



# Annual Performance Report to Tenants

EXECUTIVE SUMMARY  
2023-24



People at the heart of everything we do



ISSUE 11

## 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 2023 and the results are reflected in this document. The survey had 1200 responses.

## Our Performance

This is the 11th report and lets tenants and other customers see how we are progressing towards meeting the requirements of the Scottish Social Housing Charter.

This leaflet is produced in consultation with the East Ayrshire Federation of Tenants and Residents (EAF).

Details of our Annual Assurance Statement for 2024 can be found here: [Annual Assurance Statement 2024](#).

## 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 areas of performance 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>90.3%</b> of tenants are satisfied with the overall service provided by their landlord*	
	<b>98.8%</b> of tenants feel East Ayrshire Council is good at keeping them informed about their services and decisions*	
	<b>98.2%</b> of tenants are satisfied with the opportunities to participate in their landlord's decision making processes.	

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

Neighbourhood and Community		
	<b>93.9%</b> of tenants are satisfied with the management of the neighbourhood they live in*	
	<b>94.9%</b> of anti-social behaviour cases were resolved by 31st March 2023	

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









# Our Performance

## Access to housing and support

	<b>9.0%</b> of lettable properties became vacant in the last year – <b>1090</b> properties	
	<b>16.7%</b> of court actions initiated resulted in eviction – 7 cases due to rent arrears and 2 cases due to anti-social behaviour*	









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

## Housing quality & maintenance

	<b>86.3%</b> of tenants are satisfied with the quality of their home*	
	<b>1.4 hours</b> - The average time taken to complete emergency repairs*	
	<b>77 days</b> - The average time taken to complete non-emergency repairs*	
	<b>93.8%</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>98.7%</b> of tenants who have had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service*	

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

## Getting good value from rents and service charges

	<b>88.0%</b> of tenants feel the rent for their property represents good value for money*	
	<b>Over 99.3%</b> of the rent due to the Council was collected*	
	<b>1.63%</b> of rent due was lost through properties being empty during the last year - <b>£805,238</b>	
	<b>62.0 days</b> - The average time to re-let properties in the last year	

\*4 of the 4 indicators performed better or the same as Scottish average

Details of our 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 will be 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 and we will send you a paper copy.

## Tenant involvement

[East Ayrshire Federation](#) (EAF) report another busy year, working with the Council, Tenants Information Service, our members and tenants. Highlights of our work during 2023 – 2024 include: delivery of two publications to all Council tenants, tenants and residents' groups, Council staff, Elected Members and other stakeholders; delivery of a superb tenants and residents conference; conducted a damp and mould in your home survey; participation in the Tenant Participation Strategy Review and Tenant Satisfaction Survey Procurement; responded to national consultation on the Housing Charter and Net Zero; continued to promote the Federation and our work at meetings, stalls and events across the authority; increased our membership, through groups and individual tenants and; worked with the Council to develop and promote the Council's Rent Consultation.

## Ongoing Involvement

We are looking forward to welcoming more tenants and staff at our meetings, information sessions and events. We hope that more tenants will respond to the Council's rent setting consultation coming soon as part of our roadshows. It is important that as many tenants as possible respond to the consultation to ensure tenants' views are at the heart of the decisions on rent levels, how the money is spent and if and where savings could be made.

## 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. The Scottish Government paused EESH targets and milestones and opened consultation for views on the proposal for a new Social Housing Net Zero Standard. The consultation closed on 8 March 2024 and the Scottish Government will publish a report of their findings in due course.

## Further information

For further information or to comment on this report contact:

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

Tel: 01563 554400

Write to: FREEPOST RUGR-EYKR-JLAA  
East Ayrshire Council, Opera House,  
John Finnie Street, Kilmarnock.

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

# JOURNEY HIGHLIGHTS

## 2023-24



**MAY 2023**  
Garven Court Consultation Forum formed

**SEPTEMBER 2023**  
EAF hosted 'Scottish Housing Day' event around building communities

**OCTOBER 2023**  
EAF issue to all tenants their winter Newsletter

**NOVEMBER 2023**  
17 Assisted living homes delivered at Wallace Court (formerly Kilmarnock Road), Mauchline

**MARCH 2024**  
29 open market Homes acquired for Social Rent

**JUNE 2023**  
EAF members respond the Scottish Social Housing Charter Consultation

**SEPTEMBER 2023**  
EAF and EAC commemorate life of founder federation member, John McKenzie

**NOVEMBER 2023**  
EAF and EAC hold a joint Tenants Conference

**JANUARY 2024**  
EAF carries out inspections of void properties before let to new tenants

**OCTOBER 2023**  
EAC publishes Annual Performance Report to Tenants

**FEBRUARY 2024**  
EAC and EAF participate in Net Zero in Housing Consultation

**APRIL 2023**  
18 Homes delivered at Bellevue Gardens, Kilmarnock

**JULY 2023**  
Kennedy Drive, Kilmarnock started on site (48 Homes)

**NOVEMBER 2023**  
Townhead TARA win Tenant Group of the year at TIS National Awards

**DECEMBER 2023**  
EAC carries out extensive rent setting consultation



**APRIL 2023**  
43 Bungalows for older people delivered at Witch Road/ Hill Street, Kilmarnock

**AUGUST 2023**  
Tenant Satisfaction survey drafted in partnership with EAF

**32,914**  
repairs carried out

**OCTOBER 2023**  
EAC launches large scale Tenant Satisfaction Survey

**£15,190,000**  
Revenue spent for repairs

**107**  
Council and Registered Social Landlord site completions

**£20,072,323**  
Housing Investment programme spend