

OUR PERFORMANCE

2020/21 1ST APRIL 2020 - 31ST MARCH 2021

SOUTH AYRSHIRE COUNCIL HOUSING SERVICES



Developed in Partnership
with Involved Tenants

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Councillor Philip Saxton

Portfolio Holder for Housing and Community Wellbeing

As Portfolio Holder for Housing and Community Wellbeing, it again gives me great pleasure to introduce the Council's 8th annual performance report on the Scottish Social Housing Charter.

Each year this report is produced to give our tenants and other customer's information about our housing services, how well they are delivered and how we as a Council compare with other social landlords across Scotland.

Due to Covid-19, 2020/21 was a really challenging year. Many services were disrupted because of the lockdown and the other restrictions that were in put in place. As a landlord we continued to deliver services, taking account of the Government guidance at the time.

Despite the challenges during 2020/21, we again invested in building new Council properties and we purchased properties to increase our supply of affordable housing. Although our internal modernisation programme was suspended, we continued to carry out other elements of improvement work, including the external fabric upgrade work to replace roofs and render, window replacement works, external works to improve energy efficiency and compliance work for gas safety, fixed electrical testing and work to upgrade fire detectors and carbon monoxide detectors which will be needed to meet the new standard by February 2022.

I would like to take the opportunity to thank our teams who have continued to support tenants and deliver a good quality housing service. Our levels of reported performance are above the Scottish average in most areas of activity.

Even although Officers could not meet face to face with tenant representatives, work has continued throughout the year, providing opportunities to share information

on services and performance. As we do each year, in May 2021, before the Council submitted the Annual Return on the Charter to the Scottish Housing Regulator, consultation took place with tenants via Microsoft Teams, providing opportunities for questions and scrutiny.

Each year, I acknowledge the ongoing work, commitment and dedication of the tenant representatives who continue to give up significant amounts of their own time to help shape and improve our services. The last year has been more challenging and tenants have embraced new ways of communicating to continue to be involved. Again, in producing this 8th annual report, tenant representatives have influenced the content and design, making sure it includes information that is important to all tenants.

As we have done in previous years, we will issue the report to tenants who have requested it. Copies of this report will also be available on the Council website and copies can also be requested by contacting our Tenant Participation Team.

**South Ayrshire Council
Customer Services
0300 123 0900**

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

Tenants Foreword

How time has flown since our last Performance Edition! Yet here we are with Edition Number 8, reporting on performances for the period from 1st April 2020 to 31st March 2021. Coronavirus has, as predicted, adversely affected all aspects of work across all departments. However, as you will see from the facts and figures within this report, South Ayrshire Council Housing Services have managed to maintain some good levels of satisfaction and performance.

Satisfaction surveys show that Repairs have 100% of those surveyed being satisfied; with 'right first time' giving a return of 97% satisfaction. Overall satisfaction level is 94.3% of those surveyed,

and more of these details can be seen within the report. Rent collection is at 99.8% which is an excellent result. The Tenant Participation Group continued to meet over the past year by moving to online meetings. Those involved tenants who needed support with technology were assisted with this successfully, and this resulted in the continuation of most interests of the group; as much as could be achieved within Government restrictions and guidelines.

Work on new builds is ongoing at:
- Waggon Road, Ayr
- Main Street, Prestwick
- Fort Street, Ayr
- Tarbolton

Tenants have moved into newly completed properties at Ladyland Road, Maybole.

The new Travellers' site in Girvan was awarded 1st prize at the Chartered Institute of Housing 2020 awards for design; and Muirhead Tenants and Residents Association were nominated and runners-up for Best Frontline Housing Story, a worthy recognition for hard work by all those involved. You can read more on page 7.

All things considered, despite Coronavirus, performance for most aspects of this report has been good. Recognition should be given to staff who have continued to work in difficult circumstances, many from home. Without such dedication and hard work, the performance of the service for our Annual Returns may have given a totally different result.

SOME KEY FACTS ABOUT SOUTH AYRSHIRE COUNCIL AS AT 31ST MARCH 2021:

South Ayrshire Council currently owns and manages **8,173** properties, made up of general needs housing and sheltered housing designed for older people or people who need housing support. Our stock is made up mainly of flats (over 50%), with the remainder being a mix of houses, maisonettes and bungalows.

571

lets were made by the Council during the year:

496

were 'general needs' lets

75

were 'sheltered housing' lets

106

There were 106 empty properties at the year end

15

Mutual Exchanges

8,173

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

67

Bedsit properties

2,486

1 bedroom properties

3,471

2 bedroom properties

1,978

3 bedroom properties

171

4 bedroom plus properties

17

properties were added to our stock. 1 new build council owned property was completed and a further 16 properties were purchased by the council.

538

of our 8173 properties are sheltered housing properties.

96

We carried out 96 adaptations in 74 of our properties during 2020/21 to assist tenants who have a disability. 60% of approved medical applications were completed in 2020/21. The average time to complete medical adaptations was 97.34 days.

Hostels, Supported Accommodation and Temporary Accommodation

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

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

In 2020/21, 100% of service users that were surveyed in the last 12 months said that they were satisfied with the quality of temporary or emergency accommodation.

We ask service users to share their opinions and feedback with us through the use of satisfaction surveys. Here is some of the feedback we received in 2020/21:

“Everything we could possibly ask for was provided in the property. I found it to be safe, secure & warm.”

“Staff are always pleasant, treat you well and with respect and always prepared to help where they can.”

“Was very spacious and had everything needed for myself and my family.”



Viewfield Gate



Secession House

Access to Housing & Support

Demand for Housing throughout South Ayrshire remains high. In 2020/21, there were a total of 571 new lets started throughout the year.

Following the easing of Covid-19 restrictions earlier this year, work has been progressing well at sites throughout South Ayrshire.

Work was completed at the site in Ladyland Road (Maybole) in early 2021/22 and work is currently ongoing at sites in Fort Street (Ayr) and Main Street (Prestwick).



Ladyland Road, Maybole

Homelessness

In 2020/21, 958 housing options interviews were conducted and applicants were provided with advice and information to help them make more informed housing choices.

801 of those 958 went on to make a homeless presentation. In 2020/21, we received 814 homeless applications which was a decrease of 32 applications from the 846 taken in 2019/20.

Work on housing options and prevention activity is continuing and staff are providing advice and information to an increasing number of applicants.

The Council continues to work closely with other Registered Social Landlords in the area to ensure that applicants on our housing list have access to vacant properties through nominations or referrals.



Who is the Scottish Housing Regulator (SHR)?



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

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

“safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered

social landlords (RSLs) and local authorities”.

SHR regulate social landlords to protect the interests of people who receive services from them. They do this by assessing and reporting on:

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

SHR will intervene to secure improvements where they need to.

Scottish Housing Regulator Engagement Plans

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

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

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

How we have reported our Performance Information

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

In addition to this, we as a Council have consulted our own tenant representatives and agreed to add some additional indicators and information that they wanted to see included. Throughout this report we have included details

of our performance and have compared this to the Scottish average. This is the average of all landlords (Council and Housing Associations) across Scotland.

You can:

> find out more about the information contained in the Regulators report, and find out more about the role and work of the Regulator. To do this, you can visit the Regulators website at www.scottishhousingregulator.gov.uk

- > view our annual landlord reports
- > compare our performance with other selected landlords
- > see all of the information that we reported on the Charter to the Regulator

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

Tenant Participation Update

Get involved in your Housing Service!

Do you know as a South Ayrshire Council tenant there are lots of opportunities for you to get involved, have your say and make a difference for all tenants?

★ **With the Covid outbreak in March 2020 and the lockdowns and various restrictions continuing into 2021, this put a stop to our Tenant Participation events and activities taking place in-person throughout 2020/2021.**

The Tenant Participation Team supported involved tenants to move to attending meetings online and introduced a new fortnightly online Tenant Participation Coffee & Chat.

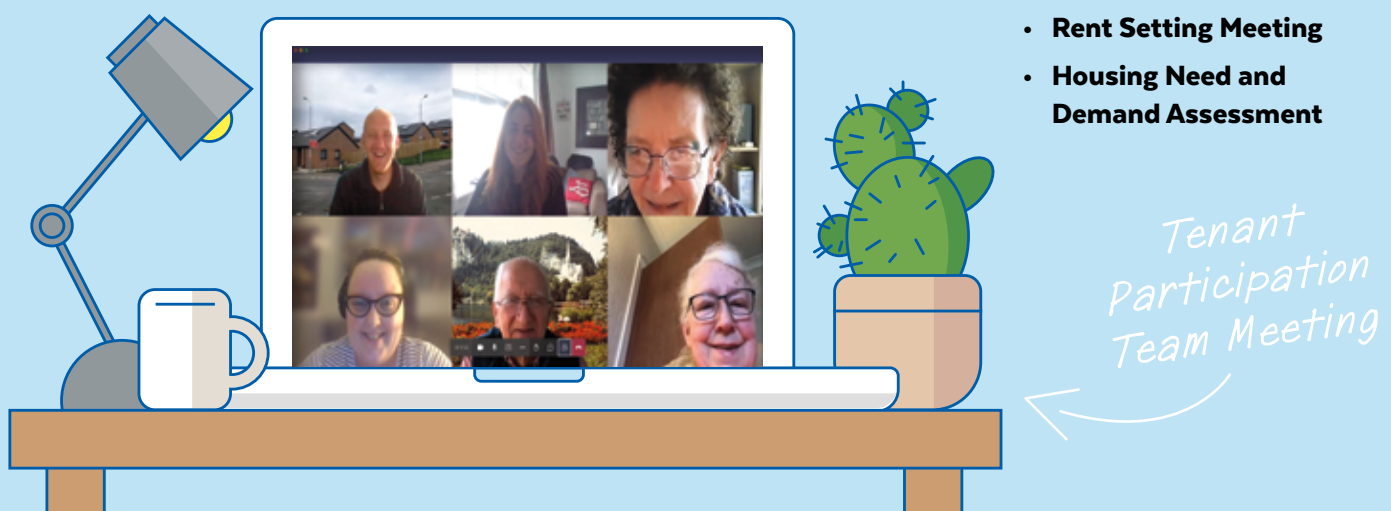
This allowed Tenants and Officers of the Housing Service the opportunity to come together online while face to face meetings were suspended during the various lockdowns and restrictions.

The Coffee and Chat sessions have no agenda with general chat, help and advice being the main subjects. The informal platform proved popular and is still a meeting that involved tenants look forward to.

Although all face-to-face meetings were cancelled during 2020/2021, we successfully held several meetings online with our involved tenants still giving their input.

These have included:

- **Communications Group**
- **Sign off Annual Return on the Scottish Social Housing Charter**
- **Allocations Policy Review**
- **Housing Revenue Account Working Group**
- **Review of Satisfaction Surveys**
- **Tenant Monitoring Group**
- **Rent Setting Meeting**
- **Housing Need and Demand Assessment**



Contact our Tenant Participation Team on **01292 612968** or email **tp@south-ayrshire.gov.uk** if you would like to become an involved tenant and get involved from the comfort of your own home.



MTRA's Santa's Grotto

AWARDS! AWARDS! AWARDS!

After a year like no other, the contribution that housing makes to our communities has never been clearer. Like so many events before us the Chartered Institute of Housing (CIH) Excellence Awards, which normally takes place in October, were postponed and moved online. The event allows Housing Services to put forward examples of good practice and receive recognition for all the hard work that officers and tenants put in to continually improve services.

This year South Ayrshire Council were shortlisted for an award at the Chartered Institute of Housing (CIH) Excellence Awards and also Muirhead Tenants and Residents Association was shortlisted for another award. The awards that we were nominated for were:-

1. Excellence in development for affordable housing – Houdston-Reid Lea
2. Best frontline housing story –Muirhead Tenants & Residents Association, Troon

Houdston-Reid Lea CIH WINNER!

Excellence in development for affordable housing

By completing a new build project specifically for the settled travelling community within South Ayrshire, we achieved the following outcomes:

- Meeting Equalities objectives
 - Providing high quality affordable housing
 - Increased housing supply within South Ayrshire
 - First Council new build project within Girvan
 - Increased housing stock built to modern building standards
1. Meeting housing for varying needs standards with a Bronze active sustainability rating
 2. Achieving 'Band B' Energy Efficiency rating.
- Increased communications and developed relationships with the travelling community within South Ayrshire
 - Increased satisfaction levels from the residents within the new build development



Affordable housing development. Houdston-Reid Lea, Girvan.

Muirhead Tenants and Residents Association CIH AWARD RUNNER UP!

Best frontline housing story

March 2020 saw Muirhead Tenants & Residents Association (MTRA) leading the way in showing members of the community that by coming together they would ensure the community survived the global COVID-19 pandemic.

The group very quickly established a Community Support Scheme, which continues to grow, and community spirit has thrived.














The MTRA is a small Tenants and Residents Association with approximately 8 members who have worked closely with their local community and with an attitude of “for the people, by the people”.The feedback from members of the local community voices how the hard work of the MTRA has had a positive impact on not only individuals but also the community as a whole:-

1. “Great job you all do for this community”
2. “There was no judgement, and they are really understanding, a massive weight has been lifted from me and I’m truly grateful for everything”
3. “This is an amazing help to so many people and it is appreciated in the local area”
4. “Well done to all who make this possible”

Getting good value from rents and service charges

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

Average weekly rent for each apartment size in 2020/21

APARTMENT SIZE	1 Apartment	2 Apartment	3 Apartment	4 Apartment	5+ Apartment
 S.A.C.	 £69.34	 £74.56	 £76.36	 £80.64	 £85.26
 SCOTTISH AVERAGE	 £73.61	 £79.48	 £82.60	 £89.81	 £99.97
 DIFFERENCE	↓ -5.8%	↓ -6.2%	↓ -7.6%	↓ -10.2%	↓ -14.7%

82.3%

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

13.5%

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

4.2%

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

Making Best Use of Our Housing Stock and Maximising Rental Income

In 2020/21 the average length of time to re-let properties was **51.4 days** compared to **31.4 days** in 2019/20. The Scottish average was **56.3 days**.

As a result of the Covid restrictions this figure has increased both locally and nationally. We will strive to reduce the number of days taken to re-let our properties.

The amount of rent we lost through properties being empty during 2020/21 was **£367,592**. This accounts for a **1.2%** rent loss, which is compared to the Scottish Average of **1.4%**.

When allocating properties in 2020/21, we made **1,079** offers to applicants, **463 (42.9%)** were refused within the year compared to **51.1%** in 2019/20.

Help Us to Continue to Reduce Refusals

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

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



79.6%

of tenants who responded to the survey were satisfied with the standard of their home when moving in.

Housing Revenue Account

The Housing Revenue Account (HRA) ensures that tenants' rents paid to the Council are only used to meet the services required to manage and maintain our Council houses. Our total budget, including rents, use of reserves and Government grants was **£33,055,082** and our expenditure was **£30,130,269**. This resulted in a surplus of **£2,924,813**. When this amount is added to our existing reserves, we have a balance in our accounts of £14.254 million. £12.067 million of these funds are required to fund larger projects in future years. The balance of £2.187 million will be held as uncommitted reserves for future investment or emergency situations.

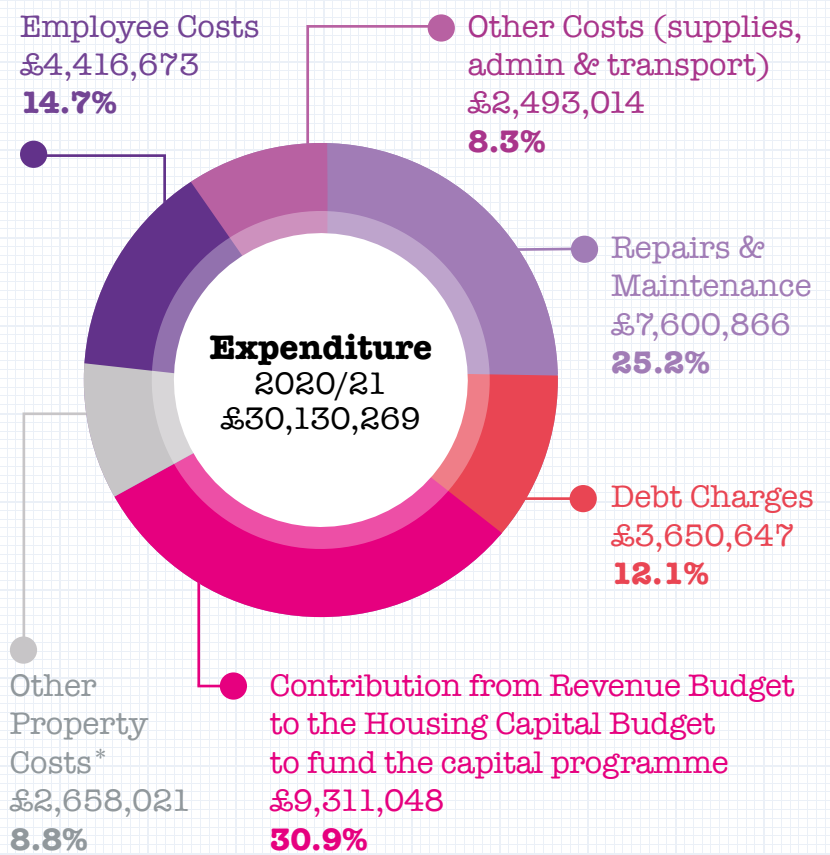
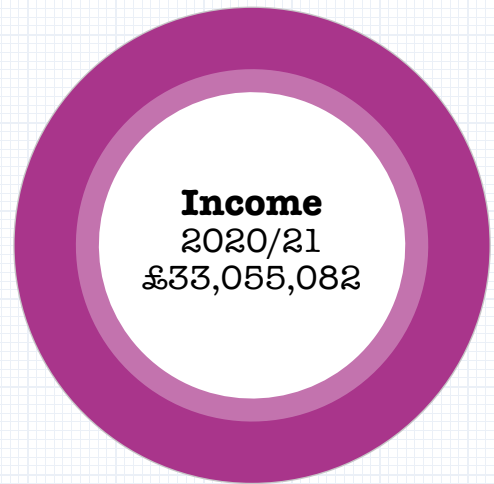
Scrutiny of the Housing Revenue Account

During 2019/20 Tenant Participation Group members were involved in a number of meetings on the subject of the Housing Revenue Account. The meetings provide tenants with the opportunity to learn more about the HRA budget and expenditure process.

Tenants use this information with guidance and frameworks to scrutinise the HRA. Due to the Covid Restrictions meetings in relation to the HRA were suspended for the period 2020/21. Meetings will be resuming online initially for the 2021/22 period.

If you would like to find out more about becoming a Tenant Participation Group member involved in this area of the service then please contact a member of the Tenant Participation Team on 01292 612968 or email - tp@south-ayrshire.gov.uk

How Your Rent Money Is Used



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



99.8% of rent was collected as a percentage of total rent due in the year.

Satisfaction & feedback

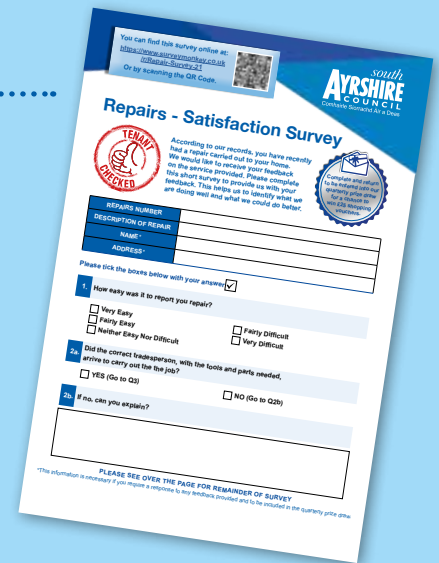
Help us improve the Housing Service

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

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

Throughout last year we issued tracker surveys to gather your feedback on key elements of service. We have discussed the feedback received at events with tenant representatives. Some examples of changes we have already made to how we deliver services are included in the You Said/We Did section on page 11.

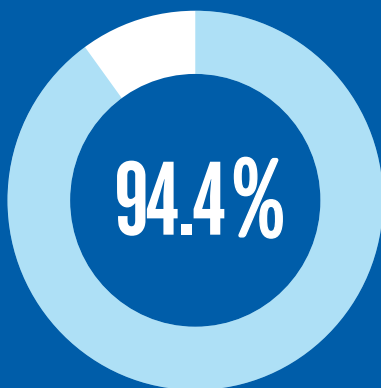
94.6% of tenants who responded to the survey were satisfied with the quality of their home.



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

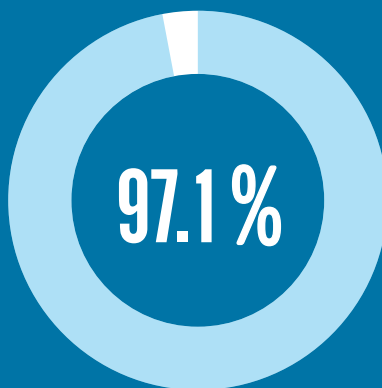
In the last comprehensive survey carried out by Research Resource on the Council's behalf in January 2020, satisfaction results were as follows:

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



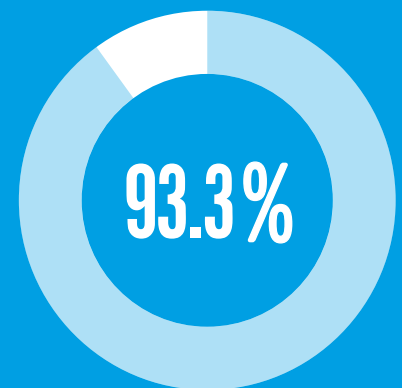
94.4% of tenants who responded to the survey were satisfied with the overall service provided by the Council as a Landlord, compared to the Scottish average of **89.0%**.

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



97.1% of tenants who responded to the survey were satisfied that as a Landlord we were good at keeping them informed about our services and decisions, compared to the Scottish average of **91.7%**.

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







93.3% of tenants who responded to the survey were satisfied with the opportunities we gave tenants to participate in our decision making processes, compared to the Scottish average of **86.6%**.

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

Repairs

In 2020/21 we spent **£7,600,866** on repairs and maintenance to our housing stock.

Key Performance Statistics for Repairs and Maintenance to our properties during 2020/21:

	2.5 hours	2.5 hours was the average time we took to complete an emergency repair in 2020/21 against our 4 hour target. The Scottish average was 4.2 hours .
	4.8 days	4.8 days was the average time we took to complete non-emergency (urgent and routine) repairs in 2020/21, compared to the Scottish average of 6.7 days .
	97.0%	97.0% of reactive repairs carried out in the last year were completed right the first time compared to the Scottish average of 91.5% .
	100%	100% of tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service compared to the Scottish average of 90.1% .

Information on Number of Repairs Completed

We completed **23,329** reactive repairs during 2020/21.

14,519 were categorised as Emergency repairs.

8,810 were Non-Emergency repairs, made up of:-

- > **4,851** Urgent repairs
- > **3,775** Routine repairs
- > **184** Misc Repairs

Safety In Your Home



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

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

Gas Safety

Of the **7,167** properties that were due to receive a gas safety check in 2020/21, 206 properties (2.9%) did not receive a check within 12 months of the previous inspection.

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

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



Neighbourhood & Community



We continually strive to improve the quality of our neighbourhoods.

The feedback you provide assists us to review our processes to ensure we are increasing the quality of your neighbourhoods. Your feedback also allows us to identify areas for targeted community clean ups and targeted cleaning of estates and closes.

Abandonments

In 2020/21, the Council recovered possession of **48** properties following investigations which confirmed they were abandoned.

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

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

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

Anti-Social Behaviour

In 2020/21, **286** cases of anti-social behaviour were reported to the council, **250** of those cases were resolved in the reporting year, all of which were resolved within the locally agreed targets.

This equated to a reported performance of **87.4%**. There were **36** cases which were reported during 2020/21 that were not closed as at 31st March 2021.

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



93.3%

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

You Said, We Did!

The table below shows examples of feedback from our tenants and how we used this information to improve our service and plan work going forward:

YOU SAID: A number of tenants noted that there had been occasions when they were transferred to the wrong team within Housing. This meant that they would often be transferred multiple times before they were connected to the correct person or team.

WE DID! We created a document which provides an overview of what each team is responsible for and which members of staff work within each team. This document was shared throughout Housing Services and also forwarded to Customer Services in order to educate staff on where calls should be directed to. By creating this document and ensuring it is kept up to date, we aim to keep call waiting times and transfers as low as possible.

YOU SAID: Following the Rent Setting Consultation, tenants were asked to provide feedback for the investment of any uncommitted funds within the HRA. Tenants indicated that their first priority was for the installation of new windows in properties across South Ayrshire.

WE DID! The results from the consultation were included in a report that was approved at the Special Meeting of South Ayrshire Council on 20th January 2021.

As Covid-19 restrictions begin to relax, South Ayrshire Council will resume window replacement programmes that will benefit a number of properties throughout South Ayrshire.

Housing Quality & Maintenance

As a result of the restrictions put in place for Covid-19, many of the works that Housing Services had planned to carry out in 2020/21 could not go ahead. As restrictions continue to ease, we look forward to resuming scheduled works throughout South Ayrshire.

Work still went ahead with several external projects and in 2020/21 we carried out roof replacements on 101 properties and re-rendered 95 properties. New door entry systems were installed at a number of locations, benefiting 114 council-owned properties. We replaced 156 boilers and 100 full central heating systems.

623 (7.7%) of our properties were in abeyance or exemption, typically due to owners who did not wish to participate in communal improvements, or tenants who were unable to have work done due to health issues. 242 (2.9%) of our properties failed the standard due

to energy measures. Our remaining stock of 7,261 (89.4%) met the Scottish Housing Quality Standard.



Energy Agency Project

As part of the Scottish Government ABS (Area Based Schemes) programme, South Ayrshire Council, in partnership with its managing agent, the Energy Agency, managed a project in which 340 properties received external wall insulation in 2020/21. As with previous programmes, this was a mixed tenure project in which 208 properties were in private ownership, 127 owned by South Ayrshire Council and 5 owned by Ayrshire Housing Association.

The project focused on external wall insulation which is a bespoke installation system designed to insulate properties close to new build standards. The system allows the property to retain heat better reducing the demand on heating systems therefore lowering fuel bills.



Michael Alexander

Service Lead, Housing Services



2020/21 was a year like no other. The impact of Covid-19 has been far-reaching, causing significant disruption to services and introducing new challenges. Despite this, the Housing Services team continued to provide high quality housing services and the Council's reported performance continues to be better than the Scottish average across most activities and services.

Taking account of the Scottish Government and Public Health Guidance, we continued to provide most of our services, albeit with some changes and restrictions. Although most staff were working from home, we adapted the way we deliver services. Officers have continued to engage with tenants and other customers, mainly by phone and through online forms and contacts. Some of our teams have continued to work onsite throughout the period, providing services to sheltered housing tenants, homeless households in

temporary accommodation and residents within our hostels and supported accommodation. Our caretaking and cleaning services continued, and staff managed the delivery of compliance and safety works around gas safety, fixed electrical testing and fire and carbon monoxide detectors, while also responding to tenancy and estate management issues.

Demand for our services has remained high. Officers continued to support customers providing advice and information and dealing with enquiries and responding to situations relating to homelessness, rent arrears, anti-social behaviour, tenancy matters, house allocations and access to the Council's housing waiting list.

The restrictions meant that internal modernisation works were suspended in 2020/21, however, this work restarted in August 2021. External works and other essential compliance works continued. Following the recent rent setting consultation and in line with feedback received from our tenants on their areas for priority investment, uncommitted reserves have been allocated to window replacement and external

fabric work, with both measures contributing to improving energy efficiency in tenants' homes.

Overall, 2020/21 has been a really busy and challenging year. I would like to take this opportunity to acknowledge the ongoing efforts and contributions from all Housing Services staff, their commitment and dedication has meant that the Council has continued to deliver services to meet the needs of our tenants and other customers.

Over the course of 2021/22, we are committed to ensuring that the requirements of the Regulatory Framework introduced by the Scottish Housing Regulator and the collection of equalities information are met. We will continue to work with our tenant representatives to scrutinise service delivery and performance to improve the quality of our housing stock and the outcomes for tenants and other customers.

Finally, I would like to thank you, our tenants and other customers for your patience, understanding and flexibility, in what has been a very difficult period.

SHELTERED HOUSING NEWS

Throughout South Ayrshire, Housing Services manage 538 properties across 18 Sheltered Housing Units. We are committed to ensuring that our properties and units fully meet the needs of our tenants.

Our Sheltered Housing Units provide the communities within South Ayrshire with a communal facility that helps prevent social isolation for older people.

As well as providing housing to its residents, each unit provides a wide range of activities and events such as; outings, men's dens, coffee clubs and film clubs.

Although normal activities were suspended due to COVID-19, residents and staff were quick to ensure fun was still to be had during lockdown!



LOCKDOWN CONCERTS

The residents of Newton Park Court Sheltered Unit, Ayr, took to the car park and enjoyed a socially distant concert. Scott Nicol and Debbie Campbell providing the entertainment.



A massive thank you to residents from Dundonald, Walker Avenue, Panrock/ Millrock Court, Logan Drive and Ardfin Sheltered Housing Units who donated £435 to the 10:10 Trust, Unity Grill and South Ayrshire Foodbank to help feed the children in South Ayrshire during the COVID-19 outbreak.



FASHION SHOW - WITH A TWIST

Step aside Milan! St Meddians Court Sheltered Complex, Troon, turned fashion runway.

The residents strutted their stuff while showing off an array of different facemasks.

WORKING ANIMALS FUNDRAISER

Tenants at Logan Drive, Troon hosted an afternoon tea with a bottle stall, raffle and a beetle drive for fun.

The money raised was spread between different charities.



Housing Services Highlights 2020/21

During 2020/21 Housing Services worked in conjunction with other services throughout the Council to continue to provide assistance to tenants and residents throughout South Ayrshire. We will continue to work with our communities alongside other partners and agencies to ensure we deliver high quality of Housing Services beyond the pandemic.



Gordon Campbell lending a helping hand at the pop up Recycling Centre at the Citadel in June 2020



Some fabulous employee volunteers making sure eligible children across South Ayrshire enjoy tasty packed lunches



Our Sport & Leisure employee volunteer drivers supporting 29 community pharmacies in South Ayrshire with next-day medication deliveries



Community Volunteer and Coordinator of the Troon & Loans Covid-19 Support Group linking in with members of the Communities Team



Dedicated employee volunteers out and about delivering lunches to eligible children in South Ayrshire




Some of our colleagues at waste management working as hard as always during COVID outbreak



Residents of Millrock/Panrock Court Sheltered Housing Complex making the most of the sunshine

This collection of photos highlights just some of the good work that Council employees and members of our communities have been involved in during 2020/21.

 Find us on **Facebook**

South Ayrshire Council Housing Services

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

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

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

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

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

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