

OUR PERFORMANCE

2021/22

1ST APRIL 2021 - 31ST MARCH 2022

**SOUTH AYRSHIRE COUNCIL
HOUSING SERVICES**



Developed in Partnership
with Involved Tenants

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Councillor Martin Kilbride

Portfolio Holder for Buildings, Housing and Environment

As Portfolio Holder for Buildings, Housing and Environment, I am pleased to introduce the Council's annual performance report on the Scottish Social Housing Charter. This is the Council's 9th annual report, but my first as the new Portfolio Holder.

Every year this report is produced to give tenants and other customers information about the housing services, how well they are delivered and how we as a Council compare with other social landlords across Scotland.

During 2021/22, the impacts of Covid-19 were still very much being felt and the Council as your landlord, continued to deliver services taking account of the Government

guidance at the time.

Despite these challenges, during 2021/22, the Council again invested in building new council properties and purchased properties to increase the supply of affordable housing. The internal modernisation programme restarted, 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, external works to improve energy efficiency and compliance work for gas safety. There has been excellent progress made in carrying out fixed electrical testing and work to upgrade fire detectors and carbon monoxide detectors to meet the new standards. The Housing Services team have continued to support tenants and deliver a good quality housing service. Our levels of reported performance are above or equal to the Scottish average in all areas of activity.

Officers have continued to meet with tenant representatives, providing opportunities to share information

on services and performance. In May 2022, I attended the Microsoft Teams meeting with Tenants. Officers presented information on performance, and tenants had the opportunity to ask questions and scrutinise that performance before the Council submitted the Annual Return on the Charter to the Scottish Housing Regulator. I found this really useful, and I was able to see first-hand how interested and engaged our tenant representatives are in ensuring that good levels of service are provided.

The commitment shown by tenant representatives is invaluable, they continue to give up a lot of their own time to challenge and help shape and improve services. Again, this year, tenants have been involved in drafting this report, influencing its' content and design.

As the Council has done in previous years, 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.

South Ayrshire Council Customer Services 0300 123 0900

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

Tenants Foreword

Well, here we are again with another Performance Edition, it's hard to believe we have reached Number 9 already. This edition will give you the performance reports for the period 1st of April 2021 to 31st March 2022.

This last year has been another filled with ups and downs due to the complications and holdovers from the Pandemic, including our offices still being closed and our colleagues working from home. Despite this we are still managing to carry out our duties to a high standard which is shown in the high percentages

we are reaching according to the surveys and feedback we have received from tenants. This along with our property maintenance team winning the Association for Public Service Excellence award for 'Best Performer' at their December 2021 awards, shows once again how much hard work is put into maintaining our properties and making sure that everything is up to standard.

The tenant participation team has been working hard to ensure that our ongoing work is being carried out, with meetings still going forward. This year we are pleased to

say that we are getting back to our pre-covid ways of working with face to face meetings being held again. For those tenants who cannot (or do not want to) attend in person, they are still able to dial in from home, meaning that all meetings are now done in a hybrid mode, which has not only proved popular but extremely useful.

You will see as you read through this edition that the findings of this report are overall good and show that South Ayrshire Council Housing Services are managing to maintain and even improve on levels of performance and satisfaction.

www.south-ayrshire.gov.uk/housing/

SOME KEY FACTS ABOUT SOUTH AYRSHIRE COUNCIL AS AT 31ST MARCH 2022:

South Ayrshire Council currently owns and manages **8,301** 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.

8,301

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

67

Bedsit properties

2,576

1 bedroom properties

3,506

2 bedroom properties

1,981

3 bedroom properties

171

4 bedroom plus properties

129

properties were added to our stock. 113 new build council owned properties were completed and a further 16 properties were purchased via the buy back scheme, bringing properties sold through the right to buy scheme back to Council stock.

538

of our 8,301 properties are sheltered housing properties.

200

We carried out 200 adaptations in 156 of our properties during 2021/22 to assist tenants who have a disability. 79.3% of approved medical applications were completed in 2021/22. The average time to complete medical adaptations was 92.16 working days.

615

lets were made by the Council during the year:

542

were 'general needs' lets

73

were 'sheltered housing' lets

142

There were 142 empty properties at the year end to be re-let.

52

Mutual Exchanges



Hostels, Supported Accommodation and Temporary Accommodation

The Council continues to provide temporary accommodation to homeless households throughout South Ayrshire. We currently own and manage three hostels and 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 2021/22, 100% of service users that were surveyed in the last 12 months said that they were satisfied with the quality of temporary or emergency accommodation.

We ask service users to share their opinions and feedback with us through the use of satisfaction surveys. Here is some of the feedback we received in 2021/22:

“The staff were all great”

“Helped me in every way possible”

“Conditions are excellent, very clean, quiet, nice atmosphere, staff very reliable and polite”

“All the staff was very reliable, friendly, supporting, helpful all the time.”

“It was spotless.”



Viewfield Gate

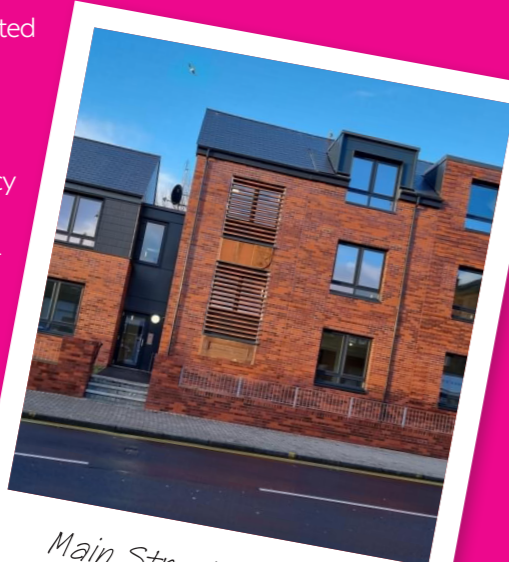


Secession House

Access to Housing & Support

Demand for Housing throughout South Ayrshire remains high. In 2021/22, there were a total of 615 new lets started throughout the year.

In 2021/22, work was completed on 113 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 2021/22, there were a total of 52 mutual exchanges approved by South Ayrshire Council allowing households to move to alternative accommodation.



Main Street, Prestwick

Housing Options & Homelessness

In 2021/22, 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 1,065 Housing options cases closed within the year, with 779 of those cases going on to made a homeless application. In 2021/22, we received 794 homeless applications. This was a reduction on 814 in 2020/21.

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.



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 2019, the Scottish Housing Regulator published a new Regulatory Framework, entitled 'Regulation of Social Housing in Scotland'. This is a statement setting out how they regulate Registered Social Landlords and the housing and homelessness services provided by Councils.

The Regulator now publishes an Engagement Plan for each landlord, this outlines what they will do and what the Regulatory returns landlord must provide them.

To view the Engagement Plan visit the regulators website at www.scottishhousingregulator.gov.uk/engagementplans

How we have reported our Performance Information

This report includes key performance indicators that have been published by the Scottish Housing Regulator following consultation and feedback they received.

In addition to this, we as a Council have consulted our own tenant representatives and agreed to add some additional indicators and information that they wanted to see included. Throughout this report we have included details of our performance and have compared this to the Scottish

average. This is the average of all landlords (Council and Housing Associations) across Scotland.

You can:

- > find out more about the information contained in the Regulators report and find out more about the role and work of the Regulator. To do this, you can visit the Regulators website at www.scottishhousingregulator.gov.uk

- > view our annual landlord reports
- > compare our performance with other selected landlords
- > see all of the information that we reported on the Charter to the Regulator

If following this report, you want to find out more about our performance or would like to ask any questions you can contact us directly. In addition the Scottish Housing Regulator's website has lots of information about us as a landlord.



Tenant Participation Update

Get involved in your Housing Service!

Tenant Participation meetings have continued online as well as our informal online coffee and chat sessions. As time progressed and we began to return to something close to normality, the Tenant Participation (TP) Team worked hard in the background to prepare the return of face-to-face meetings.

The team have taken into consideration that not everyone would want or be able to attend face to face once restrictions began to ease and have been working with the involved tenants to introduce a new hybrid method of meetings.

This gave those invited to the meetings the option to attend in person or stay at home and join in online. The team have now successfully introduced this method and will be a practice that continues.

If you are looking for something new and want to become an involved tenant, why not attend one of our informal advise coffee and chat sessions, for a little taster and meet likeminded tenants and the officers within the team.

Please contact our Tenant Participation team on **01292 612968** or email **tp@south-ayrshire.gov.uk**

Awards Awards Awards

SOUTH AYRSHIRE SUCCESS!

Our Property Maintenance team were awarded '**Best Performer**' in the Building Maintenance category at the Association for Public Service Excellence (APSE) Performance Network Awards 2021 that took place in December.

The awards are open to all local authorities across the UK and winning is a testament to the continuous hard work and dedication of everyone in the service.

We'd like to say a huge congratulations to the team for this well-deserved achievement.



New Build Updates

Below are updates on our new build properties from April 2021 to March 2022.

Ladyland Road & Lady Walk, Maybole

The project to build 14 properties was completed in May ahead of the initial programme completion date. The development consists of 8 one-bedroom flats, 4 one-bedroom bungalows and 2 two-bedroom semi-detached houses. 6 properties were completed in April 2021 with tenants moving into the properties while the remaining 8 properties were constructed and completed in May 2021.



Ladyland Road & Lady Walk, Maybole



Tarbolton



Tarbolton

Tarbolton

Following demolition of the existing Tarbolton Primary School in March the initial main construction works started at the beginning of July with site preparation, drainage and substructure works being undertaken. The development consists of 14 properties, a mix of cottage flats, wheelchair accessible housing and terraced family accommodation. The site is scheduled to be completed by September 2022.

Main Street, Prestwick

Work on the former Prestwick Police Station progressed well with the external part of the construction being the first part to be completed in the autumn of 2021. This development consists of 11 properties comprising of 8 one-bedroom & 3 two-bedroom flats which were completed December 2021.



Main Street, Prestwick

Fort Street, Ayr

The development consists of 12 properties, 4 one-bedroom bungalows and 8 one-bedroom flats which were completed in February 2022.



Fort Street, Ayr



Fort Street, Ayr

Waggon Road / Peebles Street / Back Peebles Street, Ayr

The first block at Waggon Road was completed by our contractor and handed over to the Housing Service in June with tenants moving into the properties. The first block consists of 7 one-bedroom flats and 2 two-bedroom amenity flats.

The second block at Peebles Street was completed with the majority of new tenants moving into their homes in January 2022.

In 2021/22, work had started on the final block at Back Peebles Street and the properties were released to the Council on a phased basis.



Waggon Road, Ayr

Getting Good Value From Rents & Service Charges

Following consultation with tenants in November and December 2020, the Council agreed to apply a fixed rent increase of 1.5% per annum for the 3 year period 2021/22 to 2023/24, along with aligning the rental charge for 1-bedroom new build properties with the rental charge for 1-bedroom bungalows and apply the 1.5% increase each year for 3 years. In addition to freezing the current rent charge for all other new build properties for 3 years.

Average weekly rent for each apartment size in 2021/22

APARTMENT SIZE	1	2	3	4	5+
Apartment	Apartment	Apartment	Apartment	Apartment	Apartment
AYRSHIRE COUNCIL S.A.C.	£70.42	£76.07	£77.51	£81.84	£86.30
SCOTTISH AVERAGE	£75.95	£81.32	£84.18	£91.48	£100.74
DIFFERENCE	-7.3%	-6.5%	-7.9%	-10.5%	-14.3%

82.3%

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

13.5%

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

4.2%

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 2020.

Making Best Use of Our Housing Stock and Maximising Rental Income

In 2021/22 the average length of time to re-let properties was **41.9 days** compared to **51.4 days** in 2020/21. The Scottish average was **51.6 days**.

The amount of rent we lost through properties being empty during 2021/22 was **£351,380**. This accounts for a **1.1%** rent loss, which

is compared to the Scottish Average of **1.4%**.

When allocating properties in 2021/22, we made **1,196** offers to applicants, **579 (48.41%)** were refused within the year compared to **42.9%** in 2020/21.

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.

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. Our total budget, including rents, use of reserves and Government grants was **£41,147,938** and our expenditure was **£39,457,938**. This resulted in a surplus of **£1,690,000**. When this amount is added to our existing reserves, we have a balance in our accounts of **£9.531 million**. **£7.344 million** of these funds are required to fund larger projects in future years.

The balance of **£2.187 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

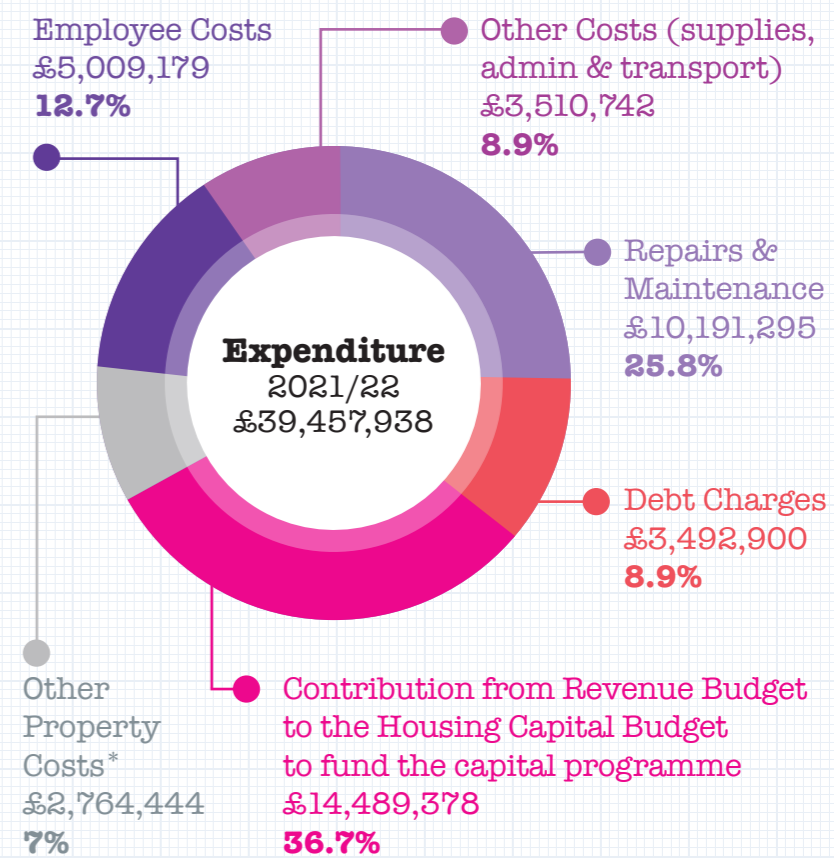
As part of the rent setting consultation for the period 2021/22 - 2023/24, tenants were consulted on the housing revenue account business plan considerations and the proposed options for wider tenant consultation.

Tenants voted on options and provided feedback on their top 3 priorities for investment of uncommitted resources.

If you would like to find out more about becoming a Tenant Participation Group member involved in this area of the service then please contact a member of the Tenant Participation Team on 01292 612968 or email - tp@south-ayrshire.gov.uk

How Your Rent Money Is Used

Income
2021/22
£41,147,938



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

79.6% of tenants who responded to the survey were satisfied with the standard of their home when moving in.

99.7% of rent was collected as a percentage of total rent due in the year.

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 tenant representatives 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.

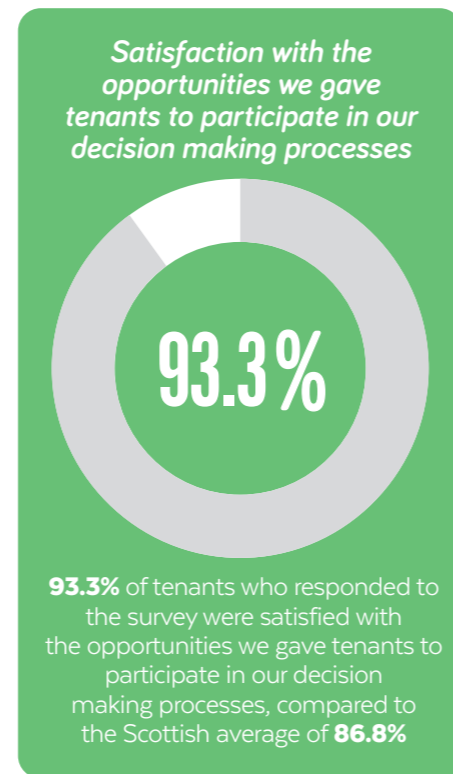
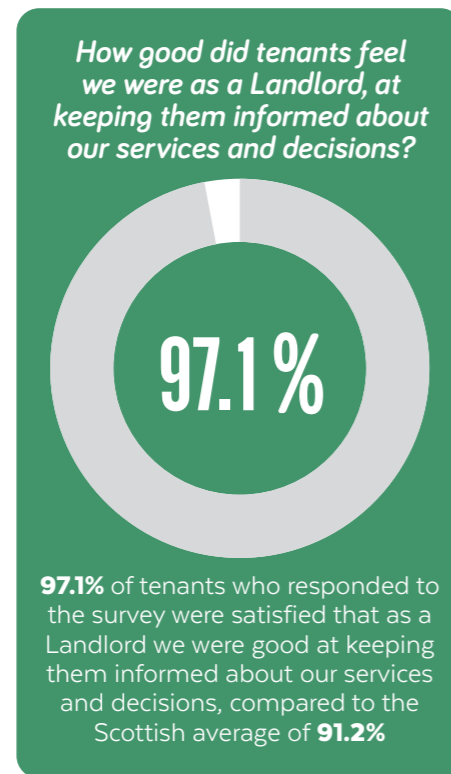
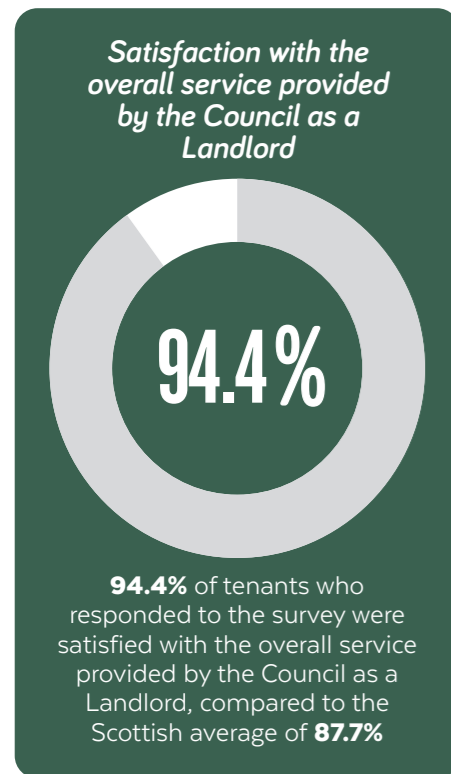
Throughout last year we issued tracker surveys to gather your feedback on key elements of service. We have discussed the feedback received at events with tenant representatives.

94.6% 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 gift voucher of your choice!



In the last comprehensive survey carried out by Research Resource on the Council's behalf in January 2020, satisfaction results were as follows:



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

Repairs

In 2021/22 we spent **£10,191,295** on repairs and maintenance to our housing stock.

Key Performance Statistics for Repairs and Maintenance to our properties during 2021/22:

	2.7 hours	2.7 hours was the average time we took to complete an emergency repair in 2021/22 against our 4 hour target. The Scottish average was 4.2 hours .
	8.1 days	8.1 days was the average time we took to complete non-emergency (urgent and routine) repairs in 2021/22, compared to the Scottish average of 8.9 days .
	95.1%	95.1% of reactive repairs carried out in the last year were completed right the first time compared to the Scottish average of 88.3% .
	90.5%	90.5% 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 88.0% .

Information on Number of Repairs Completed

We completed **28,254** reactive repairs during 2021/22.

13,510 were categorised as Emergency repairs.

14,744 were Non-Emergency repairs, made up of:-

- > **6,257** Urgent repairs
- > **7,788** Routine repairs
- > **699** Misc Repairs

Work is currently underway to install additional smoke alarms and carbon monoxide detectors at some of our properties. If your home requires any safety checks or needs additional smoke alarms or carbon monoxide detectors, you will receive written notification.

We also carry out annual checks on oil, solid fuel and electric boiler heating systems. In addition we carry out 5-yearly fixed electrical testing and we replace smoke detectors every 10 years. **Please provide access to your home to allow this essential safety work to be completed.**

Gas Safety

Of the **7,130** properties that were due to receive a gas safety check in 2021/22, **36 properties (0.5%)** did not receive a check within 12 months of the previous inspection. This included 27 properties that were carried forward from 2020/21 and 9 new instances that arose in 2021/22. The gas safety checks for all of these properties were completed by 31st March 2022.

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.**



Neighbourhood & Community

We continually strive to improve the quality of our neighbourhoods.

The feedback you provide assists us to review our processes to ensure we are increasing the quality of your neighbourhoods. Your feedback also allows us to identify areas for targeted community clean ups and targeted cleaning of estates and closes.

Working for Wallacetown

In early 2021 the Wallacetown Strategic Delivery Partnership was founded. The group is made up of members of staff from a range of different local services including South Ayrshire Council Housing Services who all have the same goal—to create a positive environment for the residents of Wallacetown.

The Partnership believes that this can be achieved through the following:

- Investing in relationships
- Focusing on the small things
- Collaborations
- Supporting less hierarchical decision making
- Being creative and taking risks
- Empowering local groups, communities, volunteers and staff
- Involving different voices in decision making

Throughout 2021/22, the Wallacetown Strategic Delivery Partnership took part in a number of different activities with a goal of bringing the Wallacetown community together and improving the area where they live.



Anti-Social Behaviour

In 2021/22, **318** cases of anti-social behaviour were reported to the council, **301** 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 **94.65%**. There were **17** cases which were reported during 2021/22 that were not closed as at 31st March 2022.

However, none of these cases were outwith the timescales of the locally agreed targets.

Abandonments

In 2021/22, the Council recovered possession of **79** 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.

Housing Quality & Maintenance

In 2021/22, we:

- Installed **307** kitchens
- Installed **232** new bathrooms
- Carried out full rewiring including the installation of new smoke, heat and carbon monoxide detectors in **181** properties
- Improved loft installation in **73** properties
- Carried out roof replacements and re-rendered **72** properties
- Installed new double-glazed windows in **315** properties throughout South Ayrshire
- Replaced **256** full central heating systems and **213** central heating boilers
- Installed **16** new door entry systems in blocks of flats, benefiting **85** council owned



The window replacement programme will continue throughout South Ayrshire in 2022/23 and will include properties in Ayr and Prestwick.

Energy Agency Project

As part of the Scottish Government ABS (Area Based Schemes) programme, South Ayrshire Council, in partnership with its managing agent, the Energy Agency, managed a project in which **256** properties received external wall insulation in 2021/22.

As with previous programmes this was a mixed tenure project in which 165 properties were privately owned and 91 properties were owned by South Ayrshire Council.

The project primarily focused on external wall insulation, which is a bespoke insulation system designed to increase the properties

thermal performance, reducing heat demand and therefore lowering energy bills and carbon emissions.

The project also delivered additional energy efficiency measures to 14 properties, including installation of loft insulation and gas condensing boilers.



93.3%

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



Michael Alexander Service Lead, Housing Services

During 2021/22, we continued to manage and deliver services taking account of Covid-19. We are aware that the impacts have been far reaching and it caused significant disruption to services. As a result of we have introduced new ways of working to allow us to continue to deliver services to our tenants and other customers. The Housing Services team continued to provide high quality housing services and the Council's reported performance continues to be better or equal to the Scottish average across all activities and services.

Again, over the course of 2021/22 our teams have continued to engage with tenants and other customers, mainly by phone and through online forms and contacts. Some of our teams continued to work onsite throughout the period, providing services to sheltered housing tenants, homeless households in temporary accommodation and

residents within our hostels and supported accommodation. Our caretaking and cleaning services continued, and staff managed the delivery of compliance and safety works around gas safety, fixed electrical testing and fire and carbon monoxide detectors, while also responding to tenancy and estate management issues.

Demand for our services was high over the year. Officers continued to support customers providing advice and information and dealing with enquiries and responding to situations relating to homelessness, rent arrears, anti-social behaviour, tenancy matters, house allocations and access to the Council's housing waiting list.

Our internal modernisation programme restarted in August 2021 and the external works contracts for re-roofing, external wall upgrades and window replacement were ongoing throughout the year. In line with the rent setting consultation and the feedback received from our tenants on their areas for priority investment, uncommitted reserves within the Housing Revenue Account were again allocated to window replacement and external fabric work, with both measures contributing to improving energy efficiency in tenants' homes.

During 2021/22, there was a huge focus on compliance work to improve the standards of safety in council properties, ensuring that electrical safety checks were carried out and that all properties meet the new fire

and carbon monoxide detector standards. Most tenants have provided access for this work to be completed and our teams are continuing to contact the tenants in properties where this work has still to be done.

Overall, 2021/22 has been another busy and challenging year. I would like to take this opportunity to thank our tenants and other customers for using new ways to contact the Council. I would also acknowledge the ongoing efforts and contributions from all Housing Services staff, their commitment and dedication has meant that the Council has continued to deliver services. Over the course of 2022/23, we are committed to ensuring that we meet our regulatory requirements as a landlord, while also keeping a focus on meeting our compliance obligations and updating our framework for the collection of equalities information. We will continue to work with our tenant representatives to scrutinise service delivery and performance to improve the quality of our housing stock and the outcomes for tenants and other customers.



SHELTERED HOUSING NEWS

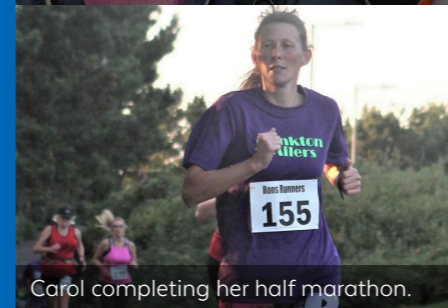
2021/22 ROUNDUP

FANTASTIC FUNDRAISER

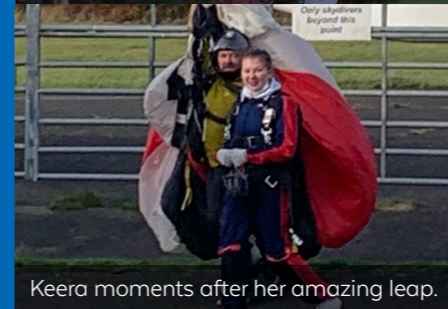
Two of our Housing Support Workers Michelle Milligan and Catherine Fulton took on the task of climbing Goatfell in October 2021 to raise funds for a defibrillator outside Millrock/Panrock Court Sheltered Housing in Troon. While a resident's daughter and granddaughter also contributed to the fundraising task. Carol completed a half marathon and Keera jumped out a plane!!! The total amount raised was a staggering £1712.55. Well done to all involved and thank you to everyone who donated.



Michelle and Cathy all smiles before they headed up to the summit.



Carol completing her half marathon.



Keera moments after her amazing leap.

HALLOWEEN FUN

The residents at St Meddans Court dressed to impress for the 2021 Halloween party. All sorts turned up for the event; a mummified black fairy, zebra and even the infamous Cleopatra made an appearance. They all had a great time dooking for apples (Covid Safe Style) and played pumpkin bowling.



KEEPING BUSY AT ST MEDDANS

St Meddans Court, Troon have had a busy few months during the summer of 2021. Firstly, Debbie and Scott entertained the residents of St Meddans, Troon with an outdoor concert. Everyone had a great time in the sun and thoroughly enjoyed the music. Then the staff helped run a Music and Movement Session, where the tenants were encouraged to come along, sing and dance for 30 minutes.



CHAIR-CERISE AT NEWTON PARK COURT

Tenants at Newton Park Court, Ayr, attend a weekly chair exercise programme in the garden aimed at getting mobility back into joints in the hands and feet. Some of the movement includes exercises that stimulate the right and left side of the brain which is good for memory. After the class tenants can stay and enjoy a chat and a socially distanced cuppa with biscuits. A daily ten-minute stroll around the complex also happens each day and tenants can join whenever they choose.

Housing Services Highlights 2021/22

During 2021/22 Housing Services worked in conjunction with other services throughout the Council to continue to provide assistance to tenants and residents throughout South Ayrshire. We will continue to work with our communities alongside other partners and agencies to ensure we deliver high quality of Housing Services beyond the pandemic.



Members of our Property Maintenance Team collecting the award at the APSE



Fort Street, Ayr



Residents at Coylton Sheltered Unit enjoying a Fish Supper



The Importance of Boiler Safety



Involved Tenants getting back to face to face meetings



Gordon and David Porte Thriving Communities



Just some of the Housing Quality and Maintenance work carried out throughout the year

This collection of photos highlights just some of the good work that Council employees and members of our communities have been involved in during 2021/22.

Find us on Facebook

South Ayrshire Council Housing Services

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 ਵੱਲੋਂ 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.