

# Tenancy Matters Performance Edition 2023

Welcome to our 2023 Performance Edition of Tenancy Matters.

## Foreword from Yvonne Baulk

Welcome to North Ayrshire Council Housing Tenancy Matters – Performance Edition for 2023.

This is an insight into our performance and has been approved by the North Ayrshire Network - a strategic group of tenant representatives from across North Ayrshire. It focuses on key areas of performance that we feel is of interest to you, our tenants, and our communities. If you would like to see our full Scottish Social Housing Annual Return on the charter and how we compare to other social landlords, you can view this on [the Scottish Housing Regulator's website](#).

Our key priorities for 2023/2024 have been included. I hope you find this informative and that it evidences our commitment to continuing to deliver excellent services for all of our tenants and customers.

If you have any comments or suggestions regarding this newsletter or how we can improve our services, please contact our Tenant Participation Team on (01294) 324869.

We look forward to hearing from you.

Best Wishes,

Yvonne Baulk, Head of Housing and Public Protection

## Foreword from Helen Malcolmson

Welcome to North Ayrshire Council's Housing Services Performance Matters for 2022/23. I am the chairperson for the North Ayrshire Network and together with representatives from the North Ayrshire Inspection Panel and Service Improvement Groups, we continue to work together with Officers from the Council to influence and inform the way that services are delivered. We ensure that tenants get the best service possible, by ensuring delivery of excellent services to you and improve customer satisfaction.

I am very proud of the areas that North Ayrshire Council has improved upon over the past year and part that our tenant representatives played in this. Please take the time to read this document which highlights some of the great work being achieved.

If you are interested in being involved in improving Council services, then I would recommend that you contact the Tenant Participation Team on 01294 324869 or via email at [tenantparticipation@north-ayrshire.gov.uk](mailto:tenantparticipation@north-ayrshire.gov.uk)

Helen Malcolmson, Chairperson North Ayrshire Network

## Key Achievements for 2022/2023

Here are our key achievements for 2022/23 which contribute to ensuring our tenants live in safe communities:

- Continued to prioritise the prevention of homelessness which has resulted in a reduction of homelessness by 4% in the last 12 months
- Our Business Improvement Team continued to develop our digital approach and improved our processes
- In 2022/23 the Welfare Reform Advice Team generated £2,651,640.35 in extra income for Council tenants and facilitated the payment of £224,615.63 into tenant rent accounts from the Scottish Government's Tenant Grant Fund
- 'Gold Reaccreditation' awarded by Tenant Participation Advisory Service (Scotland) Service (TPAS) for our approach to customer involvement
- Continued to deliver our ambitious development programme despite the effects of the COVID-19 pandemic and Brexit which created labour and material shortages
- Continued our exciting and hugely innovative sheltered housing re-provisioning programme and our Estate Based Regeneration Programme
- Completed work at five sites to deliver 163 units during 2022/23 despite the ongoing COVID-19 pandemic on the construction programme

Our Estate Based Regeneration Programme aims to carry out improvements to existing estates. The following projects continued throughout the last year:

- Completed the upgrading of glass screens in closes throughout Irvine
- Installed additional parking in Bensley Avenue, Irvine and the Hayocks area in Stevenston
- Installed in-curtilage parking for tenants at Keppenburn Avenue, Fairlie
- Completed improvement works to a garage site at Simson Avenue, West Kilbride

Completed and delivered the following new build programmes:

- 15 homes at Brathwic Terrace on Arran
- 34 homes at St Michael's Wynd in Kilwinning, including a sheltered housing unit
- 29 sheltered properties at St Colm's Gardens, Largs
- 15 supported units at Caley Gardens, Stevenston
- 70 homes at Irvine Harbourside, including a sheltered housing unit

## **Environmental Sustainability**

Protecting the environment and ensuring our properties are as energy efficient as possible is a priority for us. During 2022/23 we continued with our planned improvements works by replacing inefficient boilers, installing external wall insulation and solar pv where appropriate. We have detailed energy performance information for all our properties, and we will use this to inform future investment programmes.

- Replaced central heating boilers in: 890 Houses
- Installed external wall insulation on 77 Houses
- Installed Solar PV on: 352 Houses

## **Annual Return on the Charter**

The Scottish Social Housing Charter came into force in April 2012.

Within the Charter there are seven standards:

- Overall satisfaction
- The customer and landlord relationship
- Housing quality and maintenance
- Neighbourhood and community
- Access to housing and support
- Getting good value from rents and service charges
- Other customers

Each standard provides a clear statement of what tenants and other customers can expect from their landlord.

The indicators are usually shown as percentages in line with the Charter requirements.

Some of these results are taken from our Tenant Satisfaction Survey.

We engaged with the North Ayrshire tenant representatives to agree the standards to be included in this report.

## **Indicators**

### **Overall Satisfaction**

We carry out a large-scale Tenant Satisfaction Survey every three years. Both the 2018 and 2021 surveys identified improvement in a number of areas. Our next large scale Tenant Satisfaction Survey will be carried out during 2024.

## Indicator

Percentage of tenants satisfied with the overall service provided by their landlord:

- 2020/21 NAC 93% Scottish Average 88.95%
- 2021/22 NAC 88.74% Scottish Average 87.66%

The results of this indicator came from the Tenant Satisfaction Survey completed in 2021.

## Housing Quality and Maintenance

We aim to ensure that all of our houses are in very good condition and well maintained. We take a proactive approach to our assets and target improvement to ensure that our properties are Scottish Housing Quality Standard (SHQS) compliant. Properties are refurbished to ensure they remain attractive, meeting modern requirements and tenant expectations.

Percentage of reactive repairs carried out in the last year completed right first time:

- 2020/21 NAC 98.27% Scottish Average 91.46%
- 2021/22 NAC 98.53% Scottish Average 87.50%
- 2022/23 NAC 97.38% Scottish Average 87.77%

Percentage of housing stock meeting the Scottish Housing Quality Standard:

- 2020/21 NAC 99.09% Scottish Average 90.96%
- 2021/22 NAC 49.28% Scottish Average 74.24%
- 2022/23 NAC 63.24% Scottish Average 82.32%

Average length of time taken to complete emergency repairs (hours):

- 2020/21 NAC 3.45 hours Scottish Average 4.22 hours
- 2021/22 NAC 2.61 hours Scottish Average 4.12 hours
- 2022/23 NAC 2.64 hours Scottish Average 3.57 hours

Average length of time taken to complete non-emergency repairs (days):

- 2020/21 NAC 9.75 days Scottish Average 6.74 days
- 2021/22 NAC 7.66 days Scottish Average 8.73 days
- 2022/23 NAC 8.42 days Scottish Average 7.31 days

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the Repairs and Maintenance Service:

- 2020/21 NAC 86.73% Scottish Average 90.05%
- 2021/22 NAC 85.71% Scottish Average 87.77%
- 2022/23 NAC 86.16% Scottish Average 87.38%

## Neighbourhood and Community

The Council continues to perform well in responding to antisocial behaviour within agreed timescales. The Prevention First and locality policing model has resulted in a significant increase in referrals to the Antisocial Behaviour Investigation Team in an effort to intervene early and reduce crime in North Ayrshire.

### Indicators

Percentage of antisocial behaviour cases reported in the last year which were resolved within locally agreed targets:

- 2020/21 NAC 1198 reported, 994 resolved, 82.97% resolved within target. Scottish Average resolved with target 94.40%
- 2021/22 NAC 990 reported, 834 resolved, 84.24% resolved within target. Scottish Average resolved with target 94.89%
- 2022/23 NAC 975 reported, 905 resolved, 92.82% resolved within target. Scottish Average resolved with target 93.67%

## Access to Housing and Support

North Ayrshire Council remains a top performer for the average time to re-let properties. We have high levels of satisfaction with temporary accommodation and the Council has transformed support provision to ensure that every homeless household has access to support services for a minimum of 12 months during their mainstream tenancy, in an effort to reduce repeat homelessness.

### Indicators

Average time to re-let properties in the last year (days):

- 2020/21 NAC 27.13 days Scottish Average 56.29 days
- 2021/22 NAC 22.38 days Scottish Average 50.97 days
- 2022/23 NAC 23.99 days Scottish Average 42.80 days

The average time to complete adaptations (days):

- 2020/21 NAC 54.79 days Scottish Average 58 days
- 2021/22 NAC 74.33 days Scottish Average 52.85 days
- 2022/23 NAC 92.38 days Scottish Average 53.45 days

## Getting Good Value from Rents and Service Charges

We continue to invest significantly in our stock and our new house building programme and we are committed to delivering services in new, improved and more cost-effective ways. The roll out of Universal Credit Full Service commenced in North Ayrshire in November 2017 and continued to impact on our rent collection trends.

### Indicators

Percentage of rent due lost through properties being empty during the last year:

- 2020/21 NAC 0.47% Scottish Average 1.37%
- 2021/22 NAC 0.53% Scottish Average 1.42%
- 2022/23 NAC 0.56% Scottish Average 1.12%

Rent collected as percentage of total rent due in the reporting year:

- 2020/21 NAC 97.34% Scottish Average 99.06%
- 2021/22 NAC 99% Scottish Average 99.21%
- 2022/23 NAC 97.76% Scottish Average 99.49%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due:

- 2020/21 NAC 5.46% Scottish Average 6.14%
- 2021/22 NAC 6.63% Scottish Average 6.65%
- 2022/23 NAC 7.14% Scottish Average 5.15%

### Other Customers

Local Councils and Social landlords with responsibility for managing sites for Gypsy / Travellers should manage the sites so that:

### Outcomes

Sites are well maintained and managed and meet the minimum site standards set in Scottish Government guidance.

North Ayrshire Council's site at Redburn Grove meets the Scottish Government's minimum standard. However, satisfaction levels are lower than the Scottish average regarding the Council's management of the site.

The Council were awarded a £74,528 share of Scottish Government funding to make improvements on site. Staff have engaged with Redburn residents who have prioritised new kitchens, new front doors for each amenity block and gates to improve security for each pitch. We continue to work with our tenants at Redburn Grove to consider their current and future housing needs.

## Indicators

Percentage of Gypsies and Travellers satisfied with the landlord's management of the site:

- 2020/21 NAC 37.5% Scottish Average 75.94%
- 2021/22 NAC 33.33% Scottish Average 75.52%
- 2022/23 NAC 33.33% Scottish Average 75.52%

Average weekly rent per pitch:

- 2020/21 NAC £91.05 Scottish Average £73.86
- 2021/22 NAC £92.78 Scottish Average £76.17
- 2022/23 NAC £95.10 Scottish Average £74.32

## Performance – Areas of Focus Moving Forward

Our ARC return for 2022/23 shows that there are some areas where performance has reduced, or where we see room for improvement. Some of this is attributable to the challenges we have faced during the COVID-19 pandemic.

- Following the easing of COVID restrictions, the average time taken to re-let properties has increased slightly. We are currently carrying out a full review of void performance to identify areas for improvement
- Our rent arrears figures reported have increased. Housing Operations staff have been undertaking our escalation processes to recover rent arrears where possible, we take a welfare-based approach by contacting tenants and offering general advice/assistance on welfare benefits, income maximisation and alternative ways to pay rent due to the pandemic and the Cost of Living Crisis. We expect performance to improve through the coming year
- The percentage of stock meeting the Scottish Housing Quality Standard (SHQS) has increased from 49.28% in 2021/22 to 63.24% in 2022/23, whilst additional resources have been put in place to ensure our homes meet the required legislation, gaining access to tenants' homes has proved difficult
- The aids and adaptations figures show an increase on waiting times for adaptations to be carried out in customers homes. We are currently carrying out a full review of the aids and adaptations process to identify areas of improvement

## **Priorities 2023/24**

In June 2023, North Ayrshire Council launched the Council's Plan for 2023-2028. Housing Services contributes to achieving the Council Plan which sets out our ambitions, vision, and mission for the next five years.

### **Our Vision**

North Ayrshire that is 'Fair for All.'

### **Our Mission**

Working together to the lives of our people in North Ayrshire. Our priorities are split into four themes: A Sustainable Council, Wellbeing, Climate Change and Communities & Local Democracy.

### **2023/2024 Priority – Sustainable Council**

A Community Wealth Building Council that is efficient and accessible, maximising investment and focusing on resources towards our priorities.

We will:

- Review the Housing Repairs policy to identify areas for improvement
- Review aids and adaptations procedures and process to identify areas of improvement
- Provide additional support to improve tenancy sustainment for new tenants
- Work with the North Ayrshire Housing Register partner landlords to review the North Ayrshire Housing Allocation Policy
- Review void procedures and processes to identify areas for improvement
- Continue to improve our performance in managing rent arrears

### **2023/2024 Priority – Wellbeing**

To transition to a wellbeing economy, delivering prosperity, wellbeing, and resilience for local people.

We will:

- Continue with our humanitarian responsibilities, and in line with the UK Resettlement Scheme, including the Afghan Relocation Schemes
- Where possible, bring empty properties back into use
- Review current and future housing needs for Gypsy/Travellers in partnership with the tenants at Redburn Grove
- Extend the 'Housing First' pilot to help reduce homelessness
- Provide sanctuary and support to those displaced by the ongoing conflict in Ukraine
- Continue to work with private landlords to ensure their properties are in good condition and comply with the relevant property standards



- Continue the refurbishment of our older sheltered housing stock to ensure they are of similar quality to our new build sheltered housing complexes
- Provide additional support to improve tenancy sustainment for new tenants
- Build new, modern, energy-efficient homes for life, tailored to the needs of tenants with our North Ayrshire Housing Register partner landlords
- Continue to provide advice and assistance to those affected by the implications of Cost of Living Crisis

## **2023/2024 Priority – Climate Change**

To achieve net-zero by 2023.

We will continue to ensure our houses are well insulated and energy efficient, making them cheaper to heat, and reducing their emissions.

## **2023/2024 Priority – Communities & Local Democracy**

To have active, inclusive, and resilient communities.

We will:

- Work with colleagues in Streetscene to maintain and enhance our estates
- Work with communities to improve the quality of the local environment through a participatory approach
- Work with our customers to retain our Tenant Participation Advisory Service (TPAS) and Tenant Information Service (TIS) Gold level accreditations for Tenant Participation

## **Value for Money and Investment**

The Housing Revenue Account is a ring-fenced fund, with its income mainly generated from tenants' rents. The Housing Revenue Account is divided into 'capital' and 'revenue' activity. Capital expenditure relates to major improvements such as new house building, new kitchens or bathrooms and other large projects. Revenue expenditure comprises day to day management costs and the cost of repairing and maintaining houses and is funded from rental income.

## **Revenue Expenditure Explained**

**Employee Costs:** This is the cost of the staff needed to operate the Housing Service.

**Property Maintenance:** This is the money spent on day to day repairs and maintenance of our houses including void property works, emergencies, repairs by appointment and aids & adaptations.

**Capital Financing:** This is the amount transferred to help fund the capital programme as well as paying debt management costs.

Administration & Other: This includes costs such as printing, postage, telephone calls, legal expenses and payments to other Council central support services.

## Capital Expenditure Explained

Improvements & Investments: This includes major works which result in improvements to our houses such as new kitchens, bathrooms, central heating, and new roofs.

New Council House Build: This is the amount of money spent on building new homes in this year.

## Breakdown of spend for 2022/23

Where the money came from:

Spend Area	Total
Revenue Income	£55.01 million
Council House Rents	£52.66 million (95.73%)
Other Rents	£0.34 million (0.63%)
Other Income	£2.01 million (3.64%)

## Breakdown of spend for 2022/23

How the money was spent:

Spend Area	Total
Revenue Expenditure	£55.01 million
Property Maintenance	£20.53 million (37.32%)
Capital Financing/Debt Payments	£23.53 million (42.77%)
Employee Costs	£5.29 million (9.62%)
Administration & Other	£5.66m (10.29%)

## Breakdown of spend for 2022/23

Spend Area	Total
Capital Income	£30.51 million
Revenue / Balances	£12.1 million (40.02%)
Prudential Borrowing	£14.03 million (45.97%)
Government Grant	£3.15 million (10.32%)
Capital Receipts	£0.1 million (0.2%)
Affordable Housing Account	£0.55 million (1.80%)
Council House Build Fund	£0.57 million (1.87%)

## Breakdown of spend for 2022/23

How the money was spent:

Spend Area	Total
Capital Expenditure	£30.51 million
New Council House Building	£13.22 million (43.32%)
Improvements & Investments	£17.29 million (56.68%)

## Capital Project Expenditure for 2022/23

Spend Area	Total
Bathrooms	£1.41 million
Kitchens	£2.42m
Re-roof/Render	£4.77m
Electrical/Re-wire	£0.26m
Central Heating	£2.18m
Windows	£0.16m
Solar Panels	£1.73m

### General enquiry contacts

Please see [our general enquiries page](#) for contact information.

### Contacting by post

Council's Headquarters at Cunninghame House, Friars Croft, Irvine, KA12 8EE

### Useful Housing Contacts

- Dalry Housing Office  
01294 836710  
[dalryhousing@north-ayrshire.gov.uk](mailto:dalryhousing@north-ayrshire.gov.uk)
- Kilbirnie Housing Office  
01505 685177  
[kilbirniehousing@north-ayrshire.gov.uk](mailto:kilbirniehousing@north-ayrshire.gov.uk)
- Largs Housing Office  
01475 687590  
[largshousing@north-ayrshire.gov.uk](mailto:largshousing@north-ayrshire.gov.uk)

- Irvine Housing Office  
01294 310150  
[irvinehousing@north-ayrshire.gov.uk](mailto:irvinehousing@north-ayrshire.gov.uk)
- Kilwinning Housing Office  
01294 552261  
[kilwinninghousing@north-ayrshire.gov.uk](mailto:kilwinninghousing@north-ayrshire.gov.uk)
- Three Towns Housing Office  
01294 310005  
[3townshousing@north-ayrshire.gov.uk](mailto:3townshousing@north-ayrshire.gov.uk)

## Other Housing Contacts

- Antisocial Behaviour & Community Safety  
01294 314600  
[ASBIT@north-ayrshire.gov.uk](mailto:ASBIT@north-ayrshire.gov.uk)
- Housing Support Team  
01294 317370  
[tenancysupport@north-ayrshire.gov.uk](mailto:tenancysupport@north-ayrshire.gov.uk)
- Tenant Participation Team  
01294 324869  
[tenantparticipation@north-ayrshire.gov.uk](mailto:tenantparticipation@north-ayrshire.gov.uk)
- Housing Advice Team  
01294 314600  
[housing-info-advice@north-ayrshire.gov.uk](mailto:housing-info-advice@north-ayrshire.gov.uk)
- Private Sector Team  
01294 324644  
[psadvice@north-ayrshire.gov.uk](mailto:psadvice@north-ayrshire.gov.uk)
- Welfare Reform Advice Team  
0300 999 4606  
[welfarereformteam@north-ayrshire.gov.uk](mailto:welfarereformteam@north-ayrshire.gov.uk)
- Fuel Poverty and Sheltered Wellbeing  
01294 317370  
[FuelPovertyAndShelteredWellbeing@north-ayrshire.gov.uk](mailto:FuelPovertyAndShelteredWellbeing@north-ayrshire.gov.uk)
- Former Tenant Arrears Team  
01294 485615  
[formertenantarrears@north-ayrshire.gov.uk](mailto:formertenantarrears@north-ayrshire.gov.uk)

## **Important Info**

North Ayrshire Council participates in the National Fraud Initiative and is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. To find out more about how your information may be used in the [National Fraud Initiative](#).

## **Feedback**

It is really important to us that we know what you think about this year's Tenancy Matters Performance Edition.

If you have any comments you would like to make on the content, or if you have suggestions on how we can improve services, please let us know.

You can [email us at tenantparticipation@north-ayrshire.gov.uk](mailto:tenantparticipation@north-ayrshire.gov.uk) or call on 01294 324869.

We look forward to hearing your views.