



# Scottish Social Housing Charter Performance Report 2023/24

I am pleased to report the performance of Fife Council in the ninth year of the Scottish Social Housing Charter.

The Charter measures how social landlords are meeting the needs and expectations of their tenants and sets the standards that should be achieved for Housing Services.

In the development of this Report for 2023-2024, Housing Services worked closely with you, our tenants' and residents' movement through the 'Charter Project Group'.

I would like to thank everyone who has been involved and shared their views, helping Housing Services on its Pathway to Improvement.

I hope you find the report interesting.

*Judy*

**Councillor Judy Hamilton**

Spokesperson for Housing & Building Services



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Full results of the Scottish Social Housing Charter available online at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



700

customers responded to the Tenant Satisfaction Survey.

# Tenant satisfaction



**1** Better than local authority average

**1** Poorer than local authority average with improvement

**3** Poorer than local authority average with no improvement

The 2023/24 Tenant Satisfaction Survey was carried out through face-to-face contact.

Tenant Satisfaction	2023-24 Fife	2023-24 LA Average
Percentage of tenants satisfied with the overall service provided by the landlord	83.14%	79.52%
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	81.69%	82.91%
Percentage of tenants satisfied with opportunities given to them to participate in landlord's decision making	78.00%	80.93%
Percentage of Gypsies/Travellers satisfied with management of site*	50.00%	68.11%

\*20 Gypsy/Travellers responded to the Satisfaction Survey

# Rent & service charges



- 5** Better than local authority average
- 0** Poorer than local authority average with improvement
- 2** Poorer than local authority average with no improvement

## Average weekly rent (including service charges)

<b>5+ Apt</b> (4 + bed) 1,209	<b>Fife Council</b> <span style="float: right;"><b>£90.60</b></span>
	Local Authority average <span style="float: right;"><b>£100.10</b></span>
<b>4 Apt</b> (3 bed) 7,497	<b>Fife Council</b> <span style="float: right;"><b>£86.37</b></span>
	Local Authority average <span style="float: right;"><b>£91.62</b></span>
<b>3 Apt</b> (2 bed) 14,662	<b>Fife Council</b> <span style="float: right;"><b>£82.85</b></span>
	Local Authority average <span style="float: right;"><b>£83.89</b></span>
<b>2 Apt</b> (1 bed) 7,440	<b>Fife Council</b> <span style="float: right;"><b>£79.72</b></span>
	Local Authority average <span style="float: right;"><b>£77.51</b></span>
<b>1 Apt</b> (bedsit) 254	<b>Fife Council</b> <span style="float: right;"><b>£77.08</b></span>
	LA average <span style="float: right;"><b>£67.52</b></span>
<b>Gypsy/ Traveller pitch</b> 50	<b>Fife Council</b> <span style="float: right;"><b>£70.89</b></span>
	Local Authority average <span style="float: right;"><b>£79.69</b></span>

£ Fife Council average weekly rent for all properties is **£83.24**, £0.83 less than the Local Authority average rent of **£84.07**

Fife Council owned  
31,062 homes at 31 March 2024  
 an increase of 154 properties



Average weekly rent increase  
5%

# Rent & service charges



**3** Better than local authority average

**0** Poorer than local authority average with improvement

**1** Poorer than local authority average with no improvement

Percentage of collected rent due

**100.09%**

Local Authority average 99.26%

Percentage of gross rent arrears

**8.11%**

Local Authority average 9.50%

Percentage of rent lost through empty properties

**1.44%**

Local Authority average 1.79%

The total rent due to be collected in the year was

**£129,685,648**

**77.25%**  
(700 surveys)

of Fife Council tenants feel that rent for their property represents **good value for money** compared to the Local Authority average of 79.10%

# Housing quality & maintenance



**6** Better than local authority average

**0** Poorer than local authority average with improvement

**0** Poorer than local authority average with no improvement

<p><b>Average length of time to complete emergency repairs</b> (40,387 emergency repairs)</p>	<p><b>3.28 hours</b> Local Authority average 4.29 hours</p>
<p><b>Average length of time to complete non-emergency repairs</b> (50,559 non-emergency repairs)</p>	<p><b>6.30 days</b> Local Authority average 10.03 days</p>
<p><b>Number of times gas safety checks weren't carried out within 12 months</b></p>	<p><b>5</b> Local Authority average 91</p>
<p><b>Percentage of properties meeting Scottish Housing Quality Standard at year end</b></p>	<p><b>92.15%</b> Local Authority average 77.79%</p>
<p><b>Percentage of tenants satisfied with the repairs and maintenance service provided</b></p>	<p><b>91.81%</b> Local Authority average 86.75%</p>
<p><b>Percentage of tenants satisfied with the quality of their home</b></p>	<p><b>83.00%</b> Local Authority average 79.11%</p>

# Housing quality & maintenance



**0** Better than local authority average

**1** Poorer than local authority average with improvement

**0** Poorer than local authority average with no improvement

Total number of reactive repairs completed  
**50,502**

Percentage of reactive repairs completed right first time

**87.87%**

Local Authority average 88.76%

**44,375 reactive repairs completed right first time**

# Housing access & support



**2** Better than local authority average

**0** Poorer than local authority average with improvement

**1** Poorer than local authority average with no improvement

Percentage of new tenancies sustained for more than a year

**91.33%**

Local Authority average  
91.11%

Percentage lettable self-contained houses that became vacant in year

**5.18%**

Local Authority average  
7.20%

**2,243**  
Properties re-let



Percentage of homeless households referred to RSL's under section 5 and through other referral routes

**2.30%**

Local Authority average  
13.09%

Average calendar days to re-let properties

**43.50 days**

Local Authority average  
72.56 days



# Housing access & support



**2** Better than local authority average

**0** Poorer than local authority average with improvement

**0** Poorer than local authority average with no improvement

Number of households currently waiting for adaptations to their home

**170**

Total cost of adaptations completed in the year that were landlord funded

**£1,827,517**

Average days to complete approved applications for medical adaptations

**20.42 days**

Local Authority average  
43.39 days

**2,975** offers of housing made

**23.46%** refusals of housing

LA average 36.51%

# Neighbourhood & community



- 5 Better than local authority average
- 0 Poorer than local authority average with improvement
- 0 Poorer than local authority average with no improvement

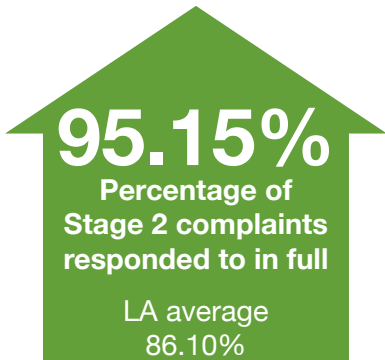
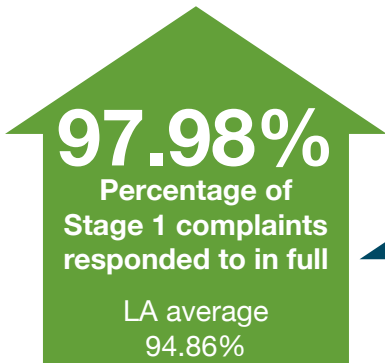
**% of tenants satisfied with the management of their neighbourhood** (700 surveys)



**Anti-social behaviour cases resolved within local target** (2,313 cases resolved)



0 **Properties recovered for non payment of rent**  
 LA average 19

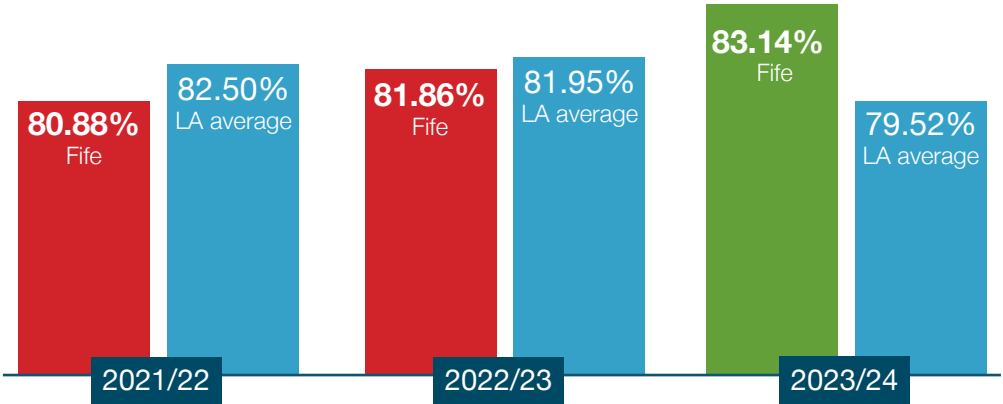


# Customer satisfaction



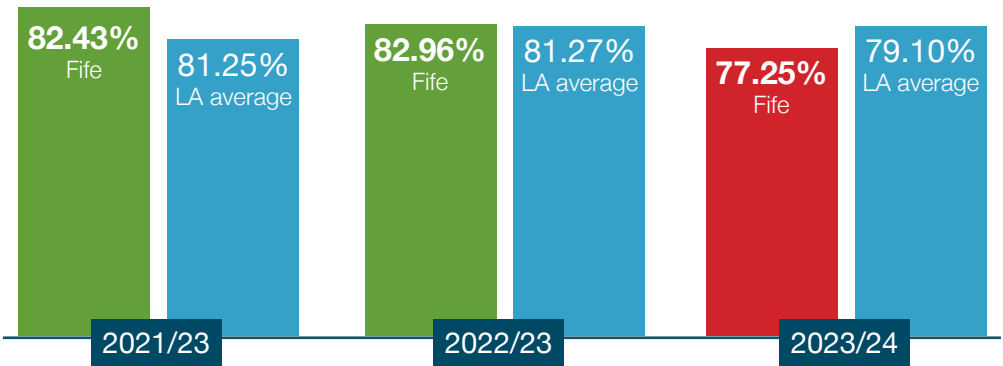
## Tenant satisfaction

Overall, tenant satisfaction is above the local authority average.



## Rents & service charges

Tenants who are satisfied that their property represents good value for money has fallen below the local authority average.

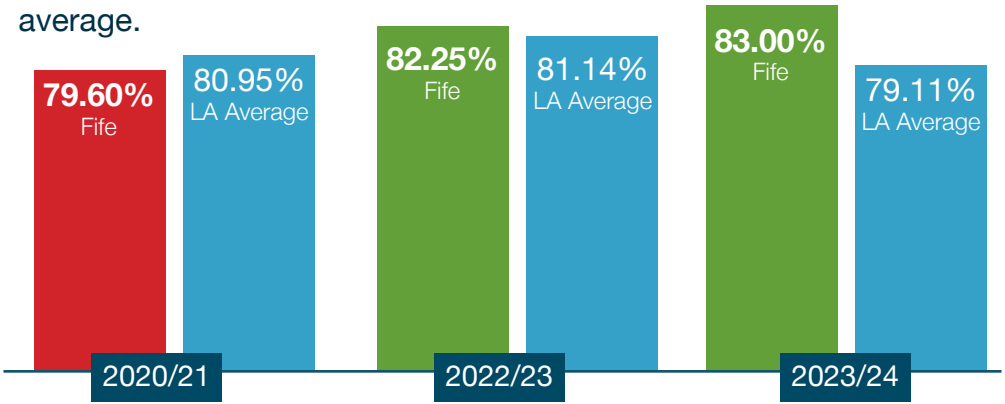


# Customer satisfaction



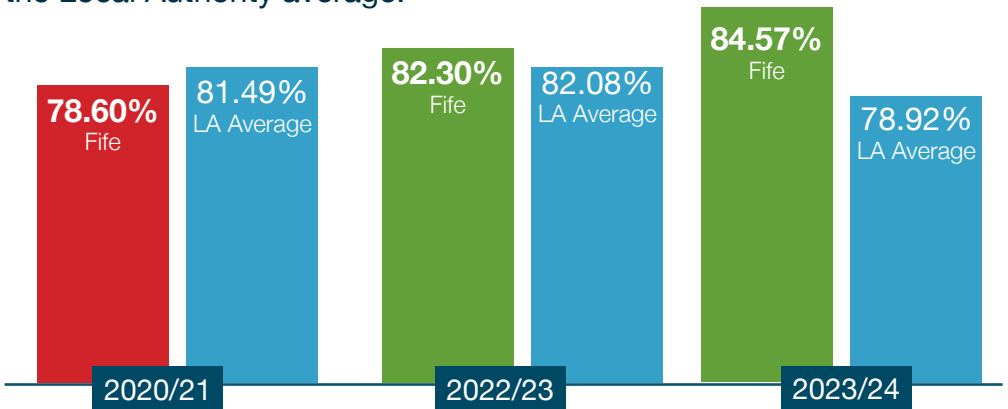
## Housing quality & maintenance

The percentage of Fife Council tenants satisfied with the quality of their home has improved and remains above the Local Authority average.



## Neighbourhood & community – management of the neighbourhood

Tenant satisfaction with the landlord's contribution to the management of neighbourhood has improved and remains above the Local Authority average.



# Pathway to improvement



Nine years ago, the results of the Scottish Social Housing Charter prompted Housing Services to improve the delivery of services and performance. The first three-year Pathway to Improvement 2015-18 helped us to achieve continuous improvement across housing indicators. The second Pathway to Improvement 2019-22 helped mitigate the impacts of the Covid-19 pandemic.

Housing Services are now working towards the third three-year Pathway to Improvement 2023-26 to assist with achieving the Council's ambition for top quartile performance.

Over the last year we have;

- Increased satisfaction with overall services from 81.86% to 83.14%
- Improved percentage of rent collected from 98.70% to 100.09%.
- Significantly reduced the void relet time from 58.18 days to 43.50 days
- Increased the percentage of stock meeting the SHQS from 89.59% to 92.15%

- Improved tenants satisfied with the quality of their home from 82.25% to 83.00%
- Reduced the number of gas safety checks not met from 8 to 5
- Improved the percentage of homeless households referred to RSLs from 0.76% to 2.3%
- Decreased to length of time (days) to complete non-emergency repairs from 6.78 to 6.30

Our annual performance cycle, which begins in May, is demonstrated below;



# Next steps



## Tenant satisfaction

Through our tenant participation team, we encourage tenants to be more involved in decisions around the services they receive. We continue to strive to improve the quality of frontline housing management services through our local area teams.



## Rent & service charges

We are consulting with tenants from September to January about rent and service charges for 2025/26. All tenants will be provided with an opportunity to cast their vote in the winter edition of Down Your Street. Members will consider the views of this vote at the budget setting meeting, to be held in February.



## Housing quality & maintenance

We are working to deliver the Energy Efficiency Standard for Social Housing which will make homes warmer and help address fuel poverty. We are continuing to explore innovative technology, such as ground-source heat pumps and energy storage systems.



## Housing access & support

We continue to work to improve housing options for tenants using transfers and an enhanced Transfer Incentive Scheme, allowing us to create housing opportunities for statutory homeless households and other priority needs groups. We are continuing our commitment to provide care villages throughout Fife.



## Neighbourhood & community

We are continuing working with partners and communities to reduce anti-social behaviour and ensure safer, tidier, well-maintained neighbourhoods.

# Tenant participation

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Everyone is encouraged to get involved and influence the housing services they receive.

As a tenant, there are lots of opportunities to participate. For example:

- Get involved in scrutiny activities to review housing services
- Take part in estate walkabouts, consultation surveys or focus groups
- Contribute to editorial activities of new publications such as your tenant magazine, 'Down Your Street'
- Join or set up a tenant and resident group in your community
- Attend engagement events to have your say on issues that matter to you

Fife Council's Tenant Participation Strategy funds several groups which meet regularly to discuss issues that affect tenants. These include:

## **Fife Tenants Forum**

The Fife Tenant Forum meets monthly with senior Fife Council officers, mainly from Housing Services. This is an opportunity to raise tenant and resident issues. Fife Tenant Forum are responsible for scrutinising Housing Revenue Account activity. Fife Tenant Forum play a key role in consultations on proposed service charges or improvements through tenant federations.

## **Fife Tenant Led Scrutiny Panel**

Fife Tenant Led Scrutiny Panel examines Fife Council performance.

## **Tenant Federations**

Tenant Federations work on behalf of tenant and resident associations to support and develop activities and keep groups informed of housing issues. They also promote and represent the views of tenant and resident associations within their areas.

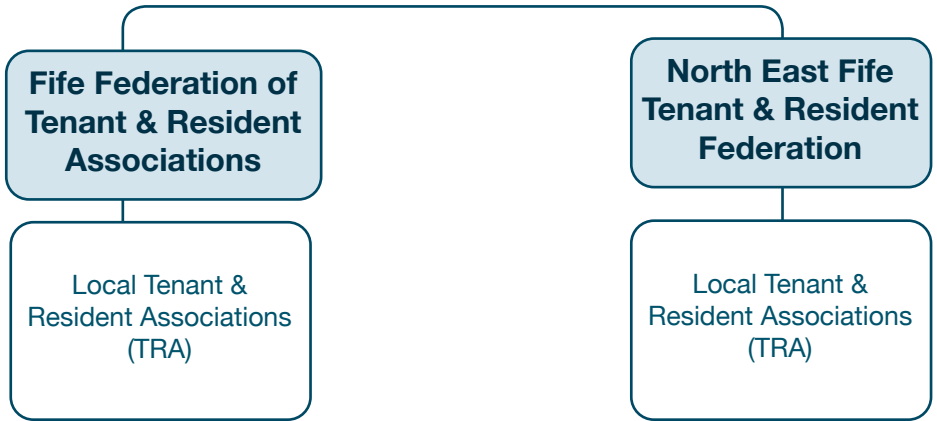
## **Tenant & Resident Associations**

There are many tenant and resident associations throughout Fife. Regular meetings are held and are open to all tenants and resident in the area. Everyone gets a chance to have a say and groups work with services to improve their local community. These meetings are a good way of keeping up to date with what Fife Council and other landlords are planning.

# Tenant participation



## Tenant Forum



**If you would like to get involved in a local group or have any issues to raise, please contact your local federation:**

- **Fife Federation of Tenant & Resident Association (FFOTRA)**

9a Hunter Street, Kirkcaldy, KY1 1ED

Tel: 01592 641968 • Email: [enquiries@ffotra.co.uk](mailto:enquiries@ffotra.co.uk)

Open: Monday to Friday, 9am-4.30pm

- **North East Fife Tenant & Resident Federation (NEFTRF)**

Community Voice, 19 Crossgate, Cupar, KY15 5HA

Tel: 01334 570 040 • Email: [info@neftrf.org.uk](mailto:info@neftrf.org.uk)

Open: Monday and Friday, 9.30am-3.30pm

Please note, federations can be contacted via telephone and email out with the opening times above.



# Charter project group

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**Robert West**  
Chair of NEFTRF

Hi my name is Robert West. I am the 64 year old chairman of the NEFTRF. I became chairman back in April, after the previous chairman John Kilpatrick reached his 100th birthday. John asked me if I would take over, as he felt at 100 he needed to slow down. Out of deference to John I agreed to take over the role. I also agreed to take over the role, as I strongly felt that the NEFTRF has a very worthwhile role within my local community, in that it serves to promote the interests of the community and can give a voice to individuals within the community. I also feel that that it serves a useful role in being an umbrella organisation for various community organisations. These organisations are varied and just now allow people to come together in various ways, ways such as an Italian group, a French group, a philosophy group, a reading group, a group for disabled people.

As well as groups such as the Well or Social Security Scotland and a number of other groups, which will help individuals seek or give best advice. Without such groups being available many people will not be able to seek such advice. Without this organization there would be a large group of individuals, who will find themselves either without social contact or without representation on a wide range of issues. I believe for our group we are still in the early stages of what our group can do. But nevertheless I believe we are an invaluable resource for the community. I myself have no prior experience in such a community organization. But I feel that along with other members, this is not a handicap as all members have something to offer in making NEFTRF a success. An example of our committee members having something to offer is one member is a trained lawyer, who has experience of helping people with welfare problems.

# Charter project group

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**Clare Jones**  
NEFTRF  
Administrator

I am currently the Federation Administrator for North East Fife Tenants and Residents Federation. I have attended a variety of schools in England, Holland, and Scotland due to my family's military background and joined the RAF myself in 2000.

After six years of service, I decided to go back into education where I gained my honours degree in History and Politics and then completed a HND in Business.

During my education I worked in the hospitality sector. I have been a volunteer for Oxfam as a constituency campaigner and love to help out at local charity events.

I am now looking to progress with NEFTRF to help improve the lives of local tenants and residents and assist the Chairperson in promoting our services.



**Alan Dalby**  
Chair of FFOTRA

I have been chairman of FFOTRA for one year, prior to this I held the vice chair role for three years. As part of my role, I am a member of the Tenant Led Scrutiny Panel and Sheltered Housing Committee. I am also the chairman of the Fife Forum, along with this I regularly attend Scottish Housing Regulator Meetings, Fife Housing Partnership meetings for FFOTRA and various TIS and TPAS seminars and conferences.

On a local scale I am secretary of my local tenant and resident association Walter Hay Court, Rosyth. I have done this for the last six years.

# Charter project group

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**Pat Michie**  
Vice Chair of  
FFOTRA

Hi, my name is Pat Michie. I have been a member of the FFOTRA board for a few years and was elected as Vice Chair last year.

One of the things I like about being part of FFOTRA is helping people.

Attending meetings with the council is one of the ways this happens, getting knowledge about how things work, and passing it on to others. Helping to put this Tenant Annual Return on the Charter report together is another way of helping people.



## Fife Council Tenant Participation

We encourage all our customers to get involved and influence the housing services we deliver.

For more information about how you can do this, contact the Tenant Participation Team:

Tel: 01383 602220

Email: [tenantparticipation@fife.gov.uk](mailto:tenantparticipation@fife.gov.uk)

Online: [www.fife.gov.uk/housing](http://www.fife.gov.uk/housing)

By Post: Tenant Participation Team, Kirkcaldy Customer Service Centre, Town House, 2 Wemyssfield, Kirkcaldy, KY1 1XW

## Alternative Formats

Information about Fife Council can be made available in large print, braille, audio CD and tape on request by calling **03451 55 55 00**



### British Sign Language

please text (SMS) 07781 480 185



### BT Text Direct:

18001 01592 55 11 91

## Language lines

Arabic	خط هاتف اللغة العربية: 03451 55 55 77
Bengali	বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99
Cantonese	中文語言熱線電話: 03451 55 55 88
Polish	Polskojęzyczna linia telefoniczna: 03451 55 55 44
Urdu	اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66