

Housing



ANNUAL REPORT

Housing Services 2023/24



**How we are performing
and our future plans** Page 7



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What we are doing to improve services to our customers

Building new homes

So far this year we have delivered 52 new Council homes at Maidenhill, Newton Mearns as part of most recent phase with Cala Homes. With 105 homes expected in total in 24.25

These are a mix of 1-4 bedroom homes, flatted and terraced/ semi detached houses – to meet the needs of a range of local residents needs from small to larger households. 27% of the homes so far (14 units) are ground level accessible, or wheelchair adaptable homes.

Planning Ahead, the team are working intensively to progress other projects to deliver new Council homes, and to identify additional opportunities to build or buy homes.

Forthcoming online modules:

My applications: to make a housing application

My repairs: tenants to review their repair history

Interfinder: tenants portal to raise repairs

Modernising through digital services

Our Housing Management System, NEC Housing, has now been live for 18 months . Phases 2 and 3 of development of NEC will be live and visible to public by 31st October 2024.

Most recently housing services launched Housing Online, a significant milestone, with the successful introduction of Myaccount rents and CBL online bidding services for tenants and applicants.

So far, 1,226 users have registered for online accounts, demonstrating positive engagement with the platform. We have advertised our first batch of 16 void properties receiving 613 bids.

This is a huge step forward in handling of bids week to week for our staff, and a faster process for customers. In collaboration with the communications team, we are actively working to engage with customers and boost registrations.






Scottish social housing charter

Annual performance review 2023-24

This report provides East Renfrewshire Council Housing Services' performance in key areas of our work and services in 2023-24. It provides an assessment of our achievement against set indicators and measures in the Scottish Social Housing Charter (SSHC) and informs our Annual Assurance Statement 2024.




We also compare our performance in previous years and against the average of all local authorities in Scotland, and with all Scottish social landlords ("Housing Sector Average"). This highlights where we are performing well comparatively, and areas in need of improvement, using a traffic light system:

-  Performance is good and is above the average of other local authorities or the sector in Scotland
-  Performance is improving or in line with or the benchmarking averages of other local authorities or the sector in Scotland
-  Performance needs improved and is below the average of local authorities or the sector in Scotland

Managing estates and tenancies

Our performance in dealing with anti-social behaviour and estates issues remains strong. The number of tenants housed in the last 12 months who have not sustained their tenancy is small and decreasing. Our generic Neighbourhood Housing Officers work closely with all tenants in our estates and support them to live there sustainably.

Our performance in completing vital medical adaptations for our tenants remains good at around 30 days to complete from referral, and provides critical support so that people with disability, mobility or cognitive issues can live as independently as possible at home.

Indicator	ERC Housing 2023-24	ERC Housing 2022-23	Local Authority Average 2023-24	Housing Sector Average 2023-24	Position
% of new tenants housed who were still in their tenancy 12 months later	96.13%	94.43%	85.05%	91.24%	
Average time to complete medical adaptations	30.06 days	30.69 days	51.81 days	44.77 days	
% of anti-social behaviour cases resolved	96.92%	93.88%	91.4%	94.29%	





Managing and maintaining our homes

East Renfrewshire Council Housing Services own 3141 homes including 244 sheltered homes. We also own and lease a number of temporary and supported properties to support the most vulnerable. Through our Council House Build programme, we added a further 10 new council homes to our stock in 2023/24.

The energy efficiency of our homes is very good against current Energy Efficiency Standard for Social Housing

Standards, but with significant investment required to meet the national programme of increasing standards in coming years. This is a challenge faced by landlords across the sector.

We have 100% compliance in ensuring gas safety certificates are renewed each year by their anniversary, ensuring we keep tenant safety at the forefront of our efforts.

Indicator	ERC Housing 2023-24	ERC Housing 2022-23	Local Authority Average 2023-24	Housing Sector Average 2023-24	Position
% of properties meeting SHQS* at year end	78.89%	59.21%	75.47%	84.36%	
No of properties that failed to have a gas safety check by anniversary date	0	0	90.96	2633	

* - Scottish Housing Quality Standard – National property standards set for all social landlords in Scotland

The condition of our homes against SHQS (Scottish Housing Quality Standard) had been consistently high year on year at around 91.42% in 2020/21. Compliance dipped in 2021/22 when the renewal period for Electrical Installation Condition Reports (EICR's) dropped from 10 to 5 years, meaning a dip in SHQS compliance solely relating to this element. At this point just 48.5% of our

homes were meeting standard. Many other landlords faced similar challenges. Our focus since has been to maximise the number of homes with a valid EICR check. By the end of 23.24, around 79% of our homes were compliant with SHQS, now above the local authority average and we continue to work towards maximum compliance.



Housing repairs

Our repairs service is delivered by the Housing Maintenance Team supported by external contractors for specialist work. Performance in 2023.24 has remained strong, despite challenges in retaining a skilled workforce and sourcing subcontractors help to deliver repairs required. Our response timescales for emergency repairs are even better than last year at 2.46 hours to complete, and just a slight increase in time to complete non-emergency repairs despite a backlog of jobs to attend to.

The quality of repair work is also evident through a top quartile performance for jobs completed right first time (97.98%).

Areas for improvement in repairs are focused on communicating more clearly with customers on what to expect for certain types of repairs, introduction of an online repairs reporting module, and continuing to build satisfaction with the repairs service.

Indicator	ERC Housing 2023-24	ERC Housing 2022-23	Local Authority Average 2023-24	Housing Sector Average 2023-24	Position
Average time to complete emergency repairs	2.46 hours	2.77 hours	4.41 hours	3.96 hours	●
Average time to complete non-emergency repairs	7.92 days	7.09 days	10.18 days	8.95 days	●
% of day to day repairs completed 'Right First Time'	97.98%	98.38%	89.11%	88.41%	●

Your rent



The rents we charge for our homes are higher than the Scottish Council Average in 2023/24, but lower than the average for all social landlords for smaller properties occupied by single people and smaller households. Some of this increase is reflected in the rents applied for modern, family sized new build homes which are energy efficient and more cost effective to run.

Increases applied to existing homes over the last couple of years have brought rent levels from a long term low with minimal changes, to a level which supports ongoing

investment in our homes and delivery of new build. We acknowledge the challenges tenants face through cost-of-living pressures and work within national guidance requiring modest sector-wide increases for this reason.

Our rent setting consultation later in 2024 will again seek an increase which will support vital investment in existing and new homes, but also see rents remain affordable.



Average Weekly Rent	ERC Housing 2023-24	Local Authority Average 2023-24	Housing Sector 2023-24
All Properties	£95.20	£85.76	£93.40
1 Apartment	£80.29	£68.18	£82.24
2 Apartment (One bedroom)	£84.77	£78.20	£87.87
3 Apartment (Two bedroom)	£97.01	£84.89	£90.29
4 Apartment (Three bedroom)	£109.88	£92.73	£98.30
5 Apartment (Four bedroom)	£112.43	£101.76	£108.29

Value for money

Gross rent arrears are those owed by both current and former tenants combined and are the value of rent and related charges that remain unpaid. Post-pandemic a significant increase in rent arrears across the country has occurred given cost of living pressures that households face. This has made it challenging for many landlords to reverse this trend and reduce monies owed.

Our implementation of a proactive Arrears Recovery Plan, for both current and former tenancy arrears, has been in recognition of the improvements we identified we needed to make in bringing in rent money owed to us.

We have focused on engaging current and former tenants proactively, but have also seen a need for increasing support for our tenants to help meet their ongoing rent payments and reduce arrears. Our approach has resulted in a notable reduction in outstanding rent due from 9.95% in 2021-22 to 8.04% in 2023.24. We are also in line with the Scottish average, collecting 98.9% of rent due to us (Scottish average 99.4%). It will prove challenging to continue to reduce rent arrears at the same rate in future years, but we will continue working closely with our tenants to tackle this.

Indicator	ERC Housing 2023-24	ERC Housing 2022-23	Local Authority Average 2023-24	Housing Sector Average 2023-24	Position
Gross rent arrears as % of total rent due	8.04%	7.36%	9.37%	6.74%	



151 Lets

Housing options and access to housing

We re-let 151 existing homes in 2023.24, a significant reduction on previous years in part reflective of the fact that fewer people are moving home, and so less properties becoming available to those on our waiting list. This is challenging as there is significant pressure for housing via our waiting lists and homeless households awaiting housing – with around 6700 on the list and 334 homeless respectively through 2023.24.

We built 10 new council homes last year and a further 44 households on our queue were nominated by us to local housing associations. Despite this an ongoing increase in pressure is building from waiting lists, with demand outstripping the rate at which we can provide more homes.

Indicator	ERC Housing 2022-23	ERC Housing 2021-22	Local Authority Average 2022-23	Housing Sector Average 2022-23	Position
Average length of time to re-let properties	62.94 days	99.84 days	66.9 days	55.6 days	●
% of rent due lost through empty homes	0.95%	1.41%	1.7%	1.4%	●
% of tenancy offers refused	47.1%	51.17%	38.5%	30.9%	●

Our work on void management in previous years has kept the amount of rent lost through properties being empty at a sustained low of 0.95%, better than other landlords in the sector. The timescale to turn empty homes around is also continuing to reduce and better than the sector average. These improvements reflect the work we have put into ongoing improvements in how we work, but challenging because of the availability of trades and contractors for void repairs.

We continue to try to reduce the number of tenancies offered that are refused. Although Choice Based Letting is used and we have improved choice for homeless households, the homes which do become available for letting do not always reflect the types and locations of homes that people might need. We have put forward revisions to our allocations policy and are moving forward with housing online bidding to support applicant choice and balance the needs of those who are homeless, with others in urgent need of rehousing.

Customer engagement and satisfaction

Service satisfaction

We completed a large-scale tenants' survey in winter 2023.24 and continue with our regular surveys on a range of issues throughout the year. The results have seen improvements in satisfaction across the board from our tenants' feedback in 2023.24, and generally our performance is around or above the Council or sector averages for most service areas.

The only exception to this is in relation to our repairs service which is below average, although satisfaction has consistently increased to 84.36% from a low of just 70% in 2021.22. As noted above we will use the feedback we have received from tenants to continue work to improve our communication with customers, and deliver ongoing satisfaction with this area of the service.

Indicator	ERC Housing 2023-24	ERC Housing 2022-23	Local Authority Average 2023-24	Housing Sector Average 2023-24	Position
% Overall satisfaction with landlord	84.86%	82.05%	79.52%	86.49%	●
% Satisfied with quality of home	83.63%	82.91%	79.11%	84.01%	●
% Satisfied rent is good value for money	81.51%	80.10%	79.09%	81.59%	●
% Satisfied with landlord contribution to management of neighbourhood	87.15%	78.33%	78.92%	84.68%	●
% Satisfied with repairs service	84.36%	81.40%	81.40%	87.31%	●





Getting involved



Satisfaction has improved also as our customers are provided an increasing range of opportunities to get involved with our services and decision-making. The survey feedback has shown significant leaps in satisfaction levels and against other local authority performance. We are working with our staff and our customers to strengthen the voice they have in making service improvements happen.

Development of a customer scrutiny approach is ongoing, and our Service Improvement Group have been working on reviewing our approach to customer care and

developing recommendations on how we can improve in this area.

Tenants and other customers also have the opportunity to take part in our ongoing neighbourhood inspections and housing surgeries. This places customers at the centre of what we do, with an end goal of improving communication, making clear our service standards and offering proactive routes for tenants and customers to get involved.

Indicator	ERC Housing 2023-24	ERC Housing 2022-23	Local Authority Average 2023-24	Housing Sector Average 2023-24	Position
% Satisfaction with keeping informed about services & decisions	86.62%	77.84%	82.91%	90.46%	
% Satisfied with opportunities to participate in decision-making	82.57%	68.06%	80.93%	87.57%	

Knowing our customers

We ensure we consider the needs of our tenants and customers, and the equalities and human rights matters that may affect them, when we are reviewing or planning services. This includes ensuring impact assessments are carried out thoroughly. We also understand the need to have good data about the protected and other characteristics of our customers and gather this through our key service functions.

However, there can be challenges in ensuring this information is kept up to date on an ongoing basis, and we need tenants and other customers to tell us any changes in the information we hold about them and the people living with them. The implementation of our new housing management system and customer self-serve portal will continue to be used as a key tool in allowing tenants to provide us with important information about them, as well as through our Annual Tenant visits.



Join us on Facebook!

We recently launched a Facebook group for our Housing Service where we're sharing lots of information and updates for tenants, factored-owners and those on our waiting list.

You can join the group by scanning the QR code or visiting:
www.facebook.com/groups/1077469223300847





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This document can be explained to you in other languages and can be provided in alternative formats such as large print or Braille. For further information, please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

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如果您想得到该资料所含信息的译文，请联系：

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