

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

**MEETING DATE:** 15 June 2023

**BY:** Executive Director for Place

**SUBJECT:** Landlord Performance Report 2021/22

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## **1 PURPOSE**

- 1.1 To update Elected Members on the Council's performance in meeting the key Social Housing Charter outcomes referenced in the 2021/22 Landlord Report.

## **2 RECOMMENDATIONS**

- 2.1 Members are asked to note the performance data and customer satisfaction results set out in the report.
- 2.2 Members are also asked to note the initial performance data at paragraph 3.10 in respect of 2022/23.

## **3 BACKGROUND**

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

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

### **Key performance measures in the 2021/22 Landlord Report**

#### 3.6 *Rent and value for money*

The report reflects on the decision not to apply a rent increase in 2021/22 due to the financial climate at that time. This was in contrast to those across the Council's peer group with only Midlothian Council taking a similar position.

##### *Rent collection*

Against a difficult backdrop, the Council managed to collect more rent than was due noting that some of this included arrears paid by former tenants. A fuller commentary on this excellent performance can be found in the 2021/22 Q4 report to PPRC dated 9 June 2022.

##### *Void rent loss*

Although a higher rent loss (and associated void turnaround times also longer) was noted for 2021/22 than the previous year, this was similar to the national picture. This was as a result of a variety of reasons including staff shortages, contractor shortages as well as a range of other impacts caused by the pandemic. Notwithstanding this poorer performance, void rent loss still sat well below the Scottish local authority average although re-let times were above.

#### 3.7 *Allocations and Sustainment*

East Lothian Council continues to have one of the best tenancy sustainment rates in the country. One of the consequences of this, means that the percentage of houses that become available each year is way below the national average. In spite of this, 433 houses were

allocated in 2021/22, which is a relatively strong position given the significant challenges associated with the pandemic.

### 3.8 *Repairs and Maintenance*

Emergency repairs averaged 3.89 hours v the Scottish LA average of 4.16 hours, whilst conversely non-emergency repairs averaged 9.82 days (v Scottish LA average of 8.87 hours). Tenant satisfaction with repairs sat at 90.39% against a Scottish LA average of 88.01%. Tenant satisfaction with the standard of their home when moving in fell from 76% to 69% but the number of survey returns only equated to 17% of all allocations. This does not provide a robust measurement. This satisfaction indicator is no longer a requirement of the ARC.

### 3.9 *Housing Options & Homelessness*

Average days in temporary accommodation remains high due to the extreme housing pressure the Council is under. Performance around days to re-house and associated commentary are a feature of quarterly performance indicators to PPRC.

#### **Brief commentary on performance for 2022/23**

3.10 Although the new landlord report for 2022/23 is in development and the contents yet to be agreed with ELTRP, members may wish to note the following in relation to 2022/23 performance:

- Continued strong rent arrears performance (101.42%)
- A slightly improved position in re-let days (65 days)
- Increased number of allocations (503 allocations)
- Emergency repairs performance is unchanged (3.89 hours)
- Day-to-day repairs performance has improved (9.18 days)
- Continued high tenancy sustainment (94.46%)

## **4 POLICY IMPLICATIONS**

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

## **5 INTEGRATED IMPACT ASSESSMENT**

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

## **6 RESOURCE IMPLICATIONS**

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

## **7 BACKGROUND PAPERS**

- 7.1 PPRC Report – 2021/22 Q4 report to PPRC – June 2022
- 7.2 2021/22 Landlord Report at: [Landlord Performance Report 2021/22 | East Lothian Council](#)

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