NORTH AYRSHIRE COUNCIL

23 September 2025

Audit & Scrutiny Committee

Title:	**Annual Assurance Statement to the Scottish Housing Regulator 2024/25**
Purpose:	To advise the Committee of the Council's Annual Return on the Charter 2024/25 submission and to seek approval for its submission to the Scottish Housing Regulator.
Recommendation:	That the Committee: (i) notes the Annual Return on the Charter submission 2024/25; (ii) notes the supporting evidence provided to demonstrate compliance with the regulatory framework and relevant legislation; (iii) notes the Council's areas of non-compliance detailed at paragraphs 2.26-2.30; (iv) notes the amendments which have been made to the Annual Return on the Charter 2023/24 and submitted to the Scottish Housing Regulator; and (v) authorises the Chair to sign the Annual Assurance Statement 2024/25 at Appendix 1 for submission to the Scottish Housing Regulator.

1. Executive Summary

1.1 The Scottish Housing Regulator's framework for the regulation of social housing in Scotland includes the requirement for an Annual Assurance Statement to be submitted alongside the Annual Return on the Charter (ARC). The Statement must be approved by the appropriate Committee within the organisation, prior to submission to the Scottish Housing Regulator (SHR) by 31 October of each year. A copy of this year's statement is provided at Appendix 1.

1.2 The 2024/2025 ARC was submitted to the Regulator on 30 May 2025. This committee report provides information on the performance reported in the ARC 2024/25, highlighting areas of high or improving performance, areas requiring improvement, and areas of non-compliance. The report also provides information at Appendix 2 on how the Council gains assurance that it is compliant with the regulatory framework.

1.3 Endorsement of the Annual Assurance Statement 2024/25 will ensure that the Council complies with regulatory requirements set out in the Housing (Scotland) Act 2010.

1.4 The Annual Assurance Statement 2023/24 report, presented to Audit and Scrutiny Committee on 31 October 2024, advised that Housing Services had recently commissioned an independent consultant to validate the 2023/ 24 ARC submission

and enable any improvements to data collection and reporting to be addressed prior to the preparation of the 2024/25 ARC.

1.5 The external validation exercise was undertaken in October 2024 and concentrated on 17 key indicators. The Council's Internal Audit Service was requested to undertake further validation on some of the remaining indicators. This audit was completed in March 2025 and concentrated on five indicators. As a final measure, a further analysis of the technical guidance was undertaken during the 2024/2025 ARC process, which highlighted some additional changes to the 2023/2024 indicators.

1.6 The findings from the internal and external validation work showed that North Ayrshire Council required to restate 15 indicators for 2023/2024, using the SHR Data Correction Policy. Appendix 3 details the 2023/24 indicators which required to be amended and submitted to the SHR, along with an explanation of the backround and corrective action which has been implemented. As a measure of good practice Housing Services are currently taking steps to further strengthen their processes around the ARC.

1.7 In October 2024, the Regulator was advised that a validation exercise was being undertaken and that any corrections would be reported in due course. A further update was provided by the Head of Service at a meeting with the Regulator on 11 June 2025, prior to the data corrections being formally submitted on 28 August 2025.

2. Background

2.1 The Housing (Scotland) Act 2010 sets out the statutory objectives, functions, duties, and powers of the SHR, a non-ministerial department responsible for regulating social housing in Scotland.

2.2 In 2012, the Scottish Government's Social Housing Charter was established. It sets out the standards and outcomes that tenants, homeless people, homeowners, and gypsy/travellers can expect from social landlords. This is monitored via landlords' Annual Return on the Charter submissions to the SHR.

2.3 In February 2019, the Scottish Housing Regulator issued a revised framework for the regulation of social housing in Scotland. The new framework includes the requirement for landlords to submit an Annual Assurance Statement which has been agreed by a Board or Committee within the organisation. The Council must provide assurance that it complies with the relevant requirements of Chapter 3 of the Regulatory Framework.

2.4 The Annual Assurance Statement is confirmation that, as a landlord, the Council:

- meets all legal duties and responsibilities, and adheres to relevant guidance and the requirements of other regulators
- meets its statutory duties to prevent and alleviate homelessness
- adheres to statutory guidance from the Scottish Housing Regulator
- takes account of regulatory advice from the Scottish Housing Regulator and from other regulators
- complies with all regulatory requirements

The Council must also confirm plans to address any instances where there is a material non-compliance and notify the SHR about any material changes in their level of assurance during the year.

2.5 North Ayrshire Council's ARC 2024/25 was submitted to the SHR on 30 May 2025. The return provides details of the Council's performance across a range of indicators within the Charter outcomes. Prior to submission of the ARC, a meeting was held on 27 May 2025 with the North Ayrshire Network (NAN), which is our tenant group with representation from local Tenants and Residents Associations (TARAs). At the meeting a range of indicators were discussed, with information on levels of performance and a comparison with 2023/24 data provided to the NAN members.

2.6 The SHR requires landlords to provide assurance in their Statement that they have developed an effective approach to the collection of equalities information and that they have considered how they can adopt a human rights approach in their work.

2.7 As a landlord, North Ayrshire Council collects data relating to each of the protected characteristics for existing tenants, new tenants, people on waiting lists, governing body members, staff, people who are at risk of homelessness and service users on our Gypsy/ Traveller site. A systems review is currently being undertaken alongside our partner landlords within the North Ayrshire Housing Register, which incorporates further development of our approach to collation of equalities data within the brief for the review.

2.8 Access to good quality housing is recognised as a basic human right and providing this to everyone in North Ayrshire is a key priority, including ensuring accommodation is provided to homeless households, tenancy sustainment, a dedicated site to meet the needs of Gypsy/ Travellers, standards of Council-owned accommodation are well maintained and continuing to deliver our new house building programme.

Performance

2.9 The Scottish Housing Regulator published their National Report on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter for 2024/25 on 29 August 2025. Initial analysis of the 2024/25 national performance information shows that North Ayrshire Council remains a high performing local authority housing service. Of the 35 indicators reported in 2024/25, ranked against other Scottish local authorities North Ayrshire is in:

- The top quartile for 17 indicators (49%)
- The second quartile for 7 indicators (20%)
- The third quartile for 3 indicators (9%)
- The bottom quartile for 8 indicators (22%)

2.10 Performance against each of the indicators is being scrutinised to enable plans to be developed to sustain areas of high performance and address areas for improvement.

2.11 Housing Services has a well-developed Performance Management Framework in place, which ensures the monthly scrutiny of performance information with regards to the SHR/ ARC, Council Plan and other key performance-related data.

2.12 In addition, the Housing Transformation Board continues to monitor improvement workstreams to increase performance in areas such as rent arrears, aids and adaptations, voids management, the housing repairs policy and homelessness prevention.

2.13 The information provided below identifies key areas of high or improving performance as reported in our ARC return for 2024/25, alongside areas where there has been a decline, or where improvement is required.

Areas of high or improving performance

2.14 Tenant satisfaction has improved in terms of our overall services as a landlord (91.8% in 2024/25 vs 88.7% in 2021), tenants feeling we are good at keeping them informed about our services and decisions (86.8% in 2024/25 vs 85.5% in 2021), and remains high in relation to opportunities given to tenants to participate in decisions (89.7% vs 91.9% 2023/24). Performance in this area is based on our tri-annual tenant satisfaction survey, which took place during 2024/25 to provide an updated position for the 2024/25 ARC submission.

2.15 The average length of time taken to complete non-emergency repairs decreased from 6.76 days in 2023/24 to 6.60 days and is below the Council's 7-day average target. The increase in performance is mainly due to the introduction of a new 'handyman' multi-trade role which allows Building Services to complete a higher volume of routine multi-trade jobs more quickly and create capacity for qualified operatives to undertake more complex, trade-specific works. Our policies and processes in relation to repairs and maintenance are an area of focus within the Housing transformation programme.

2.16 There has been a significant improvement in performance relating to adaptations work, with the number of households waiting for an adaptation to their home decreasing from 302 on 31 March 2024 to 232 on 31 March 2025. The average number of days to complete an approved adaptation also decreased significantly, from 90.08 days in 2023/24 to 57.25 days in 2024/25. As part of the transformation programme, a joint improvement group, with representation from the Health and Social Care Partnership, Housing, Building Services and Property Management and Investment, continues to review demand for adapted properties, alongside existing processes, to ensure the best possible service outcome for tenants and best value for their rent.

2.17 The average time taken to re-let properties decreased from 31.93 days in 2023/24 to 27.89 days in 2024/25. Void performance continues to be impacted by delays in resolving meter issues with utility suppliers. This matter has been recognised nationally and has been escalated to the Scottish Government for action. Notwithstanding the improvement in void performance, Housing Services are currently working closely with Building Services to review the current void processes, as part of the Housing Transformation Board work programme. The aim of the workstream is to ensure the delivery of an effective and efficient service that not only creates efficiencies but also assists in futureproofing the housing stock by increasing the number of accessible homes across North Ayrshire.

2.18 The number of court actions resulting in eviction increased from 11.22% in 2023/24 to 13.37% in 2024/25. Of the 172 court actions resulting in 23 evictions in 2024/25, 21 were due to rent arrears and two were due to antisocial behaviour.

Areas with a decline in performance or requiring improvement

2.19 The average length of time taken to complete emergency repairs increased from 2.29 hours in 2023/24 to 2.72 hours in 2024/25. Despite the slight decrease in performance, we continue to out-perform our four-hour target for emergencies, as set out in North Ayrshire Council's Housing Repairs Policy.

2.20 The percentage of antisocial behaviour cases resolved during 2024/25 was 85.65%, a slight decrease against last year's performance of 86.50%. However, our performance against locally agreed targets is 96.3% of cases resolved within agreed timescales, which exceeds the target of 94%.

2.21 Satisfaction levels of tenants who had repairs or maintenance carried out in the last 12 months has decreased from 97.51% to 86.78% since 2023/24. This is based on 1,490 responses received during 2024/25. Since September 2023, tenants have been able to complete a satisfaction survey in real time on the tradesperson's electronic device. Work is continuing to ascertain the most appropriate method of collating this performance information to support continuous improvement in the number of responses received.

2.22 Gross rent arrears as a percentage of rent due increased from 7.48% in 2023/24 to 8.03% in 2024/25. Rent arrears continue to remain a focus for Housing Services and is a priority workstream for the Housing Transformation Board, which is overseeing work to prepare a new Income Collection Strategy. Housing Operations staff follow the Council's arrears escalation process to recover rent arrears where possible, and proceed with court action for rent arrears over £2,250. Dedicated housing support and welfare rights teams are in place to help maximise income for tenants. The teams continue to prioritise prevention, early intervention and take a person-centred approach to arrears management, recognising the financial challenges many tenants are facing. Our overall performance in relation to rent arrears is monitored by the Housing Services leadership team on a monthly basis, with detailed information provided at a local housing office/ patch level.

2.23 Approaches for homeless assistance in North Ayrshire increased by 8.29% in 2024/25 compared to the previous year. The national performance statistics published annually by the Scottish Government highlight that homelessness is at the highest level nationally since 2011/12, with the number of open homelessness applications and households in temporary accommodation reaching the highest on record. The main reason for homelessness in North Ayrshire during 2024/25 was as a result of a relationship breakdown, accounting for 266 approaches (22.47%). This is followed by people being asked to leave the family home, which accounted for 217 (18.33%) approaches.

2.24 Whilst there is increasing pressure on the housing system locally in North Ayrshire, a range of measures are in place to respond to this, including increasing housing supply through new builds and acquisitions, ensuring our void properties are turned around as quickly as possible for re-let, and managing housing demand from homeless people through our supply of temporary and permanent accommodation. The service delivery model within Housing Operations/Homelessness Services was revised in May 2024 to enable prevention activities to be undertaken at a locality level, with newly integrated teams working to identify and address service priorities within each locality.

This approach ensures that there is a joined-up response to tenants and residents by resolving any issues as they arise at a local level. The Council's Homelessness Task Force comprises of a range of internal and partner stakeholders who are working together to analyse a range of available datasets to understand the changing dynamics of the homelessness system and associated risk factors. The work of the Task Force includes preparation of a new Homelessness Prevention Strategy, which will consider all levers at partners' disposal to balance the homelessness system, and will be aligned to the Housing (Scotland) Bill 2024.

2.25 The percentage of tenancy offers refused during the year increased slightly from 42.45% to 43.45%. This is largely attributable to an increase in refusals from tenants on the housing waiting list who have an identified accessible housing need and are looking to transfer from an existing tenancy. The Council and its Common Housing Register partner landlords do not impose any penalties on applicants for refusing offers of housing that are made via the North Ayrshire Housing Allocation Policy. This may have led to applicants receiving multiple offers of housing and refusals being made, therefore the headline decline in performance may not be a true reflection. A further contributory factor to the increase in refusals may be that applicants have expectations of being housed or re-housed in our new build developments. We intend to review our Suspension Policy as part of the future work programme associated with the forthcoming revised Allocations Policy which will be considered by Cabinet on 30 September 2025.

Area of non-compliance

2.26 Similar to 2023/24, our two areas of non-compliance relate to gas safety and Electrical Installation Condition Reporting (EICR). In early 2023, a cross-service working group was established to address performance in this area. An improvement plan was developed and implemented, which has delivered a sustained increase in performance. However, our target is 100% compliance, and efforts are ongoing to close the small remaining gap. As part of our improvement plan, a dedicated Compliance Team within PMI was created in 2023, supported by additional resources. An update on gas safety and EICR is provided below.

Gas Safety

2.27 During 2024/25, one property did not receive its annual gas safety check within the statutory timescales (compared to 106 in 2022/23 and 25 in 2023/24). The omission in 2024/25 was due to a system administration error, where the property was erroneously removed from the database following demolition of a neighbouring block.

2.28 All efforts were made to ensure compliance at the earliest opportunity and appropriate records were kept. The one property which failed its 12-month compliance check during 2024/25 was completed by 31 March 2025. During 2025/26 to date, no failures have been recorded.

Electrical Testing

2.29 At the end of 2024/25, 305 properties were non-compliant due to not having an EICR certificate in place, representing 2.27% of our total housing stock. The Council's access policy was extended in August 2023 to enable electrical inspections to be

undertaken, similar to the arrangements already in place for gas compliance checks which has assisted in improving performance in that area.

2.30 All efforts were made to ensure electrical safety compliance at the earliest opportunity and appropriate records were kept; officers have assessed this a material non-compliance and the SHR was informed during 2024/25 of the expected outcome. Property Management and Investment have been providing monthly updates to the SHR in relation to both gas and electrical safety compliance since January 2023. For 2025/26, the EICR compliance figure as at end June 2025 was 98.21%.

2023/24 ARC data validation

2.31 The Annual Assurance Statement 2023/24 report, presented to Audit and Scrutiny Committee on 31 October 2024, advised that Housing Services had recently commissioned an independent consultant to validate the 2023/ 24 ARC submission and enable any improvements to data collection and reporting to be addressed prior to the preparation of the 2024/25 ARC.

2.32 The external validation exercise was undertaken in October 2024 and concentrated on 17 key indicators. The Council's Internal Audit Service was requested to undertake further validation on some of the remaining indicators. This audit was completed in March 2025 and concentrated on five indicators. As a final measure, a further analysis of the technical guidance was undertaken during the 2024/2025 ARC process, which highlighted some additional changes to the 2023/2024 indicators.

2.33 The findings from the internal and external validation work showed that North Ayrshire Council required to restate 15 indicators for 2023/2024, using the SHR Data Correction Policy. Appendix 3 details the 2023/24 indicators which have been amended and submitted to the SHR, and includes explanations and corrective actions taken.

2.34 In October 2024, the Regulator was advised that a validation exercise was being undertaken and that any corrections would be reported in due course. A further update was provided by the Head of Service at a meeting with the Regulator on 11 June 2025, prior to the data corrections being formally submitted on 28 August 2025.

2.35 As a measure of good practice Housing Services are currently taking steps to further strengthen their processes around the ARC, including:

- Preparation of clear and prescriptive data for all indicators within the ARC
- Monthly monitoring and validation of indicators
- Procurement of external support to carry out a 'level one' desktop ARC validationexercise, with a full ARC validation every three to five years.

2.36 Housing Services has a long established and strong performance culture. The validation work that has been undertaken during 2024/25 reflects a spirit of continuous improvement and self-assessment, aligned to the SHR's Regulatory Framework.

Assurance

2.37 The overall performance of the Housing Service is continuously reviewed by the Head of Service and Housing Senior Management Team on a monthly basis, with key

performance information and action plans presented to the North Ayrshire Network, Housing Business Plan Group and Council's Cabinet regularly during each year.

2.38 Several ARC indicators also form part of the corporate performance monitoring framework, scrutinised by Chief Officers and elected members.

2.39 The Scottish Federation of Housing Associations (SFHA) Self Assurance Toolkit has also been utilised as a further method of self-assessment. The toolkit provides guidance to social landlords on gathering evidence to demonstrate compliance with regulatory requirements and standard and focuses on questions that governing bodies should ask to gain assurance that this is being achieved.

2.40 The ARC 2024/25, which can be accessed at North Ayrshire Council | Scottish Housing Regulator demonstrates the Council's performance against the outcomes in the Scottish Social Housing Charter.

2.41 Supporting evidence to demonstrate compliance with the regulatory framework and relevant legislation is attached at Appendix 2.

2.42 The Annual Assurance Statement, which is attached at Appendix 1, confirms that the Council has complied with the regulatory framework, all standards, and outcomes. It highlights North Ayrshire's non-compliance with our legal responsibilities around gas and electrical safety. It also confirms the equalities data currently captured, and how North Ayrshire adopts a human rights approach in our work. This Statement will be made available to tenants as part of the Council's performance reporting process.

3. Proposals

3.1 It is proposed that the Committee (i) notes the Annual Return on the Charter submission 2024/25; (ii) notes the supporting evidence provided to demonstrate compliance with the regulatory framework and relevant legislation; (iii) notes the Council's areas of non-compliance detailed at paragraphs 2.24-28; (iv) notes the amendments which have been made to the Annual Return on the Charter 2023/24 and submitted to the Scottish Housing Regulator; and (v) authorises the Chair to sign the Annual Assurance Statement at Appendix 1 for submission to the Scottish Housing Regulator.

4. Implications/Socio-economic Duty

Financial

4.1 None

Human Resources

4.2 None

Legal

4.3 Approval of the Annual Return on the Charter submission 2024/25 and supporting evidence, and signature of the Annual Assurance Statement, will ensure that the

Council complies with regulatory requirements set out in the Housing (Scotland) Act 2010.

Equality/Socio-economic

4.4 As a landlord, data is collated relating to each of the protected characteristics for existing tenants, new tenants, people on waiting lists, governing body members, staff, people who apply to us as homeless and service users on our Gypsy/Traveller site. This data is used to inform decision making, policy making and day to day service delivery.

Climate Change and Carbon

4.5 None.

Key Priorities

4.6 The matters referred to in this report contribute to all four of the Council Plan priorities; Wellbeing, Climate Change, A Sustainable Council and Communities and Local Democracy by ensuring our housing stock is well maintained, energy efficient and compliant with all statutory duties. Housing Services ensure matters relating to housing stock investment and compliance are consulted with and reported to our North Ayrshire Network (NAN) tenants group and other affected services.

Community Wealth Building

4.7 None.

Islands Communities Impact Assessment (ICIA)

4.8 None.

United Nations Rights of the Child (UNCRC)

4.9 None.

Consumer Duty

4.10 None.

5. Consultation

5.1 Consultation has taken place with tenant representatives, and relevant senior officers within: Housing and Public Protection; Sustainability, Transport and Corporate Property; Corporate Performance; Health and Social Care Partnership; and the Scottish Housing Regulator during the preparation of the Annual Return on the Charter and Annual Assurance Statement.

David W. Hammond
Executive Director (Communities & Housing)

For further information please contact **Yvonne Baulk, Head of Service (Housing and Public Protection),** on **01294 324542**.

Background Papers
Appendix 1: North Ayrshire Council Annual Assurance Statement 2024/25 (unsigned)
Appendix 2: Supporting evidence document 2024/25
Appendix 3: Data corrections spreadsheet - North Ayrshire Council - 2023/24

Appendix 1

North Ayrshire Council
Annual Assurance Statement
2024/25

North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

North Ayrshire Council complies with the requirements set out in Chapter 3 of the Regulatory Framework. North Ayrshire Council is assured that we:

- ✓ Adhere to relevant guidance and the requirements of other regulators
- ✓ Meet our statutory duties to prevent and alleviate homelessness
- ✓ Adhere to statutory guidance from the Scottish Housing Regulator
- ✓ Take account of regulatory advice from the Scottish Housing Regulator and from other regulators
- ✓ Comply with all regulatory requirements, encompassing:
  - Assurance and notification
  - Tenant and service user redress
  - Whistleblowing
  - Equalities and human rights
  - Scottish Social Housing Charter Performance.

We did not meet our legal obligations around tenant and resident safety as we did not comply with gas safety legislation for one property, and electrical testing for 305 properties during 2024/25. The most significant challenge during 2024/25 has been gaining access to properties to carry out statutory compliance works. All efforts were made to ensure compliance at the earliest opportunity and appropriate records were kept. The Scottish Housing Regulator was notified of this expected outcome at the earliest opportunity and was provided with monthly updates during 2024/25.

As a landlord, we collect data relating to protected characteristics for existing tenants, new tenants, people on waiting lists, governing body members, staff, people who apply to us as homeless and service users on our Gypsy/Traveller site. A systems review is currently being undertaken alongside our partner landlords within the North Ayrshire Housing Register, which incorporates further development of our approach to collation of equalities data within the brief for the review. We recognise that the right to housing is a human right and providing this to everyone in North Ayrshire is of the highest priority with work already taking place across a range of activities.

North Ayrshire Council's Audit and Scrutiny Committee has considered sufficient evidence to give this assurance. The Annual Assurance Statement was approved by Audit and Scrutiny Committee on 23 September 2025.

Authorised by: _____
Chairperson of the Committee

Printed name: _____

Date: _____

Appendix 2

North Ayrshire Council
Housing Services

Annual Assurance Statement 2024/25

Supporting Evidence
September 2025

North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

Appendix 2

Introduction

In February 2019, the Scottish Housing Regulator (SHR) issued a revised framework for the regulation of social housing in Scotland. The new framework includes the requirement for landlords to submit an Annual Assurance Statement which has been agreed by a Board or Committee within the organisation. We must provide assurance that the organisation complies with the relevant requirements of Chapter 3 of the Regulatory Framework.

This document provides evidence to support our Statement that North Ayrshire Council is assured that we:

- ✓ Adhere to relevant guidance and the requirements of other regulators;
- ✓ Meet our statutory duties to prevent and alleviate homelessness;
- ✓ Adhere to statutory guidance from the Scottish Housing Regulator;
- ✓ Take account of regulatory advice from the Scottish Housing Regulator and from other regulators; and
- ✓ Comply with all regulatory requirements, encompassing:
  - Assurance and notification
  - Tenant and service user redress
  - Tenant and resident safety
  - Whistleblowing
  - Equalities and human rights
  - Scottish Social Housing Charter Performance.

As a landlord, we are also required to meet all legal duties and responsibilities. During 2024/25 we were unable to do this, as some properties did not have an annual gas safety check carried out or an electrical safety certificate in place within the legal timescales due primarily to issues in gaining access to tenants' homes. We have provided information on this non-compliance in our Annual Assurance Statement and further detail in this supporting evidence.

The Scottish Housing Regulator contacted all local authorities and RSLs in March 2025 to ask landlords to continue to include further assurance around tenant and resident safety in their 2024/25 Annual Assurance Statement, in particular:

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos
- Dampness and mould
- Lift safety

Appendix 2

In January 2025, the Scottish Housing Regulator published new indicators on fire and electrical safety and damp and mould which landlords will be required to submit by the end of May 2026 as part of the ARC submission. Measures have been put in place to ensure we are collating this additional information to inform the ARC return as required.

The Scottish Housing Regulator has requested that landlords provide assurance in their Statement that they have appropriate plans to implement an effective approach to the collection of equalities information and that they have started to consider how they can adopt a human rights approach in their work.

Regulatory Requirements

Assurance and notification

We prepare an Annual Assurance Statement in accordance with guidance and submit it to the Scottish Housing Regulator (SHR) annually. The statement is available to tenants and other service users. We will notify the SHR during the year of any material changes to our assurance as set out in the Statement.

We can evidence that we meet all legal obligations associated with housing and homelessness services, and equality and human rights.

We have not met our legal obligations around tenant and resident safety as we did not comply with gas safety legislation for one property during 2024/25. Due to new legislation introduced during 2021/22 regarding electrical testing, 305 properties were non-compliant with regards to having an electrical installation condition report (EICR) in place during 2024/25. There continues to be an ongoing reluctance by some tenants to grant access to their property; this is an issue we are working to address alongside system issues. In early 2023, a cross-service working group was established to address our performance in this area. An improvement plan was developed and implemented which has delivered a sustained increase in performance from 2022/23 and 2023/24. As part of our improvement plan, a dedicated Compliance Team within PMI was created in 2023, supported by additional resources. We have considered this a material non-compliance and informed the SHR during 2024/25 of this expected outcome and continued to provide them with monthly updates.

We notify the SHR of any tenant and resident safety matters involving the Health and Safety Executive or reports from other regulatory bodies relating to safety concerns. There were no issues to report during 2024/25.

‘Customer Connections,’ our Customer Participation Strategy, is available to tenants and service users on the Council website.
Customer Connections Strategy (north-ayrshire.gov.uk)

Tenant and service user redress

Information on how to report any concerns around significant performance failures is available to tenants. Further information is contained in the Scottish Housing Regulator leaflet.

Appendix 2

North Ayrshire Council's Complaints Handling Procedure is readily available to tenants and other service users. It sets out the information they need to exercise their right to complain and seek redress. Responses are provided within timescales set out in the procedure, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO). We have mechanisms in place to learn from complaints and other tenant and service user feedback, in accordance with SPSO guidance.

Whistleblowing

North Ayrshire Council has a policy and procedure in line with the Public Interest Disclosure Act 1998 for whistleblowing by staff and elected members. This is readily available on the Council website and promoted through staff bulletins.

Equalities and human rights

Equality is one of North Ayrshire Council's core values. The principles of equality and fairness are central to all council activities. Our Equality and Children's Rights Impact Assessment process for all policies, procedures and proposals ensures we meet legislative requirements. All decisions made by the Council's committees include an assessment of equalities implications.

As a landlord, we collect data relating to each of the protected characteristics for existing tenants, new tenants, people on waiting lists, governing body members, staff, people who apply to us as homeless and service users on our Gypsy/Traveller site. We use this data to inform decision making, policy making and day to day service delivery. We provide a diverse range of services, and we want to ensure everyone has the same opportunity to access services and that they meet the needs and value the diversity for all our customers. We are currently undergoing a system review alongside our partner landlords within the North Ayrshire Housing Register and have incorporated equalities data into the brief to further develop our approach.

We recognise that access to good quality housing is a basic human right and providing this to everyone in North Ayrshire is of the highest priority. Work already takes place across a range of activities: ensuring that accommodation is provided to homeless households when needed; housing support services are provided to council tenants and homeless households to help sustain tenancies; there is a dedicated site to meet the needs of Gypsy/ Travellers; standards of Council-owned accommodation are well maintained and align to the Scottish Housing Quality Standard (SHQS); and we carry out adaptations to properties to make them more accessible for households with disabilities.

Scottish Social Housing Charter Performance

We submit an Annual Return on the Charter to the Scottish Housing Regulator annually in accordance with published guidance. We have agreed our approach to this through the North Ayrshire Network (NAN), a group of representatives from the various Registered Tenant Organisations in North Ayrshire. You can read about our approach in 'Customer Connections,' our Customer Participation Strategy 2023 - 2028.

Each year, we report on performance in our autumn edition of Tenancy Matters. The NAN work with us to agree the content of the report, which includes comparisons with previous years, other landlords and national performance. Within this report we identify how we will address areas for improvement and ask for feedback on our approach.

Appendix 2

Standard 1 – The customer / landlord relationship

Outcomes:

Equalities

We promote equality and embrace diversity in all parts of Housing Services. All the information we produce is in line with the Council's Communications Strategy. All leaflets, and a number of documents, are published in plain English and can be made available in large print, braille, tape, or CD, and can be translated on request.

Communication

Housing Services provide a comprehensive range of information which is made available in leaflets, on the Council website and on social media. The Tenant Editorial Panel approves all leaflets prior to issue to ensure they are fit for purpose and easy to understand. Our 'tenant approved' logo shows tenants have endorsed our publications. In recent years we have developed a social media profile through Facebook and Twitter to encourage digital engagement with a wider and more diverse customer base.

We commission an independent organisation to undertake a tenant satisfaction survey at least every three years. The results of these surveys help us to focus our efforts in improving communication and participation and understand what is important to our customers. Our last took place during quarter three of 2024/25.

Participation

The North Ayrshire Network (NAN) has responsibility for ensuring that we continually improve the way we deliver services to tenants and customers. Part of their role is to challenge our performance against the indicators, outcomes, and standards in the Charter. To do this, Housing Services report to the Network through presenting on performance both mid-year and prior to submitting the Charter annually, working together on developing our annual report to tenants and communicating any changes from the Scottish Housing Regulator directly to the group. A recent review of the NAN's membership has successfully resulted in an equalities-led approach to recruitment and representation of North Ayrshire's communities.

We are committed to tenant-led scrutiny of housing services to ensure that we continue to meet our tenants' needs and aspirations. Each year our Tenant Inspection Panel identify one service area to scrutinise and independently review performance, policy and processes and customer experience with support from Officers. Scrutiny provides an opportunity for tenants to drive improvement in the services most important to them.

We have reviewed/ relaunched our Customer Participation Strategy for 2023 - 28 which encompasses the requirements of the Scottish Social Housing Charter and relevant Council Plan priorities. Collectively these three documents emphasise the importance of supporting our communities' tenants and residents to grow and develop opportunities for active engagement and participation for all citizens by listening to local needs and aspirations.

Appendix 2

Alongside developing the Customer Participation Strategy 2023 – 28 we received gold level accreditation from Tenant Information Service (TIS Scotland) in August 2022 for Excellence in Scrutiny and Charter Performance for 2023 –25. In addition, we received gold level re-accreditation from Tenant Participation Advisory Service (TPAS Scotland) in November 2022 for Excellence in Tenant Participation for 2023 - 25.

Our latest tenant satisfaction survey told us that opportunities to take part in decision-making processes has fallen slightly to 90%, from 92% in 2021 but remains high in comparison to the council housing average of 82% (Knowledge Partnership 2025). The survey found that 9% of survey respondents would prefer to participate and share their views via survey, whereas 77% have stated they are not interested in tenant participation activities. This will be addressed through the delivery of the Customer Participation Strategy, by reviewing our tenant participation structures through an equalities-led approach to increase participation and satisfaction.

Standard 2 – Housing quality and maintenance

Outcomes:

Quality of housing

Our housing stock is in very good condition and is well maintained. We take a proactive approach to housing asset management and target improvements to ensure that our properties are SHQS and EESSH compliant. Properties are refurbished to ensure they remain attractive, meet energy efficiency targets, meet modern requirements, and tenant expectations. We have a range of planned maintenance programmes which are designed to: optimise investment by replacing major element components before they would otherwise require responsive repairs; anticipate changes in minimum acceptable standards; reduce future requirements for cyclical maintenance; and future proof properties to ensure sustainability measures being introduced can be met.

A self-assessment of asset management processes and data has been undertaken to develop our approach. This is to enable the delivery of the Housing Asset Management Plan (HAMP) and takes cognisance of the recommended practice on Integrated Asset Management published by the Scottish Housing Regulator (SHR) in February 2023. The workstream is reported to the Housing Asset Management Board and has an action plan developed and monitored to ensure delivery. Alongside property lifecycle data, the outcomes from the action plan will inform future capital investment needs and identify properties where investment required is not economically viable and other solutions may be preferable, such as demolition.

We have not met our legal obligations around tenant and resident safety during 2024/25 as we did not comply with gas safety legislation for one property. Due to new legislation introduced during 2021/22 regarding the frequency of electrical testing and the installation of smoke detection equipment, 305 properties were non-compliant with regards to having an up-to-date EICR during 2024/25. There continues to be an ongoing reluctance by some tenants to grant access to their property; this is an issue we are working to address alongside system issues. Additional contracts were put in place to try and achieve this by the date given, however supply chain and labour shortages for contractors have also impacted the

programme. In early 2023, a cross-service working group was established to address our performance in this area. An improvement plan was developed and implemented which has delivered a sustained increase in performance in 2023/24 and 2024/25. We aim to be 100% compliant and efforts continue to close the remaining gap. However, completing the EICR programme in the context of continuing tenant refusal makes this extremely challenging. Resorting to forcing access using our Access Policy is also extremely resource intensive for both the Council and our contractors.

We have a dedicated Contracts, Compliance and Maintenance team within our Property Management and Investment service who ensure all statutory compliance requirements are met with regards to lift maintenance and legionella. We also have a dedicated asbestos compliance officer who works with all officers conducting any form of refurbishment or alteration to buildings to ensure compliance with legislation in all instances.

Condensation, Dampness & Mould

North Ayrshire Council has a robust approach to dealing with cases where dampness and mould are reported. A strategy - which encompasses our approach to both Council homes and the private sector - and an improved proactive “end to end” process is in place.

A comprehensive process map has been developed that sets out the process and ensures issues with damp and mould are effectively addressed. This includes a prioritised work stream where health concerns are present and involves joint service working towards positive outcomes. An anniversary inspection visit has been introduced to measure the effectiveness of earlier interventions and statistics are reviewed per property type to feed into longer term asset management objectives. The core of this process is in place and further elements, such as an expansion in the use of electronic monitoring, are also under consideration. To improve ventilation provision, a humidity tracking fan, instead of a standard extractor fan, is now being installed as a minimum standard in all Projects, Void, and Repair works.

Our Building Services Inspection Officers, who inspect instances of dampness and mould, are all from a building trade background and are qualified to HNC in Construction standard as a minimum. Further specialist training in dampness, mould, and timber decay has been undertaken by two officers who have achieved the industry recognised qualification of Certificated Surveyor of Timber and Dampness in Buildings (CSTDB).

Tenant engagement has also been increased, with regular information provided via the digital Tenant Chat and social media channels.

Close attention is being paid to the implementation of Awaab’s Law in England (October 2025) and consideration is being given to the implications of this being adopted by the Scottish Government.

Repairs, maintenance, and improvements

North Ayrshire Council is committed to delivering a high quality, efficient and effective reactive and planned maintenance service to all our tenants and factored owners in a manner which maintains high customer satisfaction. Our Repairs Policy sets out the service provided by the Council for repairs and maintenance and aims to ensure the needs of our current and future tenants are met in relation to the provision of high-quality housing. The

policy is currently under review as part of the Housing Transformation Board workstream and will be developed in consultation with tenant representatives.

The average length of time taken to complete emergency repairs increased slightly from 2.29 in 2023/24 to 2.72 hours in 2024/25 and decreased from 6.76 to 6.60 days for non-emergency repairs. Despite the slight decrease in performance to respond to emergency repairs, we continue to remain within our four-hour target for emergencies, as set out in our housing repairs policy. The increase in performance for non-emergency repairs is due to the introduction of a new 'handyman' post which enables Building Services to complete a higher volume of routine multi-trade jobs more quickly and creates capacity for qualified operatives to undertake more complex, trade specific works.

Satisfaction levels of tenants who had repairs or maintenance carried out in the last 12 months decreased from 97.51% to 86.78% during 2024/25. This is based on responses from 1,490 tenants received.

An efficient and effective void repairs service provides a quick turnaround on empty properties, which helps to accelerate the repairs process and reduce void rent loss. Void performance is affected by the additional time taken to rehouse tenants affected by our regeneration projects. A general increase in the number of properties requiring major works such as central heating, rewiring and full decoration has also impacted on performance. The average time taken to re-let properties has decreased from 31.93 days in 2023/24 to 27.89 days in 2024/25. Void performance continues to be affected due to issues with utility meters, which is recognised nationally as a significant issue and has been escalated to the Scottish Government for action. Housing Services are working with Building Services to review the current void process as part of the Housing Transformation Board workstream, to ensure the delivery of an effective and efficient service for tenants and to assist in future proofing our housing stock. Despite the slight increase in the number of days taken to re-let voids we are still ranked a top performer within our SHN benchmarking peer group for 2024/25 and second across all local authorities.

Standard 3 – Neighbourhood and community

Outcome:

Estate management, antisocial behaviour, neighbour nuisance, and tenancy disputes

Estate Management covers a broad range of situations and activities such as new tenant visits, permissions for garages and driveways in garden ground, abandoned tenancies, untidy gardens, neighbour disputes, problems with pets, abandoned vehicles, tackling graffiti and illegal dumping/fly-tipping. We have a comprehensive Estate Management procedure manual to ensure we meet our responsibilities as a landlord, and to support tenants to meet their responsibilities as detailed within their Tenancy Agreement. Every effort is made to support tenants to address any breach of the tenancy agreement, however if a tenant is consistently unwilling to do adhere to the tenancy agreement, the Council will pursue appropriate and proportionate action.

Appendix 2

In May 2024, a new integrated service delivery model was implemented, with housing, homelessness, advice, support and anti-social behaviour officers located within locality-based housing offices. Teams are working to identify the service priorities within each town to ensure there is a joined-up response to delivering an improved service to our tenants and residents by resolving any issues as they arise at local level.

During 2023/24 the remit of the Estate Caretaker post was reviewed and redesignated as an Estate Officer, with the focus on providing a more proactive, rather than reactive, service for our tenants and residents.

The Safer North Ayrshire Partnership (SNAP) is a multi-agency group who work together with local communities and key stakeholders to prevent crime and antisocial behaviour, responding quickly and proportionately to arising issues.

We experienced a 13.4% decrease in reports of ASB during 2024/25 compared to the previous year. The Council has locally agreed targets for the closure of ASB cases, which are based on the complexity and level of investigation required to resolve them. Our performance against the locally agreed targets during 2024/25 was 96.3% of cases resolved within agreed timescales, against a target of 94%.

Our last tenant satisfaction survey was carried out during 2024/25, with 91.3% of tenants responding that they were satisfied with the management of the neighbourhood they live in. This reflects is a significant improvement to the previous survey, which showed an 80% satisfaction level.

Standard 4 – Access to housing and support

Outcomes:

Housing options and access to social housing

We are currently reviewing our Housing Allocation Policy alongside our RSL partners, with implementation expected in November 2025. This review is examining key themes that have emerged from our last review in 2019 and any upcoming legislation that could impact housing allocations. We introduced an Arran Local Letting Initiative in April 2021, which allows island residents and key/ essential workers to be given additional priority for housing on the Island. Trust Housing Association joined the North Ayrshire Housing Register (NAHR) in April 2025 and have adopted the Arran Local Letting Initiative.

In relation to our void processes, timescales are mutually agreed by the Housing Officer and Building Services supervisor, based on the amount of work required. The average time taken to re-let properties reduced from 31.93 days in 2023/24 to 27.89 days in 2024/25. Our 2024/25 void performance was affected by issues with utility meters, which is recognised nationally as a significant issue and has been escalated to the Scottish Government for action. We have established a cross-service working group to review and analyse our void processes. The group will scrutinise current working practices to identify opportunities to improve our void processes, turnover performance and to create efficiencies.

Appendix 2

Senior officers from Housing and Building Services (who carry out the majority of works in Council dwellings) have periodic meetings with officers from North Ayrshire Health and Social Care Partnership (NAHSCP) who – in accordance with the Integration Scheme - manage the process for aids and adaptations. This allows us to understand demand and agree, set, and monitor performance in relation to expenditure. NAHSCP have a formal Adaptations Criteria and Policy for staff to adhere to; this ensures a consistent and high-quality adaptations assessment process. Joint complex case reviews are held monthly between NAHSCP and Housing professionals to agree the scope of the works to be undertaken. OT staff have been trained to explore the housing options of housing applicants with long term health conditions, to ensure that accessible housing needs are met where adaptations are not appropriate. These tiers of governance provide a formal procedure for all decision making, ensuring resources are targeted to those most in need of adaptations.

There has been a decrease in the number of households waiting for an adaptation to their home, decreasing from 302 in 2023/24 to 232 in 2024/25. The average number of days to complete an approved adaptation has also significantly decreased from 90.08 to 57.25 days. The joint improvement group comprising of Housing Services, Building Services, Property Management and Investment and the Health and Social Care Partnership continue to review demand and current work processes, in order to deliver the best service outcome and value for money for tenants.

Homeless people

Approaches for homelessness assistance

Approaches for homelessness assistance in North Ayrshire increased by 8.29% during 2024/25 compared to the previous year, resulting in rising pressure on the demand for temporary accommodation. The national performance statistics published annually by the Scottish Government have highlighted that homelessness is at its highest level since 2011/12, with the number of open homelessness applications and households in temporary accommodation reaching the highest in the time series (back to 2003 and 2002 respectively).

Whilst there is increasing pressure on the housing system locally in North Ayrshire, a range of measures are in hand to respond to this, including increasing housing supply, ensuring our void properties are turned around as quickly as possible for re-let, and managing the demand from homeless people by using our supply of temporary and permanent accommodation. We have changed the service delivery model within Housing Operations/Homelessness services to enable prevention activities to be undertaken at a locality level, with newly integrated teams working to identify the service priorities within each locality. The Homelessness Task Force that we have in place comprises of a range of stakeholders who are working to analyse the variety of datasets we have at our disposal. The purpose of this is to understand the changing dynamics of the homelessness system and risk factors. The work of the task force includes preparation of a new Homelessness Prevention Strategy, which will consider all of the levers at our disposal to balance the system and will also be aligned to the new Housing (Scotland) Bill 2024. In addition, a key component of our current allocations policy review is to understand the impact of increased lets to homeless households and the options available for mitigation.

Reasons for approach for homeless assistance

The main reason for homelessness in North Ayrshire during 2024/25 was as a result of a relationship breakdown, accounting for 266 approaches (22.47%); this is followed by people being asked to leave the family home, which accounted for 217 (18.33%) approaches.

Applications from households fleeing domestic abuse accounts for 171 homeless approaches (14.4%) during 2023/24, compared to 170 approaches (15%) in 2023/24.

We have had no breaches of the Unsuitable Accommodation Order and have ensured that temporary accommodation continues to be available for anyone who needs it. We have continued the delivery of the Rapid Rehousing Transition Plan (RRTP) and met the year five target to deliver 100 Housing First tenancies for the most vulnerable homeless households in North Ayrshire by 31 March 2024; as at 31 March 2025 we had created 123 tenancies.

The North Ayrshire Homelessness Task Force has reviewed the above performance to inform our Homelessness Prevention Strategy moving forward.

Standard 5 – Getting good value from rents and service charges

Outcomes:

Value for money
Our robust Housing Revenue Account 30-year Business Plan provides clear strategic direction, ensuring that effective short, medium, and long-term financial planning is undertaken. This clearly details how we will plan for, and deliver, key priorities such as compliance with the Scottish Housing Quality Standard, investment in our current stock, our Council house building programme and rent setting.

The Business Plan was developed by a cross stakeholder working group which included representation from elected members, tenant representatives and officers from within Housing, Property Management and Investment, Building Services and Finance. This approach ensured balanced decision-making that can stand up to both internal and external scrutiny.

In addition to the business plan, we have an effective budget and performance management reporting framework that makes certain that we continue to provide value for money services to our tenants and, at the same time, keep rents at affordable levels. This is achieved while recognising that we are currently operating within an extremely challenging and evolving economic environment which requires sufficient flexibility to be able to change and adapt investment plans.

The Business Plan is easily accessible to stakeholders. It provides information to demonstrate that the Council has a clear picture of its strategic direction and the associated financial position of the service to deliver this, over the 30-year planning period. This plan is reviewed annually, and we are focused on providing value for money through a number of measures, such as operating robust financial management processes, implementing value for money principles, exploring efficiency opportunities, and managing competitive contractual arrangements.

Appendix 2

The HRA Capital Investment Programme, Revenue Budget and Rent Levels report for 2023/24 highlighted that the HRA was facing affordability challenges, primarily due to higher rates of inflation and increased borrowing rates. In order to minimise the risk of these challenges and keep rent increases sustainable, savings and efficiencies were identified, and a Housing Transformation Programme was created. However, during rent setting for 2025/26 it was identified that further work is required to establish efficiencies as it highlighted that there remains a significant risk to the HRA Business Plan and its long-term sustainability, therefore four key projects have therefore been prioritised within Housing's wider Transformation Programme:

- Income maximisation
- Repairs & maintenance
- Void works
- Aids & adaptations

During our last tenant satisfaction survey 89.87% of tenants confirmed they felt that the rent for their property represents good value for money.

Rents and service charges

Our rent levels remain in line with the national average, whilst continuing to invest in our existing stock and new house building programme. Our plans takes account of the strategic context, such as: the prevailing economic situation and expectations/ forecasts for the time horizon of the business plan; the broader context for tenants and other service users such as rent affordability, cost of living, welfare policy and how the labour market is performing; and the broader context for landlords such as cost pressures in repairs, maintenance and development, supply chain issues, investment decisions in meeting net zero obligations and tackling homelessness. We manage these pressures and are committed to delivering services in new, improved and more cost-effective ways.

Standard 6 – Other customers

Outcomes:

Gypsy/travellers

North Ayrshire Council recognises Gypsy/Travellers to be a minority ethnic community, as set out by Scottish Government guidelines. As a council we:

- recognise Gypsy/Travellers' right to a nomadic life;
- respect that they may wish to maintain a travelling way of life as part of their cultural identity.

There should be no discrimination against Gypsy/Travellers because of their way of life or culture.

Appendix 2

We provide services, advice and assistance to Gypsy/Travellers living permanently in North Ayrshire and additionally to those who visit on a temporary basis. North Ayrshire Council manages one permanent site at Redburn Grove in Irvine. The site has 16 pitches, and each pitch has its own amenity block with separate kitchen, shower, toilet facilities and utility room. The site is monitored and supported through our Gypsy/Traveller Coordinator. A community room is available on site for partner services to meet tenants and their children within a safe and comfortable environment. The room is used by several services, including Education, the Welfare Reform Advice team, Tenancy Support, the Community Link team, and a regular GP surgery. Our Tenant Participation Team also support Redburn Grove tenants to hold regular tenants' meetings. The meetings allow tenants the opportunity to work in partnership with Council staff as we consider options for current and future service provision.

In 2016 the Scottish Government introduced minimum standards for Gypsy Traveller Sites across Scotland. North Ayrshire Council achieved the minimum standards at Redburn Grove; however, we recognise that significant capital investment is required to ensure that it continues to meet expected standards. Following consultation with current tenants in April 2023, future improvement proposals for the Redburn site have been developed, reflecting on feedback gathered in relation to their preferences for future housing. The proposed development will form part of our Strategic Housing Investment Plan (SHIP) submission for 2026-2031.

The Scottish Government has developed a draft design guide for Gypsy/Traveller sites to be used for new sites or major refurbishments of existing sites. The design guide has been provided to give advice on what good quality; culturally appropriate accommodation should look like. The Scottish Government previously had a capital fund available for five years from 2021-25, with criteria clearly outlined for the fund, including how residents and travelling community members would be involved, together with a process for project selection. However, this was put on hold due to funding constraints. During August 2024, the Scottish Government wrote to all local authorities to advise them that the fund will be reintroduced from 2026-27 onwards. The Scottish Government will work with COSLA and relevant colleagues to ascertain how the fund will be utilised using the information gathered from the demonstration projects completed through the previous fund.

Our response to supporting and managing unauthorised encampments fully complies with Scottish Government policy. Our Gypsy/Traveller Coordinator works to build relationships with visiting families to assess their needs. Where necessary they make referrals to partner organisations and provide advice on housing options, if required. The Officer also works closely with private landowners and members of the wider community and provides advice and assistance regarding the rights and responsibilities of Gypsy/Travellers who visit North Ayrshire. We are represented on COSLA's Gypsy/Traveller Lead Officers Group and their Negotiated Stopping Pilot Working Group.

Our latest satisfaction survey carried out during 2024/25 highlighted that 27.3% of the 16 tenants in Redburn Grove are satisfied with the landlord's management of the site. We instructed a separate in-depth independent Gypsy/Traveller site survey to be conducted alongside our wider tenant satisfaction survey; this has indicated a low level of satisfaction and has provided a greater understanding of the issues. Dissatisfaction with the management of the site is largely in relation to the condition of the site, which has been impacted by availability of funding. Findings from the independent report will inform and influence our investment proposals for the site.

Refugees

Appendix 2

North Ayrshire Council is fully committed to supporting the UK Humanitarian programmes in place to accommodate and support refugees. This work is coordinated by our inter-agency Refugee Task Force comprising of senior officers from across the Community Planning Partnership (CPP) including Housing, the Health and Social Care Partnership, Education, Department of Work and Pensions, Police Scotland, and voluntary organisations.

Our Refugee Support Team work together with the CPP partners to deliver robust resettlement support to assist families to integrate into the local communities and access vital services to meet their individual needs.

During 2024/25, the Council and community planning partners have supported 145 Ukrainian households, comprising of 347 individuals, to resettle in North Ayrshire across the different Scottish Government sponsorship schemes. To support the schemes, 33 properties were bought during 2023/24 using our buy-back approach, and allocated to Ukrainian households.

In total we have provided 120 units of social housing stock to provide long term accommodation for households. We previously supported a Welcome Hub which was set up within a local hotel to provide interim emergency accommodation and support to a number of individuals and families while they awaited a more appropriate housing solution. The transition of all guests to permanent housing was successfully completed by September 2023.

In the last 12 months, in partnership with the Scottish Government, we have redeveloped a large vacant property to provide temporary accommodation for a further three Ukrainian families. We have also purchased 33 ex-local authority properties throughout North Ayrshire to support the Ukrainian resettlement programme. The 33 properties were fully funded by the Scottish Government with the condition that they are utilised for Ukrainian Displaced Persons (UKDPs) for the first three years. Thereafter, they can be utilised for mainstream housing allocations.

Housing Services are monitoring resettlement provision carefully to ensure we continue to meet our statutory responsibilities in relation to other priority groups including homeless people.

Appendix 3

Annual Return on the Charter (ARC)

Data corrections - North Ayrshire Council - 2023/24

Indicator	Title	2023/24 Annual Return		2024/25 Annual Return	Explanation	Corrective Action
		Original Return	Updated Return			
C2	The number of lets during the reporting year by source of let					
C2.1	The number of lets to existing tenants	139	160	148	**Partially validated by CDC.** Issues with interface between Civica and Northgate identifying some transfer tenants as housing list applicants.	Interface updated to ensure data is being transferred from Civica to Northgate as required.
C2.2	The number of lets to housing list applicants	328	310	435		
C2.3	The number of mutual exchanges	127	117	110		
C2.4	The number of lets from other sources	0	0	110		
C2.5	The number of lets to homeless applicants	522	525	457		
C2.6	Total number of lets excluding exchanges	989	995	1,040		
C3	Number of lets during the reporting year, split between 'general needs' and 'supported housing'					
C3.1	The number of 'general needs' lets during the reporting year	755	758	780	**Originally validated by CDC.** Consequence of change to C2.	No corrective action required.
C3.2	The number of 'supported housing' lets during the reporting year	234	237	260		
	Total	989	995	1,040		
15	Percentage of anti-social behaviour cases reported in the last year which were resolved					
15.1	The number of cases of anti-social behaviour reported in the last year	961	1030	892	**Internal audit finding.** Administrative error - 69 cases excluded due to a filter being applied to data.	Data collation process now updated to reduce/eliminate risk of administrative error.
15.2	The number of cases resolved in the last year	882	891	764		
	Percentage of anti-social behaviour cases reported in the last year which were resolved.	91.78%	86.5%	85.65%		
C6	Number of households for which landlords are paid housing costs directly and the total value of the payments received in the reporting year					
C6.1	The number of households the landlord received housing costs directly for during the reporting year	9,303	9,308	9,467	**Partially validated by CDC.** Administrative error.	Data collation process now updated to reduce/eliminate risk of administrative error.
C6.2	The value of direct housing cost payments received during the reporting year	£33,549,048.00	£34,066,609.00	£35,461,809		
C7	Amount and percentage of former tenant rent arrears written off at the year end					
C7.1	The total value of former tenant arrears at year end	£1,408,785.00	£1,393,572.14	£1,905,950	**Not validated by CDC.** Inappropriate categorisation of some void periods as protracted voids impacting rent due and void rent loss.	Guidance on exclusions updated and circulated. New process in place for recording excluded periods and quality assurance checks undertaken monthly.
C7.2	The total value of former tenant arrears written off at year end	£214,705.00	£282,732.26	£708,780		
	% of former tenant rent arrears written off at the year end	15.24%	20.29%	37.19%		
18	Percentage of rent due lost through homes being empty during the last year					
18.1	The total amount of rent due for the reporting year	£55,954,535.00	£57,883,644.58	£60,150,591	**Partially validated by CDC.** Inappropriate categorisation of some void periods as protracted voids impacting rent due and void rent loss.	Guidance on exclusions updated and circulated. New process in place for recording excluded periods and quality assurance checks undertaken monthly. Performance has improved for 2024/25.
18.2	The total amount of rent lost through properties being empty during the reporting year	£226,193.00	£415,263.29	£335,788		
	% of rent due lost through properties being empty during the last yea	0.40%	0.72%	0.56%		

Indicator	Title	2023/24 Annual Return		2024/25 Annual Return	Explanation	Corrective Action
		Original Return	Updated Return			
26	Rent collected as percentage of total rent due in the reporting year					
26.1	The total amount of rent collected in the reporting year	£55,823,549.00	£55,117,307.69	£61,073,526	**Originally on-line for validation by CDC, however figures subsequently changed.** Inappropriate categorisation of some void periods as protracted voids impacting rent due and void rent loss.	Guidance on exclusions updated and circulated. New process in place for recording excluded periods and quality assurance checks undertaken monthly. Performance has improved for 2024/25.
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£55,954,534.00	£57,464,478.29	£60,479,757		
	Rent collected as percentage of total rent due in the reporting year	99.77%	95.92%	100.98%		
27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year					
27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£3,288,727	£4,327,533	£4,831,586	**Not validated by CDC.** Inappropriate categorisation of some void periods as protracted voids impacting rent due and void rent loss.	Guidance on exclusions updated and circulated. New process in place for recording excluded periods and quality assurance checks undertaken monthly. This is a key focus of the Housing Transformation programme and an Income Collection Strategy is currently being developed.
27.2	The total rent due for the reporting year	£55,954,535	£57,883,645	£60,150,591		
	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	5.88%	7.48%	8.03%		
30	Average length of time taken to re-let homes in the last year					
30.1	The total number of properties re-let in the reporting year	919	934	979	**Partially validated by CDC.** Inappropriate exclusion of void period following the death of a tenant and categorisation of properties subject to major works.	Guidance on exclusions updated and circulated. New process in place for recording excluded periods and quality assurance checks undertaken monthly. Performance has improved for 2024/25.
30.2	The total number of calendar days properties were empty	24,686	29,827	27,305		
	Average time to re-let properties in the last year	26.86	31.93	27.89		
16	Percentage of new tenancies sustained for more than a year, by source of let					
16.1.1	Number of tenancies in previous year: Existing Tenants	113	134	139	**Unable to validate by CDC**. Issues with interface between Civica and Northgate transferring information on the source of let.	Interface updated to ensure data is being transferred from Civica to Northgate as required. Performance has improved for 2024/25.
16.2.1	Number of tenants remaining in their tenancy: Existing Tenants	112	123	133		
	% of tenancies sustained: Existing Tenants	99.12%	91.79%	95.68%		
16.1.2	Number of tenancies in previous year: Homeless	482	487	522		
16.2.2	Number of tenants remaining in their tenancy: Homeless	405	409	452		
	% of tenancies sustained: Homeless	84.02%	83.98%	86.59%		
16.1.3	Number of tenancies in previous year: Housing List	473	569	328		
16.2.3	Number of tenants remaining in their tenancy: Housing List	440	504	307		
	% of tenancies sustained: Housing List	93.02%	88.58%	93.60%		
16.1.4	Number of tenancies in previous year: Other	0	0	0		
16.2.4	Number of tenants remaining in their tenancy: Other	0	0	0		
	% of tenancies sustained: Other	0	0	0		

Indicator	Title	2023/24 Annual Return		2024/25 Annual Return	Explanation	Corrective Action
		Original Return	Updated Return			
8	Average length of time taken to complete emergency repairs					
8.1	The total number of emergency repairs completed in the reporting year	12,765	19,043	20,675	**Partially validated by CDC.** Repairs completed by gas maintenance contractor omitted from original return, and incorrect treatment of non-HRA and communal repairs.	Data collation process now updated to ensure relevant data is included.
8.2	The total number of hours taken to complete emergency repairs	27,079	43,626	56,246		
	Average length of time taken to complete emergency repairs	2.12	2.29	2.72		
9	Average length of time taken to complete non-emergency repairs					
9.1	The total number of non-emergency repairs completed in the reporting year	12,738	15,305	16,330	**Partially validated by CDC.** Repairs completed by gas maintenance contractor omitted from original return, and incorrect treatment of non-HRA and communal repairs.	Data collation process now updated to ensure relevant data is included. Performance has improved for 2024/25.
9.2	The total number of working days taken to complete non-emergency repairs	96,801	103,491	107,745		
	Average length of time taken to complete non-emergency repairs	7.6	6.76	6.6		
10	Percentage of reactive repairs carried out in the last year completed right first time					
10.1	The number of reactive repairs completed right first time during the reporting year	10,961	13,803	14,733	**Partially validated by CDC.** Repairs completed by gas maintenance contractor omitted from original return, and incorrect treatment of non-HRA and communal repairs.	Data collation process now updated to ensure relevant data is included.
10.2	The total number of reactive repairs completed during the reporting year	11,202	13,362	15,379		
	Percentage of reactive repairs carried out in the last year completed right first time	97.85%	96.81%	95.80%		
21	The average time to complete adaptations					
21.1	The total number of days taken to complete all adaptations	77,905	74,317	55,362	**Internal audit finding.** Administrative error due to inclusion of public holidays and some non-relevant works.	Data collation process now updated to reduce/eliminate risk of administrative error. Performance has improved for 2024/25.
21.2	The total number of adaptations made during the reporting year	860	825	967		
	The average time to complete adaptations (days)	90.59	90.08	57.25		
11	How many times in the reporting year did not meet your statutory duty to complete a gas safety check					
11.1	The number of times you did not meet your statutory duty to complete a gas safety check	27	25	1	**Unable to validate by CDC.** Administrative error.	Data collation process now updated to reduce/eliminate risk of administrative error. Performance has improved for 2024/25.