

**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 12 December 2024

**BY:** Executive Director for Place

**SUBJECT:** Landlord Performance Report 2023/24

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## **1 PURPOSE**

- 1.1 To update elected members on the Council's performance in meeting the key Social Housing Charter outcomes referenced in the 2023/24 Landlord Report.

## **2 RECOMMENDATIONS**

- 2.1 Members are asked to note the report and to consider whether any aspect of the performance and customer satisfaction is in need of further analysis.

## **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 2023/24 Landlord Report**

#### 3.6 *Rent and Value for Money*

The Landlord Report explains why East Lothian Council increased its rent by 7% in 2023/24. The accompanying benchmarking report at Appendix 1 confirms that although East Lothian Council had the second 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 £84.31 per week.

#### *Rent Collection*

Against a difficult backdrop, the Council managed to once again collect more rent than was due, noting that some of this arrears was paid by former tenants. A fuller commentary on the rent arrears position can be found in the 2023/24 Q4 report to PPRC dated 19 September 2024.

#### *Void Rent Loss*

Significant development work and activity continues to reduce void rent loss and re-let times and it is expected the full benefits of this will continue to be seen going forward.

#### 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, means that the percentage of houses that become available each year is way below the national average. In spite of this, 664 houses were allocated in 2023/24 helped by an additional 209 new build properties.

### 3.8 *Repairs and Maintenance*

Emergency repairs averaged 3.74 hours v. the Scottish LA average of 3.96 hours, whilst non-emergency repairs averaged 16.28 days (v. Scottish LA average of 8.95 days). The reduced performance in day-to-day repairs is largely attributable to a focus on improving void times and a redirection of significant resource to that area, whilst continuing to ensure that emergency repair response targets were met. Nevertheless, tenant satisfaction with repairs sat at 88.75% against a Scottish LA average of 87.31%.

### 3.9 *Housing Options and Homelessness*

Average days in temporary accommodation although improving remains high due to the extreme housing pressure the Council is under. 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.

#### *Summary*

3.10 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 36 of Appendix 1 shows Scotland's Housing Network appraisal of East Lothian Council's performance. Performance is relatively strong across a range of key indicators and further improvements are expected in the months and years ahead with the implementation of modern IT solutions just around the corner.

3.12 As part of the regulatory framework, East Lothian Council will be commissioning another large-scale tenant satisfaction survey to garner tenant satisfaction levels in the summer of 2025/26 against a range of satisfaction indicators and this will be the subject of another report to PPRC at a future date.

## **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 – 2023/24 Q4 report to PPRC – September 2024
- 7.3 2023/24 Landlord Report at: [Landlord Performance Report 2023/24 | East Lothian Council](#)

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<b>DESIGNATION</b>	Head of Housing
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<b>DATE</b>	December 2024

# East Lothian Council

Performance Analysis Visit 2023/24  
October 2024

## **Comparator Organisations**

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Angus Council

Clackmannanshire Council

East Dunbartonshire Council

East Lothian Council

East Renfrewshire Council

Midlothian Council

Perth & Kinross Council

South Ayrshire Council

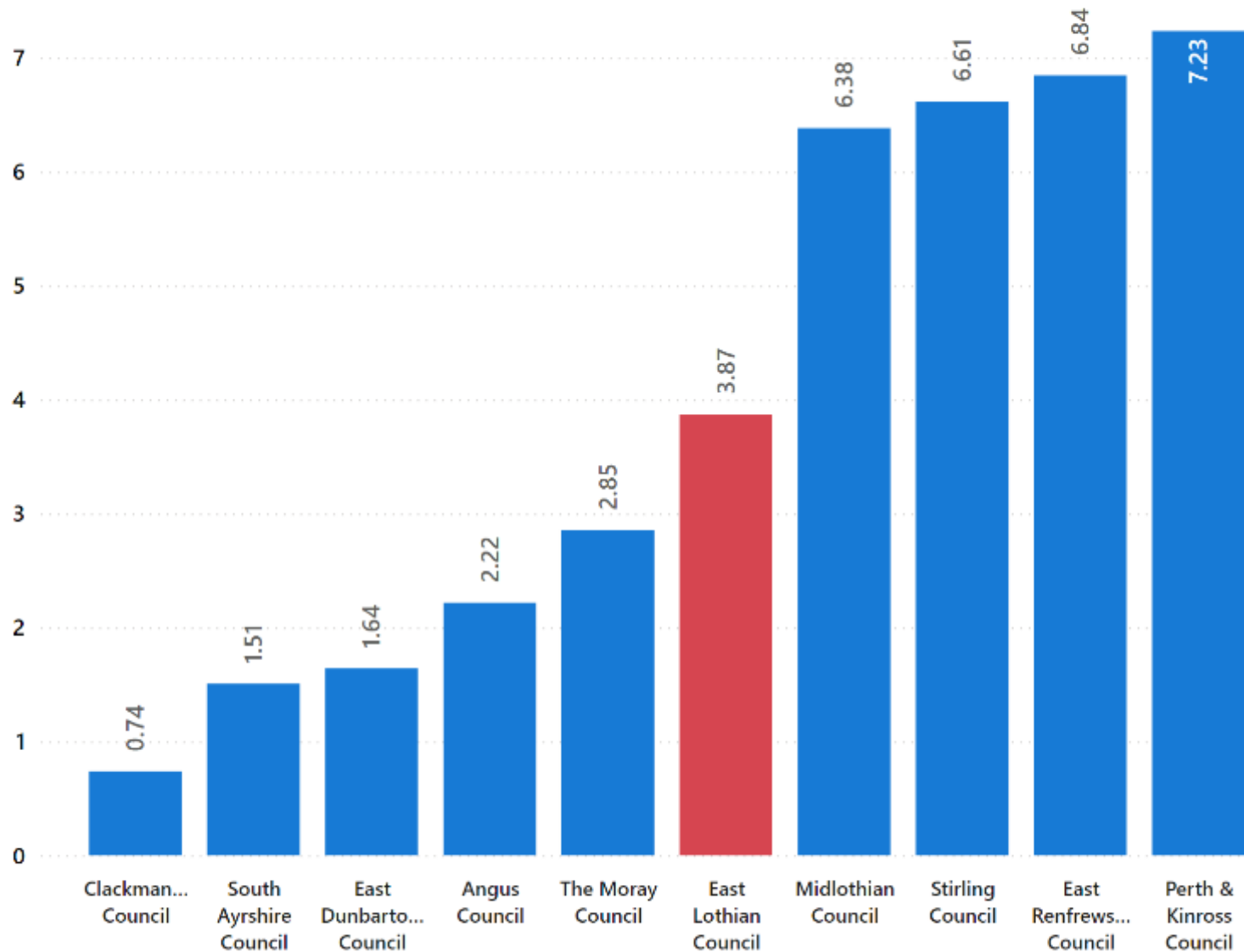
Stirling Council

The Moray Council

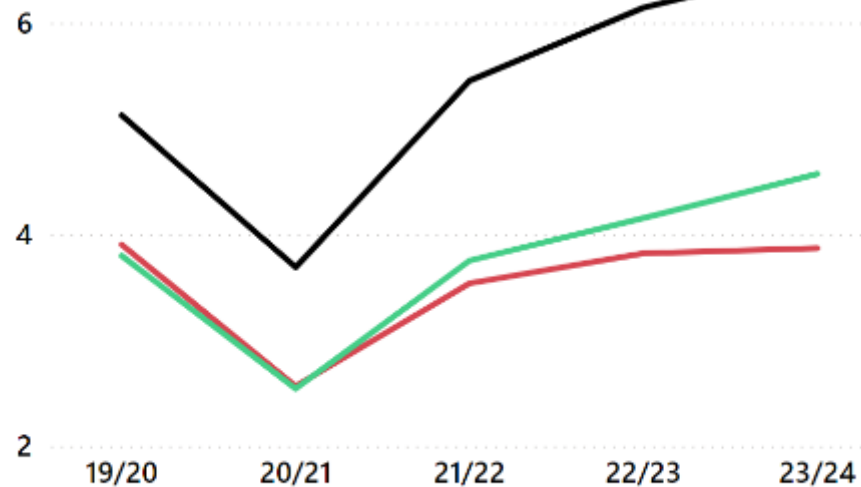
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# Complaints

13 Complaints received per 100 homes



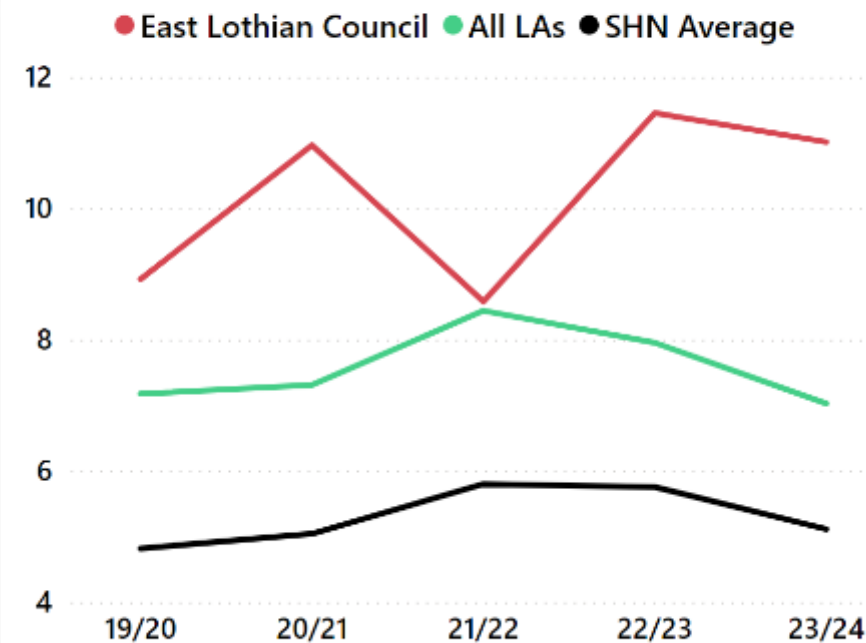
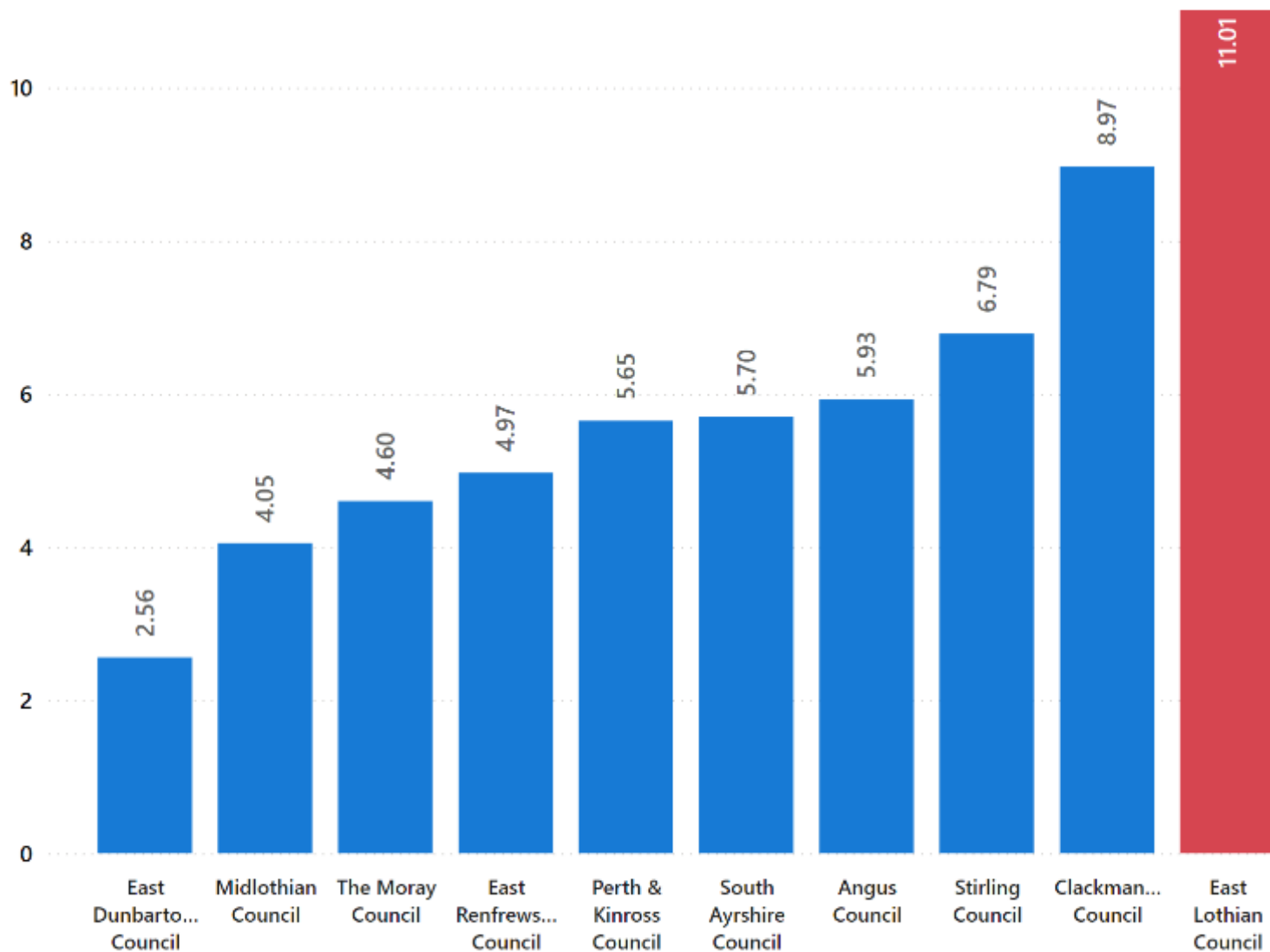
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	3.54	3.82	3.87
Peer Group 8 - Small LA	3.25	4.27	3.96
All LAs	3.75	4.15	4.57
SHN Average	5.45	6.14	6.55

# 1st Stage Complaints

I4 Stage 1 complaints average time to respond

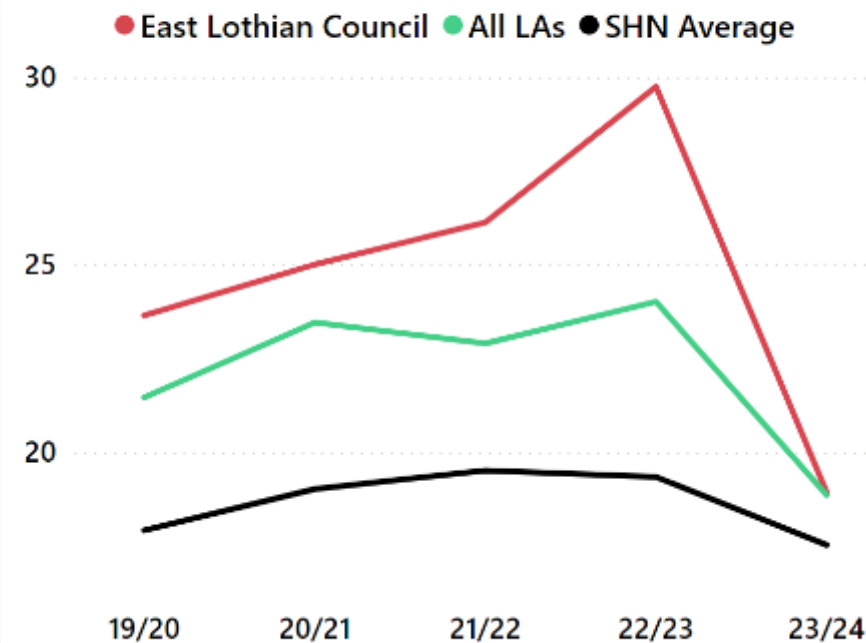
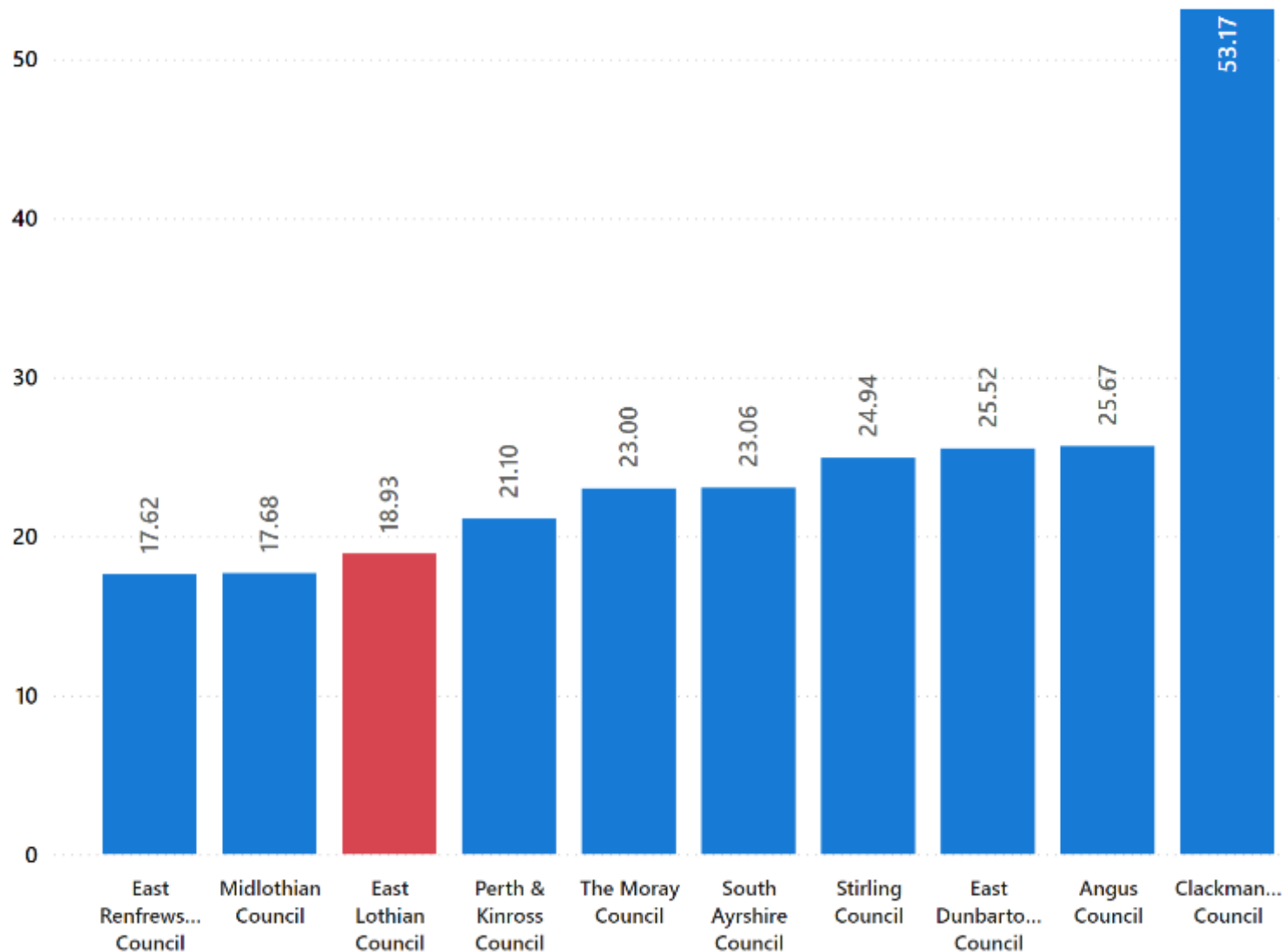


Organisation Name	21/22	22/23	23/24
East Lothian Council	8.58	11.45	11.01
Peer Group 8 - Small LA	6.53	6.68	6.33
All LAs	8.44	7.95	7.02
SHN Average	5.80	5.75	5.11



# 2nd Stage Complaints

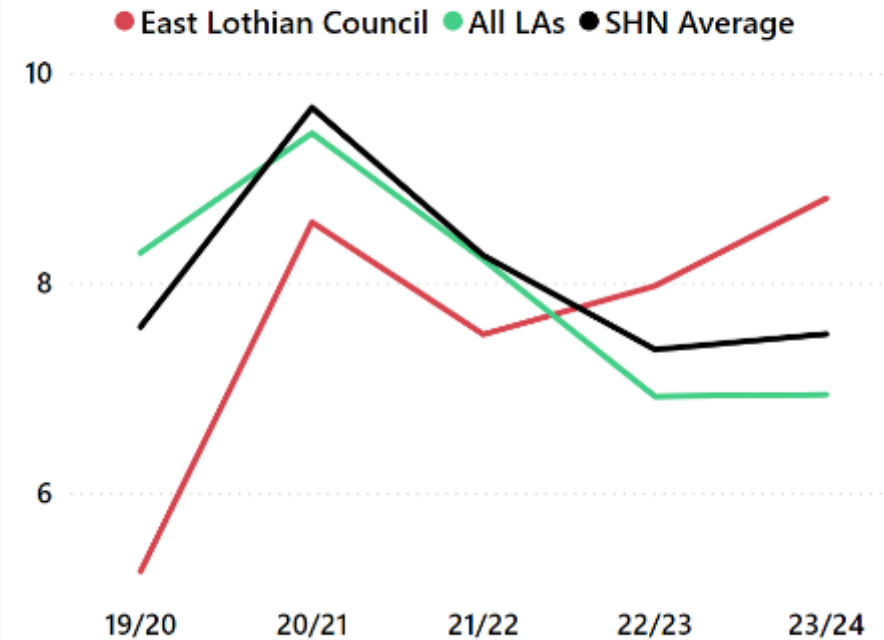
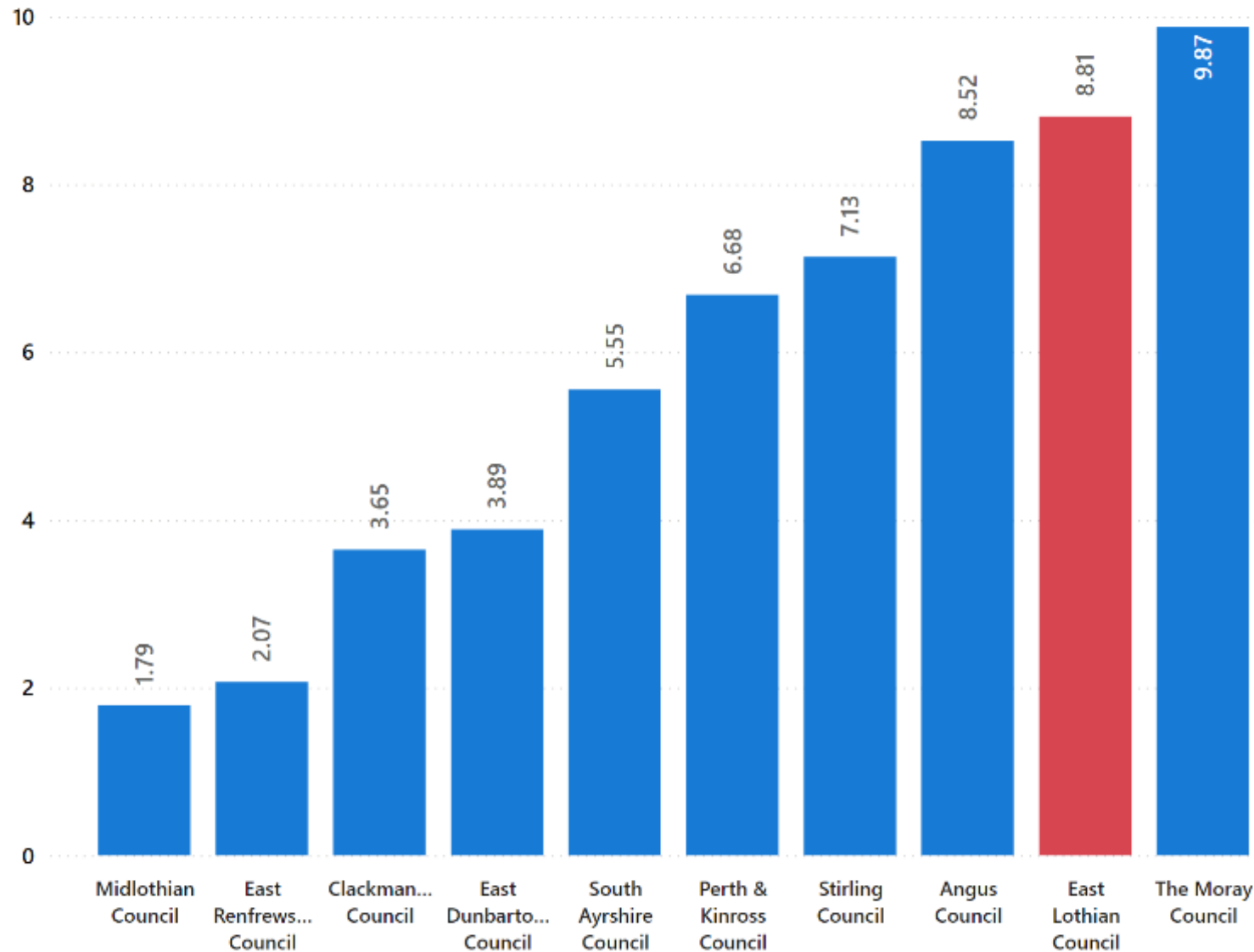
14 Stage 2 complaints average time to respond



Organisation Name	21/22	22/23	23/24
East Lothian Council	26.12	29.74	18.93
Peer Group 8 - Small LA	24.44	23.74	21.70
All LAs	22.89	24.01	18.86
SHN Average	19.51	19.34	17.52

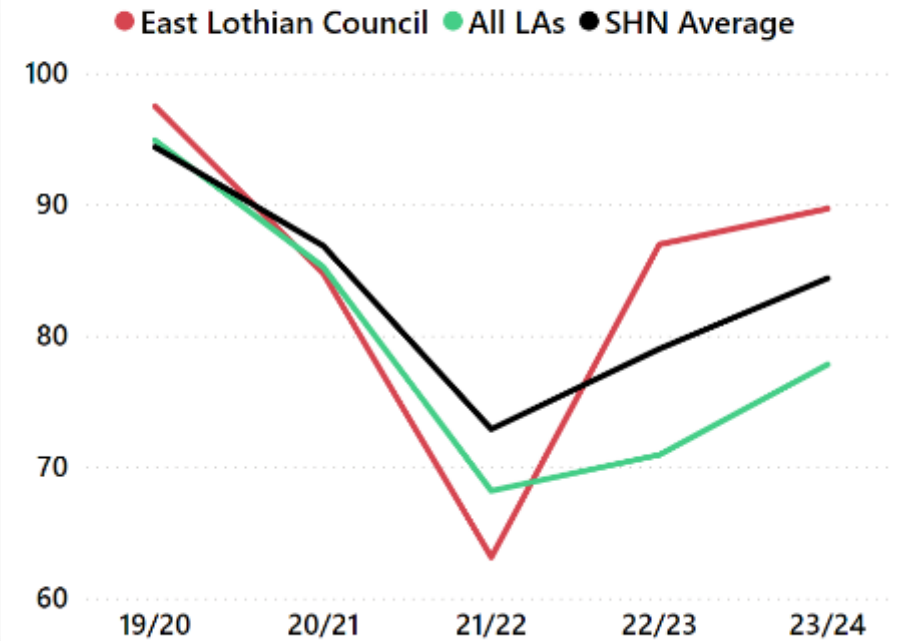
# Anti-Social Behaviour

115 ASB cases per 100 homes

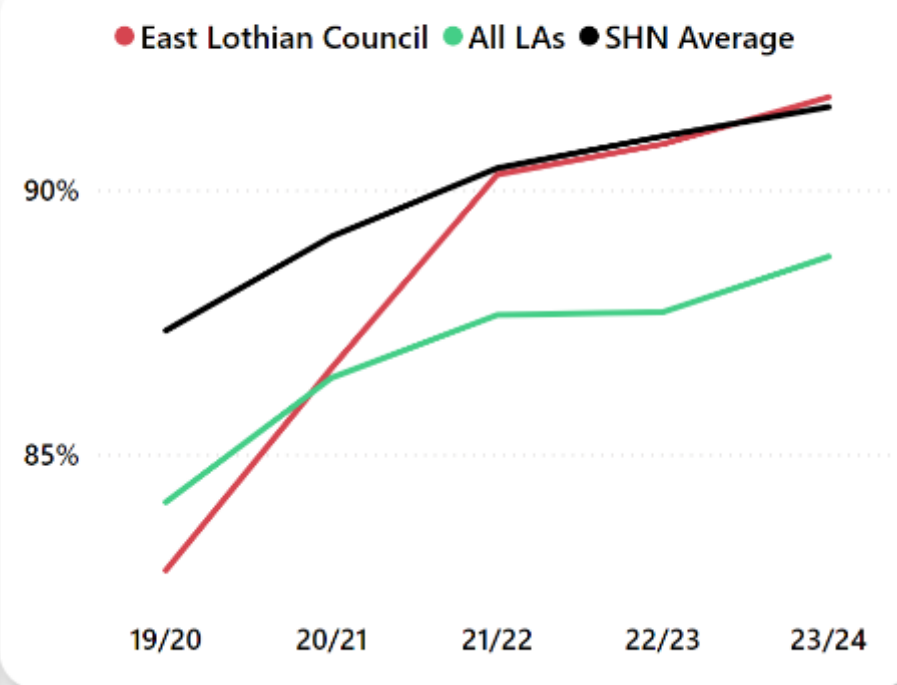
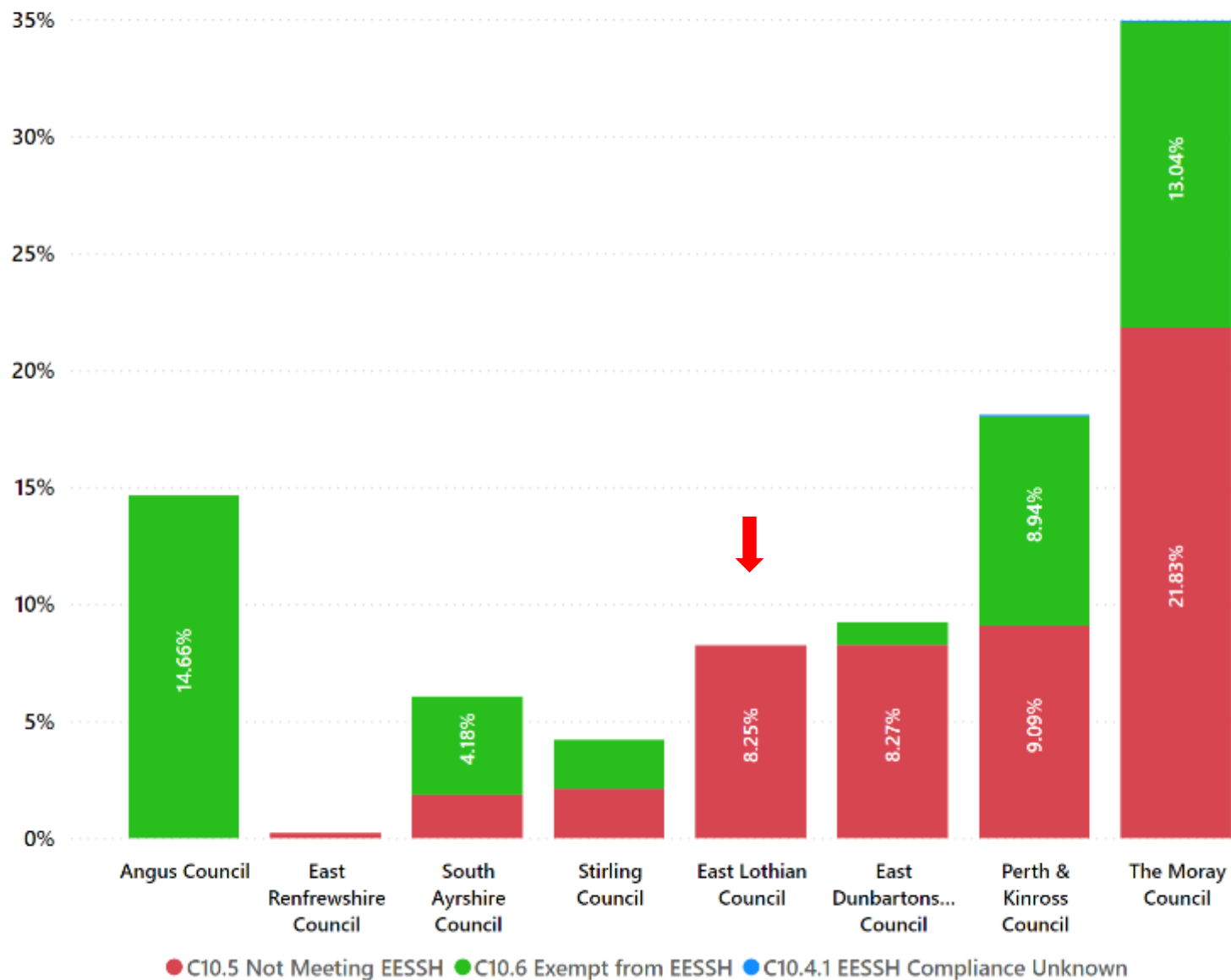


Organisation Name	21/22	22/23	23/24
East Lothian Council	7.51	7.97	8.81
Peer Group 8 - Small LA	6.12	5.80	6.01
All LAs	8.22	6.92	6.94
SHN Average	8.26	7.37	7.51

# Housing Quality & Maintenance



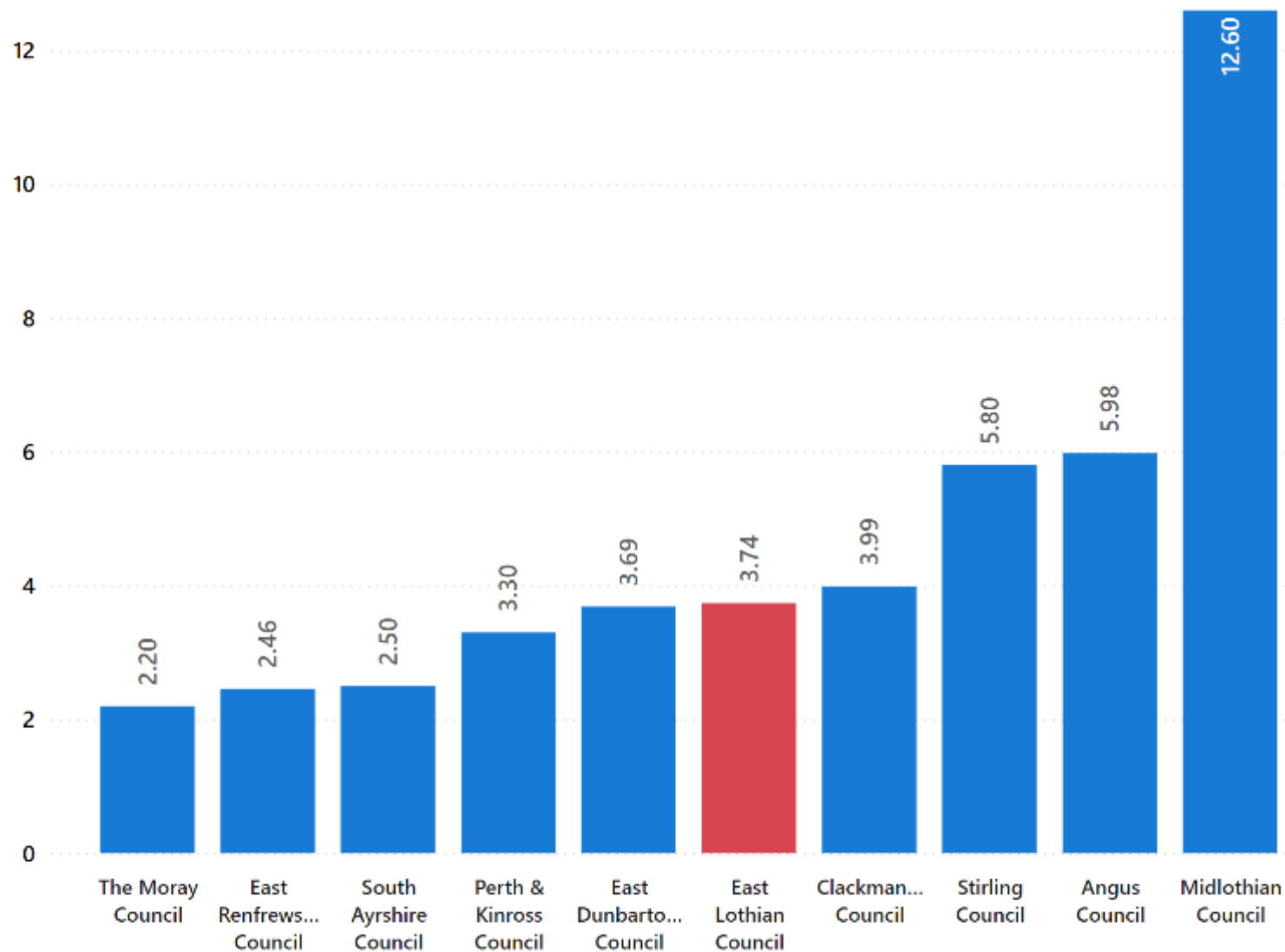
Organisation Name	21/22	22/23	23/24
East Lothian Council	63.11	86.94	89.66
Peer Group 8 - Small LA	61.34	61.45	74.00
All LAs	68.17	70.91	77.79
SHN Average	72.87	78.98	84.36



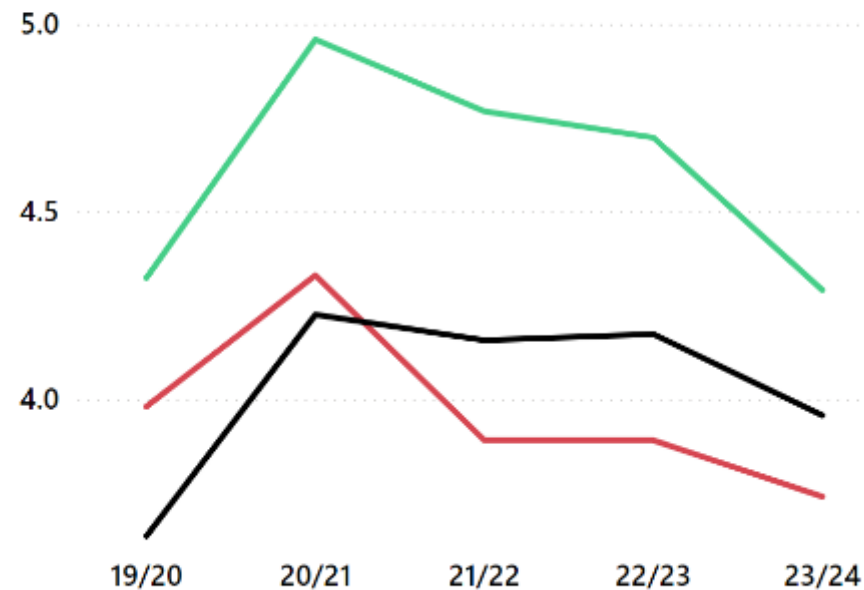
Organisation Name	21/22	22/23	23/24
East Lothian Council	90.29%	90.86%	91.75%
Peer Group 8 - Small LA	83.31%	86.91%	87.23%
All LAs	87.63%	87.69%	88.74%
SHN Average	90.41%	91.01%	91.56%

# Emergency Repairs

18 Average hours to complete emergency repairs



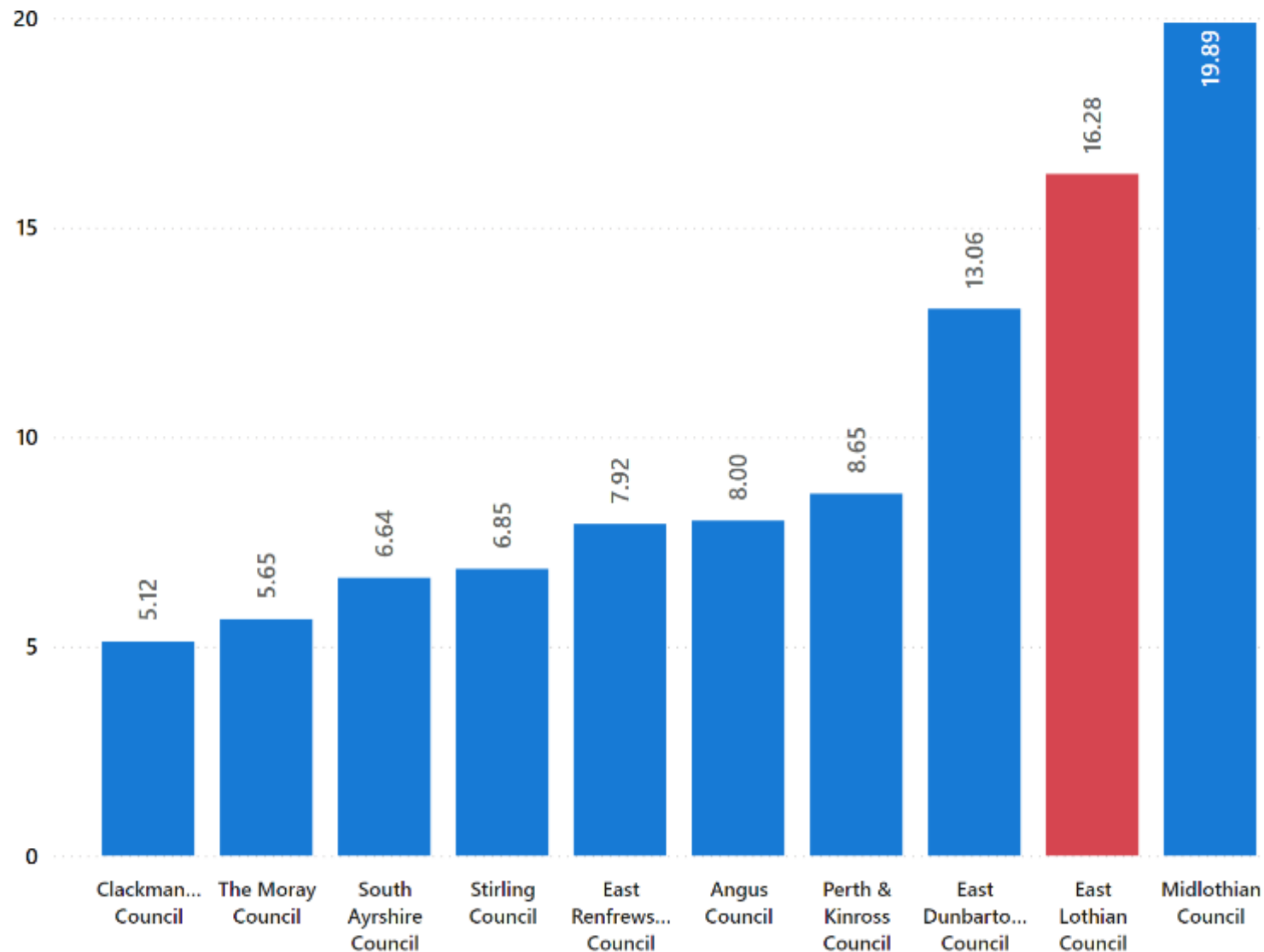
● East Lothian Council ● All LAs ● SHN Average



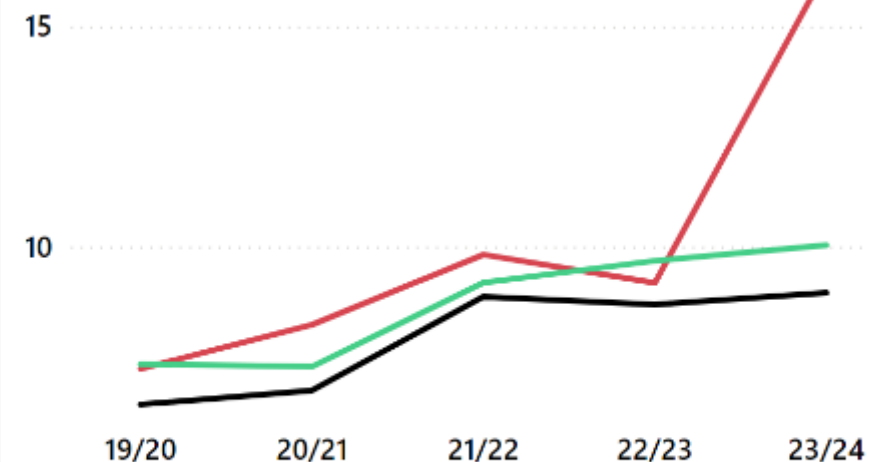
Organisation Name	21/22	22/23	23/24
East Lothian Council	3.89	3.89	3.74
Peer Group 8 - Small LA	5.02	4.45	4.14
All LAs	4.77	4.70	4.29
SHN Average	4.16	4.17	3.96

# Non-Emergency Repairs

19 Average working days to complete non-emergency repairs



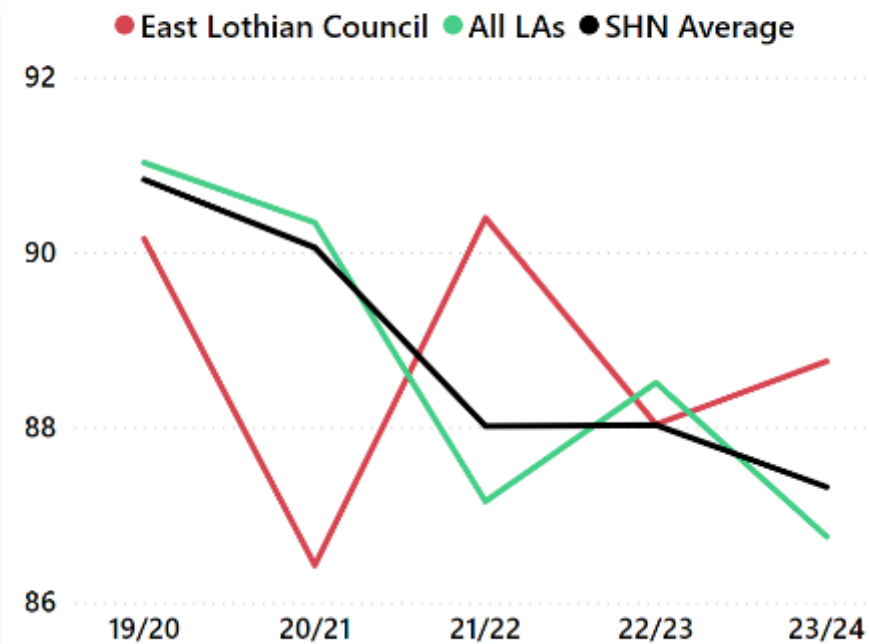
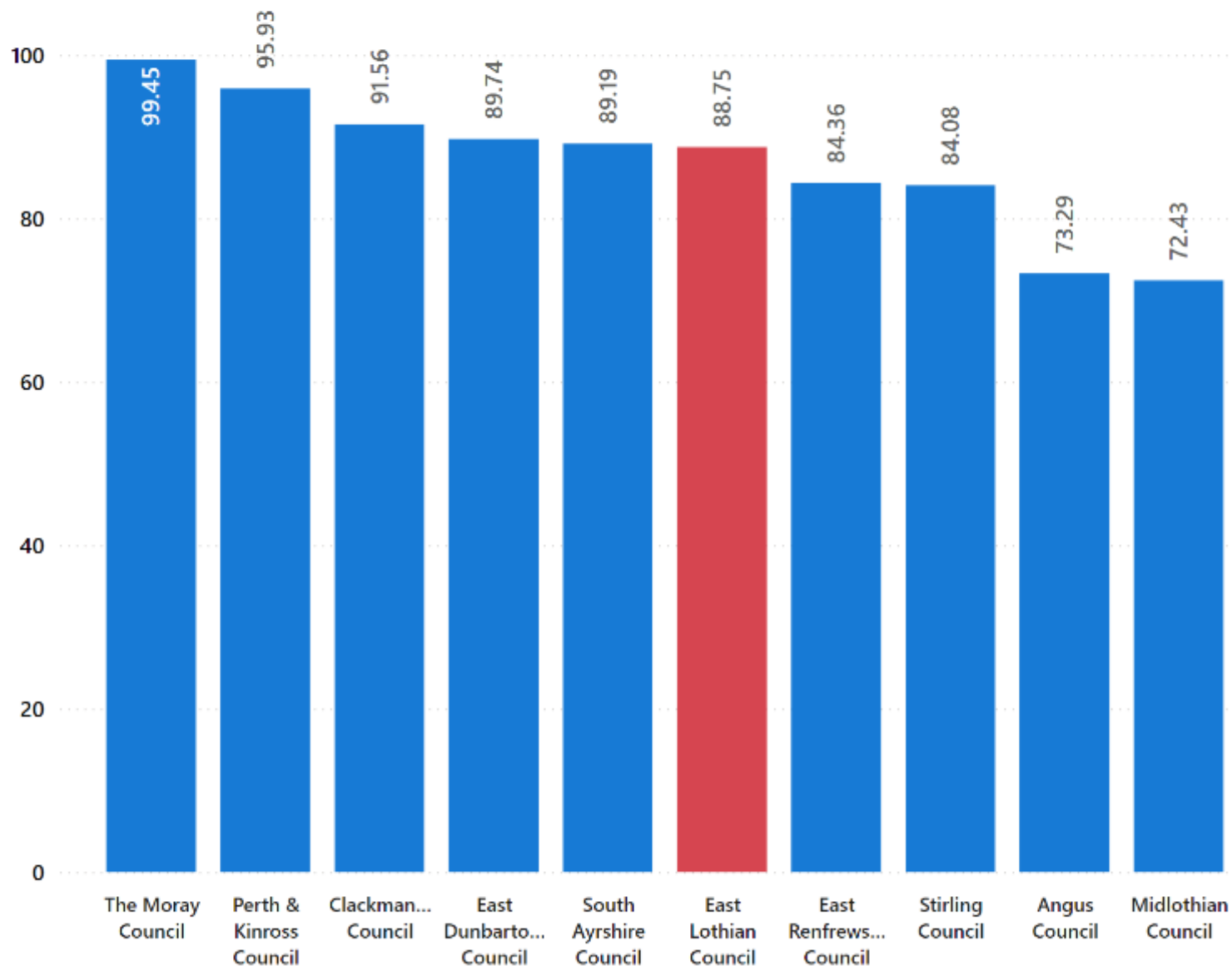
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	9.82	9.18	16.28
Peer Group 8 - Small LA	8.77	8.91	10.77
All LAs	9.19	9.68	10.03
SHN Average	8.87	8.69	8.95

# Repairs Satisfaction

112 Percentage tenants satisfied with repairs service

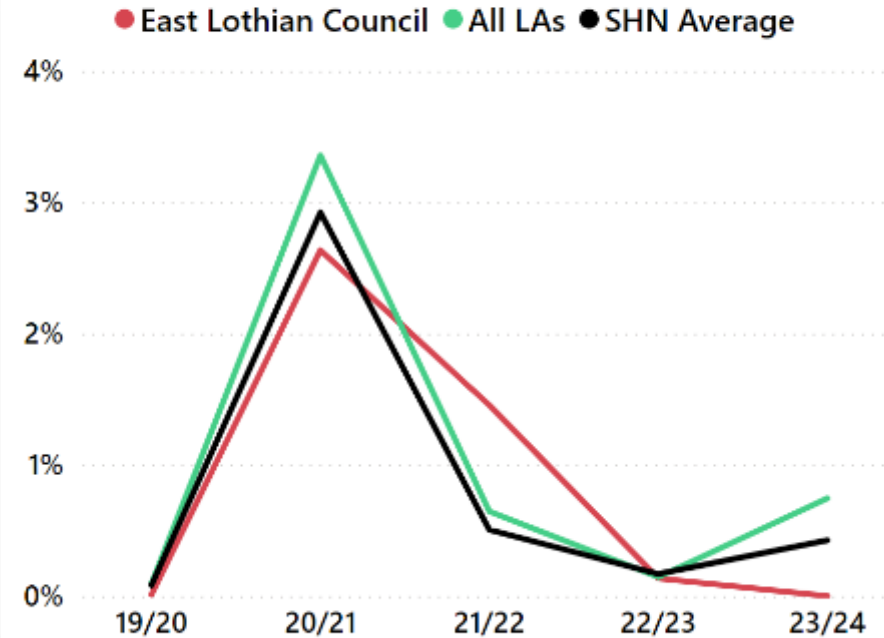
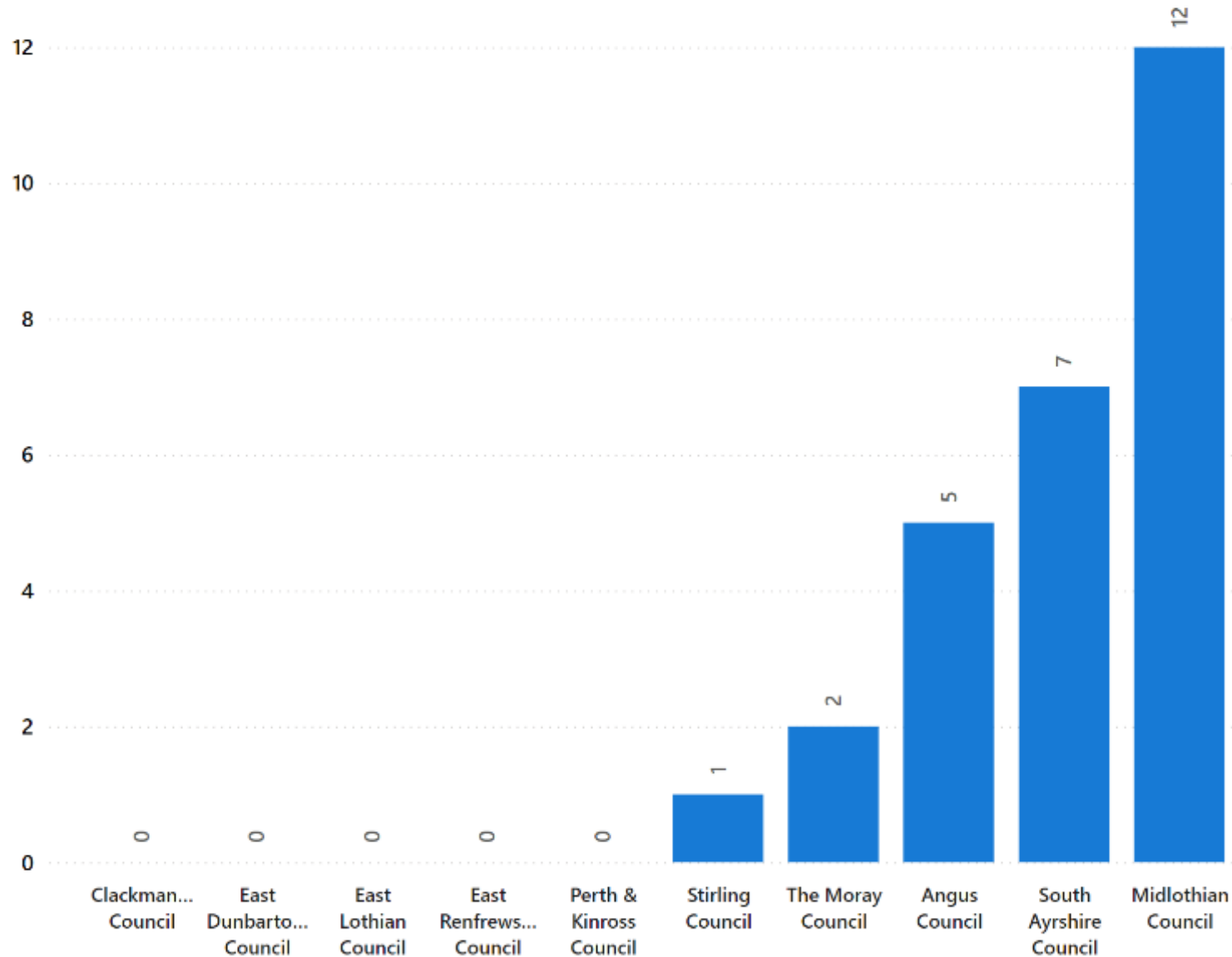


Organisation Name	21/22	22/23	23/24
East Lothian Council	90.39	88.03	88.75
Peer Group 8 - Small LA	88.02	90.35	87.41
All LAs	87.15	88.51	86.75
SHN Average	88.01	88.02	87.31



# Gas Safety

## I11 Gas safety fails count



Organisation Name	21/22	22/23	23/24
East Lothian Council	128	12	0
Peer Group 8 - Small LA	400	137	27
All LAs	2,016	454	2,365
SHN Average	3,029	1,032	2,633

Access to Housing

## Housing Lists & Lets

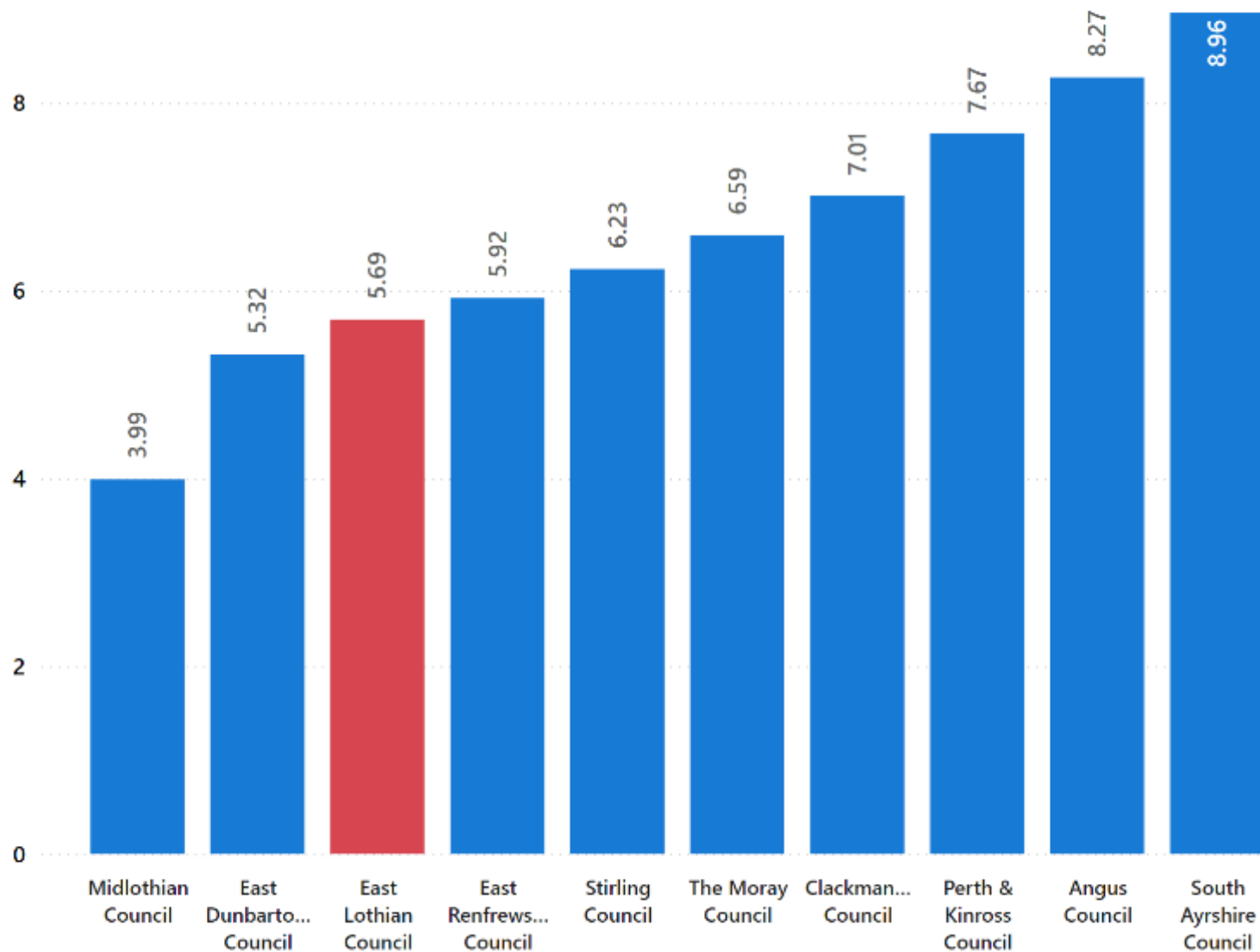
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<b>C2.1 The number of lets to existing tenants</b>	<b>193</b>
<b>C2.2 The number of lets to housing list applicants</b>	<b>121</b>
<b>C2.3 The number of mutual exchanges</b>	<b>85</b>
<b>C2.4 The number of lets from other sources</b>	<b>0</b>
<b>C2.5 The number of lets to homeless applicants</b>	<b>350</b>
<b>C3.1 General needs lets</b>	<b>535</b>
<b>C3.2 Supported housing lets</b>	<b>129</b>

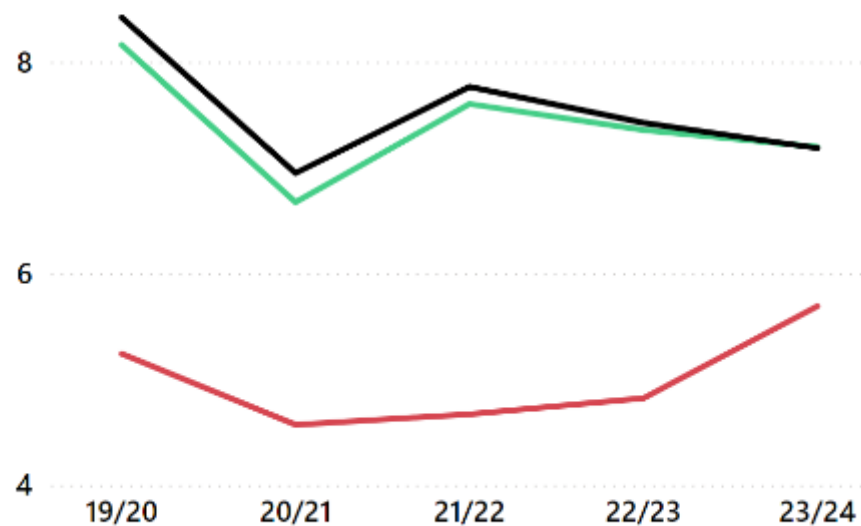
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# Turnover

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



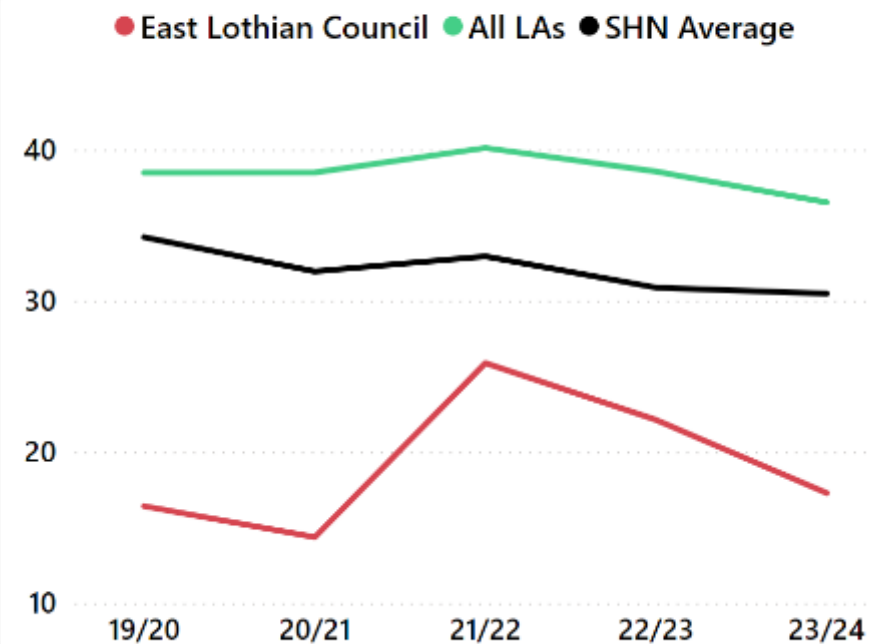
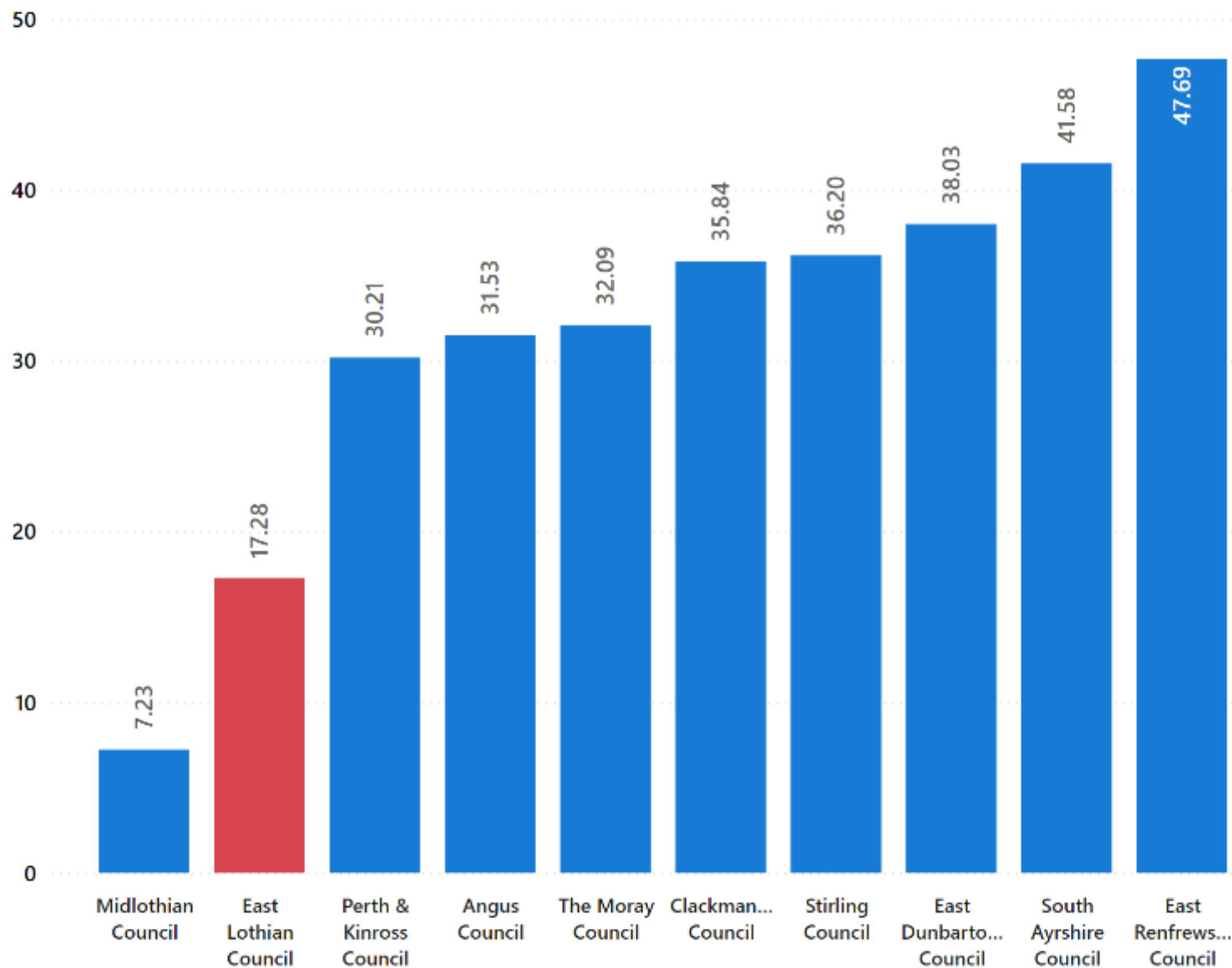
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	4.67	4.82	5.69
Peer Group 8 - Small LA	7.00	6.91	6.72
All LAs	7.60	7.36	7.20
SHN Average	7.76	7.42	7.18

# Offers Refused

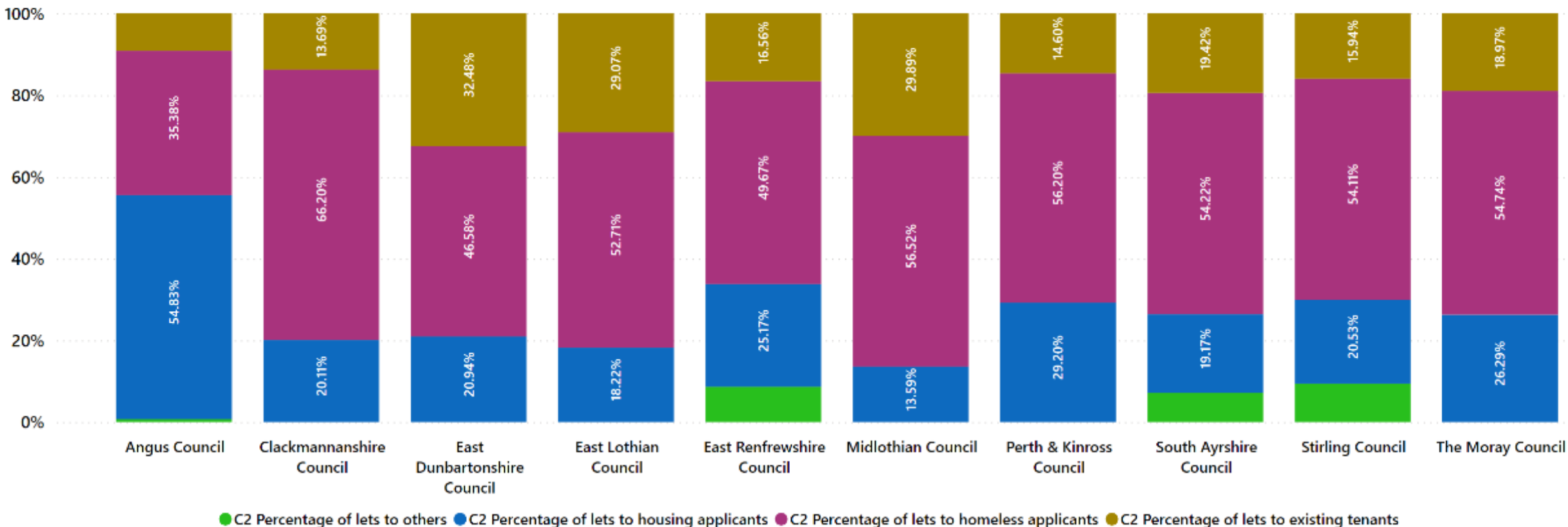
114 Percentage tenancy offers refused



Organisation Name	21/22	22/23	23/24
East Lothian Council	25.87	22.12	17.28
Peer Group 8 - Small LA	35.22	34.90	30.80
All LAs	40.11	38.55	36.51
SHN Average	32.93	30.87	30.48

# Lets by Source

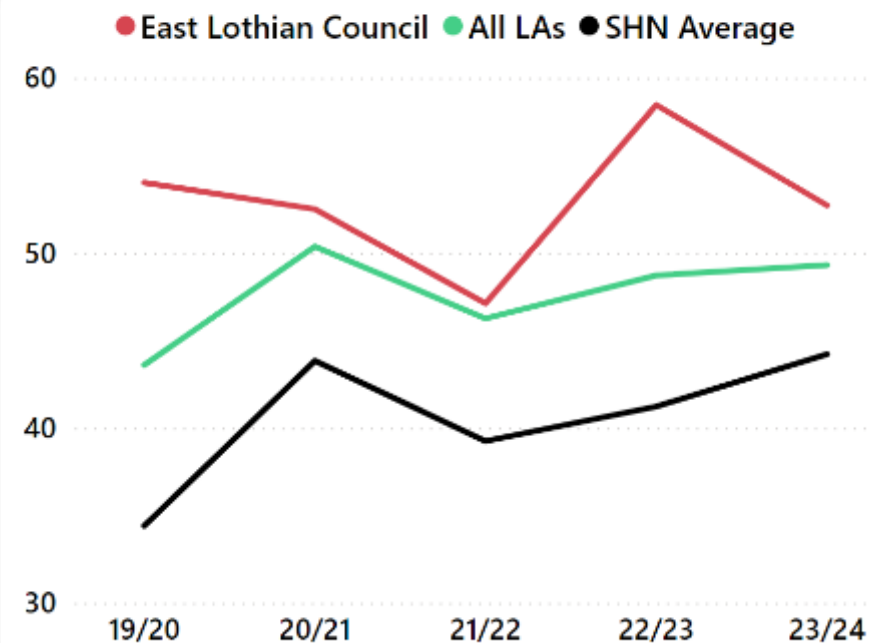
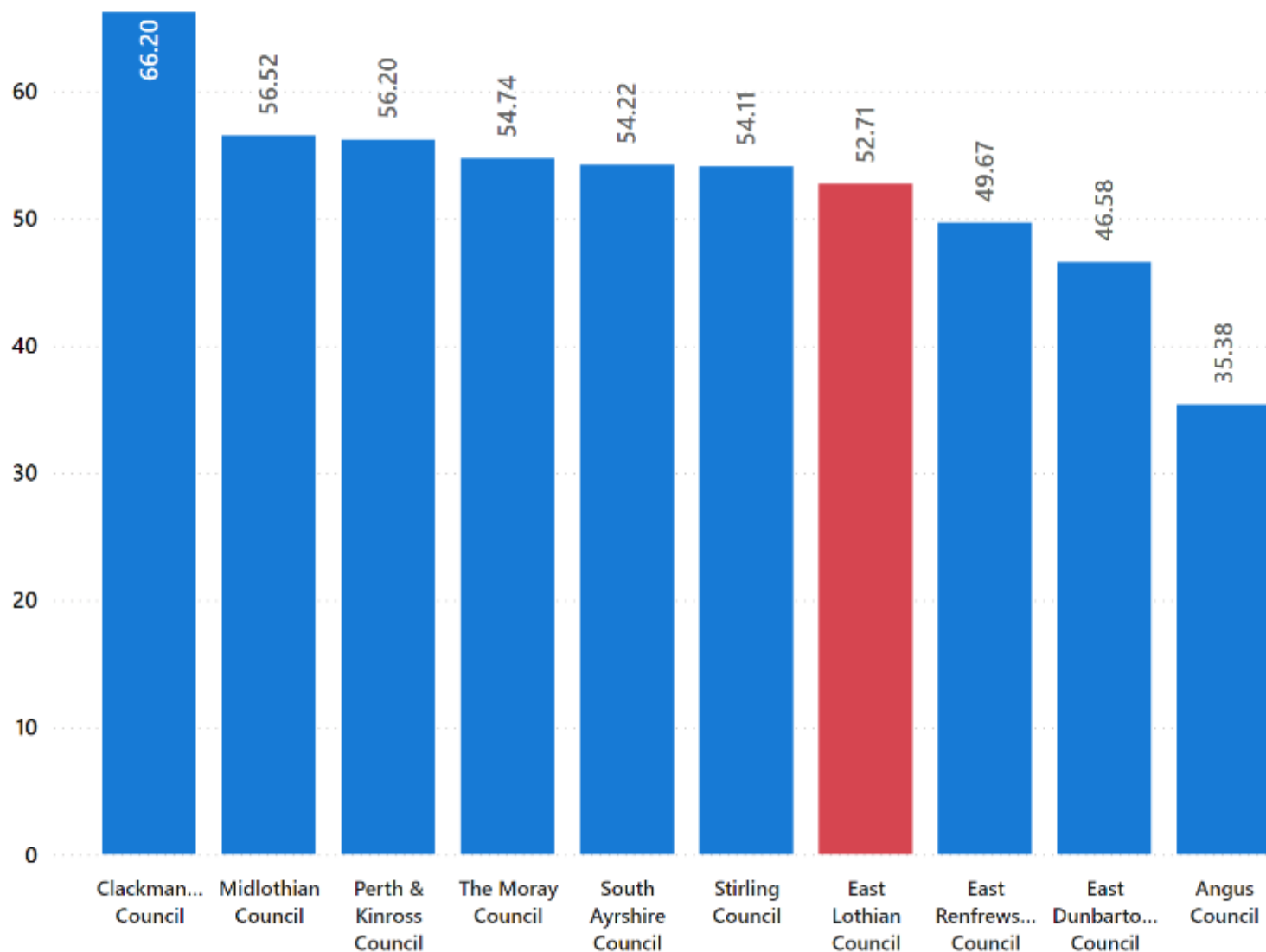
C2 percentage of lets by source of let



Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24
Organisation Name															
East Lothian Council	27.94	24.45	29.07	47.11	58.45	52.71	24.94	17.10	18.22				0.00	0.00	0.00
All LAs	23.67	21.66	21.43	46.25	48.71	49.30	29.15	26.77	26.34	0.00	0.00	0.00	0.94	2.85	2.93

# Lets to Homeless Households

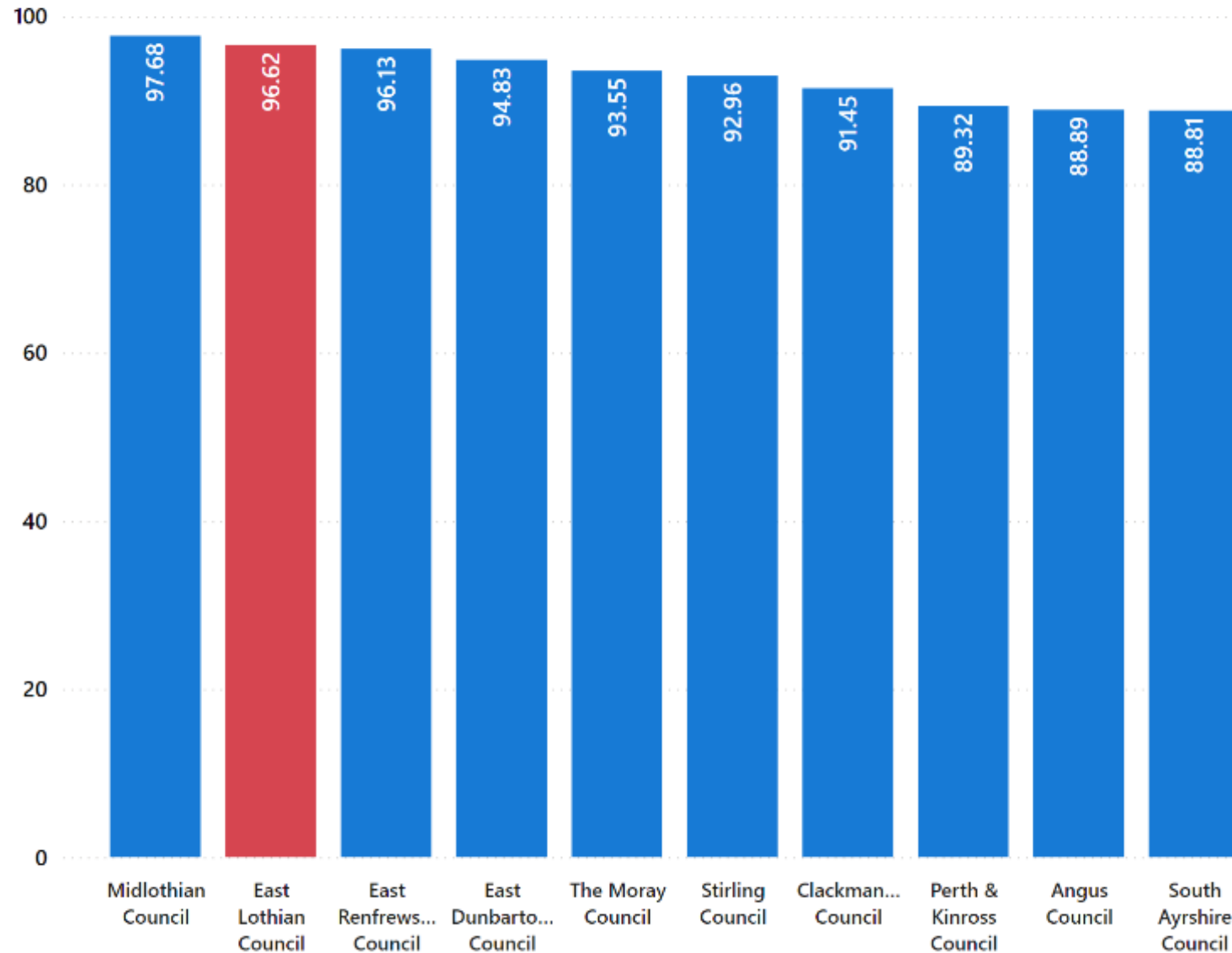
C2 Percentage of lets to homeless applicants



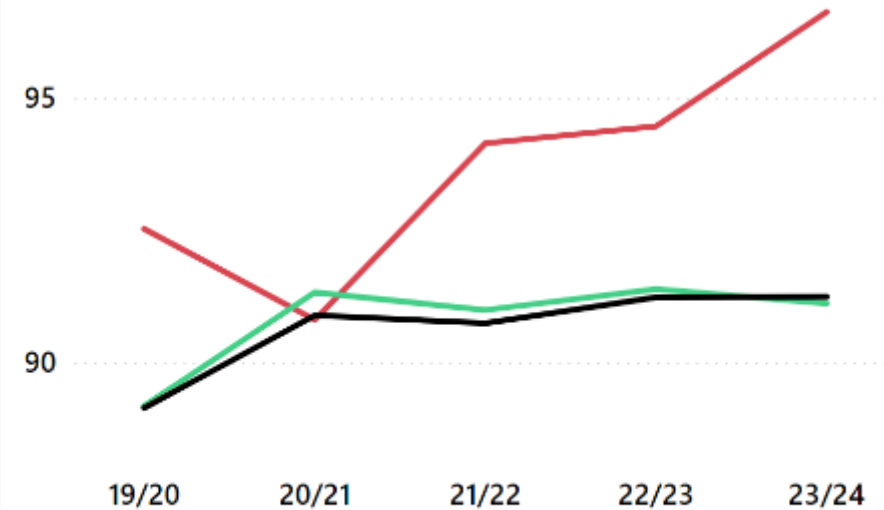
Organisation Name	21/22	22/23	23/24
East Lothian Council	47.11	58.45	52.71
Peer Group 8 - Small LA	46.40	51.29	51.93
All LAs	46.25	48.71	49.30
SHN Average	39.24	41.22	44.20

# Tenancy Sustainment

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



● East Lothian Council ● All LAs ● SHN Average

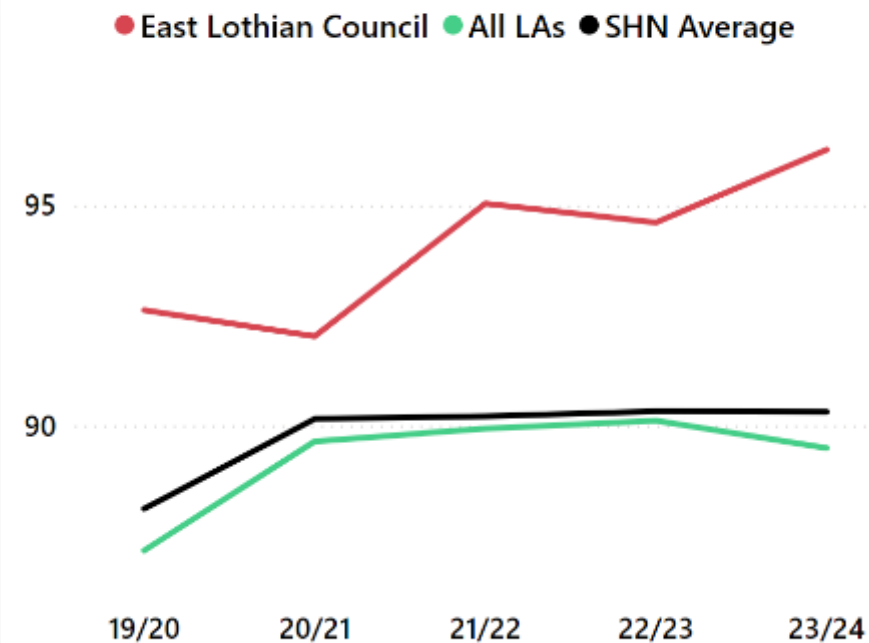
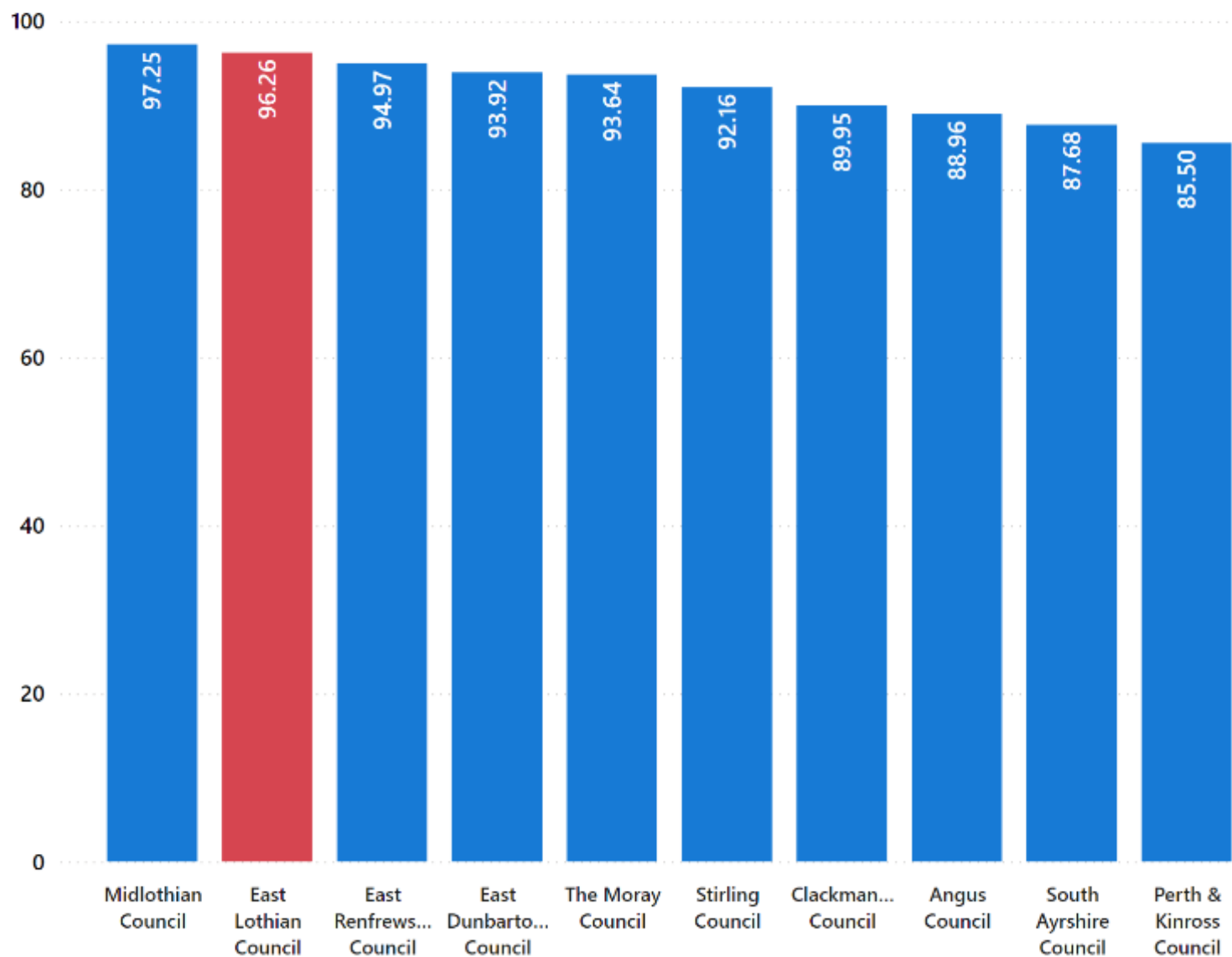


Organisation Name	21/22	22/23	23/24
East Lothian Council	94.14	94.46	96.62
Peer Group 8 - Small LA	90.86	91.17	91.96
All LAs	90.99	91.38	91.11
SHN Average	90.74	91.23	91.24



# Tenancy Sustainment (Homeless)

116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



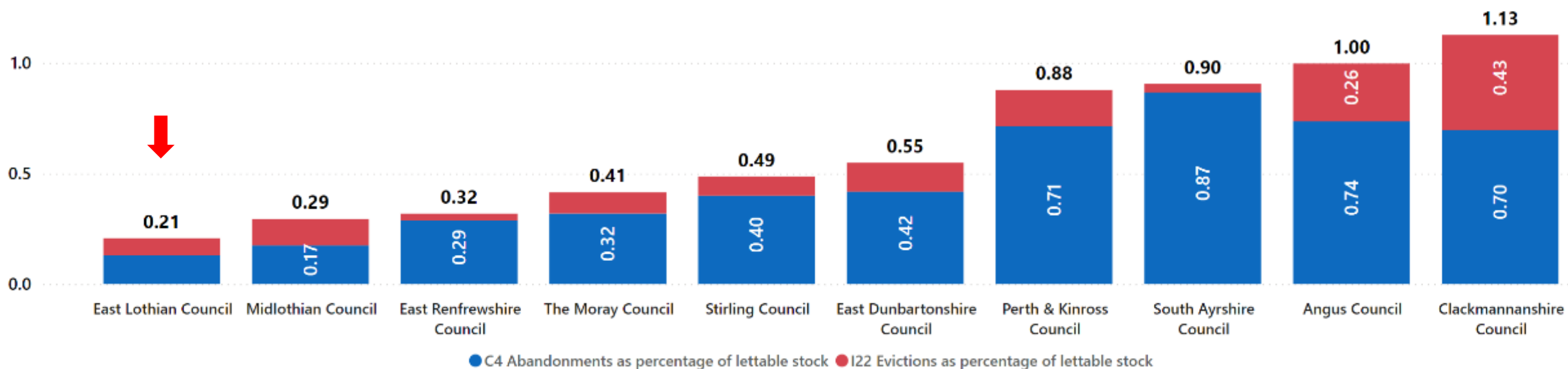
Organisation Name	21/22	22/23	23/24
East Lothian Council	95.04	94.61	96.26
Peer Group 8 - Small LA	90.50	89.98	91.51
All LAs	89.94	90.11	89.49
SHN Average	90.21	90.33	90.31

# Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

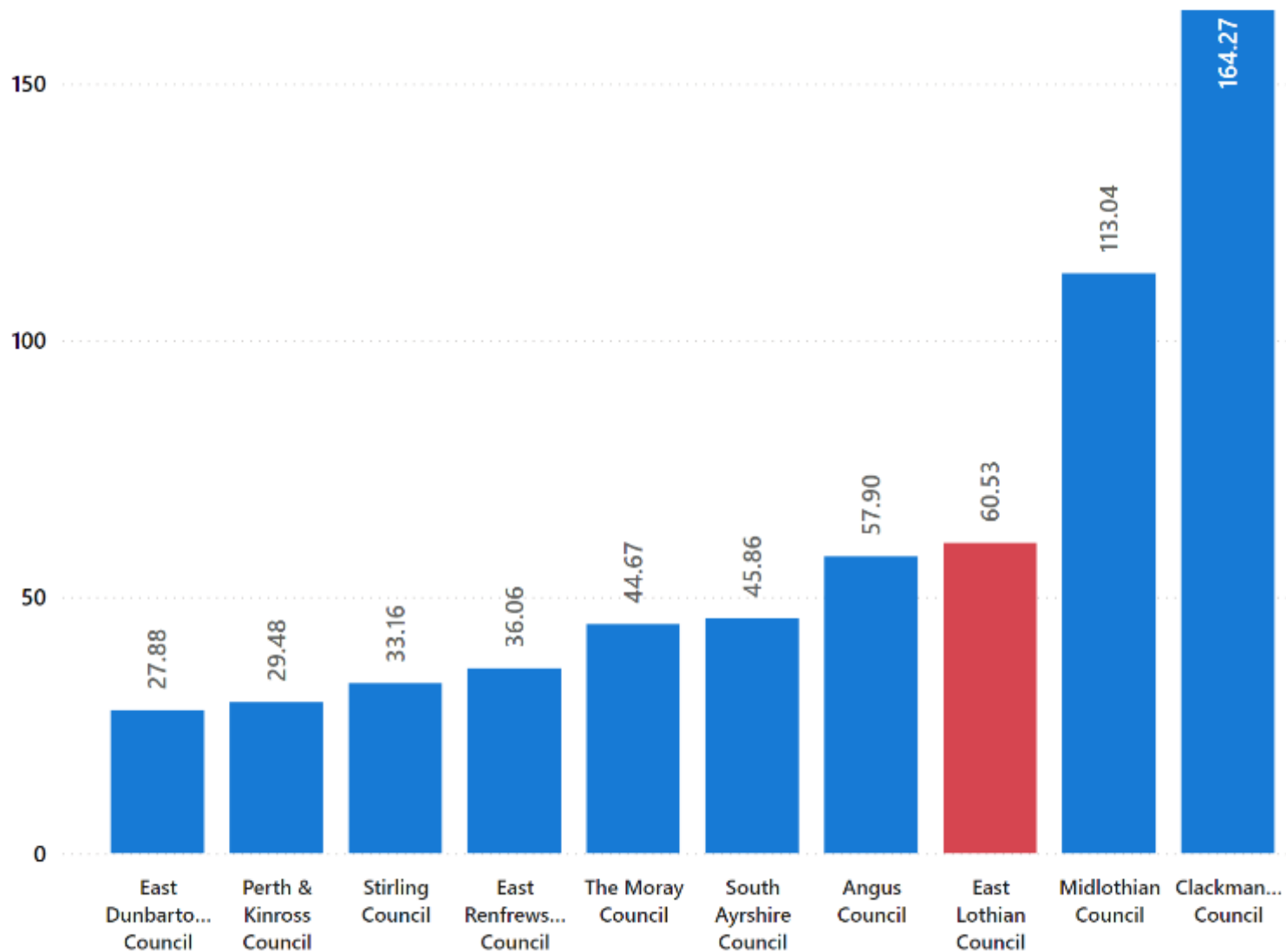


Organisation Name	21/22		22/23		23/24	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
East Lothian Council	0.17	0.00	0.21	0.01	0.13	0.08
Peer Group 8 - Small LA	0.44	0.03	0.52	0.10	0.47	0.14
All LAs	0.50	0.04	0.56	0.08	0.54	0.17
SHN Average	0.45	0.06	0.50	0.10	0.47	0.16

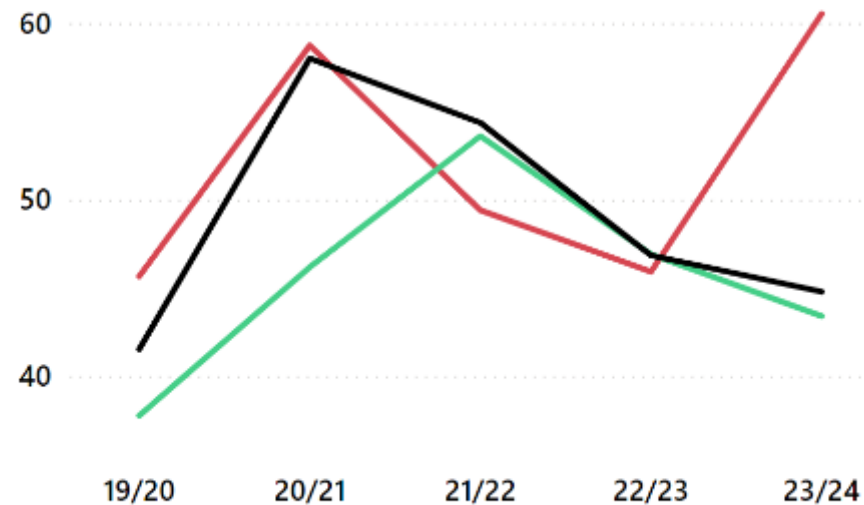


# Medical Adaptations

121 Average days to complete approved adaptations



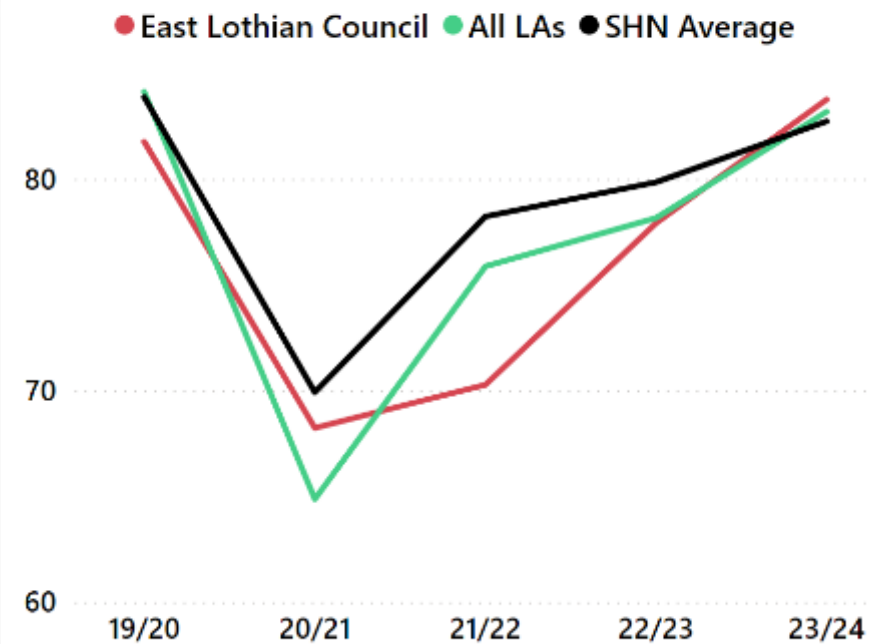
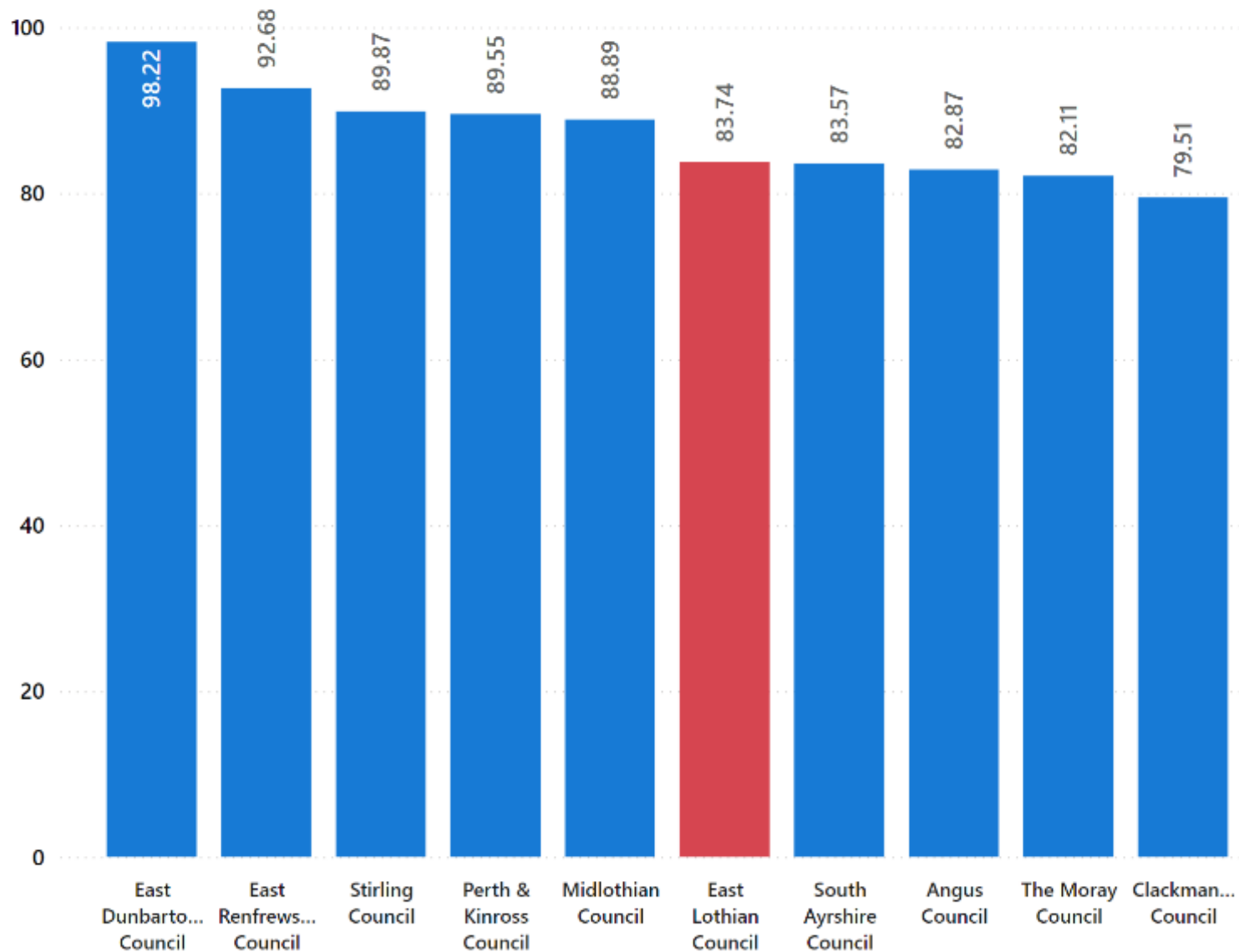
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	49.39	45.91	60.53
Peer Group 8 - Small LA	51.44	49.55	53.50
All LAs	53.60	46.89	43.39
SHN Average	54.35	46.83	44.77

# Medical Adaptations

119 Percentage approved applications for medical adaptations completed

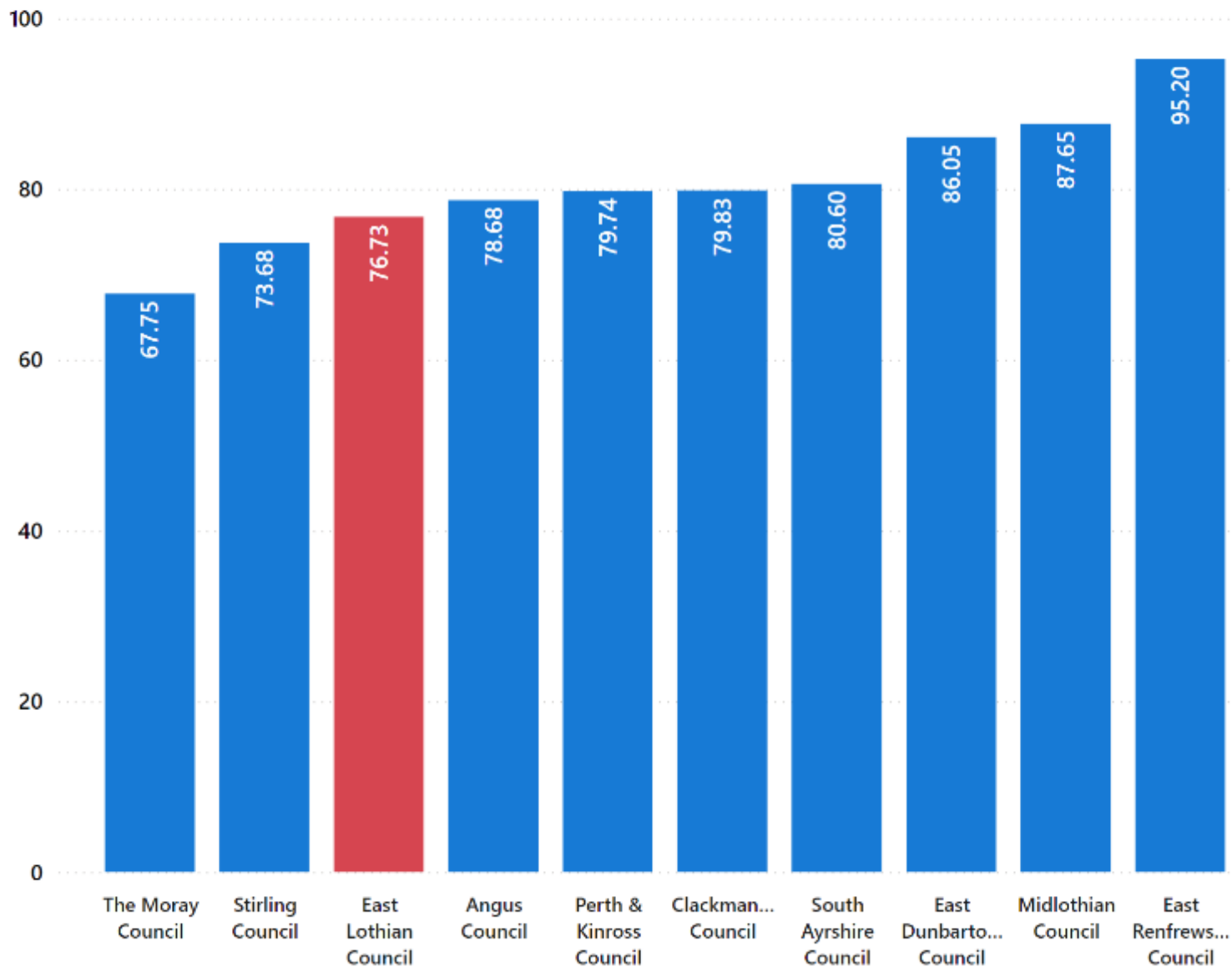


Organisation Name	21/22	22/23	23/24
East Lothian Council	70.27	77.91	83.74
Peer Group 8 - Small LA	73.66	81.65	86.07
All LAs	75.86	78.15	83.17
SHN Average	78.22	79.84	82.71

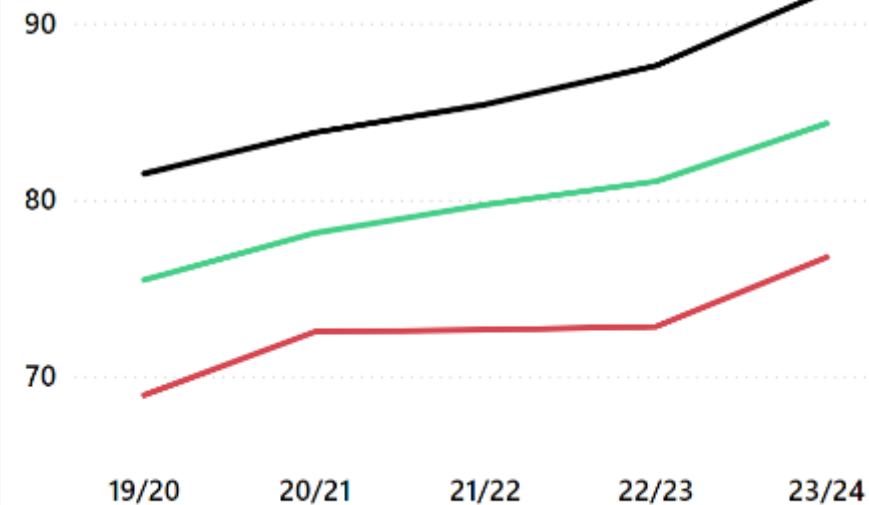
Rents

# Rents

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



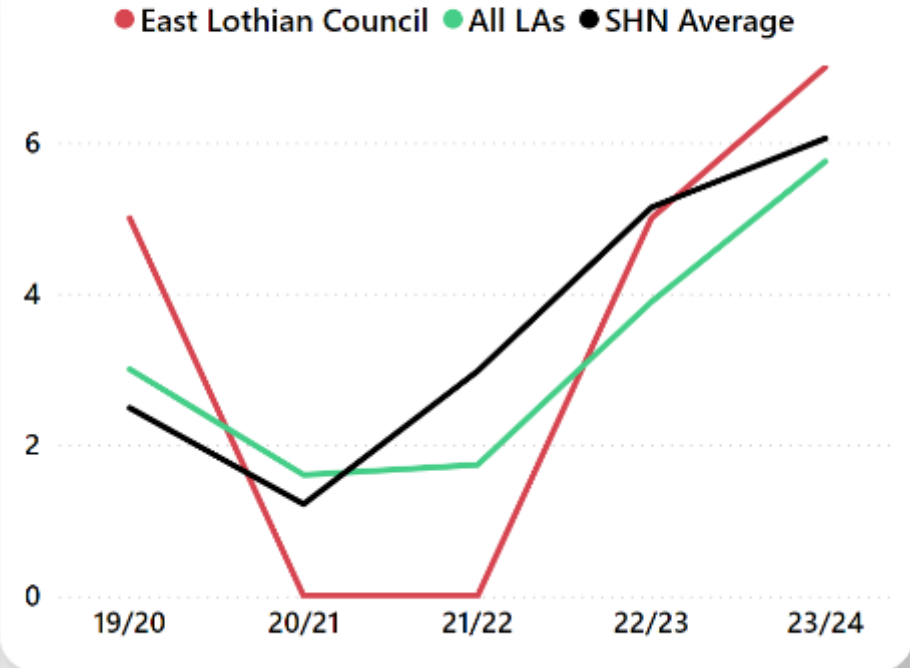
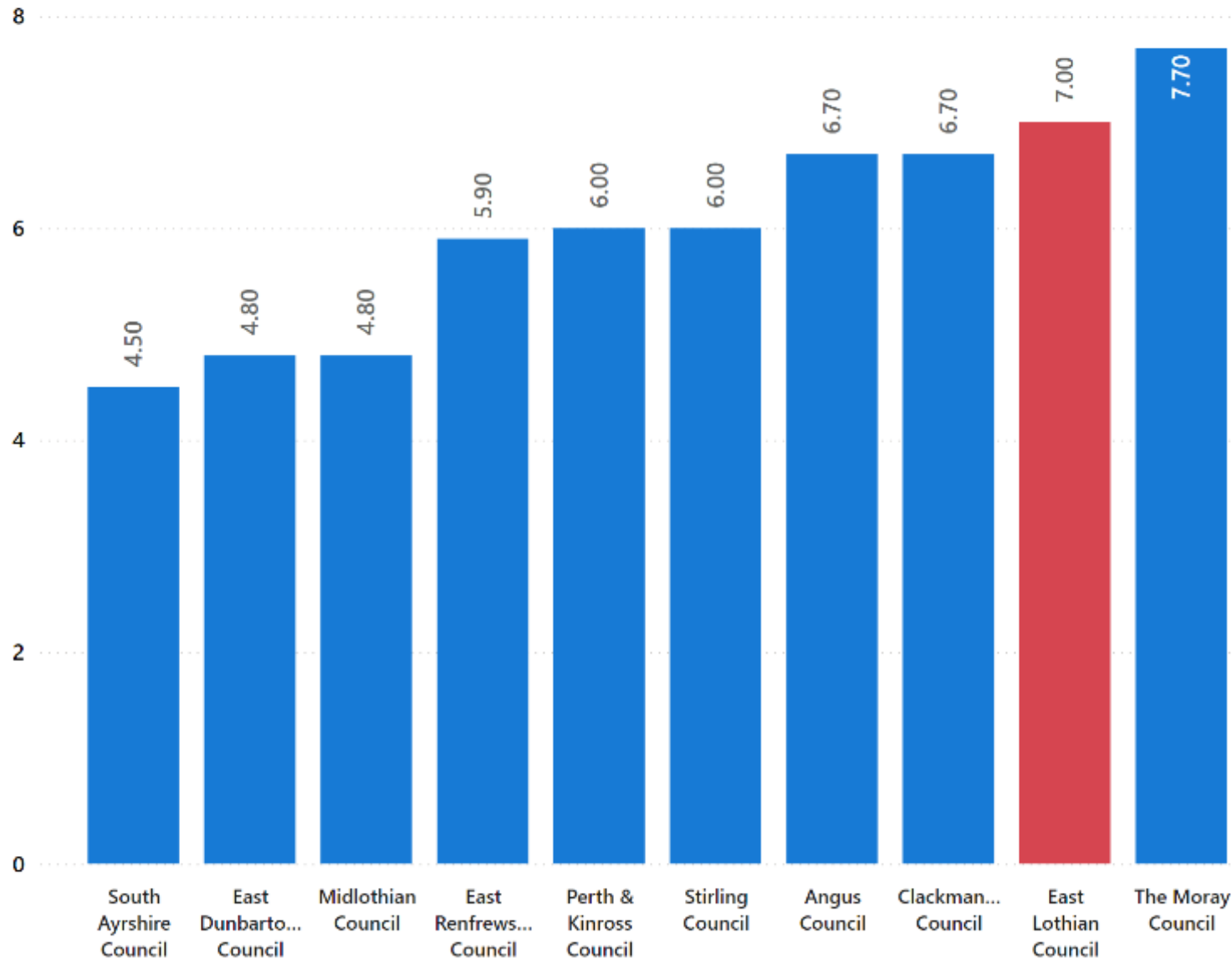
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	72.61	72.79	76.73
Peer Group 8 - Small LA	75.58	76.60	79.90
All LAs	79.71	81.03	84.31
SHN Average	85.39	87.59	91.81

# Rents

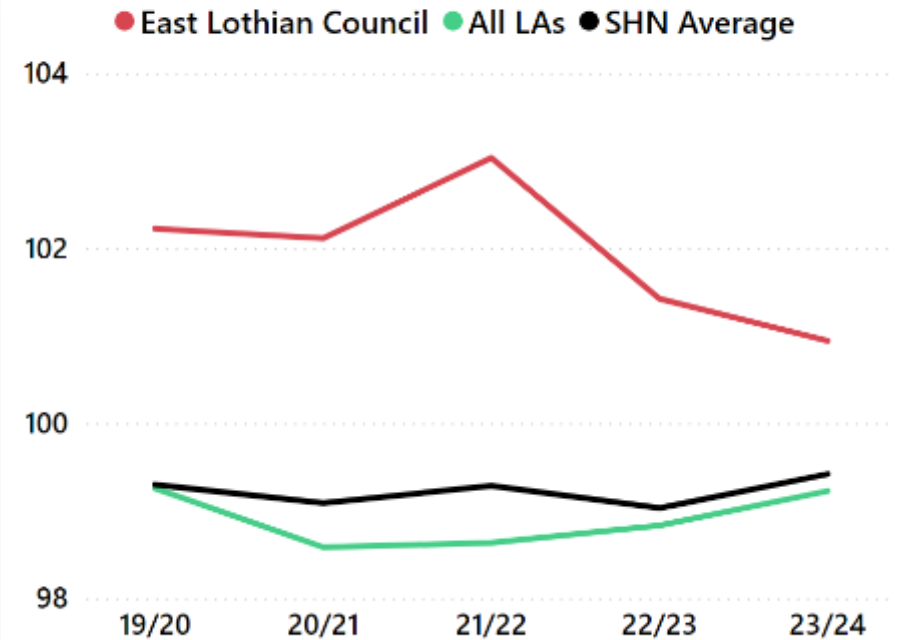
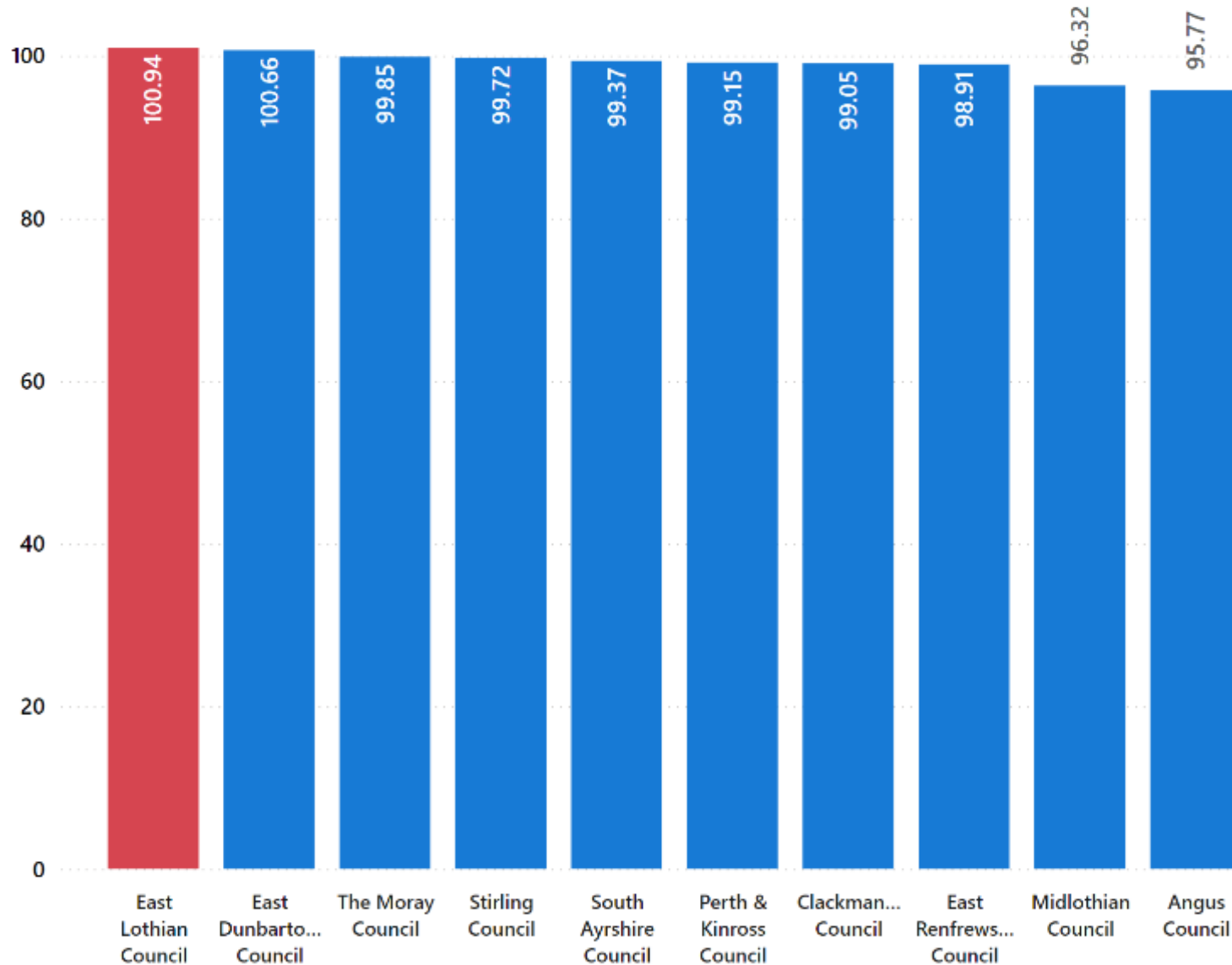
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	21/22	22/23	23/24
East Lothian Council	0.00	5.00	7.00
Peer Group 8 - Small LA	1.39	3.64	5.98
All LAs	1.74	3.89	5.75
SHN Average	2.98	5.14	6.05

# Rent Collection

126 Percentage collected of rent due

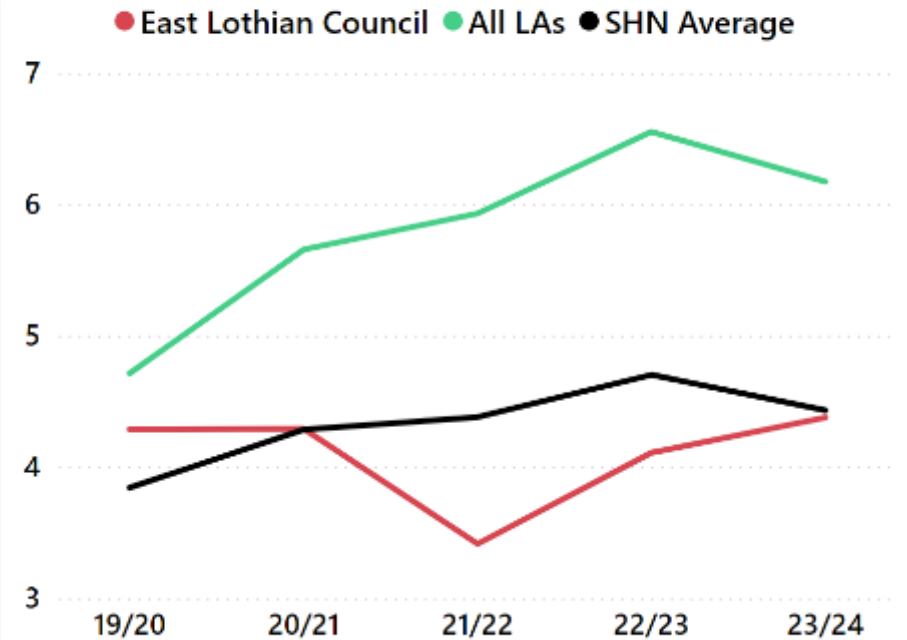
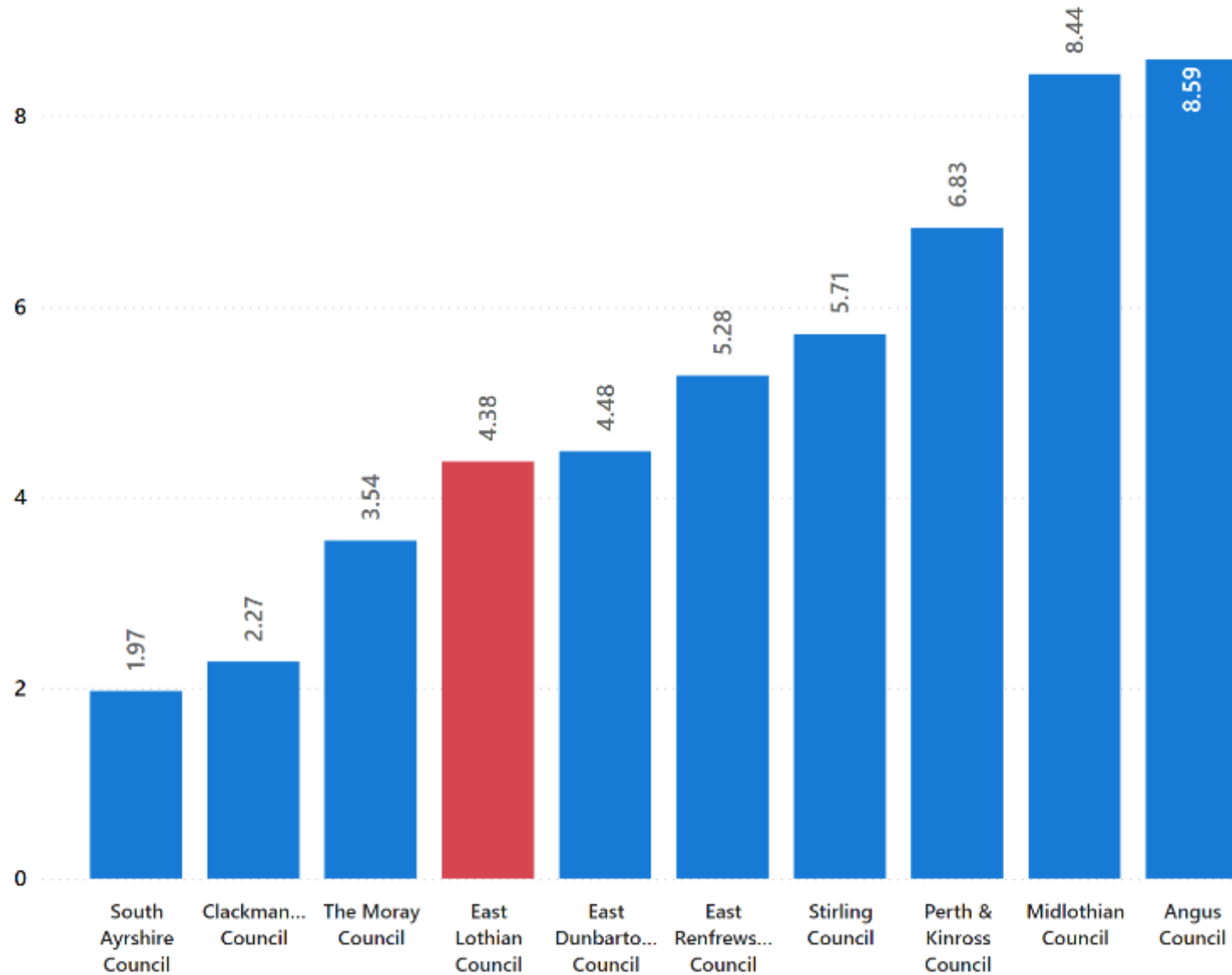


Organisation Name	21/22	22/23	23/24
East Lothian Council	103.03	101.42	100.94
Peer Group 8 - Small LA	100.10	99.38	98.93
All LAs	98.63	98.83	99.22
SHN Average	99.28	99.03	99.42



# Arrears

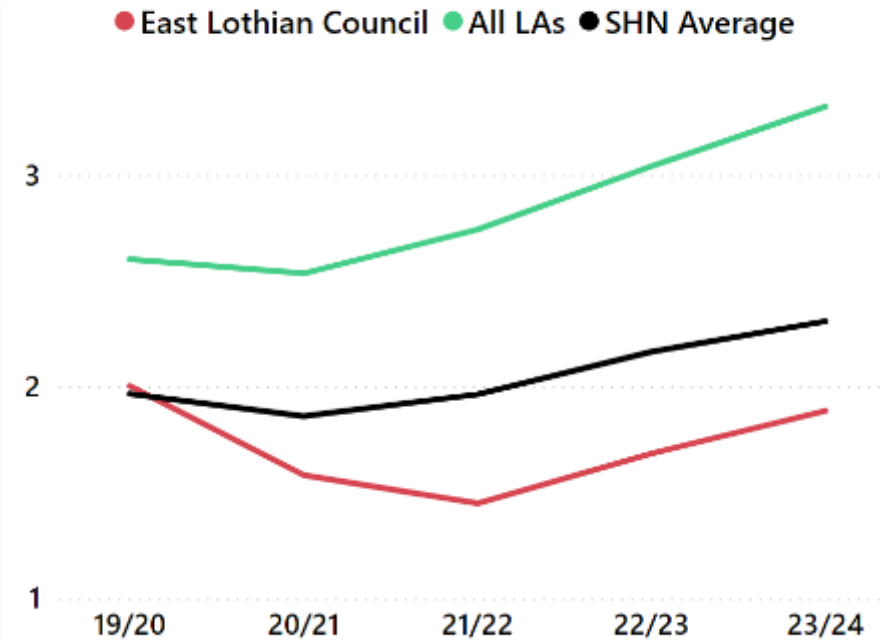
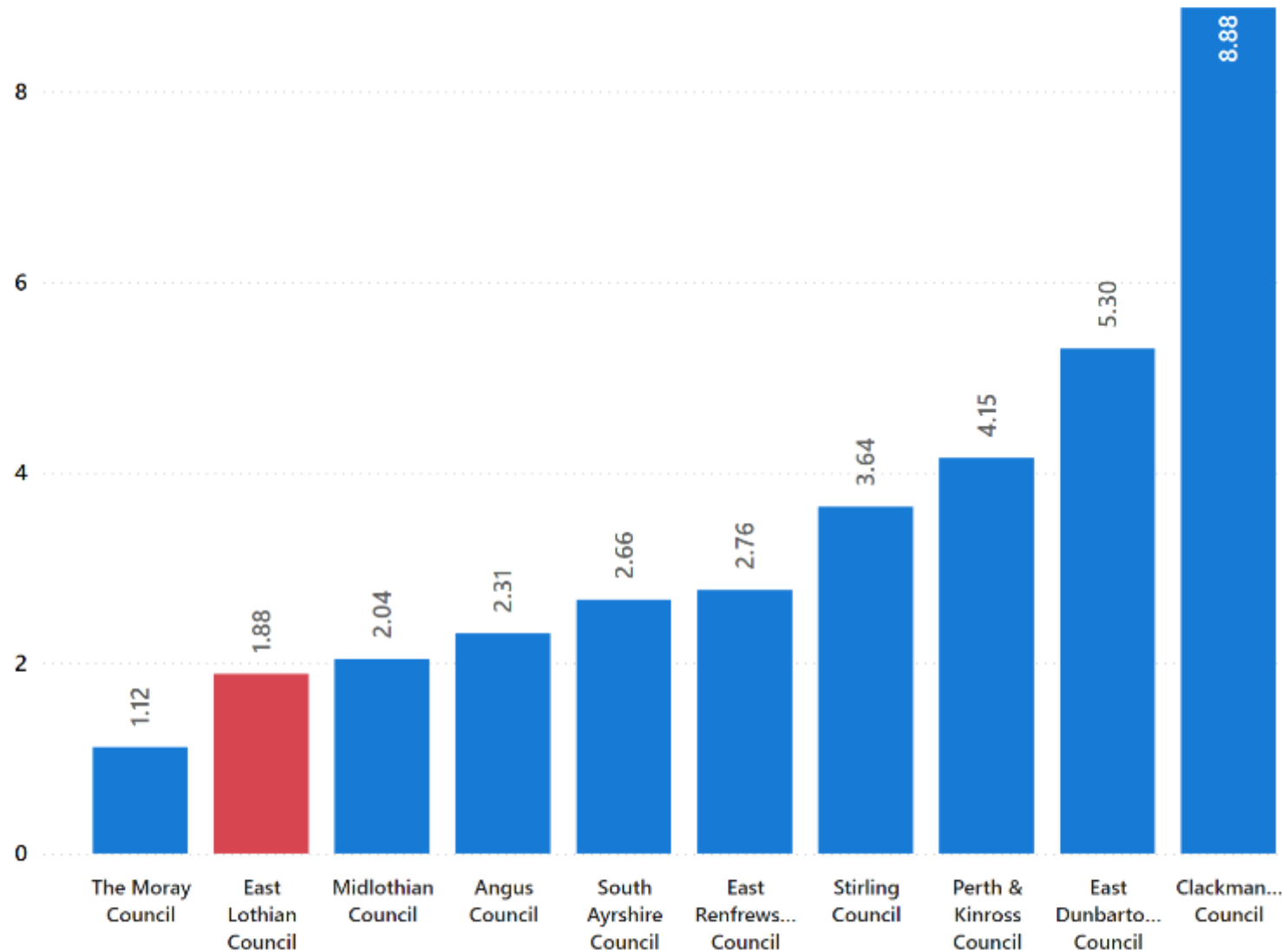
127 Current arrears percentage of rent due



Organisation Name	21/22	22/23	23/24
East Lothian Council	3.41	4.11	4.38
Peer Group 8 - Small LA	5.21	5.28	5.33
All LAs	5.93	6.55	6.17
SHN Average	4.38	4.70	4.43

# Arrears

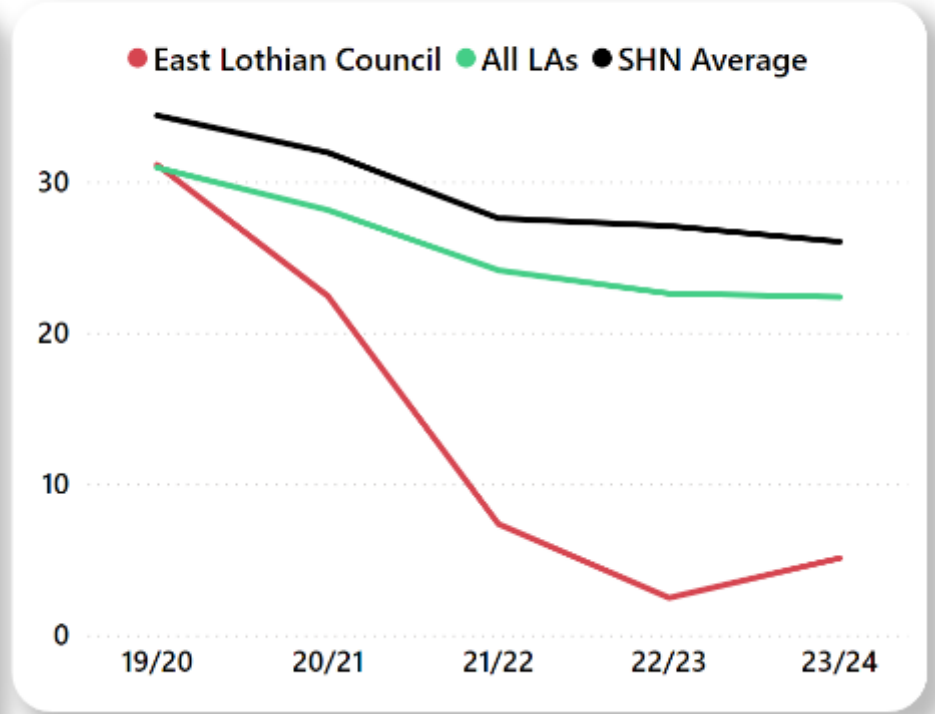
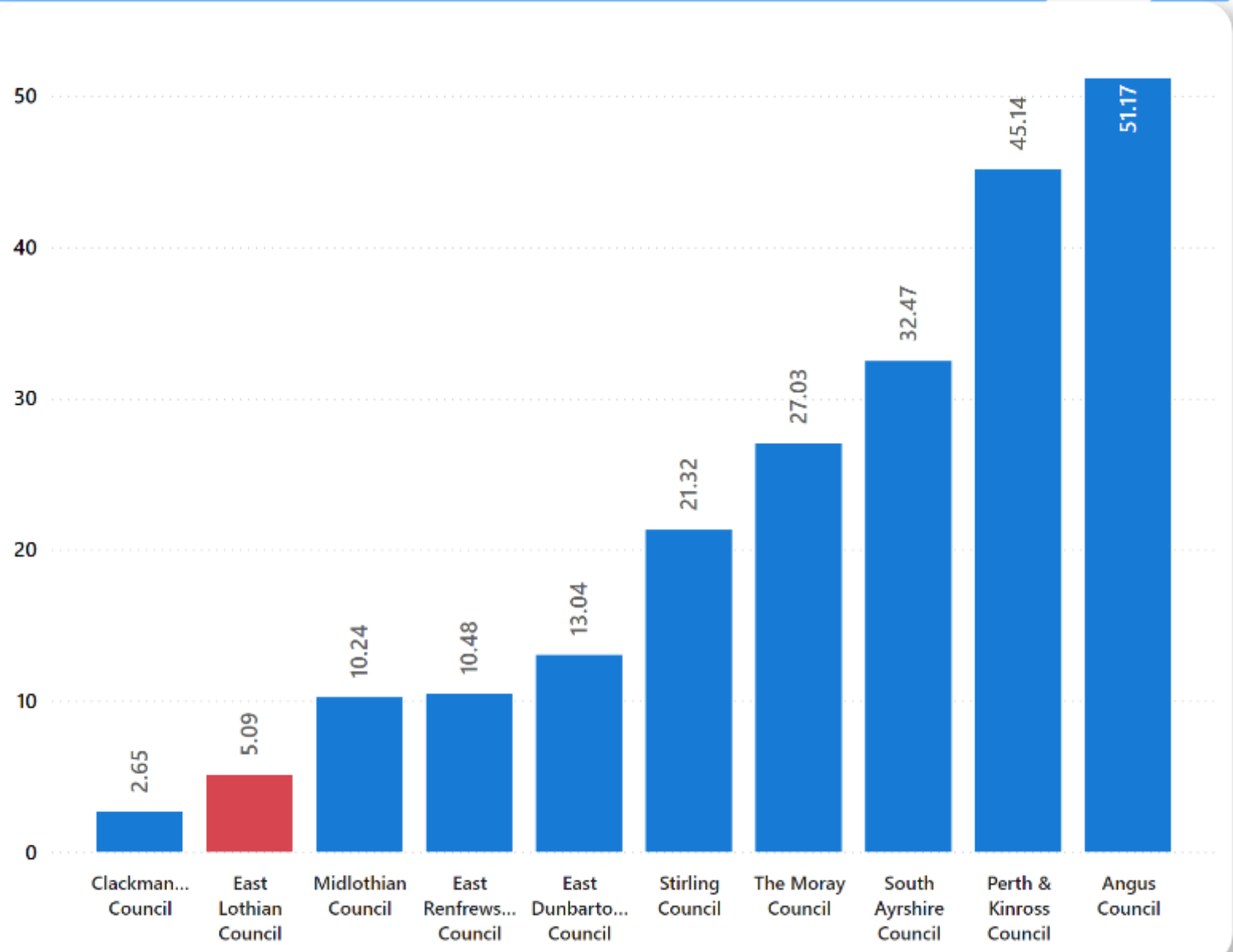
127 Former arrears percentage of rent due



Organisation Name	21/22	22/23	23/24
East Lothian Council	1.45	1.68	1.88
Peer Group 8 - Small LA	2.95	3.24	3.34
All LAs	2.74	3.04	3.32
SHN Average	1.96	2.16	2.31

# Arrears Written Off

C7 Percentage former tenant rent arrears written off

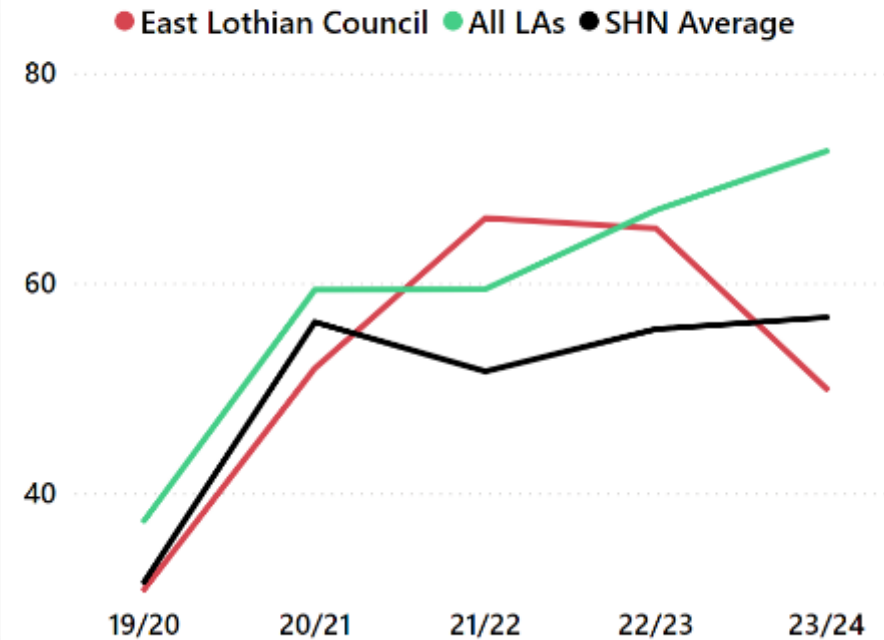
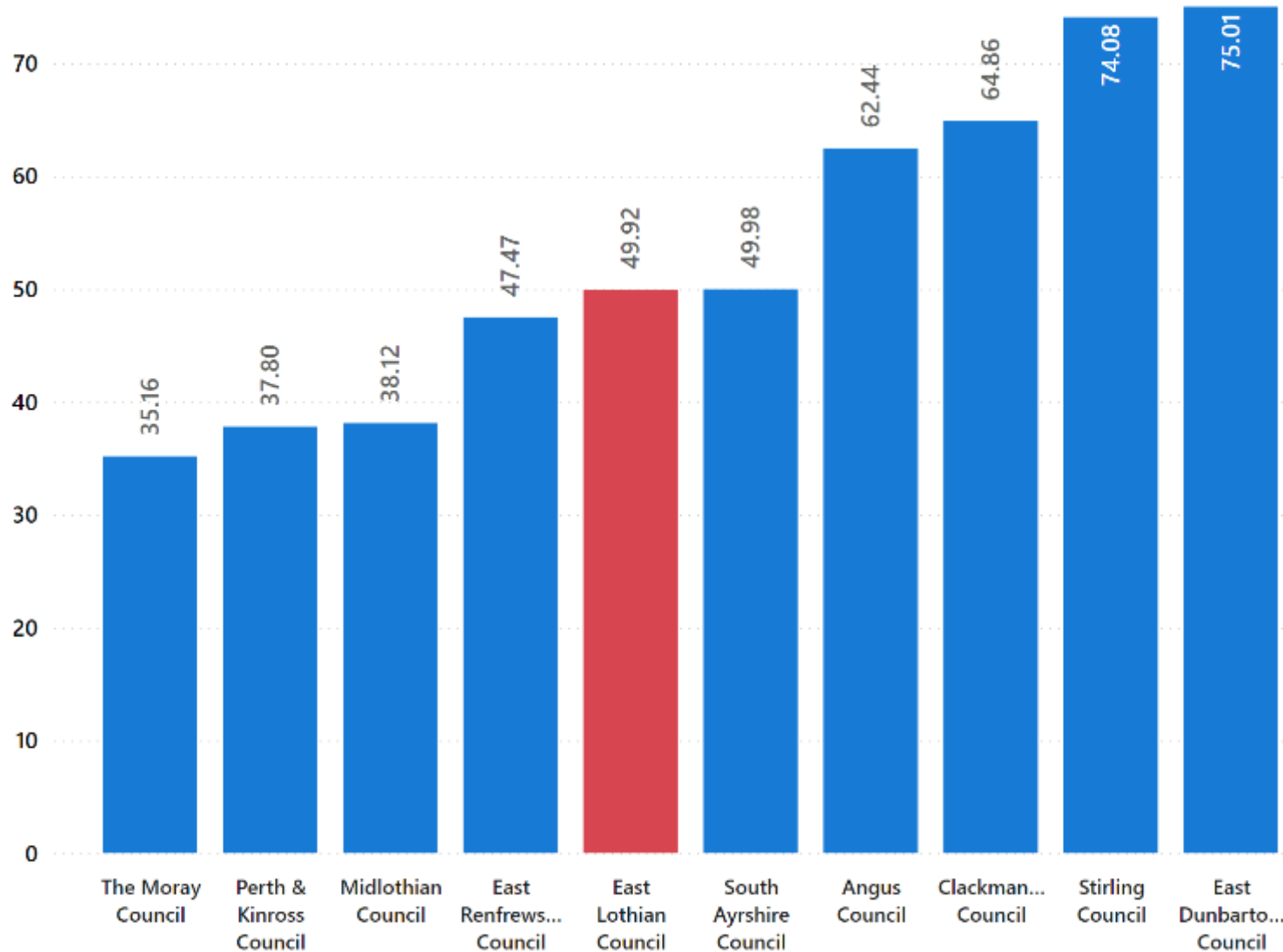


Organisation Name	21/22	22/23	23/24
East Lothian Council	7.35	2.46	5.09
Peer Group 8 - Small LA	19.41	16.82	21.54
All LAs	24.13	22.60	22.36
SHN Average	27.57	27.06	26.02

# Voids

# Relet Times

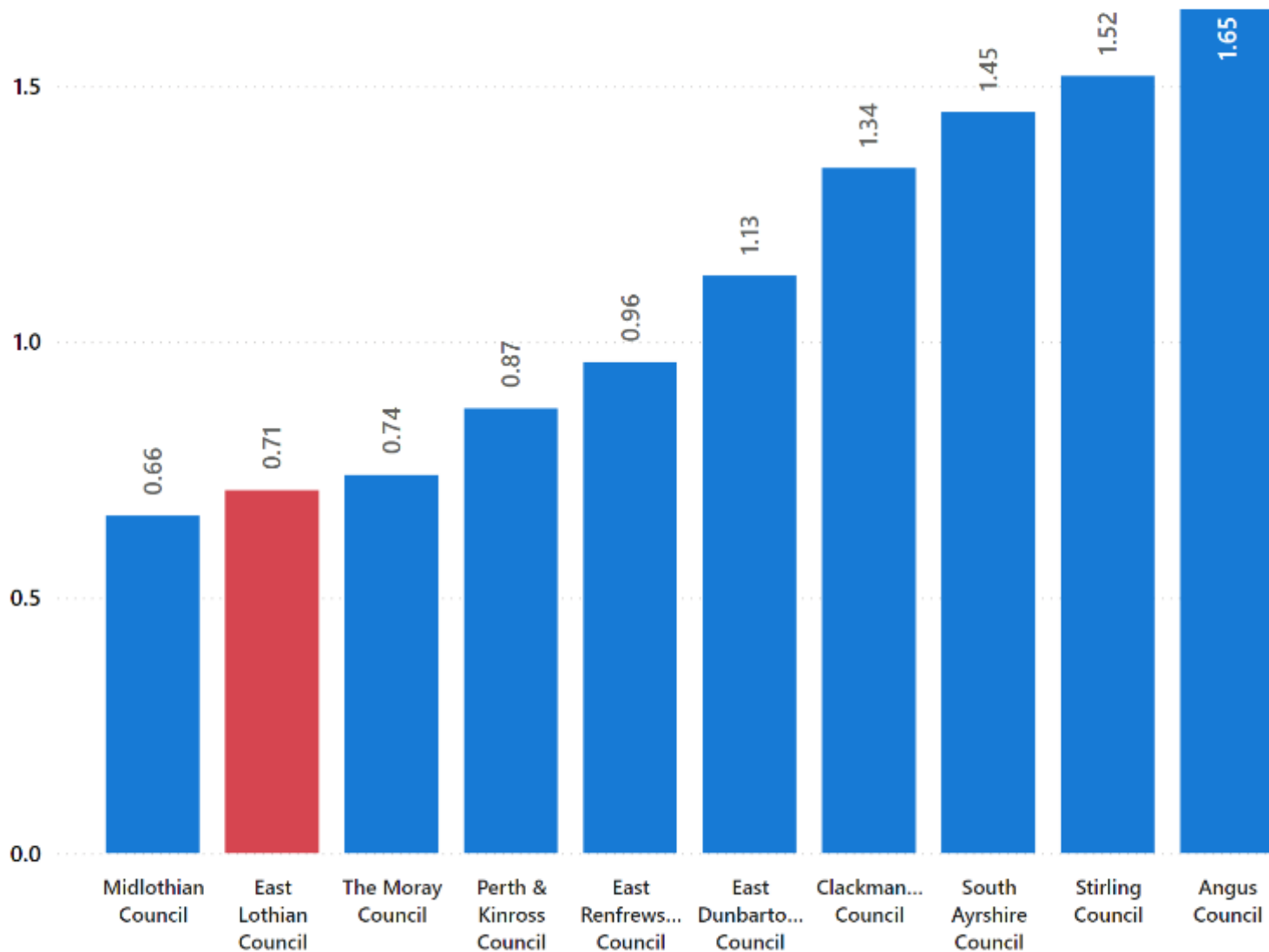
130 Average time to re-let properties



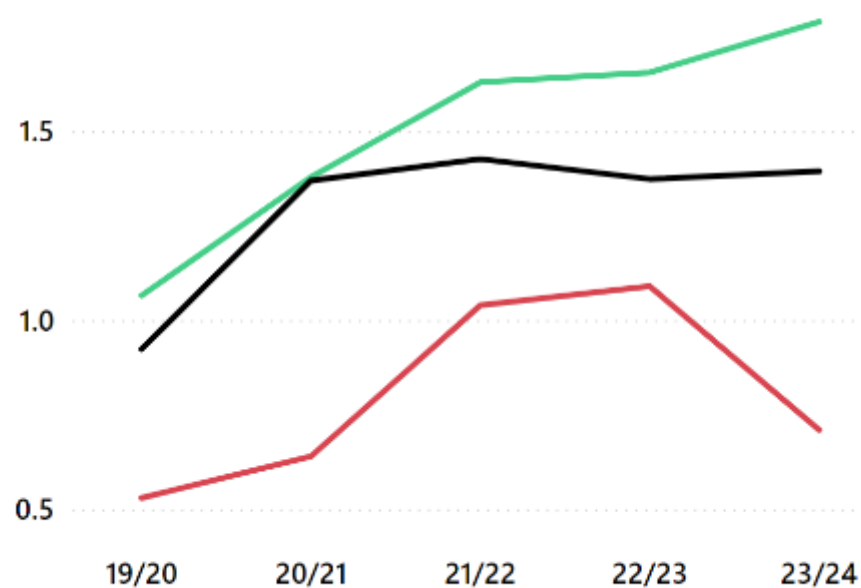
Organisation Name	21/22	22/23	23/24
East Lothian Council	66.19	65.19	49.92
Peer Group 8 - Small LA	55.15	59.26	53.07
All LAs	59.42	66.94	72.56
SHN Average	51.58	55.61	56.73

# Void Rent Loss

118 Percentage of rent due lost through properties being empty



● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	1.04	1.09	0.71
Peer Group 8 - Small LA	1.47	1.25	1.12
All LAs	1.63	1.66	1.79
SHN Average	1.43	1.37	1.39

## Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Repairs satisfaction

ASB cases completed

## Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

# Landlord Report

Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
Clackmannanshire Council	92.69	96.95	98.47	93.54	3.99	5.12	94.76	91.56	74.16	6.70	79.73	79.83	99.05	1.34	64.86
South Ayrshire Council	92.13	95.51	95.63	92.54	2.50	6.64	97.18	89.19	90.50	4.50	79.78	80.60	99.37	1.45	49.98
Stirling Council	90.88	98.35	97.47	84.32	5.80	6.85	92.50	84.08	81.51	6.00	73.10	73.68	99.72	1.52	74.08
East Renfrewshire Council	84.86	86.62	82.57	78.89	2.46	7.92	97.98	84.36	96.92	5.90	97.01	95.20	98.91	0.96	47.47
The Moray Council	82.78	91.29	96.21	22.63	2.20	5.65	92.44	99.45	64.46	7.70	67.42	67.75	99.85	0.74	35.16
East Lothian Council	81.62	86.01	80.22	89.66	3.74	16.28	85.71	88.75	78.02	7.00	75.37	76.73	100.94	0.71	49.92
Midlothian Council	81.47	80.13	77.87	60.05	12.60	19.89	96.37	72.43	91.79	4.80	86.19	87.65	96.32	0.66	38.12
Perth & Kinross Council	78.71	82.60	73.90	76.32	3.30	8.65	90.42	95.93	91.37	6.00	80.34	79.74	99.15	0.87	37.80
Angus Council	71.20	64.70	41.40	72.31	5.98	8.00	99.99	73.29	89.21	6.70	80.57	78.68	95.77	1.65	62.44
East Dunbartonshire Council	70.83	77.82	87.86	61.62	3.69	13.06	81.14	89.74	100.00	4.80	86.16	86.05	100.66	1.13	75.01





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