

## Annual Report on Charter 2020/2021







## Message from our Housing & Maintenance Convenor



Welcome to our Annual Report on the Scottish Housing Social Charter where each year we report on our performance, as well as satisfaction levels of our tenants in key areas of our work and services.

We all recognise it has been a challenging year with the Covid-19 pandemic and the unprecedented lockdown that has impacted on our service. As a Council we have remained focussed on our performance to continue to provide a high quality and responsive service through our staff team and our contractors.

This report outlines how our Housing Service has performed in 2020-21 and it compares our performance against the previous year and the average of local authorities and the housing sector (local authorities and housing associations) in Scotland. I would like to highlight that you can also compare our performance with other landlords by visiting the Scottish Housing Regulator's website at:

[www.scottishhousingregulator.gov.uk/find-andcompare-landlords](http://www.scottishhousingregulator.gov.uk/find-andcompare-landlords)

As a Council we take pride in listening to our tenants and other customers to shape our services with the aim to meet their expectations. We would welcome your views on how you feel our Housing Service is performing and how you feel we can improve. It is important to hear your views, more so this year as we continue to restart non-essential services following the lockdown period.

### Councillor Danny Devlin

Housing and Maintenance Convenor





## As at 31 March 2021, East Renfrewshire Council own and manage a stock of 2995 properties, including 244 sheltered properties and a number of temporary and supported properties.

In the year we had a turnover of 7.46% in our housing stock and we made 233 lets through our Choice Based Letting System to our tenants and applicants who are waiting for a home or homeless.

We have introduced a new traffic light system to allow you to easily see if our performance is improving against the previous year:



Performance is better than 2019-20



Performance is broadly similar to 2019-20



Performance is less than 2019-20

## Rents, Empty Homes and Income Maximisation

### Rents



Average weekly rent amount				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	£79.60	£82.80	£78.09	£83.70

Our aim is to keep our rents affordable for our tenants, whilst ensuring our income supports the delivery of our service and improvements in our tenants' homes and for them to be high quality, warm, comfortable, safe and secure. We increased our rents by 3.4% in April 2020 and our rents continue to be broadly comparable with the average of local authorities and the housing sector in Scotland.

### Empty Homes

% of Annual Income lost through empty properties				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	1.78%	1.8%	1.4%	1.4%

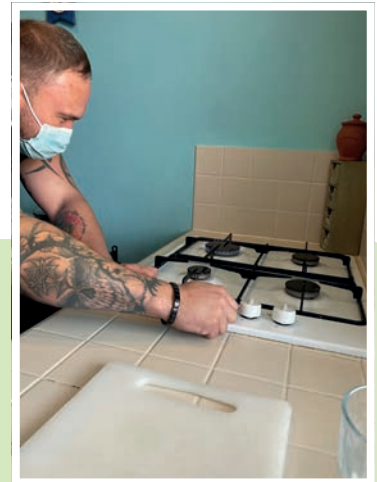





## Empty Homes (continued)

Average number of calendar days properties were empty				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	58.3 days	72.7 days	59.4 days	56.3 days

We recognise the re-letting of empty properties is a major priority to ensure we can maximise our income and provide properties for applicants to our housing list and homeless people. We have undertaken a full review of our management of empty homes and we are beginning to see an improvement in our performance in 2021-22.



## Income Maximisation

Gross Rent Arrears as a % of the total rent due				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	6.47%	9.51%	8.2%	6.1%

We have seen a significant increase in rent arrears during the year, which is mainly due to the roll out of Universal Credit within the U.K Government's welfare reform and a level of non-payment by current tenants. Rental income is a key priority for the Council to allow us to manage and provide high quality and responsive services, as well as maintain and improve our tenants' homes. We continue to:

- support our tenants to pay their rent and maintain repayment arrangements;
- secure the benefits they are entitled to that will pay their rent; and
- take action to engage with tenants to recover monies owed.



## Repairs & Maintenance

Average time to complete emergency				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	2.52 hours	2.4 hours	5.0 hours	4.2 hours




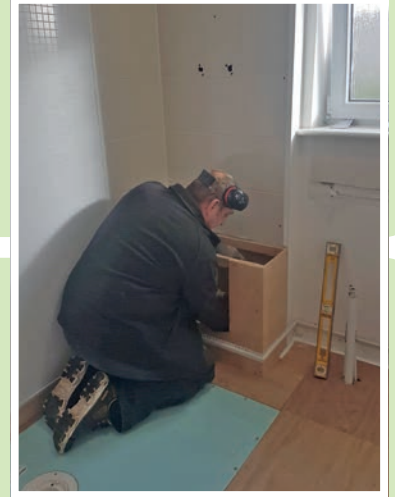





## Repairs & Maintenance (continued)

### Average time to complete non-emergency repairs


	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		5.39 days	6.2 days	7.3 days



### % of repairs completed 'Right First Time'

	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		99.4%	99.5%	92.6%

### % of tenants satisfied with the repairs service

	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		87.61%	86.4%	88.8%


We are delighted with the performance in our repairs service, in particular how it has improved in a challenging year and how it compares with the average for local authorities and the housing sector in Scotland. Our repairs service is delivered by our in-house maintenance team supported by external contractors.

Our focus is to further improve our repairs service, where we will attend to the backlog of non-emergency repairs from the lockdown period, as well as aim to improve our tenants satisfaction for the repairs service, which will be independently assessed in the next satisfaction survey in 2021.



## Estates and Tenancies

### % of new tenants sustaining their tenancy


	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		90.2%	94.1%	91.3%






## Estates and Tenancies (continued)

### Average time to complete medical adaptations

	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		25.7 days	18.6 days	46.2 days



### % of anti-social behaviour cases resolved


	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		96.3%	95.4%	92.7%

The Council is committed to ensuring our tenants and other residents across East Renfrewshire have peaceful enjoyment of their homes and the local environment. We are pleased to have resolved 95% of anti-social cases.

Tenancy sustainment is a key focus and we are delighted with our performance to complete medical adaptations to support tenants and their families to live independently in their home. We are pleased that 94% of new tenants have settled into their new homes and are sustaining their tenancies.


## Housing Options & Access to Housing

### Turnover of lettable houses

	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		8.8%	7.46%	6.7%



### % of tenancy offers refused

	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
		38.3%	40.6%	38.5%

Our turnover of properties has slightly reduced in the year to 7.46%, although it provides a good level of properties to allocate to applicants on our housing list. We have seen a slight increase in tenancy offers being refused, although we are confident our position should improve and reduce through implementation of our Choice Based Letting System, where applicants bid for the property they would like to be their home.





## Overall Satisfaction & Engagement

We measure satisfaction of tenants and customers with our services, how they feel we keep them informed and the opportunity for them to participate and influence the services they receive from Housing Services.

% of tenants satisfied with overall service				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	84.8%	84.8%	84.2%	89%

Turnover of lettable houses				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	88.2%	88.2%	85.6%	91.7%

Turnover of lettable houses				
	2019/2020 East Renfrewshire Council	2020/2021 East Renfrewshire Council	2020/2021 Scottish Local Authorities Average	2020/2021 Housing Sector Average
	91.1%	91.1%	79.5%	86.6%

Our satisfaction levels continue to compare favourably with local authorities and the housing association in Scotland. We are scheduled to undertake our residents' satisfaction survey in 2020, although this was delayed due to the Covid situation and will now be undertaken in October – November 2021.







## Your views on our Service

We would welcome your views on our Annual Report on the Scottish Social Housing Charter and specifically in key areas of our performance. You can tell us your views in the following ways:

- Email us on [customerengagement@eastrenfrewshire.gov.uk](mailto:customerengagement@eastrenfrewshire.gov.uk)
- Phone us on **0141 577 3001**

We are also establishing a Customer Engagement Group and are keen to hear from tenants, owner-occupiers or other customers of the Housing Services who would be available to meet for a maximum of 4 meetings in the year. At these meetings we would hear your views and how you feel we can improve in key areas of our service to meet our tenants and other customers' expectations. If you are interested please contact Brian Coles, Tenant Customer Engagement Officer at [Brian.Coles@eastrenfrewshire.gov.uk](mailto:Brian.Coles@eastrenfrewshire.gov.uk) or on telephone number:- **0141 577 3001**

