



Scottish Social Housing Charter Performance Report 2024/25

I am pleased to present the performance of Fife Council in the tenth year of the Scottish Social Housing Charter. 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.

Despite the challenges and pressures which led to the housing emergency declaration in March 2024, I'm delighted to report that positive progress is demonstrated across the majority of areas reported through the Charter.

In the development of this report for 2024-2025, 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 to shape the Pathway to Improvement.

I hope you find the report informative and reflective of the collective efforts made to improve housing services in Fife.

Judy

Councillor Judy Hamilton
Spokesperson for Housing & Building Services



Contents

 Tenant satisfaction	3
 Rent & service charges	4
 Housing quality & maintenance	6
 Housing access & support	8
 Neighbourhood & community	10
 Customer satisfaction	11
 Pathway to improvement	13
 Next steps	15
 Tenant participation	16
 Charter project group	18

Full results of the Scottish Social Housing Charter available online at www.scottishhousingregulator.gov.uk

Quick Guide

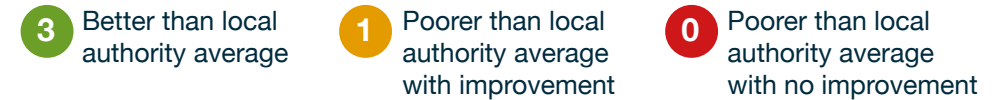


* Results are influenced by the size of Local Authority, therefore, cannot be compared to national averages

LA = Local Authority RSL = Registered Social Landlord



Tenant satisfaction



2,098 customers responded to the Tenant Satisfaction Survey
(LA average 1,429)

The 2024/25 Tenant Satisfaction Survey was carried out face-to-face.

Percentage of tenants satisfied with the overall service provided by the landlord	84.03% LA average 81.60%
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	84.41% LA average 83.05%
Percentage of tenants satisfied with opportunities given to them to participate in landlord's decision making	80.89% LA average 80.29%
Percentage of Gypsies/Travellers satisfied with management of site*	64.29% LA average 80.10%

*28 Gypsy/Travellers responded to the Satisfaction Survey

Rent & service charges



- 9 Better than local authority average
- 0 Poorer than local authority average with improvement
- 2 Poorer than local authority average with no improvement

Average weekly rent (including service charges)

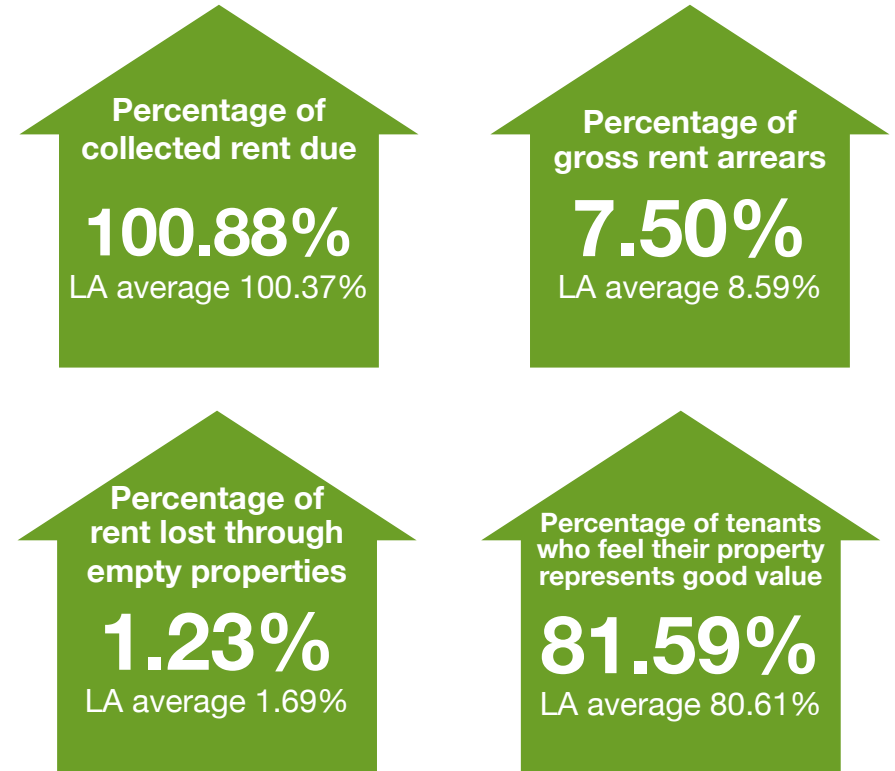
5+ Apt (4 + bed) 1,241	Fife Council	£95.16
	LA average	£103.88
4 Apt (3 bed) 7,582	Fife Council	£90.67
	LA average	£95.98
3 Apt (2 bed) 14,733	Fife Council	£86.97
	LA average	£88.55
2 Apt (1 bed) 7,430	Fife Council	£83.70
	LA average	£82.71
1 Apt (bedsit) 257	Fife Council	£80.57
	LA average	£72.11
Gypsy/ Traveller pitch 46	Fife Council	£75.94
	LA average	£86.74

£ Fife Council average weekly rent for all properties is **£87.40**, £1.72 less than the LA average rent of £89.12

Fife Council owned
31,243 homes at 31 March 2025
 an increase of 181 properties

Average weekly rent increase
5%

Rent & service charges



The total rent due to be collected in the year was

£137,023,160

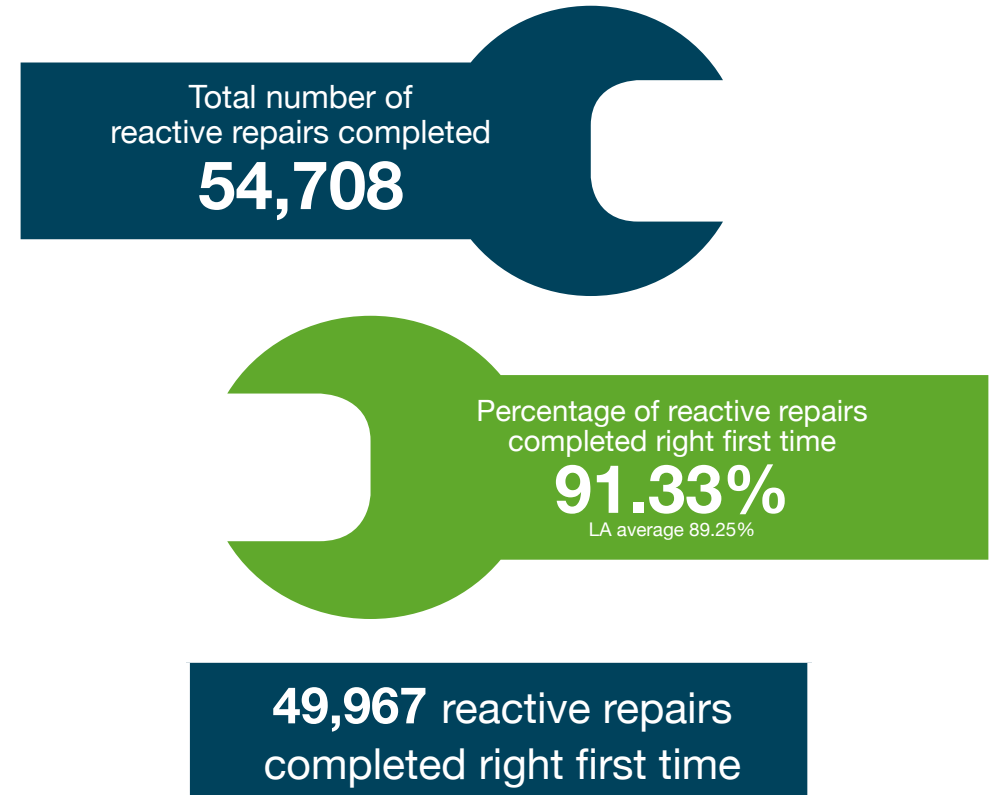
Housing quality & maintenance



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

Average length of time to complete emergency repairs <small>(39,175 emergency repairs)</small>	3.26 hours <small>LA average 3.79 hours</small>
Average length of time to complete non-emergency repairs <small>(54,740 non-emergency repairs)</small>	5.61 days <small>LA average 10.09 days</small>
Number of times gas safety checks weren't carried out within 12 months	6 <small>LA average 2.3</small>
Percentage of properties meeting Scottish Housing Quality Standard at year end	92.24% <small>LA average 83.18%</small>
Percentage of tenants satisfied with the repairs and maintenance service provided	93.60% <small>LA average 85.62%</small>
Percentage of tenants satisfied with the quality of their home	86.94% <small>LA average 80.58%</small>

Housing quality & maintenance



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



- 5 Better than local authority average
- 1 Poorer than local authority average with improvement
- 0 Poorer than local authority average with no improvement

Percentage of new tenancies sustained for more than a year

92.51%

LA average 91.30%

Percentage of lettable houses that became vacant in the year

7.50%

LA average 7.29%

2,242
Properties re-let



Percentage of homeless households referred to RSL's under section 5 and through other referral routes

4.46%

LA average 13.63%

Average calendar days to re-let properties

36.74 days

LA average 77.90 days

Housing access & support



Number of households currently waiting for adaptations to their home

394

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

£1,567,054

Average days to complete approved applications for medical adaptations

28.06 days

LA average 35.92 days

3,268 offers of housing made

23.71% refusals of housing

LA average 36.47%

Neighbourhood & community



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

% of tenants satisfied with the management of their neighbourhood (2,098 surveys)



% of anti-social behaviour cases reported in the last year which were resolved (1,794 cases resolved of 1,997 cases reported)



33 Properties recovered for non payment of rent
LA average 19

98.76%
Percentage of Stage 1 complaints responded to in full
LA average 96.02%

138 Properties abandoned
LA average 64

96.27%
Percentage of Stage 2 complaints responded to in full
LA average 86.20%

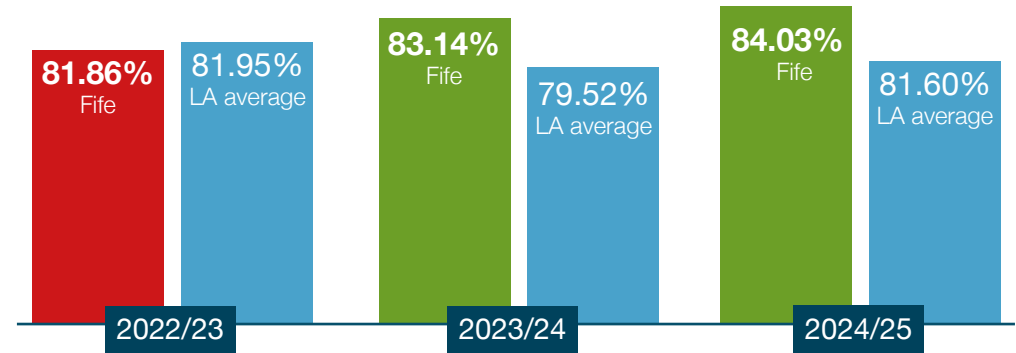
0.46%
of lettable stock was abandoned
LA average 0.52%

Customer satisfaction



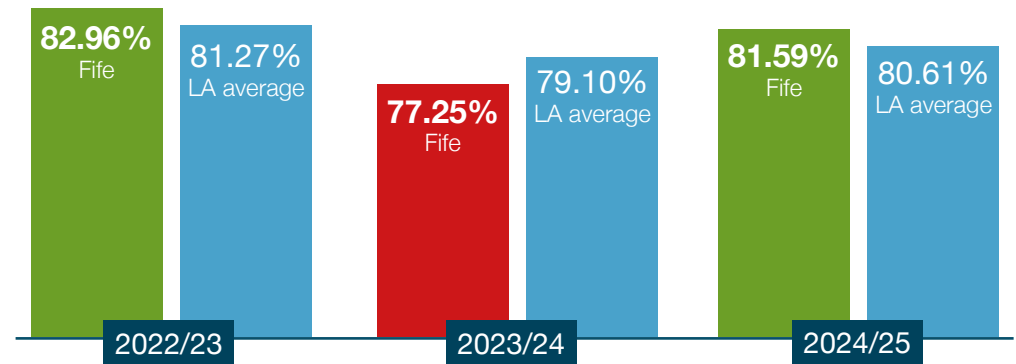
Tenant satisfaction

Overall, tenant satisfaction remains above the Local Authority average.



Rents & service charges

Tenants who are satisfied that their property represents good value for money has improved to above the Local Authority average.

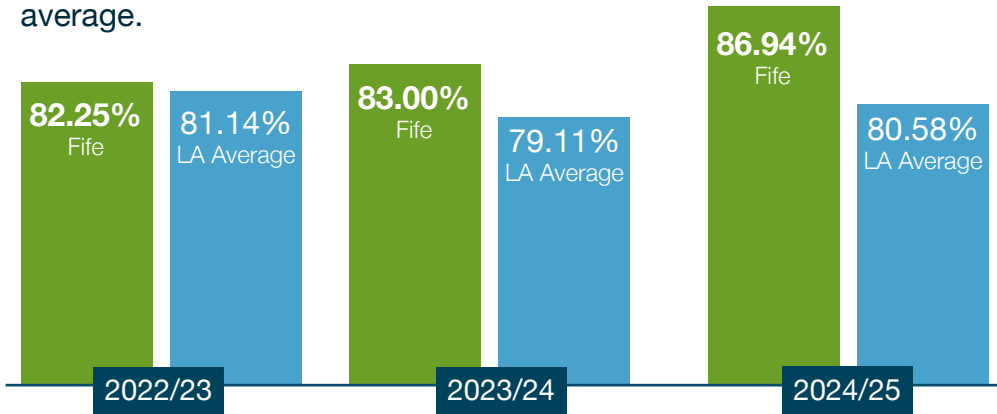


Customer satisfaction



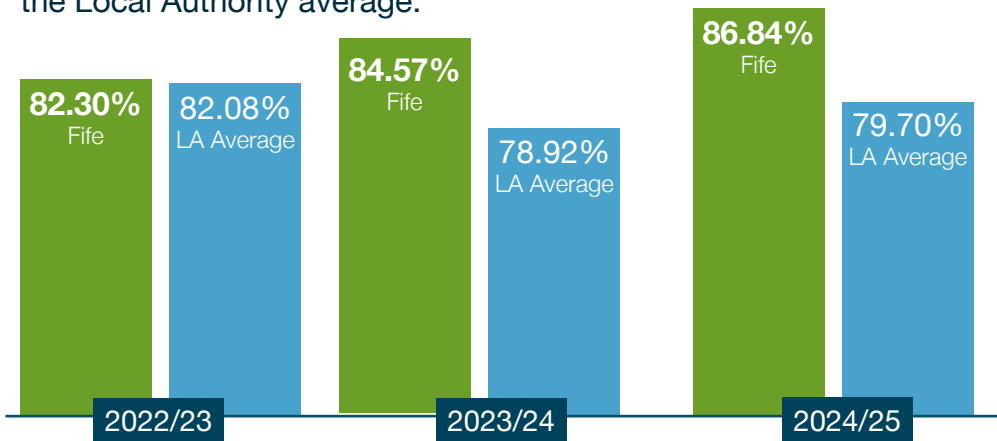
Housing quality & maintenance

The percentage of Fife Council tenants satisfied with the quality of their home has improved and remains above the Local Authority average.



Neighbourhood & community – management of the neighbourhood

Tenant satisfaction with the landlord’s contribution to the management of neighbourhood has improved and remains above the Local Authority average.



Pathway to improvement



Ten 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 2015-18 helped us to achieve continuous improvement across housing indicators. The second Pathway to Improvement 2019-22 helped mitigate the impacts of the Covid-19 pandemic.

Housing Services are now working towards the third three-year Pathway to Improvement 2023-26 to assist with achieving the Council’s ambition for top quartile performance. The results of the 2024-25 mainstream tenant satisfaction survey revealed improvement across all areas. The satisfaction with overall services increased from 83.14% to 84.03%.

Other areas of improvement over the last year include:

- Increased tenancy sustainment by housing list applicants from 91.34% to 95.56%.
- Reduced the void relet time from 43.50 days to 36.74 days
- Decreased the rent lost through empty properties from 1.44% to 1.23%
- Increased the tenants satisfied with opportunities to participate in decision making from 78.00% to 80.89%
- Improved the percentage of homeless households referred to RSLs from 2.3% to 4.46%
- Decreased the average time to complete non-emergency repairs from 6.30 days to 5.61 days
- Increased the tenants satisfied that rent represents good value from 77.25% to 81.59%

Whilst a range of satisfaction measures have improved over the period 2023-24 to 2024-25 and indeed overall satisfaction has increased in the longer term, during 2024-25, a minority of tenants were able to identify some services that could be improved. These improvement areas are set out below:

- One in four dissatisfied tenants felt the repairs service could be improved through better quality repairs, efficiency and completing the repair as expected.

Pathway to improvement

- One in ten felt their property could benefit from an upgrade (prominently bathroom, window, door and kitchen upgrades).
- 46.5% were in favour of using digital platforms for better information provision.
- 35.4% were unaware of the rent support initiatives on offer if required.
- Priorities for neighbourhood management include dealing with litter, maintaining landscaped areas, and handling anti-social behaviour complaints.

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



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 2026/27. 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, energy storage systems and environmental sensors.



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 Tenants 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

Fife Tenant Led Scrutiny Panel examines Fife Council performance. The panel are currently focusing on estate management service delivery to identify areas requiring improvement.

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 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 Tenant & Resident Associations (FFOTRA)

25 Local Tenant &
Resident Associations
(TRA)

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)**
251 High Street, Kirkcaldy, Fife, KY1 1JF
Tel: 01592 641968 • Email: enquiries@ffotra.co.uk
Open: Monday to Friday, 9am-4.30pm

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

Charter project group



Alan Dalby – FFOTRA Chairperson

I have been involved with FFOTRA for just over six years and was elected Chairperson at the end of last year. As a resident of Walter Hay Sheltered Housing in Rosyth, I saw first-hand the importance of tenants and residents having a strong, collective voice. That experience led me to join FFOTRA, where, as Chairperson, I now work to champion their rights and advocate for high housing standards in line with the Fife ARC report—ensuring homes are safe, secure, and meet people’s needs. I also play an active role in forums such as Sheltered Housing meetings, the Fife Forum, and the Fife Council Scrutiny Group. These platforms allow me to monitor performance, hold service providers to account, and help ensure that the quality, safety, and satisfaction outcomes reported in the ARC genuinely reflect the lived experiences of tenants and residents across Fife.



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. Alongside this, my involvement with the Central Burntisland Tenants and Residents Association ensures that the voices and real experiences of tenants and residents are represented in the ARC process. In this way, I contribute to Fife’s commitment to continuous improvement, helping to ensure the ARC reflects not only performance statistics but also the lived realities of communities across Fife.

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:

Tel: 01383 602220

Email: tenantparticipation@fife.gov.uk

Online: www.fife.gov.uk/housing

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