



Scottish Social Housing Charter Performance Report 2022/23

I am pleased to report the performance of Fife Council in the eighth 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 2022-23, 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



711 customers responded to the Tenant Satisfaction Survey.

Tenant Satisfaction



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

The 2022/23 Tenant Satisfaction Survey was carried out through face-to-face contact.

Tenant Satisfaction	2022-23 Fife	2022-23 LA Average
Percentage of tenants satisfied with the overall service provided by the landlord	81.86%	81.95%
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	85.23%	85.02%
Percentage of tenants satisfied with opportunities given to them to participate in landlord's decision making	77.64%	80.88%
Percentage of Gypsies/Travellers satisfied with management of site*	55%	73.39%

*20 Gypsy/Travellers responded to the Satisfaction Survey

Rent & Service Charges

- 4 Better than local authority average
- 0 Poorer than local authority average with improvement
- 3 Poorer than local authority average with no improvement

Average weekly rent (including service charges)

5+ Apt (4 + bed) 1,200	Fife Council	£87.76
	Local Authority average	£94.25
4 Apt (3 bed) 7,444	Fife Council	£83.92
	Local Authority average	£87.17
3 Apt (2 bed) 14,554	Fife Council	£80.93
	Local Authority average	£80.60
2 Apt (1 bed) 7,457	Fife Council	£77.19
	Local Authority average	£75.21
1 Apt (bedsit) 253	Fife Council	£73.32
	LA average	£66.46
Gypsy/ Traveller pitch 50	Fife Council	£68.25
	Local Authority average	£77.64



Fife Council average weekly rent for all properties is **£80.99**, £0.04 less than the Local Authority average rent of £81.03

Fife Council owned

30,908



homes at 31 March 2023

Average weekly rent increase

£1.98 (2.5%)



3 Better than local authority average

1 Poorer than local authority average with improvement

0 Poorer than local authority average with no improvement



The total rent due to be collected in the year was

£123,252,335

82.96%
(711 surveys)

of Fife Council tenants feel that rent for their property represents **good value for money** compared to the Local Authority average of 81.27%

Gross rent arrears year end

£10,028,148

Rent lost through empty properties

£1,634,500

Housing Quality & Maintenance

5 Better than local authority average

0 Poorer than local authority average with improvement

1 Poorer than local authority average with no improvement

Percentage of properties meeting SHQS at year end	89.59% Local Authority average 70.91%
Average length of time to complete emergency repairs (41,105 emergency repairs)	3.18 hours Local Authority average 4.70 hours
Average length of time to complete non-emergency repairs (57,254 non-emergency repairs)	6.78 days Local Authority average 9.68 days
Percentage of reactive repairs completed right first time	87.75% Local Authority average 88.19%
Number of times gas safety checks weren't carried out within 12 months	8 times Local Authority average 17
Percentage of tenants satisfied with quality of home	82.25% Local Authority average 81.14%



Total number of
reactive repairs completed

57,254

Number of reactive repairs
completed right first time

50,238

Housing Access & Support

4 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
93.60%
Local Authority average
91.38%

Percentage lettable houses that became vacant in year
6.12%
Local Authority average
7.36%

1,742
Properties re-let


Percentage of homeless households referred to RSL's under section 5 and through other referral routes
0.76%
Local Authority average
10.68%

Average length of time to re-let properties
58.18 days
Local Authority average
66.94 days



Number of households
currently waiting for
adaptations to their home

113

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

£1,572,708

Average time to complete ad-
aptations

16.99 days

Local Authority average
46.89 days

2,628 offers of
housing
made

18.68% refusals
of housing
LA average 38.55%

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 (711 surveys)



% of anti-social behaviour cases reported in the last year which were resolved



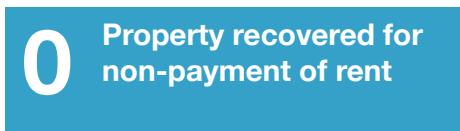
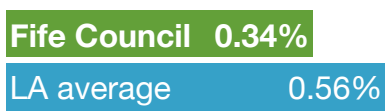
Percentage of all Stage 1 complaints responded to in full



Percentage of all Stage 2 complaints responded to in full



Abandonments as a percentage of lettable stock

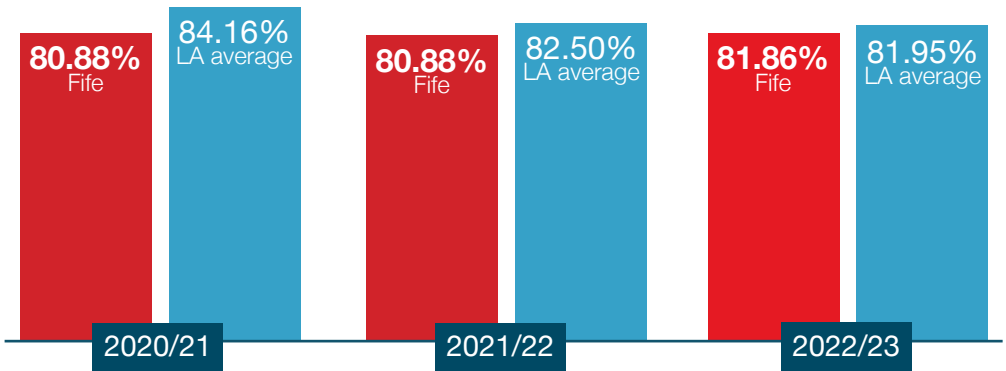


Customer Satisfaction



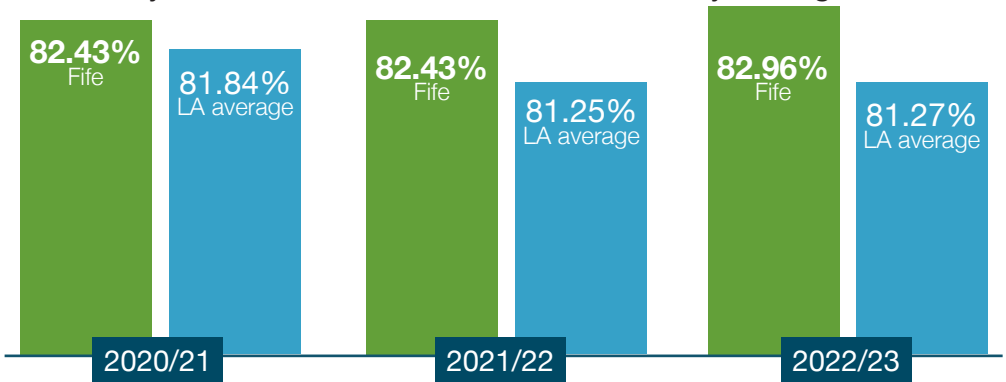
Tenant Satisfaction

Overall, tenant satisfaction is slightly lower than the local authority average.



Rents & Service Charges

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

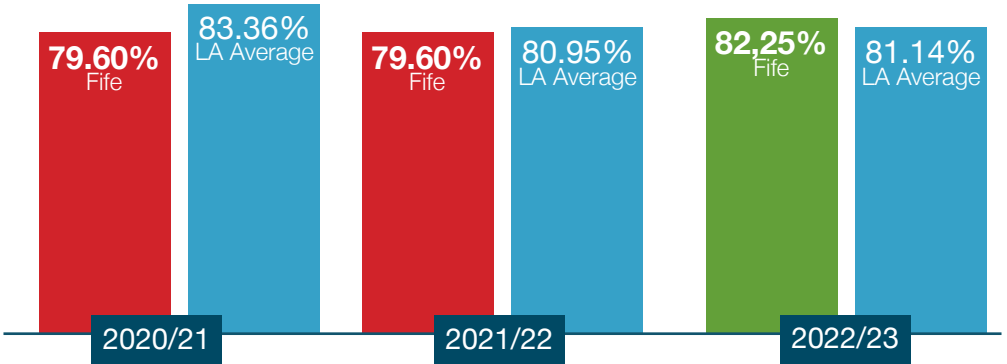


Customer Satisfaction



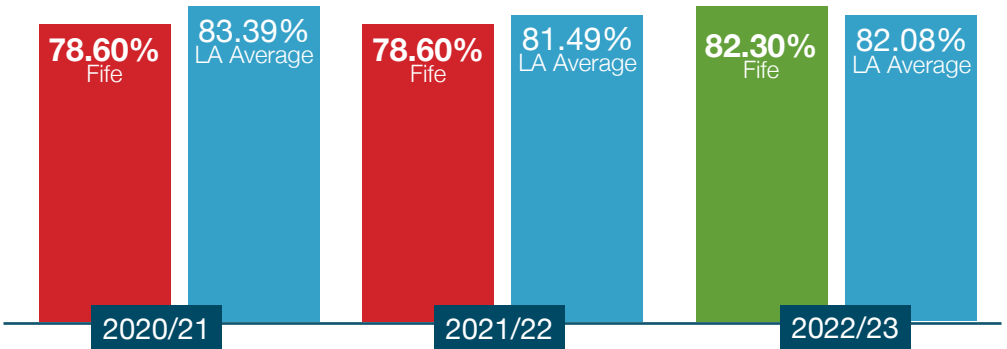
Housing Quality & Maintenance

The percentage of Fife Council tenants satisfied with the quality of their home increased to above the local authority average.



Neighbourhood & Community

Tenant satisfaction with the landlord's contribution to the management of neighbourhood increased to above the local authority average.





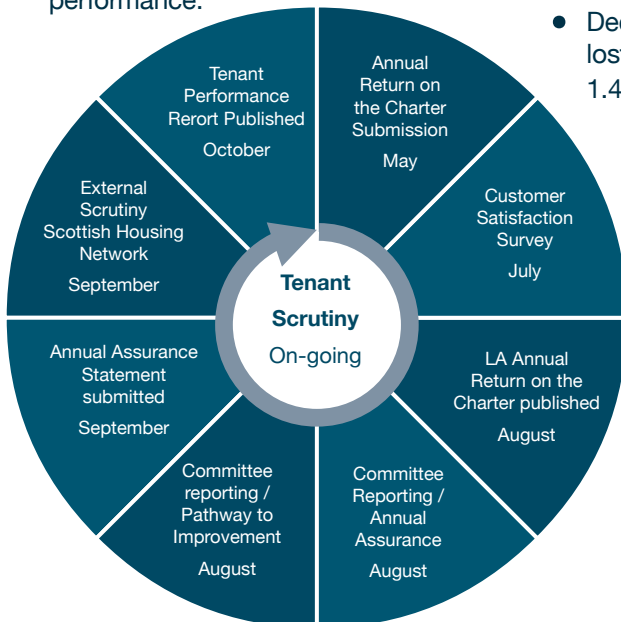
Pathway to Improvement

Eight 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 2015-2018 helped us to achieve continuous improvement across housing indicators.

The second Pathway to Improvement 2019-22 has now been completed to work towards being a top performing landlord whilst also mitigating the impacts of the Covid-19 pandemic. Housing Services are now entering the third three-year Pathway to Improvement to assist with achieving the Council's ambition for top quartile performance.

Over the last year we have;

- Decreased the percentage of tenancy offers refused from 22.78% to 18.68%.
- Increased the percentage of tenants satisfied with opportunities to participate in landlord's decisions from 66.62% to 77.64%.
- Decreased the average length of time to complete emergency repairs from 4.26 hours to 3.18 hours
- Reduced the number of gas safety checks not met from 32 to 8
- Increased the percentage of council dwellings meeting SHQS from 88.09% to 89.59%
- Reduced the number of households waiting for adaptation from 564 to 113
- Decreased the percentage of rent lost through empty properties from 1.44% to 1.31%



Our annual performance cycle, begins in May.

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 2024/25. 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



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 Tenant 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

The 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.

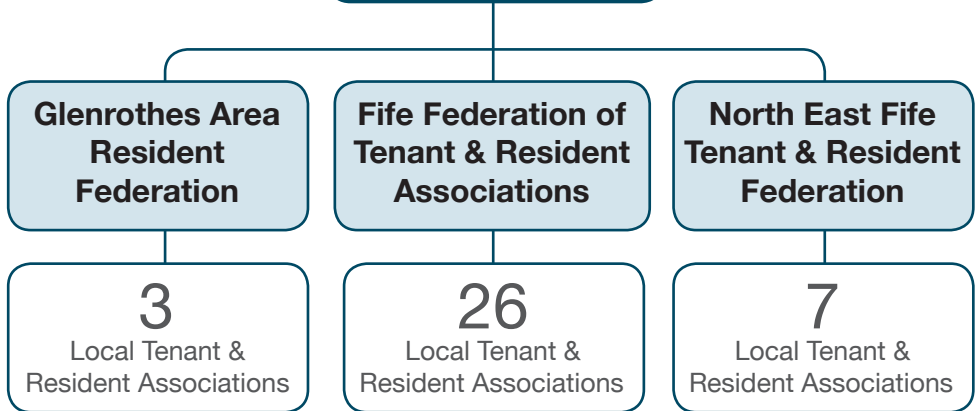
Tenant & Resident Associations

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



Fife 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
Open: Tuesday to Thursday, 10am-2pm

- **Glenrothes Area Resident Federation (GARF)**

4 Marchmont Gate, Kingdom Shopping Centre, Glenrothes, KY7 5NB
Tel: 01592 759977 • Email: garf.fed@gmail.com
Office and Food Pantry Open: Tuesday to Thursday, 10am – 2pm
Assistance with all benefit forms by appointment only

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

Community Voice, 19 Crossgate, Cupar, KY15 5HA
Tel: 01334 570040 • Email: info@neftrf.org.uk
Open: Monday - Thursday, 9.30am – 3pm Friday by appointment only

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

Charter Project Group



Ian Robertson - Chair of GARF

I have been involved in the tenant movement for around sixteen years by representing tenants and residents in the Glenrothes area. I am currently Chair of GARF and Vice Chair of West Glenrothes Tenants and Residents Association having held these positions for thirteen years. I have been the Chair of the Fife Tenants Forum for the past eleven years and was previously the Chair of Tayforth Regional Network for eight years along with the Chair of South East Scotland Regional Network for five years.



I have been involved in running a local food bank for around 18 months and have been working since the start of the Covid-19 pandemic making and delivering food parcels to those in need. I am involved in the running of the fuel poverty fund, which has been running for several years, helping those in need of top ups for gas and electricity in their homes.

Bill Campbell - Chair of FFOTRA

I am the Chairman of my local TRA, Sea Road Area (South) in Methil and Chairman of FFOTRA. Through FFOTRA and the other Fife Federations I attend various meetings such as the Fife Housing Partnership, Sheltered Housing Forum and as a member of the Regional Network attend meetings with various Cabinet Ministers and Senior Civil Servants presenting the views of Tenants from across Fife, across S.E. Scotland and, together with the other three regional networks, promoting the nationwide tenants' needs/views.



FFOTRA staff are at work in our office in Hunter Street, Kirkcaldy and we have policies in place to allow members to come and meet by appointment but in restricted numbers. Although our staff work a four-day week we have arranged this such that our office is manned Monday to Friday with the exception of holidays, illness etc.

Tenant Participation in Scotland gives us the opportunity to influence decisions by Local and National Governments to improve Social Housing. As Members of

TIS (Tenants Information Service) and TPAS (Tenant participation Advisory Service), our Board members work hard to ensure that they are familiar with the latest legislation and that they put forward the views of Fife's Tenants.

To ensure we truly represent their views, FFOTRA engage with the Tenants by attending their TRA meetings, holding seminars / training events and holding joint events with Fife Councils Tenant Participation officers.

We are planning for the FFOTRA AGM in November and following from the success of last year's Hybrid Event we shall again be arranging for an in-person event plus zoom virtual facilities for anyone having this requirement.

I hope to see you at this event and at future events throughout the coming year.

Alan Dalby - Vice Chair of FFOTRA

I have been a member of my own TRA for the last six years and for five of those years I have been secretary, having affiliated to FFOTRA (Fife Federation of Tenants & Residents Association) I then became a board member of FFOTRA and was later voted in as vice chairman.

I also represent FFOTRA on Fife Council's Scrutiny Panel and on the Fife Forum Committee, as I live in Sheltered Housing I am also on Fife Council Sheltered Housing Committee. As well as these committees I have been voted on to the board of the South East Scotland Area Regional Committee which gives me more accessibility to members of the Scottish Government, I also regularly attend Scottish Housing Regulator meetings.



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.

Raymon Gray

Raymon Gray former Chairman of North East Fife Federation sadly passed away on the 10th of September 2023. He was a dedicated volunteer who was happy to share his vast knowledge and experience in community and housing affairs. He had a vision of a drop in centre where tenants and residents could air their views and problems and to be assured they would be passed to the appropriate department. After fighting hard for a good location Raymon became the founder of Community Voice, a shop that opened in 2022 in Cupar to provide space for community groups and a hub for information services and advice. Raymon was a born volunteer and loved to help people. He formed part of the Charter Project Group for many years and his input was invaluable. He will be deeply missed and remembered for his kindness and service to his community.





Fife Council Tenant Participation

We encourage all our tenants and residents 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

Online: www.fife.gov.uk/tp

By Post: New City House, 1 Edgar Street, Dunfermline, KY12 7EP



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

Polskoj, ezyczna linia telefoniczna: 03451 55 55 44

Urdu

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