

Area Housing Plan- Glenrothes 2023-26



Welcome to the Glenrothes Area Housing Plan.

We have produced a Housing Neighbourhood Plan with our customers for each of the 7 Areas in Fife, and this is yours, covering;

Glenrothes and surrounding settlements, including Leslie, Kinglassie, Thornton, Markinch and Milton and Coaltown of Balgonie.

Our aim is to provide everyone with access to good quality, affordable decent housing that meets their need and aspirations.

The purpose of the Area Housing Plan is to show how we work with partners and local communities to improve housing services in the Area.

You told us about your concerns and issues where you live, and together we have identified what needs done.

We looked at how well we are doing managing your homes to prioritise which services we need to improve.

We work closely with tenants, residents, and elected members. We included your ideas in our finished plan where we could.

The diagram below shows links between this aim and the strategies, policies and plans supporting it.

The plan contributes to the [Plan4Fife](#), which is a 10-year plan, putting fairness at the heart of everything we do, bringing services and communities together in new ways.

We also have a [Glenrothes Local Community plan](#), which outlines areas of focus.

Tenants and residents are interested in how we allocate our homes. We are in the process of developing Local Lettings Plan, which will provide more allocation information at a local level.



Housing in Glenrothes



Stock April 23



Stock by bedroom size

Bedsit	51
1 bed	1409
2 bed	1958
3 bed	1174
4 bed	212
5/6/7 bed	37

Stock by house type

Bungalows	1010
Flats	652
Houses	2423
Sheltered	103
4 In block	614
Maisonettes	39

The above information is provided for Fife Council Stock only. You can use our new [property map](#) to see the areas where the Fife Housing Register partners have properties.

This map will let you know the number of properties that we have in each area so that you can make an informed decision about your preferred areas of choice when you submit your Fife Housing Register application.

Allocations 2022/23



Letting Plan

Our annual Letting Plan sets out the profile of properties we expect to become available over the following year and how we intend to distribute those properties between different groups of applicants. These include:

- Homeless
- Transfer
- Waiting

Managed Tenancies



Anti Social Behaviour

Our Anti Social Behaviour policy sets out our approach for managing antisocial behaviour in Fife. We aim to provide a firm and fair approach to tenants (including their family members and visitors) who do not comply fully with the terms of their tenancy agreement, so that all residents can enjoy their homes free from [antisocial behaviour](#).

New Builds

In Phase 3 programme the undernoted sites are expected completions.

24/25 - 17 Units On Site (Leven Mill)

25/26 - 42 Units On Site (Westwood)

26/27 - 58 Units (Viewfield)

The breakdown of property types is as follows:-

24/25 - 17 Units On Site (Leven Mill)

6 x 2 Bed

11x 3 Bed

25/26 - 42 Units On Site (Westwood)

4 x 2 Bed (Wheelchair Properties)

8 x 2 Bed (GF Amenity Cottage Flats)

8 x 2 Bed (FF General Needs Cottage Flats)

3 x 2 Bed (General Needs Houses)

7 x 3 Bed (General Needs House)

7 x 4 Bed (General Needs Houses)

5 x 5 Bed (Specific Needs Houses)

26/27 - 58 Units (Viewfield)

33 x 2 Bed

15 x 3 Bed

10 x 5 Bed

Inclusive of 8 Amenity and 4 Wheelchair

Phase 4 will be finalised in the upcoming months.

There are also a further 30 units in negotiation stage that could be delivered 25/26 and 26/27.

Buybacks

Details of buy backs in Glenrothes area in 2022/23

Street	Town	Bedrooms	Property Type
Cameron Park	Thornton	3	House
Croft Crescent	Markinch	2	GF4
Croft Crescent	Markinch	2	UF4
Jenny Path	Glenrothes	3	House
Elgin Place	Glenrothes	1	Bung
Paterson Park	Leslie	3	UF4
Minto Crescent	Glenrothes	3	House
Stevenson Avenue	Glenrothes	3	House
Minto Crescent	Glenrothes	3	House
Forres Drive	Glenrothes	2	House
Buchanan Road	Glenrothes	4	House
Lomond View	Glenrothes	1	Bungalow
Ford Crescent	Thornton	2	GF4

Details of buy backs in Glenrothes area in 23/24 so far

Street	Town	Bedrooms	Property Type
Alexander Road	Glenrothes	3	House
Meldrum Court	Glenrothes	1	Bungalow

Future Redevelopment planned in Glenrothes area

Following demolition of sites in Alexander Road and Glenwood, consultation will be held in connection with future developments planned for the areas.

Investing in your home

Over the next 2 years we will continue to improve our existing homes to meet the expectations of our tenants. These include:

- Kitchens
- Central Heating
- Bathrooms Roofs
- Rewiring
- Smoke detectors
- Secure door entry
- Structural works
- Electrical Testing
- External Walls

Rate your estates: What we found

We compared our housing in Glenrothes with the rest of Fife, and with other landlords in Scotland. This showed what our neighbourhood priorities should be.

Housing stock turn over, has slowed with a reduction of council owned properties turning over in the last year. Most of the area is in relatively high demand, making access to affordable housing more difficult for those in housing need. We have a high demand for 3/4/5 bedroom properties and limited turnover in these larger sized properties.

Housing Options Officers work hard to meet a range of housing needs providing a balance of allocations to existing tenants, those who are homeless and applicants on the waiting list.

Our tenants need more assistance with support in sustaining their tenancies with money advice and fuel poverty advice. Financial support advice is provided to tenants at sign up interviews to ensure they do not fall into rent arrears, and this is followed up by Housing Management Officers when carrying out follow up interviews 4-6 weeks after tenant has moved in.

In 22/23, Glenrothes area collected 99.19% of rent due, the 2nd top area for rent collection with Glenrothes and South West Fife being the only areas to collect over 99% of rent due which is above the Fife average of 98.70%. In 23/24 Glenrothes area has collected 101.07% of rent due. In 22/23, Glenrothes area's gross rent arrears as a percentage of rent due was 6.00%, the 2nd lowest area behind North East Fife area, the Fife average being 8.06%.

In 22/23, Glenrothes area had 303 new tenancies commenced, of which 93.40% have sustained their tenancy for over 12 months and more. Glenrothes area are the top area in this performance report.

There is a Fife wide commitment to achieve the highest possible standard of housing through programmes to replace kitchens, bathrooms, windows, doors etc.

The Glenrothes Area Housing Team work hard to provide the best possible service to tenants and residents, and we welcome feedback on the service provided.

Rate your estates: What you told us

We have carried out estate walkabouts, spoken with local Councillors and tenant groups where this has been possible, listened to customer comments and complaints and by investing in our patch-based officers we are talking to customers more directly about estate issues and matters which directly affect our customers. We have incorporated specific issues brought to our attention into an Action Plan.

Corporate Complaints received in Glenrothes area during 2023



Housing Complaints are handled in accordance with [Fife Councils Complaints procedure](#) and should in the first instance, be investigated locally.

Complaints are a valuable source of information about our services, which can help to identify recurring or underlying problems.

We use complaints to make improvements to the way we deliver services, this can be through training and development or changes to policy and procedures.

The top 5 reasons for all complaints in Glenrothes (with numbers of complaints) were recorded as follows;

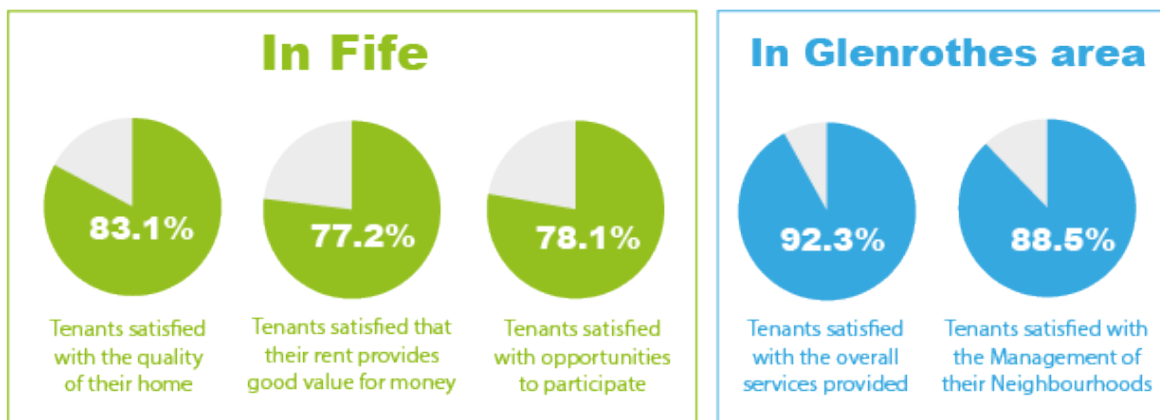
Top 5 reasons for all Complaints during 2023

Complaint Reasons



Customer satisfaction

As well as consulting locally and addressing complaints, we carry out customer satisfaction surveys as part of our [annual performance reporting](#). In the 2023/24 survey, the results were as follows:-



We are also in the process of gathering feedback from tenants and elected members and their views will be incorporated into our action plan.

Tenant Participation

Our tenants should be involved in the housing services they receive. We ask you to share your views and take part in decision making. We want to work alongside you to provide for the community.

Getting involved gives you a greater voice. Our [tenant participation and customer engagement handbook](#) tells you more.

Our quarterly magazine, [Down Your Street](#), is also a good way to keep up to date with what we are doing and how you can get involved.

For more information on how to get involved, have a look through our [Tenant Participation](#) page on our website.

We currently have 2 active TRAs in Glenrothes, these are:

- **Glenrothes Sheltered TRA (which includes 6 sheltered housing complexes)**
 - **Auchmuty & Dovecot TRA**
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Fife Federation of Tenants & Residents Association Ltd (FFOTRA)

9A Hunter Street Kirkcaldy KY1 1ED

01592 641968

Website www.fifefederation.org.uk

E-mail enquiries@ffotra.co.uk

Facebook [facebook.com/ffotra](https://www.facebook.com/ffotra)

Twitter [ffotraltd](https://twitter.com/ffotraltd)

Local Issues Action Plan

Issues	Where	Proposed Action	Timescale/Updates	How will we report updates
Lack of Affordable Housing	All areas	Work with Affordable Housing team to build larger sized properties and accessible bungalows	2023/2026	Ward Meetings and 6 monthly at Glenrothes Area Committee
		Support tenants who want to downsize through Tenants Incentive Scheme which will free up larger sized properties		
Anti Social Behaviour	All areas	Work closely with Safer Communities Team to resolve anti social behaviour	2023/2026	Ward Meetings and 6 monthly at Glenrothes Area Committee
Housing Repairs	All areas	Work with partners in Building Services to improve quality of repairs and communication with tenants	2023/2026	Ward Meetings and 6 monthly at Glenrothes Area Committee
Focus on Estate Improvements	All areas	Hold regular walkabouts in areas to identify improvements. Caretaker to feedback to staff any fly tipping issues. Draw up action plans and monitor progress.	2023/2026	Ward Meetings and 6 monthly at Glenrothes Area Committee
Greater level of tenants with mental health issues eg hoarding issues		Housing staff to increase recording of tenancy assistance cases and support provided to sustain tenancies. Work with partners in Social Work to improve communication	2023/2026	Ward Meetings and 6 monthly at Glenrothes Area Committee
Low level of tenant participation		Housing staff to work with Tenant Participation	2023/2026	Ward Meetings and 6 monthly at
		Officer to look at ways of increasing number of TRAs. Housing staff to continue to attend regular meetings of existing TRAs.		Glenrothes Area Committee

Measuring Success

The [Glenrothes Area Committee](#) will monitor how well we are doing against the local commitments outlined in this leaflet. Our plans will be reviewed and refreshed regularly to make sure they continue to reflect local priorities.

Your Area Housing Team

Supporting the plan and delivering services to tenants is your local Housing Team, led by Housing Manager Charlotte Stitchell, supported by Lead Officers Emma Bower, Laura Russell and Tina Scott.

We have 12 Housing Options Officers (8.3 FTE), who manage our empty houses and allocate to transfer and new tenants, provide advice and guidance for anyone faced with homelessness as well as provide [housing options](#) advice. They have a wide range of knowledge about housing options and can meet with tenants and applicants to explain these.

In the last few years, we have recruited additional Housing Management Officers and now deploy 16 (14.57 FTE) in total across the area, who are the main point of contact for tenants, and their job is to link you in to all the [services you need](#) whether repairs, money advice, coping with heating bills, problem neighbours, contacting local job clubs. The list is as long as you need!

In Glenrothes we also have a Caretaker, Very Sheltered Housing Officers, Retirement Housing Officers, Revenues Officers, Universal Credit Officers, Safer Communities Officers and Housing Technical Officers we can call on to provide extra help.

Come and speak to us at: [Glenrothes Customer Service Centre](#)

Useful contacts

Online:

<https://www.fife.gov.uk/>

By phone:

Faults and repairs (housing, roads, streetlights) - **03451 550011**

Environment (bins, bulky uplifts, pests) - **03451 550022**

Housing information and advice - **03451 550033**

Council tax and housing benefit - **03451 551155**

Passes and concessions (myfife cards, blue badges) - **03451 550066**

Social Work enquiries - **03451 551503**

Out of hours - **03451 550099** For social work, housing and flooding emergencies - after 5pm week days, 24hrs weekends and public holidays.

Calling 03 numbers costs the same as calling landlines starting with 01. 03 numbers are included in pre-paid phone packages and monthly call allowances. Customers should check tariffs with their phone providers.