

# OUR PERFORMANCE

# 2023/24

**1<sup>ST</sup> APRIL 2023 - 31<sup>ST</sup> MARCH 2024**

**SOUTH AYRSHIRE COUNCIL  
HOUSING SERVICES**



## INSIDE ...



Developed in  
Partnership with  
Involved Tenants

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## Councillor Martin Kilbride

**Portfolio Holder for Buildings,  
Housing & Environment**

As Portfolio Holder for Buildings, Housing and Environment, I am again pleased to introduce the Council's annual performance report on the Scottish Social Housing Charter. This is the Council's 11th annual report, and it is now my third report as the Portfolio Holder.

Each year this report is produced to give tenants and other customers information about the Council's housing service, how well the service is performing and how the Council compares with other social landlords across Scotland.

During 2023/24, the service has continued to perform well and in most areas the council has performed better than the Scottish average in the key indicators outlined in the Housing Regulators landlord report. The average weekly rents for South Ayrshire Council are also below the Scottish average across all apartment sizes.

The Council continued to invest in building new council properties and purchased properties to increase the supply of affordable housing, and there are major new build housing developments currently under construction. Internal modernisation programmes were completed, and we continued to carry out other elements of improvement work, including the external fabric upgrade work to replace roofs and render, window replacement works and external works to improve energy efficiency. The Council has maintained excellent progress in carrying out landlord compliance activity to ensure tenant's safety. Fixed electrical testing, work to upgrade fire detectors and carbon monoxide detectors, and gas safety checks are ongoing. However, we need all tenants to support this work by giving access to their homes to allow these essential safety checks to be completed. All this activity contributes to the Housing Service continuing to support tenants, improving housing and delivering a good quality housing service.

Officers have continued to meet with Involved Tenants, providing opportunities to share information on services and performance. In May 2024, I attended a Microsoft Teams meeting with Tenants. Officers presented information on performance, and tenants had the opportunity to ask questions and scrutinise that performance before the Council submitted the Annual Return on the Charter to the Scottish Housing Regulator. I have also had the opportunity to attend meetings of the Tenants Monitoring Group and can see first-hand the commitment and interest shown by tenant representatives to help the Council shape and improve services.

Tenants have been involved in drafting this report and have helped decide the content and the design of the document.

This report will be issued to tenants who have requested it. Copies of this report will also be available on the Council website or by contacting the Tenant Participation Team.

## Tenants Foreword

Hello and welcome to our latest edition of our Performance newsletter, within this edition we hope to bring you up to speed with what has been happening within South Ayrshire's Housing Services.

As a tenant of South Ayrshire Council myself and my fellow Tenant Participation Group members try to be as involved as we can, giving our opinion on what is happening and reporting back to you what the results are, and have we made a difference this gets back to you within our Newsletters, Podcasts and social media.

Over this past year we have made many differences and the main one being involved in the consultation regarding the former high-rise flats at Riverside Place, Ayr. Not only was the engagement from this consultation the highest the Housing Service has received (thank you) it has meant other projects have been able to move forward. As we stated in our last edition, we have pushed forward with new housing in various places Mainholm Road, Riverside new flats, former St Ninians School in Prestwick, and on we go with as many as we can bearing in mind The Scottish Government have reduced the subsidy for new build projects. We in the Tenant Participation Group think we are progressing quite well when you look at other regions.

We are consulted on the Housing Revenue Account and what it gets spent on through our Monitoring Group meetings and the results are published in this Performance Edition. A mention must go to The Property Maintenance team within South Ayrshire Council for maintaining a high level of service, with one of the lowest emergency response times in Scotland.

We as a group love getting to grip with what goes on in our Council you could too just get in touch with our Tenant Participation Team on 01292 612968 or email [tp@south-ayrshire.gov.uk](mailto:tp@south-ayrshire.gov.uk) to find out more about becoming an Involved Tenant.

**- Derek Hart, Involved Tenant on behalf of the Tenants Monitoring Group.**

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

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

## SOME KEY FACTS ABOUT SOUTH AYRSHIRE COUNCIL AS AT 31<sup>ST</sup> MARCH 2024:

South Ayrshire Council currently owns and manages **8,173** properties, made up of general needs housing and sheltered housing designed for older people or people who need housing support.

Our stock is made up mainly of flats (over 50%), with the remainder being a mix of houses, maisonettes and bungalows.

**793**

lets were made by the Council during the year:

**664**

were 'general needs' lets

**129**

were 'sheltered housing' lets

**149**

were empty properties at the year end to be re-let.

**22**

Mutual Exchanges

**430**

lets were allocated to homeless households

**57**

lets were made to Ukrainian Households

**8,173**

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

**88**

Bedsit properties

**2,336**

1 bedroom properties

**3,574**

2 bedroom properties

**2,003**

3 bedroom properties

**172**

4 bedroom plus properties

**71**

properties were added to our stock. **34** new build council owned properties were completed and a further **37** properties were purchased via the buy back scheme, bringing properties sold through the right to buy scheme back to Council stock.

**539**

of our **8,173** properties are sheltered housing properties.

**187**

We carried out **187** adaptations in **148** of our properties during 2023/24 to assist tenants who have a disability. **83.6%** of approved medical applications were completed in 2023/24. The average time to complete medical adaptations was **45.9** working days.





# Supported Temporary Accommodation & Dispersed Temporary Accommodation

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

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

In September 2023, the Care Inspectorate carried out an unannounced inspection of the Viewfield Gate Housing Support Service. Two areas were inspected – ‘How well do we support people’s wellbeing’ and ‘How good is

our leadership’, both services were graded 4 – ‘Good’.

In 2023/24, 96.61% of service users that were surveyed in the last 12 months said that they were satisfied with the quality of temporary or emergency accommodation.

We ask our service users to share their opinions and feedback with us through the use of satisfaction surveys.

Here are some of the comments we received throughout 2023/24:

***“I have been very well looked after and informed. Very helpful professional staff.”***



*Seclusion House, Troon*

***“Staff very kind and helpful. Nothing too much trouble. Would highly recommend the accommodation for anyone going through the homeless system.”***

***“I found staff to be extremely helpful and supportive whenever I asked for support. Flat was big, clean and nice.”***

***“Accommodation was a good standard. Staff very approachable.”***

## Access to Housing & Support

**Demand for Housing throughout South Ayrshire remains high. In 2023/24, there were a total of 793 lets started throughout the year.**

In 2023/24, work was completed on 34 new build properties throughout South Ayrshire. These new properties were designed with energy efficiency and flexibility in mind in order to best meet the needs of our tenants.

In 2023/24, there were a total of 22 mutual exchanges approved by South Ayrshire Council allowing households to move to alternative accommodation.

## Housing Options & Homelessness

In 2023/24, 1,104 Housing Options interviews were conducted where applicants were provided with advice and information to help them make more informed housing choices.

There was a total of 1,130 Housing Options cases closed within the year with 934 of those cases going on to make a homeless application. In 2023/24, we received 938 homeless applications. This was an increase on 874 in 2022/23.

Work on Housing Options and prevention activity is continuing and staff are providing advice and information to an increasing number of applicants throughout South Ayrshire. The Council continues to work closely with other Registered Social Landlords in the area to ensure that applicants on our housing list have access to vacant properties through nominations or referrals.



# Reporting Significant Performance Failures: Information for Tenants

Council tenants can report a **significant performance failure (SPF)** to the **Scottish Housing Regulator**. A group of tenants or an individual acting on behalf of tenants, such as a representative of a tenants' organisation, can also report an SPF.

An SPF is where a landlord:

- consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- has not reported its performance annually to its

tenants or the annual reported performance does not reflect actual performance; or

- has materially failed to meet the Standards of Governance and Financial Management; and
- has acted, or failed to take action, in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

For example, an SPF could happen where a landlord is:

- consistently not doing repairs

when it should

- not allowing tenants to apply for another house
- putting tenant's safety at risk, for example because it is not doing gas safety checks when it should
- not helping tenants to report anti-social behaviour

You can view more information in relation to reporting complaints and serious concerns to the Scottish Housing Regulator at: [www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords/](http://www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords/)



Scottish Housing  
Regulator

## Who is the Scottish Housing Regulator (SHR)?

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

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

***“safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered social landlords (RSLs) and local authorities”.***

SHR regulate social landlords to protect the interests of people who receive services from them. They do



this by assessing and reporting on:

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

SHR will intervene to secure improvements where they need to.

## Scottish Housing Regulator Engagement Plans

In February 2024, the Scottish Housing Regulator published updated guidance on the Regulatory Framework. This sets out how they regulate Registered Social Landlords and the housing and homelessness services provided by councils.

The Regulator publishes an Engagement Plan each year for every local authority. This outlines what they are going to do and what Regulatory returns the landlord must provide.

**To view the Engagement Plan visit the regulators website at [www.scottishhousingregulator.gov.uk/engagementplans](http://www.scottishhousingregulator.gov.uk/engagementplans)**

# Tenant Participation Update

**From April 2023 to March 2024, our Tenant Participation Team provided opportunities that allowed tenants throughout South Ayrshire to become involved in their housing service. The team have continued to operate with a hybrid approach to tenant participation meetings; involved tenants can join meetings either in-person or online from the comfort of their own home.**

During the last year, the Involved Tenants have worked in partnership with a number of Officers and Teams from South Ayrshire Council on a variety of different projects such as:

- Reporting our performance by submitting the Annual Return of the Scottish Social Housing Charter
- Assessing our performance on providing the Scottish Housing Regulator with an updated Annual Assurance Statement in support of the Scottish Social Housing Charter
- The Performance Edition Newsletter
- Preparations for the Communities Fun Day 2024
- The review of the Comprehensive Satisfaction Survey
- The Tenants Natter Podcast
- The Rent Setting Consultation

**Housing Services stand at the Fun Day**

### Involved Tenants attending meetings



### Tenants visit to the Mainholm site in Ayr

**Tenants  
Natter Podcast**





- An informative newsletter for the Riverside Place consultation
- Visits to new build sites
- A visit to the Property Maintenance site which included a service overview

In addition to the above, Housing Services also provided participation opportunities to all of its tenants during the Riverside Place consultation and the Rent Setting consultation.

The Riverside Place (Ayr) Consultation Newsletter went out to all of our tenants in February 2024. This resulted in the best engagement we have ever received during a consultation with 815 tenants completing and returning the voting and feedback form.

485 tenants voted and provided feedback on the Rent Setting Consultation which took place in December 2023.

By completing and returning a survey or consultation feedback form, you can participate and have your say within the Housing service.

The Tenant Participation Team and Involved Tenants attended various events with their pop-up Housing Stall providing advice and support to tenants, service users and other customers.

Our Involved Tenants and Officers attended the Annual TPAS Scotland Conference in June 2023.

# New Build Updates

**Below are updates on our new build properties from April 2023 to March 2024.**

## Former Mainholm Academy site, Ayr

Work began on the site in June 2022, starting off with the demolition of the existing former Mainholm Academy and John Pollock Centre buildings to clear the site for the construction to start.

The new development includes 160 new build properties, that would be built over 8 phases with a mix of 1, 2, 3, 4, 5 and 6-bedroom properties. The development is made up of different property types such as amenity bungalows, detached, semi-detached and cottage style properties.

Work on phase 1 within Gemmell Crescent started in September 2022 to construct 13 2-bedroom amenity bungalows. The work was completed, and the properties handed over to the Housing service in August 2023, with tenants moving in soon after.

Phase 2 and 3 which comprised of 8 2-bedroom bungalows was completed and handed over in February 2024.

The remaining phases 4 and 5 are due for completion in 2025.



Former Mainholm Academy site, Ayr

## Riverside Place, Ayr

Following the demolition of the two former high-rise flats at Riverside Place in Ayr, work has now started on the construction of 75 properties.

The new development will consist of a mix of 1 and 2-bedroom amenity flats and 5 wheelchair accessible properties. The development is anticipated to be completed by Autumn 2025.

Former St Ninian's Primary School, Prestwick  
Work started on the new development at the former St Ninian's Primary School site in Prestwick during 2024.

The site will consist of 2, 3 and 4-bedroom family houses, 2-bedroom cottage flats and 6 wheelchair accessible units.
















Riverside Place, Ayr



# Getting Good Value From Rents & Service Charges

Following a consultation with tenants in November and December 2023, South Ayrshire Council agreed to apply a fixed rent increase of 4.5% per annum for the 3 year period 2024/25 to 2026/27.

## Average weekly rent for each apartment size in 2023/24

APARTMENT SIZE	1 APARTMENT (Bedsit)	2 APARTMENT (1 Bedroom)	3 APARTMENT (2 Bedroom)	4 APARTMENT (3 Bedroom)	5+ APARTMENT (4+ Bedroom)
 S.A.C.	 £72.52	 £78.25	 £79.78	 £84.23	 £88.61
 SCOTTISH AVERAGE	 £82.24	 £87.87	 £90.29	 £98.30	 £108.29
 DIFFERENCE	↓ -11.8%	↓ -10.9%	↓ -11.6%	↓ -14.3%	↓ -18.2%

**89.1%**

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

**8.1%**

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

**2.8%**

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

Figures taken from last Comprehensive Survey carried out in January and February 2023.

### Making Best Use of Our Housing Stock and Maximising Rental Income

In 2023/24 the average length of time to re-let properties was **50 days** compared to **58 days** in 2022/23. The Scottish average was **56.7 days**.

The amount of rent we lost through properties being empty during 2023/24 was **£477,629**. This

accounts for a **1.5%** rent loss, which is compared to the Scottish Average of **1.4%**.

When allocating properties in 2023/24, we made **1,301** offers to applicants. **541 (41.6%)** were refused within the year compared to **46.2%** in 2022/23.

### Help Us to Continue to Reduce Refusals

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

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



**91.4%** of tenants who responded to the survey were satisfied with the quality of their home.

## Housing Revenue Account

The Housing Revenue Account (HRA) ensures that tenants rents paid to the Council are only used to meet the services required to manage and maintain our Council homes.

Our total budget, including income from rents, other charges and the use of reserves was **£35.494 million**. Our expenditure was **£35.494 million**. Our existing reserves have a balance in our account of **£2.520 million**.

**£0.213 million** of these funds are required to fund specific projects in future years. The remaining balance of **£2.307 million** includes a sum of **£2 million** which is held as a 'minimum working balance' to deal with emergency situations.

## Scrutiny of the Housing Revenue Account

As part of the rent setting consultation for the period 2024/25 - 2026/27, tenants were consulted on the housing revenue account business plan considerations and the proposed options for wider tenant consultation.

Tenants voted on options and provided feedback on their top three priorities for investment of uncommitted resources.

We have been working alongside our Involved Tenants to develop a tenant friendly overview of the Housing Revenue Account. This will be reviewed on a quarterly basis at the Tenants Monitoring Group meetings.

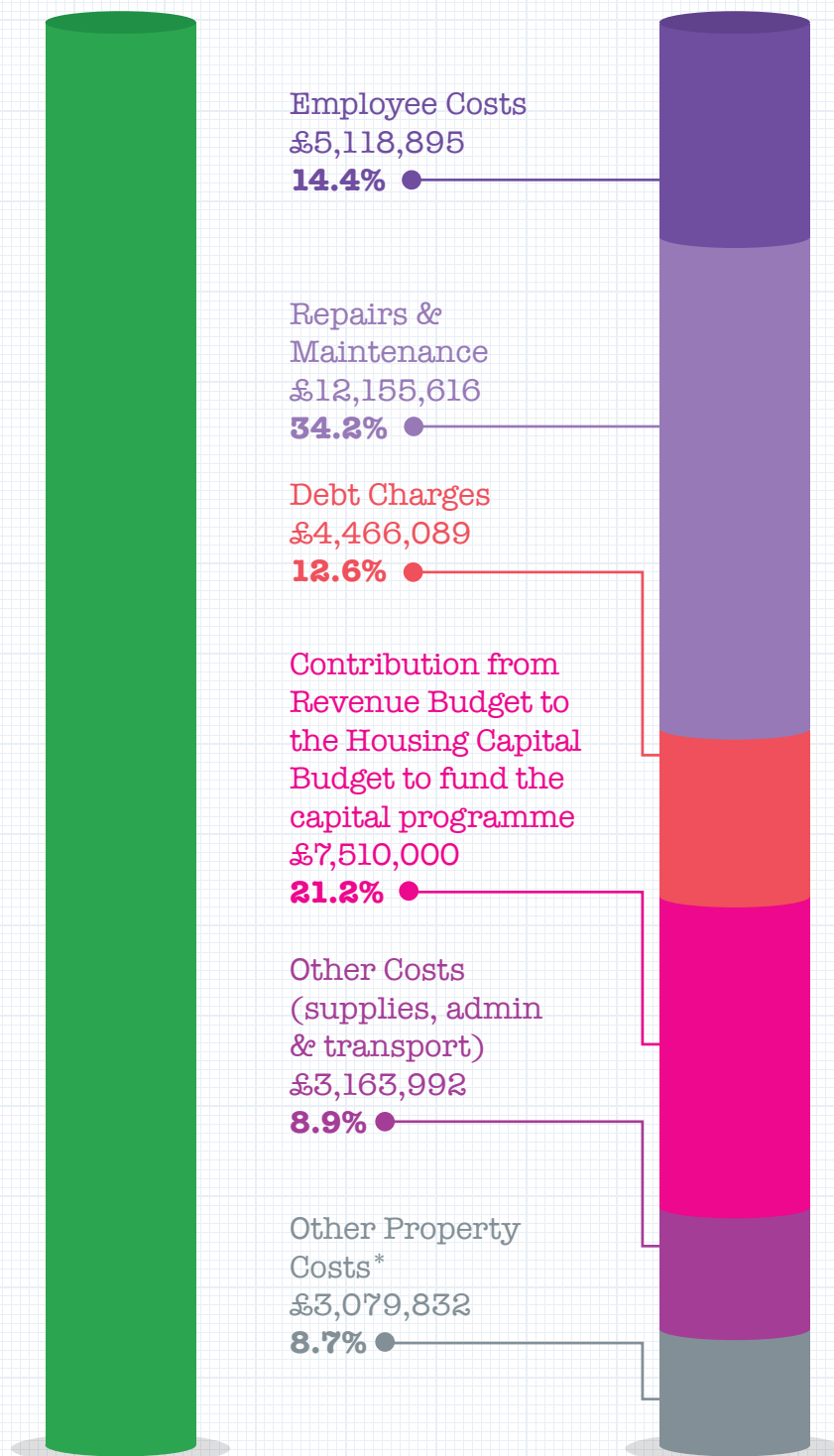
## How Your Rent Money Is Used

### Income

2023/24  
£35,494,423

### Expenditure

2023/24  
£35,494,423



Figures have been rounded to the nearest pound.

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



**99.4%** of rent was collected as a percentage of total rent due in the year - this is equal to the Scottish average of 99.4%

# Satisfaction & feedback

## Help us improve the Housing Service

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

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

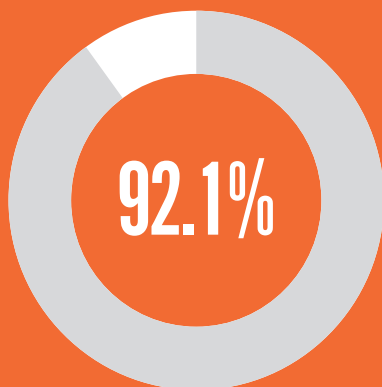
Throughout last year we issued tracker surveys to gather your feedback on key elements of service. We have discussed the feedback received at events with tenant representatives.

**91.4%** of tenants who responded to the survey were satisfied with the quality of their home.

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

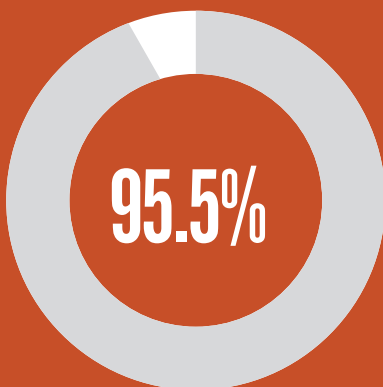
The last Comprehensive Survey was carried out on the Council's behalf by Research Resource during January and February 2023. 801 tenants participated in face to face interviews and the satisfaction results were as follows:

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



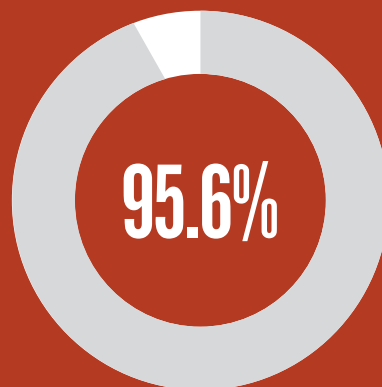
**92.1%** of tenants who responded to the survey were satisfied with the overall service provided by the Council as a Landlord, compared to the Scottish average of **86.5%**

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



**95.5%** of tenants who responded to the survey were satisfied that as a Landlord we were good at keeping them informed about our services and decisions, compared to the Scottish average of **90.5%**

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



**95.6%** of tenants who responded to the survey were satisfied with the opportunities we gave tenants to participate in our decision making processes, compared to the Scottish average of **87.7%**





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



# Repairs

In 2023/24 we spent **£12,155,616** on repairs and maintenance to our housing stock.

## Key Performance Statistics for Repairs and Maintenance to our properties during 2023/24:

	<b>2.5 hours</b>	<b>2.5 hours</b> was the average time we took to complete an emergency repair in 2023/24 against our <b>4 hour</b> target. The Scottish average was <b>4.0 hours</b> .
	<b>6.6 days</b>	<b>6.6 days</b> was the average time we took to complete non-emergency (urgent and routine) repairs in 2023/24, compared to the Scottish average of <b>9.0 days</b> .
	<b>97.2%</b>	<b>97.2%</b> of reactive repairs carried out in the last year were completed right the first time compared to the Scottish average of <b>88.4%</b> .
	<b>89.2%</b>	<b>89.2%</b> of tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service compared to the Scottish average of <b>87.3%</b> .

## Gas Safety

7,369 gas appliances required a gas safety check in 2023/24. 7,362 of these were completed within a year of their last inspection.

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

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



## Information on Number of Repairs Completed

In 2023/24, South Ayrshire Council completed **29,607** repairs.

**15,019** were categorised as Emergency repairs.

**14,588** were Non-Emergency repairs, made up of:-

- > **6,378** Urgent repairs
- > **7,211** Routine repairs
- > **999** Misc Repairs

## Non-Gas Heating

South Ayrshire Council Housing Service has rolling maintenance programmes in place to carry out annual safety checks on homes with oil, solid fuel, or electric heating systems.

## Electrical Safety and Fire/CO Detection

South Ayrshire Council have a Fixed Electrical Testing programme in place to ensure all properties have an Electrical Installation Condition Report (EICR) completed at least every five years, in line with legislative requirements.

To ensure your home continues to meet established fire detection standards, during your home's periodic Fixed Electrical Test, the electrician will also inspect all fire and CO detectors within your home and replace any detectors due to expire over the next 5-year period. As at 31st March 2024, 99.5% of the Council's lettable properties had a current EICR.

The Council has an obligation to ensure all safety checks are carried out within specified timescales. When we require access to your home for any of the above, you will be notified. Please ensure that you provide access to your home.

If tenants fail to allow access, it will be necessary for the Council to gain entry to complete these essential works. If this happens, tenants will be re-charged for the full cost of this work.

# Neighbourhood & Community

## Anti-Social Behaviour

In 2023/24, **442** cases of anti-social behaviour were reported to the council, **400** of those cases were resolved in the reporting year, all of which were resolved within the locally agreed targets. This equated to a reported performance of **90.5%**.

There were **42** cases which were reported during 2023/24 that were not closed as at 31st March 2024.

## Abandonments

In 2023/24, the Council recovered possession of **69** properties following investigations which confirmed they were abandoned.

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

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

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

# SHELTERED HOUSING NEWS

## 2023/24 ROUNDUP

### TRIKE DAY AT BOYLE COURT

Last year, tenants at Boyle Court in Girvan had a great time when they held a Trike Day.

The adapted trikes allowed residents who may struggle with mobility to get in and out with ease and a great time was had by all!



### McMILLAN COFFEE MORNING

The tenants of Whitletts Court in Ayr held their first ever McMillan Coffee Morning in September 2023.

Tenants enjoyed cake, biscuits, tea and coffee and managed to raise £528 for charity.



### FUNDRAISING EFFORTS FROM ST MEDDANS

One of the residents from St Meddans Court in Troon got creative in order to raise funds for the Unit's Social Club. Ann crafted a variety of handmade teddies to sell at Wintertainment, an event that took place in Troon in November 2023.

All of Ann's hard work paid off and she managed to raise £147.50 for the Social Club. These sales will help the club fund the weekly group meals, group activities and outings that are accessible to all of the unit's tenants.



### WINTER AT SANDHILL GARDENS

Sandhill Gardens had a busy Winter with some new activities that included Tabletop Gardening.

They also started a book club and in March 2024, they completed their first full novel, "Where the Crawdads sing"!



**92.9%**

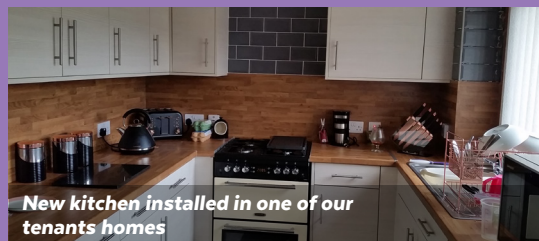
of tenants who responded to the survey told us they were satisfied with the management of the neighbourhood they live in.



# Housing Quality & Maintenance

In 2023/24, we:

- Installed 685 kitchens
- Installed 196 new bathrooms
- Carried out full rewiring including the installation of new smoke, heat and carbon monoxide detectors in 163 properties
- Improved loft installation in 286 properties
- Carried out 468 roof replacements or re-renders on properties
- Installed new double-glazed windows in 325 properties throughout South Ayrshire
- Replaced 253 full central heating systems and 498 central heating boilers
- Installed 110 new door entry systems in blocks of flats, benefiting 73 council owned properties
- Carried out 187 adaptations in 148 properties



New kitchen installed in one of our tenants homes

*South Ayrshire Council continues to deliver an ongoing programme of window replacement upgrades in Council homes throughout South Ayrshire. Properties are generally identified for double glazing upgrades based upon the age and condition of the existing windows.*



Birch Terrace BEFORE



Birch Terrace AFTER



Dunlop Terrace BEFORE



Dunlop Terrace AFTER



Whitehill Crescent BEFORE



Whitehill Crescent AFTER



Murray Gardens BEFORE



Murray Gardens AFTER

## Energy Agency Project

As part of the Scottish Government's ABS (Area Based Schemes) programme, South Ayrshire Council has continued to work in partnership with The Energy Agency to successfully install external wall insulation

systems and new roofing to properties throughout South Ayrshire.

As with previous programmes, this was a mixed tenure project in which 160 external wall insulation

systems (including render) were installed on Council properties. A further 127 South Ayrshire Council properties benefited from new roofing installations.



## Michael Alexander

### Service Lead, Housing Services



**2023/24 was another busy and challenging year for the Housing Service, and it is rewarding to see the Council's reported performance across most activities is better than the Scottish average.**

The demand for our services continues to be high. We allocated an increased number of empty properties in the year, and work is ongoing, along with our Property Maintenance Team to look at ways to reduce the average relet times for empty properties. In 2023/24, we seen an increase in the number of homeless applications received and there continued to be sustained pressure on our homelessness service and temporary accommodation.

During 2023/24, we maintained a focus on ensuring that tenant and resident safety standards were met, ensuring that properties with gas appliances received their safety check and the programme to carry out fixed electrical testing

and to check and replace fire and carbon monoxide detectors continued to perform well. Again, I would encourage all tenants to work with the Council to provide access to their home, to help us to keep your home safe.

The housing capital investment programme continued throughout 2023/24 delivering internal modernisation works, external works for re-roofing, external wall upgrades, window replacement and other measures to improve the energy efficiency of properties.

Work is well underway on new build housing developments which will increase the supply of affordable housing in South Ayrshire. Completed properties within the first phases of the Mainholm new build development were let and households have already settled into their new homes. Work continues on future phases at Mainholm, alongside construction work at the St Ninian's site, Prestwick and the Riverside Place site, Ayr. These new build properties will help the Council meet housing demand in South Ayrshire. Alongside this, the teams have continued to respond to enquiries and offer advice and support relating to house allocations, management of anti-social behaviour and tenancy and estate management.

During 2023/24, we consulted tenants on rent setting options for 2024/24 onwards. The Council approved a rent increase of 4.5% each year for


the next 3 years (2024/25 – 2026/27). From the performance information published by the Scottish Housing Regulator, the average weekly rents in South Ayrshire are below the Scottish average for all apartment sizes. Our Housing Revenue, Arrears and Support team are on hand to offer advice and support to tenants who may be struggling to meet their rent payments and I would encourage tenants to contact their Housing Officer, as early as possible. Our officers can carry out an income and expenditure assessment and provide advice, information and can signpost to other services for other support. From information published by Scotland's Housing Network for 2023/24, for the second year running, South Ayrshire Council was the best performing local authority in Scotland in terms of overall arrears levels.

**Over 2024/25, we will continue to ensure that we meet our regulatory requirements as a landlord, while also keeping a focus on meeting our compliance and safety obligations. We are continuing to work on ways to increase opportunities for tenants and customers to carry out transactions online and increasing the opportunities to collect more equalities information. Our work will continue with Involved Tenants to scrutinise service delivery and performance to improve the quality of the housing stock and the outcomes for tenants and other customers.**

# You Said, We Did!


Housing Services appreciates any feedback we receive from our tenants. The table below shows comments that we received from tenants and service users during 2023/24 and the improvements we made as a result:


 **YOU SAID:** That the information you received regarding internal modernisation works required upgrading.


 **WE DID!** Housing Officers from South Ayrshire Council's Modernisation Team met with Involved Tenants and the Tenant Participation Team to review existing modernisation documentation.

Officers worked in partnership with the Tenant Participation Team to create new documentation. The reviewed content was agreed by all and new leaflets were produced for partial and full internal modernisation works. The new leaflets are issued to tenants prior to any works commencing, providing tenants with vital information regarding proposed works.

 **YOU SAID:** That staff visiting your home didn't always properly identify themselves.

 **WE DID!** All South Ayrshire Council Housing Staff have been advised that they must have their ID badges on display when visiting tenants. ID badges should not be obstructed by clothing or folders and staff names/photos should be visible. In addition, we have asked all other departments and contractors working on behalf of the Housing Services to do the same.

 **YOU SAID:** That you received a cheque from South Ayrshire Council, but you didn't know what the cheque was for until you received a letter from Housing Services several days later.

 **WE DID!** We have now changed our internal processes in relation to issuing cheques to tenants. Letters will now be issued to tenants explaining that they will be receiving a cheque prior to the cheque being issued.

## Awards

Congratulations to our Property Maintenance team who picked up the following awards during 23/24:

**APSE UK  
Apprentice of the year**

**Charlie White**

**APSE Scotland  
Apprentice of the year**

**Charlie White**

**Skills Development Scotland,  
Instructor of the year**

**William J Andrew**

**Special Recognition Award, South  
Ayrshire Council April 2024**

**Charlie White &  
William J Andrew**

**Outstanding People Awards  
May 2024**

**Charlie White**  
*Outstanding Trainee of the Year*

**Outstanding People Awards  
May 2024**

**William J Andrew**  
*Outstanding Supervisor of the Year*

**Outstanding People Awards  
May 2024: Property Maintenance**

**Outstanding Team**  
*Bronze Award*



# Housing Services Highlights 2023-24

This collection of photos highlights just some of the good work that Council employees and members of our communities have been involved in during 2023/24.



Insulation works in Dailly and Girvan



Involved Tenants working on the Tenants Natter Podcast



St Patrick's Day lunch at Braden Road



General Maintenance Service work being carried out



Book Club at Sandhill Gardens



Girvan Academy Choir at Boyle Court



External Wall Insulation and Re-Roofing - Kincaidston, Ayr

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

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

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

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

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

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

## Get in touch!



Tel:  
**01292 612968**



Email:  
**tp@south-ayrshire.gov.uk**



**South Ayrshire Council  
Housing Services**