



Landlord name: South Ayrshire Council

RSL Reg. No.: 1,026

Report generated date: 31/05/2022 07:12:12

Approval

A1.1	Date approved	30/05/2022
A1.2	Approver	Michael Alexander
A1.3	Approver job title	Service Lead - Housing Services
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A

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

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	542
C3.2	The number of 'supported housing' lets during the reporting year	73
Indicator C3		615



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	167
C2.2	The number of lets to housing list applicants	121
C2.3	The number of mutual exchanges	52
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants.	327
C2.6	Total number of lets excluding exchanges	615

Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

**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) 2021-2022

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 an 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 next comprehensive survey will be undertaken during the course of 2022/23.



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) 2021-2022

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 an 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 ongoing impacts of Covid-19 throughout 2021/22, newsletters continued to be issued 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 an 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.

The ongoing impacts of Covid-19 and the associated restrictions 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 2021. 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 2020/21 Annual Performance Report which was published in October 2021.

A consultation event also took place via MS Teams with tenant representatives and Elected Members on Wednesday 26 May 2022, to outline the content of the 2021/22 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.

The next comprehensive survey will be undertaken during the course of 2022/23.



Housing quality and maintenance

Quality of housing

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

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

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

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



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

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	8,254	8,072
C9.2	Self-contained stock exempt from SHQS	551	314
C9.3	Self-contained stock in abeyance from SHQS	343	300
C9.4.1	Self-contained stock failing SHQS for one criterion	214	201
C9.4.2	Self-contained stock failing SHQS for two or more criteria	5	0
C9.4.3	Total self-contained stock failing SHQS	219	201
C9.5	Stock meeting the SHQS	7,141	7,257



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	8,254
6.1.2	projected to the end of the next reporting year	8,072
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	7,141
6.2.2	projected to the end of the next reporting year	7,257

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	86.52%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	89.90%



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	13,510
8.2	The total number of hours taken to complete emergency repairs	36,493

Indicator 8		2.70
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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	14,744
9.2	The total number of working days taken to complete non-emergency repairs	118,882

	Indicator 9	8.06
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	13,778
10.2	The total number of reactive repairs completed during the reporting year	14,496

	Indicator 10	95.05%
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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.	36
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 the early part of 2021/22, Covid-19 restrictions continued to have an impact on the Council's management of gas safety.</p> <p>For a total of 36 properties, the Council did not meet its statutory duty to complete the gas safety check by the anniversary date. 27 of these properties were carried forward from 2020/21. 9 properties arose during 2021/22.</p> <p>In summary of the 36 properties:- 34 were 'hard no access' properties and they had internal gas meters, 1 property was vacant and the gas safety check was delayed and 1 property was unable to be accessed due to Covid-19, where a household member was displaying symptoms.</p> <p>Gas safety checks have been completed in all of these properties and they all have valid gas safety certificates. None remain outstanding.</p> <p>Gas Safety compliance is an activity that is kept under constant monitoring and review. There is dedicated staff working in this area to maximise contact with tenants to gain entry and maximise compliance. The procedures operated by our nominated Gas Contractor have been updated to reflect all current guidance.</p> <p>This activity is included in the Place Directorate Risk Register.</p>		

Indicator 11

36



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?"	126
	12.2 Of the tenants who answered, how many said that they were:	104
12.2.1	very satisfied	
12.2.2	fairly satisfied	10
12.2.3	neither satisfied nor dissatisfied	2
12.2.4	fairly dissatisfied	2
12.2.5	very dissatisfied	8
12.2.6	Total	126

	Indicator 12	90.48%
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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	2,121	245	0	2,366	
Four-in-a-block	2,053	116	108	2,277	
Houses (other than detached)	3,086	145	343	3,574	
Detached houses	37	0	0	37	
Total	7,297	506	451	8,254	

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	2,121	245	0	2,366	
Four-in-a-block	2,053	116	108	2,277	
Houses (other than detached)	3,086	145	343	3,574	
Detached houses	37	0	0	37	
Total	7,297	506	451	8,254	

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	3	46	1	50
Houses (other than detached)	40	82	10	132
Detached houses	0	0	0	0
Total	44	131	11	186

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	108	19	0	127
Four-in-a-block	9	5	2	16
Houses (other than detached)	152	25	22	199
Detached houses	0	0	0	0
Total	269	49	24	342

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	2,012	223	0	2,235
Four-in-a-block	2,041	65	105	2,211
Houses (other than detached)	2,894	38	311	3,243
Detached houses	37	0	0	37
Total	6,984	326	416	7,726

	C10	93.6%
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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	108	19	0	127
Four-in-a-block	9	5	2	16
Houses (other than detached)	152	25	22	199
Detached houses	0	0	0	0
Total	269	49	24	342

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		0
Social		9
Excessive cost		312
New technology		0
Legal		0
Disposal		21
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		342

C11.3 If other reason or unknown, please explain

N/A

Annual Return on the Charter (ARC) 2021-2022

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 and revised working arrangements impacted on the repairs service provided by the Council, particularly in relation to non-emergency work. Throughout the entire period of the pandemic, the Council has delivered 'Emergency & Urgent' repairs to tenants. In the reporting year, 13,510 Emergency Repairs were completed, and the average time taken to complete them was 2.7 hours, up slightly from 2.5 hours in 2020/21. In 2021/22, 14,744 Non-Emergency repairs were completed, and the average time taken was 8.06 working days, this performance takes account of works orders raised in 2020/21 which were delayed due to Covid restrictions, and work was completed during 2021/21.

(Indicator 6) – Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) & (Indicator C9) – SHQS Stock Summary - Given the changes to this Indicator to incorporate the new smoke, heat and carbon monoxide alarm standards and the new standards for electrical safety inspections and taking account that EESSH forms part of the SHQS assessment for Energy Efficiency, performance in this area is slightly lower than the reported 2020/21 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, 7141 properties (86.52%) of the Council's housing stock is meeting the SHQS. Of the remaining 1113 properties that are not meeting the SHQS:- 214 are failing on one criterion (181 – EESSH & 33 – Serious Disrepair), this is a reduction on 242 in 2020/21, 5 properties are failing on two or more criteria - energy efficiency and tolerable standard and have been difficult to access. 343 properties are in abeyance (266 properties are 'hard no access' and despite attempts by the Council, access has not been achieved to complete work on linked smoke detectors and/or certification of safe electrics), (58 properties relate to door entry systems where the Council is in minority ownership and has been unable to engage owners to secure majority consent, (6 properties are vacant – 4 of these properties are undergoing major structural repairs or major repairs following fire damage) and (13 properties are in abeyance because tenants have refused planned improvement work due to personal or medical reasons or have failed to provide access to the Contractor). The final 551 properties are exempt from SHQS – 312 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 – The reported performance in this indicator is based on responses received in the tracker surveys issued to tenants. 126 satisfaction survey responses were received in the reporting year. 114 respondents (90.48%) were "very or fairly satisfied" with the repairs and maintenance service. Although the number of survey responses increased, it is recognised that overall response levels remain low, this is an area of work being targeted in consultation with tenants to explore ways to increase response rates.

(Indicators C10 & C11) - EESSH - In 2021/22, 7726 properties in the scope of EESSH met the standard, this represents 93.6%, which is an improvement on 92.8% in 2020/21. 342 properties are identified as being exempt from the standard. 30 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 9 properties where the current tenants have declined targeted energy/modernisation to their home – efforts will continue during 2022/23 to re-engage tenants or deal with measures if the property become vacant. Of the remaining 312 exempt properties that 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, 121 properties with limited flat roof insulation (17 are houses and 104 are top floor flats in tenement blocks with mixed tenure ownership considerations), 84 properties require underfloor insulation which would be costly and invasive - creating disturbance for existing tenants in occupied houses, 37 properties of solid wall construction, mainly one-off sandstone properties in mixed tenure blocks, and 33 properties are of non-traditional timber construction with limited levels of wall insulation. Although all these properties have been identified as being exempt presently, ongoing considerations will be given to exploring any cost-effective options and determining the feasibility of incorporating works to achieve EESSH in the future, when the property is part of planned major capital works or when a property is void and undergoing repair work prior to it being relet. 186 properties in the scope of EESSH are identified as not currently meeting standard. This takes account of EPC survey findings where properties have been assessed, and other properties with no EPC which are classified as not meeting EESSH due to evidence held on other similar property types with similar characteristics already failing the 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 upgrade plans within their neighbourhoods. 18 properties could be improved with the installation of under floor insulation, this is currently being explored with colleagues in Professional Design Services, 5 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 137 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.



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	111	20
Complaints carried forward from previous reporting year	1	0
All complaints received and carried forward	112	20
Number of complaints responded to in full by the landlord in the reporting year	112	19
Time taken in working days to provide a full response	538	412

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	95.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.80
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	21.68



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	1,196
14.2	The number of tenancy offers that were refused	579

Indicator 14		48.41%
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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	318
15.2	Of those at 15.1, the number of cases resolved in the last year	301

	Indicator 15	94.65%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	79
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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	47
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	1
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	2.13%
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	2.13%

Annual Return on the Charter (ARC) 2021-2022

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 2021/22, a total of 131 complaints were received in the reporting year, this was an increase on the 123 received in 2020/21. 1 - stage 1 complaint was carried forward from 2020/21. Of the total 112 Stage 1 complaints, all were responded to in full (100%), this was an improvement on 99.07% in 2020/21, and the average time to respond was 4.8 working days, below the SPSO target timescale of 5 working days. Of the 20 - Stage 2 complaints, 19 were responded to in full (95%) and the average time to respond was 21.68 days, down from 27.56 days in 2020/21. 1 - Stage 2 complaint took an extended time to investigate, as it involved liaison with other services and agencies. An extension to the Stage 2 investigation was notified to the complainant.

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

The results for Indicator 13 are based on the Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January 2020.

The survey involved 682 face to face interviews with an 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%.

The next comprehensive survey will be undertaken during the course of 2022/23.

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

In 2021/22, 1196 offers of housing were made, 579 offers were refused, representing 48.41%, this is an increase on 42.91% in 2020/21.

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. This will continue to be monitored and is being considered as part of the review of the House Allocations Policy.

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

In 2021/22, 318 cases of anti-social behaviour were reported, this is an increase on 286 reported in 2020/21. Despite the increase in the number of cases, 301 of the 318 cases were resolved in the 2021/22 reporting year – equating to 94.65%, this is an improvement on 87.41% of cases that were resolved in 2020/21.

(Indicator C4) - Abandoned homes

The number of properties abandoned during the reporting year 2021/22 was 79, up from 48 in 2020/21. During 2021/22, there has been an increased level of proactive estate and tenancy visits to follow up on reports of suspected unoccupied/abandoned properties.

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

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

Following the removal of Covid-19 restrictions, in 2021/22, there has been an increase in actions, a total of 47 court actions were initiated, an increase from 8 in 2020/21.

Of the 47 court actions initiated, 34 related to Rent Arrears, 12 related to Anti-Social Behaviour – this resulted in 4 Interim Anti-Social Behaviour Orders (ASBO's) & 5 ASBO's being granted. The one remaining action that was initiated, related to deterioration of a property. There was 1 eviction in the reporting year for Anti-Social Behaviour.



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	7,856
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	623

Indicator 17		7.93%
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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.	208
19.2	The number of approved applications completed between the start and end of the reporting year	165
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	43
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

43



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

20.1	The cost (£) that was landlord funded;	£442,876
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£442,876
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	18,431
21.2	The total number of adaptations completed during the reporting year.	200

Indicator 21		92.16
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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.	61
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.	61
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	652

	Indicator 24.	9.36%
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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	540
30.2	The total number of calendar days properties were empty	22,613

Indicator 30		41.88
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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	128
16.1.2	applicants who were assessed as statutory homeless by the local authority	338
16.1.3	applicants from your organisation's housing list	105
16.1.4	other	15
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	114
16.2.2	applicants who were assessed as statutory homeless by the local authority	307
16.2.3	applicants from your organisation's housing list	100
16.2.4	other	13

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	89.06%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	90.83%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.24%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	86.67%

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Comments (Access to housing and support)

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

There was an increased level of turnover in 2021/22, 623 properties became vacant this was an increase on the 563 properties that became vacant in 2020/21. This equated to 7.93% of the Council's lettable stock.

(Indicators 19, 20 & 21) – Adaptations

Covid-19 restrictions continued to have an impact on performance in this area. In 2021/22 there were 208 approved applications on the list for adaptations up from 145 in 2020/21. 165 approved applications were completed in the year, up from 87 in 2020/21, leaving 43 applications waiting on adaptations down from 58 in 2020/21.

An increased number of applications were completed, with increased expenditure in the reporting year. The average time to complete adaptations in 2021/22 was 92.16 working days – a reduction from 97.34 working days in 2020/21.

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

In 2021/22, a total of 540 properties were relet and the average relet time was 41.88 days a reduction from 51.43 days in 2020/21. This remains an area of focussed work to reduce relet times further.

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

In 2021/22, a total of 534 of the 586 tenancies created in the previous reporting year were sustained. This equated to 91.13%, an improvement on the overall tenancy sustainment rate of 86.91% in 2020/21. Tenancy sustainment continues to be closely monitored and the Council is expanding its approach to Housing First to help tenancy sustainment and reduce repeat homelessness.

**Getting good value from rents and service charges****Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£31,262,174
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£31,362,977

Indicator 26		99.68%
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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	£1,242,479
27.2	The total rent due for the reporting year	£31,714,357

Indicator 27		3.92%
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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	£31,714,357
18.2	The total amount of rent lost through properties being empty during the reporting year	£351,380

	Indicator 18	1.11%
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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	5,835
C6.2	The value of direct housing cost payments received during the reporting year	£20,481,102



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

C7.1	The total value of former tenant arrears at year end	£621,014
C7.2	The total value of former tenant arrears written off at year end	£143,074

	Indicator C7	23.04%
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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)

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

Indicator 29

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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 continued to impact on the Council's performance in relation to rent collection and arrears recovery activity. Formal recovery processes have been limited and we continue to provide an increased focus on supporting households and providing advice and information to mitigate the financial impact and hardship experienced by households because of Covid-19. Our Revenue, Arrears and Support Team actively reaches out to tenants, ensuring early intervention and the provision of support to tenants in arrears and tenants requesting advice. Our staff team continue to provide budgeting advice and assisted tenants to apply for discretionary housing payments where appropriate. If additional advice or support was required, referrals continued to be made to the Council's Advice and Information Hub, for Money Advice or Benefits Advice and we referred tenants to our contracted housing support providers where ongoing support needs were identified.

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 2022, 2694 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 2058 current tenants as at 31st March 2022.

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 2021/22 reporting year 99.68%, down slightly on 99.80% in 2020/21. Despite the challenges in income collection and the increased roll out of Universal Credit, the Team have managed to maximise and maintain collection rates, this has been supported by receiving an increased level of direct housing payments paid to the Council as a landlord. The gross rent arrears as a percentage of the rent due in 2021/22 was 3.92%, 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 3.79% reported in 2020/21. There were no evictions carried out by the Council in 2021/22 for rent arrears.

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

In 2021/22, 1.11% of rent was lost through properties being empty during the last year, this was down from 1.17% in 2020/21. This takes account of improved relet times.

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

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

Of the 682 tenants surveyed, 561 reported that they felt their rent demonstrated "very or fairly good value for money" which equated to an overall satisfaction level of 82.26%. 92 (13.48%) of respondents reported that they felt their rent demonstrated neither good nor poor value for money. The overall satisfaction level of 82.26% in 2019/20, is an improvement on 72.80% reported from the last comprehensive survey undertaken in 2017.

The next comprehensive survey will be undertaken during the course of 2022/23.

**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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Comments (Other customers)

The Council developed 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 were constructed to meet SHQS and EESSH standards and are accounted for in the Council's HRA Lettable stock. The new site at Houdston Reid-Lea, Girvan became operational from 22 August 2019 and provides 8 units with secure tenancies to travelling people. These are 'lodges' and are not pitches, therefore, Indicator 31 has not been completed.

At the time of the last survey of tenants on the travelling persons site, 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. The next comprehensive survey will be undertaken during the course of 2022/23.