

Area Housing Plan - Dunfermline 2023-26



Welcome to the Dunfermline Area Housing Plan.

We have produced a Housing Neighbourhood Plan with our customers for each of the 7 Areas in Fife, and this is yours, covering;

Dunfermline City, Wellwood, Townhill, Crossford, Halbeath and Kingseat.

Our aim is to provide everyone with access to good quality, affordable decent housing that meets their need and aspirations.

The purpose of the Area Housing Plan is to show how we work with partners and local communities to improve housing services in the Area.

You told us about your concerns and issues where you live, and together we have identified what needs done.

We looked at how well we are doing managing your homes to prioritise which services we need to improve.

We work closely with tenants, residents and elected members. **We included your ideas in our finished plan where we could. The Housing Neighbourhood Plan was approved by Dunfermline Area Committee on**

The diagram below shows links between this aim and the strategies, policies and plans supporting it.



1 - The plan contributes to the [Plan4Fife](#), which is a 10-year plan, putting fairness at the heart of everything we do, bringing services and communities together in new ways.

We also have a [Dunfermline Local Community plan](#), which outlines areas of focus.

Tenants and residents are interested in how we allocate our homes. We are in the process of developing Local Lettings Plan, which will provide more allocation information at a local level.

Housing in Dunfermline



Stock April 2023



The above information is provided for Fife Council Stock only. You can use our new [property map](#) to see the areas where the Fife Housing Register partners have properties.

This map will let you know the number of properties that we have in each area so that you can make an informed decision about your preferred areas of choice when you submit your Fife Housing Register application.

Allocations 2022/23



Letting Plan

Our annual Letting Plan sets out the profile of properties we expect to become available over the following year and how we intend to distribute those properties between different groups of applicants. These include:

- Homeless
- Transfer
- Waiting

Managed Tenancies 2022/23



Anti Social Behaviour

Our Anti Social Behaviour policy sets out our approach for managing antisocial behaviour in Fife. We aim to provide a firm and fair approach to tenants (including their family members and visitors) who do not comply fully with the terms of their tenancy agreement, so that all residents can enjoy their homes free from [antisocial behaviour](#).

New Builds

Over recent years, in the Dunfermline area of Fife, the Council has delivered affordable homes in Duloch, Abbeyview and Kingseat.

Our Affordable Housing Programme is one of the largest in Scotland. We currently have 2,700 new build homes throughout Fife. Our target is to build at least 1,200 more by 2024.

We provide access to much needed new homes for our tenants and housing applicants. Together, we are delivering modern, fit-for-purpose, energy-efficient homes. New-build council homes benefit current tenants and generations to come.

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

Investing in your home

Over the next 2 years we will continue to improve our existing homes to meet the expectations of our tenants. These include:

- Kitchens
- Central Heating
- Bathrooms
- Roofs
- Rewiring
- Smoke detectors
- Secure door entry
- Structural works
- Electrical Testing
- External Walls

Rate your estates: What we found

We compared our housing in Dunfermline with the rest of Fife, and with other landlords in Scotland. This showed what our neighbourhood priorities should be.

Housing stock turn over, has slowed with a reduction of council owned properties turning over in the last year. Most of the area is in relatively high demand, making access to affordable housing more difficult for those in housing need. We have difficulty allocating properties in very specific areas where there is low demand.

Housing Options Officers work hard to meet a range of housing needs providing a balance of allocations to existing tenants, those who are homeless and applicants on the waiting list.

Our tenants need more assistance with support in sustaining their tenancies with money advice and fuel poverty advice. Rent arrears are still an area of concern. The cost-of-living crisis and economic uncertainty which is making it difficult for some households to pay basic bills or access benefits.

There is a Fife wide commitment to achieve the highest possible standard of housing through programmes to replace kitchens, bathrooms, windows, doors etc.

There is a significant shortage of 4/5/6 bedroom homes in Dunfermline.

Rate your estates: What you told us

We have carried out estate walkabouts, spoken with local Councillors and tenant groups where this has been possible, listened to customer comments and complaints and by investing in our patch-based officers we are talking to customers more directly about estate issues and matters which directly affect our customers. We have incorporated specific issues brought to our attention into an Action Plan.

Corporate Complaints received in Dunfermline during 2022/23



Housing Complaints are handled in accordance with [Fife Councils Complaints procedure](#) and should in the first instance, be investigated locally.

Complaints are a valuable source of information about our services, which can help to identify recurring or underlying problems.

We use complaints to make improvements to the way we deliver services, this can be through training and development or changes to policy and procedures.

The top 5 reasons for all complaints in Dunfermline (with numbers of complaints) were recorded as follows;

Top 5 reasons for all Complaints YTD 2022/23

Complaint Reasons

Dissatisfaction with policy / current delivery arrangements eg timescales, priorities, criteria

19

Unsatisfactory response to previous complaint / request for service / enquiry / reported fault

11

Inappropriate staff attitude / behaviour

8

Poor communications including lack of notice, consultation & engagement

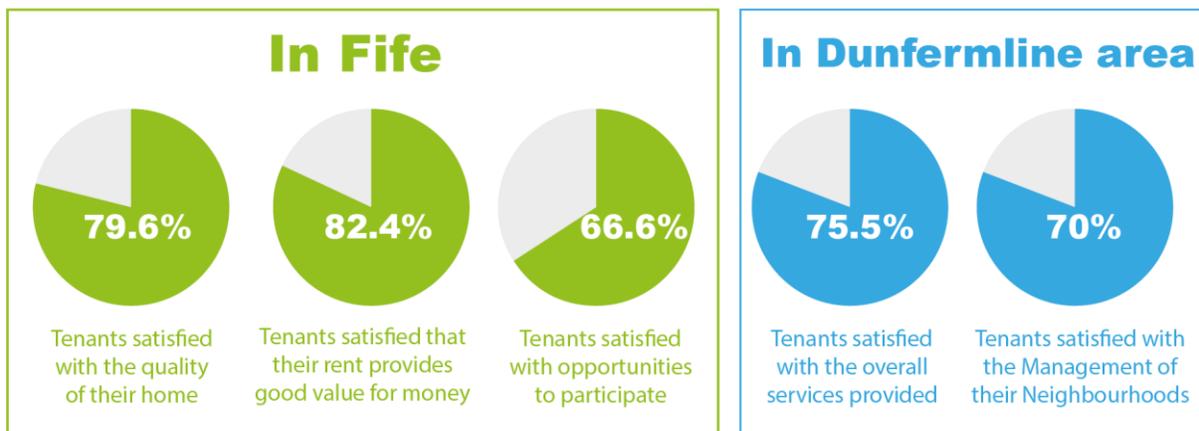
7

Delays in Start / Completion

7

Customer satisfaction

As well as consulting locally and addressing complaints, we carry out customer satisfaction surveys as part of our [annual performance reporting](#) and you have told us;



Tenant Participation

Our tenants should be involved in the housing services they receive. We ask you to share your views and take part in decision making. We want to work alongside you to provide for the community.

Getting involved gives you a greater voice. Our [tenant participation and customer engagement handbook](#) tells you more.

Our quarterly magazine, [Down Your Street](#), is also a good way to keep up to date with what we are doing and how you can get involved.

For more information on how to get involved, have a look through our [Tenant Participation](#) page on our website.

We currently have 8 active TRAs in Dunfermline, these are:

- **Golfdrum Street TRA**
- **BASICSIM TRA**
- **Canon Lynch Community**
- **Balfour Court Tenants Association**
- **Brucefield TRA**
- **Halbeath Village TRA**
- **Dollar Court & David Millar Place Tenants Association**
- **Leishman Drive & Halkett Crescent TRA**

Fife Federation of Tenants & Residents Association Ltd (FFOTRA)

9A Hunter Street Kirkcaldy KY1 1ED

01592 641968

Website www.fifefederation.org.uk

E-mail enquiries@ffotra.co.uk

Facebook [facebook.com/ffotra](https://www.facebook.com/ffotra)

Twitter [ffotraltd](https://twitter.com/ffotraltd)

Local Issues Action Plan

Issues	Where?	Proposed Action	Timescale/Updates
Lack of Affordable Housing	All Dunfermline Areas	Work with Affordable Housing team to build larger family homes and accessible bungalows	Proposed completion of 150 affordable homes by 2026
		Assist 6 households to downsize, freeing up larger council homes through the Best Use of Stock Scheme	August 2024
		Target larger ex-local authority properties on the open market as buy back opportunities to increase housing supply.	Work with affordable housing team to maximise available budgets in areas with high demand.
Anti-Social Behaviour	All Dunfermline Areas	Through anti-social Behaviour Policy, take robust action against perpetrators of anti-social behaviour.	
		Continue close partnership working to reduce Anti-Social Behaviour.	
Improving Estates	All Dunfermline Areas	Repurpose unused Garage Sites or grassed areas as parking areas for residents	Identify areas as part of estate walkabouts for consideration.
		Liaise with Environmental Services and Grounds Maintenance to reduce litter and debris in open spaces.	
		Complete 8 Estate Action Plans following estate walkabouts with TRA's	Annual Updates to City of Dunfermline Area Committee
	City Centre	Work with Private Sector team to develop factoring service in shared ownership blocks	Ongoing community and TRA consultation.
Repairs and Maintenance	All Dunfermline Areas	Work with Affordable Housing Team and Building Services to provide tenants with energy efficient means of heating their homes in New Build or Improvement Programmes.	Targeted Community Consultation and Ward Member Updates
Affordability	All Dunfermline Areas	Increase the number of tenancies supported via Tenancy Assistance year on year.	Annual Updates to City of Dunfermline Area Committee
		Refer tenants experiencing Fuel Poverty to Fuel Poverty Assistance Schemes to ensure properties are well heated and ventilated during winter months.	

Measuring Success

The [Dunfermline Area Committee](#) will monitor how well we are doing against the local commitments outlined in this leaflet. Our plans will be reviewed and refreshed every three years to make sure they continue to reflect local priorities.

Your Area Housing Team

Supporting the plan and delivering services to tenants is your local Housing Team, led by Housing Manager Lynne Johnston, supported by Lead Officers Fiona Empson and Jillian Robb-McMahon

We have 7.5 Housing Options Officers who manage our empty houses and allocate to new tenants. They have a wide range of knowledge about [housing options](#) and can meet with tenants and applicants to explain these.

In the last few years, we have recruited additional Housing Management Officers and now deploy 14.5 in total who are the main point of contact for tenants, and their job is to link you in to all the [services you need](#) whether repairs, money advice, coping with heating bills, problem neighbours, contacting local job clubs. The list is as long as you need!

In Dunfermline we also have Caretakers, Very Sheltered Housing Officers, Retirement Housing Officers and Revenues Officers we can call on to provide extra help.

Come and speak to us at:

[Dunfermline Customer Service Centre - City Chambers](#)

Useful contacts

Online:

<https://www.fife.gov.uk/>

By phone:

Faults and repairs (housing, roads, streetlights) - **03451 550011**

Environment (bins, bulky uplifts, pests) - **03451 550022**

Housing information and advice - **03451 550033**

Council tax and housing benefit - **03451 551155**

Passes and concessions (myfife cards, blue badges) - **03451 550066**

Social Work enquiries - **03451 551503**

Out of hours - **03451 550099** For social work, housing and flooding emergencies - after 5pm week days, 24hrs weekends and public holidays.

Calling 03 numbers costs the same as calling landlines starting with 01. 03 numbers are included in pre-paid phone packages and monthly call allowances. Customers should check tariffs with their phone providers.