



South West Fife Area Housing Plan 2024/25



South and West Fife Area Housing Plan 2024-2025

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 South and West Fife (SWF) 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, including new builds and an increased number of acquisitions from the open market
- 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 in the content of this South and West Fife Area Housing Plan. The South and West Fife Area Housing Plan was approved by South and West Fife Area Committee on 30th October 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:-



South and West Fife is part of the Dunfermline and Coast Housing Market Area and includes the electoral wards of:

Ward 1- West Fife and Coastal Villages


Ward 5- Rosyth

Ward 6- Inverkeithing and Dalgety Bay

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 South and West Fife area. The stock profile below shows that we are responsible for the management of 1961 homes.

Stock by type		Fife	Stock by size		Fife	
	Sheltered	55	1253	Bedsit	12	256
	Flat/Maisonette	62	1659	1 bed	329	7422
	4 in a block	323	8152	2 bed	857	14680
	Flat/Tenement	307	4910	3 bed	653	7515
	High rise flat	0	706	4+ bed	110	1220
	House	1269	15666			

South and West Fife Area contains 6.3% of all Fife Council stock, of which 96.4% is lettable. This means we have 1890 properties that are available to let as tenancies. Stock that is not available to let is due to stock improvements or the properties are being used for other purposes such as temporary accommodation.

South and West Fife area has a smaller proportion of properties which are flatted or 4 in a block type accommodation compared to the whole of Fife and it has a higher

proportion of houses. It has a much lower proportion of 1 bed properties and has a higher proportion of properties with 3 or more bedrooms.

Voids & Allocations

When properties become void (vacant), we need to ensure this time is kept to a minimum. However, we need to balance that by ensuring the condition of the property meets our standard and that health and safety checks are carried out. Rent loss for the void period affects the income to the council. In the previous year 0.86% of rental income was lost due to 101 properties being void across the South and West Fife Area. Our average turnaround time is 26.67 days, compared against the Fife wide average turnaround figure of 39.5 days.

Every year in the South and West Fife 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.

The Fife Housing Register waiting list shows that on the 1st July 2024, 1434 applicants had South and West Fife as their first area of choice which accounts for 11% of all applicants. With only 6.3% of all Fife Council stock, SWF has a greater demand for properties, compared to the whole of Fife. In 2023/24, South and West Fife area made 124 offers of housing of which 104 (83.9%) were accepted.



For all allocations performance information for South and West Fife area, please view our Area Lettings plan.

Alongside the Area Lettings Plan, Community Lettings Initiatives, or CLIs can also be put in place. CLI's allow a more flexible use of the allocations policy to address local need and demand and are developed in partnership with the local community. There is no requirement for these in the South and West Fife area at the moment.

The South and West Fife 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.

99.94% of
all Fife Rent
Collected

99.84% of
SWF Rent
Collected

During the period 1st July 2023 – 30th June 2024, £8.7mill rent was due to be collected for our properties in South and West Fife area. Currently, 5.94% of Rent due is outstanding, but through interaction with our tenants we aim to improve collection of rent due and address arrears. Support with money advice can be provided. Please speak with your Housing Management Officer if you would like further information.

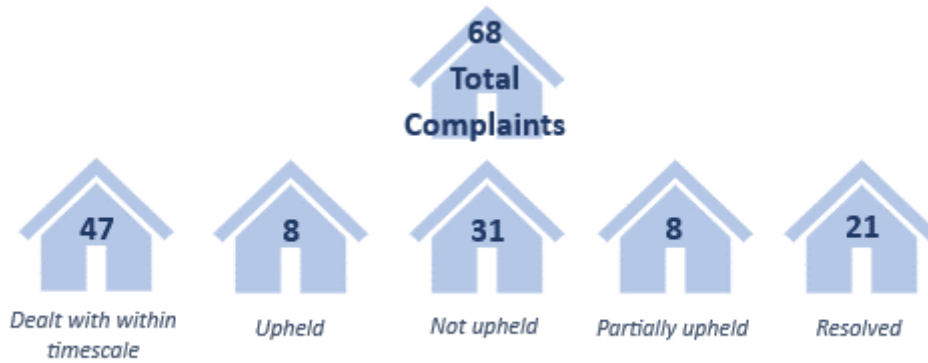
The introduction above confirms that the Fife Housing Partnership supports the Scottish Government Housing to 2040 strategy, and this includes addressing fuel poverty. It is estimated that 24% of Fife households are living in fuel poverty and through a partnership approach we continue to work to reduce this.

Every year, a customer satisfaction survey is carried out providing the opportunity to feed back to the Housing Service about how we are performing as landlord. The satisfaction survey is also used to report the annual return on the charter. The most recent satisfaction survey showed us that:

Customer satisfaction

	SWF	Fife
% satisfied with overall service provided by Fife Council	83.7%	83.2%
% who think we are good at keeping you informed about our services and decisions	69.4%	81.6%
% satisfied with the opportunities we give you to participate in our decision-making process	78.6%	78.1%
% satisfied with the quality of their home	84.8%	83.1%
% satisfied with the repair service we provide	81.4%	84.0%
% satisfied with our contribution to the management of your neighbourhood	68.4%	84.6%
% that think their rent is good value for money	68.4%	77.2%

The customer satisfaction results help to identify areas for improvement. Alongside the customer satisfaction survey, housing complaints are also a valuable source of information that help to identify recurring or underlying problems.



The top reasons for all complaints in South and West Fife area of between 1st July 2023 and 30th June 2024 are as follows:

Complaint Reasons	Total number
Poor communications, including lack of notice, consultation & engagement	8
Dissatisfaction with policy/current delivery arrangements eg timescale, priorities, criteria	8
Inappropriate staff attitude/ behaviour	8
Unsatisfactory response to previous complaint/ request for service enquiry/ reported fault	7
Delays in start/ completion	6

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 24th Feb 2022 and remains the approved capital investment plan for the HRA.

The area housing budget that was approved for South and West Fife by elected members was £241,508 for this financial year. Subsequent approval for a fencing budget of £113,900 and £14,408 for a project that was incorrectly funded by the SWF area housing budget last financial year, gives a total of £269,874. The area housing budget is used for local projects, and as at 8th October 2024 we have spent £94,552 on local projects in South and West Fife. These projects include:-

- Tenancy Assistance
- Estate Improvements
- Estate Clearances
- Garden Works

We have a remaining budget of £160,915 for the remaining 5 month period and have identified/agreed the following project(s):-

- Repairing and renewing fencing in priority cases
- Improvements to external communal areas at walk-up flats
- Continued Tenancy Assistance
- Continues Estate improvements and clearances

Communication with elected members about any further potential projects is ongoing through consultation at area ward meetings.

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. The South and West Fife 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 South and West Fife.

The condition of our neighbourhoods is monitored by carrying out regular walkabouts with tenants, residents and partner agencies. Changes to the [Scottish Index of Multiple Deprivation](#) (SIMD) and [Place Standard Tool](#) are monitored and this highlights estates that require attention. From recent area walkabouts we identified that there are many communal areas which require weeds attended to, shrubs and trees pruned and grass cut. Many issues were also raised around the condition of roads and pathways which we are working with our colleagues in Transportation Services to try and address.

A Housing Regeneration Programme for the period 2022-25 has been agreed and the programme ensures that People and Place are at the heart of the process. As part of the regeneration programme, the remaining phase of the Fraser Avenue regeneration is to be completed. A mix of social rented and mid-market rent properties with 2, 3, 4 and 5 bedrooms are to be delivered and managed by Kingdom Housing Association. Amenity and wheelchair properties are also included in this mix.

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 the South and West Fife area we have built 128 new homes since 2017. We recognise that under the Right to Buy Scheme which was active between 1980 and 2016, 3236 properties were sold in the South and West Fife 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 4 properties were bought in the South and West Fife area.

There are a number of new-build council developments in progress or in the planning stages within South and West Fife;

- 39 properties under development in Saline
- 18 properties proposed for Cairneyhill
- 21 properties proposed for Aberdour
- 30 properties proposed for Rosyth

More detail about what is planned in the South and West Fife area is available by viewing the [Strategic Housing Investment Plan](#) projects

Fife Council, as a landlord, is committed to ensuring that housing meets the Scottish Housing Quality Standard. The Scottish Housing Quality Standard sets priorities to ensure that houses are:

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

Housing Improvement Programmes are in place that help meeting the standard. Renewal programmes are in place for the elements listed below;

- 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 following improvements to council housing stock with South and West Fife will take place during 2024/25;

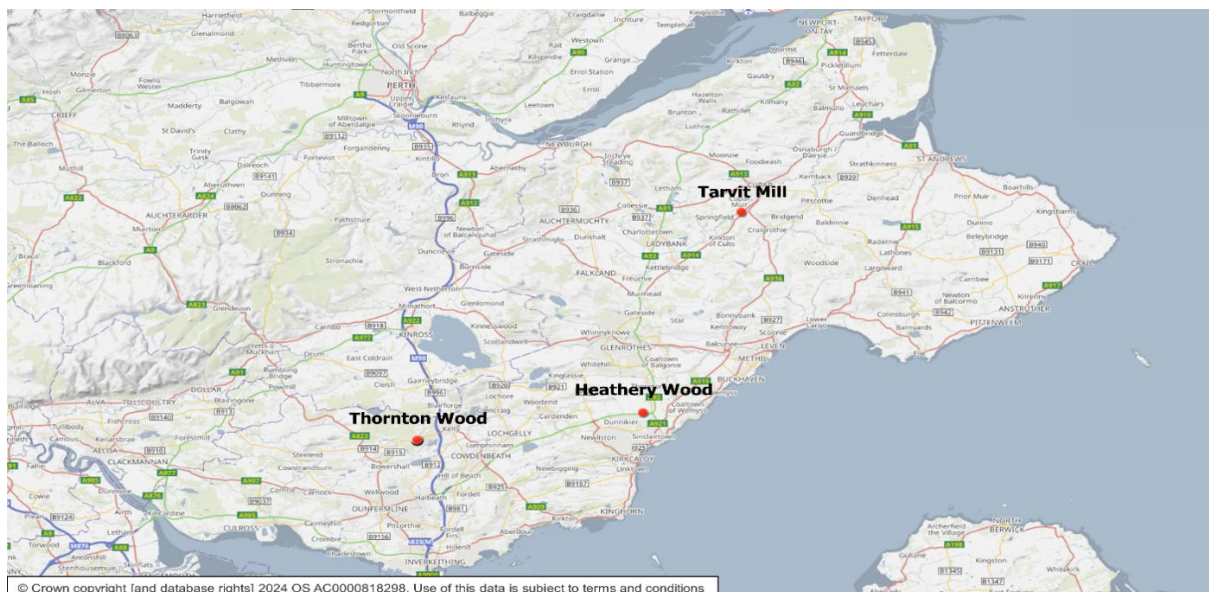
- New central heating – 157 properties
- New windows – 98 properties

- Upgraded bathrooms - 74 properties
- Upgraded kitchens – 57 properties
- New roofs – 33 properties
- Renew roughcasting – 5 properties
- New front doors – 3 properties
- Rewiring – 2 properties

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 (ESSH) 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. Fife has three Gypsy Traveller sites which are undergoing improvement works to provide better facilities. There are currently no Gypsy Traveller sites in South and West Fife.



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. Between 1st July 2023 and 30th June 2024, the following cases were reported within the South and West Fife area;

Fixed Penalty notice / Order	Total number
Dog fouling fixed penalty notices	0
Dog control notices	3
Fly tipping fixed penalty notices	0
Littering fixed penalty notices	1
Noise fixed penalty notices	0
Antisocial Behaviour Orders (ASBO)	0

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 have been 29 warnings for reports of Antisocial behaviour in the South and West Fife 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, that it influences decisions and shapes how service are improved to benefit our communities in the South and West Fife 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 and we have 1 in the South and West Fife area;

- Walter Hay Court Tenant's Association, Rosyth

Useful Information



Housing Services are a part of Fife Councils Communities directorate.



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