

EAST RENFREWSHIRE COUNCILCABINET30 October 2025Report by Director of Environment

HOUSING SERVICES ANNUAL ASSURANCE STATEMENT & PERFORMANCE REPORT
2024/25
(SCOTTISH SOCIAL HOUSING CHARTER)

PURPOSE OF REPORT

1. The purpose of this report is to seek approval for the annual Assurance Statement (AAS) 2025 and Performance Report. This outlines Housing Services' compliance with the Scottish Housing Regulator's (SHR) Regulatory Framework, Scottish Social Housing Charter (SSHC) standards and our statutory obligations. It also takes account of our current engagement plan with the SHR. The AAS is an annual submission required of all Registered Social Landlords (RSLs) by the SHR.

RECOMMENDATIONS

2. It is recommended that the Cabinet:
- a) note our performance for 2024/25 against SSHC indicators and measures, and comparisons to the previous year and wider housing sector. (Appendix 1);
 - b) note the Action Plan to continue to strengthen our compliance against the Regulatory Framework and SSHC. (Appendix 2); and
 - c) approve the 2025 Annual Assurance Statement of our compliance with the Regulatory Framework & SSHC standards and its submission to the Scottish Housing Regulator by 31 October 2025.

BACKGROUND

3. The Scottish Social Housing Charter (SSHC) requires each landlord to provide the SHR with details of their performance against 37 performance and 32 contextual indicators by end of May each year. This is known as the Annual Return on the Charter (ARC). A report on this matter has been submitted to Cabinet each year since its introduction in 2013/14.

4. The SHR will, based on the ARC submission, publish:
- a summary Landlord Report for every social landlord in Scotland. East Renfrewshire's performance information from 2024/25 can be viewed on the Scottish Housing Regulator's website.
 - an Engagement Plan for each landlord, outlining areas of scrutiny based on the landlord's reported performance and areas of national priority. The 2025/26 engagement plan (also available on the SHR website) focuses on our full compliance with electrical safety requirements and our performance in discharging our duties to people who are homeless, particularly access to services, outcomes and provision of temporary accommodation.

5. The Regulatory Framework also requires all social landlords to produce an Annual Assurance Statement (AAS) confirming compliance with the Regulatory Framework, SSHC standards and with our statutory obligations. On approval by the Cabinet, this is to be submitted to SHR for consideration annually by 31st October.

6. The AAS:

- requires a self-evaluation to be undertaken by each landlord looking at performance and the evidence they have of the quality of services provided; and
- should be accompanied by an appropriate action plan, where any areas of non-compliance with standards are identified.

7. A self-assessment of our services has been undertaken, considering performance and quality, and we are assured there is a good level of compliance with the Regulatory Framework. An action plan (Appendix 2) has been developed to further strengthen our compliance against the Framework, and to attend to areas for improvement in our performance against the SSHC.

8. Where any failures in compliance with legal or safety standards have been identified, these have been notified directly to the SHR immediately and to any other relevant bodies.

9. The SHR will use the information from the ARC as well as the Annual Assurance Statement to inform the Engagement Plan (as noted above) for the following year, which sets out the key areas of risk identified for each Local Authority.

REPORT

10. The performance report against the SSHC (Appendix 1) demonstrates that Housing Services perform well and have improved in key areas in comparison to last year and to the local authority or housing sector average in Scotland. The highlights of our performance are set out below.

11. Social landlords across Scotland also continue to face many pressures in service delivery, not least due to given current economic challenges and the housing emergency. The areas we have identified for improvement are also set out below and reflected in our Action Plan (Appendix 2).

Areas of Good Performance

- Repairs

12. Our response repairs service is delivered by the Housing Maintenance Team supported by external contractors where required, and for specialist work. The performance is good and in line with sector averages, with response timescales for emergency repairs at 3.18 hours, and for non-emergency repairs at 9.8 days.

- Maintenance

13. Housing Services also sustain an excellent performance in meeting requirements for gas safety (with 100% of annual gas servicing checks completed on time). For tenants satisfied with the quality of their home, we perform well with around 84% of tenants satisfied, in line with the sector average. Through investment in our homes, we will of course strive to improve satisfaction with the standard of homes we provide.

- Customers & Engagement

14. As a landlord good communication, involving tenants and raising customer satisfaction levels is critical. Satisfaction with our service significantly improved from a post-pandemic dip, and key satisfaction indicators see us in line with the housing sector or local authority average. Satisfaction

with the repairs service is slightly below average at 83%, against 86% and 87% respectively for local authorities or the housing sector overall.

15. Our Customer Engagement team have worked over 2024/25 with tenants and other customers, supported by the Tenants Information Service, to evaluate our performance in customer care. The results of this evaluation indicated a good level of satisfaction with our approach to customer care as a landlord, but with some recommendations to make the service even better. These include developing our staff training and knowledge to support more effective one-stop handling of customer enquiries; and a charter setting out our service standards for customer care and a plan for reporting on these.

Areas for Improvement

- Electrical Installation Condition Report (EICR) Renewals

16. Housing Services continue a targeted programme of electrical surveys to ensure full compliance with electrical safety requirements – i.e. for an Electrical Installation Condition Report (EICR) to be completed 5-yearly. An initial dip in compliance due to changing requirements saw a drop to 48.5% of stock compliant with the SHQS at March 2021/22 from 91.42% in 2020/21. Work annually to remedy this through our EICR renewal programme means at March 2024/25, 90.6% of our homes now achieve SHQS.

17. The SHR have identified this area for ongoing monitoring through the 2025/26 Engagement Plan, and we are reporting regularly on our progress towards full compliance. “No access” issues continue to cause some challenges in completing electrical surveys, but work is also being prioritised for rewiring as properties become void.

- Rent Arrears

18. Tenant rent arrears increased through the pandemic and have sustained through the ongoing cost-of-living crisis. This is not unique to East Renfrewshire as a landlord. Despite this we have achieved a further reduction in gross rent arrears to 7.82% of rent due in 2024/25, from 8.04% in 2023/24. There is a drive to reduce these arrears further as we sit above the Scottish sector average of 6.17%, and our focus is on continuing to support tenants while reducing monies owed to us.

19. Through our Service Improvement Programme, the imminent introduction of the Account Analytics module of our housing management system (NECH) will support early intervention to identify missed payments, broken arrangements and other non-payment trends. To support the success of this new tool, a necessary update of staff procedures and training will need to be completed within a short timescale.

- Homeless Services

20. The Council declared a housing emergency in 2024, due to the volume of presentations and lack of appropriate temporary and other accommodation to meet people’s needs, but significantly our statutory obligations. The SHR Engagement Plan for 2025/26 continues to focus on our compliance with these obligations. The Council’s Housing Emergency action plan is being used to address those pressures and address our “risk of systemic failure” to meet our homelessness duties.

21. Funding to acquire additional temporary short stay flats from the secondhand market has been provided by the council in 2024/25 and for 2025/26 to mitigate this particular pressure. Alongside our SHIP programme to deliver increased permanent affordable homes.

22. Ongoing improvements to available advice, and the development of an in-house digital housing advice tool are also focused on homeless prevention.

- Empty Homes

23. It's important we minimize money lost to the housing service by turning around properties which become void, as quickly as possible, and getting a new tenant signed up. This ensures we provide value for money for tenants and maximise money going back into the service. In 2024/25, we saw an increase in average days to relet an empty property from around 45 days in 2023/24 to 73 days. The % of tenancy offers which are refused although it has dropped slightly, is still above the sector average.

24. Improvements in voids performance were achieved in 2023/24, but the last year has seen some longer-term empty homes return to the supply driving up the average time a property is empty. When properties are empty, we are also trying to catch up on major works such as rewiring flagged by our EICR programme. Many properties are also vacated and left in poor condition and in need of cleaning and clearance. We are also reliant on contractors to support some aspects of our voids maintenance. Housing Services continues our drive for excellent performance and to reduce the number of days it takes to relet an empty property from start to finish, given waiting list and homelessness demand.

25. The AAS 2025 (Appendix 3) will be published for our tenants, as well as submitted to the SHR by 31 October 2025 detailing our compliance with the Regulatory Framework and performance against the SSHC. This outlines good compliance and performance, although we have identified the following areas for increased focus and improvement: EICR Renewals; Rent Arrears and Income Maximisation; and Homeless Services.

FINANCE AND EFFICIENCY

26. Housing Services must demonstrate annually that the service it provides meets the needs of its customers and provides value for money. Ongoing monitoring of the HRA Business Plan will continue to inform us of any alterations to our plans to ensure we can invest in new and existing homes, whilst keeping rents as affordable as possible.

27. Our rent setting consultation process will commence in November 2025, with a view to agreeing an increase which will see rent remain affordable but will support vital investment in existing and new homes for tenants. National guidance on fair rental increases and the ongoing impact of cost-of-living pressures will be evaluated as part of this process.

28. The improvements identified in relation to the AAS will also contribute towards improving the efficiency of the service and reinforce that tenants' rents are both collected effectively and spent wisely.

CONSULTATION

29. East Renfrewshire Council is required to publish an annual performance report to tenants each year by the end of October. The details of our performance and our assurance improvement plan will be distributed through our Housing News for tenants as well as making the full report available online and on request to other customers.

PARTNERSHIP WORKING

30. Many of the services provided by the Council's Housing Service are delivered in partnership with internal and external bodies. Services continue to work together to demonstrate that the outcomes of the Charter are met. The outputs from these partnerships form a key part of our evaluation of service performance and quality. Key partners include East Renfrewshire's Health & Social Care Partnership and other RSL's operating locally'

IMPLICATIONS OF THE PROPOSALS

31. There are no implications associated with this report in terms of staffing, finance, property, legal, IT, equalities and sustainability.

CONCLUSIONS

32. East Renfrewshire's AAS addresses the critical areas where improvement is required in delivery of our housing services. The key areas of priority are listed in section 12 of this report, and are homelessness, electrical safety and rent arrears and income management.

RECOMMENDATIONS

33. It is recommended that the Cabinet:

- a) note our performance for 2024/25 against SSHC indicators and measures, and comparisons to the previous year and wider housing sector. (Appendix 1);
- b) note the Action Plan to continue to strengthen our compliance against the Regulatory Framework and SSHC. (Appendix 2); and
- c) approve the 2025 Annual Assurance Statement of our compliance with the Regulatory Framework & SSHC standards and its submission to the Scottish Housing Regulator by 31 October 2025.

Director of Environment

Further details can be obtained from Mark Rodgers, Head of Housing & Property on mark.rodgers@eastrenfrewshire.gov.uk or Suzanne Conlin, Senior Housing Manager, suzanne.conlin@eastrenfrewshire.gov.uk

October 2025

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Appendix 1
Scottish Social Housing Charter
Housing Services Annual Performance Review 2024-25

This report provides East Renfrewshire Council Housing Services' performance in key areas of our work and services in 2024-25. 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 2025.

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.

Service Delivery (Customer)

Estates & Tenancies

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% of new tenants housed who were still in their tenancy 12 months later	93.92%	96.13%	91.33%	91.62%	
Average time to complete medical adaptations	37.22 days	30.06 days	36.08 days	44.37 days	
% of anti-social behaviour cases resolved	95.76%	96.92%	90.38%	93.44%	

Property Services, Assets and Capital Programme

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% of properties meeting SHQS* at year end	90.6%	78.89%	83.04%	87.24%	
No of properties that failed to have a gas safety check by anniversary date	0	0	66 fails	409 fails	

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

Housing Repairs

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
Average time to complete emergency repairs	3.18 hours	2.46 hours	3.79 hours	3.89 hours	
Average time to complete non-emergency repairs	9.76 days	7.92 days	10.10 days	9.13 days	
% of day to day repairs completed 'Right First Time'.	98.17%	97.98%	89.22%	88.02%	

Rents, Empty Homes and Value for Money

Average Weekly Rent	ERC Housing 2024/25	Local Authority Average 2024/25	Housing Sector Average 2024/25*
All Properties	£93.67	£88.04	£97.01
1 Apartment	£78.43	£71.61	£86.95
2 Apartment (One bedroom)	£83.81	£81.61	£92.72
3 Apartment (Two bedroom)	£94.99	£87.64	£95.48
4 apartment (Three bedroom)	£107.76	£94.65	£103.78
5 Apartment (Four bedroom)	£110.58	£102.17	£114.74

*SHN (Scottish Housing Network Average – available figures used)

Value for Money

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
Gross rent arrears as % of total rent due	7.82%	8.04%	8.60%	6.17%	

Housing Options & Access to Housing

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
Average length of time to re-let properties.	73.28 days	47.47 days	78.11 days	60.59 days	
% of rent due lost through empty homes	1.51%	0.96%	1.68%	1.27%	
% of tenancy offers refused	43.64%	47.69%	36.39%	32.43%	

Customer Engagement & Satisfaction

Service Satisfaction

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% Overall Satisfaction with Landlord	84.86%	84.86%	81.19%	86.85%	
% Satisfied with quality of home	83.73%	83.63%	80.47%	84.72%	
% Satisfied rent is good value for money	82.11%	81.51%	80.45%	81.68%	
% Satisfied with landlord contribution to management of neighbourhood	86.76%	87.15%	79.47%	84.23%	
% Satisfied with repairs service	83.05%	84.36%	85.74%	86.75%	

Getting Involved

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% Satisfaction with keeping informed about services & decisions	85.01%	86.62%	82.85%	89.98%	
% Satisfied with opportunities to participate in decision-making	84.86%	82.57%	80.58%	86.34%	

Housing Services Landlord Assurance Statement 2025

Improvement Plan



Compliance Issue	Service Area	What we need to address	When will we do it?	Who is responsible?
Statutory Obligations	Electrical Installation Condition Reports (EICRs)	Complete renewal of EICR's for each home that we own to achieve full compliance with the statutory 5-year renewal cycle. This will continue with a targeted programme of "catch up" electrical surveys to maximise compliance, mitigating "no access" challenges in some tenancies.	March 2026	Senior Housing Manager
Statutory Obligations	Homeless Services	Maximising available suitable temporary accommodation for homeless households. As well as continuing to increase stock and the range of settled accommodation options. Working in partnership we will also continue building our approach to good quality housing options advice and preventative services.	March 2026	Senior Housing Manager
Meeting Charter Standards	Rent Collection and Arrears Management	Continue focused efforts on early intervention to tenants in most need by targeting support where payment arrangements are failing. Introduction of the Account Analytics module of our housing management system (NECH) this year, will support early intervention to identify missed payments, broken arrangements and other non-payment trends. To support the success of this new tool, a necessary update of staff procedures and training will need to be completed within a short timescale, to support staff.	March 2026	Senior Housing Manager

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Housing Services

Annual Landlord Assurance Report 2025



East Renfrewshire Council has reviewed the services we provide and available evidence, and gives assurance that:

- ✓ We comply with the regulatory requirements set out in section 3 of the Scottish Housing Regulator's Regulatory Framework document.
- ✓ We comply with our legal obligations as a landlord, specifically in relation to: housing,

except for: *Homeless Services*

We continue to have to use of hotel accommodation for temporary homeless placements is in breach of the unsuitable accommodation order. There are insufficient alternatives to meet our legal duty to provide to provide suitable temporary accommodation to all households who require it.

We have increased the number of homes available as suitable temporary furnished accommodation, through acquisitions and work with key partners. This is ongoing. Acquisitions are being used to reduce the knock-on pressure to stock available to permanently house people in need. We are looking at improved solutions to maximise access and improve housing options and prevention advice.

- ❖ equality and human rights, and
- ❖ tenant safety including • Gas safety • Electrical safety • Water safety • Fire safety • Asbestos • Dealing with Damp and Mould • Lift safety)

except for: *Electrical Installation Condition Reports (EICRs)*

We reported last year that we were not yet fully compliant in transitioning our renewal of EICR's for all our homes to the shorter time frame of every 5 years. We have made significant progress on an ongoing basis to reduce the instances where we are not compliant and failing to meet the Scottish Housing Quality Standard. Our compliance increased from 79% to 91% at March 2025, and work continues through 2025/26 to achieve maximum compliance.



Through ongoing self-evaluation and evidence gathering we are also assured that:

- ✓ We achieve the standards and outcomes in the Social Housing Charter for tenants and other customers who use our service.

However, we recognise improvements in the following areas will strengthen our compliance with the Scottish Social Housing Charter:

- ❖ **Income Maximisation and Arrears Recovery** - We are continuing to improve early engagement and direct support to tenants, in order to collect rent and reduce rent arrears. This is through enhancements to our Housing Management System to provide analytics that support early intervention where payment arrangements are breaking down; and refreshed procedures and training for staff to maximise effectiveness of this enhanced digital capability.

The Assurance Statement was approved at the Cabinet meeting on 30 October 2025, and I sign this statement on their behalf.

Signed: (Convenor): Councillor Danny Devlin

