

2025 Landlord performance report



Meet the team
improving your
neighbourhood
page 2



Decide how to
spend £600,000
on housing
improvements
page 3



Read about
our investment
programme
page 6



Look after your
home this winter
page 9



See how we're
performing as
your landlord
page 10



Help us shape
housing services
page 15



www.renfrewshire.gov.uk

Investing in housing services

We continue to invest to provide you with the best possible housing services. This year we've added a new fund for you to choose how it's best spent and doubled the number of teams making environmental improvements around your homes.

Meet the team improving your neighbourhood

First set up in 2015, we've now doubled the number of teams carrying out environmental improvements to the areas around our council housing.

From this summer, there's now a **Neighbourhood Environmental Training Team (NETT)** working with each local housing team right across Renfrewshire.

This means we can provide cover 7 days a week

- making a visible difference in your community
- cutting grass and hedges, trimming overgrown areas and removing rubbish
- targeting 'hot spots' so issues are dealt with quickly
- keeping the housing estate and shared spaces clean and well maintained
- helping so people can enjoy safer, tidier and more welcoming places to live.

It's a win-win, with tenants feeling happier about their neighbourhoods while our employability team help support the trainees into work.



"The work we do makes a big difference for tenants. We once cleared the overgrown garden of an elderly tenant who had been unable to get outside after suffering a stroke. When she was finally able to use her garden greenhouse again after four years, she was over the moon. It makes us feel good knowing we can help people in that way."

NETT Squad Leader Tam Hyndman



"The feedback has been brilliant, with people telling us our work helps them keep on top of their gardens and shared spaces. Now, communities look tidier, and tenants feel proud of where they live."

NETT Team Leader Alan Fleming



The trainees add to a range of services provided by the council including garden assistance and bulky waste collections, with all tenants entitled to 2 of these each year at no charge as part of their rental agreement.

It's important to look after your own area and report any incidents or issues to us online or by phoning us.



YOUDECIDE

We will soon be looking for your ideas on improvements you'd like to see for your local area.

The YouDecide Tenants fund has **£600,000** over the next 3 years to be used for projects suggested by tenants and the local community and voted on by tenants only.

The types of projects that could be supported include landscaping, environmental improvements, planters and additional lighting.

There are 3 stages:



1 Tell us your ideas for improvements.



2 A group involving tenants, including our tenants' scrutiny panel, will create the shortlist.



3 You can vote on the projects for your area.

"I'd encourage all tenants to think about how their area could be enhanced through the funding available and put forward their suggestions when we launch the fund later this year."

We'll be in touch soon to give you more information on when and how you can submit ideas to the YouDecide Tenants Fund.

Other services and support

Our local housing teams help with:

- » rent enquiries
- » changes in circumstances if someone moves in or out of your home
- » keeping areas clean and tidy
- » permissions to make changes inside and outside your home.
- » home contents insurance
- » housing application enquiries including sheltered housing

Helping people facing homelessness

There's growing pressure on homelessness and housing support across Scotland.

We're also seeing this in Renfrewshire, receiving more than **1,000** homeless applications in each of the last 2 years.

We're doing everything we can, working closely with specialist services locally, to meet the rising demand:

- Being quicker than the national average in completing our homelessness duties
- Increasing the number of temporary accommodation properties
- Adding 55 more temporary accommodation properties
- Supporting 450 people with specialist housing support
- Partnering with Blue Triangle to help people resettle into their home
- Providing wraparound support which helps people avoid losing their home
- Delivering a rapid rehousing transition plan to reduce the time people spend in temporary accommodation
- Continuing to support humanitarian resettlement programmes.

We're also preparing in advance of new legislation on the way to prevent homelessness before it happens.

If you are worried about becoming homeless, speak to us and we'll help you.

Making homes ready to rent

It's important we get our empty houses ready for new tenants as quickly as we can.

Last April we formed a dedicated team to reduce the number of empty homes and speed up the process to re-let them.

Their work has made a big impact:



there's **184** fewer empty homes



a **26%** improvement in the time it takes to re-let a home



we've seen a **19%** reduction in rental income lost

The team are continuing their great work into next year, having now set the blueprint for success.



Real progress in performance as your landlord

Our latest performance report for 2024 to 2025 is showing service improvement across the board, with 17 key indicators better than last year.

Highlights include:

- An 11% increase in our Scottish Housing Quality Standard compliance
- More repairs being completed right first time
- Emergency repairs completed quicker
- Fewer offers of a home are being refused

- Much quicker time to relet homes, reducing rent loss for empty homes
- Reduced rent arrears, helping us reinvest in housing services
- Quicker at providing home adaptations, with fewer households waiting.

We continue to do well in resolving antisocial behaviour and our teams are now using a specialist app as one of a range of measures to support our tenants.

You can read all about our performance as your landlord on pages 10 to 15.



Leading on renewable heating

We're delivering the largest renewable heating project of its kind in Scotland.

Work has started on replacing the gas supply at our two high-rise buildings in Gallowhill with an innovative networked ground source heat pump solution. The project is the first time a Scottish council has delivered a solution of this nature and scale in its properties.

The system collects heat from underground pipes and transfers it to homes using an individual 'shoebox' ground source heat pump providing reliable and efficient heating and hot water all year round.

This is one of the ways we are working to create more energy efficient council housing in Renfrewshire. The project in Gallowhill is part-funded by the Scottish Government's Scotland Heat Network Fund.

Home improvements and investment

We're working hard to make Council houses warm, welcoming, modern and safe, investing in your comfort and wellbeing.

Over the last 12 months our housing asset and investment programme has delivered:

174

new kitchens

104

new bathrooms

300

heating systems

353

external upgrades, including insulation and solar panels



Over the next year we're carrying out lots more investment:

- External improvements to 500 homes
- Upgrade works including rewiring, new kitchens and bathrooms to 600 homes
- Renew heating systems to 750 homes

These upgrades are improving comfort and safety and helping reduce energy bills and carbon emissions.



Our strategy for smarter investment

We've been reviewing our strategy to make sure our housing investment is:

- based on the actual condition of homes
- focused on long-term sustainability
- delivering value for money

You can find out more about upcoming works in your area and what we're doing by emailing the team: housinginvestment@renfrewshire.gov.uk



Making a difference across housing regeneration areas

As well as our improvement and investment programmes across Renfrewshire, we've a programme focusing on 1100 homes in 8 areas of Johnstone, Paisley and Renfrew.

We're in year 4 of this 10-year programme delivering modern, high quality, energy efficient, affordable council housing and creating nicer places to live.

Here's what we've been doing so far:

- Rehousing tenants living in homes planned for demolition
- Demolishing housing blocks at Auchentorlie, Springbank and Mossvale, Thrushcraigs and Waverley Road
- Holding neighbourhood forums and getting tenant and owner views on landscaping, environmental plans, designs and works in the areas they live
- Contacting home owners in some areas to discuss their options
- Starting improvement works at Auchentorlie and Howard Street
- Preparing for new council housing construction in the Howwood Road area
- Exploring the potential for 100 new council houses across Springbank/Mossvale and Thrushcraig.



That new home feeling

It's a big focus for us to provide new council houses to meet demand, keep close-knit communities together and provide affordable and excellent places to live.

We've built 315 new council houses since 2020 including the award-winning Tannahill development in Ferguslie Park, Paisley.

We're now working on two council housing developments – in Gallowhill and the Howwood Road area of Johnstone.

These will be:

- a mix of property sizes and styles
- built to the highest energy efficiency standards
- offering garden areas
- providing many wheelchair accessible homes
- shaped by local feedback at the planning stage
- offering local job and work experience opportunities during construction.



At Gallowhill

Construction has started on 65 new council houses in Gallowhill, being built on a vacant site beside the Glencairn Court high rise building. These homes will boost the local housing supply, being allocated based on priority and need. We're also relocating and upgrading the nearby playpark so there's a welcoming area for families to enjoy.

Howwood Road area

We're about to start construction at the Howwood Road area of Johnstone. Here, 70 homes are delivering the first phase of new council houses being built as part of the housing led regeneration programme, with priority for tenants and residents already living here.

Looking after your home



Safety first

Your home safety is our top priority. Here's what we're doing to ensure every home meets the highest safety standards:

- Carrying out a gas safety check every year
- Completing an electrical safety check every 5 years
- Recording asbestos and checking for asbestos before maintenance work

- Inspecting common areas
- Doing regular fire safety risk assessments and checking fire safety measures
- Checking and maintaining lifts
- Regular water testing
- Continually reviewing our safety policies and processes

You can help us by providing access to your home and if you have a health and safety issue or concern about your home or common area, let us know.



Avoiding condensation and preventing dampness and mould

Condensation happens when moist air meets a cold surface, creating water droplets. If you don't treat it, it can lead to stains, damp and mould and cause damage to your home. Here's our top tips to avoid condensation:

- Keep your home warm and well ventilated
- Open your windows 2 times every day for at least 15 minutes
- If any condensation appears on a window, wipe it away
- Open windows and keep doors closed in rooms when there's steam
- Keep lids on pots when cooking
- Run the cold water first when filling the bath
- Dry washing outside where possible
- Avoid putting wet clothes on radiators.

If you've done all this and you can still see signs of damp or mould, tell us about this as soon as possible. We work with specialists who can install sensors to monitor the conditions and identify the cause before eradicating the problem. You can tell us about it online or by phoning us.

Getting ready for winter

Report a housing repair

Our housing repair service is open as normal during Winter to help you with routine, urgent and emergency repairs. It's often very busy for us at this time and to keep the phone lines clear for emergencies, we encourage you to report your repair online.



Report a repair online

We respond to emergency repairs, where there's a serious threat to health and safety or the repair is needed quickly to prevent more damage, within 24 hours.

We aim to fix urgent repairs, like minor leaks and faulty showers, within 5 working days. Our right to repairs scheme explains the timescales for repairs which qualify for a quicker response.



Frozen pipes

Avoid frozen pipes:

- Keep your home heated
- Put radiator valves to the anti-frost setting in rooms you're not using.

If your pipe freezes:

- Turn the water off at the stopcock to prevent leaking
- Move small items and cover large items to protect them
- Feel along the pipe for the coldest section and run the closest cold tap
- Carefully thaw with a hairdryer, hot water bottle or heat pack
- Check for any damage, like cracks or leaks
- Turn the water back on and run the water till it flows normally.

If a frozen pipe bursts:

- Phone us on **0300 300 0300**
- Try to remove the leaked water and prevent more damage to your home



If you're going to be away from your home for more than a few days during winter, make sure the water is turned off at the mains, leave the central heating on low, ask a friend or relative to check your home regularly and let your housing officer know if there's a risk of water pipes freezing whilst your away.



Prepare for winter or severe weather

As well as looking after your home in the winter months, there are steps you can take to care for your neighbourhood too.

Grit your path and driveway. Find your nearest grit bin on our website and borrow equipment from Team Up to Clean Up to clear snow. When there's a weather warning for heavy rain or storms, visit **ready.scot** for all the steps to prepare for flooding.



Our performance as your landlords

It's important you see how we're performing as your landlord.

We're regulated by the Scottish Housing Regulator and our performance is measured against the Scottish Social Housing Charter.

It sets out the standards and outcomes all social landlords should aim to achieve. You can see more details on how we're doing by searching for 'Renfrewshire Council' on the regulators' website.

www.scottishhousingregulator.gov.uk

About this performance information

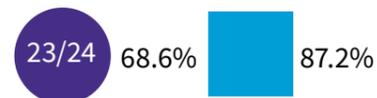
We use the regulator's official performance indicators. It covers our performance from April 2024 to March 2025. Where available, we've included comparisons:



Quality of council housing



80% of our **12,078** Council houses meet the Scottish Housing Quality Standard (SHQS).

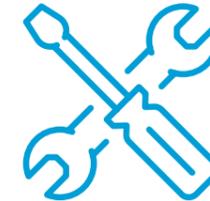


Carrying out repairs and safety checks

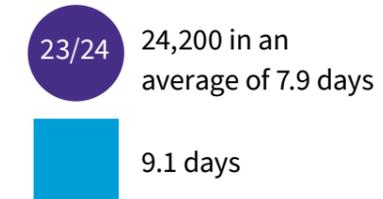
We follow Scottish Government, Gas Safe and Health and Safety Executive guidance to complete repairs inside and outside your home and carry out annual checks to make sure your home is safe.



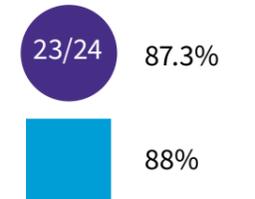
We completed **15,000** emergency repairs in an average of **5.2 hours**



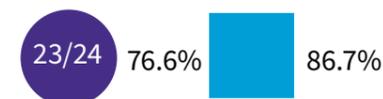
We completed **29,200** non-emergency repairs in an average of **6.9 days**



90.1% of non-emergency repairs were completed right-first-time.



77.2% of **2,100** tenants were either satisfied or very satisfied with the repair.



5 times

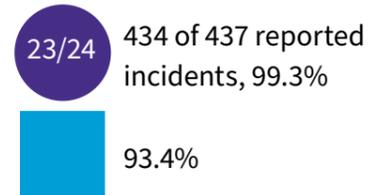
we didn't meet our statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check. We investigated every instance of this and adjusted our processes.



Resolving anti-social behaviour



We resolved
333 of 344
 reported incidents of
 anti-social behaviour which is
96.8%



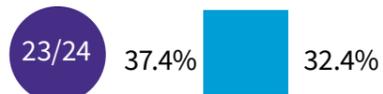
Managing and supporting our tenancies

We work hard to allocate council houses to applicants, support people to sustain their tenancies and carry out home adaptations so people can stay in their homes.



37%

of the housing offers we made were refused.



It took us
43 days

to complete a home adaptation, spending a total of

£649,895

23/24 50.4 days to complete, total spend £702,435



There were
27

households waiting for a home adaptation.

23/24 58



90.3%

of new tenancies were sustained for more than one year.



7.3%

of our lettable houses became vacant

23/24 7.8%

7.1%

Court action resulting in an eviction

Court action to carry out an eviction takes place when we've exhausted all other options.

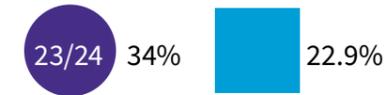
23.5%

of 136 court actions resulted in eviction, returning 32 properties.



21.3%

related to non-payment of rent.



2.2%

related to antisocial behaviour.

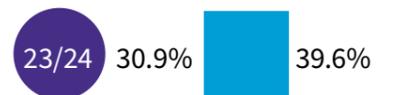


Referring homeless households to other registered social landlords

Anyone facing homelessness in Renfrewshire receives support and temporary accommodation. Those who then require a social rented tenancy are helped to resettle.

31.6%

of homeless households who needed a settled home were supported to move to a tenancy with our registered social landlord partners.



Responding to complaints

We aim to resolve complaints quickly and effectively and learn from what we didn't get right to make our services better. Our complaints handling performance isn't where we want it to be. We're working hard to improve this and carrying out focused staff training.

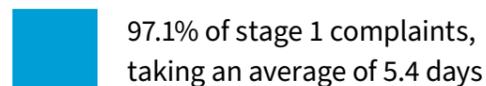
There were **1,236 stage one** complaints.

There were **142 stage two** complaints.

90%

were responded to in full taking an average of **14.4** days to respond.

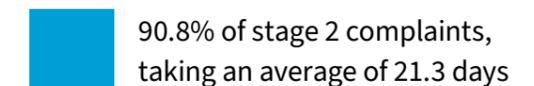
23/24 93.1% of 977 stage 1 complaints, taking an average of 7.6 days



88%

were responded to in full and we took an average of **28.9** days to respond.

23/24 71.7% of 53 stage 2 complaints, taking an average of 18.9 days

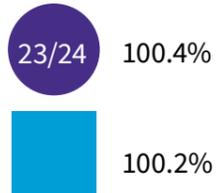


Rent collection, rent arrears, rent loss and factoring

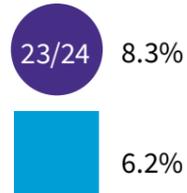
We aim to collect rent due, keep arrears low, re-let homes quickly, avoid rent loss due to empty homes and provide a best value factoring service.



We collected **100.7%** of total rent due



7.1% is the percentage of gross rent arrears we had on 31 March 2025.



Our average annual management fee for the homes we factor was **£108/ 63.8%** of owners we factor were satisfied with this service.



It took us **37.3 days** on average to re-let a home



1.3% of rent was lost because properties were empty



Engagement with the regulator

Each year the Scottish Housing Regulator highlights specific areas they want to engage with us on. This year's engagement plan is focusing on our:



services for people who are homeless



timeline to complete outstanding electrical and fire safety compliance work



asbestos management processes

Your voice matters



Share your views and have your say in decisions about council housing, policies and services. It's easy to take part—even from the comfort of your own home—and we offer training, support and expenses.

Join Renfrewshire's **Tenants Scrutiny Panel**, a group of tenants who review our services and identify areas for improvement.

"We work with staff to deliver results which are beneficial to everyone. All our reports and recommendations are independently compiled and written by the panel members."

Chris Gilzean,
Tenant Scrutiny Panel

Take part in our **Quality Circle inspection groups**, where groups of tenants inspect our estate, high rise buildings and sheltered housing.

"We go round with housing staff to review how services are working and improve the lives of those who live in them."

Margaret Dymond,
Quality Circle Member

Connect with your neighbours by joining your local **Tenants and Residents Association** or **Neighbourhood Forum**, working together to improve your local area.

"We wanted to open a tenants' association for George Street to address antisocial behaviour, discuss parking and other related issues. It is really working in our favour and we're all very glad that we established it."

Edwina McAllister, Paisley Town Centre Tenants and Residents Association

Find out more and get involved by emailing tenantparticipation@renfrewshire.gov.uk

Contacting us

Local housing teams

Our local housing teams are here to help.

- **0300 300 0222**
- **www.renfrewshire.gov.uk/local-housing-teams**

Homeless help

If you're worried about becoming homeless.

- **0300 300 1203**
- **www.renfrewshire.gov.uk/housing/homelessness-help-and-advice**

Lots of our services are available on MyAccount

myaccount.renfrewshire.gov.uk

British sign language

Contact Scotland BSL about their free interpreting service if you need to speak to us in British Sign Language.

Alternative formats and languages

If you need this review in another language or format such as large print, easy read, audio recording or braille, call us on **0300 300 0300** or email **tenantparticipation@renfrewshire.gov.uk**

إذا أردت قراءة هذه المراجعة بلغة أخرى، يُرجى إخبارنا بالتواصل عبر البريد الإلكتروني **tenantparticipation@renfrewshire.gov.uk**

اگر شما میخواهید این بررسی به زبان دیگری باشد، از طریق ایمیل **tenantparticipation@renfrewshire.gov.uk** به ما اطلاع دهید.

که تاسو غواری چي دغه ارزونه په کومه بله ژبه وي نو مور ته د ایمپل له لارې په **tenantparticipation@renfrewshire.gov.uk** خبر راکړئ.

Jeżeli potrzebne jest tłumaczenie niniejszej opinii na inny język, prosimy wysłać e-mail na adres **tenantparticipation@renfrewshire.gov.uk**

Якщо ви хочете отримати цей огляд іншою мовою, повід омте нас про це за адресою електронної пошти **tenantparticipation@renfrewshire.gov.uk**

Share your feedback with us

Let us know how useful you find this review by emailing **tenantparticipation@renfrewshire.gov.uk**