

# CHARTER PERFORMANCE REPORT 2023/24 SUMMARY

The Scottish Social Housing Charter sets out the outcomes and standards that the Scottish Government expects landlords to be delivering for their tenants and other customers.

All landlords assess their performance against these Charter outcomes on an annual basis and produce a report based on this assessment, which includes actions being taken to address any areas of weakness.

The full report outlining how Housing and Homelessness Services performed during 2023/24 was published on the Council's website in October 2024. It focuses on the areas that tenants have said are the most important to them and each page includes key measures of performance, whether this performance has improved or not since the previous year and how this performance compares to other landlords.

The performance indicators included in this summary report were chosen by tenants



Peer group compared to is all other local authority landlords, as well as Glasgow Housing Association

Comparison with previous year

Top quarter   
 2nd quarter   
 3rd quarter   
 4th quarter   
 Better   
 Poorer   
 No change

## Communication and Participation

**Aims:**  
 Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

Performance indicator	2022/23	2023/24	Trend	Comparison
Average time in working days to respond to a Stage 1 complaint	10.36 days	5.98 days		
Average time in working days to respond to a Stage 2 complaint	34.09 days	22.80 days		

- What we are doing in 2024/25**
- We will take action to further develop the self-service portal.
  - We will develop a new Tenant Participation Strategy for the period 2025 to 2028.

## Quality of Housing

**Aims:**  
 Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

Performance indicator	2022/23	2023/24	Trend	Comparison
Percentage of existing tenants satisfied with the quality of their home	62.7%	62.7%		
Percentage of properties meeting the Scottish Housing Quality Standard (SHQS)	32.2%	51.2%		

- What we are doing in 2024/25**
- We will deliver our Capital Investment Programme for 2024/25.
  - We will continue to develop and implement our Multi Story Enhanced Living Strategy including improving heating systems.
  - We will continue the roll out of environmental sensors to proactively identify the risk of damp and mould eventually covering all Council homes.

## Repairs and Maintenance

**Aims:**  
 Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Performance indicator	2022/23	2023/24	Trend	Comparison
Average length of time taken to complete emergency repairs	4.5 hours	5.1 hours		
Average length of time taken to complete non-emergency repairs	9.31 days	10.94 days		
Percentage of reactive repairs carried out completed right first time	85.7%	85.6%		
Number of times in the reporting year we did not meet our statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked	0	0		
Percentage of tenants satisfied with the repairs and maintenance service	83.7%	94.8%		

- What we are doing in 2024/25**
- We will develop and new repairs policy based on consultation with tenants.
  - We will take action to reduce the number of repair cancellations.
  - We will reduce the level of follow on work required when completing repairs, improving the number completed Right First Time.

## Estate Management and Anti-social Behaviour

**Aims:**

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Performance indicator	2022/23	2023/24	Trend	Comparison
Percentage of tenants satisfied with the management of the neighbourhood they live in	62.7%	62.7%		
Percentage of anti-social behaviour cases resolved	97.1%	98.08%		

**What we are doing in 2024/25**

- We will promote estate walkabout programmes with tenants to address local issues.
- We will complete the planned upgrade and expansion of our CCTV network.

## Access to Housing

**Aims:**

Social landlords ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Performance indicator	2022/23	2023/24	Trend	Comparison
Percentage of tenancy offers refused	51.7%	46.6%		

**What we are doing in 2024/25**

- We will implement the housing emergency action plan.
- We will carry out a review of the Housing Allocations Policy.

## Tenancy Sustainment

**Aims:**

Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Performance indicator	2022/23	2023/24	Trend	Comparison
Percentage of all new tenants housed, who were still in their tenancy 12 months later	94.1%	92.8%		
Average time taken to complete medical adaptations	73 days	45 days		

**What we are doing in 2024/25**

- We will continue to develop our mobile app across other areas of the housing service, including pre-termination visits.
- We will continue to monitor the time taken to carry out medical adaptations with the aim of sustaining improvements made.

## Homeless People

**Aims:**

Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed, and are offered continuing support to help them get and keep the home they are entitled to.

Performance indicator	2022/23	2023/24	Trend	Comparison
Percentage of households requiring temporary accommodation to whom an offer was made	100%	100%		
Percentage of all homeless cases re-assessed within 12 months (repeat homeless)	4.4%	4.3%		
Average time from homelessness application to assessment	13 days	12 days		

**What we are doing in 2024/25**

- We will carry out a review of the Council's approach to homelessness prevention
- We will take a range of actions aimed at reducing the length of time households spend in temporary accommodation
- We will minimise the use of unsuitable temporary accommodation

## Value for Money

**Aims:**

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Performance indicator	2022/23	2023/24	Trend	Comparison
Average time to re-let properties	33.6 days	34.99 days		
Rent loss due to voids expressed as a percentage of the total amount of rent due	1.28%	1.01%		
Rent collected as a percentage of total rent due	98.5%	99.09%		
Gross rent arrears as a percentage of total rent due	10.04%	9.44%		

**What we are doing in 2024/25**

- We will continue to monitor performance and take action to minimise the time taken to re-let empty properties and rental income lost.
- We will continue to review ways to improve rent collection.

If you are interested in learning more about how we assess our performance or want to be involved in some of the tenant scrutiny activities being developed, please contact either [stefan.kristmanns@west-dunbarton.gov.uk](mailto:stefan.kristmanns@west-dunbarton.gov.uk) or [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk) at the Housing Development Team.