

HS Scrutiny Report - Appendix X



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Indicator	2024/25	2025/26				Q1 2026/27	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	Value	
% of tenants satisfied with the overall service provided by their landlord	84.03%	83.10%	82.50%		We have seen a slight decrease in performance and continue to work with our tenants through the Tenant Scrutiny Panel to gather tenants views and recommendations to improve Services. We share our Tenant Satisfaction Survey (TSS) results with tenants to inform this process. We continue to work with tenants locally through estates walkabouts to improve local areas. TSS results are shared with management teams to target improvement approaches.	Not measured for Quarters	
% of reactive repairs carried out in the reporting year completed right first time	88.88%	86.3%	94%		Building Services continues to work on improving the speed of response to emergency repairs. This ensuring a high level of service to tenants is maintained. Ian Dawson - These are yearly figures as 1/4ly figures were not available.		
The number of times in	6	8	0		6 failures due to relet of long-term void with capped		

Indicator	2024/25	2025/26				Q1 2026/27	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	Value	
the reporting year you did not meet your statutory duty to complete a gas safety check					gas. Process and procedure not fully followed. Guidance re-issued to staff. Tenant received keys before 2nd gas safety check but no risk to tenant due to gas supply being capped. 2 failures due to circumstances out-with our control.		
% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	93.6%	94.75%	93.5%		Building Services continues to work on improving the speed of response to emergency repairs. This ensuring a high level of service to tenants is maintained.	Not measured for Quarters	
% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	86.84%	87.24%	90%		Reflects the commitment to ongoing engagement with tenants including through tenant led walkabouts and working with our RTOs/TRAs.	Not measured for Quarters	
% of anti-social behaviour cases reported in the reporting year which were resolved	89.83%	91%	90%		Cases triaged more effectively when received and more monitoring to ensure they are closed on system timeously.	Not measured for Quarters	
% of new tenancies to existing tenants sustained for more than a year	93.82%	95.76%	95.00%		A reduction in vacant Housing Management Officer posts has enabled staff to spend more time supporting tenants locally, identifying any issues sooner and helping to sustain tenancies.		
% of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	91.24%	93.44%	93%		A reduction in vacant Housing Management Officer posts has enabled staff to spend more time supporting tenants locally, identifying any issues sooner and helping to sustain tenancies.		
% of new tenancies to applicants from the landlord's housing list sustained for more than	95.56%	94.33%	93%		A reduction in vacant Housing Management Officer posts has enabled staff to spend more time supporting tenants locally, identifying any issues sooner and helping to sustain tenancies.		

Indicator	2024/25	2025/26				Q1 2026/27	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	Value	
a year							
% of new tenancies to others sustained for more than a year	DIV/0	DIV/0					
% of lettable houses that became vacant in the last year	7.5%	6.62%	8.5%		The Service continues to implement a transfer led approach to housing allocations to create housing opportunities linked to new build and property acquisitions.	Not measured for Quarters	
(%) of rent due lost through properties being empty during the last year	1.23%	1.19%	0.98%		Performance of around 1% void rent loss is expected to be achieved in 2026-27 based on the improvements made in year.		
The total number of households waiting for applications to be completed at the end of the reporting year	394	266	400		For this years return, the average number of days has been calculated using the approval date rather than the date of receipt previously reported as per guidance change. Additional funding has allowed for an increase in temporary adaptations to be installed this alongside closer working relationships with building services colleagues for complex cases has reduced the number waiting.	Not measured for Quarters	
The average time to complete adaptations (days)	28.06	35.5	20		For this years return, the average number of days has been calculated using the approval date rather than the date of receipt previously reported as per guidance change. Additional funding has allowed for an increase in temporary adaptations to be installed this alongside closer working relationships with building services colleagues for complex cases has reduced the number waiting.	Not measured for Quarters	
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	84.41%	82.95%	86%		We have seen an improvement over the year and we continue to engage with our tenants using different methods including our tenants conferences, digital platform, pop up events, tenant newsletter and supporting our Registered Tenants Organisations and Tenant Resident Associations. Fife Federation of Tenants and Residents Associations (FFOTRA) have recently extended their geographical boundaries into the Glenrothes	Not measured for Quarters	

Indicator	2024/25	2025/26				Q1 2026/27	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	Value	
					area. The ambition is for FFOTRA to be the umbrella organisation for the tenants' movements across Fife. The revised Tenant Participation Strategy was approved by Cabinet Committee in August 2025.		
% of the court actions initiated which resulted in eviction and the reasons for eviction	26.52%	37.13%	15%		The number of Court cases initiated and evictions carried out, is historically low in comparison with pre-Covid levels. Since the recommencing of evictions, in Q2 last year 25/26, we have not returned to historic eviction levels. This is as a result of stricter internal processes and requirements that are in place to ensure that evictions are a last resort. Our actual number of evictions increased this year from the previous, however this is mainly due to the Q2 restart in 25/26.	Not measured for Quarters	
% of tenants who feel that the rent for their property represents good value for money	81.59%	83.90%	85.00%		We will continue to work with our Tenants Federations and the Tenants Scrutiny Panel to ensure that rents represent good value for tenants. We consult with our tenants about rent increases at the Annual Tenants Conference, and through our rent consultation process. We ask tenants as part of this what their service priorities are.	Not measured for Quarters	
Rent collected as % of total rent due in the reporting year	100.88%	99.45%	99.7%		Performance has declined slightly compared to previous year, because 24/25 was a 53 week rent year where we received a weeks worth of extra income with no corresponding rent charged. This years figure is more comparable to previous years trends. ** Please note that due to ongoing discussions with DWP on Housing Support Charges including the 2025/26 period, 2026/27 figures may reflect the outcome of these discussions**		
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year.	7.5%	6.98%	6.95%		We continue to focus on engaging tenants to address arrears at the earliest possible stage to prevent balances accruing and to provide support to tenants who may face cost of living challenges. ** Please note that due to ongoing		

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					discussions with DWP on Housing Support Charges including the 2025/26 period, 2026/27 figures may reflect the outcome of these discussions**		
Average annual management fee per factored property	£81.62	£85.71	£100.27		Annual charge increased in line with the %rise in rents.	Not measured for Quarters	
% of factored owners satisfied with the factoring service they receive (%)	35.38%	35.38%	60%		The data reported for current year is as per 2024/25- No Factored Owner survey conducted in 2025/26	Not measured for Quarters	
Average length of time taken to re-let properties in the last year (days)	36.74	39.34	25		Performance has declined slightly due to significant in year change in contractual arrangements, utility providers and staffing changes within the voids process. There is a high level of confidence that performance will be closer to 25 days in 2026-27.		
For those who provide Gypsies/travellers sites - Average weekly rent per pitch	£75.94	£80.45	£82.37		The planned review of the rent structure for Gypsy Traveller sites has not been implemented due to the changes in pitch fee uprating contained within the Housing (Scotland) Act 2025.	Not measured for Quarters	
For those who provide sites - % of Gypsies/Travellers satisfied with the landlord's management of the site (%)	64.29%	68.75%	70%		Participation in the face to face survey has increased and the overall satisfaction levels have improved as service improvements continue.	Not measured for Quarters	
How many times in the reporting year did you not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR?		1,024	0		New dedicated team in place from Housing Services increasing access rate for Building Services and their sub-contractors to carry out works. Significant increase in percentage compliance from previous year due to a more robust process including forced access as a last resort.	Not measured for Quarters	
The percentage of all complaints responded	98.76%	97.29%	96.00%		In 2025/26 a reporting system upgrade to Verint occurred which has impacted the volumes reported	Not measured for Quarters	

Indicator	2024/25	2025/26				Q1 2026/27	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	Value	
to in full at stage 1					historically due to improvements in data management, figures reported in 2025/26 are accurate as at 31/03/2026.		
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end		1,180	0		Tenant no access is the primary reason for non-compliance. A new dedicated team has been established, with Housing Technical Officers facilitating forced access where required for EICR checks and the installation of upgraded smoke detectors	Not measured for Quarters	
Total number of resolved cases of damp and/or mould (all cases)		3,844			Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other' because we are presently unable to differentiate between structural and condensation cases.		
Average length of time taken to resolve cases of damp and/or mould (all cases)		28.95			Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other', because we are presently unable to differentiate between structural and condensation cases		
Total time taken in working days to resolve cases of damp and/or mould		111,288			Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other' because we are presently unable to differentiate between structural and condensation cases.		
Total number of resolved cases of damp and or mould that were re-opened during the reporting year		664			Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other' because we are presently		

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					unable to differentiate between structural and condensation cases.		
Percentage of cases of damp and/or mould resolved during the reporting year that were reopened (all cases)		17.27%			Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other', because we are presently unable to differentiate between structural and condensation cases		
Number of open cases of damp and/or mould at the year end		230			Confirm unresolved cases at year end. These will be allocated to Dampness & Condensation team.		
The percentage of all complaints responded to in full at stage 2	96.27%	95.04%	96.00%		In 2025/26 a reporting system upgrade to Verint occurred which has impacted the volumes reported historically due to improvements in data management, figures reported in 2025/26 are accurate as at 31/03/2026.	Not measured for Quarters	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	80.89%	81.90%	82.00%		We have seen an improvement over the year and we continue to engage with our tenants using different methods including our tenants conferences, digital platform, pop up events, tenant newsletter and supporting our Registered Tenants Organisations and Tenant Resident Associations. Fife Federation of Tenants and Residents Associations (FFOTRA) have recently extended their geographical boundaries into the Glenrothes area. The ambition is for FFOTRA to be the umbrella organisation for the tenants' movements across Fife. The revised Tenant Participation Strategy was approved by Cabinet Committee in August 2025.	Not measured for Quarters	
% of stock meeting the SHQS at the end of the reporting year	92.24%	92.82%	92%		Abeyance and exemption are not applied. Failures are based on EESSH and electrical safety.	Not measured for Quarters	
% of stock meeting the SHQS projected to the end of the next	92.45%	93.27%				Not measured for Quarters	

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	Value	Value	Target	Status	Note	Value	
reporting year							
% of tenants satisfied with the quality of their home	86.94%	85.62%	83%		It is recognised antisocial behaviour in an area can influence tenant satisfaction levels with their home. A joint elected member/officer working group was established in March 2026 to review the Council's Antisocial Behaviour Policy.	Not measured for Quarters	
Average length of time taken to complete emergency repairs (hours)	3.26	3.37	3		Building Services continues to work on improving the speed of response to emergency repairs. This ensuring a high level of service to tenants is maintained. Ian Dawson -This is the yearly total as a 1/4ly breakdown is not available.		
Average length of time taken to complete non-emergency repairs (days)	5.61	6.16	5.3		Ian Dawson -This is the yearly total as a 1/4ly breakdown is not available.		
Total number of lets excluding exchanges	2,461	2,062			A lower level of turnover reflects a slightly higher voids pool at the end of the year due to transfer chains from new builds completed later in the year.		
The number of properties abandoned during the reporting year	138	96			A reduction in vacant Housing Management Officer posts has enabled staff to spend more time supporting tenants locally, helping to sustain tenancies and contributing to a decline in abandonment cases.		
The % average weekly rent increase to be applied in the next reporting year	6%	5.5%			5.5% rent increase agreed at budget setting meeting by Council in February 2026	Not measured for Quarters	
The number of households the landlord received housing costs directly for during the reporting year.	22,478	21,870			To a large extent this is out with Fife Council's Control however we continue to promote and request the uptake of direct payments and APA's.	Not measured for Quarters	

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	Value	Value	Target	Status	Note	Value	
Amount and % of former tenant rent arrears written off at the year end	40.94%	24.8%			There was an expected reduction in the write off of the unrecoverable debt from the previous financial year, when an increased budget had been made available to manage and reduce the overall bad debt provision.	Not measured for Quarters	
SHQS - What % of stock did your organisation fully assess for compliance in the last five years?	97.8%	50%			Stock condition surveys are ongoing on a rolling basis combined with updates from component replacement programme. MRI Asset database currently being transferred to a Cloud based model that will increase the volume and accuracy of condition surveys. Interface with Cx now working and Cloud version due to go live after current testing is complete, expected Summer/Autumn 2026.	Not measured for Quarters	
SHQS - What % of your organisations stock will be fully assessed in the next survey for SHQS compliance	10%	10%			Stock condition surveys are ongoing on a rolling basis combined with updates from component replacement programme. MRI Asset database currently being transferred to a Cloud based model that will increase the volume and accuracy of condition surveys. Interface with Cx now working and Cloud version due to go live after current testing is complete, expected Summer/Autumn 2026.	Not measured for Quarters	
SHQS - Stock Summary - Stock meeting the SHQS at the end of the reporting year	28,820	29,173			Combination of EICR and EESSH	Not measured for Quarters	
SHQS - Stock Summary - Stock meeting the SHQS at the end of the next reporting year	29,024	29,754				Not measured for Quarters	
Total self-contained properties void at the year end		621			Properties identified as 'other' include properties used as sheltered housing staff bases, properties void for management reasons and acquired properties undergoing works to bring them up to a	Not measured for Quarters	

Indicator	2024/25	2025/26				Q1 2026/27	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	Value	
					lettable standard.		
Total self-contained properties void for more than six months at the year end		124			Properties identified as 'other' include properties used as sheltered housing staff bases, properties void for management reasons and acquired properties undergoing works to bring them up to a lettable standard.	Not measured for Quarters	