

## HOUSING IMPROVEMENT TEAM ANNUAL REPORT 2022/23

**NAME OF HIT: Homes and Communities**

### **SUMMARY OF ACTIVITY DURING THE YEAR:**

**Furnished Tenancies** – this has been implemented as a pilot and six properties have been let recently. The pilot will be monitored in the coming year to look at tenant satisfaction and tenant sustainability before taking the decision to add more furnished tenancies in the future. Furnished tenancies offer applicants extra choice, flexibility and the cost of the furniture is covered by a service charge.

**Recording of anti-social behaviour (ASB)** – Work has been ongoing to change how the housing service record incidents of ASB. Incidents will be recorded on NEC (the council's housing management database) This is has made progress over the past year. The outstanding actions are to configure template letters and do refresher training before this is implemented which will be no later than 31 December 2023.

**Review of anti-social behaviour policies and procedures** – this work is almost concluded, and implementation will coincide with the change to the way the incidents of ASB are recorded.

**Review of Scottish Secure Tenancy Agreement** – the review of our Scottish Secure Tenancy Agreement (SST) is incomplete. That said drafts of the new version are with the Council's legal section for comment. Once this is complete any changes to the tenancy agreement will be implemented from April 2024.

**Review of lock up allocation policy and associated documents and review of future lock up provision** – this will be considered as a new project for the 2024/25 period as it will require considerable resources to undertake.

### **PRIORITIES FOR NEXT YEAR:**

**Review service level agreement (SLA) with parks, waste and environmental health** – the housing service has had an SLA with parks for several years. The current SLA sets out costs, type of work by area and frequency. There is also an additional amount of money included to carry our works that are outwith the scope of the SLA – for example, one off environmental projects. There are no current SLA's for waste or environmental health although the Housing Service pays for direct services provided as well as annual contributions to the services which have not been reviewed for some time.

The review will evaluate governance, performance, and quality to ensure there is accountability, transparency, and assurance.

**Review of estate/tenancy management policies and procedures** – this work continues to update and streamline the current suite of policies and procedures ensuring they are fit for purpose and readily available for staff and customers. However, given the volume of policies/procedures this will be a continuous review.

**PROGRESS AGAINST CHARTER OUTCOMES AND SUMMARY OF KEY PERFORMANCE DATA AND ANALYSIS (NOTING ANY SIGNIFICANT CHANGES IN PERFORMANCE):**

The key performance data around satisfaction derives from a customer survey completed around three years ago. We will complete a new customer survey during September/October 2023 and the outcome will be communicated to members thereafter.

**Percentage of tenants satisfied with the management of the neighbourhood they live in** – We last collected this data during 2020 and at this time 91.72% of customers were very satisfied or fairly satisfied, compared with the Scottish average of 82.08%

**Percentage of tenants satisfied with the quality of their homes** – Again this data was last collected three years ago at which point satisfaction was 86% compared with the Scottish average of 83%.

**Percentage of anti-social behaviour (ASB) cases reported in the last year which were resolved within locally agreed targets** – there were 736 cases of ASB reported during 2022/23 and we reported 94% of cases were resolved within target. The Scottish average during 2022/23 was 91.43%

**Percentage of lettable houses that became vacant in the last year** – the council own just over 7700 properties and during 2022/23 628 became available to let (8.14% of total stock). This is consistent with previous years. It is important to maintain a healthy turnover of around 8-10% to service housing waiting list and to meet our statutory duty towards homeless applicants.

**Gypsies/travellers – Average weekly rent per pitch** – rents for all tenants including gypsies/travellers remain one of the lowest in Scotland. The weekly cost of a pitch for 2023/24 is £60.28.

**Percentage of gypsies/travellers satisfied with the landlord's management of the site** – the last survey that asked directly about satisfaction was completed during August 2020. The council have 18 pitches on the gypsy/traveller site and seven people responded to a question around satisfaction. Three responders indicated they were either very satisfied or satisfied (43%). Four responders stated they very dissatisfied.