



Communities Directorate

Housing Services Annual Service Report 2026

Introduction

This report reflects the performance of Housing Services for 2025/26. It covers the period April 2025 to March 2026, highlighting our delivery, progress, change and improvement plans for 2026/27.

We have considered our performance in relation to the council's policy priorities set out in the Plan for Fife; key indicators; financial and workforce pressures and how we compare in relation to other Scottish councils, through the Scottish Housing Regulator's Annual Return on the Charter (ARC).

Individual service indicators and results are published online in advance of this annual review to facilitate scrutiny and feedback.

These are available at www.fife.gov.uk/councilperformance

Contact information

For further information or discussion please contact:

John Mills

Head of Housing Services

john.mills@fife.gov.uk

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Service overview

Housing Services is part of the Communities Directorate and provides landlord services to over 31,000 council homes in Fife. This includes managing housing lists, letting void properties, supporting tenants' rights, ensuring tenants meet their responsibilities, providing assistance to help sustain tenancies and improving housing quality through repairs and maintenance.

Additionally, over 2,500 households present as homeless each year. The service provides assistance with homelessness through prevention activity, advice and support, providing temporary accommodation, assisting with access to permanent accommodation alongside partnership working with the voluntary sector to deliver additional support.

The Service aims to '*provide housing choices for people in Fife*' as outlined in the Local Housing Strategy (LHS) 2022-2027. To support this, ten housing outcomes are in place to ensure everyone can access a safe, high-quality and affordable home that meets their needs. The outcomes identified also contribute to promoting equality, tackling poverty and are aligned to the following five key LHS priorities:

- Ending Homelessness
- More Homes in the Right Places
- A Suitable Home
- A Quality Home
- A Warm Low Carbon Home



The LHS supports the Plan for Fife, principally through the 'Thriving Places' theme where it leads on increasing the supply of new housing and improving housing conditions in the private sector. It also links closely with other strategic plans, including the delivery of specialist housing and adaptations through the Health and Social Care Strategic Plan and the delivery of energy efficiency home improvements through Fife's Climate Change Action Plan.

Housing Services have been working on a three year 'Pathway to Improvement' for the period 2023-26 to promote continuous improvement across a range of 'Annual Return on the Charter' indicators, as reported to the Scottish Housing Regulator. Progress against these, along with the next steps are reported under the 'operational delivery' section spanning over pages 17 to 19.

Additionally, a range of work is being progressed through the Service Change Plan which sets out how the service will evolve to deliver ambitions, priorities and continuous improvement during the period 2025-28. Further details on the key Service Change Plan themes can be found on page 20 within the 'our year ahead' section.

Demand & delivery overview

The service continues to operate within a housing emergency, with continued high demand for homelessness assistance and ongoing pressure on temporary accommodation. Meanwhile, investment in existing stock remains a priority to improve tenant and resident safety. The summary below highlights the key demand and delivery pressures affecting service performance.



Housing Demand & Supply

Demand highlights:

- **11,086 Fife Housing Register Applicants** at April 2026 (excluding those with Zero points).
- **31,431 properties** owned and managed by Fife Council. **230 stock additions** through the affordable housing programme via new builds and property acquisitions.
- **166 mid-market rent** properties owned but leased to housing associations to manage.
- **3 Gypsy/Traveller sites** containing **46 pitches**. **17 chalets** at Tarvit Mill with plans to expand chalets to other sites.
- **6.6% of lettable houses became vacant** in the last year, a **reduction from 7.5%** in the previous year.

Delivery pressures:

The demand for social housing in Fife remains high. While the delivery of new affordable housing continues to increase stock levels, a range of challenges continue to limit supply, including

inflationary pressures, funding constraints and capacity within the construction sector. Additionally, a reduction in housing turnover over the past year has further restricted access to available homes, limiting options for households seeking social housing.



Homelessness & Temporary Accommodation

Demand highlights:

- Homelessness remains high, with **2,621 households presenting as homeless** during the year.
- **1,763 live homeless households** seeking permanent accommodation at year end.
- **938 temporary accommodation scatter flats** (included in total properties under Demand & Supply).
- **7 hostels** owned by the Housing Revenue Account.
- **26 unsuitable accommodation order breaches** relating to temporary accommodation throughout the year.
- **96% of temporary accommodation offers** made when required.

Delivery pressures:

The high level of homeless households awaiting permanent housing continues to place significant pressure on temporary

Demand & delivery overview

accommodation. While the use of B&B type accommodation has reduced, breaches of temporary accommodation statutory duties still occur. An increasing number of children living in temporary accommodation further underscores the scale and urgency of the housing supply shortages and challenges faced in Fife.



Tenant & Resident Safety

Demand highlights:

- Compliance requirements met for water safety, lift safety and asbestos.
- **Eight gas safety breaches** during 2025-26.
- **1,024 properties without** a valid **Electrical Safety Certificate**. A **reduction from 3,358** in the previous year due to the implementation of an enforced access process.
- **1,180 properties non-compliant** with **fire & smoke alarm** requirements.
- **Fire safety improvement works completed** at a homeless complex and initiated in high-rise blocks.
- A revised process saw **3,844 damp & mould referrals** recorded between October 2025 and March 2026, with **cases resolved in an average of 28.95 days**.

Delivery pressures:

Denied property access continues to present challenges in meeting electrical and fire safety requirements. Reports of damp and mould

have increased and are expected to rise further following the implementation of Awwab's Law in October 2026. Ensuring the safety of tenants and residents remains a key priority, alongside continued investment in repairs and maintenance to improve energy efficiency and ensure homes continue to meet the Scottish Housing Quality Standard.



Our people

Workforce Profile, including headcount

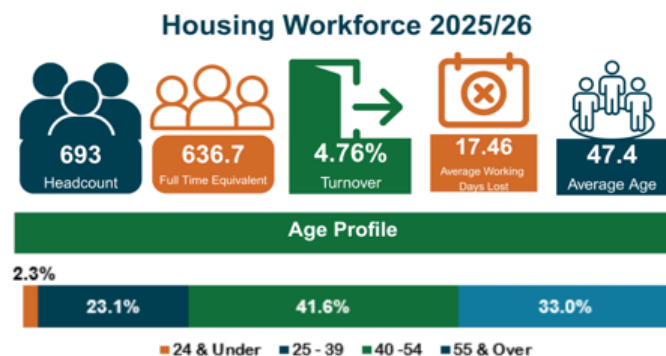
- 693 headcount, 636.7 FTE. Represents 3.8% of Fife Council's headcount.
- 71.4% are full time, 98.1% permanent and 69.1% female.

Workforce age

- Average workforce age is 47.4, comparable to 47.5 in 2024/5. This is above the Fife Council average age of 44.8.
- Average age of leavers is 53.1 and new starts 40.1.
- 2.3% of the workforce is aged 24 and under, slightly down from 2.4% in 2024/25.

Workforce Turnover

- Turnover rate is 4.8%, lower than 5.9% in 2024/25.
- 66.7% of leavers were aged 55 and over. The top reported leaver reason was retirement.

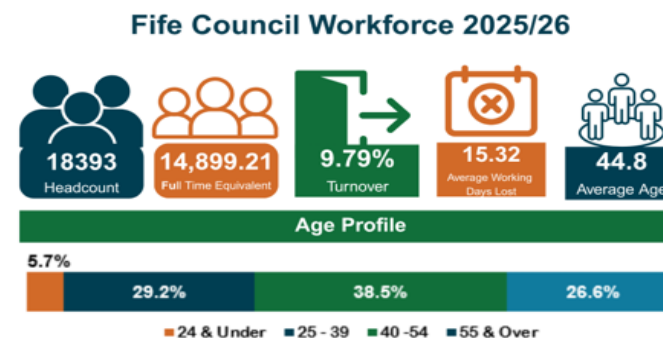


Working days lost (WDL) per FTE

- Average WDL to sickness absence was 17.5, this is higher than 16.1 in 2024/25.
- Short-term absences account for 3.5 WDL per FTE, while long-term absences (over 28 calendar days) account for 14.0 WDL per FTE.

People Plan Priorities

- Embed Chartered Institute of Housing professional standards.
- Strengthen workforce capability through partnership, qualifications, young workforce initiatives and continuous leadership and learning development.
- Increase manager and employee awareness of available health and wellbeing supports.
- Support absent employees and their line managers, improving compliance with Attendance Management policies.



Our budget

Housing Services includes both General Fund Housing (GFH) and the Housing Revenue Account (HRA). GFH sits within the General Fund whilst the HRA is a separate ring-fenced account. The tables below outline the financial position for both GFH and HRA.

General Fund (GFH)

Business Area	Budget 25/26 £m	Provisional Outturn 25/26 £m	Variance 25/26 £m
Private landlords & HMO	0.095	(0.023)	(0.118)
Safer Communities	3.284	3.285	0.001
Management & Support	0.878	0.575	(0.303)
Affordable Housing	0.131	0.131	0.000
Private Housing Investment	2.271	2.330	0.059
Homelessness	7.152	6.855	(0.297)
Other Housing Initiatives	1.038	0.981	(0.057)
Housing Support Services	1.859	1.910	0.050
Net Expenditure	16.708	16.043	(0.665)

Key points

The underspend is due to specific funding from the Scottish Government to establish a national pilot of a Private Sector Leasing scheme of £0.587m not being spent this financial year. Spend is expected in 2026-27.

Business Area	Budget 25/26 £m	Provisional Expenditure / (Income) 25/26 £m	Variance Overspend / (Underspend) 25/26 £m
Staff Costs	9.984	9.721	(0.263)
Property Costs	11.708	10.532	(1.176)
Transport Costs	0.214	0.265	0.051
Supplies and Services	2.973	2.748	(0.225)
Third Party Payments	10.657	13.180	2.523
Transfer Payments	0.000	0.297	0.297
Support Services Charges	2.945	3.166	0.220
Total Expenditure	38.482	39.910	1.428
Internal Income	(2.288)	(2.524)	(0.236)
External Income	(19.486)	(21.343)	(1.857)
Total Income	(21.774)	(23.866)	(2.093)
Net Expenditure	16.708	16.043	(0.665)

Our budget

Housing Revenue Account (HRA)

Budgeted Expenditure	Budget 25/26 £m	Provisional Outturn 25/26 £m	Variance 25/26 £m
Repairs and Maintenance	50.451	48.944	(1.507)
Supervision and Management	22.833	24.557	1.724
Funding Investment:-			
Cost of Borrowing	45.005	44.157	(0.848)
Revenue Contribution (inc. CFCR)	20.021	19.327	(0.694)
	138.310	136.985	(1.325)
Voids	2.137	2.317	0.180
Housing Support costs	(0.482)	(0.510)	(0.028)
Garden Care Scheme	0.474	0.462	(0.012)
Bad or Doubtful Debts	3.387	4.006	0.619
Other Expenditure	13.667	13.321	(0.346)
Net Expenditure	157.493	156.581	(0.912)

Financed by	Budget 25/26 £m	Provisional Outturn 25/26 £m	Variance 25/26 £m
Dwelling Rents (Gross)	(149.537)	(148.675)	0.862
Non Dwelling Rents (Gross)	(3.995)	(3.844)	0.151
Hostels - Accommodation charges	(2.441)	(2.500)	(0.059)
Other Income	(1.771)	(1.813)	(0.042)
Budgets transferred to/(from) Balances (previous years carry forwards etc)	0.251	0.251	0.000
Total	(157.493)	(156.581)	0.912
Contribution (To) / from balances	0.000	0.000	(0.000)

Key points

The CFCR contribution underachieved by £0.694m in year as a result of overspends elsewhere on the HRA. The main overspends relate to increased Central Service Support charges in year as the level of work provided the HRA by other services increased and an increased level of spend from the Rent Support Fund due to a high level of tenants migrating to Universal Credit in year. Repairs & Maintenance underspent in year due to inflationary increases on charges from Building Services being lower than anticipated. The underachievement income is due to the timing of new stock becoming available to rent in year and represents 0.58% of the total income budget set for dwelling rents in year.

Our risks

Key corporate and service-specific risks affecting delivery are actively tracked and managed, with control measures in place. The table below highlights current service-specific risk and ongoing mitigation actions to minimise risk impact. Full details of all risks are available on request.

Risk	Mitigation
Workforce challenges – the service will not have the right people in the right place at the right time	<ul style="list-style-type: none"> Training and development opportunities provided through the Housing Training Academy Weekly protected learning time introduced to support staff development
Housing Revenue Account & Capital Plan – ability to fund new housing and stock improvements	<ul style="list-style-type: none"> Conduct an annual review of the HRA Business Plan Identify budget efficiencies and service deferrals in non-statutory areas Implement an asset management strategy to support stock investment and forecasting
Health & Safety – tenants and residents	<ul style="list-style-type: none"> Submit the Annual Assurance Statement to the Scottish Housing Regulator and take forward the identified improvement actions

Risk	Mitigation
	<ul style="list-style-type: none"> Develop a reporting structure for damp & mould to ensure compliance with Awaab's Law Continue with enforced access for electrical and fire safety to achieve compliance
Legal and regulatory failure – failure to provide temporary accommodation and eradicate unsuitable accommodation order breaches	<ul style="list-style-type: none"> Submit the Annual Assurance Statement to the Scottish Housing Regulator and take forward the identified improvement actions Work with the Scottish Housing Regulator to progress 2026/27 Engagement Plan actions Deliver actions from the LHS and Housing Emergency Strategic Statement

Performance assessment – Priorities & progress

Introduction - service delivery context and challenges

Housing Services and partners aim to 'Provide housing choices for people in Fife'. This vision is outlined in the LHS 2022-2027, along with priorities, outcomes and actions which help progress work towards this vision.

Fife continues to operate within a housing emergency as declared in March 2024. While there is clear evidence of progress, significant challenges remain, particularly in relation to homelessness presentations, pressures on temporary accommodation and housing supply shortages. In June 2025, Cabinet Committee approved a Strategic Statement containing recommendations and actions to address systemic failure. Where relevant, actions are embedded within the LHS Outcome Plan for delivery through the existing LHS governance arrangements, with specific projects being developed around investment, homelessness and private sector environments.

A change in service delivery is required to ensure continuous improvement whilst contributing towards the Communities Directorate aim of supporting, protecting and developing community wellbeing. The intention of a more integrated housing estates and safer communities service is to improve the condition of housing estates and instil a sense of ownership and belonging. This will be

progressed through a series of programmes and projects included in the Service Change Plan.

The Annual Assurance Statement submitted to the Scottish Housing Regulator (Appendix 1) outlines pressure areas which are recognised as challenges for 2026-27. These include the housing emergency, resettlement challenges, Housing Revenue Account and Capital Plan viability and Housing Support charging changes. Further details on these can be found within the 'Challenges' section appearing later within the report.

Priorities & progress

The service will continue to work to improve performance across all indicators, however, in 2026/27 resources will be focussed on meeting statutory duties. Two priorities have been identified based on the 2025/26 Annual Return on the Charter performance and areas recognised as material non-compliance in the Annual Assurance Statement 2026. These priorities are to:

- Reduce homelessness and improve housing access, ensuring temporary accommodation statutory duties are met.
- Improve compliance across tenant and resident safety aspects with a particular focus on electric safety, fire safety and damp & mould.

The progress against each of these has been detailed within the relevant priority section below, alongside the areas identified for improvement.

Performance assessment – Priorities & progress

Priority 1 Homelessness and temporary accommodation

During 2025-26, new homeless presentations remained relatively static, however live homeless cases recorded an increase. Pressure on temporary accommodation remains significant and despite improvements, breaches of temporary accommodation were still evident. The Service continues to focus on homelessness pressures and meeting statutory duties as a core part of the housing emergency response.

Progress

Despite continued high demand for homelessness and temporary accommodation services, key improvements include:

- Homeless presentations recorded a very slight decrease from **2,624** in 2024/25 to **2,621** in 2025/26.
- The number of individuals rough sleeping reduced from **180** to **152** with help from a new reporting tool, where members of the public can report cases.
- **75%** of clients were prevented from statutory homelessness, through housing options advice.

- Statutory breaches of the unsuitable accommodation order reduced by **19%** (**32** breaches to **26** breaches 2025/26).
- The percentage of temporary accommodation offers made when required increased from **91%** to **96%**.
- The percentage of households placed in B&B type temporary accommodation reduced from **15%** in 2024/25 to **10%** in 2025/26.
- A Temporary & Supported Accommodation Strategy was developed to plan for the decommissioning or reprovisioning unsuitable accommodation.
- **57** new Housing First tenancies were created for homeless households with high support needs. This helped achieve the target of **115** live Housing First tenancies.

Areas for Improvement

Homelessness

Although some progress has been made, further transformational change is required to reduce homelessness pressures as a core part of the housing emergency response. In 2026/27, property acquisitions will increase for homeless and resettled households, the Whole Systems Approach to homelessness prevention will be further developed and aligned to Fife Council's No Wrong Door transformational change programme, cross-organisational support will be sought to upscale Housing First tenancies from 115 to 200 and the housing advice, options and prevention framework will be redeveloped as part of a new Housing Allocations Policy.

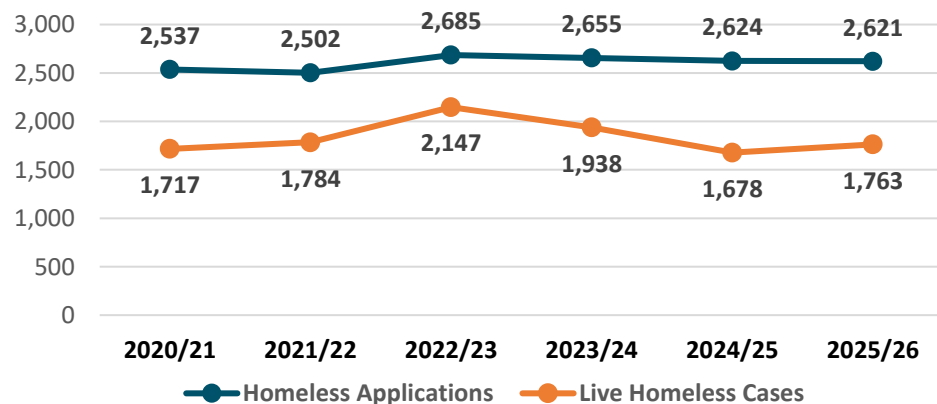
Performance assessment – Priorities & progress

Temporary Accommodation

It is evident further work is required to reduce pressure on temporary accommodation and ensure compliance with statutory duties. In 2026/27, the number of scatter flats transitioning from temporary to permanent tenancies will increase from 200 to a minimum of 300 annually, with a particular focus on families. This should help reduce the number of children in temporary accommodation which evidenced a substantial increase in 2025/26. Additionally, consultation will be undertaken on the recently developed Temporary and Supported Accommodation Strategy ahead of implementation and community-based temporary accommodation will be enhanced through the expansion of a Private Sector Leasing scheme and other private sector interventions.

Relevant KPI details

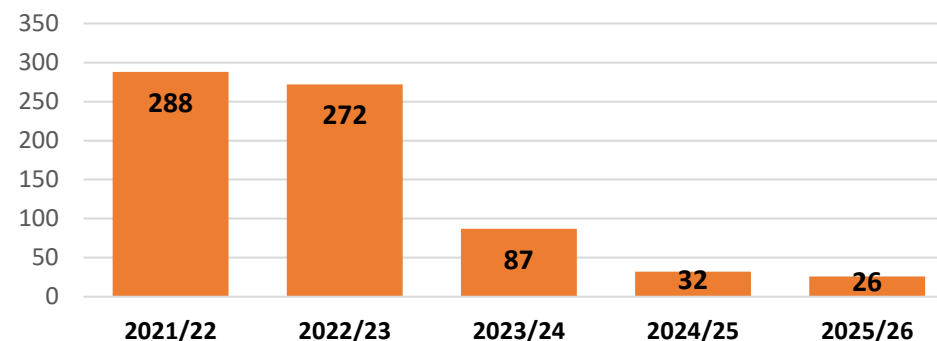
Homeless Applications & Live Cases



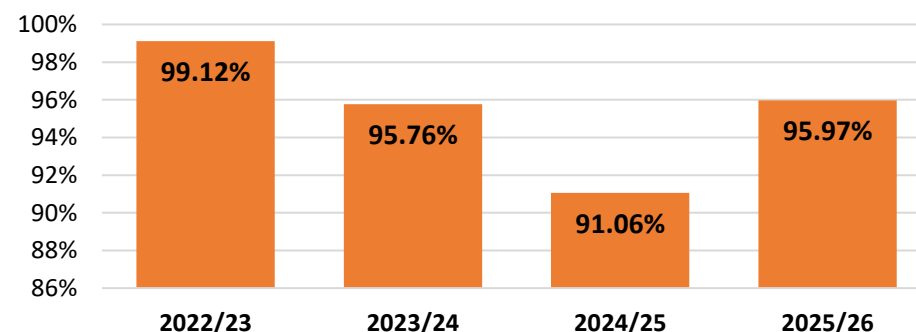
% Clients prevented from homelessness through Housing Options Advice

2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
52%	44%	58%	68%	75%	75%

No. of Unsuitable Accommodation Breaches

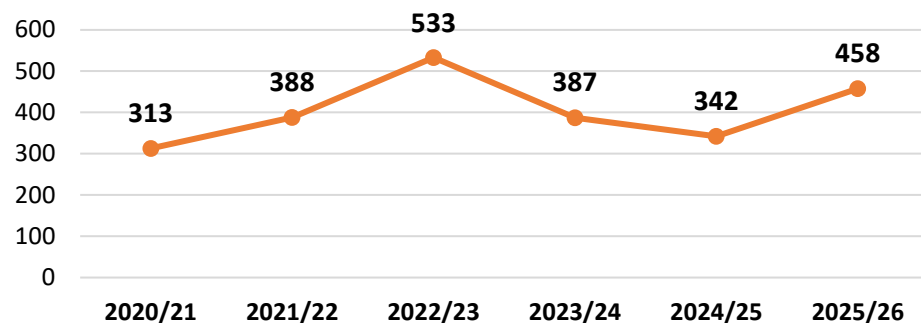


% of Temporary Accommodation offers made when required

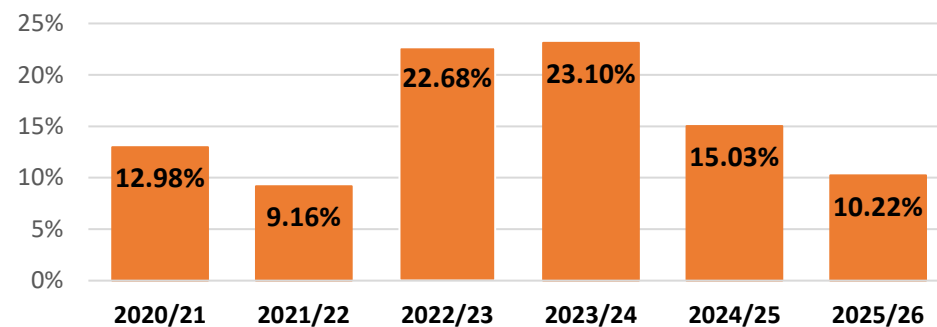


Performance assessment – Priorities & progress

Children in Temporary Accommodation



B&B Type Accommodation Usage



Performance assessment – Priorities & progress

Priority 2 Tenant and Resident Safety

Fife Council take aspects of tenant and resident safety seriously and have included areas of non-compliance in the Annual Assurance Statement for submission to the Scottish Housing Regulator. The areas where non-compliance have been recorded are gas safety, electrical safety, fire safety and damp & mould. A robust programme of work is in place to address these aspects whilst also maintaining compliance across other areas of tenant and resident safety.

Progress

Progress with non-compliance tenant and resident safety aspects include:

- **Eight** gas safety breaches occurred. **Six** of these were due to procedural failures in long-term void properties with capped gas. **Two** failures were a result of circumstances beyond Fife Council control.
- **1,024** properties do not have a valid electrical safety certificate which is the result of denied property access. This is a **2,334**-property reduction on 2024/25. Introducing an enforced access procedure has supported progress.
- **1,180** properties recorded non-compliance with fire and

smoke alarm requirements as a result of denied access. This has increased on the previous year figure, which reflects improvements in reporting accuracy. Enforced access is under implementation to tackle non-compliance.

- A fire stopping improvement project has been completed within a homelessness complex and a significant programme of works is underway in high-rise blocks in Fife.
- A revised process for reporting damp and mould commenced in October 2025 to comply with Scottish Housing Regulator requirements. Between October 2025 and March 2026, **3,844** referrals were resolved within average time of **28.95** days.
- Mechanical ventilation systems are serviced and replaced where required. During quarter 1 of 2026/27, orders were raised for **9** new fan installations and **25** servicing, repairs or replacement works.

Areas for Improvement

Gas Safety

To prevent future failures, procedural guidance is being re-issued to staff including area team colleagues to ensure a second gas safety check is conducted prior to keys being issued to new tenants. The gas governance group will continue to closely monitor properties, processes and procedures.

Electrical Safety

The new enforced access procedure which mirrors the process for gas servicing will continue to be delivered. This is implemented

Performance assessment – Priorities & progress

where access has been denied on two previous occasions. Additionally, face-to-face communication will take place with tenants to explain the importance of electrical safety inspections and the benefits for both tenants and properties.

Fire Safety

Enforced access will continue to be delivered to eradicate no access failures. A new cloud-based Housing Asset Management System will be rolled out to enable closer monitoring of component replacement programmes and improve the accuracy of data for reporting purposes.

In response to Grenfell Tower Inquiry 2, a four-stage improvement plan will enhance fire safety in high and medium-rise flats, sheltered housing and homeless hostels. Work has already commenced and will continue to be delivered over a 5–10-year period.

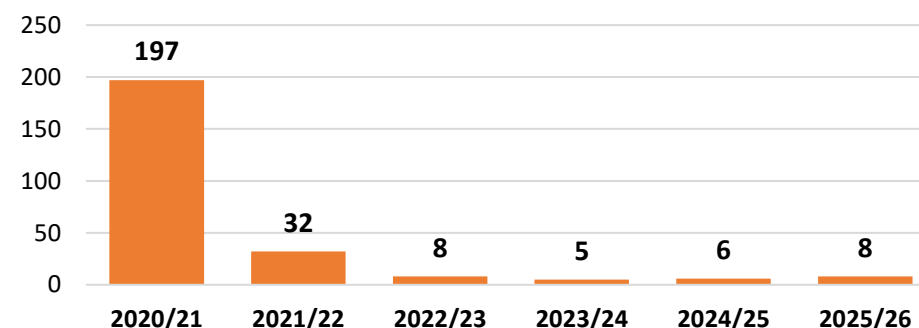
Damp & Mould

To certify data fully complies with reporting requirements, work will take place with Business Technology Systems to ensure cases of damp & mould can be split by condensation and structural causes. Additionally, a reporting structure will ensure that compliance with the requirements of Awwab's Law can be effectively monitored and reported.

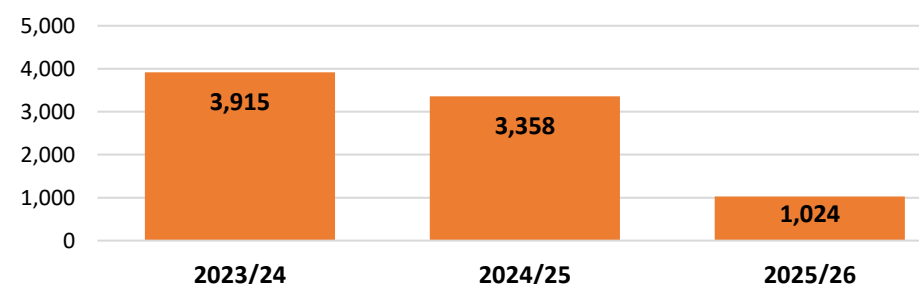
Specialist support, advice and mitigation work will be delivered through a specialist damp team and fuel poverty support will be offered where this is identified as a contributing factor.

Relevant KPI details

No. of times gas safety statutory duties were not met



No. of Electrical Installation Condition Report (EICR) fails



No. of homes that do not have satisfactory fire detection equipment installed

2023/24	2024/25	2025/26
890	890	1,180

Performance assessment – Priorities & progress

The reporting of fire safety data has historically been inaccurate. No change was recorded in failures between 2023/24 and 2024/25 which prompted a system review. The accuracy of 2025/26 data improved to comply with new Scottish Housing Regulator fire safety indicators and align more closely with EICR. The implementation of a cloud-based Housing Asset Management in autumn 2026 should further strengthen the accuracy of data.

Damp & Mould Referrals

2023/24	2024/25	2025/26
2,152	2,353	3,844*

*from October 2025 – March 2026

The increased in referrals during 2025-26 has been influenced by the introduction of a revised process to ensure compliance with Scottish Housing Regulator requirements.

Data collected for reporting purposes includes, average days to resolve cases (28.95), percentage of cases re-opened (17.27%) and open cases at year end (230). These have not been included within the KPI section as these are new indicators and there is no historic data to compare with at present.

Performance assessment – Operational delivery

Overview of progress

All results against key indicators can be found in Appendix 2a and online at www.fife.gov.uk/councilperformance to facilitate feedback and scrutiny.

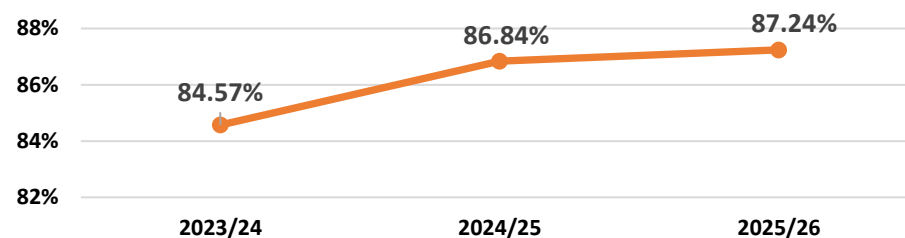
Progress

The Service annually monitors a number of 'Annual Return on the Charter' indicators and performance is reported to the Scottish Housing Regulator. These indicators also form the basis of the Housing Services three-year 'Pathway to Improvement 2023-26'. Reporting is within the final year of the pathway, and a new programme is in development for the period 2026-29. Appendix 2a presents charter indicator performance against targets for the period 2025/26, comparison against 2024/25 performance, improvement actions for 2026/27, as well as Local Authority averages and top quartiles obtained from the Scottish Housing Regulator. The document also contains proposed targets for the 2026-29 Pathway to Improvement.

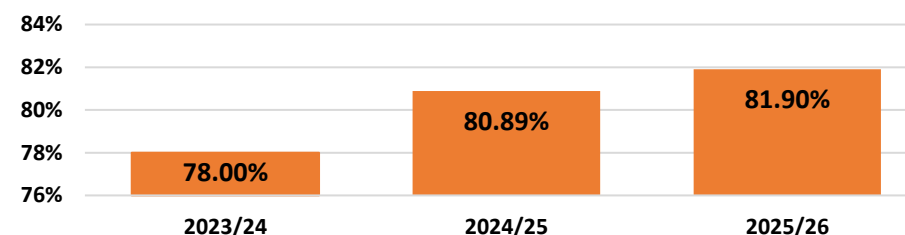
During 2025/26, external consultants surveyed tenants, Gypsy/Travellers and temporary accommodation customers to gauge satisfaction levels for reporting to the Scottish Housing Regulator. Where dissatisfaction was recorded, consultants provided a report containing key improvement opportunities for progression. Improvement was recorded across the following

customer satisfaction indicators and trends are demonstrated for the full 3-years of the 2023-26 Pathway to Improvement:

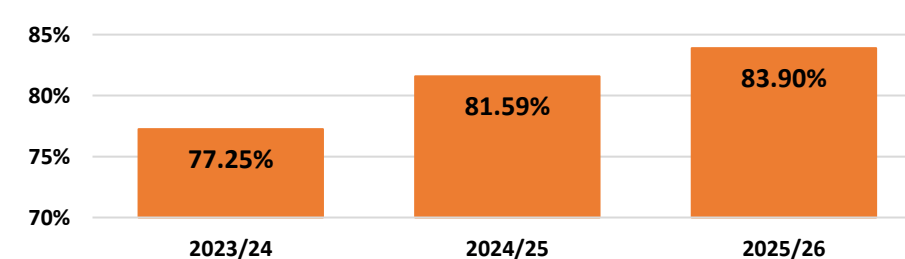
Management of neighbourhoods



Opportunities to participate in decision making

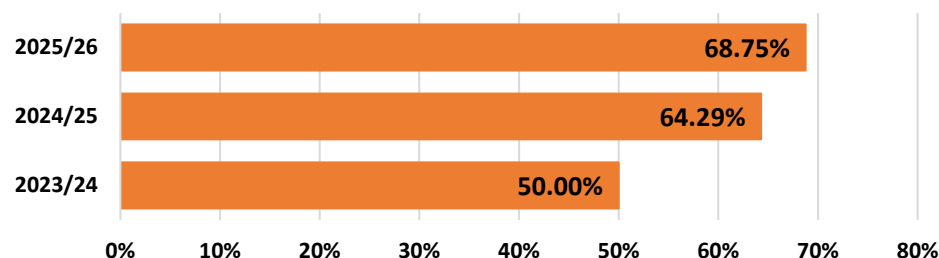


Rent representing value for money



Performance assessment – Operational delivery

Gypsy/Travellers satisfied with site management



Aside the customer satisfaction indicators, improvement has been recorded in several other areas between 2024/25 and 2025/26. These include:

- Stock meeting the Scottish Housing Quality Standard (SHQS) (92.24% to 92.82%)
- Satisfaction with repairs carried out in the last year (93.60% to 94.75%)
- Anti-social behaviour cases resolved (89.83% to 91%)
- Tenancy sustainment by existing tenants (93.82% to 95.76%) and homeless applicants (91.24% to 93.44%)
- Rent lost through empty properties (1.23% to 1.19%)
- Gross rent arrears (7.5% to 6.98%).

While progress is positive, Fife Council remains committed to continuous development, with improvement actions underway to build upon this positive work.

Challenges

The Annual Assurance Statement outlines pressures for 2026-27:

- **Housing Emergency** – despite evidence of progress, the ongoing pressures from homelessness, temporary accommodation demand and housing supply shortages mean Fife remains in a housing emergency. Collaboration continues with the Scottish Government, other Local Authorities and national housing partners to deliver solutions and long-term improvements.
- **Resettlement** – a partnership approach to resettlement and humanitarian schemes continues to help people settle successfully and sustain housing. While impacts have been minimal to date, changes affecting Ukrainian households, military accommodation and asylum dispersal may increase pressures on housing and homelessness.
- **HRA and Capital Plan viability** – below inflation rent increases and cost of borrowing pressures are moving the HRA and Capital Plan towards a high-risk position. This restricts the Councils borrowing ability to fund affordable housing delivery, stock improvements, net zero standards and fire safety improvements. Robust business planning and a review of efficiencies is underway to minimise impacts.
- **Housing Support Charges** – Fife Council has around 100 tenants with Housing Support Charges applied through rent accounts that are currently not covered by Universal Credit housing costs. As a result, these charges are being recorded as rent arrears despite not being HRA debt, potentially overstating arrears and affecting performance reporting. Discussions with DWP are ongoing to resolve the issue.

Performance assessment – Operational delivery

Details of the mitigation actions can be found within the Annual Assurance Statement (Appendix 1 within the covering report).

Areas for improvement

A decline in performance is evident through a small number of indicators which will be subject to on-going monitoring and review to progress improvements moving forward. These slippage areas are considered immaterial for the purposes of the Annual Assurance Statement. Despite internal slippage, many of these indicators demonstrate performance above local authority average, with the 'time taken to complete non-emergency repairs' indicator, sitting within top quartile.

- Satisfaction with overall service provided (84.03% to 83.10%)
- Reactive repairs completed right first time (88.88% to 86.30%)
- Average time to complete non-emergency (5.61 days to 6.16 days) and emergency (3.26 hours to 3.37 hours) repairs

- Satisfaction with the quality of home (86.94% to 85.62%)
- Average days to complete adaptations (28.06 days to 35.5 days)
- Keeping tenants informed about services and decisions (84.41% to 82.95%)
- Average time to relet properties (36.74 days to 39.34 days)
- Lettable houses that became vacant in the last year (7.50% to 6.62%)
- Stage 1 (98.76% to 97.29%) and Stage 2 (96.27% to 95.04%) complaints responded to in full.

It is worth noting the Scottish Social Housing Charter technical guidance was revised for 2025/26 reporting. The reporting definitions were considerably changed for 'repairs completed right first time' and the 'average time to complete adaptations', meaning performance is not directly comparable with previous years.

Our year ahead

Priorities for 2026/27

The main focus for 2026/27 is meeting statutory duties in areas of material non-compliance in the Annual Assurance Statement while progressing the two priority areas outlined in this report:

1. Reducing homelessness and improving housing access

Efforts will focus on increasing housing opportunities for homelessness households through our new build transfer led allocation policy, property acquisitions, expanding Housing First provision and strengthening homelessness prevention and housing advice as part of the new Housing Allocations Policy. Action will be taken to reduce reliance on temporary accommodation by increasing the number of scatter flats transitioning to permanent tenancies, expanding the Private Sector Leasing scheme to enhance community based temporary accommodation and consulting on a new Temporary and Supported Accommodation Strategy.

2. Improving compliance with tenant and resident safety aspects

Actions will include strengthening gas safety procedures, continuing enforced access for electrical and fire safety and introducing a new asset management system for monitoring and reporting purposes. A long-term fire safety programme is being implemented in response to the Grenfell Tower Inquiry 2, whereas work around damp and mould will focus on providing specialist advice and support while ensuring compliance with Awaab's Law.

The Service will also look at progressing improvement across all indicators through the next Pathway to Improvement 2026-29. The performance targets for this period have been outlined in Appendix 2a alongside improvement actions for the year ahead. During 2026/27, work will continue in partnership with the Fife Tenants Forum and the Fife Tenants Scrutiny Group to ensure that service improvements are shaped by tenant views.

Alongside this, the Service will deliver wider transformation through the Service Change Plan 2025-28 to address current challenges, deliver key priorities and support the Communities Directorate ambitions. A number of projects align with report priorities, particularly around homelessness. The key change themes for the duration include:

- Increasing net zero compliant housing stock and aligning with climate change ambitions
- Using data and digital to enhance independent living and tenancy sustainment
- Reshaping operating arrangements to integrate services, develop joined up approaches and initiate financial saving
- Improving policy to increase housing supply and reduce homelessness and poverty

Reference links

- [Local Housing Strategy | Fife Council](#)
- [Housing Emergency Strategic Statement](#) (Cabinet Committee 26.06.26 agenda & papers – pages 125 – 145)

Appendix 2a – Key indicators

Key **KPI Status:**  OK  Warning  Alert  Data only  Unknown **Trend:**  Improving  No change  Getting worse

- [HS Scrutiny Report - Appendix 2a](#)