



Scottish Social Housing Charter Performance Report 2025/26

I'm pleased to present Fife Council's performance against the Scottish Social Housing Charter for 2025-26. The Charter sets out the standards and outcomes that all social landlords should aim to achieve, measuring how well we meet the needs and expectations of our tenants.

This year's report reflects the Scottish Housing Regulator's revised reporting requirements, including the introduction of new indicators that place a greater emphasis on tenant and resident safety. These measures provide increased transparency on how landlords are addressing areas such as damp and mould, electrical safety, and fire safety. Despite the ongoing challenges associated with the housing emergency declared in March 2024, overall performance has remained stable. Housing Services continues to focus on delivering improvements and maintaining high-quality services for tenants.

In developing this report, Housing Services worked closely with our tenants' and residents' movement through the 'Charter Project Group'. I hope you find this report informative and reflective of our continued commitment to improving housing services and outcomes for tenants and communities across Fife.

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



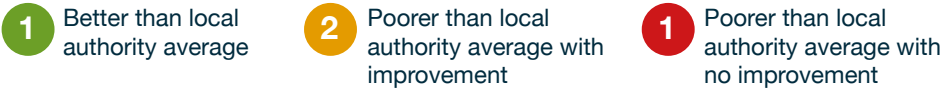
Quick Guide



* Results are influenced by the size of Local Authority, therefore, cannot be compared to national averages

LA = Local Authority RSL = Registered Social Landlord

Tenant satisfaction



 **2,100** customers responded to the Tenant Satisfaction Survey
(LA average 1,018)

The 2025/26 Tenant Satisfaction Survey was carried out face-to-face.

Percentage of tenants satisfied with the overall service provided by the landlord	83.10% LA average 82.90%
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	82.95% LA average 84.22%
Percentage of tenants satisfied with opportunities given to them to participate in landlord's decision making	81.90% LA average 83.29%
Percentage of Gypsies/Travellers satisfied with management of site*	68.75% LA average 76.93%

*32 Gypsy/Travellers responded to the Satisfaction Survey

Rent & service charges



- 8

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) 1,273	Fife Council	£100.90
	LA average	£110.72
4 Apt (3 bed) 7,666	Fife Council	£96.12
	LA average	£102.14
3 Apt (2 bed) 14,836	Fife Council	£92.21
	LA average	£94.11
2 Apt (1 bed) 7,422	Fife Council	£88.77
	LA average	£87.98
1 Apt (bedsit) 234	Fife Council	£85.44
	LA average	£75.78
Gypsy/ Traveller pitch 46	Fife Council	£80.45
	LA average	£90.70

£ Fife Council average weekly rent for all properties is **£92.69**, £2.10 less than the LA average rent of £94.79

Fife Council owned

31,431



homes at 31 March 2026
an increase of 188 properties

Average weekly
rent increase
5.5%

Rent & service charges



Percentage of
collected rent due

99.45%

LA average 99.57%

Percentage of
gross rent arrears

6.98%

LA average 8.27%

Percentage of
rent lost through
empty properties

1.19%

LA average 1.49%

Percentage of tenants
who feel their property
represents good value

83.90%

LA average 80.88%

The total rent due to be collected in the year was

£148,037,087

Housing quality & maintenance



6 Better than local authority average	0 Poorer than local authority average with improvement	5 Poorer than local authority average with no improvement	4 For information only*
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Percentage of properties meeting Scottish Housing Quality Standard	92.82% LA average 86.46%
Average length of time to complete emergency repairs	3.37 hours LA average 3.59 hours
Average length of time to complete non-emergency repairs	6.16 days LA average 9.37 days
Percentage of reactive repairs completed right first time	86.30% LA average 93.64%
Number of times gas safety checks weren't carried out within 12 months	8 LA average 3
Number of times Electric Installation Condition Report (EICR) was not completed within five years of the last EICR	1,024 LA average 958
Number of homes without satisfactory fire detecting equipment	1,180 LA average 82
Average time taken to resolve cases of damp and/or mould	28.95 days LA average 31.43 days
Percentage of cases of damp and/or mould resolved that were reopened	17.27% LA average 7.86%
Percentage of tenants satisfied with quality of home	85.62% LA average 82.34%
Percentage of tenants satisfied with the repairs and maintenance service provided	94.75% LA average 88.08%

Housing quality & maintenance



Emergency repairs completed

38,486

Non-Emergency repairs completed

57,240

Total number of
resolved cases of
damp and/or mould

3,844

Number of open
cases of damp
and/or mould as at
31/03/2026

230

Definitions

Emergency repairs: These are repairs that are: to prevent serious damage to the building; are a danger to health; a risk to safety; or, a risk of serious loss or damage to the occupier's property.

Non-emergency repairs: These are any other repairs that are not dealt with as emergency repairs.

Reactive repairs: These are non-emergency repairs which are not planned or included in a programme of maintenance or improvement works.

Housing access & support



- 2

Better than local authority average
- 0

Poorer than local authority average with improvement
- 2

Poorer than local authority average with no improvement
- 2

For information only*

Percentage of new tenancies sustained for more than a year

94.27%

LA average 92.40%

Percentage of lettable houses that became vacant in the year

6.62%

LA average 6.92%

1,906
Properties re-let



Number of households currently waiting for adaptations to their home

266

Average calendar days to re-let properties

39.34 days

LA average
68.13 days

Average days to complete approved applications for medical adaptations

35.50 days

LA average
33.37 days

Neighbourhood & community

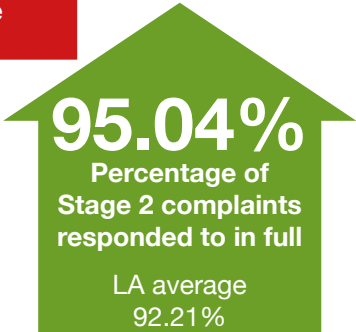
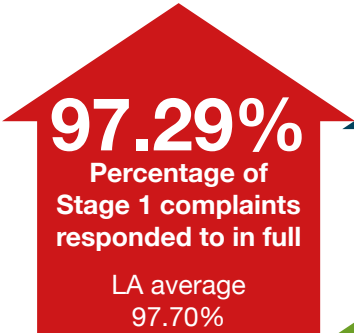


- 5** Better than local authority average
- 0** Poorer than local authority average with improvement
- 1** Poorer than local authority average with no improvement
- 3** For information only*

% of tenants satisfied with the management of their neighbourhood



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

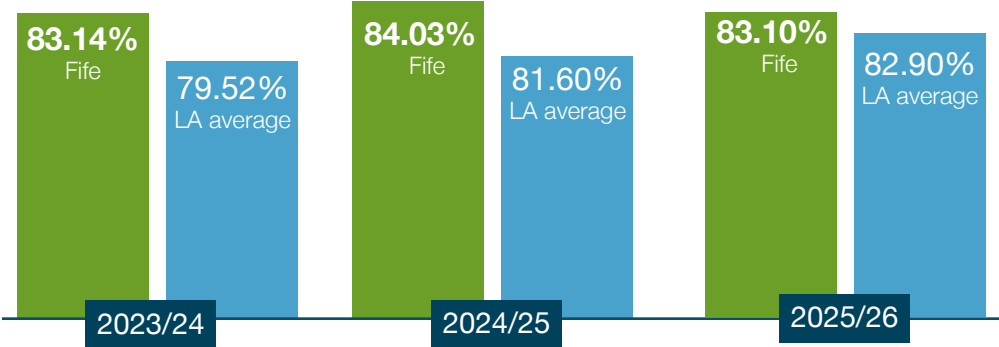




Customer satisfaction

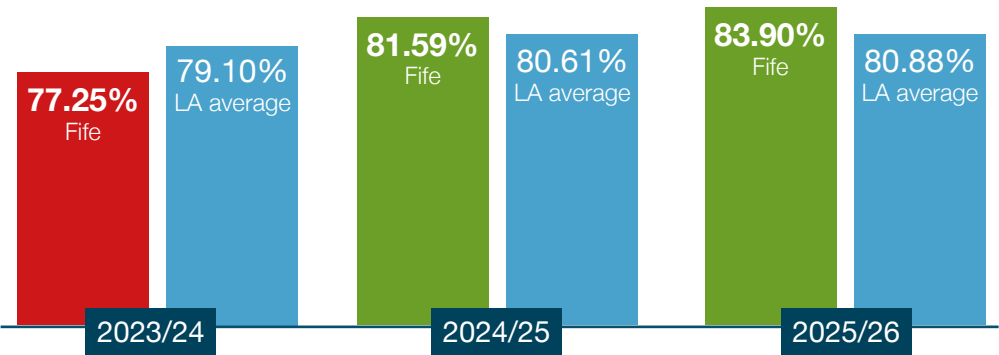
Tenant satisfaction

Overall tenant satisfaction with the services that we provide remains above the local authority average, although has reduced marginally (>1%)



Rents & service charges

Tenants who are satisfied that their property represents good value for money has increased, continuing good progress and remaining above the local authority average.

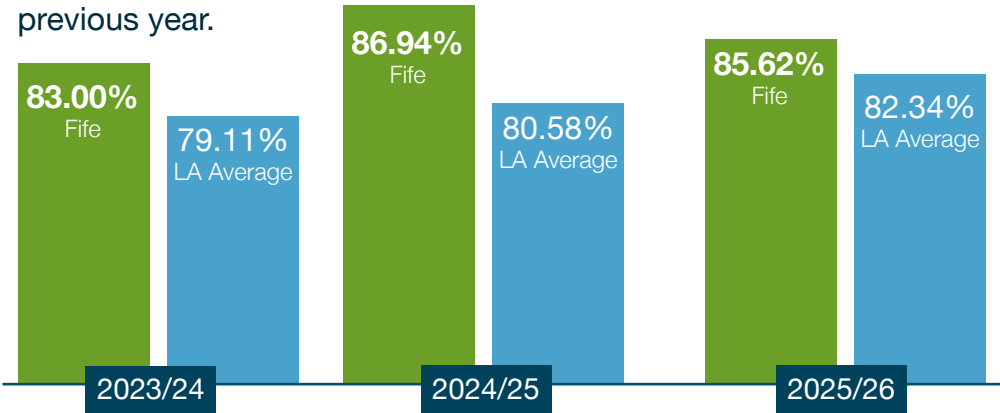




Customer satisfaction

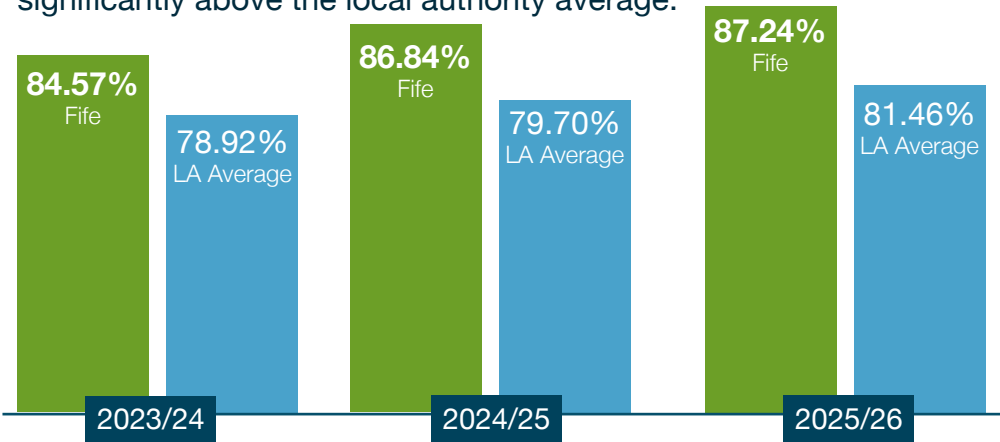
Housing quality & maintenance

The percentage of Fife Council tenants satisfied with the quality of their home has remained above the local authority average, however, performance has declined slightly compared with the previous year.



Neighbourhood & community – management of the neighbourhood

Tenant satisfaction with the landlord’s contribution to the management of neighbourhood has improved and remains significantly above the local authority average.



Pathway to improvement



Housing Services have concluded the third three-year Pathway to Improvement (2023-26), supporting the Council's ambition to deliver continuous service improvements. Results from the most recent tenant satisfaction survey indicate that satisfaction levels have remained stable. Over the three-year period, satisfaction with overall services decreased marginally from 83.14% to 83.10%. Despite this stability, a number of service areas have shown improvement during the lifetime of the Pathway to Improvement (2023/24 – 2025/26), including:

- Reducing the void relet time from 43.50 days to 39.34 days.
- Decreasing the rent lost through empty properties from 1.44% to 1.19%.
- Increasing the tenants satisfied with opportunities to participate in decision making from 78.00% to 81.90%.
- Reducing the gross rent arrears as a percentage of rent due from 8.11% to 6.98%.
- Increasing the tenants satisfied that rent represents good value for money from 77.25% to 83.90%.
- Increasing the tenants satisfied with the repairs service from 91.81% to 94.75%.
- Increasing new tenancies sustained by applicants assessed as statutory homeless from 90.07% to 93.44%.

Whilst a range of satisfaction measures have improved over the period 2023-24 to 2025-26, during the 2025-26 survey, a minority of tenants were able to identify some services that could be improved. These improvement areas are set out below:

- Tenants dissatisfied with the repairs service felt services could be improved by reducing the time to start a repair, better quality repairs, completing jobs efficiently and having the repair completed as expected.
- One in ten thought the inside of their property could be improved with the main aspirations including kitchen upgrades, bathroom improvements and better windows and doors.
- Over 53% of respondents suggested digital platforms could be used to improve the information provided by the Council and the opportunities to participate.

Pathway to improvement



- Over 46% of survey respondents lacked awareness of the rent support that could be made available to them if required.
- To improve the management of neighbourhoods, tenants suggested maintaining soft landscaped areas, dealing with litter and tackling drug issues as key focus areas.

A new three-year Pathway to Improvement is in development for the period 2026-27 to 2028-29 to help achieve continuous improvement across indicators.



Measuring Performance

Our annual performance cycle, which begins in May, is demonstrated below



Measuring Performance



The Tenant Satisfaction Survey is our way of measuring how you feel we are performing as a landlord. The Tenant Satisfaction Survey is conducted annually during the summer months and gives our tenants the opportunity to tell us about the services we provide. The feedback helps us understand what we are doing well and identify areas where our services can be improved.

The feedback is reported to the Scottish Housing Regulator to measure performance against the Scottish Social Housing Charter:

www.housingregulator.gov.scot/for-tenants/how-we-regulate-information-for-tenants/how-we-regulate-a-guide-for-tenants-and-service-users

Scotland's Housing Network work in collaboration with social landlords across Scotland providing benchmarking, data insights, practice and knowledge exchange and supporting self-assessment to drive up performance and deliver quality services:

www.scotlandshousingnetwork.org

If you want further information regarding our annual performance cycle, please find some useful information at:

www.fife.gov.uk/housing/council-housing/scottish-social-housing-performance

Next steps



Tenant & Resident Safety

We are working to improve compliance with fire and electrical safety requirements by implementing enforced access in instances where we cannot gain access to a property. Additionally, an improvement plan is being implemented to enhance fire safety in high and medium-rise flats, sheltered housing and homeless hostels, in response to the Grenfell Tower Inquiry 2.



Rent & service charges

We are consulting with tenants from September to January about rent and service charges for 2027/28. All tenants will be provided with an opportunity to vote in the winter edition of Down Your Street or online. Members will consider the views of this vote at the budget setting meeting to be held in February.



Housing Supply

We will continue to increase the supply of council housing through the delivery of our affordable housing programme, including both new build development and the acquisition of properties from the open market. Continued commitment that 30% of new build homes will be delivered to meet specific housing need including wheelchair, accessible, amenity and older persons' housing.



Housing access & support

We continue to work to improve housing options for tenants using our transfer led allocations approach and Transfer Incentive Scheme, allowing us to create housing opportunities for statutory homeless households and other priority needs groups.



Neighbourhood & community

We are continuing to work with partners and communities to reduce anti-social behaviour and ensure safer, tidier, well-maintained neighbourhoods. A Task and Finish Group has been established to review the Council's Antisocial Behaviour Policy, focusing on the Council's role as a landlord within residential areas. Recommendations for improvement will be reported to Cabinet Committee in March 2027.

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 Tenants Forum

The Fife Tenant Forum meets regularly 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

Fife Tenant Led Scrutiny Panel examines Fife Council performance. The panel are currently focusing on Rent Setting Policy to identify areas requiring improvement.

Tenant Federation

Fife Federation of Tenants and Residents Associations work on behalf of tenant and residents associations to support and develop activities and keep groups informed of housing issues. They also promote and represent the views of tenant and residents 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 residents in the area. Everyone gets a chance to have their 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

**Fife Federation of
Tenants & Residents
Associations
(FFOTRA)**

21 Local Tenant &
Residents Associations
(TRA)

If you would like to get involved in a local group or have any issues to raise, please contact:

Fife Federation of Tenants & Residents Associations (FFOTRA)

251 High Street, Kirkcaldy, Fife, KY1 1JF

Tel: 01592 641968 • Email: enquiries@ffotra.co.uk

Open: Monday to Friday, 9am-4.30pm

Website: www.fifefederation.org.uk



@Fife Federation - Ffotra



@fifefederation

Feel free to drop in if you're passing. If you're making a special trip to speak to us, please book an appointment, as staff may be attending meetings or supporting tenants in the community.

Charter project group



Several members of FFOTRA board contributed as part of the charter project group, representing the views of tenants and residents across Fife.



Irene Guild (Chair)

I have been a member of the FFOTRA Board for two years and was recently appointed Chairperson. I am committed to representing the views of tenants and residents across Fife and helping to strengthen the relationship between local communities and Fife Council. Through my involvement in housing and community issues, I aim to ensure that tenants' voices are heard and reflected in decisions that affect their homes and neighbourhoods. As Chairperson, I am dedicated to supporting continuous improvement in housing services and promoting positive outcomes for tenants and residents throughout Fife.



Kathleen Langner (Secretary)

I have been a member of the FFOTRA Board since November 2022, currently serving my third term as Secretary. I have developed strong knowledge of housing and tenants' rights, which I also bring to my role as Secretary of Brucefield Tenants and Residents Association.

I am passionate about supporting tenants and residents and providing practical advice and guidance that can make a genuine difference. I am committed to ensuring the voices of Fife's tenants are heard and represented. I have supported FFOTRA's expansion into Glenrothes and helped raise awareness across Fife through roadshows and community events, particularly family fundays. I value engaging with tenants, residents and families and helping to build stronger communities.

Charter project group



Iain Ralph – FFOTRA Treasurer

I became a member of FFOTRA in 2022 and was elected Treasurer in November 2024. In this role, I manage the organisation's finances with transparency and accountability, ensuring resources are directed toward projects that genuinely improve tenants & residents' quality of life. This work directly supports the ARC performance measures, particularly around tenant satisfaction and value for money.



Bill Campbell (Board Member)

I have returned to the FFOTRA board where I trust my previous experience as chairman will benefit the current members as we head into future years of increase tenant engagement with landlords, council officers and other community groups across Fife.

I see my role on the FFOTRA Board as support not only to board members and staff but also to council tenant participation officers, the forum and housing officers. Together we can improve the standard of housing, the social amenities and the wellbeing of all Fife residents.

Fife Council Tenant Participation



We encourage all our customers to get involved and influence the housing services we deliver.

For more information about how you can do this, contact the Tenant Participation Team:

Email: tenantparticipation@fife.gov.uk

Online: www.fife.gov.uk/tp

By Post: Tenant Participation Team, Kirkcaldy Customer Service Centre, Town House, 2 Wemyssfield, Kirkcaldy, KY1 1XW



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	Polskojęzyczna linia telefoniczna: 03451 55 55 44
Urdu	اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66