

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 14 December 2023

BY: Executive Director for Place

SUBJECT: Landlord Performance Report 2022/23

1 PURPOSE

- 1.1 To update Elected Members on the Council's performance in meeting the key Social Housing Charter outcomes referenced in the 2022/23 Landlord Report.

2 RECOMMENDATIONS

- 2.1 Members are asked to note the report and to consider whether the committee requires any further analysis of the performance and customer satisfaction information.

3 BACKGROUND

- 3.1 Social landlords are required to submit an Annual Return on the Charter (ARC) by 31 May each year to the Scottish Housing Regulator (SHR) as part of the regulatory framework. This return captures a range of performance and contextual information across a range of indicators.
- 3.2 In respect of the regulatory framework there are a range of wider requirements placed on each social landlord. Some of the key requirements are listed below:
- Submit an approved Annual Assurance Statement to the SHR showing compliance or otherwise against the regulatory framework by 31 October each year.
 - Carry out a comprehensive tenant customer satisfaction survey at least once every three years.

- Provide a landlord performance report to tenants each year by the 31 October. In producing this landlord report, there is a requirement that tenants will be involved in its development.
 - Give tenants meaningful opportunities to scrutinise and assess a landlord's performance.
- 3.4 East Lothian Council has a strong tradition of tenant participation and is seen as an exemplar of good practice. The Charter created a requirement for all social landlords to deepen tenant participation by involving tenants and other service users through scrutinising and assessing a landlord's performance.
- 3.5 The Council has worked in partnership with East Lothian Tenants and Residents Panel (ELTRP) through a project group involving tenants and staff to jointly develop and produce the Landlord Report each year. The contents of each report are agreed with ELTRP and subject to wider consultation before being published online with paper copies made available for those who would prefer this.

Performance commentary on key measures in the 2022/23 Landlord Report

3.6 *Rent and value for money*

The report demonstrates that although East Lothian Council had the largest percentage rent increase (2023/24) across its peer group, its rent remains the third lowest in that peer group and well below the Scottish local authority average of £81.03 per week.

Rent collection

Against a difficult backdrop, the Council managed to collect more rent than was due noting that some arrears were paid by former tenants. A fuller commentary on the rent arrears position can be found in the 2022/23 Q4 report to PPRC dated 15 June 2023.

Void rent loss

Although a slightly higher rent loss was noted for 2022/23 than the previous year, this was similar to the national picture due to a variety of reasons including staff shortages and contractor shortages, as well as a range of other impacts caused by the economic situation. Notwithstanding this poorer performance, void rent loss was well below the Scottish local authority average although re-let times were above. Significant development work and activity is underway to reduce void rent loss and re-let times and it is expected the full benefits of this will be seen in the 2024/25 financial year.

3.7 *Allocations and sustainment*

East Lothian Council continues to have one of the best tenancy sustainment rates in the country. One of the consequences of this is that

the percentage of houses that become available each year is well below the national average. In spite of this, 503 houses were allocated in 2022/23, which is a relatively strong position given significant challenges associated with the economic crisis.

3.8 *Repairs and maintenance*

Emergency repairs averaged 3.89 hours v the Scottish LA average of 4.70 hours, whilst non-emergency repairs averaged 9.18 days (v Scottish LA average of 9.68 hours). Tenant satisfaction with repairs sat at 88.03% against a Scottish LA average of 88.52%. In conjunction with ELTRP, a tenant scrutiny activity is to be undertaken to better understand and analyse ELC's approach to capturing this information and to see what actions might be undertaken to improve collection rates and identify areas for improvement.

3.9 *Housing options and homelessness*

Average days in temporary accommodation remains high due to the extreme housing pressure facing the Council. Performance around days to re-house and associated commentary are a feature of quarterly performance indicators to PPRC. A separate report on Homelessness is also being presented to this meeting of the PPRC.

3.10 *Summary*

Scotland's Housing Network have produced summary information that shows East Lothian Council's performance and customer satisfaction against its peer group and nationally. Some key comparison information is shown in Appendix 1 and further detail can be made available on request.

- 3.11 Slide 26 of Appendix 1 shows Scotland's Housing Network appraisal of East Lothian Council's performance alongside areas of improvement. Significant development work and activity is underway to improve void turnaround times and reduce length of stays in temporary accommodation, but the report otherwise concludes that East Lothian continues to perform strongly in a number of areas.

4 POLICY IMPLICATIONS

- 4.1 The delivery of the report helps meet the Council's regulatory requirements. Performance as stated in the report is generally good and supports the Council's strategic objectives as outlined in the Council Plan 2022-27 and the East Lothian Plan 2017-27. Improvement work is underway to tackle areas where performance needs to be better.

5 INTEGRATED IMPACT ASSESSMENT

- 5.1 An Integrated Impact Assessment is not applicable for this report.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – None.
- 6.2 Personnel – None.
- 6.3 Other – None.

7 BACKGROUND PAPERS

- 7.1 Appendix 1 – Scotland’s Housing Network summary performance
- 7.2 PPRC Report – 2022/23 Q4 report to PPRC – June 2023
- 7.3 2022/23 Landlord Report at: [Landlord Performance Report 2022/23 | East Lothian Council](#)

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DATE	December 2023

East Lothian Council

Performance Analysis Visit 2022/23
October 2023

- **Satisfaction** has on average continued to reduce across the sector. Those who have carried out new surveys have tended to see a reduction in satisfaction compared to their previous survey
- Despite the challenges this year in achieving EICR and Fire Safety requirements, RSLs have on average seen an **improvement in achieving SHQS**. LA's have also seen improvement but less progress overall
- Based on our voluntary **ESSH** Return data, there's been an **upward trend in compliance for RSLs** post pandemic while LAs have remained at a similar level to last year
- **Emergency repairs timescales** have begun to level off for LAs, but RSLs on average have seen a continuing upward trend (although RSLs are about an hour quicker to respond)
- **Non-emergency repairs timescales** improving for RSLs, but LAs continuing to see timescales increase, albeit at a slower pace than last year

- Despite this, improvements in **repairs satisfaction** for LAs compared to last year, RSL satisfaction declining
- **Gas safety fails** not yet back at pre-pandemic levels but reducing. A small number of landlords – both Councils and RSLs - make up a large proportion of all fails
- **Tenancy sustainment** is improving for both LAs and RSLs, including lets to homeless households
- **Rent increases across the sector** - but less than inflation. More pronounced amongst RSLs.
- **Rent collected** as a percentage of rent due – improving for LAs, reducing for RSLs - but RSLs still collecting more
- **Continuing increase in arrears for LAs**, RSLs remaining approximately in a similar position to previous years
- **Increasing relet times** for LAs, RSLs remaining at a similar level to last year - marginal increase

Comparator Organisations

Angus Council

Clackmannanshire Council

East Dunbartonshire Council

East Lothian Council

East Renfrewshire Council

Midlothian Council

Perth & Kinross Council

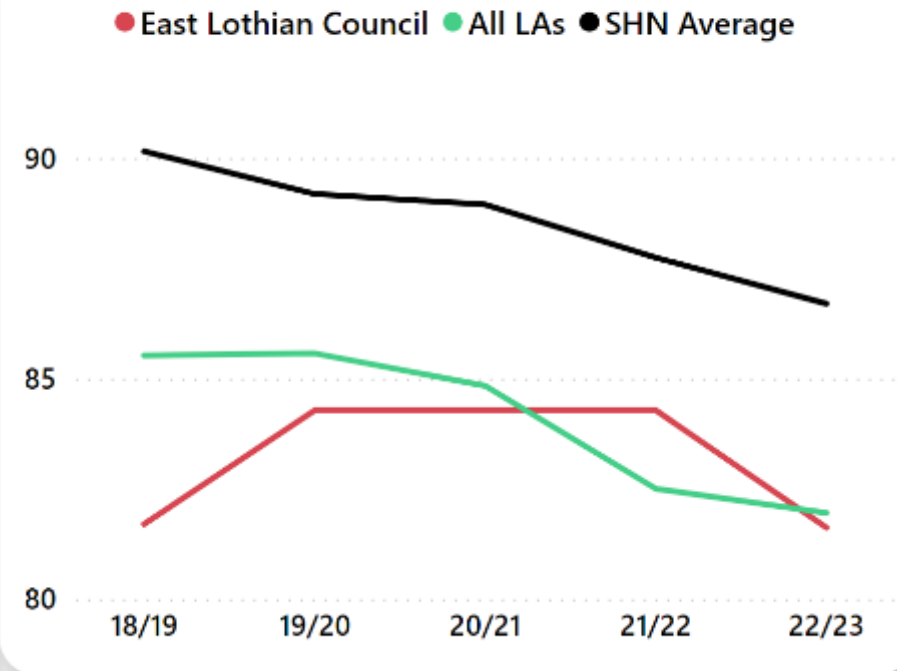
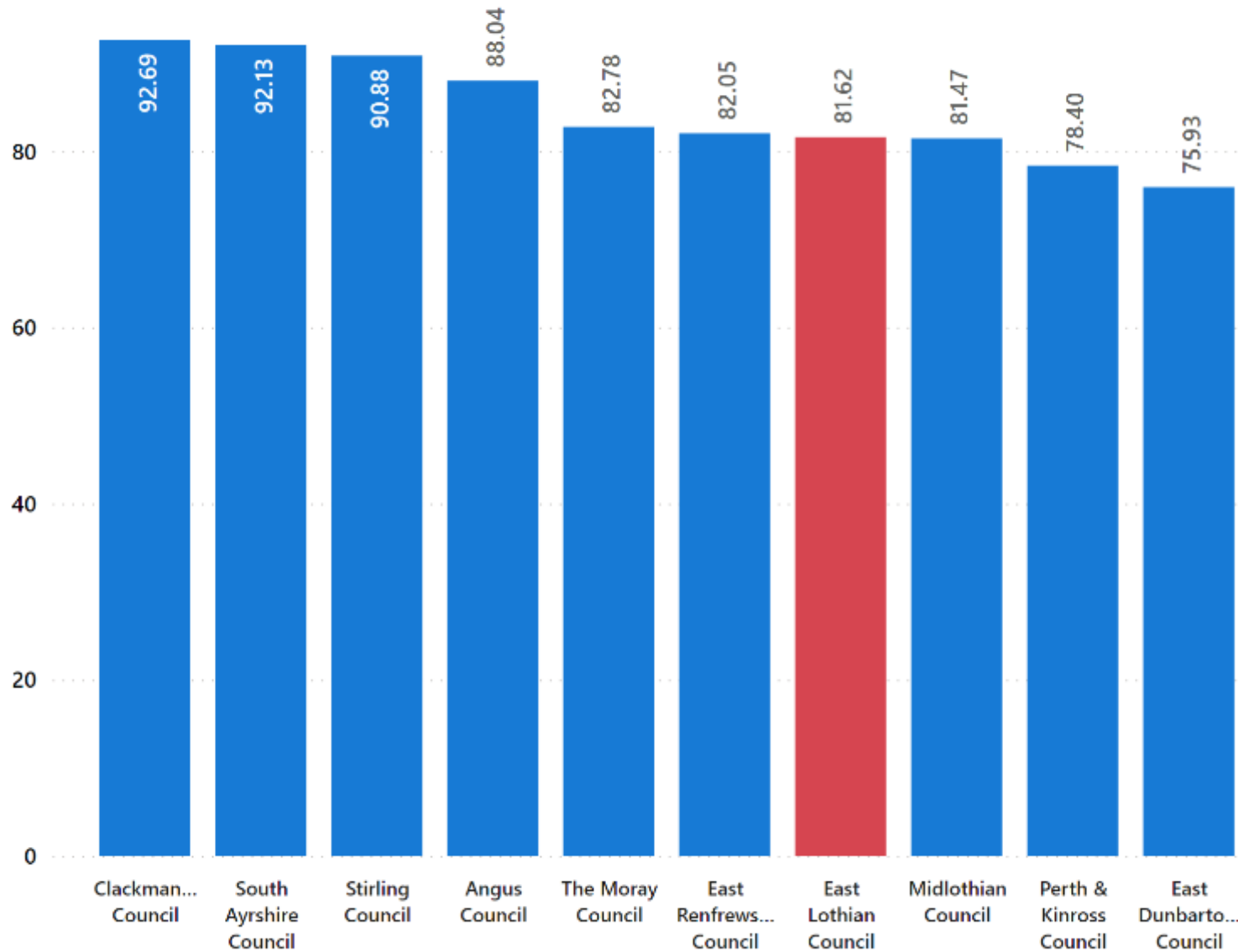
South Ayrshire Council

Stirling Council

The Moray Council

Overall Satisfaction

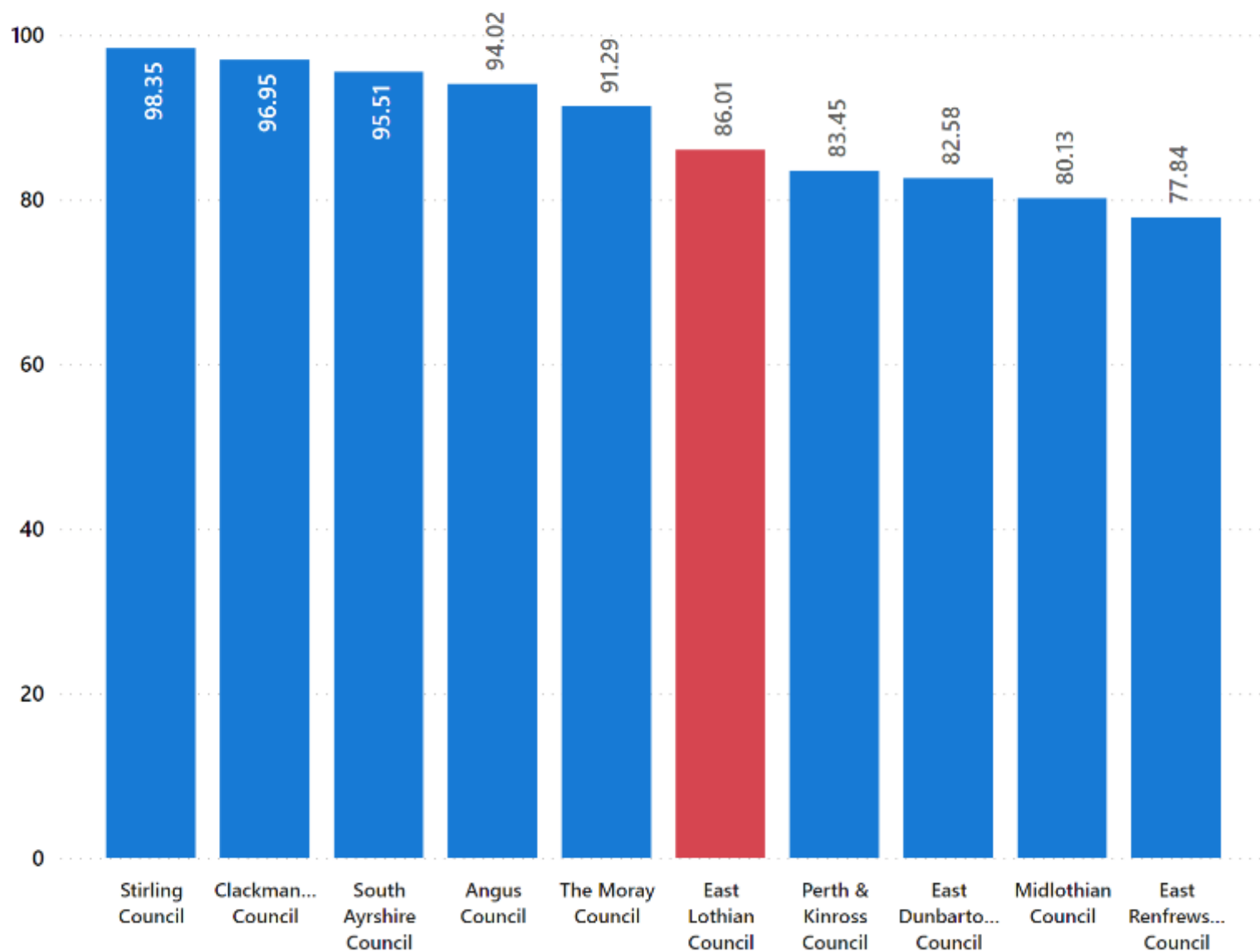
11 Percentage satisfied with overall service



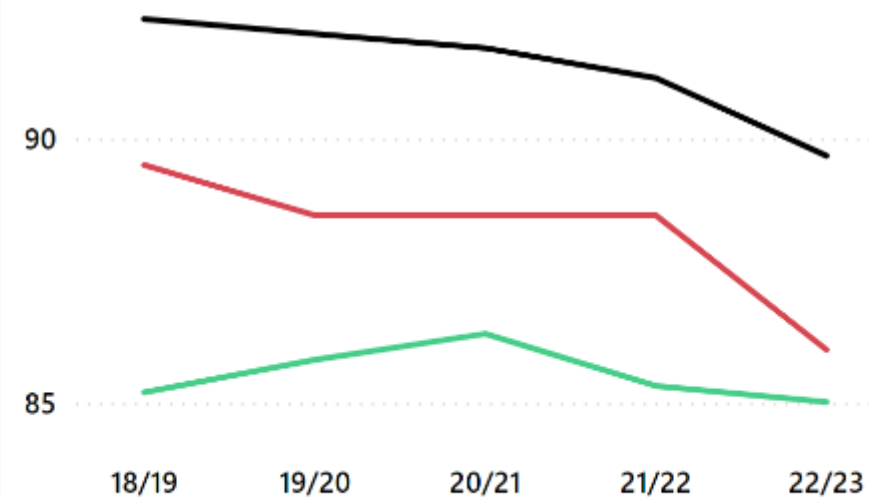
Organisation Name	20/21	21/22	22/23
East Lothian Council	84.28	84.28	81.62
Peer Group 8 - Small LA	85.62	83.14	83.40
All LAs	84.84	82.50	81.95
SHN Average	88.95	87.74	86.70

Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions



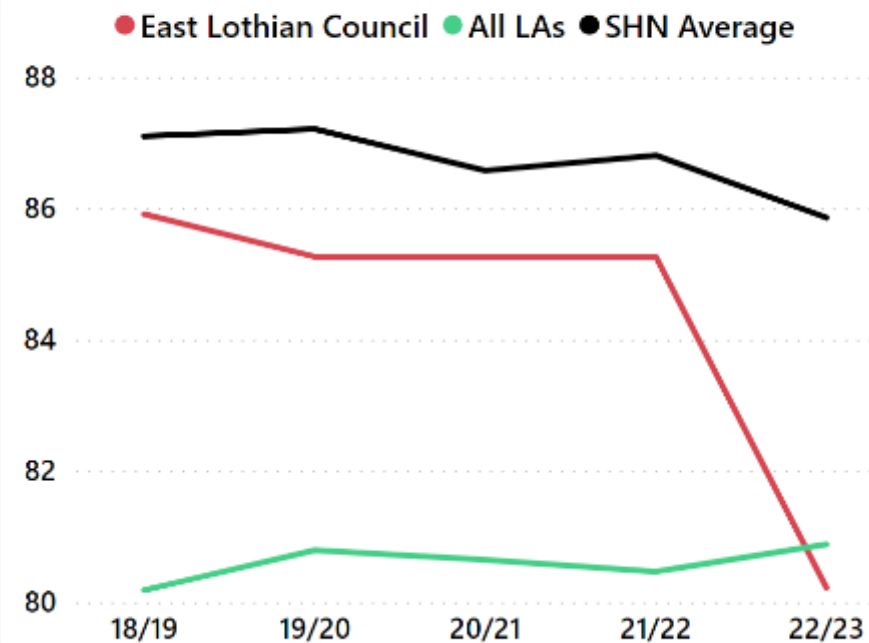
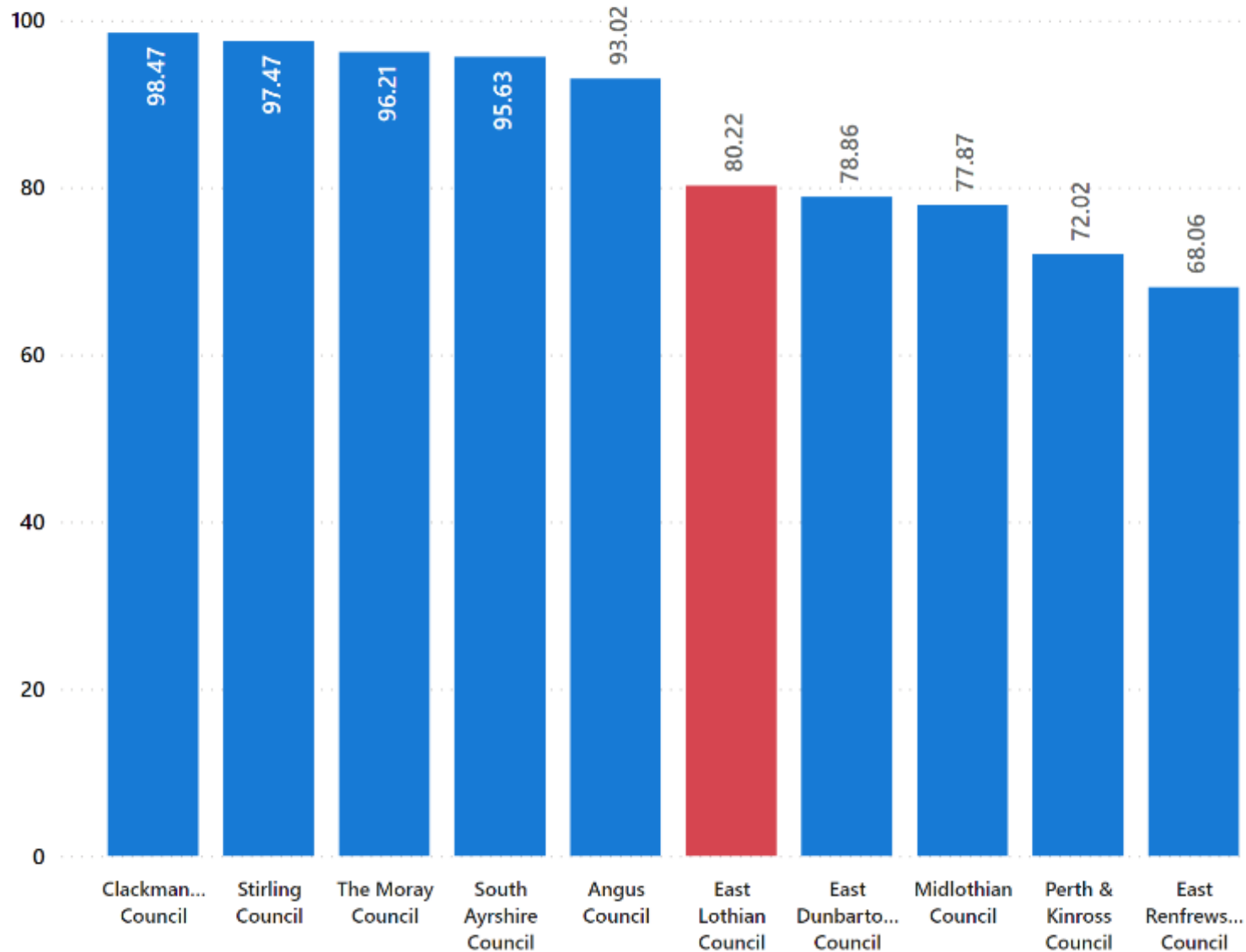
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
East Lothian Council	88.55	88.55	86.01
Peer Group 8 - Small LA	88.59	86.54	86.38
All LAs	86.31	85.33	85.02
SHN Average	91.71	91.15	89.68

Opportunities to Participate

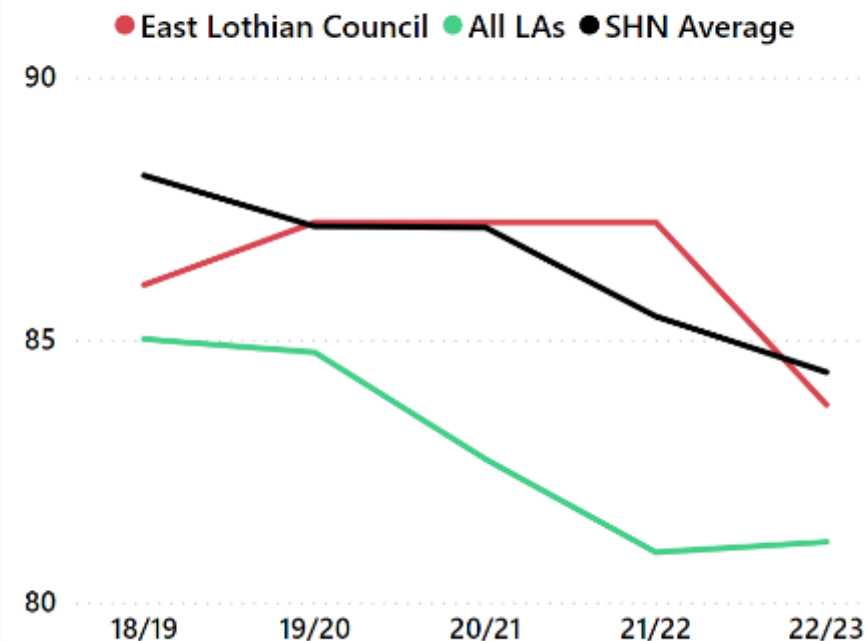
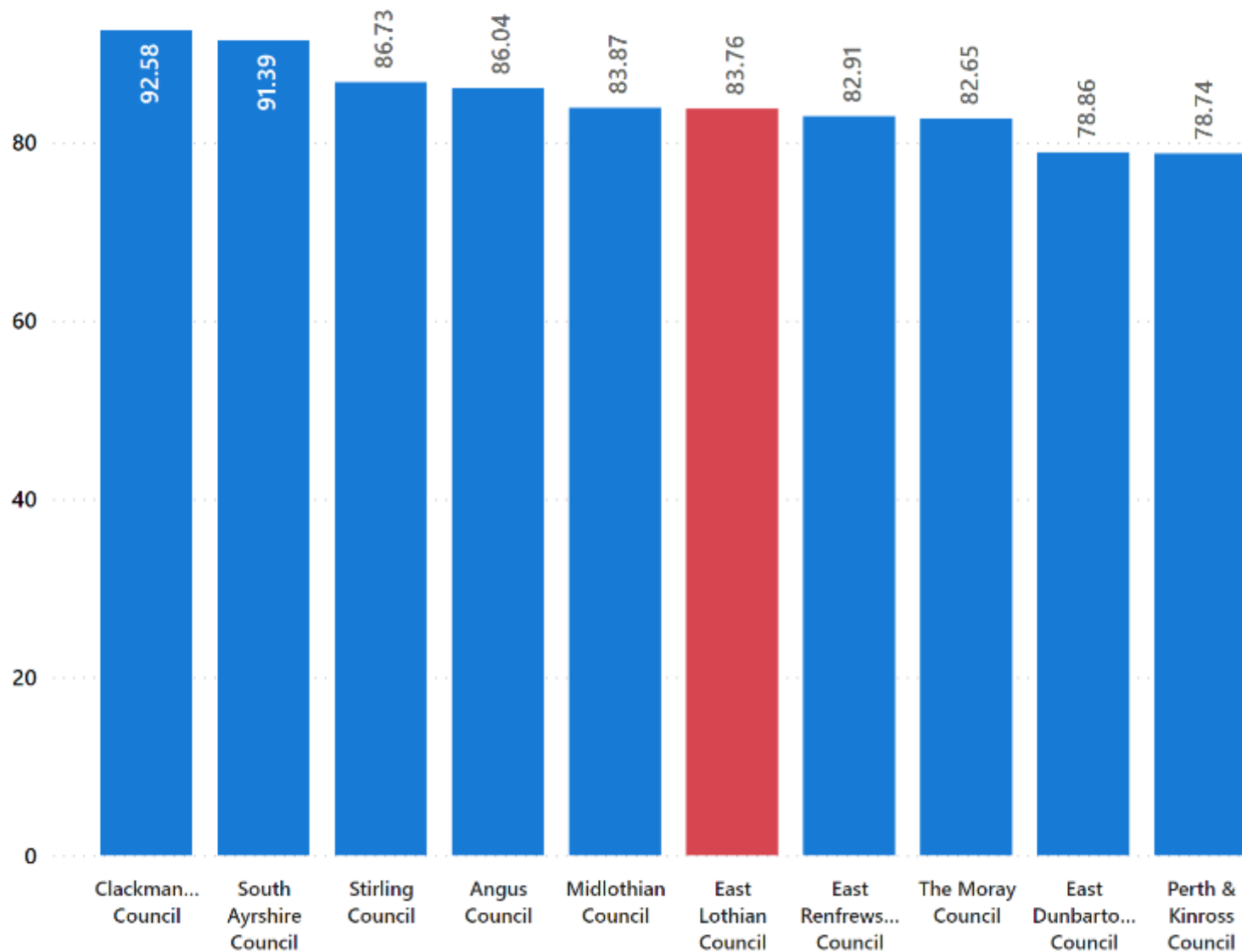
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



Organisation Name	20/21	21/22	22/23
East Lothian Council	85.26	85.26	80.22
Peer Group 8 - Small LA	83.18	80.33	80.93
All LAs	80.64	80.46	80.88
SHN Average	86.57	86.81	85.86

Quality of Home (All Tenants)

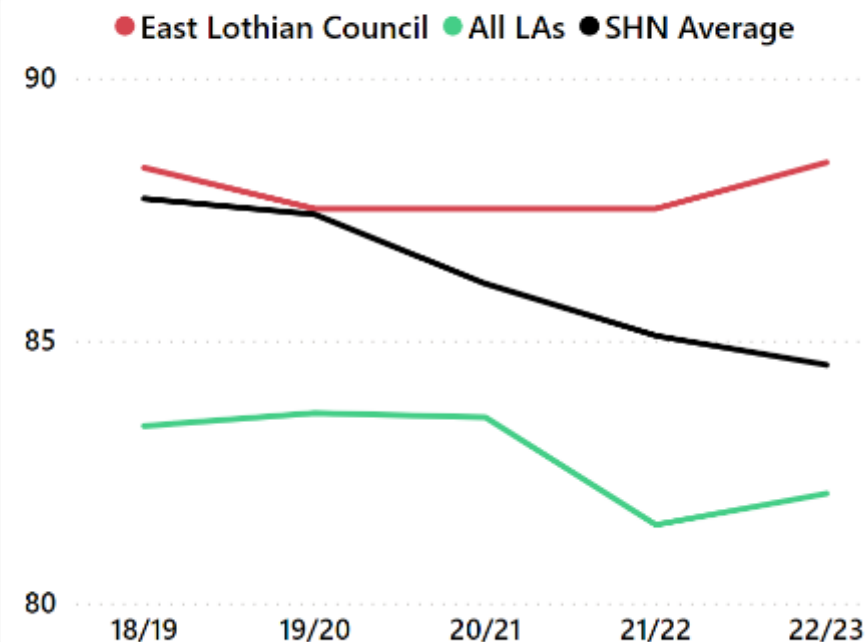
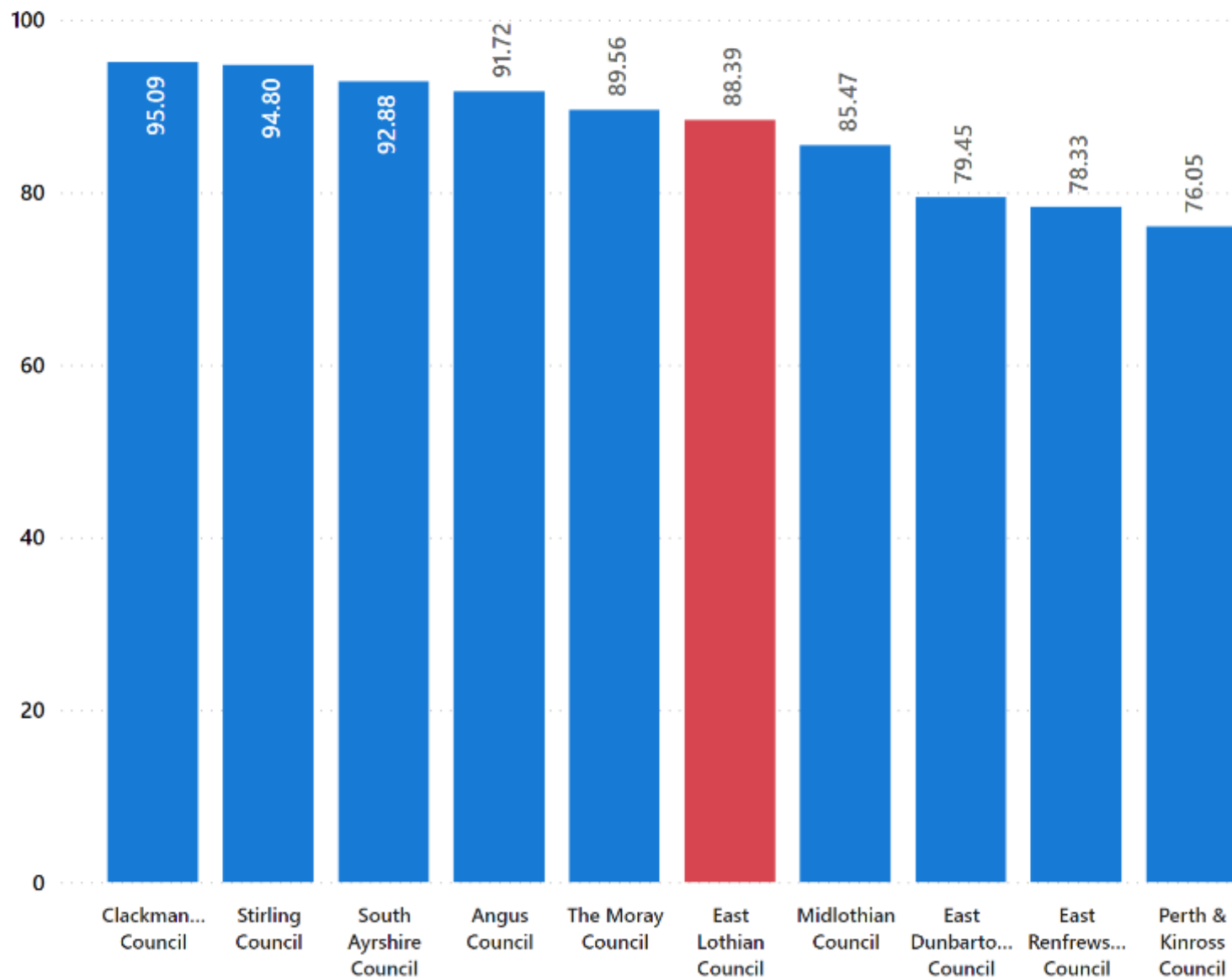
17 Percentage tenants satisfied with quality of home



Organisation Name	20/21	21/22	22/23
East Lothian Council	87.23	87.23	83.76
Peer Group 8 - Small LA	84.21	82.38	83.37
All LAs	82.73	80.95	81.14
SHN Average	87.14	85.44	84.38

Management of Neighbourhood

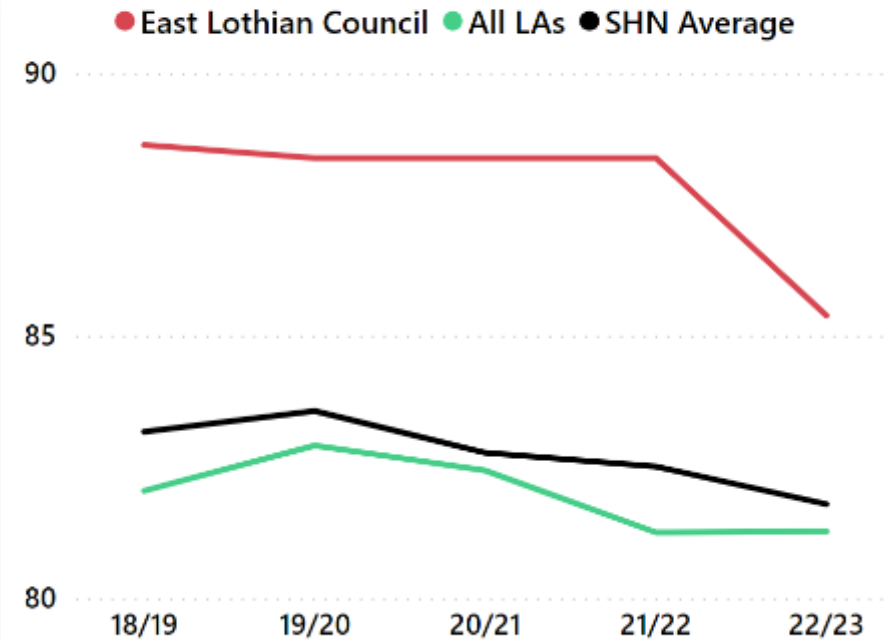
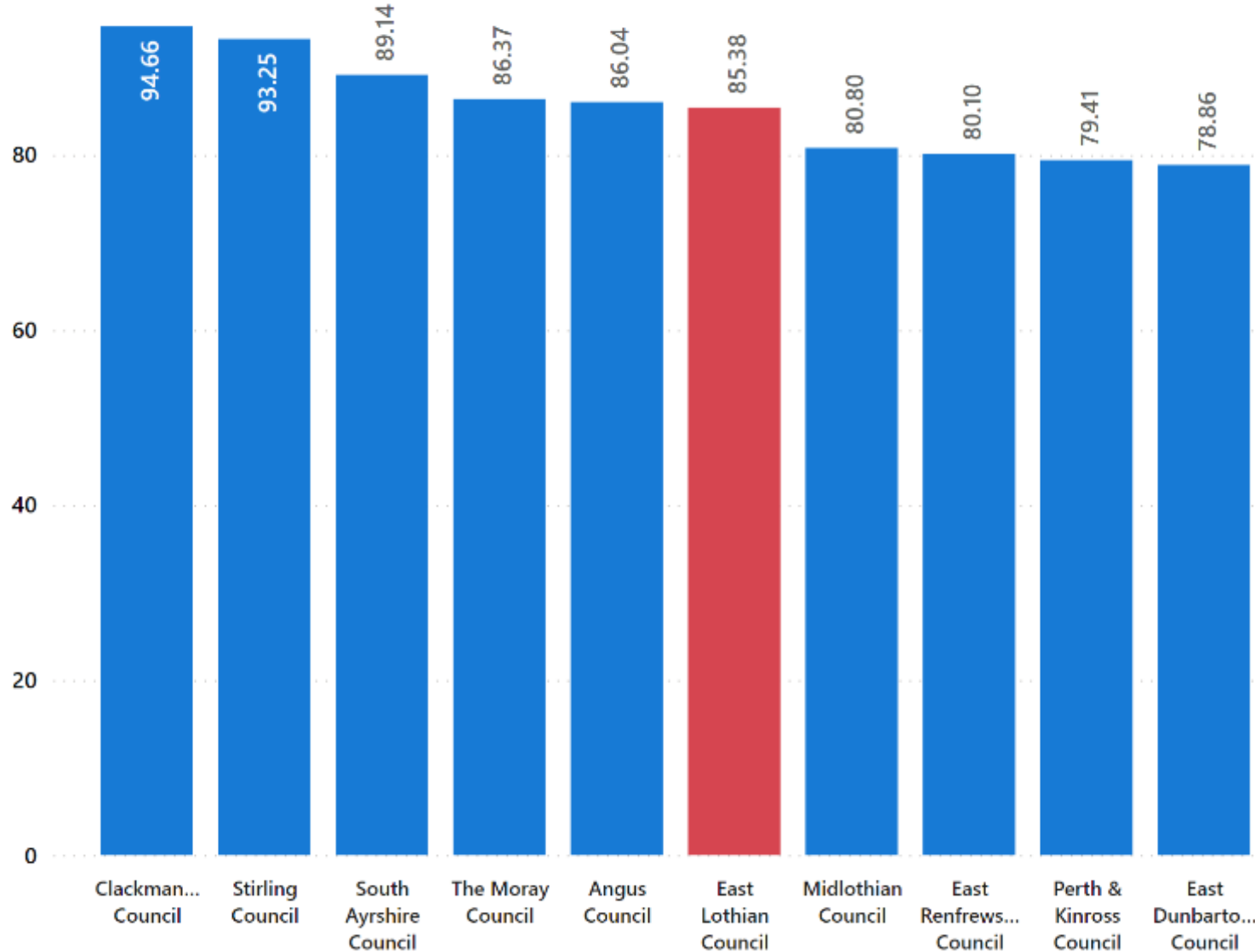
113 Percentage tenants satisfied with management of neighbourhood



Organisation Name	20/21	21/22	22/23
East Lothian Council	87.51	87.51	88.39
Peer Group 8 - Small LA	86.30	83.07	85.01
All LAs	83.54	81.49	82.08
SHN Average	86.08	85.09	84.54

Value for Money

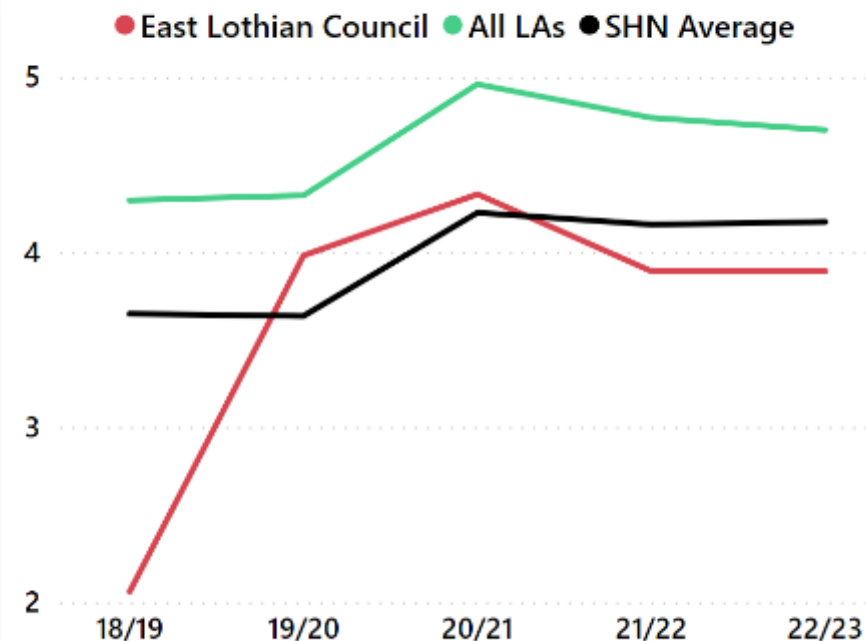
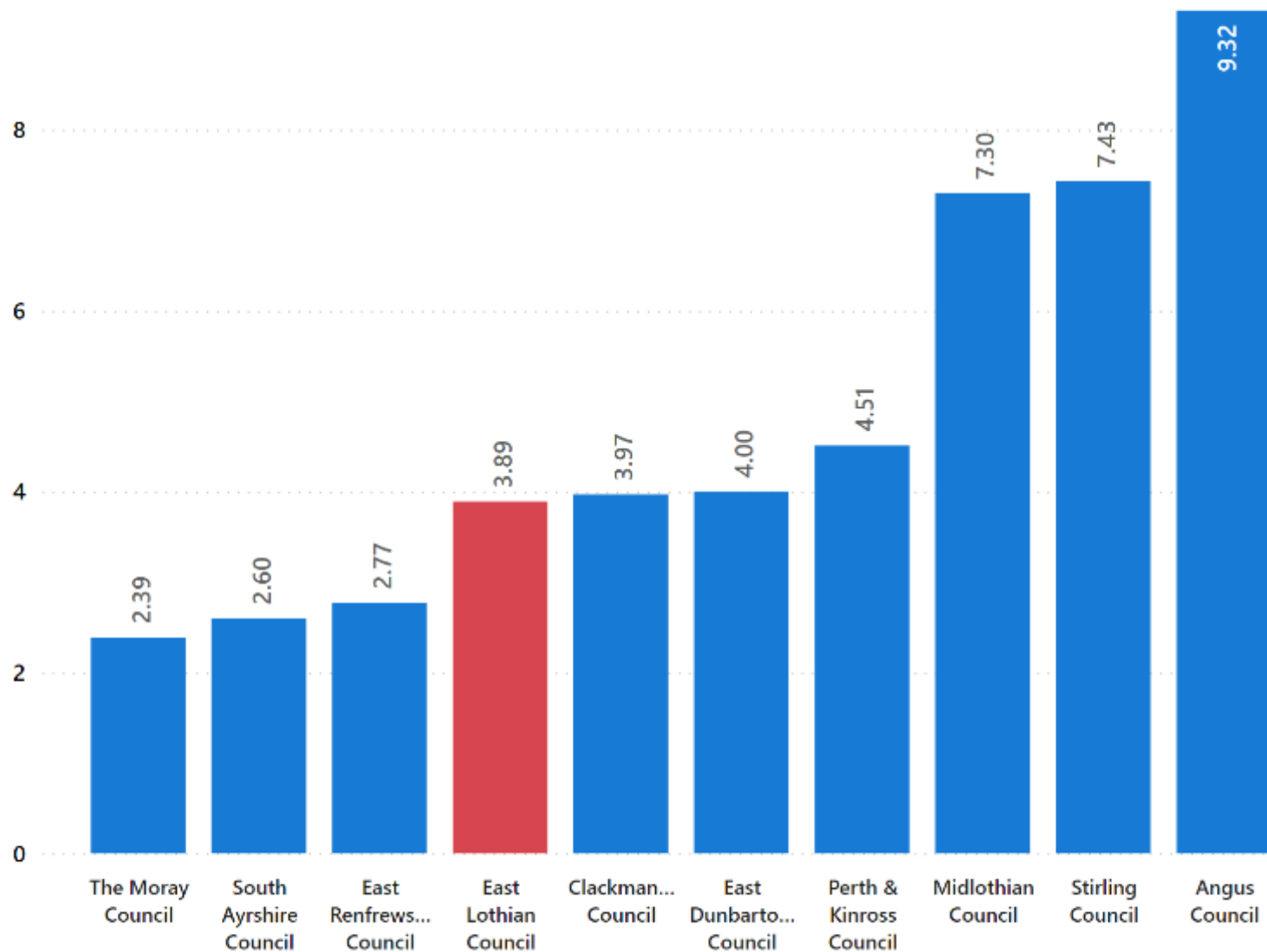
125 Percentage tenants who feel rent for their property represents good value for money



Organisation Name	20/21	21/22	22/23
East Lothian Council	88.38	88.38	85.38
Peer Group 8 - Small LA	83.87	81.26	83.05
All LAs	82.43	81.25	81.27
SHN Average	82.77	82.51	81.79

Emergency Repairs

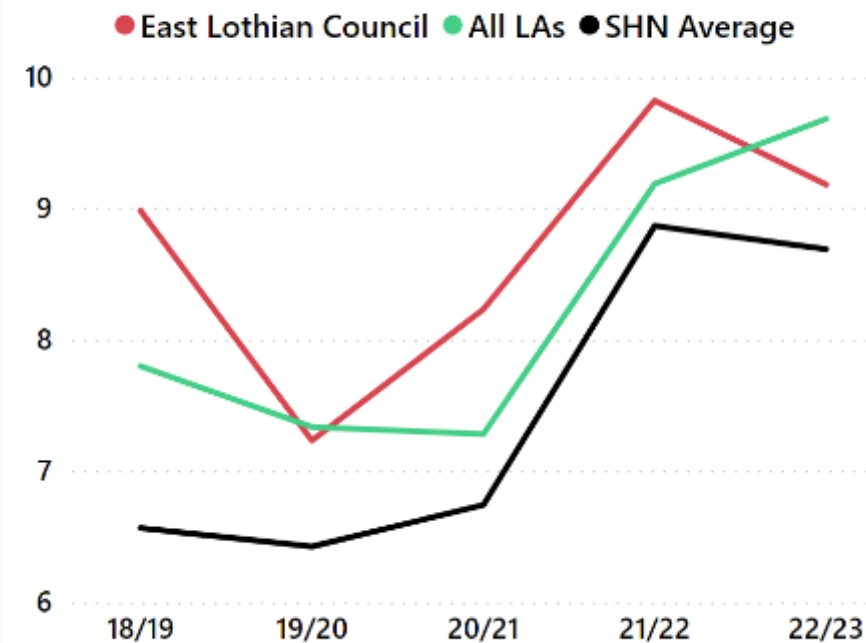
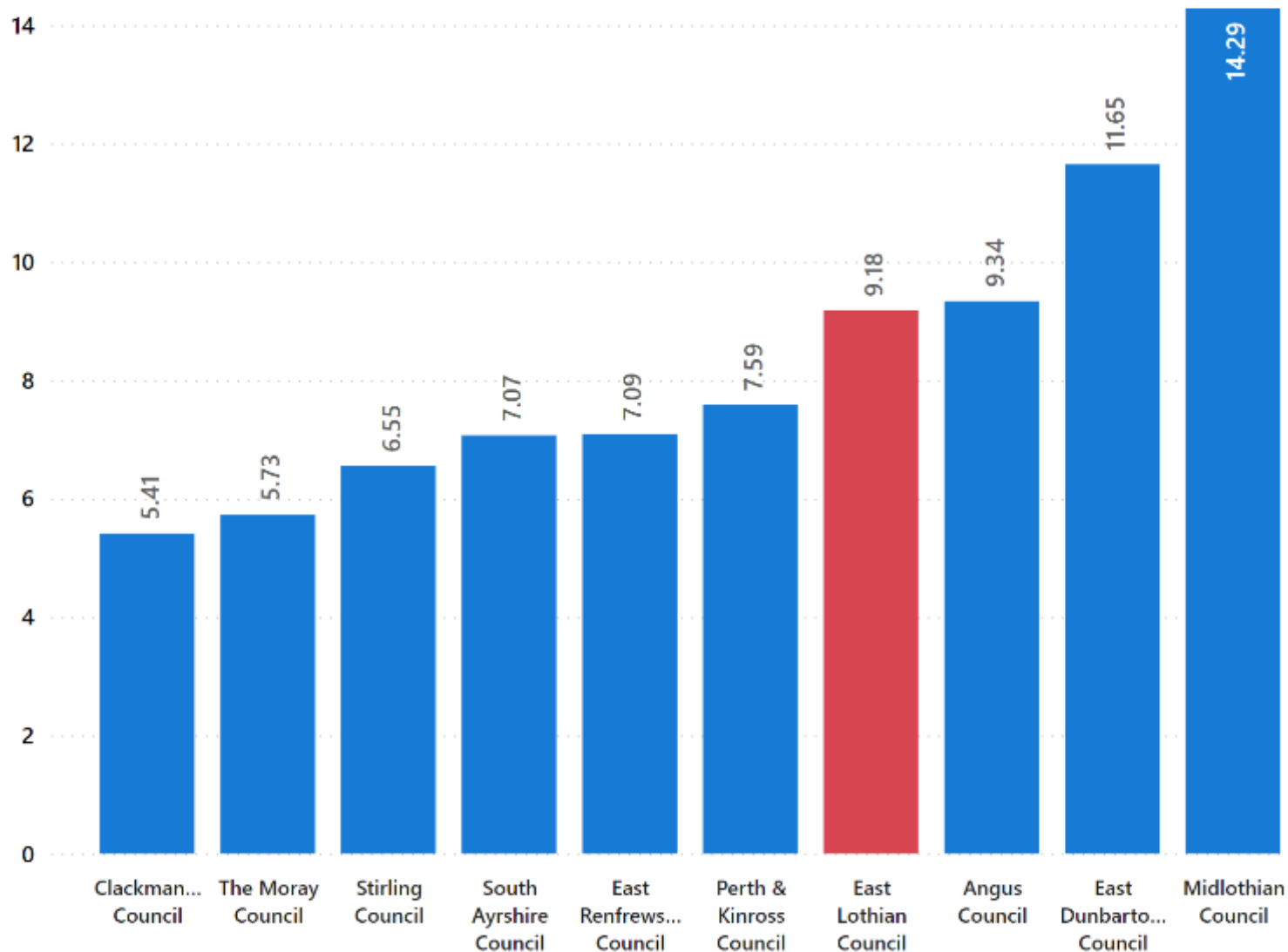
18 Average hours to complete emergency repairs



Organisation Name	20/21	21/22	22/23
East Lothian Council	4.33	3.89	3.89
Peer Group 8 - Small LA	4.12	5.02	4.45
All LAs	4.96	4.77	4.70
SHN Average	4.22	4.16	4.17

Non-Emergency Repairs

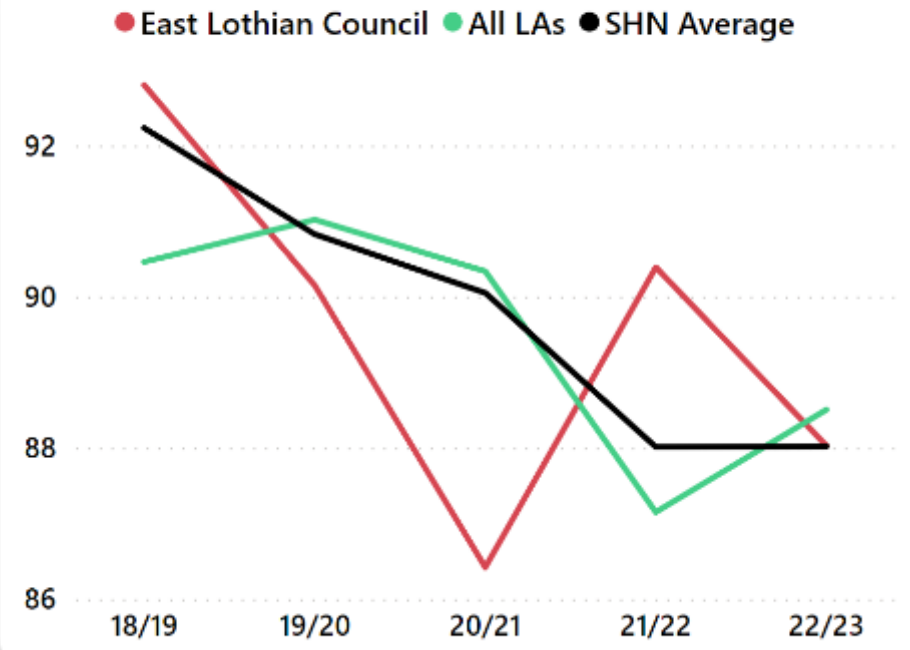
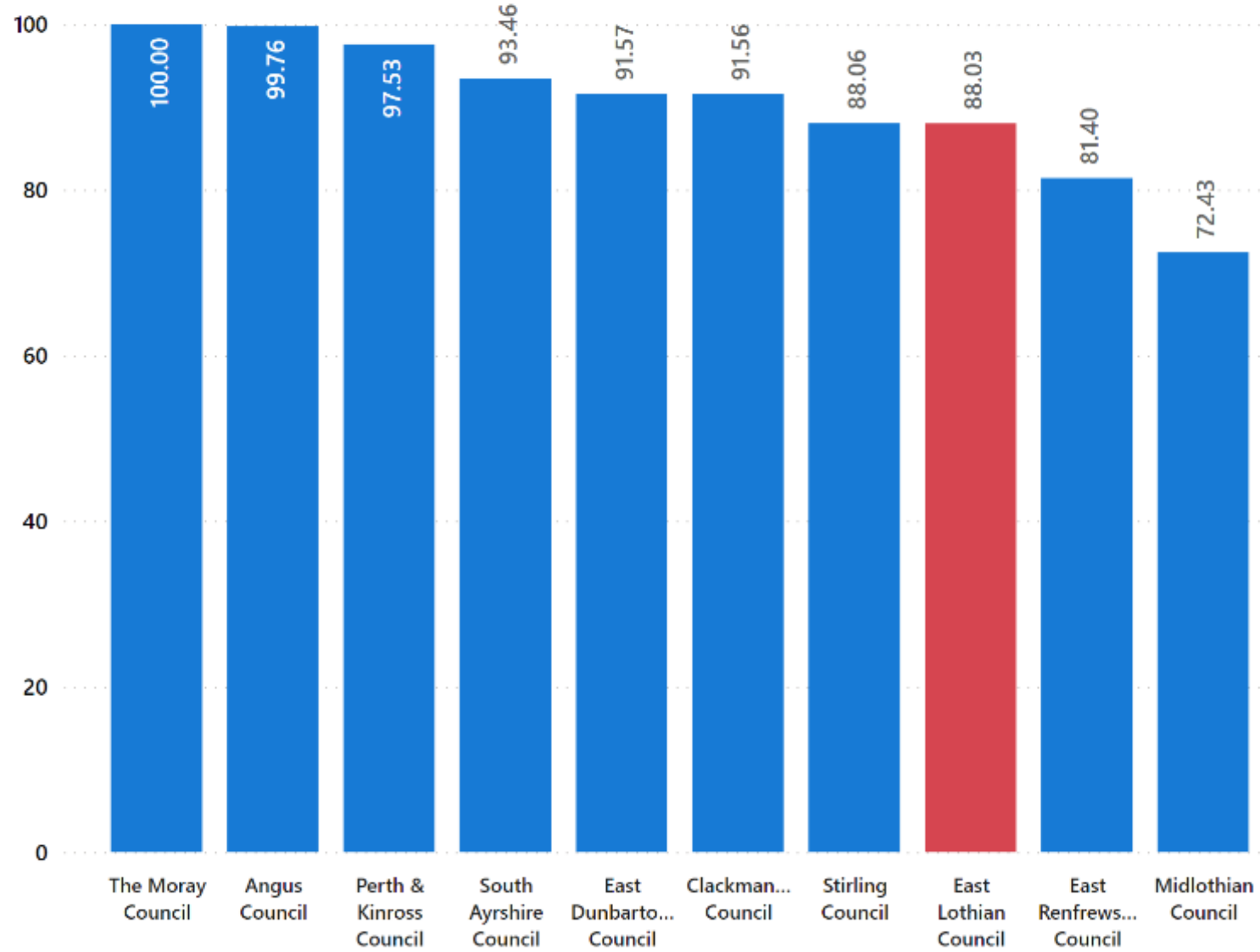
19 Average working days to complete non-emergency repairs



Organisation Name	20/21	21/22	22/23
East Lothian Council	8.23	9.82	9.18
Peer Group 8 - Small LA	7.12	8.77	8.91
All LAs	7.28	9.19	9.68
SHN Average	6.74	8.87	8.69

Repairs Satisfaction

112 Percentage tenants satisfied with repairs service



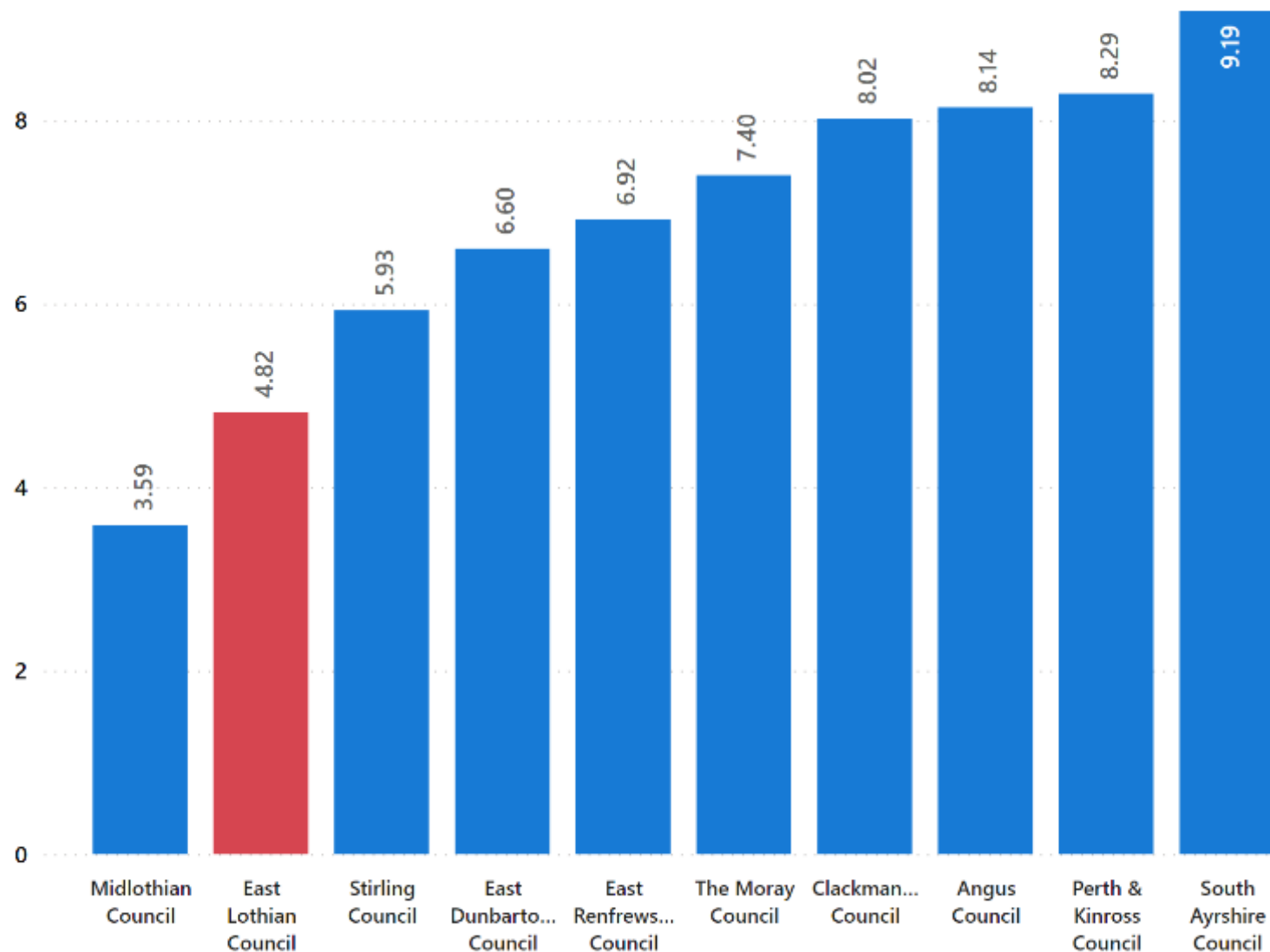
Organisation Name	20/21	21/22	22/23
East Lothian Council	86.42	90.39	88.03
Peer Group 8 - Small LA	90.60	88.02	90.35
All LAs	90.34	87.15	88.51
SHN Average	90.05	88.01	88.02

Housing Lists & Lets

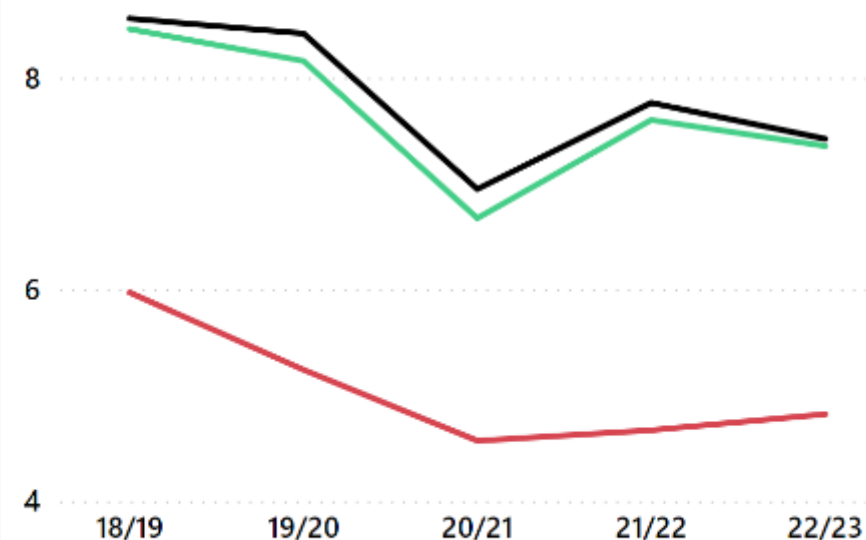
C2.1 The number of lets to existing tenants	123
C2.2 The number of lets to housing list applicants	86
C2.3 The number of mutual exchanges	100
C2.4 The number of lets from other sources	0
C2.5 The number of lets to homeless applicants	294
C3.1 General needs lets	394
C3.2 Supported housing lets	109

Turnover

117 Percentage lettable self-contained houses that became vacant in year



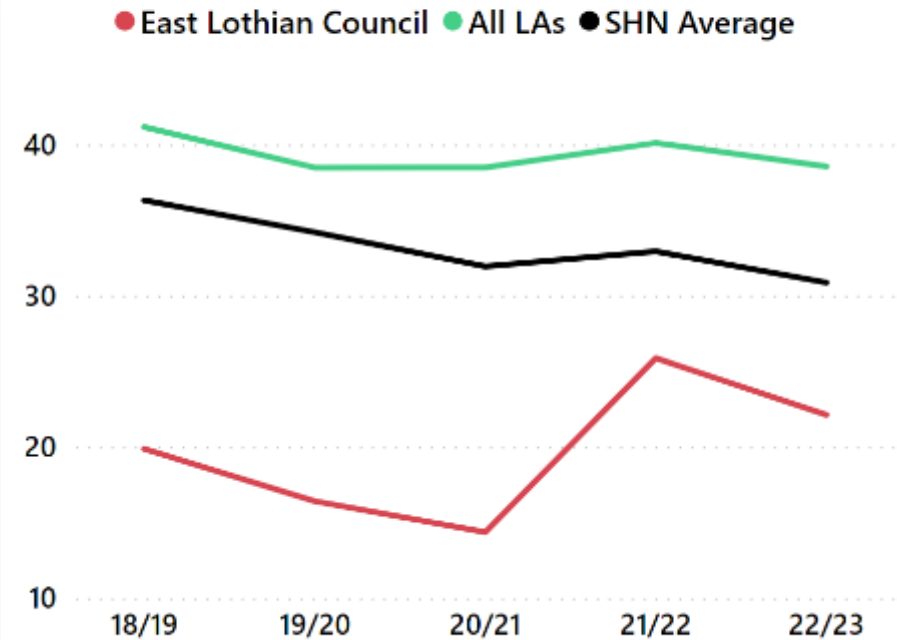
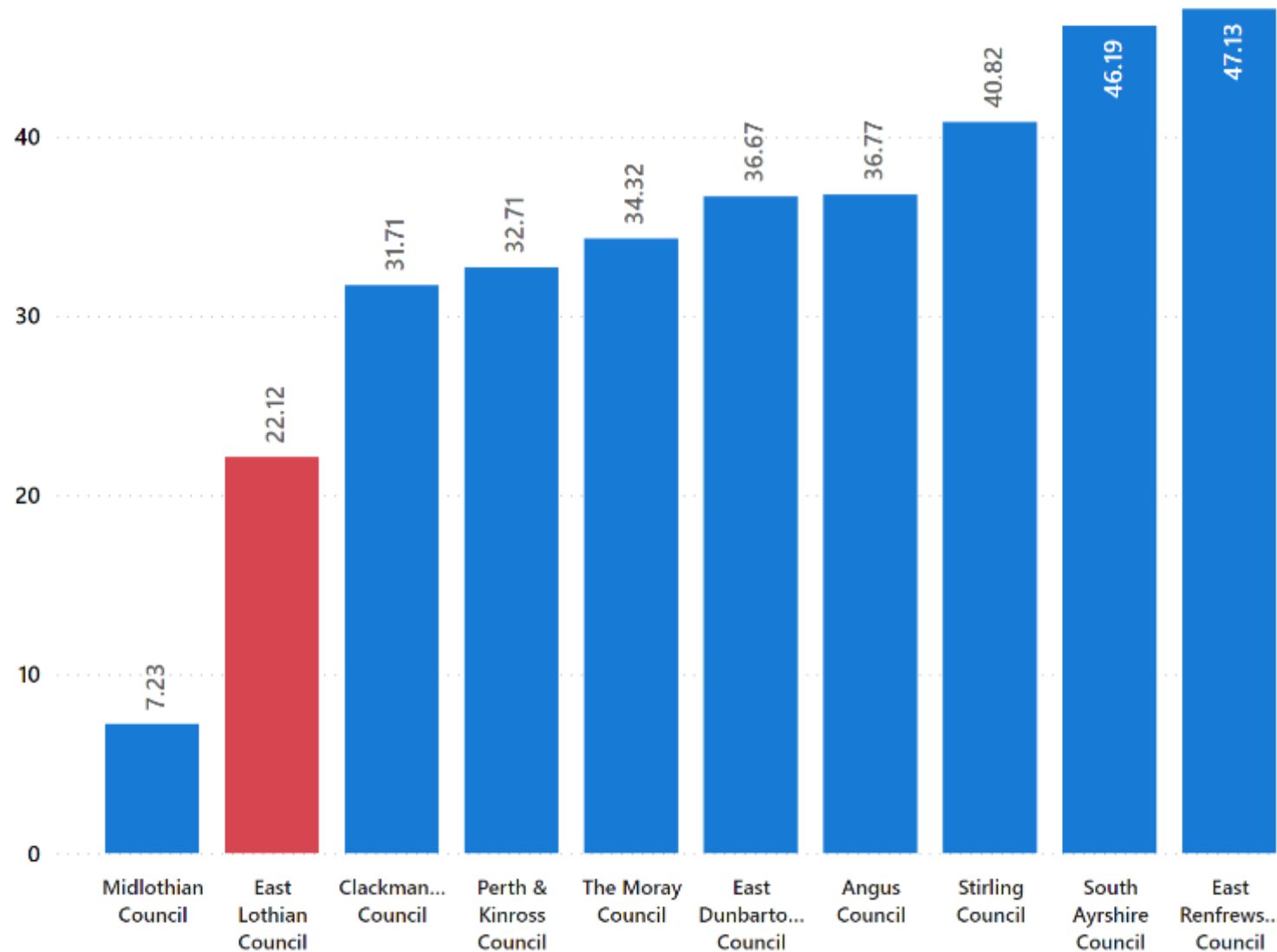
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
East Lothian Council	4.57	4.67	4.82
Peer Group 8 - Small LA	6.40	7.00	6.91
All LAs	6.67	7.60	7.36
SHN Average	6.95	7.76	7.42

Offers Refused

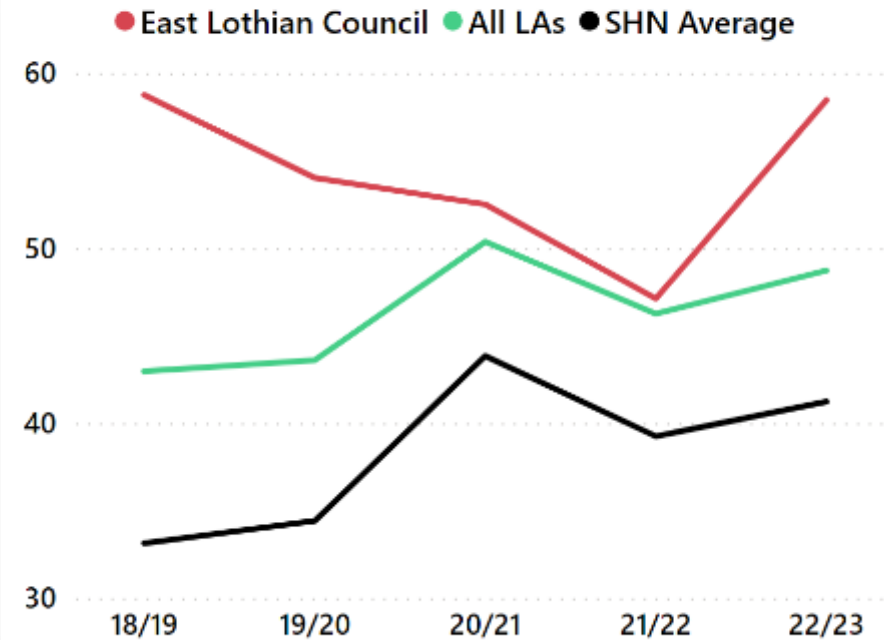
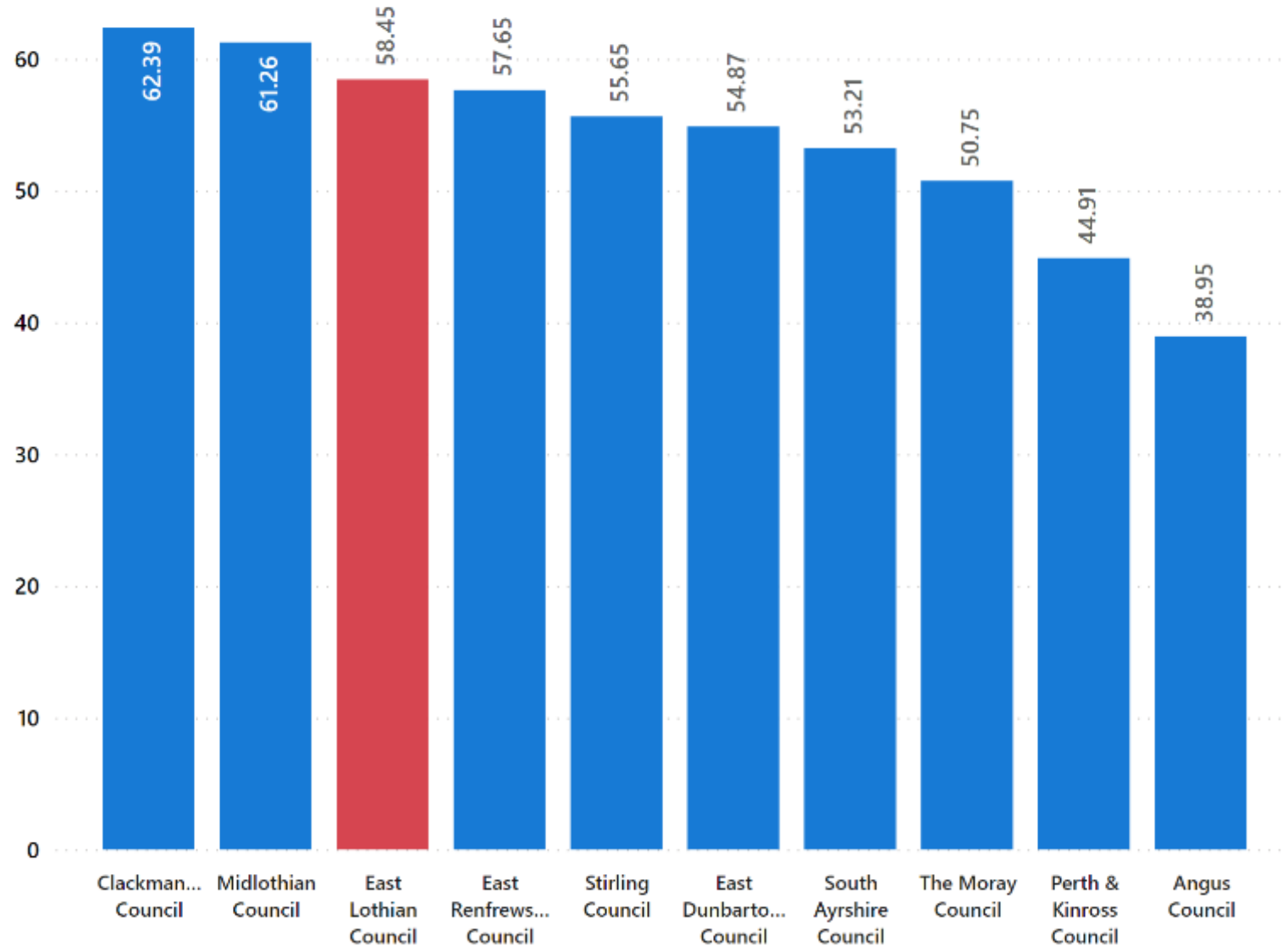
114 Percentage tenancy offers refused



Organisation Name	20/21	21/22	22/23
East Lothian Council	14.36	25.87	22.12
Peer Group 8 - Small LA	33.19	35.22	34.90
All LAs	38.48	40.11	38.55
SHN Average	31.94	32.93	30.87

Lets to Homeless Households

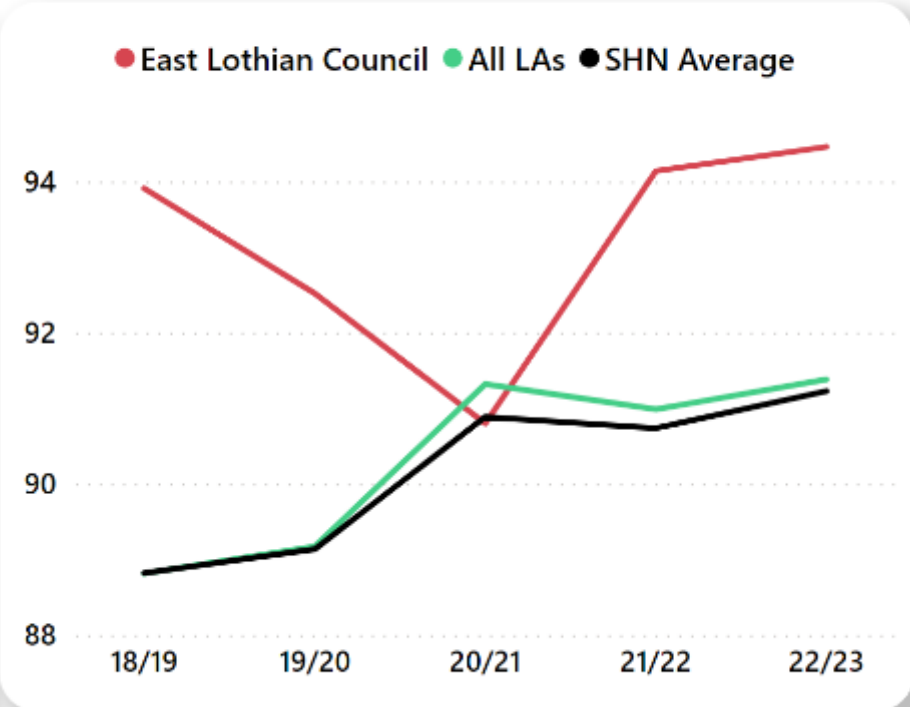
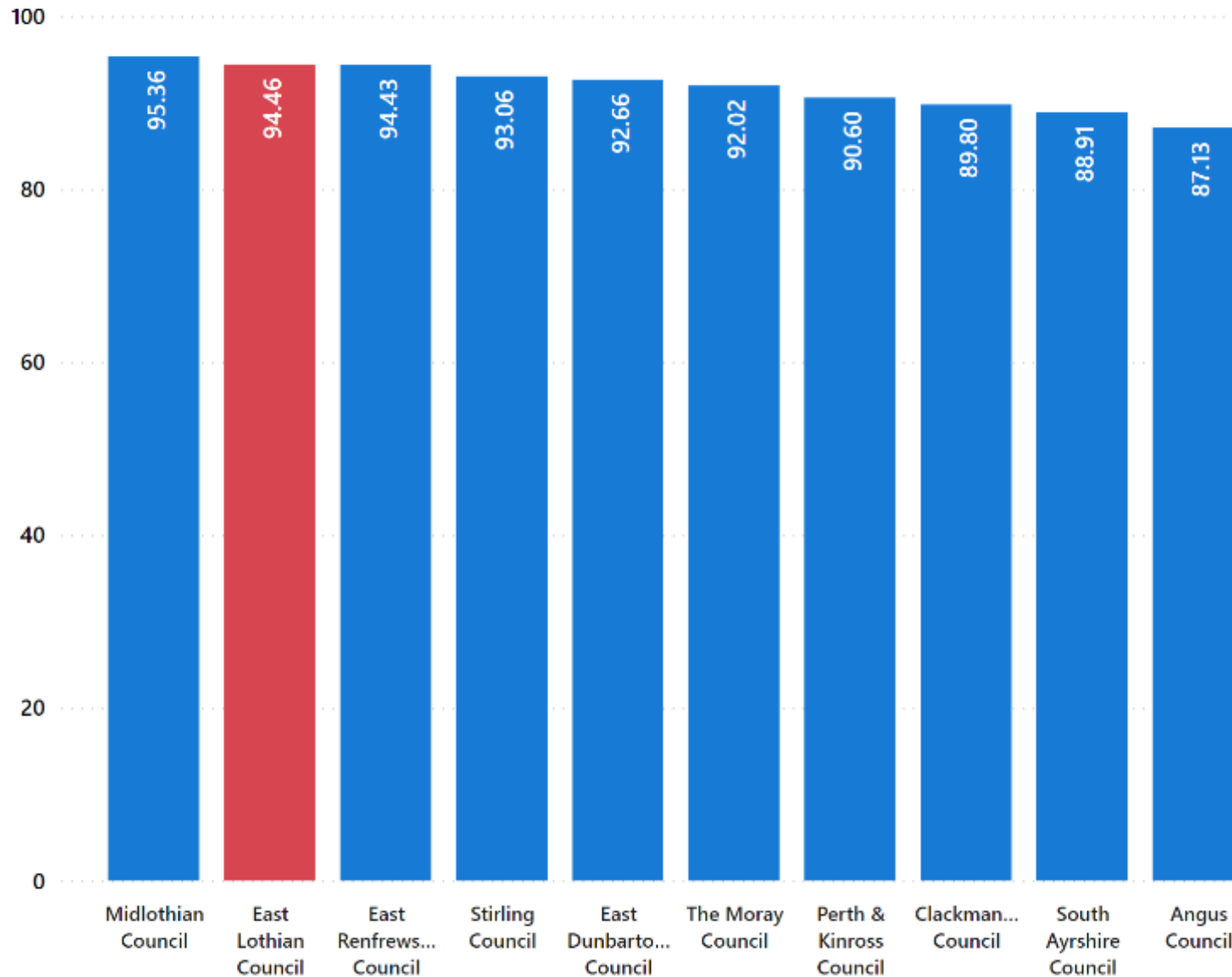
C2 Percentage of lets to homeless applicants



Organisation Name	20/21	21/22	22/23
East Lothian Council	52.49	47.11	58.45
Peer Group 8 - Small LA	52.28	46.40	51.29
All LAs	50.36	46.25	48.71
SHN Average	43.83	39.24	41.22

Tenancy Sustainment

116 Percentage tenancies began in previous year remained more than a year - all



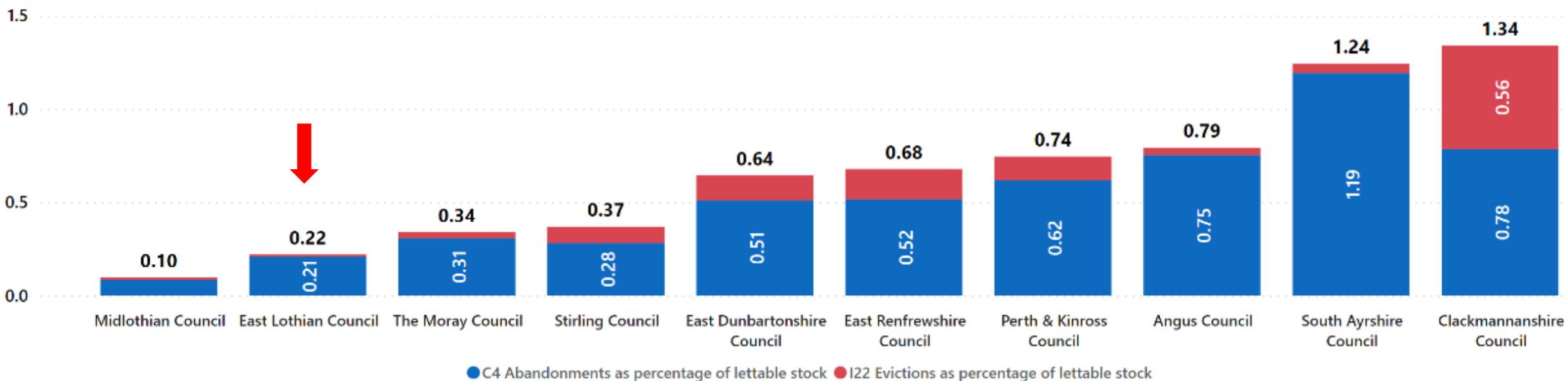
Organisation Name	20/21	21/22	22/23
East Lothian Council	90.80	94.14	94.46
Peer Group 8 - Small LA	90.38	90.86	91.17
All LAs	91.32	90.99	91.38
SHN Average	90.89	90.74	91.23

Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

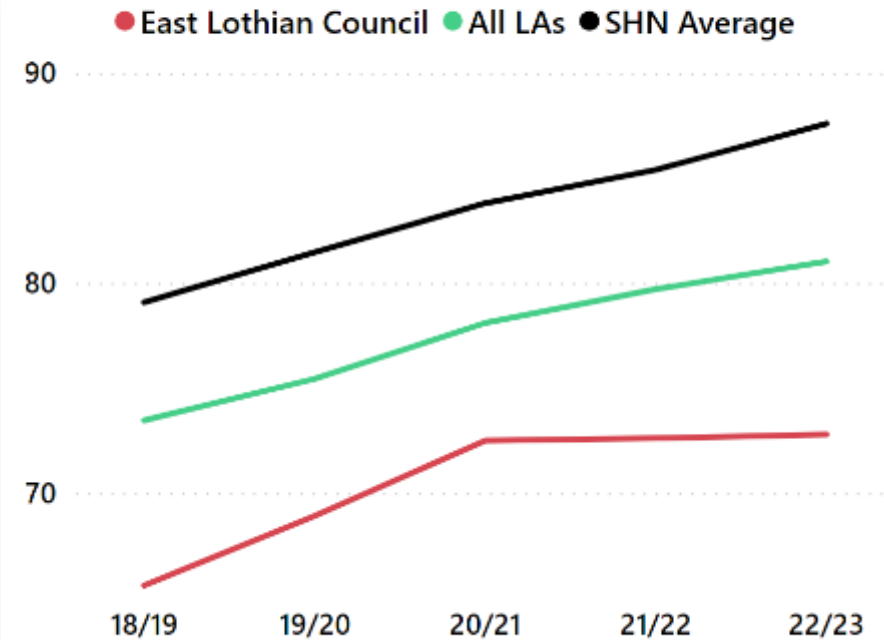
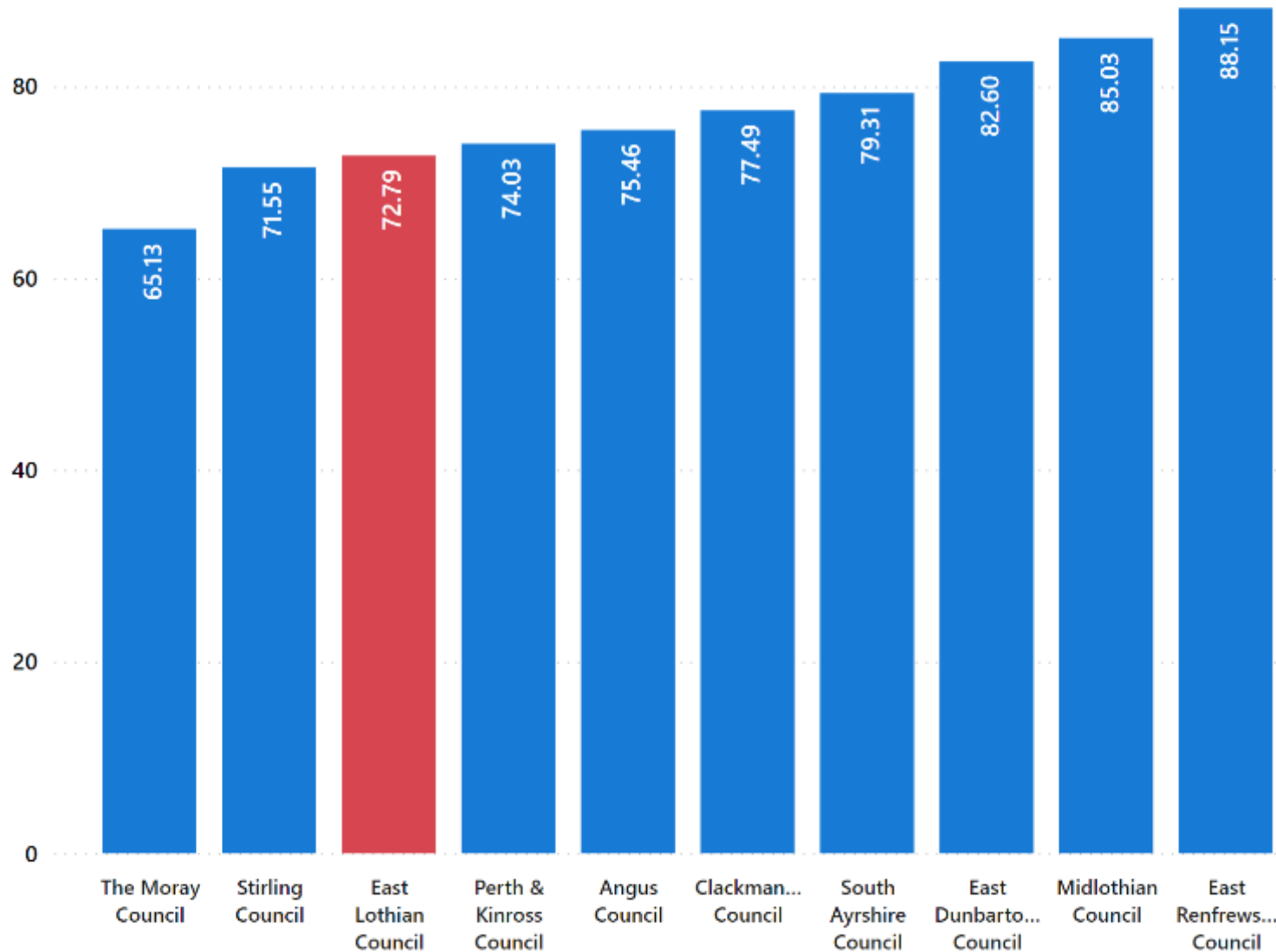


Organisation Name	20/21		21/22		22/23	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
East Lothian Council	0.15	0.02	0.17	0.00	0.21	0.01
Peer Group 8 - Small LA	0.35	0.01	0.44	0.03	0.52	0.10
All LAs	0.37	0.01	0.50	0.04	0.56	0.08
SHN Average	0.36	0.02	0.45	0.06	0.50	0.10



Rents

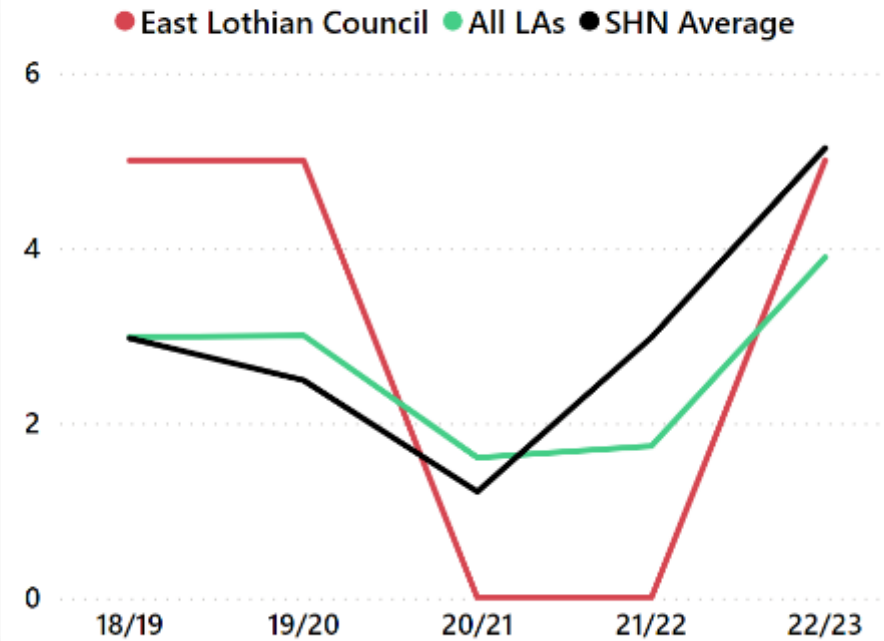
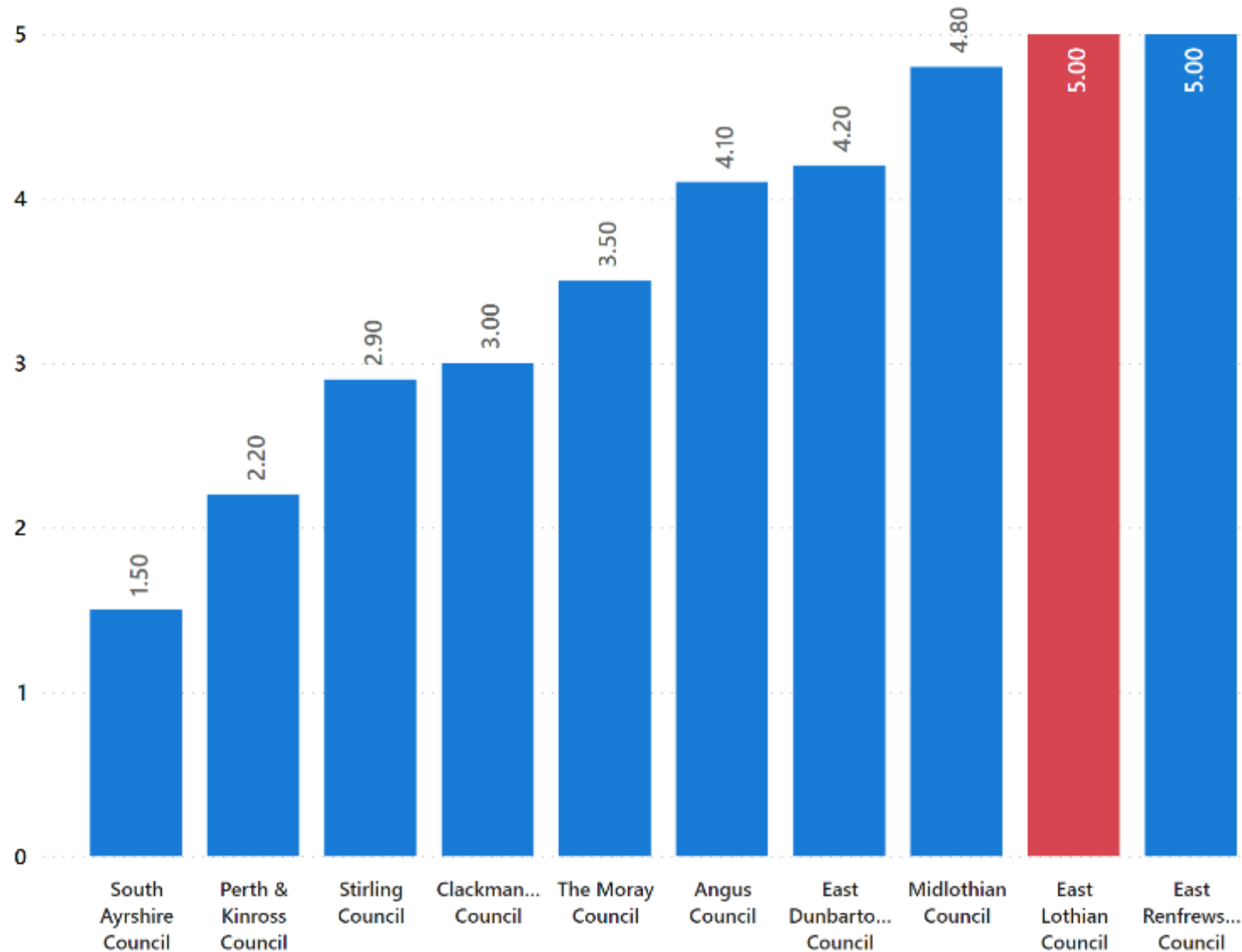
C17 Lettable self-contained units -
Total - Average weekly rent



Organisation Name	20/21	21/22	22/23
East Lothian Council	72.50	72.61	72.79
Peer Group 8 - Small LA	74.84	75.58	76.60
All LAs	78.10	79.71	81.03
SHN Average	83.80	85.39	87.59

Rents

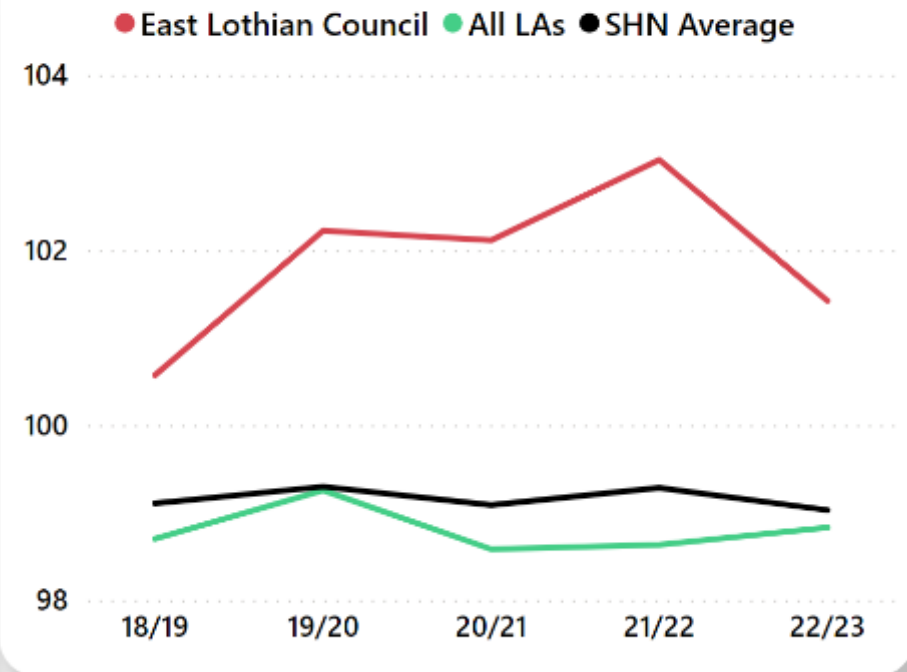
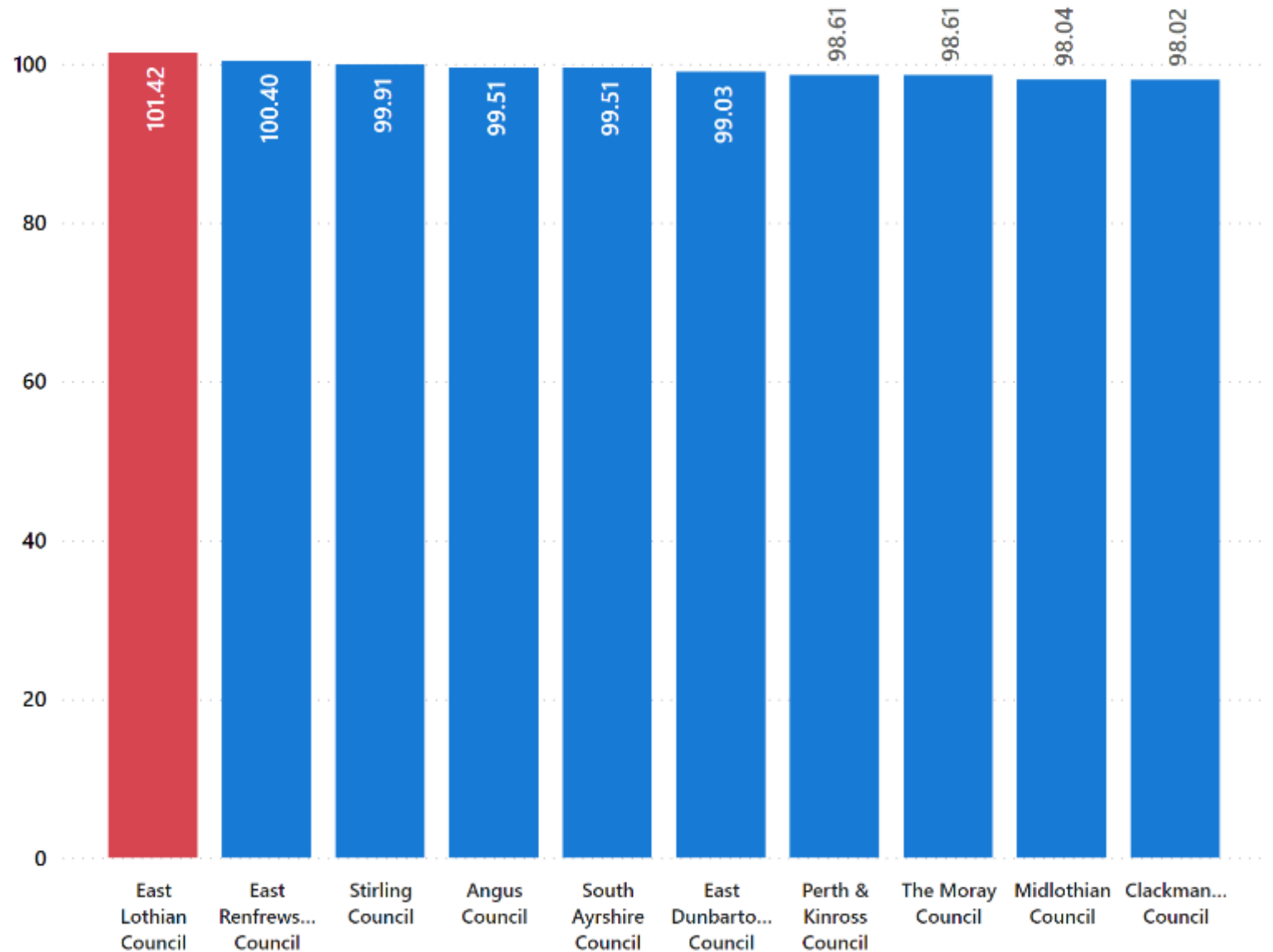
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	20/21	21/22	22/23
East Lothian Council	0.00	0.00	5.00
Peer Group 8 - Small LA	1.11	1.39	3.64
All LAs	1.60	1.74	3.89
SHN Average	1.22	2.98	5.14

Rent Collection

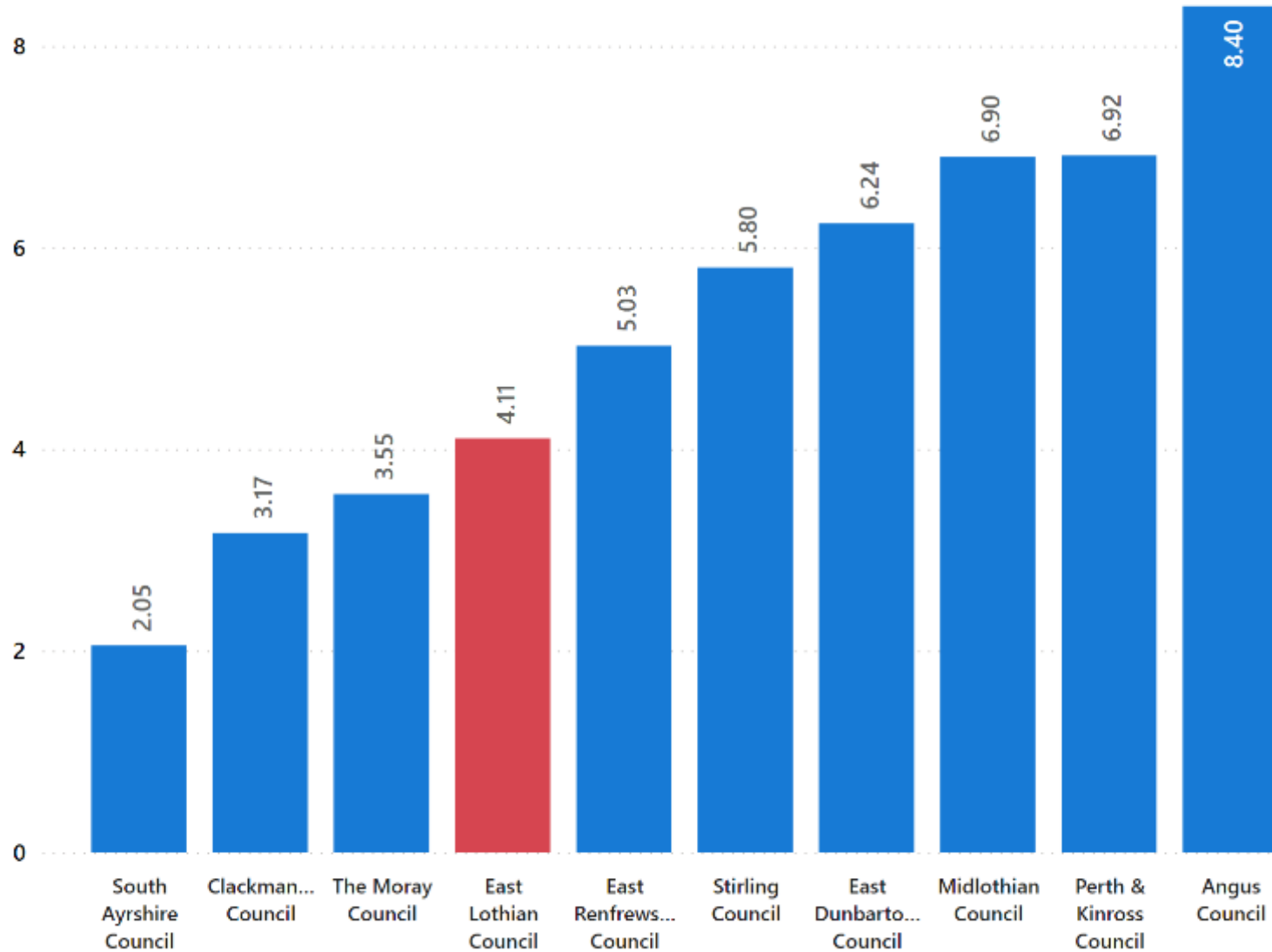
126 Percentage collected of rent due



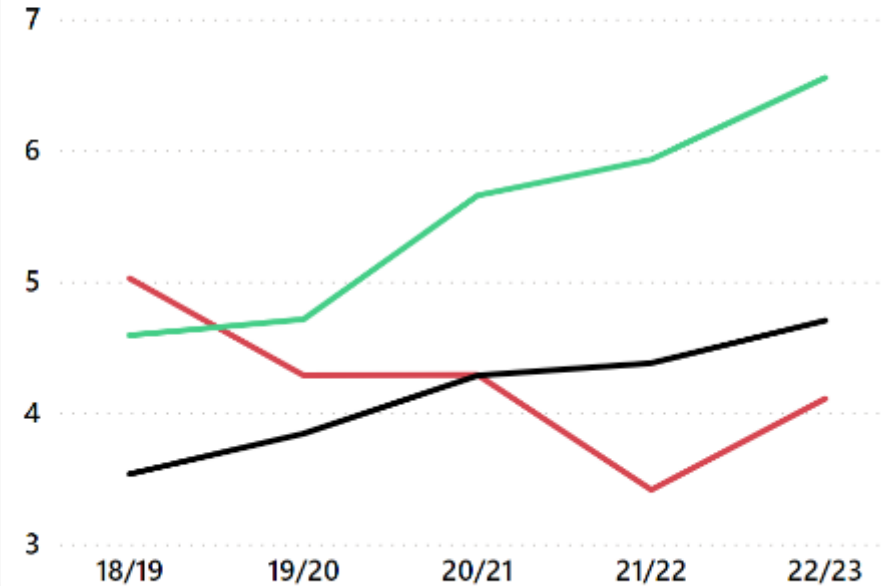
Organisation Name	20/21	21/22	22/23
East Lothian Council	102.11	103.03	101.42
Peer Group 8 - Small LA	99.99	100.10	99.38
All LAs	98.58	98.63	98.83
SHN Average	99.08	99.28	99.03

Arrears

127 Current arrears percentage of rent due



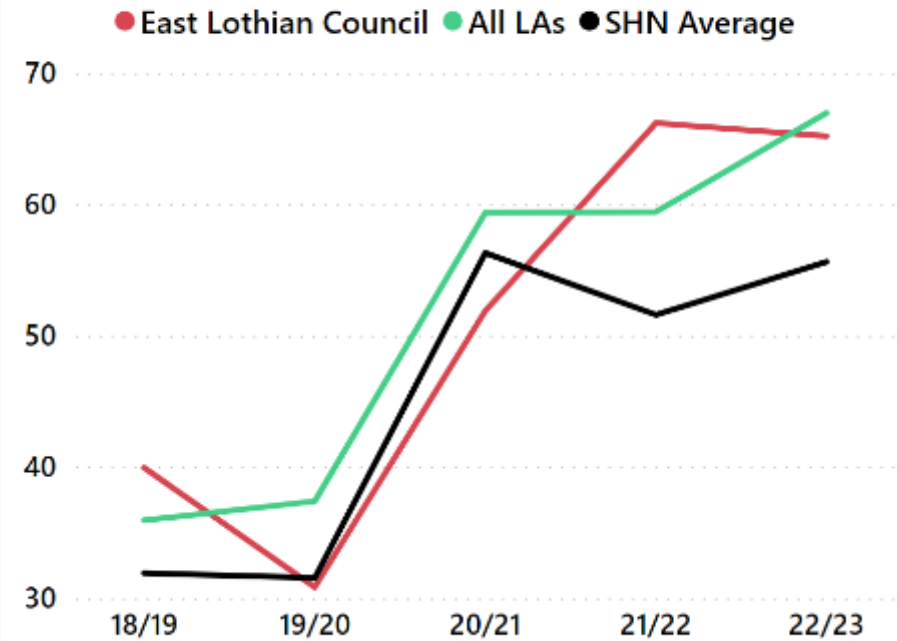
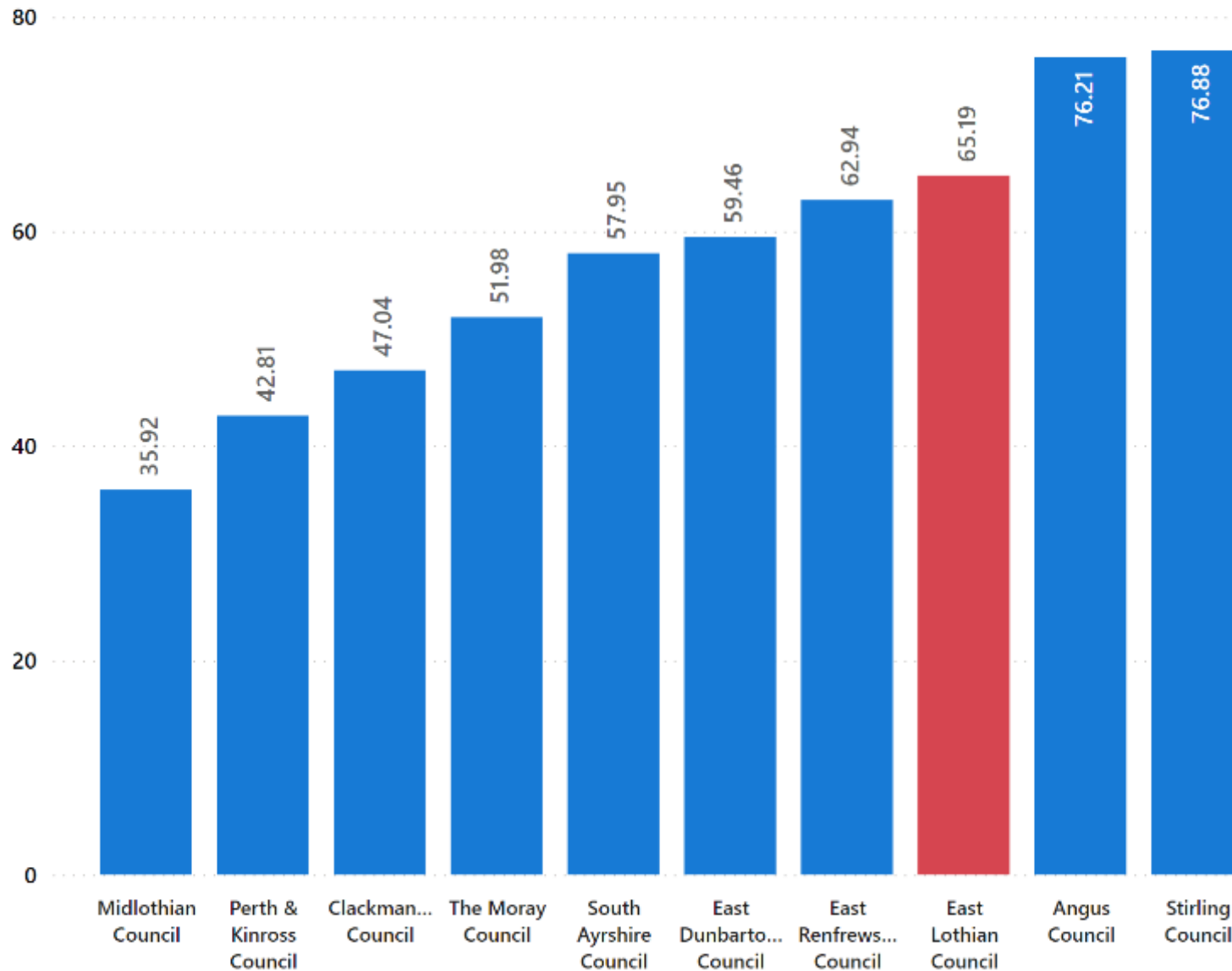
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
East Lothian Council	4.29	3.41	4.11
Peer Group 8 - Small LA	5.39	5.21	5.28
All LAs	5.65	5.93	6.55
SHN Average	4.28	4.38	4.70


Relet Times

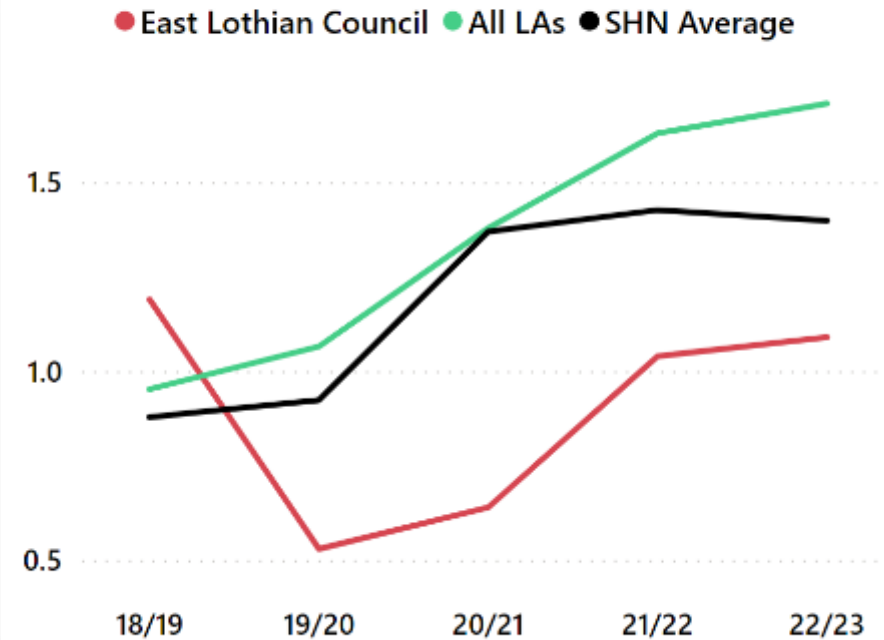
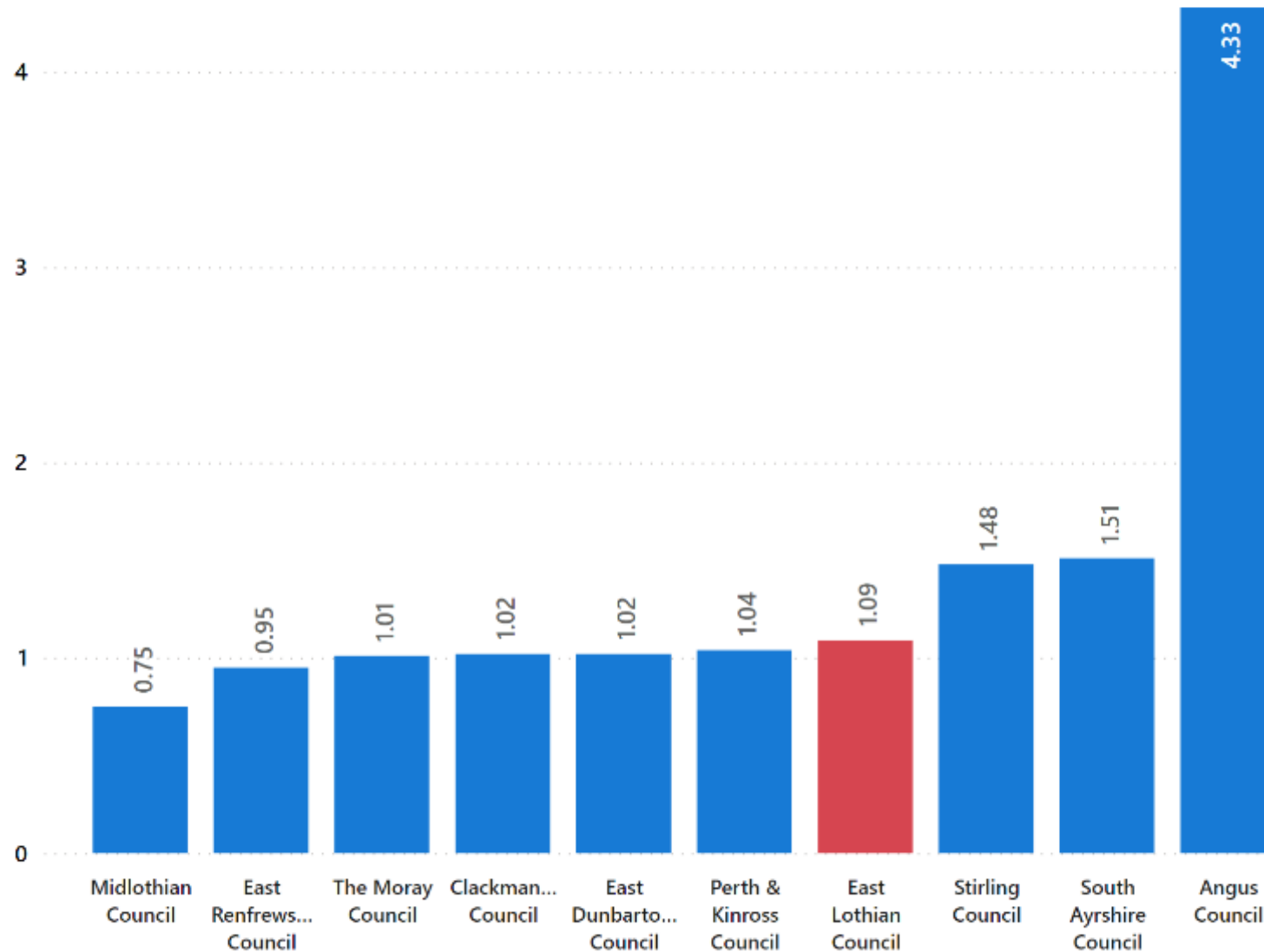
130 Average time to re-let properties



Organisation Name	20/21	21/22	22/23
East Lothian Council	51.88	66.19	65.19
Peer Group 8 - Small LA	57.68	55.15	59.26
All LAs	59.36	59.42	66.94
SHN Average	56.29	51.58	55.61

Void Rent Loss

118 Percentage of rent due lost through properties being empty 



Organisation Name	20/21	21/22	22/23
East Lothian Council	0.64	1.04	1.09
Peer Group 8 - Small LA	1.49	1.47	1.52
All LAs	1.38	1.63	1.71
SHN Average	1.37	1.43	1.40

Strengths

- EESSH -90.86%
- Emergency repairs
- Repairs right first time
- Low turnover, high tenancy sustainment
- Offers refused remain low
- Lets to homeless applicants – 58.45%
- Low rents, low rent arrears

Areas to monitor

- Temporary accommodation stays still longer than average
- Relet times remain high