



**East Lothian**  
Council

# Landlord Report to Tenants 2023/24

**Information on  
the performance  
of the council as a  
housing provider**



# Contents

**i** Versions of this report can be provided in Braille, large print, audiotape, or your own language. For assistance please call: **01620 827 827** British Sign Language (BSL) users can contact us via **www.contactscotland-bsl.org**

**have your say**



This report has been developed in partnership with East Lothian Tenants and Residents Panel (ELTRP).  
*If you have feedback on any aspect of this report we'd love to hear from you - see page 20.*

**i** Some of our tables of information in this report use a performance traffic light system to indicate:

- Green** - an improvement
- Amber** - no change
- Red** - improvement required

Welcome	4
Key Achievements and Highlights	5
Rent and Value for Money	6-8
Housing Allocations	9
New Builds	10
Tenant Participation	11-12
Housing Quality and Upgrades	13
Repairs and Maintenance	14-15
Antisocial Behaviour and Resolution	16-17
Evictions and Abandonments	17
Housing Options and Homelessness	18-19
Have Your Say and Contact Details	20

**We're living through stressful times just now, and everyone's feeling it.**

Our staff are doing their best to assist local residents and businesses whilst delivering essential services.

**Please, be nice.**

*Thanks for your patience & politeness*




**BE NICE**  
RESPECT US AS WE RESPECT YOU

# Welcome



**Wendy McGuire**

Head of Housing  
East Lothian Council

members of East Lothian Tenants and Residents Panel for their dedication and commitment to improving services for tenants and service users and for their continued engagement and input in developing this report.

We hope you find our report, and how we have performed on the key Scottish Housing Charter indicators, informative. We report these to the Scottish Housing Regulator. You can find more information on the role of the regulator online at: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



**Jim Herron**

Chairperson  
East Lothian Tenants  
& Residents Panel

East Lothian Tenants and Residents Panel (ELTRP) continues to work in partnership with East Lothian Council to deliver an improved service for all our tenants. This partnership with the council makes sure tenants are involved in monitoring the performance of the housing service to ensure the best possible service to our tenants. We work hard to deliver the service and support to our tenants and residents that they have come to expect from our organisation.

The dedication and willingness of all our volunteers and local groups to support their communities continues to be a remarkable achievement. It makes me very proud as chairperson of ELTRP, particularly in such a challenging financial climate, to be part of a combined effort by everyone; all working together to improve our communities and the wellbeing of all our East Lothian tenants and residents. You will see evidence of this partnership approach throughout this year's Landlord Report to Tenants and I really hope you enjoy reading it.

Please contact ELTRP or ELC with any comments or feedback on any aspects of the report.

Welcome to East Lothian Council's Landlord Report, which provides information for our tenants on our performance as a landlord for the period 1st April 2023 to 31st March 2024.

It is important that we are open and transparent with our tenants and this report shows how East Lothian Council has performed against the aims of the Scottish Social Housing Charter on key tenant issues such as repairs, rents, energy efficiency and improvements as well as allocations and homelessness and how we deal with issues such as antisocial behaviour. The report highlights aspects of the service which are working well and identifies those areas where we need to improve.

Last year, our performance was better than the national average in some of the key standards and we will do our best to improve where we are not performing as well. While the COVID-19 pandemic is now behind us, we are continuing to face serious financial challenges which are affecting both council services and our tenants. We all recognise the contribution housing has in helping to reduce inequality, in improving health and education outcomes, reducing child poverty and homelessness and we will continue to plan and make sure we are prioritising our investment in the right areas with the right support to meet individual needs through fair access to housing and housing services.

I would like to offer my thanks to our staff and their ongoing commitment to making sure services run as smoothly as possible while supporting and ensuring the safety of our tenants. I would also like to thank the

# Key Achievements and Highlights

This report covers the period from April 2023 to March 2024. The Social Housing Charter sets the standards that we should be achieving and help us focus on how we are performing as your landlord.

The charter has 16 outcomes which relate to;

- **The Customer/Landlord Relationship**
- **Housing Quality and Maintenance**
- **Neighbourhood and Community**
- **Access to Housing and Support**
- **Getting Good Value from Rents and Service Charges**
- **Other Customers**

We are required by the Scottish Housing Regulator to submit an Annual Return on the Charter (ARC) by the end of May each year. Some of the information in the ARC features in this report and explains how we are performing as a landlord.

## During the year we...

had a stock of **9,353 properties**

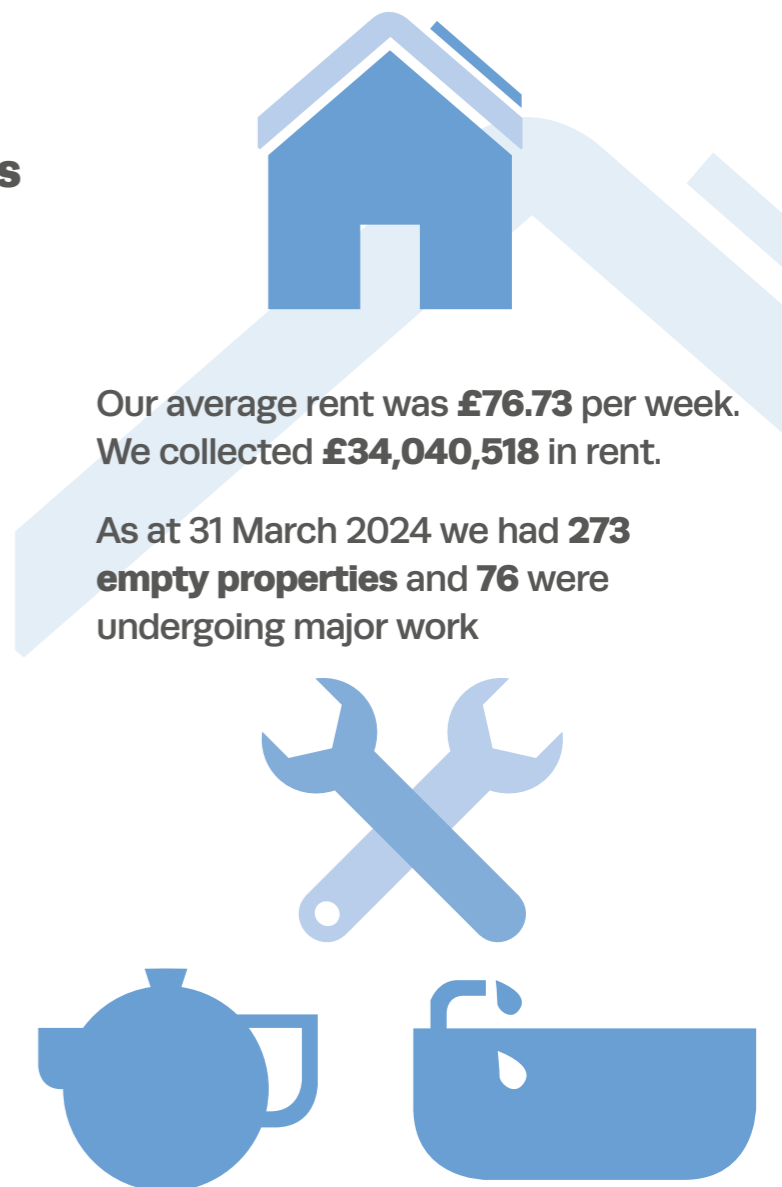
we have **4,709 applicants** on our housing list

we **re-let 389 properties** within an average of **49.92 days**

**allocated 664 properties** including **209 new builds**

carried out **19,299 non-emergency repairs**, and **3,171 emergency repairs**

Installed **438 new kitchens** and **359 new bathrooms** (excludes adapted bathrooms)



Our average rent was **£76.73 per week**. We collected **£34,040,518** in rent.

As at 31 March 2024 we had **273 empty properties** and **76** were undergoing major work

## Your Rent

The money you pay in rent keeps the housing service running and allows us to improve and invest in your homes. We want to make sure rent charges remain affordable for tenants, but we also need to deliver a level of service that meets national standards.

How each £1 of rent money is spent

### **Voids and Bad Debts = 4p per £1**

Money that cannot be recovered such as rent loss due to houses being vacant or chasing debt that is uneconomical to recover.

### **Employee Costs = 9p per £1**

Salaries and associated costs of those delivering landlord services to tenants.

### **Operating Costs = 17p per £1**

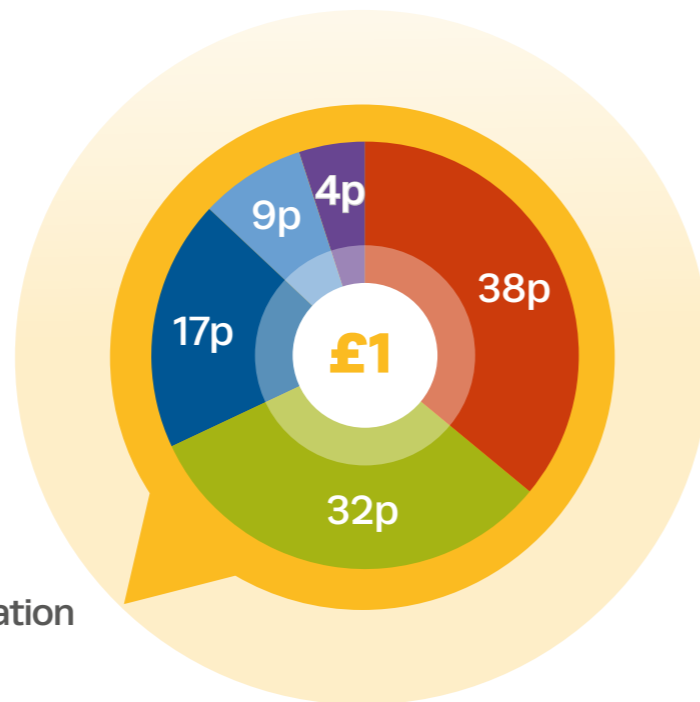
IT systems and equipment, office accommodation costs, tenant participation and running costs of the service.

### **Repairs and Maintenance = 32p per £1**

All costs associated with maintaining and improving our properties.

### **Loan Charges = 38p per £1**

These are payments the council makes to the Public Works Loan Board for the finance it has borrowed to deliver its capital investment plans, mainly for the modernising of existing homes and the building of new council houses.



## Rent Increase

We took the difficult decision to increase rents by **7%** to make sure that we could maintain our service, continue to improve, and add to our existing stock through our modernisation and new build programmes. We also need to meet national standards set by the Scottish Government, for example making sure our properties meet the Scottish Housing Quality Standard and energy efficiency standards.

We encourage any tenant experiencing difficulties paying their rent to get in touch with us. Our **Rent Income Team** can deal with your concerns confidentially and sensitively and will make sure tenants get the help they need.

They can be contacted on **01620 827 528** or by email at [rentadvice@eastlothian.gov.uk](mailto:rentadvice@eastlothian.gov.uk)

## Financial Inclusion

You may be entitled to financial help if you're struggling. Our **Financial Inclusion Team** offers free, impartial and confidential advice and support and can help identify what benefits or grants you may be entitled to and help you to apply. Officers can also ensure you are receiving the correct amount of benefit and help you to challenge or appeal decisions if you've recently had a benefit claim turned down.

To find out more, visit: [www.eastlothian.gov.uk/financial-inclusion](http://www.eastlothian.gov.uk/financial-inclusion)  
email: [financialinclusion@eastlothian.gov.uk](mailto:financialinclusion@eastlothian.gov.uk) or call **01620 827 827** and ask for Financial Inclusion. You can also check what you're entitled to using the free independent online benefits calculator: [www.entitledto.co.uk](http://www.entitledto.co.uk)

## Rent Collection

We were due to collect **£33,721,891** in rent money from tenants

We collected a total of **£34,040,518** of which some was **rent arrears** associated with previous years.

## Rent Arrears

At the end of 2023/24:

- We had 8883 current tenants of whom **34.43% had rent arrears**
- Of those with rent arrears, **53.60% owed less than £250**
- **12.5% owed more than £1,000**

We wrote off unrecoverable rent arrears of **£81,652.49**

(£57,710.78 of this was due to tenants being declared bankrupt).

- **£49,024.87 was current tenant debt**
- **£32,627.62 was former tenant debt**

## Rent Loss Due to Voids

(empty properties)

The percentage of rent lost through properties being empty during the last year has increased and is due to a variety of reasons including more empty properties as a result of high turnover, poorer condition of many of these, staff resource pressures, contractor shortages and delays with utility companies along with some major voids that require structural or other specialist work that cannot be routinely undertaken.

Some of our voids are classed as major voids, which need major work, for example damp-proof work, major plaster or joinery work. They may also require a replacement kitchen and/or bathroom. The property could have been fire damaged, been used as a decant or have subsidence issues. This means that they need more work than a regular void and take longer to be ready to let.

We re-let 389 properties and the average time it took us (in days) to re-let these properties is shown below along with a comparison to previous years.

Rent loss due to voids

2020/21	£202,858	0.64%
2021/22	£331,487	1.04%
2022/23	£350,942	1.09%
<b>2023/24</b>	<b>£242,543</b>	<b>0.71%</b>
Scottish Average 2023/24		1.39%

Average time to re-let properties

(in days)

2020/21	51.88
2021/22	61.99
2022/23	65.19
<b>2023/24</b>	<b>49.92</b>

Scottish Average 2023/24 56.73

## Housing Allocations

We allocated a total of **664** council properties during the year. This includes the allocation of new build properties completed this year.

There were: **85 mutual exchanges**,  
**193 lets to existing tenants** (transfer)  
**350 lets to homeless applicants**,  
and **121 lets to housing list applicants**.

Percentage of houses which became vacant

2020/21	399	4.57%
2021/22	420	4.67%
2022/23	439	4.82%
<b>2023/24</b>	<b>523</b>	<b>5.69%</b>

Scottish Average 2023/24 7.18%



Housing allocations per area and apartment size

(01.04.2023 to 31.03.2024)

	1APT	2APT	3APT	4APT	5APT	6APT	7/8 APT	TOTAL
<b>Total stock in area</b>	<b>43</b>	<b>1935</b>	<b>4729</b>	<b>2372</b>	<b>264</b>	<b>8</b>	<b>2</b>	<b>9353</b>
<b>Total allocations</b>	<b>2</b>	<b>198</b>	<b>322</b>	<b>122</b>	<b>19</b>	<b>0</b>	<b>1</b>	<b>664</b>
Dunbar Area	0	15	50	15	2	0	0	82
Haddington Area	0	20	39	24	6	0	0	89
North Berwick Area	0	7	11	4	0	0	0	22
Musselburgh Area	2	59	78	35	3	0	0	177
Prestonpans Area	0	37	54	16	0	0	0	107
Tranent Area	0	60	90	28	8	0	1	187

*Please note: a two apartment (2APT) property is equal to one bedroom; a three apartment (3APT) is equal to two bedrooms, and so on.*

We continue to build new homes. These are mainly funded by borrowing money through our **Housing Revenue Account**. These loans are then repaid by tenants' rent. We also receive some funding from the Scottish Government, although this was cut last year. All our new homes are built to high standards of energy efficiency, making them easier to heat and helping us meet government **Climate Net Zero Carbon** requirements.

In 2023/24:

- we **completed 209** new build properties
- we **bought 25** properties\* for rent

\* **Through Open Market Acquisitions** – this is when we purchase properties which are advertised on the open market to assist meeting the needs of those on our housing list.

New Build Allocation Breakdown for year 2023/24

Development	Number of Allocations
Windygoul, Tranent	49
Lempockwells, Pencaitland	30
Levenhall, Musselburgh	12
Penraig, East Linton	28
Letham 4, Haddington	37
Letham 5, Haddington	17
Craighall II, Musselburgh	36



New houses at Craighall, Musselburgh

## Tenant Participation Strategy



We launched our new **Tenant Participation Strategy** for the next three years, which sets out how we plan to involve tenants and make sure they can influence and scrutinise the housing services we deliver.

Our tenant participation activities continue to make sure that our tenants have a voice. We continue to work in partnership with ELTRP and our local tenants and residents' groups.

We communicate with our tenants in a number of ways, including face-to-face, online meetings, by telephone, email, text message and through providing information on our website, which is regularly updated. We will continue to provide tenants with more online services in the future but will always make sure that we engage with tenants in a way that suits them.

## Homefront

We produce, two editions every year of our tenant newsletter, **Homefront** which provides tenants with information on our current and new services.

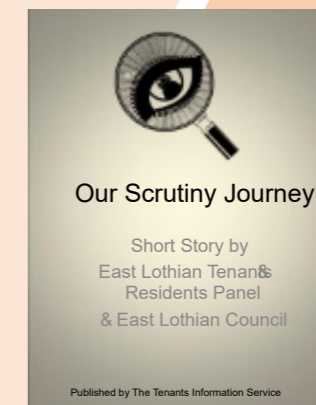


We will continue to provide paper copies of our forms and leaflets and meet face-to-face if that is our tenants' preferred option. We also continue to make great use of online communication channels, like Zoom, Teams and Near Me, our video consulting service to engage with those tenants who want to participate with us digitally.

## Tenant Scrutiny

Tenant Scrutiny helps our service become more focused and gives tenants the opportunity to make recommendations for improvement.

Past tenant scrutiny work has focused on customer service and communication, estate inspections and new tenant sign-ups. Scrutiny work was paused during the pandemic but we are now working in partnership with ELTRP on looking at the process for dealing with void houses. This is an area of interest for ELTRP and they are looking at ways improvements could be made to the service. Tenant Volunteers will continue this work throughout 2024.



## Estate Inspections

Other ways we encourage tenants to participate is by getting involved in **estate inspections** and **local initiative projects**. Projects that may improve an area can be identified during an estate inspection, by tenants or through local tenants and residents' groups. Tenants are encouraged to get involved in estate inspections. All areas are inspected once a year.



### Estate Inspections 2023/24

Area Housing Team	Planned	Carried out	Completed %
East (Haddington, North Berwick, Dunbar)	19	11	57%
Prestonpans	19	19	100%
Musselburgh	19	18	94%
Tranent	19	19	100%

*No comparison with the previous year has been recorded as estate inspections were only restarted at the beginning of 2023 due to the pandemic.*

## Local Initiatives

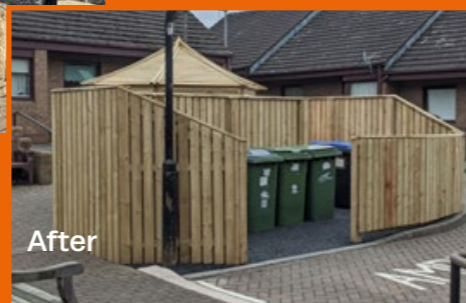
Some recent local initiative projects have included improvements to communal garden areas, painting of internal common areas in sheltered housing, and a new bin store. The low spend in 2022/23 reflects the effects of the pandemic. Estate inspections restarted at the beginning of 2023 which has resulted in a substantial increase in the spend.

Annual Local Initiative Budget: **£200,000**

Year	Total Spend
2020/21	£169,492.00
2021/22	£99,032.27
2022/23	£75,282.97
<b>2023/24</b>	<b>£134,263.77</b>



Before



After

Well Wynd Tenants Group Local Initiative Project (Bin Store)

## Housing Quality and Upgrades

We must make sure our properties meet certain standards and are well maintained.

The standard, set by the Scottish Government, is called **The Scottish Housing Quality Standard (SHQS)**.

To ensure we meet this standard, we aim to carry out a Condition Survey in each of our properties every five years. These surveys are completed by qualified surveyors who also assess the age and condition of major components such as the kitchen, bathroom, heating, windows and doors. As part of the visit, the surveyors carry out a comprehensive Energy Survey, collecting information, which allows us to calculate how energy efficient homes are. **We plan to survey 20% of our housing stock each year**, which equates to approximately **2,000 visits**. The pandemic prevented us from carrying out internal surveys, however the programme is now back underway.

Following the survey, all data gathered is assessed and helps us focus on any repairs required to meet the SHQS, as well as our planned programme of works, which includes various energy efficient measures to meet **Energy Efficiency Standards for Social Housing (ESSH)**.

### ESSH Compliant

2020/21	86.63%
2021/22	90.29%
2022/23	90.86%
<b>2023/24</b>	<b>91.72%</b>

Scottish Average 2023/24 91.79%

### Over the last year we installed:

Kitchens	<b>438</b>
Bathrooms <i>(excludes adapted bathrooms)</i>	<b>359</b>
Heating <i>(including Condensing Gas Boilers, Air Source Heat Pumps &amp; High Heat Retention Storage Heating)</i>	<b>235</b>
Windows & Doors	<b>477</b>
Insulation measures <i>(inc lofts, cavity wall, external wall)</i>	<b>123</b>
Full house rewiring	<b>34</b>

*We have targets on how many improvements we aim to achieve in a financial year, however these can be subject to change to allow planned works to be re-prioritised following information gathered during condition surveys and/or repairs visits.*

*In addition to the stock condition survey, we carry out several other regular safety checks in our properties. These include but are not limited to gas, electrical, and fire safety. In response to existing and emerging legislative changes in the social housing sector, we have created a dedicated compliance team to support our tenants and ensure we remain compliant with the various tenant safety standards.*

### Last year, we completed more than:

- **10,164** gas safety alarm inspections
- **1,814** electrical safety inspections

*This figure will not account for any 'in year' double visits i.e. re-checks when a property becomes void in the same year as its last electrical safety check.*

**This included bringing our remaining properties up to the new smoke, heat and carbon monoxide detector standards.**

# Repairs and Maintenance

Repairs are a key part of the service we provide to our tenants, especially when dealing with emergencies.

We carried out **3,171 emergency and 19,299 non-emergency repairs** last year, and throughout the year we received over **20,000 phonecalls** relating to repairs via our Contact Centre.

It should be noted that some calls are dealt with or reported directly to external contractors. **Our target to complete emergency repairs is four hours and 20 days for non-emergency repairs.**

Shown below are the average times it took us to complete these types of repairs last year and a comparison to previous years.

Average time to complete emergency repairs (in hours)

2020/21	4.33
2021/22	3.89
2022/23	3.89
<b>2023/24</b>	<b>3.74</b>

Scottish Average 2023/24 3.96

Average length of time to complete non-emergency repairs (in working days)

2020/21	8.23
2021/22	9.82
2022/23	9.18
<b>2023/24</b>	<b>16.28</b>

Scottish Average 2023/24 8.95

The increase in completion times has mainly been caused by joinery repairs which accounted for 37% of all non-emergency repairs. The average time for joinery repairs increased from 17.3 days in 2022/23 to 29.9 days in 2023/24. We have also had to redirect joiners to carry out work in our void houses as well as ongoing challenges in recruiting to this particular trade.

## Tenant satisfaction

We regularly ask tenants who have had a non-emergency repair completed how satisfied they were with the work we carried out.

**last year we carried out 19,299 non-emergency repairs**

**we sent out 9,702 satisfaction survey forms to tenants who had a repair completed**

**of those who were sent a survey 9.7% (938 tenants) responded and told us how satisfied they were with the service**

The table below shows how many repairs were carried out compared to previous years, tenant satisfaction and how it compares to the Scottish Average.

Year	Emergency repairs	Day-to-day repairs	Tenant satisfaction
2020/21	2,365	18,619	86.42%
2021/22	1,694	21,376	90.39%
2022/23	2,363	20,265	88.03%
<b>2023/24</b>	<b>3,171</b>	<b>19,299</b>	<b>88.75%</b>

Scottish Average 2023/24 87.31%

## Requesting feedback

To monitor tenant satisfaction with the services we provide, we carry out a number of different surveys on areas such as **planned works** (new kitchens and bathrooms), **new adaptations** and **new tenants** when they move into their home.

Below are the results of some of these surveys.

### Percentage of tenants satisfied with the standard of their home on moving in:

2020/21	71.91%
2021/22	69.09%
2022/23	72.13%
<b>2023/24</b>	<b>77.59%</b>

Scottish Average 2023/24 86.25%

During the year we also asked tenants who had a new kitchen or bathroom installed by the council how satisfied they were:

Kitchens: **90%**  
Bathrooms: **96%**

## Listening to feedback

We look at all the feedback we receive from tenants and use it to improve our services. Some examples of action we have taken based on feedback from tenants include changing supplier and making changes to our processes when carrying out colourwash work so that tenants are better informed.

# Condensation and Mould



Tenants can read about managing condensation and preventing mould in our new guide.

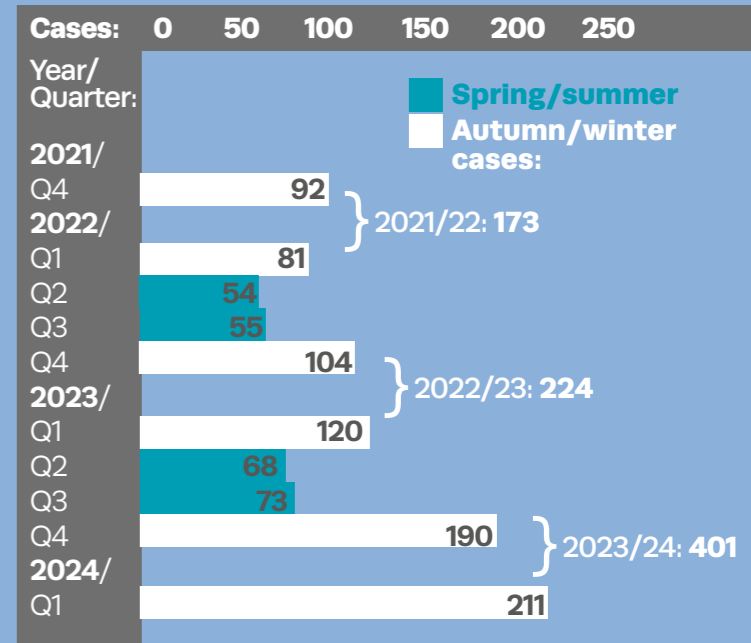


We must make sure that tenants' homes are not affected by condensation and mould. Condensation is more common in winter months and left untreated can lead to unsightly mould growth. Tenants can take steps to make sure they prevent condensation and treat mould if required.

We ask tenants who may need further assistance with condensation and mould problems, to contact us and speak to our Repairs Team [www.eastlothian.gov.uk/housing](http://www.eastlothian.gov.uk/housing)

Over the last few winters, we have experienced a significant increase in reports of mould (see data below). These strongly relate to the difficulty that some tenants have experienced in heating their home, due to increasing energy prices, as well as the general cost of living.

## Damp & mould cases





# Antisocial Behaviour and Resolution

East Lothian is a safe place to live, work and visit, however, we know that some local residents don't always feel as safe as they could around the county. Whether at home or out in the local community, unacceptable behaviour can cause fear and alarm. This is why the council, with Police Scotland and partners, work with communities to address the causes and effects of the unacceptable behaviour of a small minority.

Antisocial behaviour is defined by the Antisocial Behaviour etc. (Scotland) Act 2004, which states that a person engages in antisocial conduct if they:

*“Act in a manner that causes or is likely to cause alarm or distress; or pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person who is not of the same household”.*

Some examples of what are generally accepted to be antisocial behaviour are, noise nuisance, conflicts including harassment, domestic abuse, racial incidents, vandalism and graffiti, litter, fly-tipping, dog fouling, misuse and dealing of illegal substances.

There were **810 antisocial behaviour complaints** made in the last year. The types of complaints fall into 3 main categories:

Types of Antisocial Behaviour 2023/24

Noise	422
Neighbour Disputes	186
Other (e.g. vandalism, drugs, threats, intimidation, youth disorder)	202
<b>Total number of reports</b>	<b>810</b>

We take a proactive approach to antisocial behaviour based on support and early intervention. Working in partnership with ELTRP, we may follow a multi-agency model, bringing all the interested parties together including local tenants groups, police, councillors, schools, house developers, housing service, Community Protection Officers and other relevant agencies to address and resolve the issues raised.

Acts of antisocial behaviour can be reported by calling: **01875 824 307**  
by emailing: **asb@eastlothian.gov.uk** or  
by submitting a report online at:  
**www.eastlothian.gov.uk/asb**

## Resolution

The council's **Resolution Service** promotes tolerance and the right to every resident to enjoy peace and quiet in their own home with respect for, and from, their neighbours. The aims of the service are to help residents in dispute find a solution to their issues, avoiding the need for enforcement actions which could worsen relationships.

In the last year there have been **222 referrals made to the Resolution Service and 135 (61%) of these resulted in a positive outcome.**

The Resolution Service is **FREE for ALL** East Lothian residents and can be contacted by calling **01620 829 902** or by emailing **mediation@eastlothian.gov.uk**

There are targets in place for resolving antisocial behaviour cases. These are agreed in advance with ELTRP. The number of cases and how many were resolved within the locally agreed targets is shown below. Some cases may take longer to resolve for a variety of reasons.

No. of antisocial behaviour cases resolved within our locally agreed targets (this refers to cases where ELC tenants are the perpetrators)

<b>Total complaints received</b>	<b>810</b>
<b>Target</b>	<b>Complaints resolved</b>
Closed within 1 month	472
Closed within 2 months	35
Closed within 4 months	40
Closed within 1 year	85
Cases remaining open at 31/03/24	178
<b>Total number resolved within target</b>	<b>78.2%</b>

# Evictions and Abandonments

## Evictions

We had **7 evictions**, 6 due to non-payment of rent and 1 for antisocial behaviour in the period 2023/24. We will provide tenants with information, advice and support to help them stay in their tenancy and will only use eviction as a last resort.

## Abandonments

Over the year and for various different reasons there are occasions when tenants abandon their tenancy. We provide tenants with practical support and assistance to help them stay in their tenancy. Some of the examples of support that we can provide are, practical support with application forms such as universal credit; referrals to other agencies, such as Citizens Advice Bureau; assisting with reporting repairs; and advice and support in dealing with antisocial behaviour.

Number of abandonments

Area	2021/22	2022/23	2023/24
East	4	6	3
Musselburgh	5	3	7
Prestonpans	3	6	1
Tranent	3	4	1
<b>Total</b>	<b>15</b>	<b>19</b>	<b>12</b>

Don't suffer in silence. Visit:  
**www.eastlothian.gov.uk/asb**

Our Resolution Service guide is available at:  
**www.eastlothian.gov.uk/resolution-service**

# Housing Options and Homelessness

On 31st March 2024 we had **4709 applicants** on our housing list and the turnover of our stock is very low – with only 664 properties let in 2023/24.

Council housing is in short supply and high demand in East Lothian. It is allocated strictly according to need, so it is important to consider other tenures such as a private let. We provide *Housing Options* advice to applicants to help them find alternative housing and is available to people in all types of housing; council and private lets, homeowners and other tenures.

In addition to acquiring additional stock we must also be proactive with our existing supply to guarantee best use. We have a particularly high demand for one-bed properties throughout the county which outweighs the supply we have of them.

To address this (and ensure a balance of allocations made to those who are homeless, care-experienced young people who are ready for a starter flat and those in the other reasonable preference groups) regular meetings are held with housing professionals to identify one-bed properties about to become void and new ones becoming available. This has helped better manage demand and emerging availability, but pressure remains high, so these meetings will continue to ensure best use is made of all our stock.

Breakdown of current number of council properties by area and bedroom number, and the bedroom entitlement of those currently on the waiting list for them.

Area	Number of bedrooms							Total
	1	2	3	4	5	6	7	
<b>Dunbar</b>								
Current properties	151	519	287	25	1	0	1	<b>984</b>
Current housing list bedroom entitlement	991	574	230	52	0	0	0	<b>1,847</b>
<b>Haddington</b>								
Current properties	277	406	279	34	1	0	0	<b>997</b>
Current housing list bedroom entitlement	1,031	600	200	30	2	0	0	<b>1863</b>
<b>North Berwick</b>								
Current properties	142	335	142	17	0	0	0	<b>636</b>
Current housing list bedroom entitlement	1,017	614	205	45	0	0	0	<b>1,881</b>
<b>Musselburgh</b>								
Current housing stock	599	1,378	614	72	1	0	0	<b>2,664</b>
Current housing list bedroom entitlement	2,393	1,214	582	154	3	0	0	<b>4,346</b>
<b>Prestonpans</b>								
Current housing stock	373	936	483	61	3	0	0	<b>1,856</b>
Current Housing List bedroom entitlement	1,891	1,039	441	80	4	0	0	<b>3,455</b>
<b>Tranent</b>								
Current housing stock	436	1,155	567	55	2	1	0	<b>2,216</b>
Current housing list bedroom entitlement	1,755	1,027	433	94	3	1	0	<b>3,313</b>

## Homelessness

Under homelessness legislation we have a statutory requirement to provide temporary accommodation to homeless applicants. The figures below illustrate our current temporary accommodation situation and the average length of time spent in temporary or emergency accommodation.

Average length of time (in days) spent in temporary accommodation

2020/21	339
2021/22	391
2022/23	423
<b>2023/24</b>	<b>342</b>

Scottish Average 2023/24 226

Average length of time (in days) spent in temporary accommodation by type

	Self-Contained Accommodation	Shared Accommodation
2020/21	387	74
2021/22	450	84
2022/23	450	97
<b>2023/24</b>	<b>311</b>	<b>92</b>

Scottish Average 2023/24 160 38

## Rapid Rehousing Transition Plan

Our **Rapid Rehousing Transition Plan** sets out how East Lothian Council and key partners are making the transition from the current position in respect of homelessness towards a Rapid Rehousing approach. It sets out proposals to rebalance the local housing system to support improved outcomes for homeless and potentially homeless people, with a focus on increasing prevention and early intervention; reducing length of stay in temporary accommodation and temporary accommodation stock, in favour of providing permanent accommodation and improving flow through the system, increasing access to housing across all tenures.

**have your say**

*We'd love to hear from you...*



We really value your views on our report. In particular we would like to know what you like about it and what information you would like to be included in future. You can let us know by emailing [tenantconsultation@eastlothian.gov.uk](mailto:tenantconsultation@eastlothian.gov.uk) or leaving a message on our Freephone 0800 413 721.

## How can you get involved as a tenant?

We want you to let us know what you think about the services we provide to our tenants. There are many ways that you can get involved and help us to keep you informed. These include being involved in East Lothian Tenants and Residents Panel, local tenants & residents groups or as an individual tenant by completing our questionnaires, being involved in estate inspections or by being on our consultation register.

## Contact us

East Lothian Council  
01620 827 827

East Lothian Tenants and Residents Panel  
0131 665 9304

## Visit us

[www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

[www.eltrp.co.uk](http://www.eltrp.co.uk)

[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

## Data Protection

East Lothian Council uses the personal data you provide for purposes associated with the delivery of our services. Find out more online at: [www.eastlothian.gov.uk/communityhousingpn](http://www.eastlothian.gov.uk/communityhousingpn)

Personal data will be retained in line with East Lothian Council retention policies.

Data Protection Officer,  
East Lothian Council, John Muir House  
Haddington, EH41 3HA.

Email: [dpo@eastlothian.gov.uk](mailto:dpo@eastlothian.gov.uk)