

**South Ayrshire Council**

**Report by Depute Chief Executive and Director of Housing,  
Operations and Development  
to Cabinet  
of 23 September 2025**

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**Subject: Annual Assurance Statement – Housing**

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**1. Purpose**

- 1.1 The purpose of this report is to provide Members with an update on the Regulatory Framework for Housing and to seek Cabinet approval to submit the Annual Assurance Statement to the Scottish Housing Regulator and publish the statement for tenants and other customers.

**2. Recommendation**

**2.1 It is recommended that the Cabinet:**

- 2.1.1 notes the content of the Assurance Action Plan outlined at (Appendix 1) and the overview of operational service delivery outlined at (Appendix 2)**
- 2.1.2 considers and approves the Annual Assurance Statement at (Appendix 3);**
- 2.1.3 approves the submission of the Annual Assurance Statement to the Scottish Housing Regulator by 31 October 2025 and its publication for tenants and other customers; and**
- 2.1.4 notes the requirements of the Regulatory Framework and ongoing work outlined in section 4.1 to achieve full compliance in the areas of Equalities and Human Rights and tenant and resident safety for the element of Electrical Safety (Electrical Installation Condition Reports - EICR's).**

**3. Background**

- 3.1 The last Annual Assurance Statement (AAS) was submitted to the Scottish Housing Regulator (SHR) on 27 September 2024 following approval by Cabinet on 25 September 2024.
- 3.2 In February 2024, the SHR published updated guidance relating to the Regulatory Framework and Annual Assurance Statements. The Framework is SHR's statement on Performance of Functions setting out how they will regulate both Registered Social Landlords (RSL's) and the housing and homelessness services provided by

Local Authorities. The website links to both guidance documents are included in the background papers section of this report.

- 3.3 SHR monitor, assess, report and intervene (as appropriate) in matters relating to performance of housing activities, and how services are delivered to tenants, people who are homeless, Gypsy/Travellers who use official sites provided by landlords and factored owners for both local authorities and Registered Social Landlords. On 11 March 2025, SHR wrote to all Local Authorities and Registered Social Landlords to provide advice on preparation of the AAS due to be submitted to SHR by 31 October 2025. This included continued reference to assurances around a clear statement in the AAS on the Council's compliance with relevant obligations in relation to tenant and resident safety, in particular, compliance with relevant safety requirements across the areas of gas safety, electrical safety, water safety, fire safety, asbestos, damp and mould and lift safety.
- 3.4 When considering each of the Charter outcomes, landlords may decide that improvement action is required to meet an outcome and must consider the materiality of the issue. Website links to the Scottish Social Housing Charter, the Regulatory Framework and Annual Assurance Statement statutory guidance are included in the background papers section of the report.
- 3.5 SHR uses the approved Assurance Statement, along with the Annual Return on the Charter (ARC) to consider and determine its' level of engagement with landlords. Within the 2024 AAS, the Council reported full compliance with all requirements and outcomes, apart from:- (1) full compliance in the areas of collection of equalities information and the adoption of a human rights approach in our work and (2) full compliance with tenant and resident safety – completing Electrical Installation Condition Reports (EICR's) which was due to difficulties gaining access to tenants' homes.
- 3.6 SHR published the 2025/26 Engagement Plan for South Ayrshire Council on 31 March 2025, it confirms that engagement will take place with the Council about its services for people who are homeless and its' site for Gypsy/Travellers. Since Cabinet approved the last AAS on 25 September 2024, Officers from Housing Services have met with SHR representatives on two separate occasions (10 January 2025 and 23 July 2025). At the meeting on 10 January 2025, discussion focussed on Homelessness, Gypsy/Travellers and Equalities. For homelessness the topic areas covered included:- Access; Assessments; Temporary Accommodation; and Outcomes for homeless people. For Gypsy/Travellers, discussion focussed on the site provision and allocation of lodges, demand from the gypsy/traveller community and satisfaction feedback. For Equalities, discussion focussed around temporary and permanent accommodation needs for specific groups, how these needs were being met and the challenges experienced in providing accommodation. At the meeting on 23 July 2025, the discussion focussed on services to homeless people with a particular focus on outcomes and temporary accommodation and for Gypsy/Travellers it was confirmed that a satisfaction survey will be undertaken later this year to form part of the 2025/26 ARC submission to SHR. Information and responses were provided at both meetings to SHR as part of their Engagement Plan Risk Assessment process. If SHR request any further information, this will be provided by the Council. There is also a requirement to make SHR aware of any emerging issues preventing the Council from fulfilling its statutory duty to provide temporary accommodation when it should and to comply with the Unsuitable Accommodation Order. The website link to the 2025/26 Engagement Plan is included in the background papers section of this report.

- 3.7 Each year SHR undertakes a thematic review of the self-assurance work landlords did to enable them to submit their Annual Assurance Statement. This year, SHR visited ten landlords, which included South Ayrshire Council. The purpose of the meeting is to explore how landlords assured themselves they complied with regulatory requirements and how they prepared their Statement, and also considered how landlords assured themselves about meeting their tenant and resident safety duties.
- 3.8. The visit by SHR to South Ayrshire Council on 21 May 2025, involved Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, the Assistant Director – Housing and Operations, the Service Lead – Housing Services and the Housing Asset Management Co-ordinator. The meeting focussed on the Council’s approach to compiling the AAS, assurance activity undertaken and compliance with tenant and resident safety duties and to identify and share positive practice and any lessons learned. Formal feedback received from SHR identified a range of positive practice covering the following areas:- assurance and evidence, established channels and methods of tenant engagement, ad-hoc briefings to the Portfolio Holder, liaison with other landlords and sharing of good practice through national network events and forums, the format and circulation of the Cabinet report and the in-house development of certification for interlinked smoke and heat alarms to evidence compliance. There were two areas identified where practice could be improved, this included:- establishing quarterly performance reporting on tenant and resident safety to the Portfolio Holder to allow updates to be shared with Cabinet Members and establishing a process for monitoring performance relating to new damp and mould indicators. Work is progressing for both areas.
- 3.9 South Ayrshire Council’s 2024/25 ARC was submitted to SHR on 30 May 2025. The return provided details of the Council’s performance across the range of indicators within the 16 Charter Outcomes. Prior to submission of the ARC, a Microsoft Teams Meeting was held on 29 May 2025 which was open to all Elected Members, tenant representatives and interested tenants. At this session each of the indicators were discussed, information was provided on levels of performance and explanations were given for any variances in performance compared to 2023/24. The meeting was very interactive with Elected Members and Tenants Representatives asking a range of questions on the performance data presented. SHR published the 2024/25 Landlord Report for South Ayrshire Council on 29 August 2025. For reference by Members, a website link to the report is also included in the background papers section.
- 3.10 As outlined in previous reports, within the Council’s governance arrangements and in the Housing Service, there are existing measures and processes to manage, scrutinise and report performance. These provide assurances and evidence that the Council is complying with the charter outcomes. The measures and arrangements outlined in the Assurance Action Plan at Appendix 1 support the Council’s approach to scrutiny and offer evidence and assurance on compliance with the charter outcomes and regulatory requirements.
- 3.11 Prior to the submission of the 2024/25 ARC, Internal Audit sampled 8 (20%) of the 41 indicators for review. The review of the indicators covered reconciling the methodology used by the service for calculating the indicators to the official guidance supplied by the SHR, matching the “raw” data extracted from the NEC Housing System to the data used by the service to calculate the indicators and interrogating the data to ensure it only contained entries that were relevant to the indicator. Internal Audit concluded that ‘*Substantial Assurance*’ - a sound system of governance, risk management and control exist, with internal controls operating

effectively and being consistently applied to support the achievement of objectives in the area audited. There were no recommendations arising as a result of the audit.

- 3.12 As part of the approved Internal Audit Plan, Internal Audit conducted an audit of the 2024 AAS and published their report in November 2024. Internal Audit concluded that '*Substantial Assurance*' - a sound system of governance, risk management and control exist, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited. Audit have assessed that the Council's Housing Service is meeting its regulatory requirements. There were no actions or recommendations arising from the audit. Future audits of the AAS will be undertaken on a three yearly basis from 2024/25, with the next scheduled audit due in 2027.

## 4. Proposals

- 4.1 Using available guidance and taking account of the guidance entitled 'Collecting Equality Information: National Guidance for Scottish Social Landlords' (revised June 2022) and the Self Assurance Toolkit (updated June 2024), each of the regulatory requirements have been considered. It has been determined that the Council is complying with all regulatory requirements and outcomes, apart from full compliance in the areas of collection of equalities information and the adoption of a human rights approach in our work, and although high levels of compliance are being achieved with relevant obligations in relation to tenant and resident safety, full compliance is not being achieved in relation to electrical safety checks. The Council continues to liaise with tenants to achieve access to properties for all necessary safety checks to be completed.

- 4.1.1 ***Equalities and Human Rights*** - processes continue to be in place to implement an effective approach to the collection of equalities information and to further embed the Council's approach in relation to human rights.

The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics. Work will be commencing later this year on Phase 2 of the Housing Online module, and this will include introducing the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data.

Although equalities and human rights considerations are embedded in operational practice, as part of future policy reviews, an explicit statement on equalities and human rights will be included. In terms of the Council's continued approach to Human Rights, positive work already takes place, and this is embedded across a range of activities including:

- ensuring that accommodation is provided to homeless households when needed,
- joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported,
- participation in national resettlement schemes to provide accommodation and support to displaced households,

- standards of council owned accommodation are maintained and major capital investment programmes are underway by the Council towards the standards outlined in the Scottish Housing Quality Standard,
- housing support services are provided to homeless households and council tenants to help sustain tenancies,
- there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the council area,
- the Council delivers adaptations to properties to make them more accessible for households with disabilities and consideration is given to bespoke design requirements for households as part of new build housing developments,
- the Council has established a Trauma Informed Approach and housing services employees engage in ongoing training and awareness raising sessions.
- the Council is reviewing and auditing activities across the whole authority to assess the support and training required by services to meet the expectations and obligations of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024. The Housing Service has completed this audit, and once findings are available, will take forward any required changes to policies, procedures and practices for activities undertaken.

4.1.2 **Tenant and Resident Safety** – The Council continues to have a strong track record in maintaining standards to meet tenant and resident safety, with compliance rates exceeding 99%. Full details of compliance performance are outlined in Section 2 of Appendix 2.

In the area of Electrical Safety - Electrical Installation Condition Reports (EICR's), full compliance is not being achieved. As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed.

Operational procedures are in place to manage and track the affected properties, however, a low level of safety checks that have expired does exist at any given time. On this basis the Council are not fully complying with the standard.

4.2 The Assurance Action Plan outlined in Appendix 1, includes details of assurance and evidence available. There are no material issues identified relating to compliance in other areas of activity. All housing activities are being managed in accordance with relevant legislation and arrangements are in place to monitor service delivery and track performance. An overview of operational service delivery, details relating to key activities including levels of performance and an

update on activities relating to tenant and resident safety are outlined at Appendix 2. Should any issues emerge which are deemed material and notifiable to SHR, these will be brought to Cabinet's attention.

- 4.3 Members are asked to consider the Assurance Action Plan outlined in Appendix 1 and the Overview of Operational Service Delivery outlined at Appendix 2 and approve the submission of the Annual Assurance Statement contained at Appendix 3 to the Scottish Housing Regulator and agree to publish this statement to tenants and other customers.

## **5. Legal and Procurement Implications**

- 5.1 There are no legal implications arising from this report.
- 5.2 There are no procurement implications arising from this report.

## **6. Financial Implications**

- 6.1 Not applicable.

## **7. Human Resources Implications**

- 7.1 Not applicable.

## **8. Risk**

### ***8.1 Risk Implications of Adopting the Recommendations***

- 8.1.1 There are no risks associated with adopting the recommendations. The operational activities and activities relating to tenant and resident safety outlined in Appendix 2, continue to be managed effectively within the service.
- 8.1.2 Risks relating to the Scottish Housing Quality Standard, gas safety, fire safety and electrical safety are included and monitored within the Housing, Operations and Development Directorate Risk Register.

### ***8.2 Risk Implications of Rejecting the Recommendations***

- 8.2.1 The risks associated with rejecting the recommendations are that the Council would fail to submit the Annual Assurance Statement to Scottish Housing Regulator by 31 October 2025, and it would fail to meet its' requirements in terms of the Regulatory Framework.
- 8.2.2 Rejecting the recommendations would impact on the reputation of the Council.

## **9. Integrated Impact Assessment (incorporating Equalities)**

- 9.1 The proposals in this report allow scrutiny of existing progress against the regulatory framework and provide a statement of compliance and an overview of operational performance across key activities, therefore an Integrated Impact Assessment is not required. A previous Equality Impact Assessment was carried out and is still relevant, this can be found within the background papers section of the report in the link to the previous report to Cabinet of 25 September 2024. Any future proposals

for changes to policies or strategies which identify potential positive and/or negative impacts and/or areas that require further consideration will be subject to an Integrated Impact Assessment.

## **10. Sustainable Development Implications**

- 10.1 **Considering Strategic Environmental Assessment (SEA)** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

## **11. Options Appraisal**

- 11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

## **12. Link to Council Plan**

- 12.1 The matters referred to in this report contribute to Priority 2 of the Council Plan: Live, Work, Learn (Outcome – Housing).

## **13. Link to Shaping Our Future Council Yes No**

- 13.1 Not applicable.

## **14. Results of Consultation**

- 14.1 There has been consultation with tenant representatives and interested tenants, this took place via a Microsoft Teams Meeting on 4 September 2025.
- 14.2 Tenants were consulted on the content of the draft Assurance Action Plan and the proposed Assurance Statement. Updates were provided on current service delivery and the operational challenges being faced by the Housing Service, along with details of the results from the 2024/25 SHR Landlord Report published on 29 August 2025.
- 14.3 Tenants acknowledged the progress and levels of reported performance and how the Council compared with the Scottish average across the published indicators. From the discussions at the session, tenants requested further information on the role of internal audit.
- 14.4 Consultation has taken place with Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, and the contents of this report reflect any feedback provided.

## **15. Next Steps for Decision Tracking Purposes**

- 15.1 If the recommendations above are approved by Members, the Depute Chief Executive and Director of Housing, Operations and Development will ensure that all necessary steps are taken to ensure full implementation of the decision within the following timescales, with the completion status reported to the Cabinet in the 'Council and Cabinet Decision Log' at each of its meetings until such time as the decision is fully implemented:

<b><i>Implementation</i></b>	<b><i>Due date</i></b>	<b><i>Managed by</i></b>
Submit the Annual Assurance Statement to Scottish Housing Regulator	31 October 2025	Service Lead – Housing Services
Publish the approved Annual Assurance Statement on Council website for tenants and other customers	31 October 2025	Service Lead – Housing Services

**Background Papers**    **Report to Cabinet of 25 September 2024 – [Annual Assurance Statement - Housing](#)**

[Preparing Annual Assurance Statements: a thematic review 2025](#)

[Scottish Housing Regulator – 1 April 2025 to 31 March 2026 – Engagement Plan](#)

2024/25 Landlord Report – Scottish Housing Regulator – published 29 August 2025 – [South Ayrshire Council | Scottish Housing Regulator](#)

[Regulatory Framework | Scottish Housing Regulator](#)

[Annual Assurance Statement | Scottish Housing Regulator](#)

[Scottish Social Housing Charter - November 2022](#)

[The Scottish Federation of Housing Associations – Social Landlord Self -Assurance – Updated June 2023](#)

[The Scottish Federation of Housing Associations Limited National Guidance on Collecting Equality Data \(revised June 2022 - Update to Equalities Guidance and FAQs](#)

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**Date:** 11 September 2025

## Appendix 1 – Assurance Action Plan

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Assurance and Notification</b>					
AN1	Prepare an Annual Assurance Statement in accordance with the Scottish Housing Regulator (SHR) published guidance.	Service Lead – Housing Services	31 October 2025	On Track	<p>The 2024/25 Annual Assurance Statement was previously approved by Cabinet on 25 September 2024 and was submitted to SHR on 27 September 2024.</p> <p>The 2025/26 Report and Annual Assurance Statement to be considered by Cabinet on 23 September 2025.</p>
	Submit approved Annual Assurance Statement to the Scottish Housing Regulator between April and the end of October each year	Service Lead – Housing Services	31 October 2025	On Track	<p>The 2024/25 Annual Assurance Statement was previously approved by Cabinet on 25 September 2024 and was submitted to SHR on 27 September 2024.</p> <p>The 2025/26 Report and Annual Assurance Statement to be considered by Cabinet on 23 September 2025.</p>
	Make the Annual Assurance Statement available to tenants and other service users.	<p>Service Lead – Housing Services</p> <p>Policy Officer - (Tenant Participation)</p>	31 October 2025	On Track	<p>Consultation on the Assurance Action Plan and draft Annual Assurance Statement was undertaken with Tenant Representatives and Interested Tenants via a Microsoft Teams meeting held on 4 September 2025. Tenant Representatives and Interested Tenants reviewed the information, along with the details provided by the Co-ordinator – Housing Services, on current service delivery, operational challenges and performance in key operational activities. An overview of the performance position as reported in the 2024/25 Landlord Report published by SHR on 29 August 2025 was also</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Assurance and Notification</b>					
					provided. Comments and feedback from tenants has been outlined in the covering report. Once approved, the Annual Assurance Statement will be published on the Council website and Housing Services Facebook.
AN2	Notify SHR during the year of any material changes to the assurance in its Annual Assurance Statement.	Service Lead – Housing Services	Ongoing	On Track	There were no required notifications to SHR during the 2024/25 reporting year.  Notifications will be made to Scottish Housing Regulator as and when required.
AN3	Each landlord must have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.  <b>Action:-</b> As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback	Service Lead – Housing Services  Co-ordinator – Housing Policy & Strategy	Ongoing	On Track	Assurance and evidence includes:- <ul style="list-style-type: none"> <li>• Housing Management Policies and Procedures</li> <li>• Homelessness Procedures</li> <li>• Scottish Government National Homelessness Statistics</li> <li>• Annual Return on the Charter to SHR and supporting evidence.</li> <li>• Internal Housing Performance Reports on a range of housing activities and indicators i.e. rent arrears management, void management, repairs, anti- social behaviour complaints, tenant and resident safety compliance, etc.</li> <li>• Benchmarking Data and Reports</li> <li>• Comprehensive Tenants Survey was undertaken during January/February 2023, the next survey is scheduled to</li> </ul>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Assurance and Notification</b>					
	<p>scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed.</p> <p>Established procedures and processes are in place to track and manage instances of no access and Officers are continuing to work with households to achieve access. This is an ongoing rolling activity and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.</p>				<p>take place late 2025/early 2026 for results to be included in the 2025/26 ARC Return to SHR.</p> <ul style="list-style-type: none"> <li>• Customer Satisfaction Tracker Surveys</li> <li>• Evidence of consultation with tenants on rent setting process</li> <li>• Management Sample Checking and Case Audits</li> <li>• Staff Supervision and Performance Development Reviews (PDR's)</li> <li>• Internal Audit Reports</li> <li>• Internal Audit Report on Charter Indicators (June 2025) and the AAS and compliance with Regulatory Framework (September 2024)</li> <li>• External Audit Reports</li> <li>• Care Inspectorate Reports</li> <li>• Reports to Council, Cabinet, Audit and Governance Panel and Service and Performance Panel</li> <li>• Minutes of Performance Accountability Meetings</li> <li>• Tenant Newsletters</li> <li>• Health &amp; Safety Policies and Procedures</li> <li>• Cyclical Health and Safety Audits and Fire Risk Assessments for designated properties</li> <li>• Compliance Records for Gas Safety</li> <li>• Fire and Carbon Monoxide Detector Compliance Certification</li> </ul>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Assurance and Notification</b>					
					<ul style="list-style-type: none"> <li>Fixed Electrical Testing Compliance Certification</li> </ul>
AN4	Notify SHR of any tenant and resident safety matters which have been reported to, or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.	<p>Service Lead – Housing Services</p> <p>Service Lead – Risk &amp; Safety</p>	Ongoing	On track	<p>Compliance Records relating to Tenants and Resident Safety</p> <p>The Council's Risk and Safety Team provide advice and guidance on health and safety related issues and link directly with the Health and Safety Executive on any relevant matters.</p> <p>Corporate Health and Safety Policies are in place and are published and accessible to all staff via the CORE - Council's Intranet system.</p> <p>A cyclical inspection process is in place for conducting Health and Safety Audits and Fire Risk Assessments on Council owned assets, including: - Sheltered Housing Units, Supported Accommodation Units and Office accommodation.</p> <p>A Departmental Risk Register is maintained and updated to track management action, mitigations, and progress of actions for any identified risks.</p> <p>An established programme is in operation for annual gas safety checks for all housing stock with gas appliances.</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Assurance and Notification</b>					
					An established programme of safety and compliance checks are in place for Electrical Installation Condition Reports (EICR's), and Fire and Carbon Monoxide Detector Standards. Other programmes of work and measured term contracts exist to manage aspects of tenant/resident safety including water safety, lift safety, asbestos management and damp and mould.
AN5	Each landlord must make its Engagement Plan easily available and accessible to its tenants and service users, including online.	Service Lead – Housing Services	April 2025	Complete	<p>The last published Engagement Plan is available on the SAC website within the Housing Performance section.</p> <p>An article is also included in the Annual Performance Report providing background to the new Regulatory Framework and signposting to the Engagement Plan.</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Scottish Social Housing Charter Performance</b>					
CH1	Submit an Annual Return on the Charter (ARC) to SHR each year in accordance with our published guidance.	Service Lead – Housing Services	31 May 2025	Complete	<p>The Annual Return on the Charter for 2023/24 was submitted to Scottish Housing Regulator on 30 May 2025 to meet deadline date of 31 May 2025 as set out in the Regulatory Framework.</p> <p>Local Government Benchmark Indicators and Key Performance indicators are reported to the Council's Service and Partnerships Performance Panel.</p>
CH2	<p>Each landlord must involve tenants, and where relevant, other service users, in the preparation and scrutiny of performance information. It must:</p> <ul style="list-style-type: none"> <li>• agree its approach with tenants</li> <li>• ensure that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance</li> <li>• publicise the approach to tenants</li> <li>• ensure that it can be verified and be able to show the agreed approach to involving tenants has happened</li> <li>• involve other service users in an appropriate way, having asked and</li> </ul>	Service Lead – Housing Services	31 October 2024	Complete	<p>Prior to submitting the Annual Return on the Charter for 2024/25, the content of the proposed submission to SHR was presented and shared with Tenant Representatives, Interested Tenants and Elected Members via a Microsoft Teams meeting held on 29 May 2025. Data from the previous year is included in the presentation to show comparisons, variances in performance are discussed and explanations are provided by Officers to Tenant Representatives and Elected Members.</p> <p>Following publication of the 2023/24 ARC Results and SHR Landlord Report, work was undertaken in consultation with tenant representatives on the production of the 2023/24 Annual Performance</p>

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<b>Scottish Social Housing Charter Performance</b>					
	had regard to their needs and wishes.				<p>Report. This was published in October 2024. Work is underway to work with tenant representatives on the production of the 2024/25 Performance Report and this will be published by 31 October 2025.</p> <p>The inclusion of the 'You Said/We Did' section in the Annual Performance report, includes feedback from tenants which has influenced changes to practice, procedure or led to service delivery enhancements.</p>
CH3	Each landlord must report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users no later than 31 October each year. It must agree the format of performance reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.	Service Lead – Housing Services	31 October 2025	On Track	<p>Each year Council Officers work with a group of interested tenants to agree the design, content and format of the annual performance report. Work is underway to work with Tenant Representatives and Interested tenants to develop the 2024/25 Performance Report.</p> <p>Any feedback received from tenants is considered and used to inform future editions of the performance report.</p> <p>The approach used is outlined in the annual performance report published annually.</p> <p>A copy of the Annual Performance Report is issued to all tenants who</p>

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<b>Scottish Social Housing Charter Performance</b>					
					<p>have registered to receive a copy. This is promoted through the tracker surveys that are issued to encourage take up from interested tenants. In addition, a copy of the report is made available on the Council's website and via the Housing Services Facebook.</p> <p>Copies of the Annual Performance Report are also available on request and are available from Housing Teams and Libraries.</p>
CH4	<p>When reporting its performance to tenants and other service users each landlord must:</p> <ul style="list-style-type: none"> <li>• provide them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord</li> <li>• include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance</li> <li>• set out how and when the landlord intends to address areas for improvement</li> </ul>	<p>Service Lead – Housing Services</p> <p>Policy Officer - (Tenant Participation)</p>	31 October 2025	On Track	<p>The content of the Annual Performance Report is agreed with tenant representatives. Tenant Representatives/Interested Tenants provide their own Foreword to the report each year.</p> <p>The report contains key performance information relating to the Charter Outcomes. The Council's performance in the year is outlined and comparisons with the previous year and the Scottish average are included.</p> <p>The Annual Performance Report outlines the key priorities for the coming year and provides an update on achievements.</p>

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<b>Scottish Social Housing Charter Performance</b>					
	<ul style="list-style-type: none"> <li>give tenants and other service users a way to feed back their views on the style and form of the reporting.</li> </ul>				<p>In agreement with tenant representatives, a section '<i>You Said/We Did</i>' is included in the Annual Performance Report. This includes details of feedback received which has led to changes in practice or procedures to improve service delivery.</p> <p>Tenants are given opportunities to make comments and suggestions for improvement and feedback is invited from tenants.</p>
CH5	Each landlord must make the SHR report on its performance easily available to its tenants, including online.	Service Lead – Housing Services  Policy Officer - (Tenant Participation)	31 October 2025	On Track	<p>The Annual Performance Report includes details of SHR and includes website links to access further information.</p> <p>The website link to the SHR Landlord Report is published on the Council's website and the Housing Services Facebook.</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Listening and responding to tenants and service users</b>					
LR1	Each landlord must provide tenants, residents and service users with easy and effective ways to provide feedback and raise concerns and ensure that it considers such information and provides a quick response	Service Lead – Housing Services		Complete	<p>The Council offers the facility for tenants and other customers to make a housing request or provide feedback regarding the housing service.</p> <p>All service requests are managed by operational housing teams and any feedback is reviewed and an appropriate response is provided to the tenant or other customer.</p> <p>Tenants and other customers can also communicate with the service via Social Media Platforms, any contacts received are received acknowledged by our Tenant Participation Team.</p> <p>The Council's Customer Service Team handle telephone contacts, any feedback provided by tenants and other customers will be recorded on the Council's feedback system and passed to the relevant operational team.</p> <p>The corporate complaints handling procedure '<i>Listening to You</i>', can also be used by tenants and other customers to make a service request, provide feedback or make comments regarding the service provided by the Council.</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Listening and responding to tenants and service users</b>					
LR2	Each landlord must make information on reporting significant performance failures, including SHR leaflet, available to its tenants.	Service Lead – Housing Services Policy Officer - (Tenant Participation)		Complete	Information on reporting significant performance failures has been included in Tenants Newsletters, the Annual Performance Report, SAC Website and Housing Services Facebook page. Leaflets are available from Housing Teams.
LR3	Provide tenants and other service users with the information they need to exercise their right to complain and seek redress, and respond to tenants within the timescales outlined in its service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	Service Lead – Housing Services		Complete	The Council operates a corporate complaints handling procedure ' <i>Listening to You</i> '. This procedure operates in accordance with the guidance and timescales from the Scottish Public Services Ombudsman (SPSO).  The procedure is widely publicised via the Council website. Leaflets and Posters are also available across all Council establishments.
LR4	Each landlord must ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance	Service Lead – Housing Services	Ongoing	On Track	Complaint handling is monitored and discussed at quarterly performance accountability meetings held by the Service Lead – Housing Services. Complaints are reviewed, outcomes are considered and any learning identified is discussed.  As part of the Complaint Management process, Investigating Officers must identify any learning from complaints, and record if this has led to changes in policy, practice or procedure. This is

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Listening and responding to tenants and service users</b>					
					<p>part of the process when closing a complaint.</p> <p>Complaint Management performance is also reported to and scrutinised by the Council's Service and Partnerships Performance Panel.</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Whistleblowing</b>					
WB1	Each landlord must have effective arrangements and a policy for whistleblowing by staff which it makes easily available and which it promotes.	Chief HR Officer		Complete	<p>A corporate 'Whistleblowing – Policy and Procedure for Reporting Concerns at Work' is in place. This is available to access by all staff via the Council's intranet 'The CORE'.</p> <p>The Council's approved Code of Conduct for Employees also includes details relating to 'Whistleblowing' and includes a web link for employees to access the policy.</p> <p>Council wide communications have been issued to employees to raise awareness of the Code of Conduct</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equalities and Human Rights</b>					
EH1	Each landlord must have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	<p>Service Lead – Housing Services</p> <p>Service Lead – Housing Strategy &amp; Regeneration</p>		Complete	<p>All Housing Strategies and Policies include a section on Equalities and have been impact assessed.</p> <p>All reports to Council, Cabinet and other Panels include a requirement for an Integrated Impact Assessment (incorporating equalities) to be undertaken. As part of this assessment any equalities implications</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equalities and Human Rights</b>					
					<p>are considered and outlined in the report.</p> <p>Arrangements are in place to ensure that translation services are accessed where required for tenants and other customers. Applications, correspondence, tenancy agreements etc. are made available in other languages or formats for minority groups or on request.</p> <p>Loop systems are available in council offices to assist hearing impaired customers. Front facing services to customers are provided from accessible locations.</p> <p>The Council continues to be actively involved in supporting Resettlement Schemes and works closely with CoSLA and the Home Office. To date the Council has been involved in the Afghan Relocation Scheme, the Syrian Vulnerable Persons Relocation Scheme and Ukraine Resettlement Scheme. Housing Support Services, Translation Services, and multi-agency working have been delivered to meet the needs of households resettling and to support their integration in communities across South Ayrshire. All returns have been completed and</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equalities and Human Rights</b>					
					submitted in accordance with the requirements of the schemes.
EH2	To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide gypsy/traveller sites must collect data on protected characteristics for these service users.	Service Lead – Housing Services  Service Lead – Housing Strategy & Regeneration	June 2026	On Track	The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics.  Phase 2 project work on housing online will include introducing the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data.  Tenant Participation events and meetings are always held in accessible venues and locations to ensure that no barriers exist for tenants and other customers.
	<b>Action:- Collection of Equalities Data</b>  Processes continue to be in place to implement an effective approach to the collection of equalities	Service Lead – Housing Services  Co-ordinator (Housing)	June 2026	On Track	Consideration will be given to any changes to existing policies, procedures or practice. Consultation will take place with tenant representatives on any proposed changes.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equalities and Human Rights</b>					
	<p>information. The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics. Work will be commencing later this year on Phase 2 of the Housing Online module, and this will include introducing the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data.</p>	<p>Team Leader – Housing</p>			
	<p><b>Action:- Human Rights</b> The Council is continuing to develop its approach in relation to human rights, taking account of available guidance and the 'Housing and Human Rights Framework' published by the Chartered Institute of Housing'</p>	<p>Service Lead – Housing Services</p> <p>Service Lead – Housing Strategy &amp; Regeneration</p> <p>Co-ordinator (Housing)</p>	<p>June 2026</p>	<p>On Track</p>	<p>Although equalities and human rights considerations are embedded in operational practice, as part of future policy reviews, an explicit statement on equalities and human rights will be included. In terms of the Council's continued approach to Human Rights, positive work already takes place, and this is embedded across a range of activities including:</p> <ul style="list-style-type: none"> <li>ensuring that accommodation is provided to homeless households when needed,</li> </ul>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equalities and Human Rights</b>					
					<ul style="list-style-type: none"> <li>• joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported,</li> <li>• participation in national resettlement schemes to provide accommodation and support to displaced households,</li> <li>• standards of council owned accommodation are maintained and major capital investment programmes are underway by the Council towards the standards outlined in the Scottish Housing Quality Standard,</li> <li>• housing support services are provided to homeless households and council tenants to help sustain tenancies,</li> <li>• there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the council area,</li> <li>• the Council delivers adaptations to properties to make them more accessible for households with disabilities and consideration is given to bespoke design requirements for households as part of new build housing developments,</li> </ul>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equalities and Human Rights</b>					
					<ul style="list-style-type: none"> <li>• the Council has established a Trauma Informed Approach and housing services employees engage in ongoing training and awareness raising sessions.</li> <li>• the Council is reviewing and auditing activities across the whole authority to assess the support and training required by services to meet the expectations and obligations of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024. The Housing Service has completed this audit, and once findings are available, will take forward any required changes to policies, procedures and practices for activities undertaken.</li> </ul> <p>SHR expect landlords to confirm that they are considering how to adopt a human rights approach into their work. Work will continue over the next year to further develop the processes and systems to collect equalities information and to outline the Council's approach in relation to human rights.</p> <p>Consideration will be given to any changes to existing policies, procedures or practice. Consultation</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equalities and Human Rights</b>					
					will take place with tenant representatives on proposed changes

## Summary of Assurances and Evidence that the Council is Complying with the Charter Outcomes

Within the Council's governance arrangements and within the Housing Service, there are a range of measures and processes in place to manage, scrutinise and report performance, providing assurances and evidence that the Council is complying with the Charter outcomes. These include:-

These include:

- Annual Charter Return to SHR – supported by performance management reports and back up evidence for each of the indicators and outcomes;
- Housing Management and Homelessness Policies and Procedures;
- Scottish Government National Homelessness Statistics;
- Internal Housing Performance Reports covering key housing management activities and ARC indicators;
- Benchmarking Data and Reports provided through the Council's membership of the Scottish Housing Network;
- Comprehensive Tenants Survey which is undertaken every 3 years – last completed survey was in January/February 2023 – next scheduled survey to be completed by March 2026 for results to be included in 2025/26 ARC return to SHR;
- Customer Satisfaction Tracker Surveys which are analysed and reported to tenant representatives;
- Evidence of consultation with tenants on previous rent setting;
- Rent Setting Consultation to inform Council decision on Rent Setting and Considerations around setting the Housing Revenue Account – Revenue and Capital Budgets
- Management sample checking and case audits, undertaken within the operational teams;
- Staff Supervision and Performance Development Reviews (PDR's);
- Internal Audit Reports on elements of housing activity
- Internal Audit Report on the Scottish Housing Regulator Charter Indicators – Audit Report May/June 2025 – a selection of indicators will be audited on an annual basis prior to submission of the ARC to SHR.
- Internal Audit Report on Annual Assurance Statement Regulatory Framework - Future audits will be included in the annual risk based internal audit plan, on a three yearly basis from 2024/25 – next scheduled AAS audit will be in 2027/28.
- External Audit Reports on elements of activity relating to the Housing Revenue Account;
- Care Inspectorate Reports for the Council's registered housing support services - Sheltered Housing and Supported Accommodation units for homeless households;
- Minutes of Quarterly Performance Accountability Meetings conducted by the Service Lead – Housing Services, with each of the operational housing teams, these meetings focus on performance against the charter indicators/outcomes Corporate Health and Safety Policies and Procedures;
- Compliance Records for Gas Safety;
- LD2 Fire Safety Compliance and Fixed Electrical Testing Compliance Certification
- Cyclical Health and Safety Audits and Fire Risk Assessments for sheltered housing units and supported accommodation units; and
- Publicising information and details of performance in Tenants Newsletters, Annual Performance Report, Council website and the Housing Services Facebook.

In addition to the arrangements and processes outlined above, there are arrangements in place for formal reporting of performance to the Council and scrutiny activity is undertaken by Panels. This includes:-

- Reports to the Cabinet on 'Budget Management – Revenue Budgetary Control – outturn statements for the Housing Revenue Account';
- Reports to the Cabinet on the Housing Capital Programme providing updates on progress, performance and levels of expenditure in relation to capital investment from the Housing Revenue Account;
- Reports to Audit and Governance Panel on progress against audit action plans;
- Reports to the Service and Partnerships Performance Panel – Complaints Scrutiny Update; and
- Reports to the Service and Partnerships Performance Panel on Local Government Benchmarking Indicators and other relevant performance indicators relating to Housing.

Tenant Participation is well established within the Council and is embedded in how we conduct business. Tenant representatives are actively involved in shaping how services are delivered and have a developing and increasing role in undertaking scrutiny activity. This includes:

- Reviewing the Annual return on the Charter prior to it being submitted to SHR;
- Scrutiny discussions with tenants focussing on key housing management activities and homelessness, scrutinising customer feedback and reported levels of satisfaction from trackers surveys;
- Reviewing the Charter data and agreeing the design, content and format of the annual performance report published annually for tenants and other customers;
- Reviewing the 'You Said/We Did' information confirming the areas where customer feedback has influenced changes to practice, procedure or led to enhancements in service delivery;
- Tenant representatives completed previous 'Stepping Up to Scrutiny' training;
- Wider tenant participation activity where tenants are consulted on proposed changes to policies and procedures and the review of the Housing Revenue Account Business Plan. As part of the review of the Housing Revenue Account Business Plan, tenants are consulted on the proposals/options for future rent setting and are given the opportunity to identify their priorities for investment of uncommitted resources. The last HRA Business Plan review was undertaken during 2023 to inform the Rent Setting considerations for 2024/25. Consultation took place with tenant representatives to shape the consultation. The Consultation was undertaken during November/December 2023 and the results and feedback formed part of the rent setting report presented to Elected Members at a meeting of South Ayrshire Council on 17 January 2024. Rents were set by the Council for a period of 3 years (2024/25 – 2026/27), the next scheduled consultation on rent setting will take place with tenants in November/December 2026 to inform rent setting decisions by the Council for 2027/28 and beyond.

## Overview of Operational Service Delivery – Key Activities

This overview provides narrative relating to key operational activities, outlining relevant performance information, satisfaction levels and details of any current operational challenges.

In terms of tenant and resident safety, the Council has robust procedures in place to manage and monitor compliance activity and is achieving very high levels of performance. However, at any point in time, the Council is liaising with tenants and managing arrangements to gain access to tenants' homes to fulfil landlord safety obligations and deal with any expired certifications. Taking account of previous feedback from SHR, despite high levels of compliance, full compliance is not being achieved. Therefore, the Council is reporting that it is not fully compliant in this area. Further details are outlined in Section 2.

All housing activities are being managed in accordance with relevant legislation and arrangements in place to monitor service delivery and track performance.

### 1. Key Housing Management Activities

**1.1. Rent Arrears and Collection of Rental Income** – In 2024/25, this remained a challenging activity, 99.66% of rental income was collected by the Council and this was an improvement on 99.37% of rental income collected in 2023/24. The 2024/25 Scottish average for this indicator is 100.2%. Gross rent arrears stood at 3.92% of rent due, this was an improvement on 4.63% in 2023/24. The Council has historically performed well in this area. From the published 2024/25 Scotland's Housing Network benchmarking data, the Council was the second top performing Scottish Local Authority for gross rent arrears levels (current and former tenant arrears) and over the last 5 years has been the top performing local authority for the management of current tenant arrears levels.

There was 1 eviction carried out by the Council in 2024/25 relating to rent arrears, 5 other decrees for eviction were granted to the Council, however the tenant abandoned the property before the evictions. Arrears levels have reduced and the current bad debt provision within the Housing Revenue Account is sufficient. Officers are continuing to make contact and engage with tenants to provide ongoing advice and support to those households who are experiencing hardship. As an alternative to using legal action for recovery, every effort is made to secure repayment arrangements and actively apply for Alternative Payment Arrangements (APA's) for housing costs to be paid direct to the Council from the Department of Works and Pensions for households in receipt of Universal Credit.

**1.2. Scottish Housing Quality Standard** - In 2024/25 92.5% of the Council's housing stock met the Scottish Housing Quality Standard (SHQS) compared to the Scottish average of 87.2%. This was the same compliance rate as reported in 2023/24. 5% of the stock was classified as being in 'exemption or abeyance,' this consists of properties where work is deemed too costly to meet the standard, properties that earmarked for disposal by the Council or where the

Council is unable to undertake the required work due to minority ownership within mixed tenure blocks or where the tenant has refused planned improvement work due to personal or medical reasons, or properties where access has not been provided to carry out required compliance work. The remaining 2.5% of properties failed SHQS, mainly due to current energy performance standards or elements of disrepair. Compliance works and programmes for other external works including roofing and render upgrades, external wall insulation and window replacement are progressing in 2025/26 and will continue to contribute to meeting SHQS.

- 1.3. Average relet times for empty houses** – In 2024/25 a total of 637 properties were relet and the average relet time was 53 days, compared to the Scottish average of 60.6 days. This was an increase on the average relet time of 50 days when 715 were relet in 2023/24.

Void performance continues to be a challenging area and working practices by both Housing Services and Property Maintenance are being reviewed to work towards achieving ways to reduce relet times and manage the pressures on the housing management teams and the Property Maintenance Service. Factors continuing to impact on average relet times are:- the poorer condition of properties received following termination and the need for an increased level of repairs to bring the property up to the relet standard, there is an increased number of empty properties requiring modernisation work while empty (109 properties received modernisation works prior to being relet in 2024/25), both of these factors have had a direct impact on the workload and overall resources within the in-house Property Maintenance Team to progress works and have affected the overall length of time taken to complete repairs in empty properties. An alternative delivery model for modernisation works to create greater capacity to manage this workload is now in place. There continues to be challenges and delays interacting and negotiating with Utility Providers to resolve utility issues in empty properties, to allow essential safety and compliance work to be completed and to ensure power is restored or available for new tenants before relet (utility issues or elements of delay were recorded against 190 properties relet in 2024/25). This matter has been raised through Scotland's Housing Network, ALACHO and the Scottish Government. The Council has highlighted specific cases to demonstrate the challenges being experienced. In addition to these operational challenges, the Council also successfully relet 10 longer-term low demand void properties in the reporting year. All of these factors had an impact on the overall average relet time.

In addition to the 637 properties relet by the Council, there was an additional 166 new lets (160 new build and 6 buy back) properties let by the Council, taking the overall number of lets to 803, an increase on 793 in 2023/24.

In the first quarter of 2025/26 (1 April – 30 June 2025), the Council let a total of 174 properties, (159 were relets, 15 were new build/buy back lets). Of the 159 properties relet, the average relet time was 44.66 days. This continues to be an area of focussed activity with ongoing work underway by Housing Services and Property Maintenance to improve relet times.

**1.4. Homeless Applications and Provision of Temporary Accommodation** – In the 2024/25 reporting year, 696 homeless applications were made to the Council, this is a reduction on the 936 applications made in 2023/24. Because of the reduction in homeless applications, there was a 29% reduction in the number of children within the homeless system. This is attributed to more focussed discussion on housing options and providing prevention advice, allowing applicants to make more informed decisions. In 2024/25, the Council dealt with 1033 advice cases, and 681 of those cases went on to make a homeless application.

In 2024/25, 456 (56.8%) of the overall 803 lets by the Council were made to homeless households, this is an increase on the 430 (54%) of lets that were made to homeless households in 2023/24.

The Council continues to fulfil its' legal duties to homeless households, dealing with homeless presentations and providing temporary accommodation. Despite the reduction in homeless applications, there continues to be sustained pressure on available temporary accommodation. Since October 2022 to date, there has been a continued reliance on the use of hotel accommodation on occasions for short term periods, until other accommodation options become available within the Council's pool of temporary accommodation.

Unsuitable accommodation (hotel provision) was used on 53 occasions in 2024/25 which was down from 211 occasions in 2023/24, and there were no breaches of the Unsuitable Accommodation Order.

In the first reporting quarter of 2025/26 (1 April – 30 June 2025), there was one hotel accommodation placement and there have been no breaches of the unsuitable accommodation order.

In the first reporting quarter of 2025/26 (1 April – 30 June 2025), 163 homeless applications were made to the Council, this is down slightly in comparison to the same quarter in 2024/25 when 205 homeless applications were received. As at the end of June 2025, the Housing Options Team were dealing with 326 'open' homeless cases, down from 505 in June 2024. 232 homeless households were in temporary accommodation as at the end of June 2025, which is a reduction on the 251 households in temporary accommodation as at June 2024.

In this reporting quarter, of the total 174 lets made by the Council, 107 (61.5%) of lets were made to homeless households.

Previous engagement has taken place with SHR regarding homeless applications, homeless assessment decisions and outcomes. The information and feedback provided by the Council was used to inform SHR's homeless risk assessment process.

**1.5. Management of Anti-Social Behaviour Complaints** - In 2024/25, 298 cases of anti-social behaviour were reported to the Council, this is a reduction on the

442 cases reported in 2023/24. On analysis of the caseload, this is largely attributed to a decrease in the number of lower level advice cases handled by the team. 266 of the 298 cases were resolved in the 2024/25 reporting year – equating to 89.26%, compared to the Scottish average of 93.4%. The 32 cases which were open as of 31 March 2025, were active cases under investigation or being monitored.

In 2024/25, 8 full Anti-Social Behaviour Orders (ASBO) were granted and there was 1 eviction carried out by the Council.

In the period from 1 April – 30 June 2025, 104 cases of anti-social behaviour were reported to the Council. 82 cases were closed in this period. 1 full ASBO was granted.

### **1.6. Responsive Repairs - In the 2024/25 reporting year: -**

- 14,362 emergency repairs were completed, and the average time taken was 2.49 hours, compared to the Scottish average of 3.9 hours. This was a slight improvement on the 2023/24 performance when 15,019 emergency repairs were completed, and the average time taken was 2.5 hours.
- 15,447 non-emergency repairs were completed, and the average time taken was 9.32 working days, compared to the Scottish average of 9.1 working days. This was an increase from 2023/24, when 14,588 non-emergency repairs were completed, and the average time taken was 6.64 working days. The increase in the average time was attributed to 'routine' work that was carried over from the previous reporting year 2023/24 due to repairs budget pressures in that year and a reduction in the use of external contractors. The carried forward repairs from 2023/24 were all completed in the first reporting quarter of 2024/25. As part of the rent setting process for 2024/25, repairs budgets were increased.
- In the first reporting quarter (1 April – 30 June 2025), 3003 emergency repairs were completed, and the average time taken was 2.27 hours. 2903 (96.6%) of the emergency repairs were completed within target. 3511 non-emergency repairs were completed, and the average time taken was 7.11 working days. 3504 (99.8%) of the non-emergency repairs were completed within their target timescale.

## **2. Tenant and Resident Safety**

In SHR's latest letter dated 11 March 2025 to all Social Landlords, they are asking landlords to confirm whether they meet all duties in relation to tenant and resident safety. The following narrative provides an update and current position in relation to each of the following areas:

**2.1. Gas Safety Compliance** – In the reporting year (2024/25), there were 4 occasions when the Council did not meet its statutory duty to complete gas

safety checks in properties with gas appliances, this was an improvement on 7 instances reported in 2023/24. 2 instances related to access issues and the safety checks were not completed within target, both checks were completed before the ARC submission was made to SHR on 30 May 2025, with 1 property being recorded 1 day over target and the other was completed within 28 days of the expiry date of the previous safety check. For the other 2 instances, one related to an administrative/servicing error by the Council's appointed gas contractor. When this was identified, a further safety check was arranged and completed in the property. However, the safety check was completed 6 days after the anniversary expiry date of the last check. The remaining instance related to a property which was bought back by the Council through the 'buy back' scheme. It was originally advised that the property had no registered gas supply but was then established that a gas meter existed. When this was identified, the meter was immediately capped. There was no valid safety check at the date of the buy back, and the safety check and capping of the meter was not in place as of 31 March 2025, therefore, this was regarded as a 'fail' at the end of the reporting year.

Each of the 4 instances have been reviewed by the Housing Asset Management Team and operating procedures have been amended and to prevent a recurrence of these situations.

For the first reporting quarter of 2025/26 (1 April – 30 June 2025), 2192 gas safety checks have been completed and there have been no instances where the gas safety check has exceeded the anniversary date of the last safety check. The Council has established procedures and processes in place to manage gas safety and this activity is closely managed and reference to the status of mitigations is available through the Housing, Operations and Development Directorate Risk Register.

**2.2. Electrical Safety - Electrical Installation Condition Reports (EICR's)** – this requirement is for electrical safety inspections and certification to be carried out on a cyclical basis at intervals of no more than 5 years, and it forms part of the assessment criteria within the Scottish Housing Quality Standard.

In 2024/25, the Council continued to report a strong position in relation to successfully completing Electrical Installation Condition Reports (EICR) compliance works. This has been achieved by successfully arranging and managing access to tenanted homes. As at 31st March 2025, Electrical Installation Condition Report (EICR) requirements were met for 8253 (99.28%) of the overall 8313 Council properties. Of the remaining 60 properties, 18 related to 'hard no access', 37 related to vacant properties, 17 of which were buy-backs and certification of these properties will be in place before they are relet, and the remaining 5 related to Utility supplier works required to allow the EICR testing to be concluded. In 2024/25, 93 of the properties which were tested exceeded their five-year anniversary deadline – a continued improvement on 119 in 2023/24. Of the 93 properties exceeding the 5-year anniversary deadline, 18 were abeyances carried forward from 2023/24, which were addressed in 2024/25 (14 'hard no access/social reasons', 3 Utility supplier works required to enable EICR testing, and 1 void property relet). For

the remaining 75 properties exceeding the 5-year deadline in 2024/25, 44 related to 'hard no access/social reasons', 10 where EICR testing of the property was unavoidably delayed due to the requirement of Utility supplier works, and the remaining 21 properties had their EICR delivered after the expiry date due to work scheduling/planning delays.

As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed.

Established procedures and processes are in place to track and manage instances of no access and Officers are continuing to work with households to achieve access. This is an ongoing rolling activity and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.

**2.3. Water Safety** – The Council has an established risk and safety standard on Legionella. Established procedures and processes are in place to undertake regular temperature checks across sheltered housing unit communal areas and the Council's supported accommodation units for homeless households. As part of the void house repairs process, a checklist is in place to record all necessary checks and certification on completion prior to relet. As part of the new tenancy sign up process, new tenants are provided with details on how to minimise the risk of legionella within their home. Guidance is also published periodically to existing tenants via the Tenants Newsletter and Housing Services Facebook.

**2.4. Fire Safety (Fire and Carbon Monoxide Detector Standard)** – Similarly this element is now part of the assessment criteria within the Scottish Housing Quality Standard. In 2024/25, the Council achieved full compliance with this standard for lettable properties.

The Council continues to achieve excellent progress in this area. As at 30 June 2025, 99.6% of the Council's housing stock is meeting the fire and carbon monoxide detector standard. There were 35 properties not recorded as meeting the standard, 33 were empty properties and were undergoing repair work prior to relet. The standard will be met prior to the property being let. The remaining 2 properties were recorded as overdue, and works were being scheduled. In both instances work is now complete, and the necessary certification is in place.

**2.5. Asbestos Management** – The Council has an established risk and safety standard for managing asbestos. The presence of asbestos survey reports are recorded for properties in the NEC Housing System. Prior to any refurbishment or major repair work being undertaken, asbestos surveys are checked or

undertaken to ensure that all necessary safeguards are in place prior to work commencing. If asbestos containing materials are present in a property, the appropriate notification and advice is issued to new and existing tenants to advise that areas must not be disturbed. Property Maintenance staff are fully trained on Asbestos Awareness and safety instruction booklets have been updated with details of asbestos awareness information.

- 2.6. Damp and Mould** – Established procedures and processes are in place for dealing with reports of damp or mould. These procedures were updated to take account of the good practice contained in the published document entitled '*Putting Safety First – a briefing note on damp and mould for social housing practitioners*'. All reports of damp and mould received from tenants are surveyed by an Industry Qualified Surveyor and any necessary action is taken in accordance with recommendations made. Information for tenants on identifying and preventing dampness and mould has been publicised in the Tenants Newsletter and Housing Services Facebook. New indicators will form part of the 2025/26 ARC submission and the Council will be required to report progress in this area to SHR.

In the first reporting quarter, (1 April 2025 – 30 June 2025), 134 referrals for dampness were received. Including referrals carried forward from 2024/25, 181 referrals were completed in this period and were categorised as follows: -

- 47 related to condensation and required remedial works, it took an average of 48 days to conclude cases in this category.
- 25 related to dampness caused by structural reasons, it took on average 67 days to conclude cases in this category.
- 52 related to dampness caused by other reasons, it took on average 58 days to conclude cases in this category, and 2 cases were reopened during the reporting year.
- 48 were completed and the survey concluded that no dampness remedial works were required.
- 9 were cancelled due to access difficulties and no further contact from the tenant.

- 2.7. Lift Safety** – The Council has a contract in place to undertake monthly servicing and maintenance of all through floor passenger lifts within domestic housing developments.

### **3. Tenant Satisfaction**

A comprehensive tenants survey is undertaken every 3 years to measure satisfaction. The last survey was undertaken on the Council's behalf by Research Resource during January/February 2023. The survey involved 801 face-to-face interviews with an interviewer led questionnaire, spread across each area of the Council's housing stock to ensure coverage of all stock types.

From the 801 interviews, the survey results for the key reported indicators were as follows:-

- **Overall Service** - 92.1% of tenants said they were very or fairly satisfied with the overall service provided by the Council as their landlord, compared to the Scottish average of 86.9%.
- **Keeping Tenants Informed** - 95.5% of tenants felt the Council, as their landlord, was good at keeping them informed about its services and outcomes, compared to the Scottish average of 90.0%.
- **Opportunities to Participate** - 95.6% of tenants were satisfied with the opportunities to participate in the Council's decision making, compared to the Scottish average of 86.3%.

The next comprehensive tenants' survey will be undertaken in January/February 2026 and the results will form part of the Council's 2025/26 ARC submission to SHR.



## Annual Assurance Statement

Using available guidance and taking account of the guidance entitled 'Collecting Equality Information: National Guidance for Scottish Social Landlords' (revised June 2022) and the Self Assurance Toolkit (updated June 2024), each of the regulatory requirements have been considered.

It has been determined that the Council is complying with the regulatory requirements and outcomes relating to:-

- Assurance and Notification
- Scottish Social Housing Charter Performance
- Listening and responding to tenants and service users
- Whistleblowing

However, work is ongoing by the Council to meet all regulatory requirements and outcomes relating to equalities and human rights and tenant and resident safety (Electrical Safety – Electrical Installation Condition Reports (EICR's)).

- **Equalities and Human Rights** - Work will continue over the next year to further develop the processes and systems to collect equalities information and to further embed the Council's approach in relation to human rights.

The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics. Work will be commencing later this year on Phase 2 of the Housing Online module, and this will include the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data.

Although equalities and human rights considerations are embedded in operational practice, as part of future policy reviews, an explicit statement on equalities and human rights will be included. In terms of the Council's continued approach to Human Rights, positive work already takes place, and this is evident across a range of activities including:- ensuring that accommodation is provided to homeless households when needed, joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported, participation in national resettlement schemes to provide accommodation and support to displaced households, standards of council owned accommodation are maintained and major capital investment programmes are underway by the Council towards the standards outlined in the Scottish Housing Quality Standard, housing support services are provided to homeless households and council tenants to help sustain tenancies, there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the

council area, the Council delivers adaptations to properties to make them more accessible for households with disabilities and consideration is given to bespoke design requirements for households as part of new build housing developments, the Council has established a Trauma Informed Approach and housing services employees engage in ongoing training and awareness raising sessions, and the Council is reviewing and auditing activities across the whole authority to assess the support and training required by services to meet the expectations and obligations of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024. The Housing Service has completed this audit, and once findings are available, will take forward any required changes to policies, procedures and practices for activities undertaken.

- **Tenant and Resident Safety – Electrical Installation Condition Reports (EICR's)** – The Council continues to have a strong track record in the managing and maintaining standards to meet tenant and resident safety, however, due to difficulties gaining access to tenants' homes, full compliance is not being achieved.

In 2024/25, the Council continued to report strong position in relation to successfully completing EICR compliance works. As at 31 March 2025, EICR requirements were met for 8253 (99.28%) of the overall 8313 council owned properties. In 2025/26, the Council continues to make excellent progress in this area, an agreed programme of work is established with Property Maintenance and tenants are contacted by the Council to agree arrangements and access for safety checks to be undertaken. As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed.

Established procedures and processes are in place to track and manage instances of no access and Officers are continuing to work with households to achieve access. This is an ongoing rolling activity and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.

The Cabinet of 23 September 2025 has seen and considered the appropriate evidence to support the level of assurance against each of the requirements.

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**Councillor Brian Connolly**  
**Leader of the Council and Portfolio Holder for Corporate and Strategic**

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**Councillor Martin Kilbride**  
**Portfolio Holder for Buildings, Housing and Environment**

**23 September 2025**