



# Annual Performance Report to Tenants

EXECUTIVE SUMMARY  
2022-23



People at the heart of everything we do



ISSUE 10

## About East Ayrshire Council as a landlord

East Ayrshire Council (EAC) owns and manages around 12,000 homes in communities across East Ayrshire. We provide a wide variety of services to our tenants including, allocations, assisting with neighbour disputes and reports of anti-social behaviour, income maximisation, estate and tenancy management, housing options and homelessness, response repairs, planned maintenance, housing improvements and tenant participation and scrutiny. The Council completed a large-scale tenant satisfaction survey in late 2020 and the results are reflected in this document. The survey had 669 responses and we are in the process of carrying out our 2023 tenant satisfaction survey.

## Our Performance

This is the 10th Report and lets tenants and other customers see how we are progressing towards meeting the requirements of the Scottish Social Housing Charter. The leaflet is produced in consultation with the East Ayrshire Federation of Tenants and Residents (EAF). Details of our annual assurance statement for 2023 can be found here: [Annual Assurance Statement 2023 PDF](https://www.east-ayrshire.gov.uk/annual-assurance-statement-2023-pdf) (east-ayrshire.gov.uk)

## Comparing our performance

You can compare our performance with up to four other social landlords in Scotland at [Find a Landlord | Scottish Housing Regulator](#)

Although some of our performances have reduced we still remain above the Scottish Average (indicated by asterisks\*)

- Symbol key:
- Performance has improved
  - Performance has stayed the same
  - Performance has gone down

| The Customer/ Landlord relationship |  |  |
|-------------------------------------|--|--|
|                                     | <b>91.9%</b> of tenants are satisfied with the overall service provided by their landlord*                                 |  |
|                                     | <b>90.6%</b> of tenants feel East Ayrshire Council is good at keeping them informed about their services and decisions*    |  |
|                                     | <b>76.4%</b> of tenants are satisfied with the opportunities to participate in their landlord's decision making processes. |  |

\*2 of the 3 indicators performed better than the Scottish average

| Neighbourhood and Community |  |  |
|-----------------------------|--|--|
|                             | <b>84.9%</b> of tenants are satisfied with the management of the neighbourhood they live in* |  |
|                             | <b>89.6%</b> of anti-social behaviour cases were resolved by 31st March 2023                 |  |

\*1 of the 2 indicators performed better than the Scottish average













# Our Performance

## Access to housing and support

|  |  |   |
|--|--|---|
|  | <b>8.7%</b> of lettable properties became vacant in the last year – 1048 properties  |  |
|  | <b>16.7%</b> of court actions initiated resulted in eviction – 11 cases due to rent arrears and 1 case due to anti-social behaviour* |  |









\*1 of the 2 indicators performed better than the Scottish average

## Housing quality & maintenance

|  |  |   |
|--|--|---|
|    | <b>87.4%</b> of tenants are satisfied with the quality of their home*  |    |
|    | <b>1.7 hours</b> - The average time taken to complete emergency repairs*   |    |
|    | <b>9 days</b> - The average time taken to complete non-emergency repairs*  |    |
|   | <b>84.9%</b> - Percentage of reactive repairs carried out in the last year completed right first time*   |   |
|  | <b>0 properties</b> did not meet the statutory duty to complete a gas safety check   |  |
|  | <b>98.6%</b> of tenants who have had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service* |  |

\*5 of the 6 indicators performed better than the Scottish average

## Getting good value from rents and service charges

|  |  |   |
|--|--|---|
|  | <b>84.6%</b> of tenants feel the rent for their property represents good value for money*        |  |
|  | <b>Over 98.8%</b> of the rent due to the Council was collected*                                  |  |
|  | <b>1.28%</b> of rent due was lost through properties being empty during the last year - £603,262 |  |
|  | <b>58.6 days</b> - The average time to re-let properties in the last year                        |  |

\*4 of the 4 indicators performed better against Scottish average

Details of what we are doing as part of engagement with the Scottish Housing Regulator to improve performance in some of the indicators is noted in our [Council Engagement Plan](#).

A more detailed report which includes relevant comparisons is available online at [www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk) search for 'annual performance report to tenants'.

If you don't have internet access, please let us know, using the contact details overleaf, or as part of the online survey and we will send you a paper copy.

## Tenant involvement

[East Ayrshire Federation](#) (EAF) update: we had a busy year, working with the Council, Tenants Information Service, our members and tenants. Highlights of our work during 2022-23 include:- delivery of our annual report and newsletter to all Council tenants, tenants and residents groups, Council staff, Elected Members and other stakeholders, working with the Council to develop the Council's Rent Consultation documents. Thank you to everyone who took part, we hope this year even more tenants will get involved.

We collaborated with the Council to develop and pilot the new tenant portal: [MyHousing](#), an easy to use tool that keeps you up to date on housing services and review everything you need to know about your tenancy, including paying your rent and reporting anti-social behaviour. In December 2022, we hosted a mini tenant and resident conference to share good practice and find out more about the Council's plans for new build homes, housing improvements and the repairs service. We are looking forward to welcoming more tenants and staff at our meetings, information sessions and events. We also carried out a review of the Common Allocation Policy in collaboration with tenants and officers from the SEARCH partners. The outcomes of consultation fed into changes agreed by Cabinet in July 2023.

## Ongoing Involvement

The EAF are currently working with Council officers to agree the annual rent consultation booklet and feedback form for financial year 2024-25. They hope their views ensure the booklet is easy-to-read and encourage all tenants to let the Council know their preferred option and priorities for how our rent money is spent. The EAF and Council would encourage you all to provide your views using the online survey at: <https://www.smartsurvey.co.uk/s/RENT24-25/> the consultation will run from 11th December 2023 to 19th January 2024.

## Energy Efficiency Standard for Social Housing (EESH)

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

Further information on EESH can be found at [www.gov.scot](http://www.gov.scot) or alternatively by contacting Housing Asset Services on 01563 554400.

## Further information

For further information or to comment on this report contact:

Email: [customerliaison@east-ayrshire.gov.uk](mailto:customerliaison@east-ayrshire.gov.uk)

Tel: 01563 554400

Write to: FREEPOST RSEY-XHST-JHGL,

East Ayrshire Council, Civic Centre North,  
John Dickie Street, Kilmarnock, KA1 1HW.

Online: <https://www.smartsurvey.co.uk/s/APRT22-23/>

**In the event of an emergency our out of hours number is 0345 724 0000.**



# JOURNEY HIGHLIGHTS

## 2022-23



### JUNE 2022

EAF members participate in the Regional Networks of Tenants and Residents Associations AGM, with 2 members elected to the Region 3 Committee

### SEPTEMBER 2022

Site completions Mill O Shield Road/Hannahston Avenue, Drongan (14 homes)

### OCTOBER 2022

Site completion Quarryknowe Court, Auchinleck (8 homes)

### NOVEMBER 2022

EAF members attend Tenants Information Service Online Conference

### MARCH 2023

Site completion Irvine Road, Kilmaurs (29 homes delivered)

### JANUARY 2023

EAF responds to EAC Annual Budget Consultation

### JULY 2022

East Ayrshire Federation held official opening of their new offices.

### SEPTEMBER 2022

East Ayrshire Council promotes Cost of Living support campaign

### OCTOBER 2022

Review with EAF and issue of Annual Performance Report to Tenants

### FEBRUARY 2023

Site completion Campbeltown Drive, Kilmarnock (1 home delivered)

### SEPTEMBER 2022

Site start Kilmarnock Road, Mauchline (17 homes)

### DECEMBER 2022

East Ayrshire Council carries out extensive Rent Consultation

### MAY 2022

EAF issue their annual report and hold AGM

### JULY 2022

Site start Bridgehousehill Road, Kilmarnock (101 homes)

36,331 repairs carried out

### OCTOBER 2022

East Ayrshire Council Launches MyHousing portal

### DECEMBER 2022

Site completion Holehouse Road, Kilmarnock (21 homes delivered)

£12,341,194 Housing Investment programme spend

1 April 2022

### APRIL 2022

Independent Tenant and Resident Forum launched

### AUGUST 2022

EAF helps set up a new resident's group in Loch Doon

£13,486,870 Revenue spent for repairs

### 73 homes

Council and Registered Social Landlord site completions