



Landlord name: South Ayrshire Council

RSL Reg. No.: 1,026

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Approval

A1.1	Date approved	28/05/2021
A1.2	Approver	Michael Alexander
A1.3	Approver job title	Service Lead - Housing Services
A1.4	Comments	N/A

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

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	496
C3.2	The number of 'supported housing' lets during the reporting year	75
Indicator C3		571



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	128
C2.2	The number of lets to housing list applicants	105
C2.3	The number of mutual exchanges	15
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants.	338
C2.6	Total number of lets excluding exchanges	571

Annual Return on the Charter (ARC) 2020-2021

Comments (Social landlord contextual information)

N/A

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

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	682
1.1.2	the fieldwork dates of the survey	01/2020
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	399
	very satisfied	
1.2.2	fairly satisfied	245
1.2.3	neither satisfied nor dissatisfied	20
1.2.4	fairly dissatisfied	11
1.2.5	very dissatisfied	3
1.2.6	no opinion	4
1.2.7	Total	682

Indicator 1	94.43%
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Annual Return on the Charter (ARC) 2020-2021

Comments (Overall satisfaction)

Overall Satisfaction

The results for Indicator 1 are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January 2020. The survey involved 682 face to face interviews with interviewer led questionnaire.

Of the 682 tenants surveyed, 644 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 94.43%, this is an improvement on 90.40% in 2017.



The customer / landlord relationship

Communication

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

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	682
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	382
2.2.2	fairly good at keeping them informed	280
2.2.3	neither good nor poor at keeping them informed	13
2.2.4	fairly poor at keeping them informed	6
2.2.5	very poor at keeping them informed	1
2.2.6	Total	682

	Indicator 2	97.07%
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Participation

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

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	682
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	374
5.2.2	fairly satisfied	262
5.2.3	neither satisfied nor dissatisfied	46
5.2.4	fairly dissatisfied	0
5.2.5	very dissatisfied	0
5.2.6	Total	682

	Indicator 5	93.26%
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Annual Return on the Charter (ARC) 2020-2021

Comments (The customer / landlord relationship)

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

The results for Indicator 2 are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January 2020. The survey involved 682 face to face interviews with interviewer led questionnaire.

Of the 682 tenants surveyed, 662 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 97.07%, this is a slight decrease on the 97.40% reported in 2017.

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

Despite the impacts of Covid-19, newsletters have continued and there has been an increased use of Facebook to provide updates to tenants.

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

Again the results for this indicator are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January 2020. The survey involved 682 face to face interviews with interviewer led questionnaire.

Of the 682 tenants surveyed, 636 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 93.26%, this is a decrease on the 98.60% reported in 2017. There were no respondents to the survey that said they were very or fairly dissatisfied with this area. 46 respondents said they were neither satisfied nor dissatisfied, with 41% advising that they were not interested in becoming involved.

Covid-19 has limited the opportunities for face to face activity to take place, and this meant that the Annual Tenants Fun Day did not take place in September 2020. However, tenant participation staff have maximised the use of electronic communication channels. Regular coffee and chat sessions are held with tenant representatives and interested tenants and groups have continued to meet on-line to carry out scrutiny activity. Consultation has also taken place with tenants online regarding rent setting proposals, the annual assurance statement and the production of the 2019/20 Annual Performance Report which was published in December 2020. A consultation event also took place via MS Teams with tenant representatives and Elected Members on Wednesday 26 May 2021, to outline the content of the 2020/21 Annual Return on the Charter and to discuss variances in performance, prior to its submission to SHR.

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

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	01/2017
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	25.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	
<p>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. 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 review, this helped inform investment requirements in the final periods towards planning for achievement of SHQS by 2015. Information on the condition of stock is held and this data is informed and refreshed by input from the Council's Planned Maintenance Team, based on inspections or surveys undertaken by them or feedback from the surveys undertaken as part of the cyclical 5 year external maintenance programme. There is regular liaison between Housing and Planned Maintenance staff to review capital investment priorities including housing modernisations programmes, roof replacement or external fabric contracts and work to improve energy standards.</p> <p>The last stock condition survey undertaken by Savills, involved 25% of the stock was completed in January 2017. This information is used to inform future investment decisions on the stock.</p> <p>Following a review of stock condition information held, as part of the next planned stock condition survey, it is anticipated that around 1690 properties will be surveyed to refresh and update information. This represents around 20% of the entire stock.</p>		



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	8,126	8,238
C9.2	Self-contained stock exempt from SHQS	517	514
C9.3	Self-contained stock in abeyance from SHQS	106	53
C9.4.1	Self-contained stock failing SHQS for one criterion	242	216
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	242	216
C9.5	Stock meeting the SHQS	7,261	7,455



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	8,126
6.1.2	projected to the end of the next reporting year	8,238
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	7,261
6.2.2	projected to the end of the next reporting year	7,455

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	89.36%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	90.50%



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

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	682
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	400
7.2.2	fairly satisfied	245
7.2.3	neither satisfied nor dissatisfied	22
7.2.4	fairly dissatisfied	14
7.2.5	very dissatisfied	1
7.3	Total	682

	Indicator 7	94.57%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	14,519
8.2	The total number of hours taken to complete emergency repairs	35,891

Indicator 8		2.47
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	8,810
9.2	The total number of working days taken to complete non-emergency repairs	42,501

	Indicator 9	4.82
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	8,401
10.2	The total number of reactive repairs completed during the reporting year	8,664

Indicator 10		96.96%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	206
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>In 2020/21 Covid-19 restrictions have had a significant impact on the Council's management of gas safety. 7167 properties were due to receive a gas safety check, 6961 properties had a gas safety check and record completed by their anniversary date, leaving 206 properties which did not receive the check by their anniversary date in the reporting year. For the 206 properties that exceeded the 365 target date, the reason is as follows:-</p> <p>Covid-19 - Household Member Displaying Symptoms – 6, Covid-19 - Household Self-Isolating (no symptoms) – 8, Covid-19 - Household Member Shielding – 62, & Hard No Access – 130</p> <p>179 of the 206 properties were completed in the reporting year. Therefore, as at 31 March 2021, 27 properties remained outstanding for their gas safety check. These are all regarded as 'hard no access' properties and they all have internal gas meters. 19 have CO Detectors present and none of the properties have ongoing repair issues. Council Officers are continuing to monitor all of these tenancies and to attempt to gain contact and make access arrangements with the tenants. In cases of suspected abandoned properties, our Housing Management Team are progressing further checks. Warning flags have also been entered on our Housing Management system, as an alert, should the tenant contact for any other housing matter. While Tier 4 and 3 Covid-19 lockdown restrictions were in place, the Council had not progressed gaining entry to any of these properties. Following the introduction of Tier 2 restrictions on Monday 17 May 2021, further attempts will be made to gain entry to properties.</p>		

Indicator 11		206
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	24
	12.2 Of the tenants who answered, how many said that they were:	22
12.2.1	very satisfied	
12.2.2	fairly satisfied	2
12.2.3	neither satisfied nor dissatisfied	0
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	0
12.2.6	Total	24

	Indicator 12	100.00%
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EESH

Percentage of properties meeting the EESH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	2,015	246	0	2,261	
Four-in-a-block	2,041	122	102	2,265	
Houses (other than detached)	3,076	155	332	3,563	
Detached houses	37	0	0	37	
Total	7,169	523	434	8,126	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	2,015	246	0	2,261	
Four-in-a-block	2,041	122	102	2,265	
Houses (other than detached)	3,076	155	332	3,563	
Detached houses	37	0	0	37	
Total	7,169	523	434	8,126	

C10.4		Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why	N/A
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C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	1	3	0	4
Four-in-a-block	6	48	2	56
Houses (other than detached)	63	100	19	182
Detached houses	0	0	0	0
Total	70	151	21	242

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	117	19	0	136
Four-in-a-block	8	6	2	16
Houses (other than detached)	159	13	17	189
Detached houses	0	0	0	0
Total	284	38	19	341

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	1,897	224	0	2,121
Four-in-a-block	2,027	68	98	2,193
Houses (other than detached)	2,854	42	296	3,192
Detached houses	37	0	0	37
Total	6,815	334	394	7,543

	C10	92.8%
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Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	117	19	0	136
Four-in-a-block	8	6	2	16
Houses (other than detached)	159	13	17	189
Detached houses	0	0	0	0
Total	284	38	19	341

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		42
Excessive cost		278
New technology		0
Legal		0
Disposal		21
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		341

C11.3 If other reason or unknown, please explain

N/A



Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	336	5
C	3,370	200
D	784	41
E	169	2
F	48	1
G	7	0
Total	4,714	249

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	445	
SAP 2009	740	
SAP 2012	3,529	
Other procedure / unknown	0	
Total	4,714	

C12.3	If other procedure or unknown, please explain	
	N/A	

Indicator C12

58.0%



Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	47
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£0
C13.2.2	The landlord's own financial resource	£11,485
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£11,485

C13.3	Please give reasons for any investment which came from another source	N/A
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Comments (Housing quality and maintenance)

(Indicator 8) – Average length of time taken to complete Emergency Repairs & (Indicator 9) Average time taken to complete non-emergency repairs - Covid-19 restrictions have impacted on the repairs service provided by the Council, particularly in relation to non-essential work. Throughout the entire period of the pandemic, the Council has delivered 'Emergency & Urgent' repairs to tenants. As a consequence of Covid-19 restrictions, there has been an increase in the overall number of emergency repairs reported to the Council. 14,519 emergency repairs were completed, up from 12,350 in 2019/20, and the average time taken to complete these repairs was 2.47 days, a reduction on 2.53 days in 2019/20. There was a reduced number of 'non-emergency' repairs completed by the Council, 8810 in total, down from 15,908 in 2019/20. Of those repairs completed in the reporting year, it took on average 4.82 working days, down from 7.17 working days in 2019/20.

(Indicator 6) – Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) & (Indicator C9) – SHQS Stock Summary - Given the changes to this Indicator and taking account that EESSH now forms part of the SHQS assessment for Energy Efficiency, performance in this area is lower than the reported 2019/20 SHQS pass rate. In addition, the Council has taken the decision to demolish 3 blocks of multi-storey flats (234 properties) at Riverside Place, these are classified as failing due to serious disrepair (external fabric – walls, roof and windows), but have been classified as exemptions as the properties are earmarked for demolition. Overall, 7261 properties (89.36%) of the Council's housing stock is meeting the SHQS. The remaining 865 properties that are not meeting the SHQS, 242 are failing on one criterion - Energy Efficiency, 106 properties are in abeyance (60 relate to door entry systems where the Council is in minority ownership and has been unable to engage owners to secure majority consent and 46 properties are in abeyance (42 for Energy Efficiency & 4 for Modern Facilities) because tenants have refused planned improvement work due to personal or medical reasons or have failed to provide access to the Contractor). The final 517 properties are exempt from SHQS – 278 where it is too costly to undertake work to pass EESSH, 234 are earmarked for demolition and 5 are earmarked for disposal by the Council.

(Indicator 12) - Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service - Only 24 satisfaction survey were received in the reporting year. 24 respondents were "very or fairly satisfied" with the repairs and maintenance service. The Council is currently working with Tenant Representatives to review the format of tracker surveys and to explore ways to increase take up and participation in surveys.

(Indicators C11, C12, C13 & C14) - EESSH - Over the course of 2019/20, focussed work continued to review the energy ratings for properties and the Council's position in relation to EESSH in the run up to the 2020 target date. A Contractor was engaged to undertake surveys of identified properties to allow the Council to confirm the level of energy efficiency, identify energy measures required to achieve a pass level for EESSH and to identify properties where the scope of work required will incur excessive cost or be too invasive to routinely undertake. The survey process provided evidence to support the data included for the 341 properties identified as being in the scope of EESSH that are exempt from the standard. 63 of these properties include 21 properties earmarked for demolition or disposal (16 multi storey properties which are earmarked for demolition following the Council's decision on 27 June 2019 and 5 properties earmarked for disposal) and 42 properties where the current tenants have declined targeted energy works to their home. In 2021/22, attempts will be made to address these shortcomings, through proactive tenant engagement or should any properties become void in the next reporting year. Taking account of Surveyor feedback, the remaining 278 exempt properties have been identified as requiring a scope of work which will result in excessive costs:- this includes 37 properties with room in the roof space recognised as having limited insulation with no straightforward remedy, 122 properties with limited flat roof insulation (17 houses and 105 top floor flats in tenement blocks with mixed tenure ownership considerations), 91 properties which require underfloor insulation which would be costly and invasive - creating disturbance for existing tenants in occupied houses and 28 properties of solid wall construction, mainly one-off sandstone properties in mixed tenure blocks. Although these properties have been identified as being exempt, ongoing considerations will be given to the feasibility of incorporating works to achieve EESSH in the future, when identified major capital works are being planned, undertaken or when a property is void and undergoing repair work prior to it being relet to a new tenant.

242 properties in the scope of EESSH are identified as not currently meeting the standard. This takes account of survey findings where properties were assessed as passing EESSH without any further works, and other properties with no valid EPC which were reclassified as not meeting EESSH as they were similar property types with characteristics consistent with properties not meeting EESSH. 26 properties have been identified as having shortcomings in cavity wall insulation, and it is proposed to take forward upgrade solutions for these properties as part of future external fabric upgrades within their neighbourhoods. 7 properties have multi-fuel systems which were installed following previous consultation with tenants and at this time they are not scheduled for replacement. A further 151 properties have electric heating systems, the majority of which have been installed in the last 10 years. These systems are not scheduled for replacement, but current SAP calculations do not appear to recognise the efficiency of the systems. Furthermore, of the 242 properties recognised as EESSH fails, 34 properties are of a timber or British Steel Framed construction type known to be generally less energy efficient than other traditional construction types. Work is underway by the Council to identify the most appropriate technical solutions to address the energy inefficiency of these property types as part of future external fabric upgrade works. Nevertheless, South Ayrshire Council's processes have resulted in a modest net increase in properties meeting the EESSH standard at 92.8% in 2020/21, an improvement on 92.5% in 2019/20.



Neighbourhood & community

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

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

	1st stage	2nd stage
Complaints received in the reporting year	106	17
Complaints carried forward from previous reporting year	2	1
All complaints received and carried forward	108	18
Number of complaints responded to in full by the landlord in the reporting year	107	18
Time taken in working days to provide a full response	457	496

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.07%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.27
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	27.56



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

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	682
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	381
13.2.2	fairly satisfied	255
13.2.3	neither satisfied nor dissatisfied	26
13.2.4	fairly dissatisfied	15
13.2.5	very dissatisfied	5
13.2.6	Total	682

	Indicator 13	93.26%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	1,079
14.2	The number of tenancy offers that were refused	463

Indicator 14		42.91%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	286
15.2	Of those at 15.1, the number of cases resolved in the last year	250

Indicator 15		87.41%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	48
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	8
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

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

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Comments (Neighbourhood & community)

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

In 2020/21, overall there were a lower level of complaints received by the Council in the reporting year. Of the 108 Stage 1 complaints, 107 were responded to in full (99.07%), this was an improvement on 98.80% in 2019/20. Of the 18 - Stage 2 complaints, all 18 were responded to in full (100%), same as 2019/20. However, due to Covid-19 restrictions the investigation relating to one of the Stage 2 complaints took an extended period of time to complete, as an visit and inspection to the property was required by the Investigating Officer. An extension was agreed with the complainant, the time taken to complete this complaint has skewed overall figures. Excluding this individual complaint, the overall average time taken to respond to the remaining 17 - Stage 2 complaints was 19.65 days.

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

The results for Indicator 13 are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January 2020. The survey involved 682 face to face interviews with interviewer led questionnaire.

Of the 682 tenants surveyed, 636 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 93.26%.

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

Due to impact of Covid-19 restrictions in 2020/21, there has been reduced levels of turnover within our housing stock. In 2020/21, 1079 offers were made, with 463 offers refused, representing 42.91%, down from 800 refusals (51.09%) in 2019/20.

Processes remain 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. This will continue to be monitored closely.

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

During 2020/21, there were 286 anti-social behaviour cases reported in the year and 250 of these were resolved in the reporting year, equating to 87.41%. In 2020/21, this was an increase of 84 cases (41.5%) on the 202 cases reported in 2019/20. The increase in cases mainly related to noise complaints and issues reported by households concerning the conduct and behaviour of neighbours relating to non-compliance with Covid-19 restrictions.

Despite the increase in the number of cases, the number resolved in the 2020/21 reporting year was 87.41%, an improvement on 86.63% reported in 2019/20.

(Indicator C4) - Abandoned homes

The number of properties abandoned during the reporting year 2020/21 was 48; this is a significant reduction on the 100 properties abandoned in 2019/20. Covid-19 restrictions in 2020/21 did reduce the level of proactive estate and tenancy visits, which has likely impacted on this.

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

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

As a result of Covid-19 legislation, there were a reduced number of court actions initiated by the Council. In 2020/21, there were 8 court actions initiated, this was a reduction on the 91 court actions initiated in 2019/20.

Of the 8 court actions initiated, 6 related to Anti-Social Behaviour and resulted in 5 Anti-Social Behaviour Orders (ASBO's) being granted and one case was dismissed as the tenant terminated their tenancy. The remaining 2 actions that were initiated, related to deterioration of the property. There were no evictions carried out in 2020/21.



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	7,848
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	563

	Indicator 17	7.17%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	145
19.2	The number of approved applications completed between the start and end of the reporting year	87
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	58
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

58



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

20.1	The cost (£) that was landlord funded;	£206,779
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£206,779
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	9,345
21.2	The total number of adaptations completed during the reporting year.	96

Indicator 21		97.34
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Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	35
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	0
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	35
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	663

	Indicator 24.	5.28%
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Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	549
30.2	The total number of calendar days properties were empty	28,233

Indicator 30		51.43
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**Tenancy sustainment**

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

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	148
16.1.2	applicants who were assessed as statutory homeless by the local authority	363
16.1.3	applicants from your organisation's housing list	202
16.1.4	other	51
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	140
16.2.2	applicants who were assessed as statutory homeless by the local authority	295
16.2.3	applicants from your organisation's housing list	181
16.2.4	other	48

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	94.59%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	81.27%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.60%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	94.12%

Annual Return on the Charter (ARC) 2020-2021

Comments (Access to housing and support)

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

563 properties became vacant in 2020/21, equating to 7.17% of the lettable stock, this is much reduced on the 758 properties that became vacant in the 2019/20 (9.56%) in 2019/20. Covid-19 has had an impact on turnover, with reduced movement within the housing stock.

(Indicators 19, 20 & 21) – Adaptations

Covid-19 restrictions have impacted on performance in this area. In 2020/21, there were 145 approved applications on the list for adaptations, 87 of these were completed in the reporting year, with 58 applications ongoing at the end of the reporting year.

Throughout the year, taking account of the Covid-19 restrictions, the focus remained on emergency and essential work, this included the delivery of adaptations to assist with hospital discharges. Overall, there were a reduced number of jobs completed and reduced levels of expenditure compared to 2019/20. As a consequence of this, a total of 96 adaptations were completed, and the average time to complete adaptations was 97.34 days, up significantly from 23.3 days in 2019/20. As restrictions have eased, this is a focussed area of recovery.

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

In 2020/21 Covid-19 restrictions and the requirements for safer working arrangements in void properties have considerably impacted on overall relet performance. A total of 549 properties were relet and the average relet time was 51.43 days.

During the first lockdown period in March – June 2020, the restrictions on house moves impacted on relet times. Furthermore, the 72 hour wait period following receipt of keys from the outgoing tenant, additional cleaning, along with the revised working arrangements and the reduced number of Operatives who can work in a property at one time, has meant that void repair times are longer. All of these factors combined have adversely affected relet performance.

As Covid-19 restriction tiers change, work practices and procedures will be continually reviewed as part of the Council's recovery activity.

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

In 2020/21, a total of 664 of the 764 tenancies created in the previous reporting year were sustained. This equated to 86.91% which was an improvement across all sources of let and was an improvement on the 82.75% in 2019/20. Tenancy sustainment continues to be closely monitored.

Getting good value from rents and service charges

Rents and service charges

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

26.1	The total amount of rent collected in the reporting year	£31,002,550
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£31,063,263

	Indicator 26	99.80%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
(Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,191,810
27.2	The total rent due for the reporting year	£31,430,854

Indicator 27		3.79%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

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

18.1	The total amount of rent due for the reporting year	£31,430,854
18.2	The total amount of rent lost through properties being empty during the reporting year	£367,592

Indicator 18		1.17%
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Rent increase (Indicator C5)

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

C6.1	The number of households the landlord received housing costs directly for during the reporting year	5,828
C6.2	The value of direct housing cost payments received during the reporting year	£20,339,495



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
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C7.1	The total value of former tenant arrears at year end	£561,790
C7.2	The total value of former tenant arrears written off at year end	£136,635

	Indicator C7	24.32%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	682
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	218
25.2.2	fairly good value for money	343
25.2.3	neither good nor poor value for money	92
25.2.4	fairly poor value for money	29
25.2.5	very poor value for money	0
25.3	Total	682

Indicator 25	82.26%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

Annual Return on the Charter (ARC) 2020-2021

Comments (Getting good value from rents and service charges)

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

Covid-19 has had significant impact on the Council's performance in relation to rent collection and arrears recovery activity. During the period 1 April 2020 – 30 June 2020, the Council suspended debt recovery processes to provide an increased focus on supporting households and providing advice and information to mitigate the financial impact and hardship experienced by households as a result of Covid-19. Our Revenue, Arrears and Support Team actively reached out to tenants, ensuring early intervention and the provision of support to tenants in arrears and tenants requesting advice. Our staff team provided budgeting advice and assisted tenants to apply for discretionary housing payments where appropriate. If additional advice or support was required, referrals continued to be made to the Council's Advice and Information Hub, for Money Advice or Benefits Advice and we referred tenants to our contracted housing support providers where ongoing support needs were identified.

In addition to dealing with the impacts of Covid-19, we have also managed the increased number of tenants applying for Universal Credit (UC), verifying housing costs and supporting tenants to make claims. As at 31st March 2021, 2507 current tenants were known to the Council to be in receipt of Universal Credit. Where appropriate and in accordance with the DWP criteria, the Team continues to actively apply for Alternative Payment Arrangements (APA's) where vulnerability triggers exist or the tenant has arrears or difficulty making their housing cost payments from their UC entitlement. APA's were in place for 1867 current tenants as at 31st March 2021.

As a Council we continue to actively liaise with DWP Representatives and other partners to manage the impacts of UC and Covid-19.

For indicator 26, the percentage of income collected in the 2020/21 reporting year 99.80%, up from 99.15% in 2019/20. Despite the challenges in income collection and the increased roll out of Universal Credit, the Team have managed to maximise collection, this has been supported by receiving an increased level of direct housing payments paid to the Council as a landlord. The gross rent arrears as a percentage of the rent due in 2020/21 was 3.79%, taking account of payments received for cases where an agreement existed to pay their rent by "UC - Managed Payments" slightly later than the normal rent cycle. This is a slight increase on the 3.42% reported in 2019/20.

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

Given the increased average relet time for voids, 1.17% of rent was lost through properties being empty in 2020/21, this is an increase on 0.98% 2019/20. This increase takes account of void exclusions and can largely be attributed to the extended periods properties were vacant pending completion of repair work and other Covid-19 related delays.

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

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Annual Return on the Charter (ARC) 2020-2021

Comments (Other customers)

The Council constructed a new build travelling persons site, this contains bungalow lodges which are let the Gypsy/Traveller occupants on a Scottish Secure Tenancy. These new build units have been constructed to meet SHQS and EESSH standards and are accounted for in the Council's HRA Lettable stock. The new site at Houdston Reid-Lea, Girvan became operational from 22 August 2019 and provides 7 units with secure tenancies to travelling people. These are 'lodges' and are not pitches, therefore, Indicator 31 has not been completed.

In the last survey of tenants, 6 responses were received and all 6 (100%) were very satisfied with the Council's management of the site.

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