

**WEST DUNBARTONSHIRE COUNCIL
HOUSING SERVICES**

Annual Charter Performance Report for Tenants and other Customers 2024/25





Foreword



Welcome to our Annual Charter Performance Report, which outlines how we performed during 2024/25 against the Outcomes and Standards set out in the Scottish Social Housing Charter.

Following the declaration of a housing emergency in West Dunbartonshire in May 2024, this past year has been another challenging period across housing and homelessness services. Whilst a range of measures to tackle the emergency have been taken, we continue to face pressures on our ability to meet housing need, reduce waiting lists and reduce the number of households experiencing homelessness and having to access temporary accommodation.

We also face significant financial challenges due to a range of factors, including interest rates which have impacted borrowing costs. Whilst we have been taking actions across the service to manage and reduce costs, further action is required to ensure a balanced budget, replenish reserves, reduce borrowing, and protect services for tenants.

Whilst it is clear that we face significant challenges, there have been key achievements over the past year including a significant improvement in tenant satisfaction across all areas of the housing service and the introduction of a new repairs policy, which is already delivering improvements and a more efficient and cost-effective service. We have also seen a reduction in the length of time properties are empty, reducing the rent lost as a result, a reduction in the number of tenancy offers being refused and a reduction in the overall level rent arrears reported at the end of 2024/25.

We continue to invest in our housing stock, including measures to improve the energy efficiency of our homes. Alongside our existing improvement programmes, our approach to proactively tackling damp and mould has seen over 2300 environmental sensors now installed and we have also installed

connected response technology allowing tenants to set the time and temperature for their electric heating, helping to reduce costs and contributing to a reduction in CO2 emissions.

We remain committed continuing to strengthening the tenant voice across housing services and a new Tenant Participation Strategy was introduced in November 2024 which aims to further increase opportunities to participate and influence the provision of services. We are rightly proud of our relationship with the many tenant groups that we have and how effective they are in representing their communities and were delighted when this was recognised by TPAS Scotland (Tenant Participation Advisory Service) who awarded the West Dunbartonshire Tenants and Residents Organisation (WDTRO) the Tenant Group of the Year and Outstanding Achievement Awards at their national awards ceremony in June 2025.

We recognise that there are areas where we can improve and this report sets out some of the actions we are taking during 2025/26 to respond positively to the challenges we face and ensure that we achieve our goal of being a top performing landlord.

Peter Barry
Chief Officer, Housing



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Introduction

The Scottish Social Housing Charter sets out the outcomes and standards that the Scottish Government expects landlords to be delivering for their tenants and other customers.

All social landlords are expected to assess their performance against these Charter outcomes on an annual basis and produce a report based on this assessment, which includes actions being taken to address any areas of weakness.

This report outlines how Housing Services performed during 2024/25. It focuses on the areas that tenants have said are the most important to them and each outcome includes key measures of performance, whether this performance has improved or not since the previous year and how this performance compares to other landlords.



Tenant involvement in this report

The Scottish Social Housing Charter expects landlords to fully involve tenants in assessing and reporting their performance. In August and September 2019, tenants participated in reviewing the content, style, and format of this report.

Lots of valuable feedback was provided and all the changes asked for by tenants were made and have been included in subsequent reports.

Another key task of the review was to consider the best group of landlords to compare our performance against. There are many “peer groups” that can be used, each with some benefits and drawbacks. In the end, tenants have asked that the report shows how our performance compares with that of all the other local authorities in Scotland that have housing stock.

This comparison is shown using symbols, which again have been reviewed, are used consistently throughout the report and are explained below.

Comparison with the previous year



Better



Poorer



No change

Comparison with other landlords



Top quarter



Second quarter



Third quarter



Bottom quarter



Outcomes 2 & 3

Communication and Participation



Aims:

Social landlords manage their businesses so that:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

We are committed to strengthening the tenant voice across housing services, increasing opportunities to participate, and influencing the provision of services. These aims are at the core of ["Involving You to Improve Housing Services"](#), the Council's latest Tenant Participation Strategy which was developed in conjunction with tenants and approved in November 2024.

During 2024/25 a total of 1,669 tenants participated in the annual rent setting consultation and the rent option overwhelmingly supported by tenants was approved by the Council in March 2025. We also held our Annual Tenant Event in June 2024, which highlighted the range of activities active Tenant and Residents Associations carry out to encourage and inspire other groups. This included a range of activities that Tullichewan TRA facilitates, and a clothing bank set up by Westbridgend TRA. The event also discussed priorities for our new Tenant Participation Strategy to ensure that it was developed to reflect tenant priorities.

Our latest comprehensive Tenant Satisfaction Survey was carried out last year, and it is encouraging that the percentage of tenants who feel well informed and are satisfied with the opportunities to participate in decision making increased.

Performance indicator	2023/24	2024/25	Trend	Comparison
Percentage of tenants who feel their landlord is good at keeping them informed about their services	75.8%	86.8%		
Percentage of tenants satisfied with the opportunities given to participate in decision making	69.2%	87.2%		

We continue to promote and support "Walkabouts" in local areas. These are aimed at identifying issues that need attention and giving tenants the opportunity to directly impact the services we deliver. This is also an ideal way to help tenants develop proposals for the Tenant Priority Budget which exists to help deliver improvements in local areas. Further details of the range of opportunities to participate are outlined on page 14 and our full Tenant Participation performance report can be accessed [here](#)

During 2024/25 there was a slight increase in complaint response times and whilst this was disappointing, we continue to use feedback from the complaints we receive to improve service delivery.

Performance indicator	2023/24	2024/25	Trend	Comparison
Average time in working days to respond to a Stage 1 complaint	5.98 days	6.62 days		
Average time in working days to respond to a Stage 2 complaint	22.8 days	24.0 days		

What we are doing in 2025/26:

- We will review and improve the content of the Housing pages on the Council's website
- We will review the style and content of this Annual Charter Performance Report in conjunction with tenants
- We will continue to review all complaints upheld during the year and identify appropriate service improvements and will aim to reduce average response times



Outcome 4

Quality of Housing

Aims:

Social landlords manage their businesses so that:

Tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

Our "More Homes, Better Homes West Dunbartonshire" approach aims to ensure that our new and existing homes in West Dunbartonshire meet the needs of our tenants and future tenants. The Council's Better Homes Project Board monitors the delivery of our investment in existing homes to ensure all our homes meet the best possible standards, including energy efficiency standards.

It is encouraging that the percentage of tenants who report being satisfied with the quality of their home has increased significantly. However, a key area of concern remains around our rate of compliance with the Scottish Housing Quality Standard. The key driver for this being impacted is the number of properties without a valid Electrical Installation Condition Report in place. Whilst we continue to make progress in this area, access to tenants' homes remains a challenge and we are continually reviewing procedures, processes, and our communications with tenants to address this and minimise instances where forcing access to a property is considered.

Performance indicator	2023/24	2024/25	Trend	Comparison
Percentage of existing tenants satisfied with the quality of their home	62.7%	87.8%	↑	
Percentage of properties meeting the Scottish Housing Quality Standard (SHQS)	51.2%	69.8%	↑	

Tenant representatives are engaged in developing our Housing Capital Investment Programme, which includes an investment of £750,000 to upgrade and increase our existing CCTV provision and in the coming years we aim to continue to strengthen the relationship between our investment plans and tenant priorities.

Over the period of 2025/26, we are investing around £32 million in existing homes including:

- Improving 1000 homes with new heating systems
- Improving 340 homes with new external insulated render
- Improving 125 homes with new roof coverings
- Improving 410 homes with window/door renewals
- Improving 210 homes with kitchen renewals
- Improving 90 homes with bathroom renewals
- Fitting over 1000 homes with environmental sensors to prevent future damp and mould issues



In terms of future investment plans, we are aware that additional focus is required in terms of planning and developing our approach to meeting climate change targets and will respond positively when the new Social Housing Net Zero Standard being developed by the Scottish Government is published.

What are we doing in 2025/26:

- We will deliver and implement a new Housing Asset Management Strategy
- We will ensure the Council's Housing stock progresses towards the achievement of the current energy efficiency standard for social housing
- We will continue to develop and implement our Multi Story Enhanced Living Strategy including improving heating systems



Outcome 5

Repairs and Maintenance

Aim:

Social landlords manage their businesses so that:

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

During 2024/25 both the average time taken to carry-out emergency repairs and the percentage of repairs completed Right First Time improved slightly and all annual gas safety checks were carried out within the 12-month target date. Whilst some improvements were evident, disappointingly the average time to complete non-emergency repairs increased and the level of tenant satisfaction dropped slightly.

Performance indicator	2023/24	2024/25	Trend	Comparison
Average length of time taken to complete emergency repairs	5.11 hours	5.09 hours		
Average length of time taken to complete non-emergency repairs	10.94 days	12.16 days		
Percentage of reactive repairs carried out completed right first time	85.6%	85.9%		
Number of times in the reporting year we did not meet our statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked	0	0		
Percentage of tenants satisfied with the repairs and maintenance service	94.8%	88.3%		

Our new repairs policy, developed in conjunction with tenants, went live in April 2025. This provides clearer definitions of our repairs categories and target timescales and provides an enhanced level of communication via text or email when a repair is reported, and an appointment agreed.

We continue to improve the management of damp and mould in tenants' homes with our environmental sensor installation programme helping to identify, tackle, and prevent damp and mould issues more proactively. When an issue is reported we will carry out an inspection, provide advice to tenants on ways to prevent condensation and carry out any repair work that is necessary quickly. More information on how to keep your home free from damp and mould is available at [Damp and Mould | West Dunbartonshire Council](#)

What we are doing in 2025/26:

- We will continue to reduce the number of repairs cancelled due to not gaining access to properties
- We will continue to improve the stock held in our fleet of vehicles to improve on first time fixes
- We will continue to take actions to improve the efficiency and productivity of the repairs service



Outcome 6

Estate Management and Anti-Social Behaviour

Aim:
Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:
Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Ensuring that tenants live in well maintained neighbourhoods where they feel safe remains a key objective. Our Anti-Social Behaviour Strategy covering the period 2024 to 2027 focuses on early intervention, prevention, support and working in partnership with other agencies like the police to resolve issues and protect communities.

During 2024/25 we took action to increase awareness of how to report Anti-Social Behaviour (ASB), introduced customer service awareness training for ASB staff and established a working group aimed at improving joint service responses to address waste management issues across our communities.

As part of our Enhanced Multi-Storey Living Strategy, works to complete the planned upgrade and expansion of our CCTV network also continued, with this project due to be completed before the end of 2025.

It is encouraging to see that the percentage of tenants reporting that they are satisfied with the management of the neighbourhood they live in has risen significantly and that the number of cases of anti-social behaviour that are resolved remains high.

If you are affected by anti-social behaviour you can contact the ASB service on 01389 772048 Monday - Friday 8.45am - 2.00am and Saturday -Sunday 3pm -2am or you can email ASBTeam@west-dunbarton.gov.uk.

Performance indicator	2023/24	2024/25	Trend	Comparison
Percentage of tenants satisfied with the management of the neighbourhood they live in	62.7%	86.0%	↑	
Percentage of anti-social behaviour cases resolved	98.1%	96.6%	↓	

What are we doing in 2025/26:

- We will continue to increase awareness of how to report anti-social behaviour
- We will complete the planned upgrade and expansion of our CCTV network
- We will continue to strengthen our partnership working with Police Scotland in relation to anti-social behaviour



Outcome 10

Access to Housing

Aim:
Social landlords ensure that:

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

We are committed to ensuring that people find it easy to apply for the widest choice of housing available which meets their needs. In addition to being given information about prospects of being housed by the council, we can provide information and advice about the range of housing options that are available.

As outlined in the Foreword to this report, meeting the needs of those households that seek rehousing remains challenging. The overall number of Council properties has increased due to our New Build programme and Buy Back Scheme and the number of lets made in 2024/25 increased by 8% from the previous year, however over 5600 households remain on the housing waiting lists, including households experiencing homelessness and living in temporary accommodation.

	2023/24	2024/25
Total number of properties	10,444	10,547
Total number of lets in the year	873	947
Total number on waiting list	5564	5621

The time taken to process housing applications increased slightly during 2024/25, however we have improved online access to the housing waiting list which is now delivering a more efficient and cost-effective service.

Local performance indicator	2023/24	2024/25	Trend
Average time to assess housing applications	4.3 days	5.2 days	↓
Percentage of housing applications suspended	2.7%	3.3%	↓
Percentage of medical applications assessed within 28-day target	23%	31%	↑

A full review of the waiting list has helped reduce the number of tenancy offers that are refused, though we recognise that improvements are required in relation to the time taken to assess medical applications.

Performance indicator	2023/24	2024/25	Trend	Comparison
Percentage of tenancy offers refused	46.6%	42.5%	↑	

Key elements of our housing emergency action plan relate to enhancing housing access and making the best use of available housing stock and we continue to implement a range of measures to tackle the challenges we face.

What we are doing 2025/26:

- We will continue to implement our housing emergency action plan
- We will deliver and implement a Common Housing Register for West Dunbartonshire in partnership with local housing associations



Outcome 11

Tenancy Sustainment

Aim:
Social landlords ensure that:

Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Providing advice and support to those who need it to remain in their homes is a key priority and we will continue to develop initiatives to ensure that tenants are provided with the help they need to maintain their tenancy.

During 2024/25 we continued to strengthen the pre-tenancy work carried out with new tenants, ensuring that any support needs are identified and advice and assistance around benefit and debt issues is provided where appropriate.

We established a working group with staff from various teams to review operational procedures and improve our early intervention in relation to the management of rent arrears and continued to develop our use of technology delivering more efficient and streamlined services.

The number of new tenant visits and pre-termination visits continues to rise, and we maintained a high rate of tenancy sustainment, though this dropped very slightly from the previous year. It is also important that those tenants who need their home adapted due to age, disability, or caring responsibilities are provided with a quick and efficient service. We have seen significant improvements in this area over recent years, and this progress has been sustained, although the average time taken to complete medical adaptation also rose very slightly.

Performance indicator	2023/24	2024/25	Trend	Comparison
Percentage of all new tenants housed, who were still in their tenancy 12 months later	92.8%	91.9%	↓	
Average time taken to complete medical adaptations	45.4 days	46.5 days	↓	

What are we doing in 2025/26:

- We will roll out a new pre-tenancy sign up checklist and provide further upskilling and training sessions relating to rent collection amongst teams
- We will continue to develop our mobile app across other areas of the housing service, including to pre-termination visits
- We will improve cross service discussions prior to any eviction action being taken, including the implementation of a multi-agency case conference approach



Outcome 12

Homeless People

Aim:
Local councils perform their duties on homelessness so that:

People who are homeless or at risk of homelessness get prompt and easy access to help, advice and information; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

One of the key factors which led to the declaration of a housing emergency in West Dunbartonshire is the rising demand for social housing and the need to tackle and reduce the number of households experiencing homelessness and having to access temporary accommodation.

During 2024/25 we continued to ensure that decisions on all homeless applications were made promptly and efficiently, and that appropriate support was provided to help people maintain their own home and that instances of repeat homelessness were minimised. We continued to offer temporary accommodation where this was required and slightly reduced the average time households experiencing homelessness spent in this type of accommodation.

However, real pressures exist within the system with almost a thousand new homelessness presentations received during the year. There remain high numbers of households, including households with children living in temporary accommodation and we have been forced to use unsuitable bed and breakfast accommodation to meet our legal obligations.

Performance indicator	2023/24	2024/25	Trend	Comparison
Average time from application to assessment	12 days	13 days		
Percentage of households requiring temporary accommodation to whom an offer was made	100%	100%		
Percentage of all homeless cases re-assessed within 12 months (repeat homeless)	4.3%	4.5%		
Average total time spent in temporary accommodation	177 days	158 days		

Following consultation with key stakeholders, a new homelessness strategy “More than a Roof” was developed and approved in February 2025. Covering the period 2025 to 2028 the key objectives of the strategy are to prevent homelessness where possible, when homelessness does occur that households are rehoused quickly, that a range of interim, good quality temporary accommodation options are available when this is necessary and that the range of support services available meet the needs of households who are experiencing homelessness.

What we are doing in 2025/26:

- We will take a range of actions aimed at strengthening our approach to homelessness prevention
- We will embed a new housing support service
- We will implement the recommendations from the review of our provision of Supported Accommodation



Outcome 13

Value for Money



Aim:

Social landlords manage all aspects of their businesses so that:

Tenants, owners, and other customers receive services that provide continually improving value for the rent and other charges they pay.

Our “Every day counts” approach to managing empty homes has delivered significant improvements in performance over recent years. The average days taken to let properties and the rental income lost due to properties being empty both reduced in 2024/25 compared to the previous year and performance compared to our peers remains good on both measures. This continues to be a key area of focus, and a working group continues to meet regularly to review performance and identify areas where further improvements can be made.

Our rent collection performance in 2024/25 also improved, with the level of rent arrears reducing and the percentage of rent due, which was collected, increasing. Whilst this is positive, we are aware of the financial pressures many tenants are facing with the cost of living. We continue to provide support where this is required, and our teams have processes in place which allow them to review household income, help tenants manage debt and agree suitable repayment plans that are affordable and reduce the risk of court action being taken for rent arrears.

Performance indicator	2023/24	2024/25	Trend	Comparison
Average time to re-let properties	34.99 days	25.9 days	↑	
Rent loss due to voids expressed as a percentage of the total amount of rent due	1.01%	0.85%	↑	
Rent collected as a percentage of total rent due	99.09%	99.58%	↑	
Gross rent arrears as a percentage of total rent due	9.44%	8.81%	↑	

What are we doing in 2025/26:

- We will continue to monitor performance and take action to reduce the time taken to re-let empty properties and minimise rent loss
- We will continue to review ways to improve rent collection and maximise the use of discretionary housing payments



Outcomes 14 & 15

Rents and Service Charges

Aim:

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.

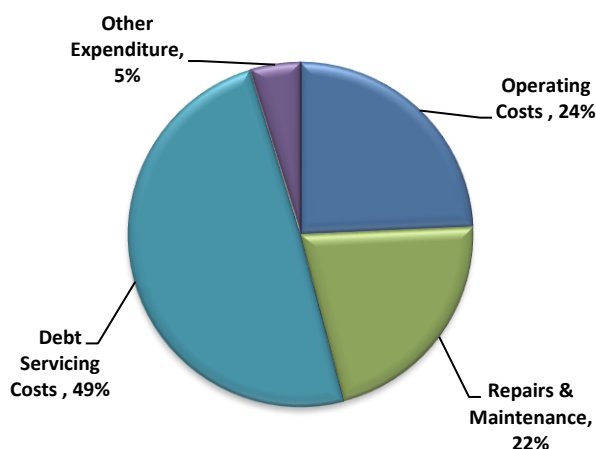
Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

All tenants want to live in good quality, energy efficient homes in well maintained neighbourhoods, where they feel safe. For this reason, we continue to invest in both our housing capital programme and our new council house building programme and employ housing officers to manage estates, promote successful tenancy sustainment, and tackle anti-social behaviour.

At the same time, we face significant pressures due to unavoidable operating costs such as higher borrowing rates, and we have taken actions to reduce expenditure and keep the rent increase required as low as possible.

Last years' rent setting consultation provided the option of either an 8% or 9% rent increase. A total of 1669 tenants participated in the exercise (17% of all WDC tenants), with over 80% voting for the 8% rise as their preferred option. The survey results were considered at the Council meeting in March 2025 and the 8% rent increase was agreed.

How your rent was spent in 2024/25



Operating Costs:

employee costs, administration costs (this also includes payments to other departments, for example financial services, computer systems, human resources, corporate communications, architectural services) and property costs.

Repairs and Maintenance:

the costs for day-to-day repairs carried out across all properties and costs associated with medical adaptations.

Debt Servicing Costs:

the interest and principal repayments on money we have borrowed to fund the Council's new build programme and carry out major works and improvements (e.g., cladding, kitchens, bathrooms, roofs).

Other expenditure:

costs associated with arrears and the collection of rents, bad debt provision (funds required to account for rents and debt accounts which are not paid to the Council) and Council Tax and lost rent on empty homes.

We have a Joint Rent Group with tenant volunteers, Council officers, and the Convener of the Housing and Communities Committee. The group's aim is to improve transparency and the involvement of tenants in key financial decisions to ensure the services we deliver provide best value for current and future tenants. We are keen to ensure that the involvement and influence of tenants in this process continues and if you would like to become involved contact Jane Mack on 0798 354 2993 or jane.mack@west-dunbarton.gov.uk

What we are doing in 2025/26:

- We will review existing budgets and current funding models as we strive to keep costs as low as possible
- We will carry out a robust Rent Setting Consultation with tenants



Tenant Involvement



Involving You to Improve Housing Services

Tenant Participation is about involving tenants to make improvements to their homes, neighbourhoods, and housing services. It enables you to become directly involved in decision making which will influence housing services now and in the future.

Details about the various ways tenants can become involved are available online at <http://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/>. You can also follow us on Facebook, where we post regular information about housing, events and share community information.

There are many ways to participate, including via local Tenants and Residents Association, scrutiny group or making your views known during the annual rent setting consultation. Local walkabouts are also a good way to meet housing staff and look for ways to improve an area, street, or block. We also have a Tenant Priority Budget which can be used to deliver improvements that tenants have asked for.

We produce a quarterly newspaper called Housing News, which is delivered to all West Dunbartonshire tenants. It provides up to date news on housing in West Dunbartonshire, including information on our performance, new housing developments, tenant consultations, and information on tenant participation activities.

A copy of Housing News is also available online at <http://www.west-dunbarton.gov.uk/housing/housing-news/>

If you would like more information about tenant participation or how to get involved, then please phone or text Jane Mack on 0798 354 2993 or by email - jane.mack@west-dunbarton.gov.uk.

What do you think of this report?

We are keen to hear your thoughts on this report and how it could be improved.

Please use the link or QR code below to complete five very short survey questions.

<https://arcg.is/mP4Tj0>



This document is also available in other languages, large print, and audio format on request.

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.



British Sign Language users can contact us via [contactSCOTLAND-BSL](https://www.scotland.gov.uk/contact/BSL), the on-line British Sign Language interpreting service.
The Council contact number is 01389 XXXXXX

Chinese (Cantonese)

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Gaelic

Tha an sgrìobhainn seo cuideachd ri fhaighinn ann an cànanan eile, ann an clò mòr, agus ann an cruth claisneachd ma thèid iarraidh

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

Punjabi ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Ukrainian

Цей документ також доступний іншими мовами, великим шрифтом та в аудіоформаті за запитом.

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Urdu

☎ 01389 737527

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