



# 2024 review for our tenants



Renfrewshire  
Council

## Being a council tenant gives you:

- > Access to our responsive and emergency repairs service
- > Gas and electrical checks to keep you and your family safe in your home
- > Support from our dedicated housing officers and concierge staff
- > Home improvements including insulation, kitchens and bathrooms
- > Ongoing maintenance of outside areas
- > Two bulky waste collections (special uplifts) of unwanted items

There's also a range of other services and support:

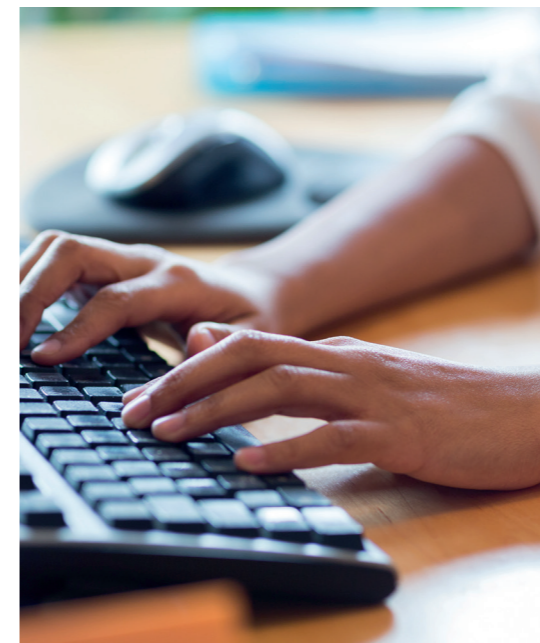


### Get energy advice

Our energy advisers can help you understand your fuel bills and meter readings, recommend energy saving measures, make sure you've got the best deal and signpost you to funding support. Email [emu@renfrewshire.gov.uk](mailto:emu@renfrewshire.gov.uk) or call us on **0300 300 0300** and we'll ask our advisers to contact you.

### Protect your home contents with Aviva insurance

Everyone should have home contents insurance to protect your furniture and belongings. We've teamed up with Aviva so all our tenants can access cover starting at 26p a week for £4000 standard cover. There's no excess charge if you need to make a claim and you can cancel at any time. Call us on **0300 300 0222** for more details.



### Get digital support near you

There are 21 libraries and other locations across Renfrewshire where you can get help to build your confidence in using your digital devices and accessing the internet.

They're called **DigiZones** and are free to use, the hubs set up with money from our Fairer Renfrewshire programme and supported by partners including OneRen, Roar: Connections for Life and Active Communities.

**Call into your local library or go to [www.renfrewshire.gov.uk/digizones](http://www.renfrewshire.gov.uk/digizones) to find out more.**

### Help with paying your rent

The easiest way to pay your rent is by setting up a direct debit or online using MyAccount. If you are having problems paying your rent, we can help. We've advice on repayments, housing benefit and universal credit, money and bills and managing debt. We can also refer you to other specialist support. Call us on **0300 300 0222**.



### Help with broadband and phone bills

You may be able to get a cheaper broadband and phone package if you claim Universal Credit, Pension Credit and some other benefits. They are called Social Tariffs, or sometimes 'essential' or 'basic' broadband. You can contact your provider and switch at any time, free of charge.

**Find out more on our website by searching for 'Social Tariff'.**

# News in Brief

## Condition surveys

We're carrying out surveys of our council houses.

This is to get information about the condition of each property so we can consider future spending and make sure our homes meet the national energy efficiency standards.

Surveyors from John Martin Partnership are doing these surveys for us.

You'll receive a letter to let you know when we're surveying homes in your area.

The survey takes around 45 minutes and if you're not home then we'll leave a leaflet to arrange a suitable time to return.

## Setting rent levels

Every year we consult our tenants on rent levels and how we use rent to provide you with our support services and invest in your homes.

We work hard to maintain affordable rent levels among the lowest in Renfrewshire and below the national average.

This year we will be writing to you and sharing a short online survey which we hope you can complete.

If you'd like more information or need additional support to participate email [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk) or call **0300 300 0222** and speak to your local housing office.



## Building new council houses

Building new council houses is an important focus for us.

In the last five years, we've built more than 320 new homes, many with gardens and spacious kitchen and dining areas.

This includes handing the keys of brand new council houses to tenants in the Tannahill area of Ferguslie Park in Paisley.

This has been a hugely successful development, winning a series of national awards and receiving fantastic feedback from the tenants who've been able to stay in this close-knit community.



The work continues, with two developments—in the Howwood Road area of Johnstone, and in Gallowhill—progressing well with construction scheduled to start in 2025.

Both developments will provide a range of properties including 5-bedroom homes and they will all meet high standards in energy efficiency and insulation.



## What's cooking in the kitchen

Last year around 800 homes saw improvements carried out inside and outside.

New kitchens and replacement bathrooms are always high on our tenants' wish lists and we're delivering more than 200 this year.

We've also been making lots of homes warmer and more environmentally friendly through improved insulation, heating systems and solar panels.

We'll let you know when we're planning an improvement at your property.



## Become an online safety ambassador in your community

We want everyone to feel safe when using online services and you can support this in your neighbourhood by registering to become an online safety ambassador.

You don't need to be a technology expert, we will provide you with the training and support so you can help your friends and neighbours.

Email [rensafeline@renfrewshire.gov.uk](mailto:rensafeline@renfrewshire.gov.uk) for more details.

## Long-term regeneration programme benefiting 8 areas

We're taking forward a 10-year programme of improvements across eight specific areas.

It's about much more than bricks and mortar; it's about the people living in each area being able to shape their neighbourhood and strengthen community spirit.

The regeneration programme includes building new houses, making improvements to existing homes and demolishing old ones. In each area, the blueprint varies depending on the needs of the people living there.

You can find out more by searching 'housing regeneration' on the council website.

# Get ready for Winter

We want you to be **#RenReady** this Winter.

Here's some top tips to support you.



Scan and see info on preparing for emergencies

## Avoiding frozen or burst pipes

Keep your home heated and turn the valve on your radiator to the anti-frost setting in rooms you're not using. Know where to find your stopcock and how to turn it off in an emergency.



## If your pipe freezes

Move furniture or carpets away from the frozen pipe to prevent these being damaged if the pipe bursts. Try to thaw the pipe gently using a hairdryer or hot water bottle. Don't use anything more powerful or any open flame as this can cause more damage.



## If your pipe bursts

Remove the excess water and sort any damage to your home or possessions. Check if your insurance policy covers damaged items in your home and if needed, temporary accommodation.



## Avoiding condensation and preventing dampness and mould

Keep your home warm and well ventilated. Make sure your furniture isn't blocking radiators so the warm air can circulate. Open windows and keep doors closed when there's steam in your kitchen or bathroom. Keep lids on pots when cooking and when drying washing, dry outside where possible and vent your tumble dryer outside. If you are drying clothes inside, open windows for ventilation. Where condensation appears on windows, wipe it away.

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.

## If you're going to be away from your home over winter

Make your housing officer aware if you are going to be away from your home for a long period over winter. Make sure you turn your water off and drain your taps.

Winter Connections is a programme of events and activities across Renfrewshire hosted by community groups. They're free and guarantee everyone a warm welcome.

[www.renfrewshire.gov.uk/winter-connections](http://www.renfrewshire.gov.uk/winter-connections)



Winter Connections



## Caring for your neighbourhood

We are working hard to keep Renfrewshire routes, town and village centres clean and clear so people can complete their journeys safely. You can help in your neighbourhood by gritting your path and driveway.

Our website shows where your nearest grit bin is and you can borrow equipment from **Team Up to Clean Up** to clear snow.

## Know what to do when there's flooding

When there's a weather warning for heavy rain or storms, our specialist teams are out at priority locations to help minimise the impact.

Follow [metoffice.gov.uk](http://metoffice.gov.uk) for UK weather warnings and [ready.scot](http://ready.scot) for all the steps to prepare for flooding.

## Looking after your home

### Book your safety checks

We carry out a gas service every year and an electrical check every five years to keep you and your family safe. It's important to book these appointments. It's part of our legal duty as your landlord and if we don't hear from you, we may have to force entry. You will receive a letter from us inviting you to book your safety check.

You can do this:

- On **MyAccount** by completing the 'report a housing repair' form
- By emailing [repairs@renfrewshire.gov.uk](mailto:repairs@renfrewshire.gov.uk)
- By calling **0300 300 0300**

### Check your smoke, heat and carbon monoxide detectors are working

All our homes have smoke and heat detectors which are connected so if one goes off, all the detectors should go off. Homes with gas also have carbon monoxide detectors. You should regularly check these are working and report any faults to us immediately.

### Reporting a home repair

Our housing repair service is open as normal during the Winter. It's often very busy for us at this time and to keep the phone lines clear for emergencies, we encourage you to report a repair on our website. There are some smaller, urgent repairs, like loss of electric power, gas or water supply, insecure door locks and blocked drains which are not an emergency, but qualify for a quicker repair. When you report a repair, we'll let you know if it qualifies and what happens next.



<https://www.renfrewshire.gov.uk/housing-repair>

# How we're doing

## Our performance as your landlord

We care about providing you with the best possible service. Everything we do is measured against the Scottish Social Housing Charter.

Our performance as a landlord is considered by the Scottish Housing Regulator and you can view how we're doing by searching for 'Renfrewshire Council' on their website.

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## How we performed from April 2023 to March 2024

Here's a summary of our performance. We've included a comparison with the national average from the Scottish Housing Network (based on figures from the 26 Scottish councils with council housing).



### Quality of council housing

We look after **12,305** Council houses. We're measured by the percentage which meet the Scottish Housing Quality Standard.

We achieved **68.6%** which is a 0.7% increase on last year. Scottish average: 77.9%.

## Responding to complaints

Telling us about something which we didn't get right helps us to fix things and improve our services. We look to resolve complaints quickly and effectively.

A frontline response provides our decision within five working days and if more investigation is needed, we provide a full response within **20** working days.

There were **977 stage one** complaints.

**93.1%**

were responded to in full and we took an average of **7.6** days to respond.

Scottish average: 96.9% and 7.1 days.

There were **53 stage two** complaints.

**71.7%**

were responded to in full and we took an average of **18.9** days to respond.

Scottish average: 87.1% and 18.9 days.

## Carrying out repairs and safety checks

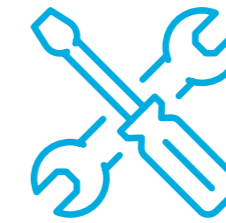
We complete repairs inside and outside your home and carry out annual checks to make sure your home is safe.



**87.3%**

of 24,000 repairs were completed right first time

Scottish average: 88.8%



Non-emergency repairs took an average of **7.9 days**

Scottish average: 10.2 days.



**14,300**

emergency repairs completed in an average of **5.6 hours**

Scottish average: 4.3 hours.



**76.6%**

of tenants were either satisfied or very satisfied with the repair

Scottish average: 86.7%.



**11**

times we didn't meet the statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.

## Resolving anti-social behaviour



We resolved **434 of 437** reported incidents of anti-social behaviour which is **99.3%**

Scottish average: 85%.

## 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.



**37.4%**

of the housing offers we made were refused.

Scottish average: 36.5%



**7.8%**

of our lettable houses became vacant

Scottish average: 7.2%



There were

**58**

households waiting for a home adaptation, 119 fewer than the previous year



**90.5%**

of new tenancies were sustained for more than one year.

Scottish average: 91.1%



It took us

**50.4 days**

to complete a home adaptation, spending a total of

**£702,435**

Scottish average: 43.4 days.

### Referring homeless households to other registered social landlords

Anyone facing homelessness in Renfrewshire receives support and temporary accommodation. Sometimes we refer people to other registered social landlords.

This happened with

**30.9%**

of homeless households.

Scottish average: 29.2%.

## Getting good value from your rent and service charges

Your rent pays for your home and provides you with a range of services including responsive repairs, safety and compliance checks and two collections of bulky waste, known as special uplifts. It also provides you with support from our dedicated housing and sheltered housing officers and concierge staff.

Money raised through rent also pays for the home improvements rolled out each year like modern energy efficient heating, new kitchens and bathrooms and outside improvements like windows, doors and wall insulation.



We collected

**100.4%**

of total rent due

Scottish average: 99.3%



**8.3%**

is the percentage of gross rent arrears we had on 31 March 2024

Scottish average: 9.5%



It took us

**50.4 days**

on average to re-let a home

Scottish average: 72.6 days.



**1.45%**

of rent was lost because properties were empty

Scottish average: 1.8%.



Our average annual management fee for the homes we factor was

**£108/ 72.8%**

of owners we factor were satisfied with this service

Scottish average: £91.96/50.6%

## Your views on our services

We carry out a satisfaction survey every two years to get your views on the services we provide. Earlier this year we spoke to more than **1200** households.

**Satisfaction levels remain high, with more than 70% of tenants surveyed saying they were either very satisfied or fairly satisfied with each of these 6 areas.**



Our overall services provided by the Council as your landlord

**72%**

Scottish average: 79.5%



Keeping you informed about our services and decisions

**75.1%**

Scottish average: 82.9%



Opportunities to participate and shape our services

**83.6%**

Scottish average: 80.9%



The quality of your home

**71.6%**

Scottish average: 79.1%



Our contribution to the management of the neighbourhood you live in

**75.1%**

Scottish average: 78.9%



Value for money of your rent

**70.3%**

Scottish average: 79.1%

There has been a decrease in satisfaction since the previous survey, and you highlighted key areas for improvement which we are considering in detail to make our services better and maintain high satisfaction levels.

**A huge thank you to everyone who took part.**

How we performed from April 2023 to March 2024

## Housing regulator focus

The Scottish Housing Regulator looks at specific areas of focus and asks some councils to provide additional information and updates to get assurances around our activity.

During April 2023 to March 2024, there was a national focus on homelessness data and from April 2024 to March 2025 the regulator is looking at how councils provide suitable temporary accommodation. We're supporting this by providing details of our homelessness service and highlighting any issues which could prevent us from meeting our legal duty to provide temporary accommodation.

We're also sending monthly updates on our work installing integrated smoke and heat alarms and completing electrical installation condition reports to achieve full compliance with electrical safety and fire detection requirements introduced in 2022.

## Improving performance

We do our best to provide the best possible service as your landlord and use rental income on the things that matter most to you.

Your feedback together with the regulator's benchmarking of our performance helps us to adapt our approach. This year we're focusing on:

Achieving 100% housing quality standard compliance for smoke detector and electrical installation condition reports (EICR).

Improving our handling of complaints and looking at the most complained about areas to drive improvements and reduce complaints.

Reviewing the data around people sustaining their tenancies to understand the reasons for its reduction.

Working with tenants to improve satisfaction and use our established tenant groups to identify areas needing attention.

Improving the condition of council houses through detailed surveys of all homes and our ongoing programme of investment.

How we performed from April 2023 to March 2024



## Shape your services

Your feedback on our services and your experience as a Renfrewshire Council tenant is important to us. It means we can improve our services to meet your needs and help us prioritise what matters most to you.

There's lots of ways you can shape your services.

### By joining or forming a tenants and residents association

Represent the views of you and your neighbours in this important and rewarding volunteer position and we will provide advice and assistance as well as some funds to help towards the running costs.

### By joining our estate, high rise and sheltered housing Quality Circle inspection groups

We provide the transport, food and support so you can carry out inspections which help us make improvements and carry out repairs.

### By joining our Tenants Scrutiny Panel

This volunteer role does great work, bringing council tenants together meeting online to assess and influence our services, plans and performance.

Taking part in these will not only shape your services but also help you meet new people, gain new skills and make a difference in your community.

To get involved or for more details about any of these groups, call our housing development officer on **0141 478 2176** or email [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk)

## Get regular updates

Sign up for email updates, news and the latest information for Renfrewshire Council tenants. We've a wide range of other topics you can subscribe to.



[www.renfrewshire.gov.uk/e-alerts](http://www.renfrewshire.gov.uk/e-alerts)

## Contacting us

The best way to contact us and ask for services is by using **MyAccount**.

Lots of our services are available on MyAccount.

You can also:



[customerservices.contact@renfrewshire.gov.uk](mailto:customerservices.contact@renfrewshire.gov.uk)



0300 300 0300

## Housing offices

You can reach our Johnstone, Paisley and Renfrew neighbourhood offices on **0300 300 0222**.

## Housing advice and homeless support

Our housing advice and homeless support teams can be reached on **0300 300 0222**.

## 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](mailto:tenantparticipation@renfrewshire.gov.uk)

إذا أردت قراءة هذه المراجعة بلغة أخرى، يُرجى إخبارنا بالتواصل معنا عبر الهاتف رقم 0300 300 0300 أو عبر البريد الإلكتروني [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk)

اگر شما میخواهید این بررسی به زبان دیگری باشد، با شماره تلفون 0300 300 0300 یا از طریق ایمیل [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk) به ما اطلاع دهید.

که تاسو غواړئ چې دغه ارزونه په کومه بله ژبه وي نو موږ ته د ټلېفون له لارې پر 0300 300 0300 باندې یا د ایمېل له لارې په [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk) خبر راکړئ.

Jeżeli potrzebne jest tłumaczenie niniejszej opinii na inny język, prosimy zadzwonić pod numer telefonu 0300 300 0300 lub wysłać e-mail na adres [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk)

Якщо ви хочете отримати цей огляд іншою мовою, повідомте нас про це за телефоном 0300 300 0300 або за адресою електронної пошти [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk)

## Share your feedback with us

Let us know how useful you find this review by emailing [tenantparticipation@renfrewshire.gov.uk](mailto:tenantparticipation@renfrewshire.gov.uk)





# MyAccount

Giving you access to a wide range of Renfrewshire Council services with just one username and password.

By registering for MyAccount, you can quickly and easily complete online forms to:

- Pay council tax
- Pay your rent
- Choose your next council property
- Request an alarm with 24/7 assistance
- Report issues and faults

MyAccount allows you to view, apply, report and pay online at a time that suits you.

You can also upload any necessary pictures or files straight from your computer, phone or tablet—easier than sending letters or reading aloud on the phone.



Register online for MyAccount:  
[myaccount.renfrewshire.gov.uk](https://myaccount.renfrewshire.gov.uk)

## How do I register?

Creating your account is easy—  
all you need is an email address.



Create your account



Activate it by clicking  
an email we send



Login online from your  
computer, phone or tablet



Get started

## Who do I contact if I need help?

Our friendly team is ready to help with  
any problems. Just email **myaccount.  
help@renfrewshire.gov.uk**

**Quick, Simple and Secure.**