

Annual Review for Tenants 2026

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www.renfrewshire.gov.uk

Renfrewshire Council

Dealing with antisocial behaviour

If you're experiencing antisocial behaviour, Renfrewshire Council is here to help.

Antisocial behaviour can include excessive noise, harassment, threatening behaviour, vandalism, graffiti, fly-tipping or suspected drug-related activity.

For issues in public spaces, contact the Community Support Wardens on **0300 300 0380 (Option 1)** or email **wardens.es@renfrewshire.gov.uk**.

If there is an immediate risk to safety or a serious crime has been committed, contact Police Scotland:

101 for non-emergencies

999 in an emergency

Support for tenants

Your housing officer can help investigate concerns and work with neighbours to resolve problems. You may also be offered access to an app to record incidents, with support available to help you use it.



Introducing New Harbour

We've introduced New Harbour, a new support service delivered with the Alcohol and Drug Partnership (ADP) for people experiencing, or at risk of, homelessness linked to alcohol or drug use.

The service provides practical, person-centred support to help people maintain their tenancy, build stability and feel confident at home. A key focus of the service is supporting women, ensuring that support is welcoming, inclusive, and tailored to individual needs. New Harbour helps people overcome challenges and thrive in their community.

If you want to find out more about this service please contact your Housing Support Team.

Support for People Leaving Prison

Leaving prison and returning to the community can feel overwhelming especially if you're unsure about your housing situation or what support is available.

Our **Housing Support** team can help you understand your housing options, complete paperwork and connect with local services to support you.

We want to make sure you have the information and support you need as early as possible.

Get in touch if you, or someone you know, has recently left prison and needs support.

Contact us:

- **Homeless Services:** 0300 300 1203
- **Housing Support:** 0300 300 0344
- **Email:** housingsupportreferral @renfrewshire.gov.uk



Your Feedback Counts

As a council tenant, there are lots of ways to get involved and help shape your housing services. Whether you want to influence decisions, improve your neighbourhood or review services, we provide support, training and expenses to help you take part.

Join the Tenant Scrutiny Panel

Work with other tenants to review housing 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

Get involved in your local community

Join your local Tenants and Residents Association (TARA) or Neighbourhood Forum and help make a difference in your area.

"We wanted to open a tenants' association for George Street to address antisocial behaviour, discuss parking and other local issues."

Edwina McAllister,
Paisley Town Centre Tenants and Residents Association

Take part in Quality Circle inspections

Help inspect estates, high-rise buildings and sheltered housing alongside council staff.

"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

To find out more or get involved, email tenantparticipation@renfrewshire.gov.uk.
Your views can help shape the future of housing services in Renfrewshire.

New housing policy to support people affected by domestic abuse

Renfrewshire Council has approved a new Housing Policy on Domestic Abuse to strengthen support for people experiencing domestic abuse.

The policy follows changes to Scottish law that give social landlords new powers to help protect victims and survivors.

Social landlords can now apply to the Sheriff Court to remove a person responsible for domestic abuse from a tenancy, either by ending their tenancy or removing them from a joint tenancy.

Where appropriate, the Council will use these powers to help people remain in their homes where this is their preference.

News in brief



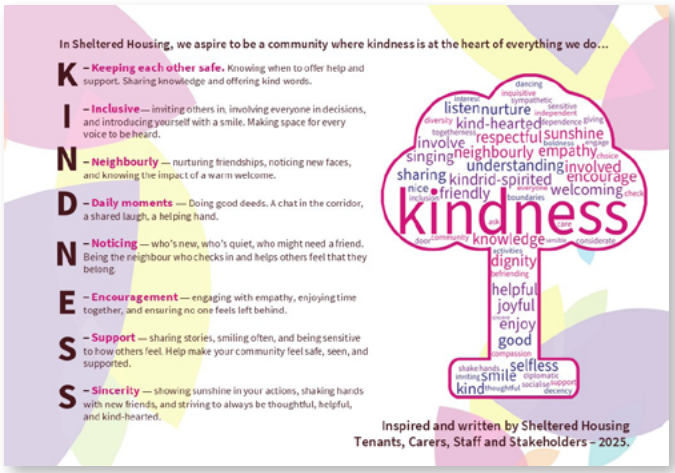
Improving Our Housing Service

Later this year, we'll be introducing a new housing management system to help deliver a better service for tenants.

The new system will help us respond to enquiries more efficiently, manage services more effectively and support future improvements to our online services.

We're working to make the changeover as smooth as possible. While we don't expect any major disruption, some services may take a little longer than usual for a short period during the transition.

This investment is part of our commitment to providing modern, reliable housing services and meeting the needs of our tenants now and in the future.



Sheltered Housing Kindness Statement

We were pleased to launch our Sheltered Housing Kindness Statement in February 2026. Created by tenants, relatives, partners and staff, it's all about the values that matter most in our communities.

By working together, we developed a statement that promotes kindness, respect and understanding, helping to make our sheltered housing communities welcoming places for everyone.

The Kindness Statement can be found near the entrance or lounge areas of our sheltered housing complexes.



Tenants from The Oaks and Houston Court Sheltered Housing Complexes.



Renfrewshire YOUDECIDE Tenants

Thank you to everyone who submitted an application to the YouDecide Tenant Fund in its first year.

A total of 30 projects met the funding criteria and went forward to a vote by council tenants. Following the vote, 16 projects received funding and are now being delivered.

For Year 2 of the fund, over 100 ideas were received prior to the submission deadline of 27th September 2026. We are currently reviewing these projects against the essential criteria for the fund and will be in touch again in the coming weeks to let you know when voting will open so you can decide what projects you want delivered in your area.

Tenants can find out more about the initiative and which new projects are to be progressed by visiting the website, **www.renfrewshire.gov.uk/youdecide-tenants** (QR code below), or by contacting the team at **youdecide@renfrewshire.gov.uk**

30

Year 1 projects put forward to voting stage

16

Year 1 projects received funding

100+

Year 2 proposals received

Project complete: 21 MacDowall Street

The residents at 21 MacDowall Street voted to have new slabbing installed to keep their bins off the grass. We used a local contractor, who was on site for a week, to complete the full job. The garden looks much better and now the bins have a designated area.



Before



During



After

You can keep up to date on the latest news on all our Year 1 YouDecide projects by visiting the webpage.

Delivering home improvements and investment



Single Building Assessments Update

If you live in one of our high-rise blocks, you should already have received information about Single Building Assessments (SBAs), which are being carried out across all 14 high-rise buildings and two mid-rise blocks in Renfrew and Kilbarchan.

These assessments, funded by the Scottish Government, look at the overall fire safety of each building. This includes checking things such as fire doors, safety systems and external wall materials to make sure buildings meet current safety standards.

Our high-rise residential buildings are designed with fire safety in mind and have lots of fire safety measures in place. There are interlinked smoke and heat detectors in every council flat, 60-minute fire resistant doors and fire alarms in every building.

Specialist fire safety contractors have now completed site visits, testing and information gathering and will provide detailed reports of their findings.

Next Steps

Once assessments are complete, any recommended improvement works will be planned alongside our wider investment programme for high-rise homes. We will also seek additional Scottish Government funding where needed to support any future remediation work.

If you would like more information about the assessments, visit the council website or contact your Local Housing Officer.



Photo credit: McTaggart Construction

Housing Regeneration update

The Housing-led Regeneration and Renewal programme has advanced into its fifth year of a ten-year plan.

Significant progress has been made in rehousing tenants, acquiring properties, developing new homes and demolishing empty blocks across the eight areas.

In the past year external improvements have been made to council-owned and mixed tenure blocks in the Auchentorlie and Howard Street areas and external works have recently started in the Howwood Road area. Further environmental, communal area and waste management improvements will follow.

Our window and door replacement programme is also continuing in Waverley Road, Howwood Road area, Howard Street and Auchentorlie.

We will continue to work with tenants and residents to ensure the voice of each community is represented for each regeneration and renewal area.



Tenant Satisfaction Survey results

Tenants Rate Housing Services Highly in Latest Satisfaction Survey

More than 1,200 tenants took part in Renfrewshire Council's 2026 Tenant Satisfaction Survey, with the results showing high levels of satisfaction across housing services.

Overall, 91% of tenants are satisfied with the service provided by the Council as their landlord, while results improved across all key areas measured by the Scottish Social Housing Charter.

Tenants rated communication particularly highly, with 93% satisfied that the Council keeps them informed about services and decisions. A further 94% said they were satisfied with opportunities to get involved and influence housing services.

The survey also found that:

88%

are satisfied with the quality of their home.

91%

are satisfied with the Council's contribution to neighbourhood management.

93%

believe their rent provides good value for money.

These results are all above the Scottish local authority average.

Tenants continue to be positive about their homes, with:

96%

saying they have the right number of rooms for their household.

94%

happy with the type of home they live in.

87%

satisfied with the condition of their home when they moved in.



Tenants were also positive about where they live. The most frequently mentioned positives were having good neighbours and living in a quiet and peaceful area. Nine out of ten tenants said they were satisfied with the Council's contribution to maintaining their neighbourhood.

One of the survey's strongest findings was around affordability and value. 93% of tenants feel their rent offers good value for money, reflecting the quality of their home and services received.

Repairs remain one of the most important housing services, and 86% of tenants who had a repair completed in the last year were satisfied with the service they received.

The survey also highlighted a continued preference for traditional communication methods, with letters remaining the most popular way to receive information and telephone contact the preferred way to get in touch. At the same time, internet access continues to grow, with 9 in 10 tenants now able to access online services.

Thank you to everyone who took part. Your feedback helps shape future housing services and identify areas where we can continue to improve.

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.

An emergency repair is where there's a serious threat to health and safety or a repair is needed to prevent further damage. Urgent repairs such as minor leaks or faulty showers are not an emergency but qualify for a quicker repair.

Frozen pipes

Avoid frozen pipes:

- Keep your home heated
- Put radiator valves in rooms unused to the anti-frost setting.

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.



Avoiding Damp and Mould: Small Changes, Big Difference

Damp and mould can affect your home, damage belongings and impact your health.

Damp is caused by excess moisture in the home, while mould often appears as black, green or white patches on walls, ceilings, windows or furniture.

You can help reduce the risk by:

- Opening windows regularly to improve airflow
- Using extractor fans when cooking or bathing
- Keeping trickle vents open
- Putting lids on pans when cooking
- Wiping away condensation from windows and sills
- Avoiding drying clothes on radiators
- Drying clothes in a well-ventilated room
- Moving furniture slightly away from external walls
- Keeping your home heated at a steady temperature where possible

It's important to report damp and mould as soon as you notice signs such as damp patches, mould growth, peeling wallpaper, water stains or musty smells. Early action can catch issues early.

To report an issue:

- Call **0300 300 0300**
- Email **repairs@renfrewshire.gov.uk**
- Visit **myaccount.renfrewshire.gov.uk**

When you contact us, we'll inspect your home, check for leaks or building defects, carry out any necessary repairs and provide advice to help reduce condensation.

Damp and mould are not something you should have to live with. If you spot a problem, let us know as soon as possible so we can help.



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.

If you're able, you can grit your path or driveway to keep you and others safe. You can find your nearest grit bin on our website and even borrow equipment from our Team Up to Clean Up campaign to clear snow and grit bigger areas. When there's a weather warning, visit ready.scot for all the steps to prepare in advance and respond during.



Our performance as your landlord

It is important for you to see how we are performing as your landlord.

We are 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 find more details on how we are doing by searching for Renfrewshire Council on the Scottish Housing Regulator's website—**www.scottishhousingregulator.gov.uk**

About this performance information

We use the Scottish Housing Regulator's official performance indicators. These cover our performance from April 2025 to March 2026. Where available we have included comparison figures. These comparisons include data for 2024/25—our previous year's performance; and national average figures from the Scottish Housing Regulator for 2025/26, which includes all social housing providers in Scotland, as they are published by the Regulator.

24/25 Our previous year's performance

NTL AVG National average from the Regulator (2025/26)

Housing Quality

In 2025/26, our Scottish Housing Quality Standard (SHQS) compliance rate increased to

80.9%

24/25 79.9%

NTL AVG 89.5%

We are currently in a programme of smoke detector upgrades and electrical testing and would encourage all tenants to allow our operatives access to complete the required work. We have on occasion forced entry to complete works.

Carrying out repairs

In 2025/26, we completed **14,505** emergency repairs in an average of **4.95** hours.



We completed

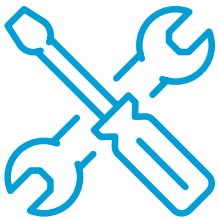
14,505

emergency repairs in an average of

4.95 hours

24/25 15,000 in an average of 5.2 hours

NTL AVG 3.45 hours



We completed

27,956

non-emergency repairs in an average of

5.5 days

24/25 29,200 in an average of 6.9 days

NTL AVG 8.75 days



91.1%

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

24/25 90.1%

NTL AVG 95.3%



78.8%

of tenants were either satisfied or very satisfied with the repair service.

24/25 77.2% NTL AVG 88.0%



11 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 follow the Scottish Government, Gas Safe and the Health and Safety Executive guidance to complete repairs.

24/25 5 times

Resolving anti-social behaviour



in 2025/26, we resolved

99.5%

of anti-social behaviour cases, for every **100** houses there were **3** cases of anti-social behaviour.

24/25 96.8%

NTL AVG 93.1%

Managing and supporting our tenancies



It took us

19.4 days

to complete approved adaptations.

24/25 43 days to complete NTL AVG 46.6 days



91.9%

of tenancies were sustained for more than one year.

24/25 90.3% NTL AVG 92.5%



There were

19

households waiting for a home adaptation at the end of March 2026.

24/25 27



6.8%

of our lettable houses became vacant.

24/25 7.3% NTL AVG 6.8%



Court action resulting in an eviction

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

25.2%

proportion of Court actions that resulted in eviction.

24/25 23.5%

NTL AVG 26.9%

24.3%

related to non-payment of rent in 2025/26.

24/25 21.3%

NTL AVG 23.0%

0.9%

related to antisocial behaviour in 2025/26.

24/25 2.2%

NTL AVG 2.8%

0.0%

related to other reasons.

24/25 0.0%

NTL AVG 1.1%

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 has stabilised from last year and we continue to work hard to improve this.

In 2025/26 there were **1,313 stage one** complaints.

95.7%

were responded to in full taking an average of **14.3** days to respond.

24/25 90% of 1,236 stage 1 complaints, taking an average of 14.4 days.

NTL AVG 98.2% of stage 1 complaints, taking an average of 5.4 days.

In 2025/26 there were **186 stage two** complaints.

95.2%

were responded to in full and we took an average of **17.6** days to respond.

24/25 88% of 142 stage 2 complaints, taking an average of 28.9 days.

NTL AVG 92.6% of stage 2 complaints, taking an average of 28.7 days.

Rent collection, rent arrears, rent loss and factoring

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



In 2025/26 we collected

100.5%

of total rent due

24/25 100.7% NTL AVG 99.7%



6.2%

is the percentage of gross rent arrears we had on 31 March 2026.

24/25 7.1% NTL AVG 5.9%



In 2025/26, our average annual management fee per factored property remained at **£108/59.8%** of owners we factor were satisfied with this service.

24/25 £108 average fee, 63.8% satisfaction

NTL AVG £122 average fee, 56.9% satisfaction



In 2025/26 it took us

28.6 days

on average to re-let a home.

24/25 37.3 days NTL AVG 51.7 days



0.9%

of rent was lost because properties were empty in 2025/26.

24/25 1.3% NTL AVG 1.1%

Paying your Rent

It is important that you pay your rent on time. Your rent pays for the services we provide.

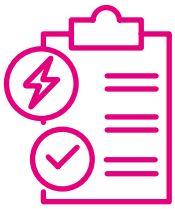
Please get in touch with us if you are having problems paying your rent, there are several ways we can help. We can:

» Provide advice on the best way to pay your rent, to suit your circumstances; and

» Refer you to specialist advisors who can assist with a range of services including money advice, employment advice or energy advice to make sure that you maximise any income or entitlements due to you.

You can ask for a private interview or home visit. Please call on 0800 085 9126 for more information.

This year the Regulator introduced new indicators for collection, as this is the first year of collection we are unable to compare against previous years.



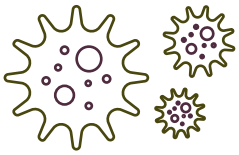
611

The number of times in the reporting year we did not meet the requirement to complete an electrical installation report (EICR) within the last five years of the last EICR.



633

The number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end.



Average length of time (days) taken to resolve cases of damp and/or mould by cause:

Condensation: 24

Structural issues: 33.6

Other: 30.7

28.4
Overall

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause:

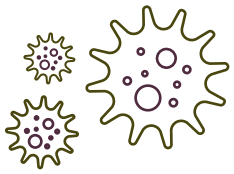
Condensation: 7.9%

Structural issues: 7.0%

Other: 8.6%

7.8%
Overall

69 Number of open damp and/or mould cases at the year end.



Scottish Housing Regulator Update

Each year the Scottish Housing Regulator highlights specific areas that they want to engage with us on. This year's Engagement Plan focuses on two key areas—homelessness services and tenant and resident safety.

Like many councils across Scotland, Renfrewshire is facing increasing pressures in providing temporary accommodation for people experiencing homelessness. The Regulator will continue to monitor the Council's efforts to meet its legal duties and provide suitable temporary accommodation where required.

The Regulator is also seeking assurance on the Council's approach to tenant and resident safety, particularly in relation to asbestos management, the Council has developed an Improvement Plan and has been providing updates on the actions being taken.

Renfrewshire Council is working closely with the Regulator and remains committed to ensuring homes are safe, services are well managed, and improvements continue to be made where needed.

The Scottish Housing Regulator will continue to meet regularly with the Council to review progress and monitor performance in these areas.

A copy of the Engagement Plan can be found at the following address:

www.housingregulator.gov.scot/landlordperformance/landlords/renfrewshire-council/

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 غواړئ چې دغه ارزونه په کومه ژبه وي نو مور ته د ایمېل 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**