18.94	days

Average length of time in temporary or emergency accommodation (all types) (Indicator 25)	78.44	days

Percentage of households requiring temporary or emergency accommodation to whom an offer was made and offers refused in the last year by accommodation type (Indicators 26 & 27)

Please state:

26.1 The number of households where the landlord was required to make an offer of temporary or emergency accommodation in the reporting year

785

26.2 The number of offers of temporary or emergency accommodation made in the reporting year by:
26.2.1 Ordinary local authority dwelling

350

26.2.2 RSL dwelling

23

26.2.3 Local authority-owned hostel

342

26.2.4 RSL-owned hostel

48

26.2.5 Other hostel

0

26.2.6 Bed and breakfast

0

26.2.7 Women's refuge

20

26.2.8 Private sector lease

`268`

26.2.9 Other

`18`

27.1 The number of offers of temporary or emergency accommodation refused in the reporting year by:

27.1.1 Ordinary local authority dwelling

`20`

27.2.2 RSL dwelling

`3`

27.2.3 Local authority-owned hostel

`26`

27.2.4 RSL-owned hostel

`3`

27.2.5 Other hostel

`0`

27.2.6 Bed and breakfast

`0`

27.2.7 Women's refuge

`0`

27.2.8 Private sector lease

`11`

27.2.9 Other

`2`

26.2   1069

Percentage of households requiring temporary or emergency accommodation to whom an offer was made (Indicator 26)	136.18	%

Percentage of offers of temporary or emergency accommodation refused (ordinary local authority dwelling) (Indicator 27)	5.71	%

Percentage of offers of temporary or emergency accommodation refused (RSL dwelling) (Indicator 27)	13.04	%

Percentage of offers of temporary or emergency accommodation refused (local authority-owned hostel) (Indicator 27)	7.60	%

Percentage of offers of temporary or emergency accommodation refused (RSL-owned hostel) (Indicator 27)	6.25	%

Percentage of offers of temporary or emergency accommodation refused (other hostel) (Indicator 27)	0.0	%

Percentage of offers of temporary or emergency accommodation refused (bed and breakfast) (Indicator 27)	0.0	%

Percentage of offers of temporary or emergency accommodation refused (women's refuge) (Indicator 27)	0.0	%

Percentage of offers of temporary or emergency accommodation refused (private sector lease) (Indicator 27)	4.10	%

Percentage of offers of temporary or emergency accommodation refused (other) (Indicator 27)	11.11	%

Percentage of offers of temporary or emergency accommodation refused (all types) (Indicator 27)	6.08	%

Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

Please state:

28.1 For each placement in temporary or emergency accommodation in the last year, how many households answered the question How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?

| 105 |

28.2 Of the households who answered, how many said that they were:
28.2.1 very satisfied

| 65 |

28.2.2 fairly satisfied

| 27 |

28.2.3 neither satisfied nor dissatisfied

| 7 |

28.2.4 fairly dissatisfied

| 4 |

28.2.5 very dissatisfied

| 2 |

| **Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)** | 87.62 | % |

Comments (Access to housing and support)

Indicator 21 – Percentage of lettable houses that became vacant in the last year

The number of empty houses that arose during the reporting year 2018/19 was 772 – 9.75%, up from 736 – 9.27% in 2017/18.

Through our ongoing review of reasons for houses becoming vacant in the reporting year, it is important to highlight that 121 tenancy terminations in the year were as a result of tenants transferring to another council property. A further 24 were as result of SAC tenants being rehoused by Registered Social Landlords. The remaining termination reasons included in the table below were outwith the control of the Council. Overall, the undernoted reasons account for 52.59% of terminations in the reporting year:-

Termination Reason	Number of Terminations	Number as % of overall empty houses
Tenant Deceased	153	19.82%
Tenant Rehoused by SAC (Transfers)	121	15.67%
Rehoused by Registered Social Landlord	24	3.11%
Tenant bought a property elsewhere	17	2.20%
Tenant Admitted to Permanent Care	41	5.31%
Tenant Admitted to Prison	5	0.65%
Tenant Moving Closer to Family & Friends	40	5.18%
Tenant Moving due to Employment	5	0.65%
Total	**406**	**52.59%**

Indicator 35 – Average time to re-let properties in the last year

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Total Number of Lets	742	831	833	756	707	741
Properties not in Low demand	49 days	36 days	28 days	32 days	30 days	29 days
Properties in Low Demand	63 days	95 days	63 days	75 days	70 days	44 days
Overall Average Number of Days	51.1 days	48.5 days	34 days	39 days	35 days	31.6 days

Throughout 2018/19, Housing and Property Maintenance staff maintained progress to reduce void relet times. This is an area of performance which continues to be closely scrutinised by the Council, being reported to the Council's Service and Performance Panel, as part of the key performance indicator updates.

In 2018/19 the overall average relet time for all void properties was 31.6 days, this was an improvement on the 2017.18 reported position of 35.5 days.   The breakdown of performance information and trends over the last 6 years (2013/14 to 2018/19) is outlined in the table above.

In 2018/19, 741 properties were relet, an increase on the 707 properties that were relet in 2017/18. Of the 741 properties relet, 625 of these were not in low demand and the average relet time was 29 days, a decrease on the full year average of 30 days in 2017/18.

The remaining 116 properties were in low or zero demand. Of the 116 properties, 79 were classified as low demand; the average relet time for these properties was 38 days down from 44 days in 2017/18. For the remaining 37 properties, there was "no/zero demand" from our waiting lists. Housing staff have continued to actively trawl waiting lists and explore interest from applicants registered on other lists. As a result of successfully securing lets for these properties, some of which were void long term, the average relet time for properties in this category was 59 days compared to 106 days in 2017/18.. As a result of securing lets these longer terms voids in zero demand, the average overall relet time for LOW demand properties was 44 days, a decrease on the full year average of 70 days in 2017/18. There were 100 void properties as at 31st March 2019.

Indicators 22 & 23 - Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications

The percentage of approved applications for medical adaptations completed during the reporting year 2018/19 was 88.01%, an improvement on 83.14% completed in 2017/18. The average time to complete approved applications for medical adaptations in 2018/19 was 67.62 days, up from 58.25 days in 2017/18. In 2018/19 a higher number of applications were completed. This included 33 adaptations that were of a more complex nature and/or high value works that required Architectural Services for design specifications or to obtain the necessary statutory consents.

Indicator 20 – Percentage of new tenancies sustained for more than a year

In 2018/19, a total of 683 of the 790 new tenancies created in the previous reporting year were sustained. This equated to 86.5% of new tenancies sustained for more than a year, a slight reduction on 86.7% in 2017/18.

On analysis of the 107 tenancies not sustained (see table below), 34 (31.8%) were outwith the control of the Council to prevent the tenancy terminating:-

Termination Reason	Number of Terminations
Tenant Deceased	9
Tenant Rehoused by SAC (Transfers)	3
Mutual Exchange to another Property	4
Tenant bought a property elsewhere	2

Tenant Admitted to Permanent Care	2
Tenant Moving Closer to Family & Friends	12
Tenant Moving due to Employment	2
Total	**34**

Throughout 2018/19, work has continued to monitor terminations and respond to tenancies being terminated within 12 months. On receipt of tenancy terminations, Housing staff make attempts to make personal contact with the tenant to discuss the reasons for terminating their tenancy. If it is established that the tenant is experiencing difficulties sustaining the tenancy and a termination can be prevented through the provision of housing support, an offer of support is made. In addition, contact is made with tenants after 6 weeks of moving into their tenancy and again after 6 months to check how they are settling. Although this contact is made, take up from new tenant's remains low. The level of contact with new tenants helps identify any issues and allows support to be provided or any necessary action to be taken to help the tenant sustain their tenancy and prevent the tenancy terminating or failing.

Indicator 25 – Average length of time in temporary or emergency accommodation

For the fourth consecutive year, the Council has not made any use of Bed and Breakfast to accommodate homeless households.

In 2018/19, the overall average length of time spent by homeless households in temporary or emergency accommodation (all types) was 78.44 days, a reduction from 84.29 days in 2017/18.

Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.

Value for money

The information you give us here will tell us about the value for money you achieve.

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 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?"

| 500 |

29.2 Of the tenants who answered, how many said that their rent represented:

29.2.1 very good value for money

| 129 |

29.2.2 fairly good value for money

| 235 |

29.2.3 neither good nor poor value for money

| 97 |

29.2.4 fairly poor value for money

| 33 |

29.2.5 very poor value for money

| 6 |

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	72.80	%

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 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?"

33.2 Of the factored owners who answered, how many said that they were:
33.2.1 very satisfied

33.2.2 fairly satisfied

33.2.3 neither satisfied nor dissatisfied

33.2.4 fairly dissatisfied

33.2.5 very dissatisfied

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	0.0	%

Rents and service charges

The information you give us here will tell us about how you maximise your income.

Scottish Housing Regulator

Rent collected as percentage of total rent due in the reporting year (Indicator 30)

Please state:

30.1 The total amount of rent collected in the reporting year | 29922368

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit) | 30122068

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	99.34	%

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

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

960049

31.2 The total rent due for the reporting year

30406825

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	3.16	%

Scottish Housing Regulator

Average annual management fee per factored property (Indicator 32)

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

32.1 The number of residential properties factored

<div style="text-align:right">0</div>

32.2 The total value of management fees invoiced to factored owners in the reporting year

Average annual management fee per factored property (Indicator 32)	£	0.0

Scottish Housing Regulator

Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year

| 30406825 |

34.2 The total amount of rent lost through properties being empty during the reporting year

| 284757 |

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.94	%

Rent increase (Indicator C21)

Please state:

C21.1 The percentage average weekly rent increase to be applied in the next reporting year   2.0

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

| 5945 |

C22.2 The value of direct housing cost payments received during the reporting year

| 18505070 |

Scottish Housing Regulator

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)

Please state:

C23.1 The total value of former tenant arrears at year end | 522203

C23.2 The total value of former tenant arrears written off at year end | 165699

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	31.73	%

Comments (Getting good value from rents and service charges)

Indicator 29 - Percentage of tenants who feel that the rent for their property represents good value for money

These results are based on the tenant satisfaction survey which was carried out by Research Resource on behalf of South Ayrshire Council (SAC) in March 2017, using an interviewer led questionnaire. 500 tenants were interviewed as part of the survey.

The next comprehensive survey will take place during the course of 2019/20.

Indicator 30 - Rent collected as percentage of total rent due in the reporting year &
Indicator 31 - Gross rent arrears as at 31 March as a percentage of rent due in the reporting year

Our Revenue, Arrears and Support Team have continued to maintain a focussed approach to rent arrears recovery activity, ensuring early intervention and the provision of support to tenants in arrears and tenants affected by welfare reforms. Our staff team provide budgeting advice and assist tenants to apply for discretionary housing payments where appropriate. If additional advice or support is required, referrals are made to our Advice and Information Hub, for Money Advice or Benefits Advice and we refer tenants to our contracted housing support providers.

Universal Credit (UC) Full Service has operated on a Full Service basis since in South Ayrshire since 7th February 2018. This has presented challenges in terms of income collection and the Council has made additional staffing resources available to support affected tenants. As at 31st March 2019, 1438 current tenants were known to the Council to be in receipt of Full Service Universal Credit. Where appropriate and in accordance with the DWP criteria, the Team will 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 1049 current tenants as at 31st March 2019.

As a Council we continue to actively liaise with DWP Representatives and other partners to manage the impacts of UC. We have included regular information within our Tenants Newsletter to provide updates on Welfare Reforms and Universal Credit, and to stress the importance of making rent payments and how to access help and advice.

For indicator 30, the percentage of income collected in the year for 2018/19 was 99.34%, this is a slight decrease on 99.81% collected in 2017/18. Despite the challenges in income collection and the roll out of Universal Credit, the Team have managed to maintain comparable performance with 2017/18. The gross rent arrears as a

percentage of the rent due in 2018/19 was 3.16%, 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 slightly improved position on 3.18% in 2017/18.

Indicator 34 – Percentage of rent due lost through properties being empty during the last year

Despite the improvement in relet times during 2018/19, the percentage of rent lost for empty properties was 0.94% in 2018/19, which was a slight increase on 0.82% in 2017/18. The increase is attributed to longer term void properties throughout the year and the 7 properties which were void for more than 6 months as at 31st March 2019. In addition, the void rent lost in the year also takes account of empty properties within our multi storey blocks which were void in the period 1 April 2018 – 26 November 2018. From 27 November 2018, these properties were classified as "unlettable" following a Council Panel/Committee Decision to suspend allocations pending a decision by the Council on the long term future of the 3 multi storey blocks at Riverside Place, Ayr.

Indicator C21 - Rent Increase

On 14th December 2017 the Council agreed a fixed Council house rent increase of 2% per annum for years from 2018/19 to 2020/21 to all mainstream housing stock.

In setting an appropriate level of rent, the Council also agreed to freeze the rent of all Council new build properties for the period 2018/9 to 2020/21, and reduce the rent of 1 bedroom new build properties to match the 1 bedroom Local Housing Allowance cap from the beginning of the 2018/19 financial year.

Other Customers

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

Scottish Housing Regulator

Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes. Please state:

36.1 The total amount of rent set for all pitches during the reporting year

15918

36.2 The total number of pitches

4

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	**£**	76.53	

Scottish Housing Regulator

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

4

37.2 Of the Gypsies/Travellers who answered, how many said that they were:

37.2.1 very satisfied

0

37.2.2 fairly satisfied

3

37.2.3 neither satisfied nor dissatisfied

0

37.2.4 fairly dissatisfied

0

37.2.5 very dissatisfied

1

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37)	75.00	%

Comments (Other customers)

Indicator 37 – Percentage of gypsies/travellers satisfied with the landlords management of the site

As previously reported, following Storm Frank at the beginning of 2016, the Travelling Persons site in Girvan was destroyed by flooding. In February 2016, the Council created a temporary site at Low Troweir Road for the residents pending an investigation in to long term, safe and secure site options. In November 2016, the Council agreed to a funding package and development of a planning application to create a permanent replacement site where the site had been temporarily located.

There are currently 4 households accommodated on the temporary site. Consultation has taken place with the residents over the design concept and site layout proposals, planning permission was granted in February 2018, there were no objections to the temporary site becoming a permanent site at this location. The new site is currently under construction, with completion of the 7 Chalet type units expected September 2019.