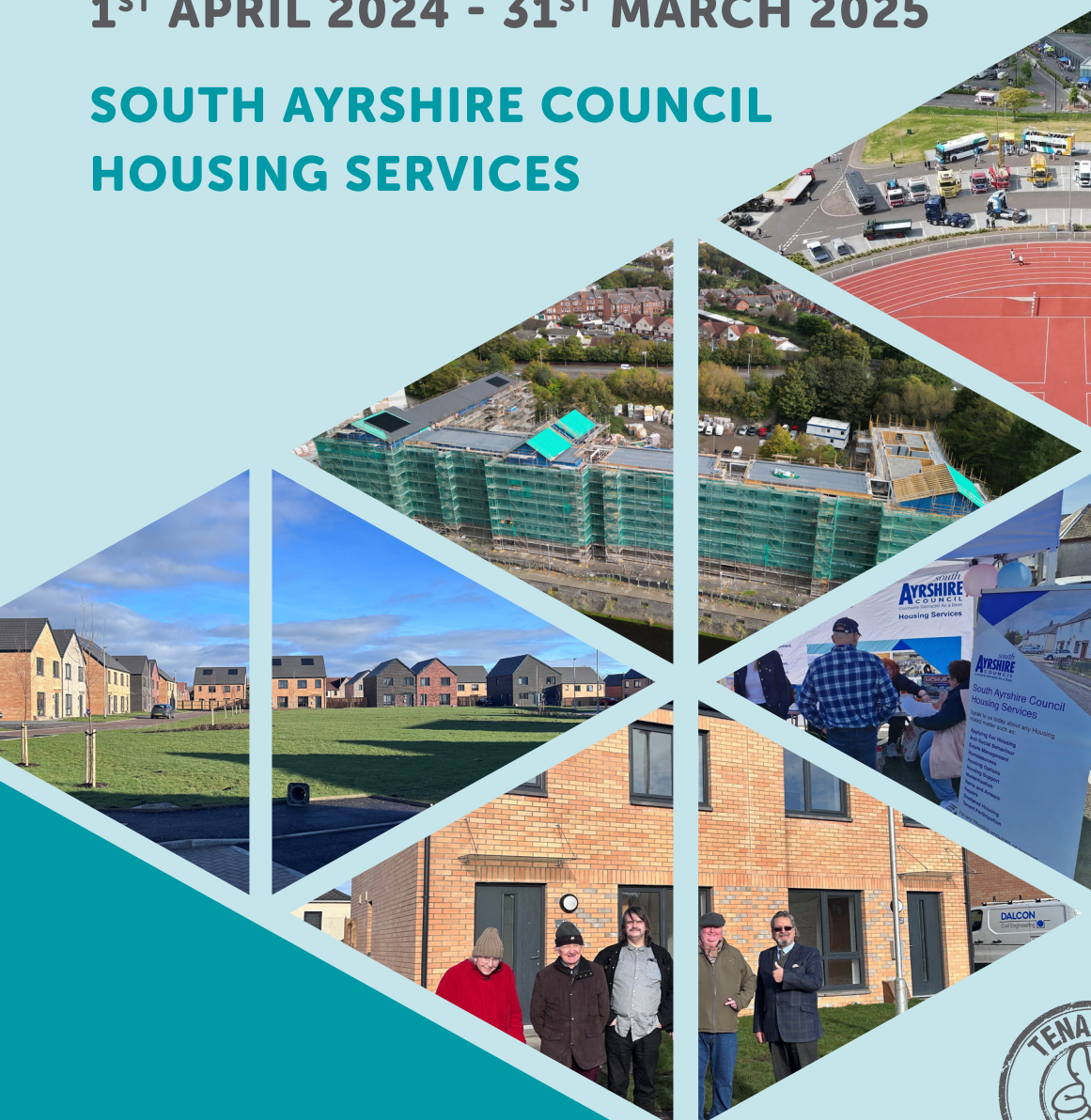


# OUR PERFORMANCE

# 2024/25

1<sup>ST</sup> APRIL 2024 - 31<sup>ST</sup> MARCH 2025

## 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. 2024/25 is the Council’s 12th annual report, and it is now my fourth report as the Portfolio Holder.

Each year this report is produced after the Scottish Housing Regulator publishes their Landlord Report. It gives 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.

In 2024/25, the service continued to perform well and in most areas the Council has performed better than the Scottish average across the key indicators outlined in the Housing Regulators landlord report. The average weekly rents for South Ayrshire Council remain below the Scottish average across all apartment sizes.

The Council continued its’ investment in building new council housing and purchased properties to increase the supply of affordable housing, and new build housing development is 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 again 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 still need all tenants to support this work by giving access to their homes to allow these essential safety checks to be completed. All this work in the Housing Service continues to support tenants, improves our housing stock and helps the Council deliver a good quality housing service.

Officers have continued to meet with tenant representatives, providing opportunities to share information on services and performance. In May 2025, Officers met with tenants and Elected Members and presented information on performance. 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 would again like to acknowledge the continued commitment from tenant representatives and interested tenants who give up their own time 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

Welcome to the twelfth edition of the Our Performance newsletter for the period April 2024 to March 2025 from South Ayrshire Council Housing Services (tenant checked, of course).

After being stymied for some time by all the Covid-19 issues, we were at last able to conclude the updating of the Letting Standard for Council re-lets with many of the improvements proposed by us, as tenants, being implemented by Property Maintenance Services. We made a second visit to the now completed new builds at the former site of Mainholm Academy, Ayr where we gave our tuppence worth on what we saw there. It’s progress that for all new builds there’s provision for a number of wheelchair access properties. We can now look forward to visiting the new builds at the former site of the high rise flats at Riverside Place in Ayr. We continue to closely monitor the income and expenditure of the Housing Revenue Account (HRA), detailed here on page 9, after all, it’s all from our rent money.

We do robustly engage with the Council’s Housing Services giving praise or otherwise and suggesting improvements whenever it’s appropriate. We are a pro-active group and not just re-active. A plea to everyone to return any surveys received on repairs, modernisations, adaptations et al. It enables, not just the Housing Service, but us, as involved tenants, to scrutinise the returns and continue with what is “satisfactory” and improve anything less so.

It would remiss not to mention the support given to us by the Council’s Tenant Participation team having to put up with all our requests for action on this and on that. Their “Performance” should not go unrecognised. While this newsletter is for the year past you can get the latest in the Tenants Newsletter and on the Housing Services Facebook page at <https://www.facebook.com/sachousingservices>. A reminder that you too can become involved in Tenant Participation at whatever level is convenient for you. It needn’t be in person as we also use video conferencing using Microsoft Teams. Tel. 01292 612968 Email: [tp@south-ayrshire.gov.uk](mailto:tp@south-ayrshire.gov.uk)

**- Stewart Wallace, 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 2025:

South Ayrshire Council currently owns and manages **8,360** 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.

**803**

lets were made by the Council during the year:

**663**

were 'general needs' lets

**140**

were 'sheltered housing' lets

**191**

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

**48**

Mutual Exchanges

**456**

lets were allocated to homeless households

**8**

lets were made to Ukrainian Households

**187**

properties were added to our stock. **161** new build council owned properties were completed and a further **26** properties were purchased via the buy back scheme, bringing properties sold through the right to buy scheme back to Council stock.

**8,360**

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

**88**

Bedsit properties

**2,379**

1 bedroom properties

**3,662**

2 bedroom properties

**2,045**

3 bedroom properties

**186**

4 bedroom plus properties

**539**

of our **8,360** properties are sheltered housing properties.

We carried out

**293**

adaptation jobs in **211** of our properties during 2024/25 to assist tenants who have a disability. Of the **254** approved applications on the list, **230 (90.55%)** were completed in 2024/25. The average time to complete medical adaptations was **38.4** 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 2024/25, 96.77% of service users that were surveyed in the last 12 months said that they were satisfied with the quality of temporary 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 2024/25:

***“Can’t thank all the staff enough for all the help and***

***kindness they gave. Great bunch of people. Looking forward to the future now!”***

***“I was very happy with my stay.”***

***“Good safe place! Nice and quiet and I felt safe in the hostel. Staff are excellent.”***

***“It’s very good that this is available to get a roof over your head. Being safe is so important.”***



*Seccession House, Troon*

## Housing Options & Homelessness

In 2024/25, 1,033 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 909 Housing Options cases closed within the year with 681 of those cases went on to make a homeless application. In 2024/25, we received 696 homeless applications. This was a decrease on 936 in 2023/24.

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.

## Access to Housing & Support

**Demand for Housing throughout South Ayrshire remains high. In 2024/25, there were a total of 803 lets started throughout the year.**

In 2024/25 work was completed on 161 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 2024/25, there were a total of 48 mutual exchanges approved by South Ayrshire Council allowing households to move to alternative accommodation.

# 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: <https://www.housingregulator.gov.scot/for-tenants/how-we-regulate-information-for-tenants/how-we-regulate-a-guide-for-tenants-and-service-users/>



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.housingregulator.gov.scot/landlord-performance/engagement-plans/](https://www.housingregulator.gov.scot/landlord-performance/engagement-plans/)

# Tenant Participation Update

**From April 2024 to March 2025 our Tenant Participation team continued to provide opportunities and assist tenants to become involved in their Housing Service.**

The team have continued to operate with a hybrid approach to Tenant Participation meetings where involved tenants can join the meetings either in-person or online from the comfort of their own home.

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

- Review of our Tenant Participation Strategy 2019 – 2024 and working on the refreshed strategy for 2025 – 2030
- 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 in Support of the Scottish Housing Charter
- Assisted with the organisation and delivery of our Communities Fun Day 2024
- Attended community events and supported the Housing Services Stall to promote Tenant Participation and provide advice and support to tenants, service users and other customers
- Assisted with testing of the new Housing online system prior to implementation to ensure the processes were easy to understand and follow for tenants and customers
- The Performance Edition Newsletter and our Tenants Newsletters
- Visited New Build developments



**Involved Tenants visiting Mainholm Development, January 2025**



**Housing Online meeting**



**Involved Tenants at Wallactown Community Event, April 2024**

## Communities Fun Day 2024



Our Award-Winning Communities Fun Day returned in May 2024 with over 3,500 attendees enjoying the first Communities Fun Day since 2019.

The event is organised and run by staff within our Housing Service and Thriving Communities teams and wouldn't be possible without all the organisations, partners, charities, vehicle owners, sponsors and volunteers supporting the event to ensure it's a free fun day out for the people living or working in South Ayrshire. You can view the Communities Fun Day 2024 Recap Video at <https://www.youtube.com/watch?v=sXobDw7i6fE> or scan the QR Code below



# New Build Updates

Below are updates on our new build properties from April 2024 to March 2025

## Former Mainholm Academy site

### Ayr

Following a phased build programme that commenced in 2022 the final phases of the development were completed and handed over to the Housing Service in January 2025.

The new development has 160 new build properties, with a mix of 1, 2, 3-, 4-, 5- and 6-bedroom properties. Different property types such as amenity bungalows, detached, semi detached and cottage style properties.



Mainholm Completion, January 2025

## Riverside Place

### Ayr

Following demolition of the two former high-rise flats at Riverside Place in Ayr, work started in January 2024 on the construction of 75 new properties.

The development consists of a mix of 1- and 2- bedroom amenity flats and 5 wheelchair accessible properties. The development is anticipated to be completed by January 2026.



Riverside Place, Ayr, December 2024

## Former St Ninan's Primary School

### Prestwick

The new build development at St Ninians, Prestwick was completed in April 2025, providing 42 new properties. The first tenants began moving into the properties in February 2025 on a phased basis.

The site consists of 2, 3 and 4 bed family houses, 2 bed cottage flats and within the mix 6 wheelchair accessible units, (which include 2 x 2 bed bungalows and 4 x 3 bed units).
















St Ninians Development, complete in April 2025

# 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 2024/25

APARTMENT SIZE	1 APARTMENT (Bedsit)	2 APARTMENT (1 Bedroom)	3 APARTMENT (2 Bedroom)	4 APARTMENT (3 Bedroom)	5+ APARTMENT (4+ Bedroom)
 S.A.C.	 £75.74	 £81.88	 £83.56	 £88.22	 £93.37
 SCOTTISH AVERAGE	 £87.12	 £93.27	 £96.00	 £104.51	 £115.58
 DIFFERENCE	↓ -13.1%	↓ -12.2%	↓ -13.0%	↓ -15.6%	↓ -19.2%

**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 2024/25 the average length of time to re-let properties was **53.3 days** compared to **50 days** in 2023/24. The Scottish average was **60.6 days**.

The amount of rent we lost through properties being empty during 2024/25 was **£483,769**. This accounts for a **1.4%** rent loss, which is compared to the Scottish Average of **1.3%**.

When allocating properties in 2024/25, we made **1,480** offers to applicants. **601 (40.6%)** were refused within the year compared to **41.6%** in 2023/24.

### 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 houses.

The revenue budget, including income from rents, grants and other charges was **£36.655 million**. Our expenditure was **£34.711 million**, resulting in an underspend of **£1.944 million**. This underspend, when add to our existing reserves of **£2.520 million**, gives a total reserve balance in our account of **£4.464 million**.

**£1.563 million** of these funds are required to fund specific projects in future years. The remaining balance of **£2.901 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.

All tenants were given the opportunity to vote on the options and the council agreed to apply a 4.5% rent increase each year for 3 years.

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.

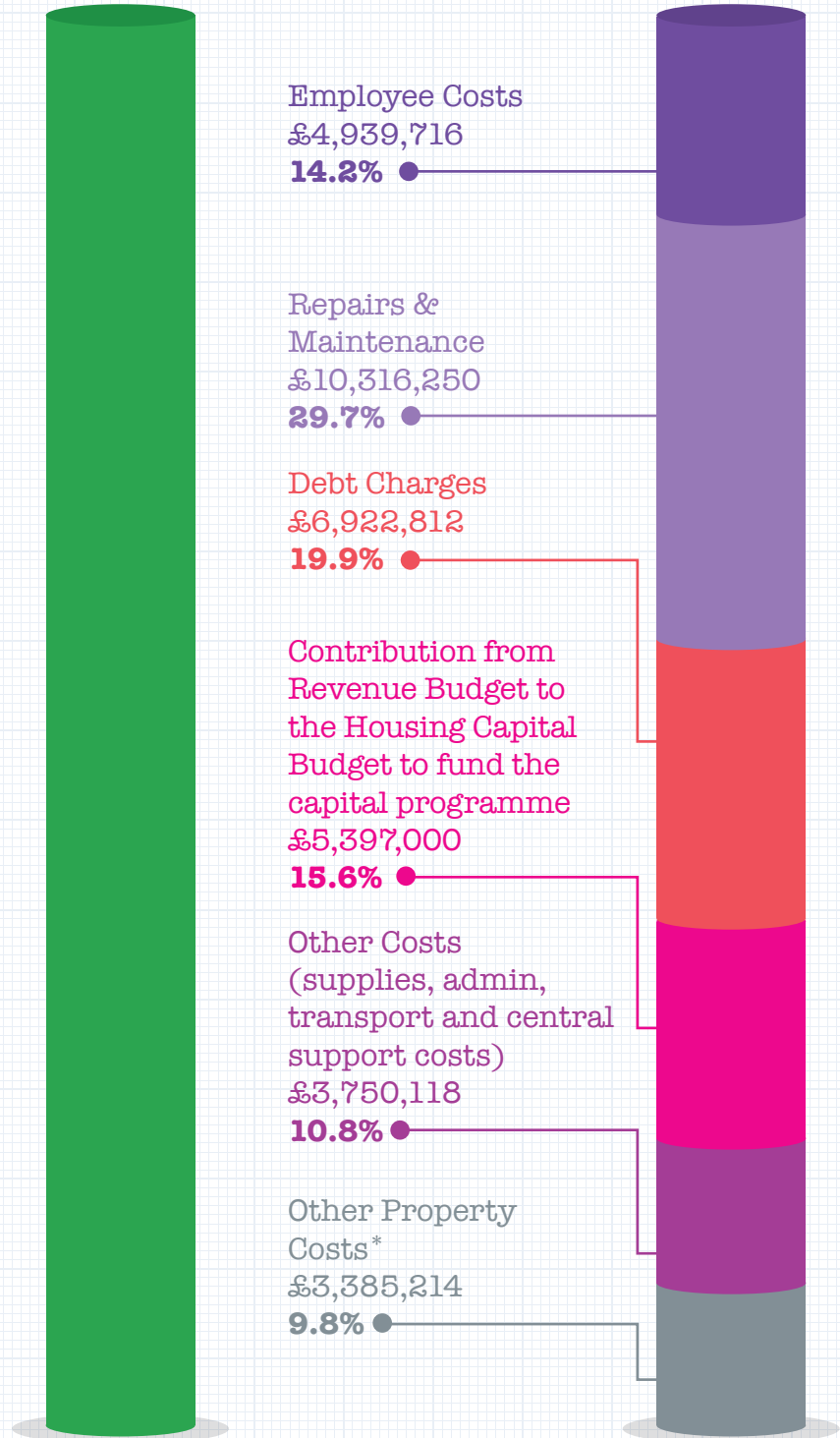
# How Your Rent Money Is Used

### Income

2024/25  
£36,655,348

### Expenditure

2024/25  
£34,711,109



Figures have been rounded to the nearest pound.

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



**99.7%** of rent was collected as a percentage of total rent due in the year compared to the Scottish average of 100.2%.

# Satisfaction & feedback

## Help us improve the Housing Service

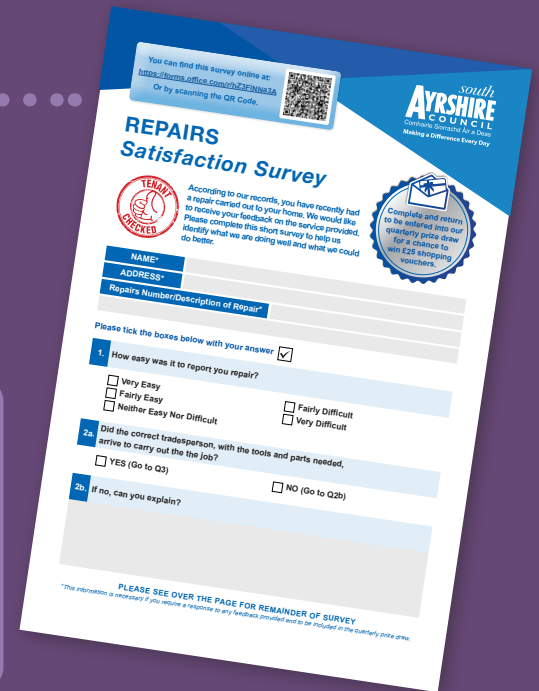
We continue to use Satisfaction Surveys to gather feedback from our tenants and other customers. This is to help us to develop and continually improve services.

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.

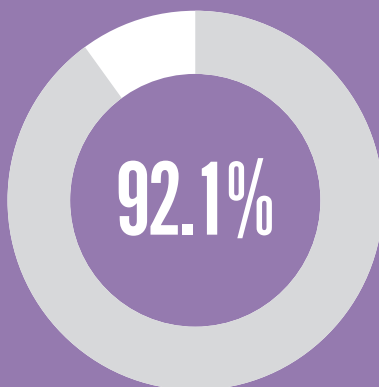
**91.4%** of tenants who responded to the survey were satisfied with the quality of their home.

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!



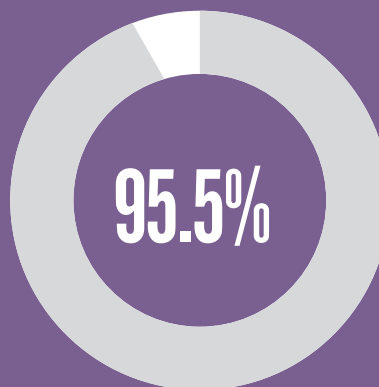
The last Comprehensive Survey was carried out on the Council's behalf by Research Resource during January and February 2023. 801 tenants participated in face to face interviews and the satisfaction results were as follows:

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



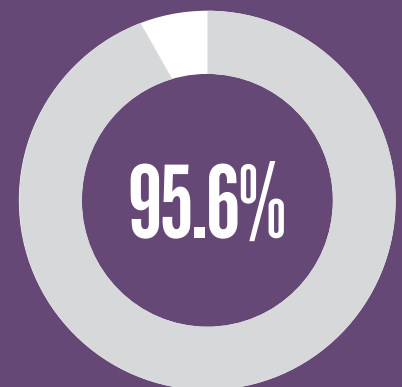
**92.1%** of tenants who responded to the survey were satisfied with the overall service provided by the Council as a Landlord, compared to the Scottish average of **86.9%**

*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 **90.0%**

*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 **86.3%**

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

# Repairs

In 2024/25 we spent **£10,316,250** on repairs and maintenance to our housing stock.

## Key Performance Statistics for Repairs and Maintenance to our properties during 2024/25:

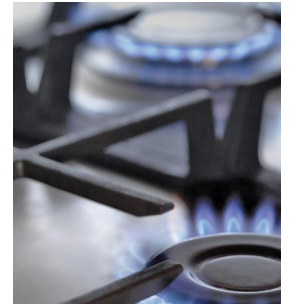
	<b>2.5 hours</b>	<b>2.5 hours</b> was the average time we took to complete an emergency repair in 2024/25 against our <b>4 hour</b> target. The Scottish average was <b>3.9 hours</b> .
	<b>9.3 days</b>	<b>9.3 days</b> was the average time we took to complete non-emergency (urgent and routine) repairs in 2024/25, compared to the Scottish average of <b>9.1 days</b> .
	<b>89.0%</b>	<b>89.0%</b> of reactive repairs carried out in the last year were completed right the first time compared to the Scottish average of <b>88.0%</b>
	<b>88.0%</b>	<b>88.0%</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>86.8%</b> .

### Gas Safety

7,561 gas appliances required a gas safety check in 2024/25, 7,557 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.**



### 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 2025, 99.3% 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.

### Information on Number of Repairs Completed

In 2024/25, South Ayrshire Council completed **29,809** repairs.

**14,362** were categorised as Emergency repairs.

**15,447** were Non-Emergency repairs, made up of:-

**5,831** Urgent repairs  
**8,839** Routine repairs  
**777** Misc Repairs

# Neighbourhood & Community

## Anti-Social Behaviour

In 2024/25, **298** cases of anti-social behaviour were reported to the council, **266** 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 **89.3%**.

There were **32** cases ongoing, being investigated as at 31 March 2025.

## Abandonments

In 2024/25, the Council recovered possession of **70** 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

## 2024/25 Round Up

### Autumn Fun at SANDHILL GARDENS, TROON

Tenants at Sandhill Gardens were treated to an array of activities including face yoga, a wellness spa day, and exercise bingo. They were also provided the opportunity to find out how to use Vinted.



### Smoothie Break Anyone?

Tenants at Lichtenfels Gardens, Prestwick enjoying the summer sunshine! Tenants were extremely busy planting and growing lots of different flowers and enjoyed well earned smoothies in their gorgeous garden after the work was done.



**Themed Bingo Night at Dundonald!** Tenants at Dundonald Sheltered Housing Unit enjoyed a summer 'No Scotland No Party' themed bingo night.



**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 2024/25, we:

- Installed **512** kitchens
- Installed **227** new bathrooms
- Carried out full rewiring including the installation of new smoke, heat and carbon monoxide detectors in **253** properties
- Improved loft installation in **180** properties
- Carried out **164** roof replacements or re-renders on properties
- Installed new double-glazed windows in **365** properties throughout South Ayrshire
- Replaced **177** full central heating systems and **258** central heating boilers
- Installed **24** new door entry systems in blocks of flats, benefiting **119** council owned properties
- Carried out **293** adaptations in **211** properties

*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.*



Lochside Road BEFORE



Lochside Road AFTER



Walker and Lochside Road BEFORE



Walker and Lochside Road AFTER



Walker and Lochside Road BEFORE



Walker and Lochside Road AFTER



Walker Road BEFORE



Walker Road 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, these works were part of a mixed tenure project in which external wall installation, rendering and new roofs were installed benefiting 94 South Ayrshire Council properties.



## Michael Alexander Service Lead, Housing Services



**Time passes so quickly, it's hard to believe that we are now reporting the performance from the 2024/25 reporting year. Yet again it was another busy year, but it is again rewarding to see the Council's reported performance across most activities is better than the Scottish average.**

Demand for housing services continues to be high. We allocated an increased number of empty properties in the year, and work continues with our Property Maintenance Team to look at ways to reduce the average relet times for empty properties. In 2024/25, we saw a reduction in the number of homeless applications received, however, we continued to see sustained pressure on our homelessness service and our available temporary accommodation.

During 2024/25, we maintained our 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. 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 2024/25 delivering internal modernisation works (rewiring, new kitchens, new bathrooms), external works for re-roofing, external wall upgrades, window replacement and other measures to improve the energy efficiency of properties.

Work continues on new build housing to increase the supply of affordable housing in South Ayrshire. Construction work was completed on the properties within the Mainholm new build development in Ayr and the St Ninian's site, Prestwick. The new tenants have already settled into their new homes. Construction work is ongoing at Riverside Place, Ayr and this site is scheduled to be handed over to the Council in January 2026. These new build properties will continue to help the Council meet housing demand in South Ayrshire. Alongside this, our teams continue to respond to enquiries and offer advice and support relating to house allocations, management of anti-social behaviour and tenancy and estate management and rents and

arrears management.

2024/25 was Year 1 of the agreed 3-year rent increase of 4.5% each year approved by the Council. From the performance information published by the Scottish Housing Regulator, the average weekly rents in South Ayrshire continue to be below the Scottish average for all apartment sizes. Our Housing Revenue, Arrears and Support team continue to be 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 if households are experiencing financial hardship. Our officers can carry out an income and expenditure assessment and provide advice, information and can signpost to other services for other support.

Over the coming year, our priority is to 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 is ongoing with tenant representatives to scrutinise service delivery and performance to improve the quality of the housing stock and the outcomes for our tenants and other customers.

# Tenant Hardship Fund Grants

In March 2024, the Tenant Hardship Fund was agreed by South Ayrshire Council with a aim of preventing homelessness and supporting tenancy sustainment. These funds are being used to provide support to households facing financial hardship with the aim of preventing the loss of council tenancies and potential homelessness.

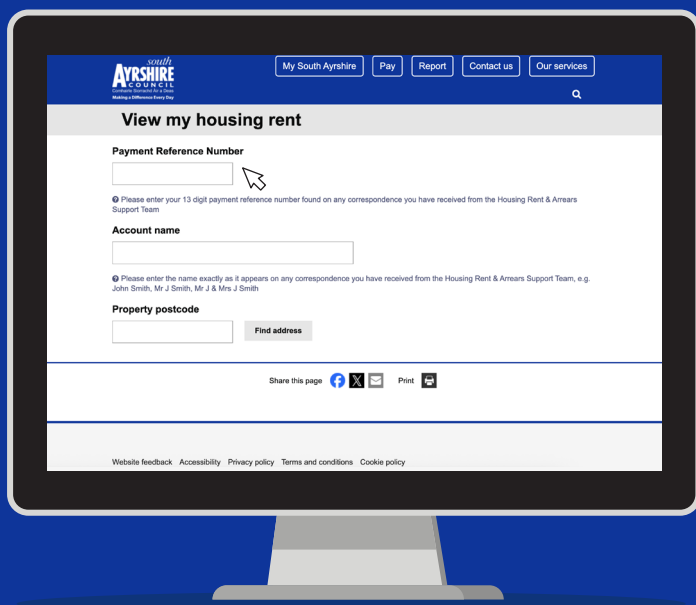
In **2024/25** South Ayrshire

Council awarded grants to

**131 tenancies** with a

total value of **£64,358**

Grants are targeted towards tenants who in financial hardship and meet the criteria for eligibility. Please contact the Housing Revenue, Arrears and Support team if you are experiencing financial hardship and are struggling to meet your rent payments.



How to view your

## Housing Rent Balance

South Ayrshire Council tenants can now view their housing rent balance using our new **'View my housing rent'** service! They can do this by entering some key details on the dedicated webpage: <https://www.south-ayrshire.gov.uk/view-my-housing-rent>

Alternatively, tenants can link it to their **My South Ayrshire account** (<https://my.south-ayrshire.gov.uk/login-register>) meaning they will only need to enter their details once.

# Housing Services Highlights 2024-25

This collection of photos highlights just some of the good work that Council employees and members of our communities have been involved in during 2024/25.



Pipe Band at the SAC Communities Fun Day



80th Birthday celebrations for one of our Sheltered Housing residents at the St Meddans unit



RAF Benevolent Fund Stall at the SAC Communities Fun Day



Residents enjoying birthday celebrations for one of the residents



New Build Progress



Climbing Wall at the SAC Communities Fun Day



Housing Services Stall at the SAC Communities Fun Day

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 اُبھرے 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**