

Landlord Report to Tenants

1st April 2024 to 31st March 2025

Information on
the performance
of the council as a
housing provider



ETRP
✓ LIKE THIS



Contents

3	Welcome
4	Key Features
5	The Tenant/Landlord Relationship
8	Housing Quality and Maintenance
13	Neighbourhood and Community
15	Access to Housing and support
19	Getting good value from rents and service charges
20	Have Your Say, and our contact details

Some of our tables of information use a performance traffic light system to indicate:

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

Versions of this report can be provided in Braille, large print, audiotape, or your own language.

For assistance please call: **01620 827 827**

British Sign Language (BSL) users can contact us via **www.contactscotland-bsl.org**

Welcome



Wendy McGuire

Head of Housing
East Lothian Council

Welcome to East Lothian Council's Landlord Report (LLR), 1st April 2024 to 31st March 2025, which provides our tenants with information on our performance as a landlord.

It's important that we give our tenants clear and complete information. This report shows how we have performed against the Scottish Social Housing Charter standards on important issues like repairs, improvements, property allocations, rents and homelessness. It also looks at other issues like antisocial behaviour, which parts of our service are working well and areas where we need to improve.

Since last our last report, we've made significant progress in the average time it takes us to complete non-emergency repairs. This has dropped from 16 to 12 working days. The level of rent arrears has also gone down.

I'm really proud of our teams and all their efforts, hard work and commitment in a very challenging environment. The care and commitment of our staff in running housing services as smoothly as possible, whilst supporting and ensuring the safety of our tenants, demonstrates their understanding of just how positively good-quality housing can make a difference to people's lives. The same can be said for the members of East Lothian Tenants and Residents Panel. I would like to thank them for their continued engagement, dedication and commitment to working with us to help improve the service.

We are reviewing this partnership to make sure we are adapting and working together. I am excited about the opportunity to improve this partnership and continue to improve our services to benefit our tenants as much as we can. We hope you find the report, which we will report to Scottish Housing Regulator in October this year, informative.



Jim Herron

Chairperson
East Lothian Tenants
& Residents Panel

East Lothian Tenants and Residents Panel (ELTRP) continues to work in close partnership with the council to help deliver improved services for all our tenants.

This collaboration makes sure that tenants have a strong voice in monitoring housing performance and driving forward the highest possible standards in service delivery. We are fully committed to supporting tenants and residents in scrutinising the services they receive from us.

This report is a key part of that process—helping tenants understand performance and encouraging continued engagement.

The dedication shown by our volunteers and local groups is truly inspiring. As Chairperson of ELTRP, I am incredibly proud of their efforts—especially given the financial challenges many communities face.

Their work highlights the value of partnership, collaboration and community spirit in making a real difference to people's lives across East Lothian. This year's Landlord Report is a reflection of that collective effort, and I hope you find it informative and reassuring.

Housing Provider Performance: Key Features

Each year we are required by the **Scottish Housing Regulator** to submit our **Annual Return on the Charter** (ARC) and achieve the standards set out in the **Scottish Social Housing Charter**.

Key features reported on in this year's ARC include:

9,390

council properties:

144 empty

42 undergoing major works

homes allocated:

662

 inc

38 new builds

Over

4000

applicants on our housing list

An average of **347** days spent
in temporary accommodation
by homeless households

62.52 days average
re-let time



Scottish Government Grant Funding helps pay for our new builds, whilst money we collect in rent, our *Housing Revenue Account* (not Council Tax), enabled us to complete:

19,238 non-emergency and

3,354 emergency repairs

140 new kitchen installations

417 bathroom installations

389 new doors and windows

£80.59

average weekly rent

The Tenant/Landlord Relationship

Our **Tenant Participation Strategy 2024–27** establishes our aims to involve tenants and ensure they can influence and scrutinise our housing services.

We work in partnership with **East Lothian Tenants & Residents Panel (ELTRP)** and support our local tenants and residents' groups.

We **involve** tenants and give them the opportunity to influence our **decision-making**

We **promote** tenant participation to our tenants, staff, local councillors and other organisations

We **work with ELTRP** every day and ask them to get involved in our policy reviews

ELTRP is an independent organisation working to improve services for tenants and residents and their communities. They are funded by the council and supported by staff employed by the Tenants Information Service (TIS).

ELTRP's Executive Committee runs the organisation and supports local tenants and residents' groups and individual tenants to get involved.

We **work in partnership** with ELTRP on all our housing consultations & support their events

We support and **work with 25 tenants and residents' groups** across East Lothian



Our **Tenant Participation Budget** supports ELTRP and the TIS (Tenants Information Service) Development Support Project which provides staff who support ELTRP, local tenants and residents' groups and help to set up new groups.

The budget of £250,000 each year funds our tenant participation activities, an office and budget for ELTRP and supports local groups by providing venues for meetings and grants to help them to operate independently. Some of the benefits of getting involved in a local tenants and residents' group are working together, meeting your neighbours, identifying issues and making improvements to your community.

East Lothian Tenants & Residents Panel

47 Bridge Street, Musselburgh, EH21 6AA

E: tenantspanel@eltrp.co.uk T: 0131 665 9304

www.eltrp.co.uk

This report has been developed in partnership with **East Lothian Tenants & Residents Panel (ELTRP)**.

If you have feedback on any aspect of this report we'd love to hear from you – see page 20.



The Tenant/Landlord Relationship

The **Tenant Scrutiny Group**, made up of individual tenants and ELTRP members, works with us to advise on improving services for tenants.

They receive training and support from TIS and the council. By getting involved tenants can improve their knowledge, learn new skills and give their view on services and how they are delivered.

Communicating with tenants keeps you informed about our services. We do this by letter, email, text messaging, **Homefront** our tenant's newsletter and on social media. We also run events so that we can meet tenants face-to-face. Find more information online at: www.eastlothian.gov.uk/housing



The Scrutiny Group is currently looking at repairs satisfaction and working with ELC and TIS to make improvements.

Consultations give you the chance to have your say on matters like the Annual Rent Increase. We value the views of all our tenants and listen to your feedback so that we know what your priorities and views are.

- Last year, **2,103** tenants replied to our **Rent Consultation**.
- We received **1,360 online responses** and **743 paper questionnaires**; **up 446** on the previous year.

have your say



Take part in current consultations via our online hub: eastlothianconsultations.co.uk

Estate Inspections: another opportunity for tenants to get involved.

Inspections can lead to improvements for communities as tenants can suggest local initiatives. Examples of some recent projects include new bin stores, landscaping and contributions to new play parks.

Estate Inspection Performance

Area Housing Team	Planned	Carried out	Completed %
East Team (Haddington, Dunbar, North Berwick)	19	*15	79%
Prestonpans	15	*9	60%
Musselburgh	20	*16	80%
Tranent	20	20	100%
Sheltered Housing	3	3	100%

**not all inspections were carried out in some areas due to staffing issues.*

The Tenant/Landlord Relationship

Local Initiatives can have a positive effect in a local community.

This is how much we spend each year on projects in our communities.

Year	Total spend
2023/24	£134,263,77 
2024/25	£151,969.00 



Tenant Satisfaction helps understand tenants' needs and priorities.

As a landlord we must show how tenants' priorities and needs are taken into account when developing our services.

Every three years, we carry out a **Tenant Satisfaction Survey** and report the results to the Scottish Housing Regulator. Our last survey was carried out in 2022*. A new survey of just over 1700 tenants was carried out in the summer of 2025. Tenants were selected at random to take part in this survey.

Tenant Satisfaction with ELC as a landlord (*figures below from 2022 survey)

Overall satisfaction with ELC's Housing Service	81.6%
Satisfaction with ELC's Repairs Service	85.65%
Satisfaction with being kept informed about services and decisions	86.01%
Satisfaction with opportunities to participate in decision-making	80.22%
Satisfaction with quality of home	83.76%
Satisfaction with contribution of ELC to management of neighbourhood	88.39%
Rating of rent as very good or fairly good value for money	85.38%

Housing Quality and Maintenance

The **Scottish Housing Quality Standard** (SHQS) is a Scottish Government framework for measuring and maintaining housing quality in Scotland.

All councils are required to ensure their properties meet the standards set out in the SHQS, and they are energy efficient, safe and secure, with kitchens and bathrooms that are in good condition.

To meet these requirements we carry out **Stock Condition Surveys** of our properties every five years. These surveys are done by surveyors who look at the condition and age of all major parts of your home including kitchens, bathrooms, heating, windows and doors. We also calculate how energy efficient our homes are. We plan to survey 20% of our houses each year, which is around 2,000 visits. 41% of council homes in East Lothian have been assessed in the last five years. After the survey has been carried out we look at the results and arrange all necessary repairs including loft or wall insulation and renewing windows and doors. Our properties must meet the **Energy Efficiency Standards for Social Housing** (EESH).

EESH compliant housing stock:

2023/24	91.75%
2024/25	91.99%
Scottish Average 2024/25	92.06%

We set targets on how many planned improvements we need to carry out each year. These works are based on the information gathered in our Stock Surveys. Last year we installed:

140 kitchen replacements

417 bathroom replacements
(not inc adaptations)

276 heating systems
(condensing gas boilers, air-source heat pumps,
and high heat retention storage heating)

389 windows and doors

197 insulation measures
(loft insulation, cavity and external wall)

13 full house rewires

557
**NEW BATHROOMS
& KITCHENS INSTALLED**



Housing Quality and Maintenance

We carry out regular gas, electrical and fire **safety checks**.

Our Compliance Team ensures we meet all Scottish Government Tenant Safety legislation, which is in place to keep council properties safe.

We carried out 100% of the inspections required for 2024/25 – this included **over 10,000 compulsory gas safety and smoke and fire inspections** and **1,973 electrical safety inspections**, including bringing properties up to the new smoke, heat and carbon monoxide detector standards.

We always write to our tenants to advise when an inspection is due to take place and request access to the property to carry it out. ***If access is not provided it may be necessary to force access to undertake a statutory inspection.***

Condensation is more common in the winter months.

Left untreated condensation causes mould and damage to property and possessions. We must make sure tenants' homes are not affected by this. There is always some moisture in the air, so to prevent condensation it's important to ventilate rooms to reduce how much is produced. It is also important to heat your home.

The number of mould and damp cases has increased over the last few years.

In 2023/24, **401** cases were reported to us and in **2024/25 this increased to 693**.

Number of damp & mould reports to the council:

Total number of cases	693
January to March 2025	202
October to December 2024	165
July to September	151
April to June	175



Not all cases reported to us need damp and mould treatment. Sometimes information and advice is all that's needed.

Our guide to managing condensation and preventing mould is available on request or online at **www.eastlothian.gov.uk/housing**

You can also contact our Repairs Team on 01875 824 311 for help and advice.

The energy efficiency of a home has a big impact on the cost of gas and electricity.

Energy advice is available from your local Citizens Advice Bureau or at **www.citizensadvice.org.uk**

East Lothian Council's Financial Inclusion Team can help make sure you are getting all the help you are entitled to. Visit **www.eastlothian.gov.uk/boost** or call 01620 827 827

Housing Quality and Maintenance

Our tenants have told us that our **Repairs Service** is a top priority.

We carried out **3,354 emergency and 19,238 non-emergency repairs last year** and took more than **20,000 phone calls** relating to repairs through our Contact Centre. Some calls are dealt with by us and some are directed to external contractors (e.g. for central heating repairs). Our target to complete emergency repairs is four hours.

Average time taken to complete emergency repairs:

2023/24	3.74 hours
2024/25	3.83 hours
Scottish Average 2024/25	3.89 hours

The average length of time it takes us to complete **non-emergency repairs** has reduced to **12.53 days** (last year it was 16 days).

Our target is 20 days

Scottish Average for 2024/25 is 9.13 days

We regularly ask tenants who have had a non-emergency repair to tell us how satisfied they were with the work we carried out. We survey tenants once their repair has been completed and report this to the Scottish Housing Regulator.

Last year we:

- Carried out 19,238 non-emergency repairs
- Sent 8,901 tenants Satisfaction Survey forms

10% (896) of tenants who were sent a survey responded and told us how satisfied they were with the service.



Repairs carried out compared to previous years and overall tenant satisfaction:

Year	Emergency Repairs	Non-Emergency Repairs	Tenant Satisfaction
2023/24	3,171	19,299	88.75%
2024/25	3,354	19,238	85.65%
Scottish Average 2024/25			86.75%

Housing Quality and Maintenance

Listening to **tenant feedback** to improve our services.

We continue to check how satisfied our tenants are, for example, if they receive a new kitchen or bathroom, or when a tenant moves into their home.

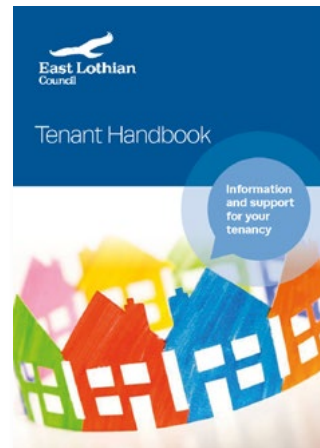
Satisfaction levels from such surveys:

Kitchens	97.14%
Bathrooms	97.73%
Doors & windows	87.76%

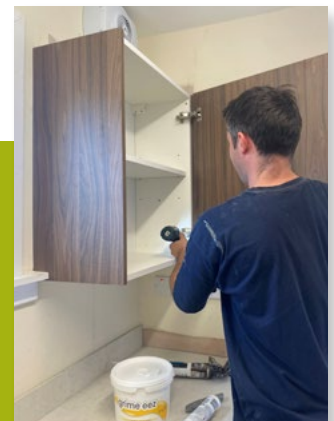
Percentage of tenants satisfied with the standard of their home on moving in last year was **67.74%**. This has dropped from 77.59% the previous year.

We are investigating to better understand why this reduction has occurred.

The Scottish Average for 2024/25 was 89.39%



97%
SATISFIED
WITH KITCHENS



Improvement examples made in response to tenant feedback

"It can take some time to get plaster repairs completed after new windows have been installed in your home."

- We've agreed a timescale with our external contractor to make sure that plasterwork is completed quickly.

"You can wait a while for a repair to be completed if you need an inspection carried out first."

- We've updated our system and reduced the types of repairs that need inspections to help reduce the waiting time for inspections of repairs.

Housing Quality and Maintenance

Tenant complaints

We receive around **270 complaints** each year across all our housing services. Complaints range from how we allocate our properties to how housing repairs have been dealt with. We follow the Scottish Public Services Ombudsman's standard complaints-handling procedures. There are two stages:

- Stage 1 Frontline Resolution.** The aim is to resolve complaints within five working days.
- Stage 2 Investigation.** For complaints that are complex and require investigation as well as issues that we have been unable to resolve at Stage 1.

- We aim to give a full response to a complaint within 20 working days.
- We will tell you if our investigation will take longer than this and will agree a date with you.

Outcomes	Stage 1	Stage 2
Issue Resolved	103	0
Complaints Not Upheld	72	23
Complaints Partially Upheld	28	18
Complaints Upheld	17	5
Total	220	46

103
COMPLAINTS
RESOLVED

and compliments...

It's important to know when things go wrong, but we really appreciated hearing from our tenants when they go right too. In 2024/25 we received **47 compliments** from tenants with positive feedback on our housing and property maintenance services.

Feedback

Compliments, complaints and suggestions are always welcome and can be made by email, online, by telephone, in writing, in person or by someone acting on your behalf www.eastlothian.gov.uk/feedback

Neighbourhood and Community

East Lothian is considered a **safe place** to live, work and visit.

However, we know that some residents don't always feel as safe as they could. We work with Police Scotland other partners and our communities to deal with the unacceptable behaviour of a small minority of people.

Antisocial behaviour covers a range of different types of behaviour; noise nuisance, conflicts including harassment, domestic abuse, racial incidents, vandalism and graffiti, litter, fly-tipping, dog fouling, and the misuse and dealing of illegal substances.

863 antisocial behaviour complaints were made, 683 were resolved.

683
COMPLAINTS
RESOLVED

Our approach to antisocial behaviour is based on **support** and **early intervention**.

Working in partnership with ELTRP sometimes we follow a mult agency model – bringing all interested parties together to address and resolve issues. This may include; local tenants' groups, Police, councillors, schools, housing developers, housing service teams, Community Intervention Officers and other relevant agencies.

Report

It is really important to report acts of antisocial behaviour. Call **01875 824 307**, email **asb@eastlothian.gov.uk** or report it online at **www.eastlothian.gov.uk/report**

Resolve

Our FREE **Resolution Service** aims to help residents in dispute find a solution to their issues.

In the last year there have been **71 referrals** made to the Resolution Service and **38 (54%)** of these resulted in a positive outcome.

Call **01620 829 902**

Email **mediation@eastlothian.gov.uk**

Measures taken to resolve antisocial behaviour	ASB Cases	% of Total Cases
Advice given to complainant or perpetrator	180	26.35%
Warning issued	110	16.11%
Landlord does not have authority or power to resolve	100	14.64%
Mediation arranged	92	13.47%
Other action	91	13.32%
Referred to Antisocial Behaviour Team	85	12.45%
Antisocial Behaviour Order served	25	3.66%



Well Wynd Sheltered Housing



Londniddry new builds



Blindwells new builds



Access to Housing and Support

We allocated **662** council properties during 2024–25.

146 were to existing tenants (transfer), **347** to homeless applicants, **169** to housing list applicants, and there were **94** Mutual exchanges.

Percentage of houses that became vacant

Year	% of our stock	Total no. that became vacant
2023/24	5.69%	523
2024/25	5.44%	503

Average time it took us to re-let these was **62.52 days**
(it was 49.92 days last year. This increase is because of the poor condition of some properties as well as staff resource and contractor issues)

Scottish Average for 2024/25 is 60.59 days.

Properties allocated (by size from 1/4/24 to 31/3/25)

Bedrooms	1 bed	2 bed	3 bed	4 bed	5 bed	6+ bed	TOTAL
Total stock in area	1939	4658	2356	271	11	4	9239
Total allocations	204	316	120	19	3	0	662
Dunbar Area	10	26	7	2	1	0	46
Haddington Area	25	35	14	3	1	0	78
North Berwick Area	10	20	4	0	0	0	34
Musselburgh Area	62	91	42	0	0	0	195
Prestonpans Area	46	58	14	2	0	0	120
Tranent Area	51	86	39	12	1	0	189

Access to housing and support

Housing Options advice is free to people in all types of housing including council and private lets and homeowners.

We had 4,177 applicants on our housing list on 31st March 2025.

The turnover of our stock is very low with only 662 properties let in 2024/25.

This means that we cannot meet all the demand for council housing.

We provide **Housing Options** advice to applicants so alternative solutions can be found.

Visit: www.eastlothian.gov.uk/housing-options

This table is a breakdown of our current stock of properties and the housing list demand – for each area and East Lothian as a whole, by bedroom size.:

Bedrooms	1	2	3	4	5	6	7	Total
Dunbar								
Current Stock	149	513	289	25	1	0	1	978
Current Housing List								
Bedroom Demand:	385	219	94	19	0	0	0	717
Haddington								
Current Stock	269	407	278	36	1	0	0	991
Current Housing List								
Bedroom Demand:	336	199	58	11	0	0	0	604
North Berwick								
Current Stock	143	333	142	16	0	1	0	635
Current Housing List								
Bedroom Demand:	562	316	111	22	0	0	0	1,011
Musselburgh								
Current Stock	580	1358	602	76	3	1	0	2,620
Current Housing List								
Bedroom Demand:	1,430	669	324	93	2	0	0	2,518
Prestonpans								
Current Stock	368	917	479	60	4	0	0	1,828
Current Housing List								
Bedroom Demand:	1,137	615	249	59	1	0	0	2,061
Tranent								
Current Stock	430	1130	566	58	2	1	0	2,187
Current Housing List								
Bedroom Demand:	1,151	633	262	76	2	1	0	2,125
East Lothian								
Current Stock	1939	4658	2356	271	11	3	1	9,239
Current Housing List								
Bedroom Demand:	2,248	1222	612	143	4	1	0	4,230

Access to housing and support

Tenancy Support is available to anyone having difficulty maintaining their tenancy.

We can offer practical support and assistance to help tenants to live independently in their own home including help with application forms, universal credit, reporting repairs and referrals to other agencies like the Citizens Advice Bureau. You can get help by contacting your local Community Housing Officer.

We provide tenants with information, advice and tenancy support to help them stay in their tenancy and only use eviction as a last resort. In 2024/25 there were 9 evictions, whilst 19 tenants abandoned their properties.

Visit: www.eastlothian.gov.uk/tenancy-support

Homelessness

Government homelessness legislation means we have must provide temporary accommodation to homeless applicants.

Average days spent in temporary accommodation

2023/24 **350**

2024/25 **347**



Building new homes to help meet current and future demand.

Our **New Build Programme** ensures that we continue to increase our stock of council houses. This is done mainly by borrowing money through our Housing Revenue Account. These loans are then repaid by your rent. We also receive some funding from the Scottish Government. All our new homes are built to high standards of energy efficiency, making them easier to heat and helping us meet government standards.

There are challenges for us like potential reduction in Scottish Government funding and rising costs in the construction industry which can affect our ability to deliver new houses.

In 2024/25 we completed 38 new build properties and we bought five properties from the open market to rent, to meet the needs of those on our housing list.

New Build Allocation Breakdown for year 2024/25

Development	Allocations
Windygoul South	11
Craighall North (Phase 2 & 3)	9
Letham Mains	18
Total	38



38

**NEW BUILDS
ALLOCATED**



Fa'side new build



Blindwells new builds



Getting good value from rents and service charges

The rent you pay keeps the housing service running and allows us to **improve and invest** in our houses.

We want to make sure rent remains affordable whilst continuing to deliver a level of service that meets national standards.

We took the difficult decision to increase rents by 6.5% last year to maintain our service, continue to improve through our modernisation programme and add to our stock with our new build programme. This was the only realistic option to continually improve existing stock and meet the required Scottish Government standards, such as the Scottish Housing Quality Standard and Energy Efficiency Standards.

Rent due to collect for 2024/25 period **£38,182,144.23**

Rent collected for 2024/25 period **£38,616,171.51**

Rent collected includes rent arrear payments due from previous years.

At the end of 2024/25:

- **32.11% (2,912) of tenants had rent arrears**
- **Of those, 56.42% (1,643) owed less than £250**
- **4.58% owed more than £1,000**
- **we wrote off £236,908.90 rent arrears**

£108,945.76 was current tenant debt and £127,963.14 was former tenant debt £115,308.63 related to tenants being declared bankrupt

Rent lost through properties being empty last year

2023/24 0.71% £242,543

2024/25 1.44% £558,069 

Scottish Average 2024/25 1.27%

have your say

We'd love to hear from you...



We would like to know what you like about this report and what information you would like to be included in the future.

You can let us know by emailing:

tenantconsultation@eastlothian.gov.uk

or leaving a message on our Freephone **0800 413 721**



How can you get involved as a tenant?

There are many different ways that you can get involved. You can work with East Lothian Tenants and Residents Panel or local Tenants' & Residents' Groups. You can also complete our questionnaires or get involved in estate inspections. If you are interested please get in touch with us or ELTRP:

East Lothian Council
01620 827827
www.eastlothian.gov.uk/housing

East Lothian Tenants and Residents Panel
0131 665 9304
tenantspanel@eltrp.co.uk
www.eltrp.co.uk

www.housingregulator.gov.scot



Data Protection

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

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

Data Protection Officer
East Lothian Council, John Muir House
Haddington, EH41 3HA
Email: **dpo@eastlothian.gov.uk**