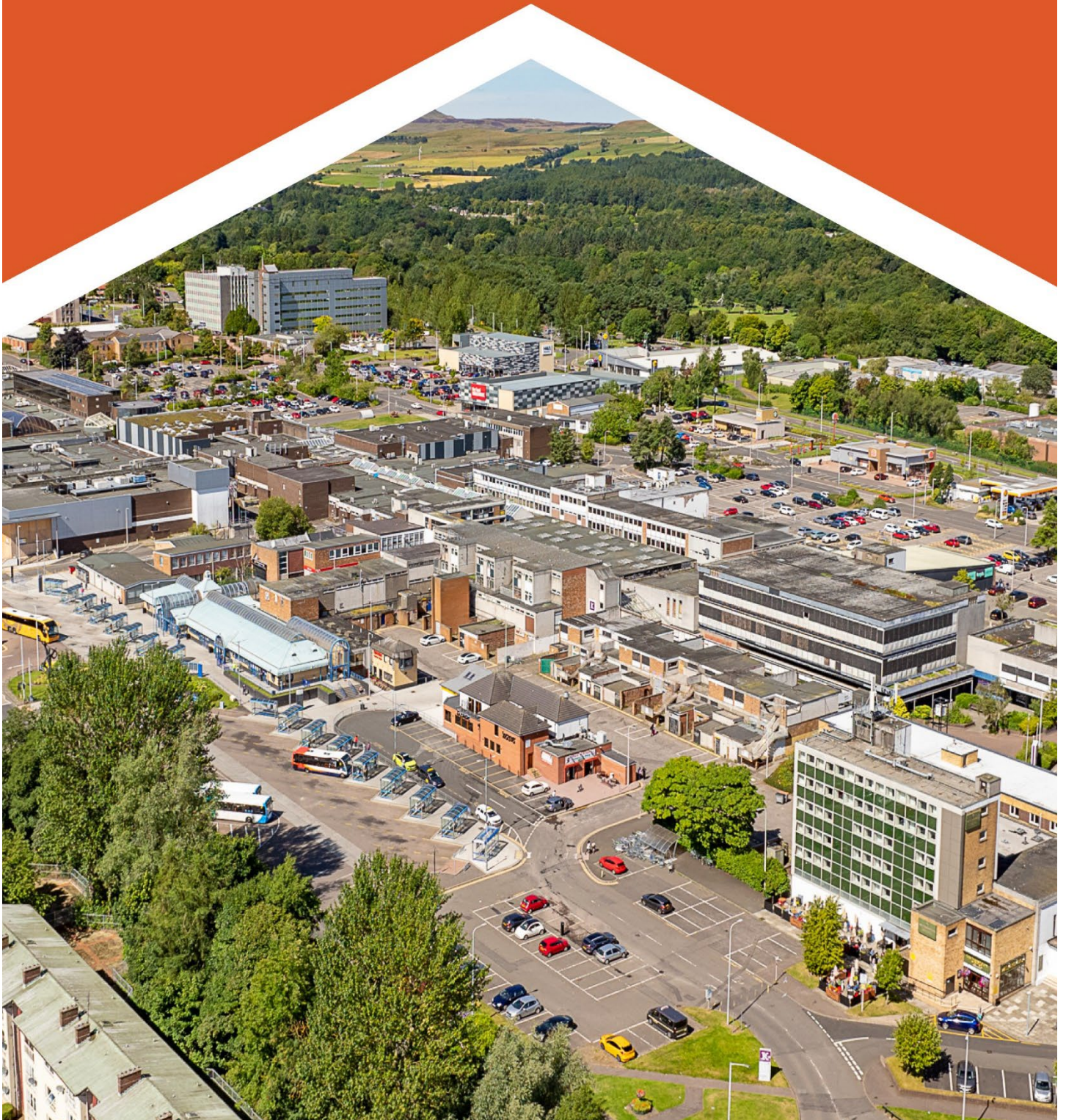


# Glenrothes Area Housing Plan 2024/25



## Introduction

The Fife Housing Partnership supports the [Scottish Governments Housing to 2040](#) vision for everyone in Scotland to have a safe, high-quality home that is affordable and meets their needs in the place they want to be. [The Fife Housing Partnership Local Housing Strategy 2022-2027](#) is the strategic plan in which the key areas of focus are outlined:

1. Ending Homelessness
2. More Homes in the Right Places
3. A Suitable Home
4. A Quality Home
5. A Warm Low Carbon Home

Whilst the Local Housing Strategy sets out the strategic plan for Fife, the area housing team are responsible for the delivery of local plans for and with local people. This Area Housing Plan aims to illustrate how the Glenrothes area housing team works with our partners and local communities to improve how we deliver housing services in the local area.

The area housing plan is our commitment to the ongoing work required on:

- New Homes,
- Letting Empty Houses,
- Improving Property,
- Looking after tenancies.

Working in partnership with tenants, residents and elected members we have identified the key areas of focus for improvement, which have been described within the content of this Area Housing Plan. The Glenrothes Area Housing Plan was approved by Glenrothes Area Committee on 31/01/2024.

This plan supports Fife Council wider strategies, policies and plans. The below infographic demonstrates the link between this area housing plan and the wider strategies, policies and plans that it supports:-



Glenrothes is part of the Glenrothes and Central Housing Market Area and includes the electoral wards of:

**Ward 13 – Glenrothes West & Kinglassie**


**Ward 14 – Glenrothes North, Leslie & Markinch**

**Ward 15 – Glenrothes Central & Thornton**

Through the [Fife Housing Register](#) webpage, you can now view our new [interactive map](#) which shows where all housing partners have properties. This will help you make an informed decision about your preferred areas of choice if you want to submit a Fife Housing Register application.

### Performance Information

Fife Council is the largest landlord in the Glenrothes area. The stock profile below shows that we are responsible for the management of 4814 homes.

|  | Stock by type   |      | Fife  | Stock by size |      | Fife  |
|--|-----------------|------|-------|---------------|------|-------|
|  | Sheltered       | 217  | 1252  | Bedsit        | 51   | 256   |
|  | Flat/Maisonette | 52   | 1534  | 1 bed         | 1385 | 7422  |
|  | 4 in a block    | 615  | 8147  | 2 bed         | 1950 | 14680 |
|  | Flat/Tenement   | 605  | 4461  | 3 bed         | 1177 | 7515  |
|  | High rise flat  | 0    | 706   | 4+ bed        | 251  | 1220  |
|  | House           | 3324 | 14992 |               |      |       |

Our area contains 15.5% of all Fife Council stock, of which 96% is lettable. Stock that is not available for let is due to housing regeneration and stock improvements or the properties being used for other purposes such as temporary accommodation. Our stock profile is consistent with the overall stock profile of Fife.

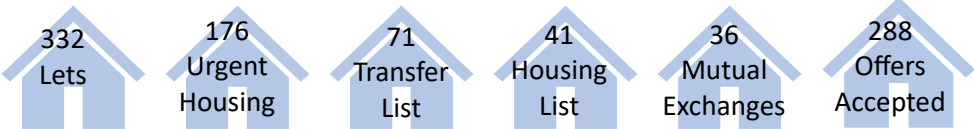
When properties become void (vacant), we need to ensure this time is kept to a minimum. Rental loss for the void period affects the income to the council, in the previous year we lost 0.94% of rental income (£192,781.18) due to 263 properties being void, our average turnaround time was 36 days from the property becoming vacant to a new tenant moving in.

Every year in the Glenrothes area, more people apply for housing than what becomes available. Our annual Letting Plan sets out the profile of properties we expect to become available in the following year and how we intend to distribute those properties between the different groups of applicants:

- Urgent Housing
- Transfer list
- Housing List

Allocations play a key role in ensuring that we make best use of housing stock, and we have committed to allocate properties fairly across all applicant categories. Our Lettings Plan for 2024-2025 is currently being updated.

The Fife Housing Register waiting list shows that 1973 applicants have Glenrothes as their first area of choice, this accounts for 15% of all applicants. In the previous year we made 332 offers of housing of which 86.75% were accepted.



Alongside our Lettings Plan, we can consider including Community Lettings Initiatives, or CLIs. CLIs allow a more flexible use of the allocations policy to address local need and demand and are developed in partnership with the local community. Glenrothes area, in the past, have not felt the need to have CLIs included in our Lettings Plan, but discussion is being held whether to introduce these in some areas.

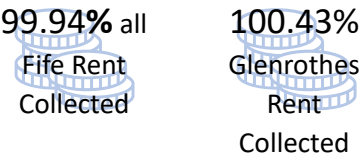
When you use a CLI in an area, the Scottish Housing Regulator expects you to clearly state the outcome you want to achieve and make sure that your CLI delivers those outcomes.

CLIs can be used to address many issues, for example:

- Low demand – to stimulate demand
- High demand – to prioritise access for particular types of applicants, for example in rural communities where people have problems accessing housing
- Increasing incidence of anti-social behaviour – to try and reverse the trend
- A very specific and area-based housing management challenge relating to another initiative or programme. For example, letting a small development of new build properties

CLIs should be regularly reviewed, both on an operational and strategic basis and decide on whether to continue. CLIs which go on too long are unlikely to be meeting their original aims.

The Glenrothes housing team work hard to meet a range of housing needs. The cost-of-living crisis and economic uncertainty is making it difficult for some households to pay basic bills or access benefits.



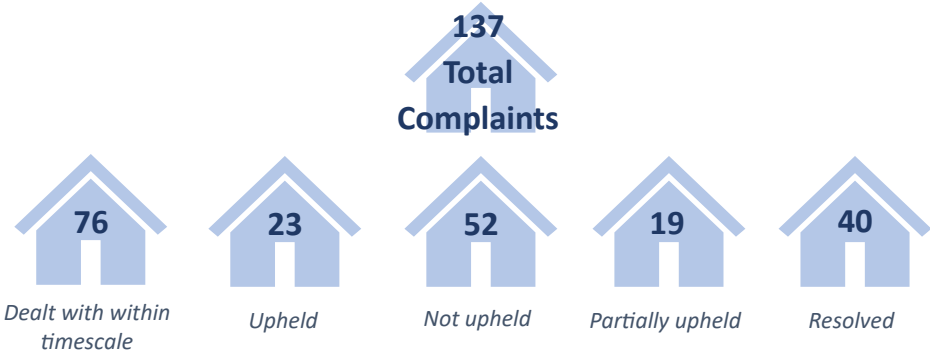
We can provide support with money advice, please speak with your housing management officer if you would like further information.

In our introduction, we confirmed that we support the Scottish Government Housing to 2040 strategy, and this includes addressing fuel poverty. It is estimated that 24% of Fife households are living in fuel poverty, through a partnership approach we continue to work towards reducing fuel poverty across Fife for all tenants and residents.

Every year, a customer satisfaction survey is carried out providing you the opportunity to tell us how you think we are performing as your landlord. The satisfaction survey is also used to report the annual return on the charter. The most recent satisfaction survey showed us that:

|  | Glenrothes   | Fife   |
|--|--------------|--------|
| % satisfied with overall service provided by Fife Council                                    | <b>92.4%</b> | 83.20% |
| % who think we are good at keeping you informed about our services and decisions             | <b>84.8%</b> | 81.69% |
| % satisfied with the opportunities we give you to participate in our decision-making process | <b>85.7%</b> | 78.10% |
| % satisfied with the quality of their home   | <b>87.6%</b> | 83.10% |
| % satisfied with the repair service we provide   | <b>90.5%</b> | 84%    |
| % satisfied with our contribution to the management of your neighbourhood                    | <b>88.6%</b> | 84.57% |
| % that think their rent is good value for money  | <b>88.6%</b> | 77.20% |

The customer satisfaction results help us to identify areas we need to improve. Alongside our customer satisfaction survey, housing complaints are also a valuable source of information that help to identifying recurring or underlying problems.



The top reasons for all complaints in Glenrothes area of 2023/24 are as follows:

| Complaint Reasons   | Total number |
|---|--------------|
| Dissatisfaction with policy/current delivery arrangements eg timescales, priorities, criteria | 17           |
| Delays in Start/Completion  | 16           |
| Unsatisfactory response to previous complaint/request for service/enquiry/reported fault      | 11           |
| Inappropriate staff attitude/behaviour  | 9            |
| Poor communications including lack of notice, consultation and engagement                     | 7            |

## Annual Area Housing Budget

Housing Services activities are taking place within agreed Housing Revenue Account (HRA) budget. The HRA Capital Investment Plan for 2022–25 was approved at full committee on the 24<sup>th</sup> February 2022 and remains the approved capital investment plan for the HRA.

The area housing budget that was approved for Glenrothes by elected members was £320,320 for this financial year. The area housing budget is used for local projects, and to date we have spent £165,510 on local projects in Glenrothes area. These projects include:-

- Fencing repairs/replacements to avoid any estate management issues
- Garden works where there has been health and safety issues
- Tree work
- Improvement work to adopted paths by Housing
- Ensuring gardens and housing areas are clean and clear of any rubbish or obstacles

In the next 6 month period, we have a remaining budget of £154,810, and will identify areas for improvement through walkabouts and engagement from tenants and residents associations and elected members. We have also been allocated a fencing budget for repairs and new fencing of £257,720 which has been approved by committee.

## Estate Management

Estate Management refers to services that aim to give tenants and residents quiet enjoyment of their home in a safe and secure environment they can take pride in. It is not simply about looking after buildings and the physical environment around them. Glenrothes housing team recognise that Estate Management is an important aspect of

our role as the landlord, it is an important service not only for tenants but all residents in Glenrothes area.

We monitor our neighbourhoods by carrying out regular walkabouts with tenants, residents and partner agencies. We monitor changes to the [Scottish Index of Multiple Deprivation](#) (SIMD) and [Place Standard Tool](#) and this highlights estates that require attention.

Every year we develop local initiative projects to improve local areas and to deal with health & safety and estate condition concerns. Local initiative projects are often small projects that can be overseen by our Glenrothes team and completed within the year.

In the Auchmuty area of Glenrothes, some areas were identified as being in poor condition and deteriorating. In partnership with Tenant and Resident Association, committee members and Glenrothes management team an Estate Action plan has been drawn up to improve the area. By creating an estate action area, we are able to carry out a series of actions that will improve the Auchmuty area. Over the past year, two walkabouts have been carried out and work carried out in partnership with Factoring Team, Grounds Maintenance, Environmental Service and Mutual Owners Team, to improve the area.

A Housing Regeneration Programme for the period 2022-25 has been agreed, the programme ensures that People and Place are at the heart of the process. As part of the regeneration programme, significant improvements are being made to the Glenrothes area.

New builds are being carried out in Glenrothes Westwood, Glenrothes Leven Mill and Glenrothes Viewfield.

Following demolition of blocks in Alexander Road, Glenrothes and Glenwood shopping centre and flats, plans are being discussed for redevelopment of areas.

An action plan is being drawn up for the Tanshall area, particularly Cullen Court/Abbotsford Court and surrounding areas. A survey of the properties which are shuttered is being carried out and a phased approach to regenerate the area will be required.

## **Stock Improvement and Affordable Housing Programme**

The Plan for Fife 2017-2027 through the 'Thriving Places' theme identifies the challenge of a rapidly changing population with around 20,000 new homes, of all tenure, needed over ten years. To achieve this, we are committed to building new homes and in Glenrothes we have built 213 new homes since 2017. From 1980 – 2016, 793 new homes were built. We recognise that under the Right to Buy Scheme which was active between 1980 – 2016, 9993 properties were sold in the Glenrothes area, we are now purchasing properties back from the open market in the areas of

greatest demand to assist those in the greatest need of housing. In the previous year 8 properties were bought in the Glenrothes area.

You can find out more about what is planned in Glenrothes area by viewing our [Strategic Housing Investment Plan](#) projects.

As a landlord, we are committed to ensuring that our properties meet the Scottish Housing Quality Standard. The Scottish Housing Quality Standard sets priorities to ensure our houses are:

- Above tolerable standard
- Free from serious disrepair
- Energy Efficient
- Provided with modern facilities.
- Healthy Safe and Secure

We have Housing Improvement Programmes that help us in meeting the standard, below are a list of items we class as an element that we have renewal programmes for:

- Central Heating
- Double-glazed windows
- External doors
- Extractor fans for kitchen and bathroom
- Hard-wired smoke detectors
- Kitchen
- Roofs and rainwater goods
- Roughcasting
- Upgrading of electric consumer units
- Bathrooms

The Scottish Housing Quality Standard compliance rate for Fife as at 31/03/2024 is 92.15%, compared to the Scottish average of 83.87%.

The Energy Efficiency Standards for Social Housing (EESH) encourages landlords to improve the energy efficiency of social housing. In Fife we achieved a 89.47% compliance rate, against the Scottish average of 91.79%.

Gypsy Travellers are dedicated to living a travelling lifestyle and see travelling as an important part of their identity. In Fife we have three Gypsy Traveller sites which are undergoing improvement works to provide better facilities.





## Safer Communities

Our Safer Communities team works to deliver community safety across Fife. Community safety covers a range of issues including crime, antisocial behaviour, public perception of crime and safety in our homes and on our roads. We have dedicated officers who work with colleagues across the council and partner organisations to improve the local environment, make people feel safer and reduce crime, its causes and the fear of crime.

Our Safer Communities team has responsibility for the enforcement and issuing of fixed penalty notices, in 2023-24 the following cases were reported within the Glenrothes area.

| Fixed Penalty notice / Order       | Total number |
|------------------------------------|--------------|
| Dog fouling fixed penalty notices  | 1            |
| Dog control notices                | 4            |
| Fly tipping fixed penalty notices  | 4            |
| Littering fixed penalty notices    | 4            |
| Noise fixed penalty notices        | 1            |
| Antisocial Behaviour Orders (ASBO) | 2            |

We recognise that antisocial behaviour is not acceptable and that it can have a significant impact on the quality of life of individuals, families and the community as a

whole. We are committed to tackling antisocial behaviour in our neighbourhoods and identifying the causes of such behaviour.

We are committed to working in partnership with other agencies to focus on early intervention and prevention of antisocial behaviour. This focus means that we recognise the need to take action at an early stage by:

- supporting people in changing their behaviours and reducing risk
- working closely with individuals and communities to help them find solutions to local problems
- offering tenancy assistance to encourage tenancy sustainment.

In the past year there has been 78 cases reported of antisocial behaviour in the Glenrothes area.

Effective participation gives tenants an opportunity to influence decisions about the housing services they receive. We want to make sure that the tenant’s voice is heard, influences decisions and shapes how service are improved to benefit our communities in the Glenrothes area. We also deliver our Down Your Street magazine to our tenants’ tri-annually, this is another useful tool to help you keep informed. Getting involved gives you a greater voice, please visit our [Tenant Participation](#) webpage for more information.

The best way to get involved is through one of the local Tenant and Resident Associations, we have three in the Glenrothes area.

- **Auchmuty & Dovecot TRA**
- **Glenrothes Sheltered TRA**
- **Napier TRA**

### Useful Information



Housing Services are a part of Fife Councils Communities directorate.



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