

# Area Housing Plan - South and West Fife 2022-24



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*Welcome to the South West Fife Area Housing Plan.*

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We have produced an Area Housing Plan with our customers for each of the 7 committee areas in Fife and this is the Plan for South and West Fife, covering Aberdour, Dalgety Bay, Hillend, Inverkeithing, North Queensferry, Rosyth, Limekilns, Charlestown, Crombie, Torryburn, Newmills, High Valleyfield, Culross, Kincardine, Saline, Blairhall, Oakley and Carnock.

Our aim is to provide everyone with access to good quality, affordable housing that meets the needs of the community. The purpose of the Area Housing Plan is to show how we will work with partners and local communities to improve housing services in the community.

You told us about your concerns and issues where you live and together we have identified actions that will help to address these. 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 and we have included your ideas in our finished Plan where we could. The Area Housing Plan was approved by South and West Fife Area Committee on 23rd March 2022.

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

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 [South West Fife and villages 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 a Local Lettings Plan which will provide more allocation information at a local level.



## Housing in South West Fife

### Stock April 21



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 2020/21



#### 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



### 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 South and West area of Fife, the Council has delivered affordable homes in Dalgety Bay, Oakley, Crombie and Inverkeithing.

Fife's 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 3,500 more by May 2022.

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 South West Fife 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 South West Fife with the rest of Fife, and with other landlords in Scotland. This showed what our neighbourhood priorities should be.

There is a shortage of both 1 bed and larger family council housing in South and West Fife

Rent arrears have increased in South and West Fife over the last year which is partly due to the effect of the pandemic on households within our communities

South and West Fife have a low turnover of council properties making it more difficult for those in housing need to access this type of housing

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

South and West Fife are turning over empty properties more quickly than in the other areas although it is taking longer than it did prior to the pandemic

The South & West Fife Area Team work hard to provide the best possible service to tenants and residents and we welcome feedback on the service provided

## 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 South West Fife during 2020/21



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 South West Fife (with numbers of complaints) were recorded as follows;

## Top 5 reasons for all Complaints YTD 2020-21

### Complaint Reasons

Failure to respond to previous complaint / request for service / enquiry / reported fault

4

Dissatisfaction with policy / current arrangements including allocations criteria

3

Dispute with Neighbours

3

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

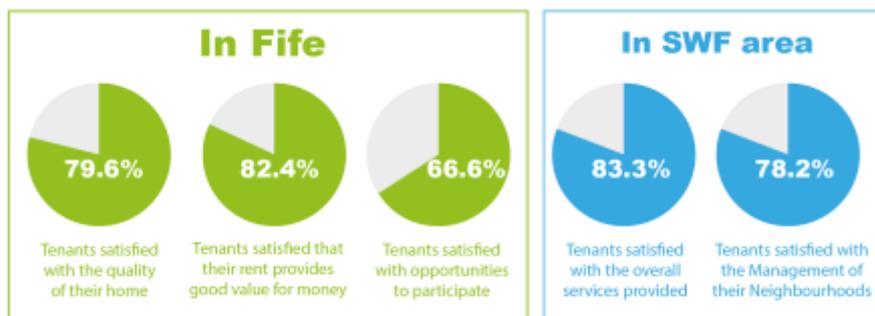
2

Noise

2

## 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.

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We currently have 1 active Tenants and Residents Association in South and West Fife. This is:

- Walter Hay Court Tenants & Residents Association

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***Fife Federation of Tenants and Residents Associations Ltd***

*9a Hunter Street, Kirkcaldy, KY1 1ED*

*01592 641968*

*[enquiries@ffotra.co.uk](mailto:enquiries@ffotra.co.uk)*

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## Local Issues Action Plan

Issue	Where	Proposed Action	Timescale
Lack of Affordable Housing	SWF	Purchase 5 ex council homes through our property Acquisition Policy	March 2024
		Work with the Affordable Housing Team to provide 19 new council homes at Crombie.	March 2024
		Free up 6 larger council homes through the Best Use of Stock process for families in need of larger accommodation	March 2024
Lack of Parking	Charlestown	Work with Transportation Services and other partners to provide additional parking at The Cairns, Charlestown	March 2023
	High Valleyfield	Install 13 driveways for tenants in Leighton Street, High Valleyfield	March 2023
	Inverkeithing	Install 10 driveways for tenants at Spittalfield Crescent, Inverkeithing	March 2023
	SWF	Demolish 2 lock-up sites which are surplus to requirement and replace with parking spaces	March 2024
Appearance of Estates	Oakley	Carry out demolition of 24 properties which are in low demand and in poor condition in Sir George Bruce Road, Oakley and replace with landscaping	Dec 2022
	Inverkeithing	Carry out works to improve the bin storage; internal stairwells and cladding at the flats at 5-16 Glebe Terrace, Inverkeithing	August 2023
	Rosyth	Look at the possibilities for the improvement of the paths and external lighting across the Walter Hay Court complex in Rosyth	Oct 2022
	Inverkeithing	Consider options for dealing with the large gardens at Spittalfield Crescent, Inverkeithing	April 2023
	SWF	Complete 20 Estate Action Plans following estate walkabouts to improve areas within SWF	March 2024
	Rosyth	In consultation with the tenants and owners, make improvements to the stairwells at the flats at Elder Place, Rosyth	July 23
	Rosyth	In consultation with the tenants and owners, make improvements to the bin storage areas and stairwells at the flats at Ramsay Place, Rosyth	July 23
	Kincardine	In consultation with tenants and owners, make improvements to the balconies and communal areas at the flats at Forth View and Priory Square, Kincardine	March 2024
Tenants Have Increasing Affordability Issues	SWF	Refer 280 tenants for Fuel Poverty Assistance visits to help keep homes as energy efficient as possible	March 2024
	SWF	Increase the % of tenants with managed rent arrears to 50%	March 2024
Community Safety	Cairneyhill	In consultation with the Community Council, replace fencing on Housing Services owned land along part of the burn to protect members of the community from the water	Nov 2022
	High Valleyfield	In consultation with the Community Council, erect a fence along the pathway at the area of land adjacent to the Community Centre	July 2022
Disability Adaptations	SWF	Ensure all members of SWF Area Housing Team are trained in the use of SmartLife in Fife to assist customers in need of adaptations to help them to remain in their own home	March 2023
Tenant Consultation	Inverkeithing	Work with tenants and partners to establish a Tenants & Residents group in the Spittalfield/Spencerfield area of Inverkeithing	Nov 2022

## Measuring Success

The [South West Fife 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 two 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 Claire Mackinlay and Lead Officers Jane Peddie and Janice King.

We have 5 Housing Options Officers who manage the empty houses, allocate to new tenants and provide advice on a range of housing opportunities to housing applicants. They have a wide range of knowledge about [housing options](#) and can meet with tenants and applicants to explain this.

In the last few years, we have recruited additional Housing Management Officers and now employ 10 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 this is money advice, coping with heating bills, tenancy support and assistance; problem neighbours, contacting local job clubs. The list is as long as you need!

In South West Fife we also have a Community Caretaker who helps to look after our estates, Retirement Housing Officers, Revenues Officers and a Universal Credit Officer who we can call on to provide extra help.

Come and speak to us at:

[Inverkeithing Customer Service Centre](#)

## 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.*