

2015/16

LANDLORD PERFORMANCE REPORT TO TENANTS



WELCOME

Welcome to our third *Landlord's Report to Tenants*. The report shows how well East Lothian Council (ELC) is delivering its housing service. We want to provide tenants with an excellent service and this report helps us to show where the council is performing well and also areas that could be improved. When we make changes to our service our aim is always to achieve continuous improvement. It is very important that tenants can hold us to account and be involved in assessing the council's performance. This type of scrutiny by tenants is something that we are continuing to work on in partnership with East Lothian Tenants and Residents Panel (ELTRP) and will develop further in the coming year. Our thanks must go to the ELTRP representatives who have been fully involved with the development and design of the report.



Monica Patterson
Depute Chief Executive
Partnerships & Community Services



Councillor Norman Hampshire
Spokesperson for
Housing & Environment



Mark Ormiston
Chairperson, East Lothian
Tenants and Residents Panel

"The continuing successful partnership approach between ELTRP and ELC is reflected in the information provided in this report. It covers topics that are important to tenants and shows clearly how the council is performing in areas like voids and repairs. Also, this year successful joint working between ELTRP and ELC has led to the inclusion of estate inspection performance information for the first time!"

Mark Ormiston, Chairperson of East Lothian Tenants and Residents Panel

We hope that you enjoy reading the report and would encourage you to take a few minutes to fill in our feedback form and return it to us. Also, please contact us or ELTRP if you would like to see some other performance information included next year. We will look at all the feedback we receive and take on board your comments and views.

CONTENTS

	Page
Key Facts	4
The Report and Results	5
Communication and Participation	6-8
Sheltered & Amenity Housing	9
Access to Housing & Support	10
Value for Money, Rents and Service Charges	11-15
Repairs, Maintenance & Housing Quality	16-19
Tenant Satisfaction	20-21
Antisocial Behaviour	22
Gypsy Travellers	23
Get in touch	24



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199

Landlord Report Working Group



KEY FACTS ABOUT THE SERVICE EAST LoTHIAN COUNCIL PROVIDES

We continue to face many challenges as a landlord which place heavy demands on our housing service, such as: a growing demand for affordable housing, high house prices, homelessness, an increasing and ageing population, welfare reform and social deprivation.

As your landlord, we are in a good place to respond to these challenges; however we need your help.

We need tenants to get involved with us in influencing the services we provide. **You can help by reading this report and filling in the enclosed survey* to let us know what you think.** Our aim is to improve rent collection and maximise income to pay for the services we deliver and continue with our investment in our housing stock and new build programme.

SOME FACTS ABOUT OUR HOUSING SERVICE AS 31ST MARCH 2016...

<p>8629 PROPERTIES OWNED BY US</p>	<p>91 EMPTY PROPERTIES AWAITING RE-LET</p>	<p>53 PROPERTIES UNDERGOING MAJOR WORK</p>	<p>NEW BUILD 48 PROPERTIES DELIVERED</p>
<p>403 PROPERTIES</p>	<p>3871 APPLICANTS ON HOUSING LIST</p>	<p>15,262 DAY TO DAY REPAIRS</p>	<p>CARRIED OUT 9727 EMERGENCY REPAIRS</p>

***COMPLETE THE SURVEY FOR A CHANCE TO WIN £50 AMAZON VOUCHER**

THE REPORT AND RESULTS...

The Social Housing Charter sets out the standards and outcomes that councils should be achieving when delivering their housing services. The Charter has helped us focus on how we are performing and provide good information to our tenants.

This year our report shows improvements in repairs performance, rent arrears performance and in rent collection. There has been an increase in the number of properties meeting the Scottish Housing Quality

Standard and an improvement in antisocial behaviour cases being resolved within target.

We have recently carried out a comprehensive tenant satisfaction survey. It is designed to highlight which parts of the service our tenants are most satisfied with and identify areas where we need to make improvements.

We strive to deliver the best possible service to our tenants and aim to continually improve.

KEY HIGHLIGHTS 2015/16:

- DELIVERED 48 NEW BUILD PROPERTIES
- IMPROVED RENT ARREARS PERFORMANCE
- IMPROVEMENT IN RENT COLLECTION
- GOOD PERFORMANCE IN VOID TURNAROUND TIMES
- IMPROVEMENT IN VOID RENT LOSS
- TENANCY REFUSALS HAVE REDUCED
- REPAIRS PERFORMANCE CONTINUES TO IMPROVE
- INCREASE IN PROPERTIES MEETING SCOTTISH HOUSING QUALITY STANDARD
- IMPROVING PERFORMANCE IN ESTATE INSPECTIONS
- IMPROVEMENT IN ASB CASES BEING RESOLVED WITHIN TARGET
- TENANT SCRUTINY ACTIVITIES CONTINUE TO IMPROVE SERVICES
- 9 PROPERTIES ACQUIRED THROUGH OPEN MARKET ACQUISITION
- CARRIED OUT 56 MAJOR ADAPTATIONS TO HELP THOSE WITH MOBILITY ISSUES



Local Initiative Project – Brunton Court, Sheltered Housing Complex, Musselburgh

COMMUNICATION

Our tenants have told us how important they value communication.

In our 2016 tenant satisfaction survey 90% of tenants thought the Council were good at keeping them informed. One of the ways we do this is through our quarterly newsletter, Homefront, which we produce in partnership with East Lothian Tenants and Residents Panel.



Wingate TRA at Tenants Information Service (TIS) Conference 2016



Tenant Scrutiny Group

TENANT PARTICIPATION

Tenant Participation is central to the way we work.

Our aim is to maximise our tenants' involvement in influencing and scrutinising our housing services. How this works in East Lothian is set out in our *Tenant Participation Strategy 2016-19*. The aim of tenant participation is to improve housing conditions and housing services.

Tenant Participation is:

- INVOLVEMENT IN DECISION MAKING
- INFLUENCING DECISIONS ABOUT:
 - HOUSING POLICY
 - HOUSING CONDITIONS
 - HOUSING & RELATED SERVICES

TENANT SCRUTINY

Tenant Scrutiny is a form of participation which undertakes activities specifically designed to give tenants the ability to influence decisions, improve services and hold their landlord to account.

There are many benefits of scrutiny for both the council and tenants, some of which include, service improvements, efficiency savings, enhanced tenant and customer satisfaction. To date we have carried out Mystery Shopping, a Desktop Audit and an Estate Inspection Review.

Our most recent activity is the creation of our *Housing Revenue Account Project Group* which is a fairly new Group but will soon start training and looking at housing budgets.

If you would like to get involved in tenant participation then please contact Deborah Piner on 01620 827827 or East Lothian Tenants and Residents Panel on 0131 665 9304.



"Getting involved in estate inspections has led to improvements in our area".

Play Park in Prestonpans

ESTATE INSPECTIONS

Tenants are at the heart of our **Estate Inspection Policy** and are fully involved in identifying what the issues are in their communities. Getting involved in an estate inspection is another important way that tenants and tenants and residents groups can make a difference and consider ideas about how to improve their area.

The table below shows how many estate inspections were carried out in 2015.

Area Housing Team	Inspections planned	Inspections performed
EAST	19	19
PRESTONPANS	19	19
MUSSELBURGH	21	8*
TRANENT	23	5*

**The reduction in the number of inspections in these areas was as a result of a period of staffing shortages. These issues have now been resolved. The programmes for 2016 have been put together with staff resources in place to complete a full programme of inspections throughout the year.*

An Estate Inspection Working Group meets regularly and includes members of ELTRP. The Group works hard to continue to improve estate inspections and carried out a survey in 2016. The results from the survey will be used to improve practice and performance.



Wingate TRA Planters

LOCAL INITIATIVES

The council's Local Initiatives Budget provides funding for projects that deliver improvements in local areas and can be seen as a benefit to the local community. Local Initiative Projects are often identified through our Estate Inspection Programme, ensuring that the local initiative budget is a successful and integral part of the estate inspection process.

Local Initiative Projects are limited to a maximum cost of £30,000 each, must meet criteria set by ELC and may also require that the council carry out a feasibility study.

Projects are then submitted to the Local Housing Partnership for consideration and approval.

"Estate Inspections are a great way for tenants groups to get involved in identifying local issues and coming up with improvements for their area".

2015 LOCAL INITIATIVE PROJECT SPEND ACROSS EAST LoTHIAN'S AREA HOUSING TEAMS

£200,000
AVAILABLE BUDGET



£3,630
PRESTONPANS

£3,561
MUSSELBURGH

£54,820
EAST AREA

£2,890
FEES

£64,901
ACTUAL TOTAL SPEND

There was no spend in the Tranent area due to the reduced number of inspections carried out, which also affected the development of any new local initiative projects.

This year there are a number of potential local initiative projects in the pipeline across all the area teams and these are currently being worked on. Some of the money in the local initiatives budget has been used in the past for improvements such as play parks, skate park, railings around open spaces and landscaping.

SHELTERED HOUSING

Sheltered housing is specifically designed to help our older people (normally aged 60 or over) to live independently. It provides a sociable and supportive environment that meets their particular housing needs. The council manages four such complexes in East Lothian located at:

- Brunton Court, Musselburgh
- Osborne/Winton Court, Cockenzie
- Mansfield Court, Musselburgh
- Well Wynd, Tranent

The information below shows the type of accommodation, number of units, size and style of property. Facilities vary between locations but we aim to ensure all our complexes offer the same basic services such as communal lounge and laundry facilities. **Currently there are 357 applicants on our housing list for sheltered housing.**



Brunton Court Sheltered Housing complex in Musselburgh

BRUNTON COURT
36 ONE BEDROOM
&
2 TWO BEDROOM
APARTMENTS

MANSFIELD COURT
49 ONE BEDROOM
APARTMENTS
7 ONE BEDROOM
BUNGALOWS

WELL WYND
20 ONE BEDROOM
APARTMENTS
&
9 ONE BEDROOM
BUNGALOWS

**OSBORNE/
WINTON
COURT**
2 ONE BEDROOM
DOUBLE STOREY
7 BUNGALOWS
- 2x1 BEDROOM
- 5x2 BEDROOM

AMENITY HOUSING



Communal Lounge, BC SH Complex

Amenity housing is designed to meet the needs of older people or disabled people. Each property is fitted with a community alarm system and normally consists of 2-apartment houses. This type of accommodation is not part of a sheltered complex and does not have staff present or communal facilities. We have a total of **489** amenity properties across East Lothian.

Currently there are 436 applicants on our housing list for amenity housing.

ACCESS TO HOUSING AND SUPPORT

The demand for social rented property in East Lothian is very high and as at 31st March 2016 we had **3871 applicants on our housing list**. As a landlord we have a very low level of turnover and during the **last year only 403 properties became empty and were re-let**. This means that we cannot fully meet the demand for housing and therefore need to continue to invest in our new build programme as well as providing good quality information and advice about housing options to customers. This may be advice to assist applicants to secure a home with ourselves or another housing provider.

DURING 2015/16

PROPERTIES WERE LET TO:	HOUSING LIST APPLICANTS	108
	HOMELESS APPLICANTS	168
	EXISTING TENANTS (TRANSFERS)	127
	TOTAL	403



New build houses Mar Grove, Musselburgh

Homelessness in East Lothian

Under the homelessness legislation we have a statutory requirement to provide temporary accommodation to homeless applicants during the homelessness assessment process.

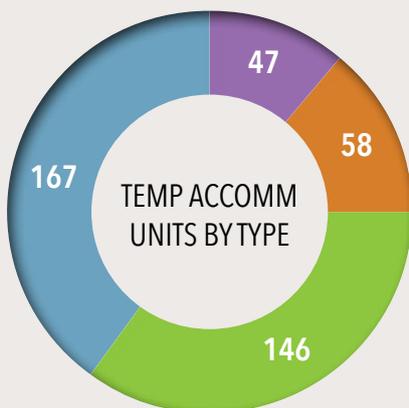
If an applicant is assessed as being unintentionally homeless we have a duty to secure settled accommodation. On average it can take nine months per homeless applicant to secure accommodation because of the shortage of housing. Single applicants may have to wait considerably longer as there is a shortage of one bedroom properties.

During 2015/16:

- 682 applicants were assessed under the homeless legislation**
- 279 applicants and families placed in temporary accommodation**
- 333 applicants placed in emergency bed and breakfast accommodation**
- 514 applicants assessed as rehousing priorities**

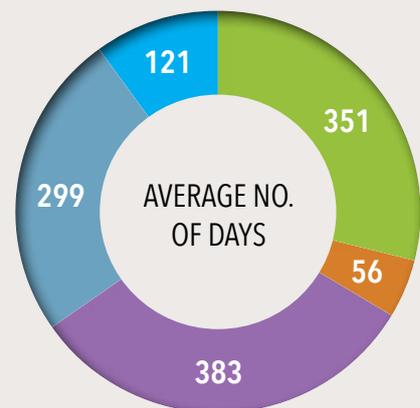
The service also dealt with around 825 housing options and advice enquiries.

31 MARCH 2016



LOCAL AUTHORITY HOUSING
 BED & BREAKFAST
 PRIVATE SECTOR LEASE
 RSL DWELLING
 HOSTEL

AVERAGE FOR YEAR 2015/16



VALUE FOR MONEY, RENTS AND SERVICE CHARGES

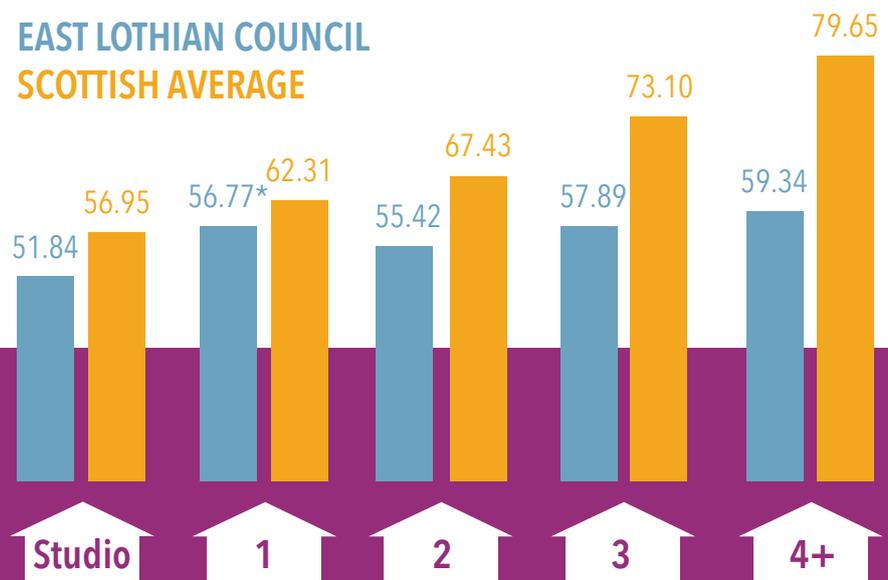
Each year we consult with tenants on our proposals to increase rents and last year we proposed a 5% increase. This was our best estimate of what it would take to maintain existing services, continue with the investment in new housing and the maintenance and improvement of existing council houses. The feedback we received from tenants showed that 79% thought the Council was proposing a fair increase of 5%.



Rent Consultation

AVERAGE WEEKLY RENT (£s)

EAST LOTHIAN COUNCIL
SCOTTISH AVERAGE



HOUSE SIZE
(NO. OF BEDROOMS)

Studio

1

2

3

4+

*The average rent for 1 bedroom properties is higher due to the number of sheltered housing properties in this category which have an additional service charge.

East Lothian Council own a total of **8629** properties...

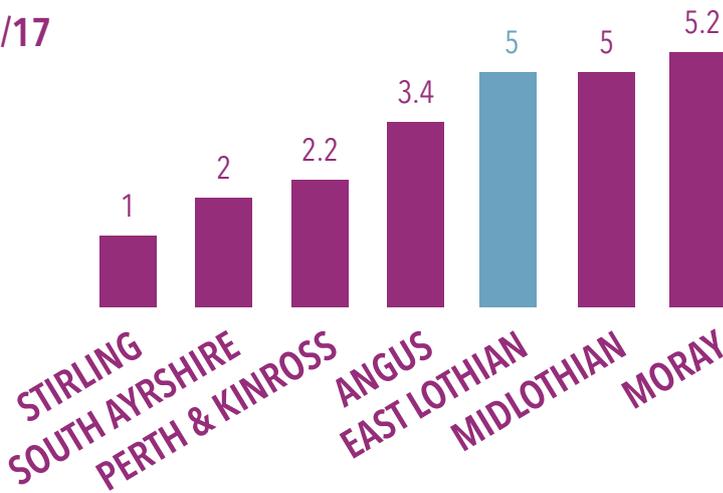
42 STUDIO PROPERTY	1739 1 BED PROPERTY	4425 2 BED PROPERTY	2199 3 BED PROPERTY	224 4+ BED PROPERTY
---------------------------------	----------------------------------	----------------------------------	----------------------------------	----------------------------------

In 2015 when we consulted with tenants about a rent increase for 2016/17, the majority of tenants agreed with the council's commitment to build new houses and continue with the modernisation of its existing stock.



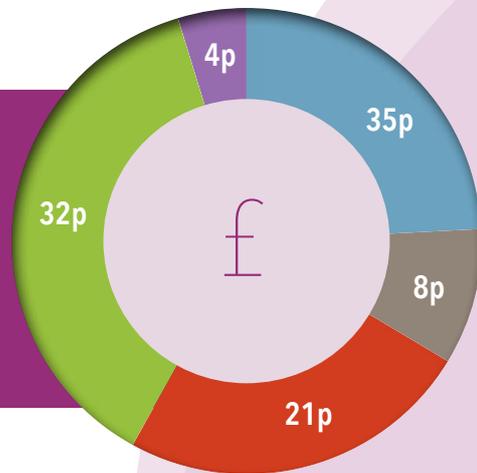
% RENT INCREASE

SCOTTISH LOCAL AUTHORITIES 2016/17



HOW EACH £1 OF RENT IS SPENT

BASED ON 2015/16 AVERAGE WEEKLY RENT OF £56.42



■ EMPLOYEE COSTS

Salaries and associated costs of those delivering landlord services to tenants.

■ OPERATING COSTS

Information Technology systems and equipment, accommodation costs and service running cost.

■ REPAIR & MAINTENANCE

All costs associated with maintaining and improving our properties.

■ VOIDS & BAD DEBTS

Money that can't be recovered such as rent loss due to houses being vacant or chasing debt that is uneconomical to recover.

■ LOAN CHARGES

These are the payments the council makes to the Public Works Loan Board for the finance it has borrowed to deliver its capital investment plans, principally for the modernisation of existing stock and the delivery of new council houses.

MINIMISING RENT LOST DUE TO PROPERTIES BEING EMPTY

We need to turnaround properties quickly so that we can meet housing demand, this in turn helps to keep rent lost due to properties being empty to a minimum. We are working hard to keep our void turnaround time low however we are noticing an increase in properties being handed back in a poorer condition.

To improve in this area, we are dedicating a resource to liaise with new customers to ensure that post-occupancy repairs are carried out as soon as possible after moving in. This is helping us to keep our void turnaround time low and shown below are the figures for the last three years. We have also included the Scottish average figures to show you how we compare.

PROPERTY RE-LETS

■ EAST LOTHIAN COUNCIL
■ SCOTTISH AVERAGE

AVERAGE TIME TAKEN TO RE-LET IN DAYS

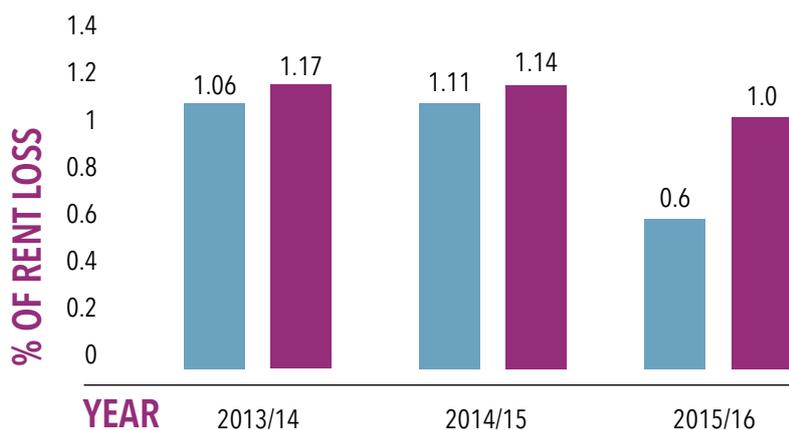


The amount of void rent loss will be dependent on the number of properties becoming empty. The slight decrease in the number of days to re-let properties this year has also had an impact on and improved our rent loss figure.

% OF RENT LOSS

■ EAST LOTHIAN COUNCIL
■ SCOTTISH AVERAGE

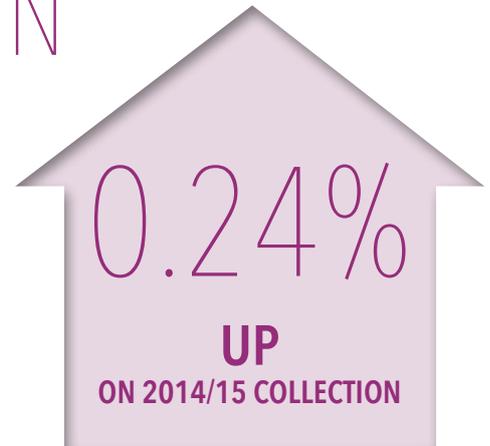
DUE TO EMPTY PROPERTIES



ABOUT RENT COLLECTION

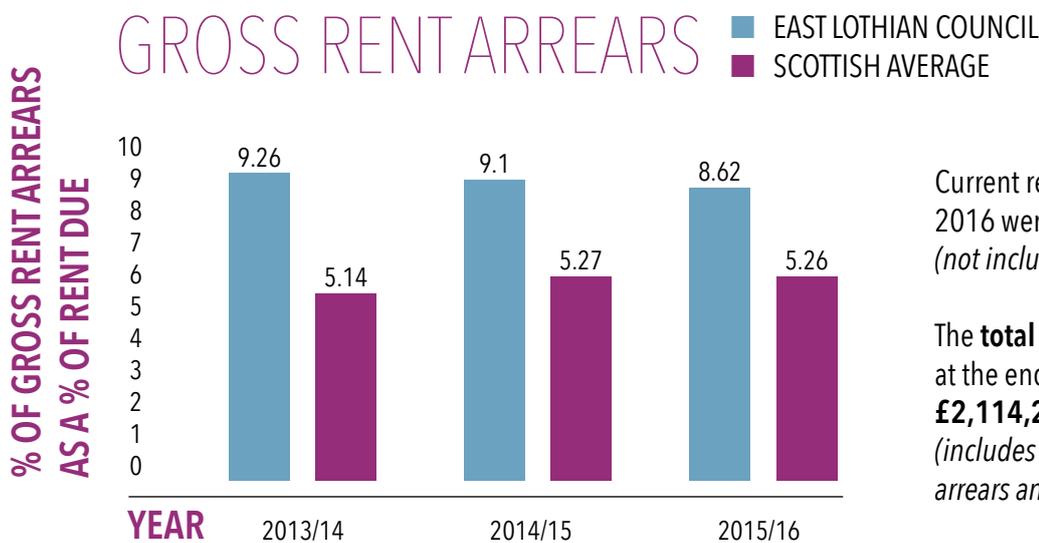
RENT COLLECTIONS

The total amount of rent due for 2015/16 was **£24,385,907**
 The total rent that was collected was **£24,339,386** an improvement on last year and above the Scottish average.
 Rent collected as a % of rent due in the year for ELC was 99.81% and the Scottish average was 99.51%



RENT ARREARS

We want to maximise our income and continue to reduce our rent arrears. This year we have seen an improvement in this area. The chart below shows the percentage of gross (which is the total) rent arrears that includes current rent arrears and also any former tenant arrears. We are monitoring the impact of welfare reform and particularly Universal Credit on tenants' rent arrears.

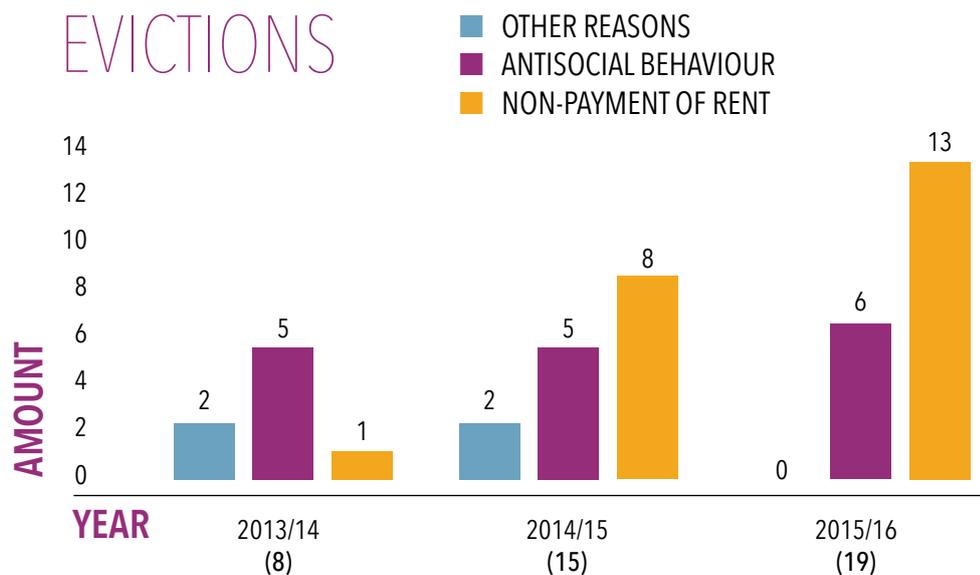


Current rent arrears as at 31st March 2016 were **£1,295,783**
 (not including arrears written off)

The **total value of gross rent arrears** at the end of March 2016 was **£2,114,298**
 (includes current and former tenant arrears and those written off)

£1,295,783
 CURRENT ARREARS COULD PAY FOR:

10 NEW COUNCIL HOUSES	OR	321 NEW BATHROOMS	OR	436 NEW KITCHENS	OR	347 NEW CENTRAL HEATING SYSTEMS
---------------------------------	----	-----------------------------	----	----------------------------	----	---



There has been an increase in the number of evictions due to non payment of rent during 2015/16.

HOW TO PREVENT RENT ARREARS AND GET THE HELP YOU NEED

If you are having problems paying your rent or want to speak to someone about rent arrears, the Rent Income Team at East Lothian Council can help you. Tel: 01620 827 528, Email: rentincome@eastlothian.gov.uk

Don't be afraid to ask for help and don't delay. Friendly and experienced Rent Income Officers are available to deal with your concerns confidentially and sensitively and will make sure you get the help you need.

A RENT INCOME OFFICER WILL

- MAKE SURE YOU ARE RECEIVING ALL BENEFITS YOU MAY BE ENTITLED TO
- HELP YOU TO COMPLETE APPLICATION FORMS
- REFER YOU TO OTHER AGENCIES FOR A FINANCIAL ASSESSMENT IF YOU HAVE MULTIPLE DEBTS
- IF YOU ARE UNABLE TO PAY YOUR RENT ARREARS IN FULL, A RENT INCOME OFFICER MAY DISCUSS AN AFFORDABLE REPAYMENT ARRANGEMENT WITH YOU

REPAIRS, MAINTENANCE AND HOUSING QUALITY

During our rent consultation last year we consulted with tenants on a proposed increase of 5%. We asked tenants whether they agreed with our commitment to build new houses and continue to modernise existing stock. Of those responding 93% agreed to our new build commitment and 97% agreed that we should continue with our modernisation programme.



MODERNISATION PROGRAMME

In 2016/17 we plan to continue with our investment programme using the income from the rent increase to help provide around 500 bathroom replacements and 550 kitchen replacements, 550 electrical rewires and 750 central heating upgrades. In the last year we delivered the following improvements:

<p>463 KITCHEN REPLACEMENTS</p>	<p>491 BATHROOM REPLACEMENTS</p>	<p>260 FULL HOUSE REWIRES</p>	<p>508 CENTRAL HEATING UPGRADES</p>
--	---	--	--

NEW BUILD PROGRAMME

We are also committed to continue to invest in new homes and during 2015/16 we delivered 48 new properties; **18** homes at Pinkie Mains, Musselburgh, **14** at Monktonhall Terrace, Musselburgh and **16** at Rotary Court, Dunbar.

A further 82 new homes are planned over the next 12 months: 70 homes at Hallhill Dunbar and 12 at Pinkie Mains Musselburgh



New development, Hallhill, Dunbar

48
NEW PROPERTIES
DELIVERED

82
PLANNED NEW
PROPERTIES



New development, Victoria Park, Haddington

ADAPTATIONS

Over the last year we have been working hard to deliver **56** major adaptations (for example a wet floor shower) and **576** minor adaptations (an example of a minor adaptation would be a grab rail) to meet the needs of our tenants with mobility issues. The major adaptations which we deliver can make a huge difference to improving the quality of life and enhancing safe, independent, living for the tenants involved.

On average we take **22.68 days** to **complete** an adaptation. Major adaptations can take much longer however, depending on the requirements.

"I appreciate every day the fact I can have a shower without fear of falling getting in or out of the bath".



SCOTTISH HOUSING QUALITY STANDARD

We are now 91.97% compliant with the Scottish Housing Quality Standard (SHQS). In addition to this;

16 (0.19%) of our properties have an exemption - this might be because we are unable to carry out work as it is not financially viable or for technical or legal reasons

618 (7.16%) properties are in abeyance - this can arise when work cannot be done for 'social' reasons relating to tenants' or owner-occupiers' or where a tenant refuses upgrade work (e.g. medical reasons or where owner-occupiers do not wish to pay for their share in a mixed block)

59 (0.68%) are classed as fails - this arises when the element is not in place or hasn't been repaired to a good state of repair yet there are no technical or social reasons why it cannot be in place or repaired

ENERGY EFFICIENCY STANDARD FOR SOCIAL HOUSING

The Energy Efficiency Standard for Social Housing (EESH) is a new standard, which aims to improve the energy efficiency of social housing in Scotland by December 2020 (previously properties were found to be at or above the National Home Energy Rating [NHER]). It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

EESH sets a minimum Energy Efficiency Rating for landlords to achieve, the rating varies depending on the property type and type of fuel used. The Council is working hard to meet the EESH standard to improve the energy efficiency of our housing stock and we are developing a four year plan to ensure we are compliant with EESH.

Council properties currently meeting the EESH standard: **2912** (33.7%)

Council properties estimated to be brought up to EESH in the coming year are **378**





REPAIR & MAINTENANCE HEADLINES

- **5 HOURS** AVERAGE EMERGENCY REPAIR COMPLETION TIME.
- **95.6 %** OF REPAIRS APPOINTMENTS WERE KEPT.
- **100%** OF GAS SAFETY INSPECTIONS CARRIED OUT WERE COMPLETED WITHIN 12 MONTHS OF THE PREVIOUS INSPECTION.
- **13.8 DAYS** AVERAGE NON-EMERGENCY REPAIRS COMPLETION TIME.
- **86%** OF DAY TO DAY REPAIRS WERE COMPLETED RIGHT FIRST TIME.

EMERGENCY REPAIRS

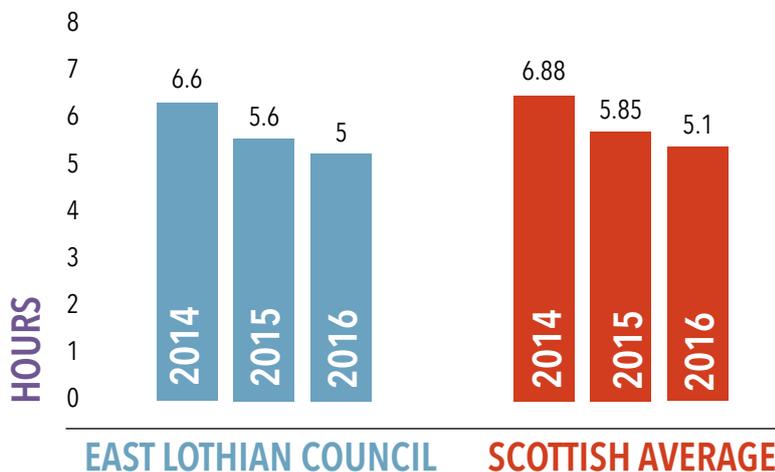
We are pleased to report an improvement in this area with emergency repairs being completed, on average, **0.6 of an hour quicker** than they were in the last financial year.

9727 emergency repairs were completed in 2015/16; **1027 more emergency repairs** than the previous year.

The graph below shows our performance and how we have continued to improve over the last 3 years in comparison with the Scottish Average.

9727
EMERGENCY
REPAIRS
CARRIED OUT

EMERGENCY REPAIR TIMES AVERAGE TURNAROUND IN HOURS



DAY TO DAY REPAIRS

15,262
DAY TO DAY
REPAIRS

We are pleased to report an improvement in this area with day to day repairs being completed, on average, 1 day quicker than last year.

81%
OF TENANTS SAID THEY
WERE SATISFIED WITH THE
REPAIRS & MAINTENANCE
SERVICE

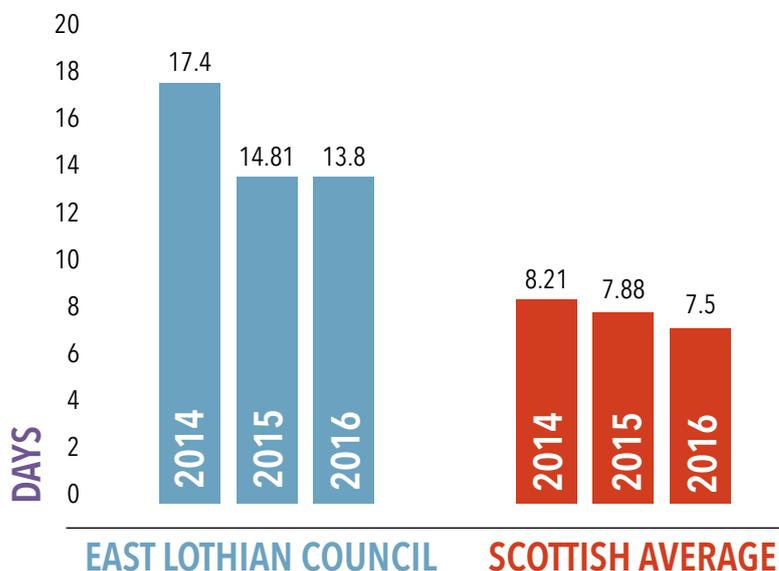
WHAT WE ARE DOING NOW

While we have made an improvement on the time taken to carry out standard non-emergency repairs, we realise that this is an important measure for tenants. Therefore we are continuing to focus on improving our performance and now have dedicated Trade-based Supervisors. We are also working on improving internal processes and investing in new technology to ensure we continually improve.

Although satisfaction is high, we need to make sure that all customer feedback is considered and that we are aware when things go wrong. We carry out a Satisfaction Surveys with tenants who receive repairs and capital improvements i.e. new kitchen, bathroom or a rewire. All the feedback received is analysed and where there have been failures, we make sure lessons are learned so they are avoided in the future.

DAY TO DAY REPAIR TIMES

AVERAGE TURNAROUND IN DAYS



TENANT SATISFACTION

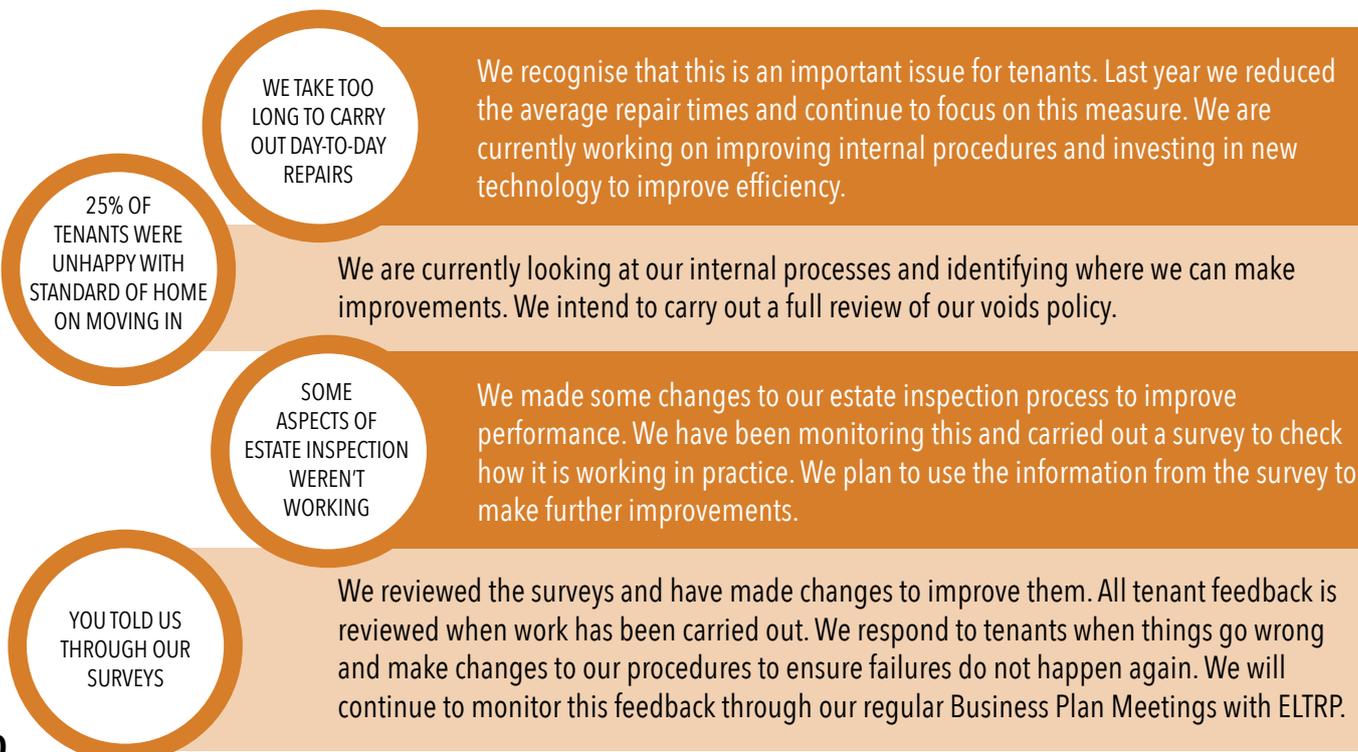
In November 2013 we conducted our first comprehensive satisfaction survey, over 1,700 tenants took part and the results were published in March 2014. The survey included questions over and above the eight indicators which we must report on for the Charter. As a requirement of the Charter we must renew this survey every 3 years. We have carried out another survey in 2016.

Here are the headline results from our 2016 survey:



YOU SAID...

WHAT WE DID/ ARE DOING...



COMMENTS AND COMPLAINTS

East Lothian Council receives around 900-1000 complaints each year across all its services. Below you will find the information on the number of complaints we received about housing services for the year 2015/2016 and their outcomes:

HOUSING COMPLAINTS AND THEIR OUTCOMES 2015		
COMPLAINTS	STAGE 1	STAGE 2
Total Number received	162	82
Number carried forward from previous year	2	3
Responded to in full	164 (100%)	85 (100%)
OUTCOMES (of complaints rec. in 2015)	STAGE 1	STAGE 2
Complaint upheld	112 (68.29%)	35 (41.18%)
Complaint not upheld	50 (31.71%)	47 (58.82%)

STAGE 1 – FRONTLINE RESOLUTION

The aim is to resolve complaints quickly and as close to the point of service as possible.

This could be an on-the-spot apology, an explanation if something has clearly gone wrong.

Target - within 5 working days

STAGE 2 - INVESTIGATION

This stage deals with complaints that are complex and require investigation, as well as issues that we have been unable to successfully resolve at Stage 1.

Target - acknowledged within 3 working days and responded to within 20 working days

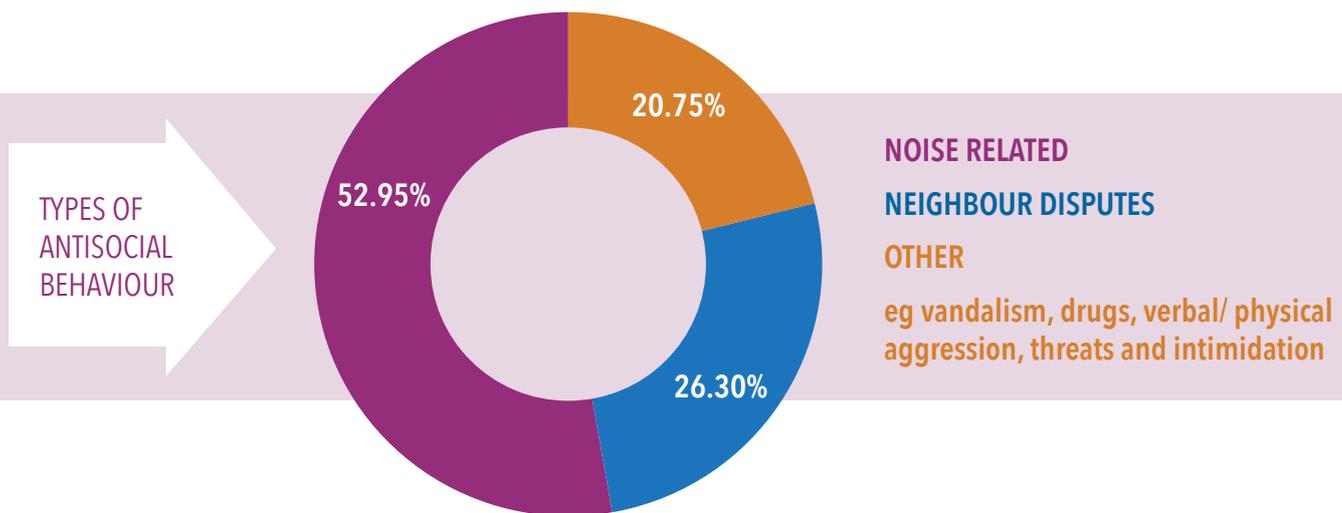
Complaints ranged from how we allocate properties to how housing repairs had been dealt with.

ANTISOCIAL BEHAVIOUR



“Antisocial behaviour” encompasses a whole range of behaviour from neighbour disputes over noise or parking to physical violence and drug dealing. The council has developed a very robust Antisocial Behaviour Policy in conjunction with its partners that applies to all residents of East Lothian. It is good to note that the number of reported incidents of antisocial behaviour is declining in East Lothian. The council has developed a preventative approach to dealing with antisocial behaviour and uses a range of interventions to deal with those who perpetrate such behaviour. Representatives from East Lothian Tenants and Residents Panel are involved in the formulation of policy and strategy in this area.

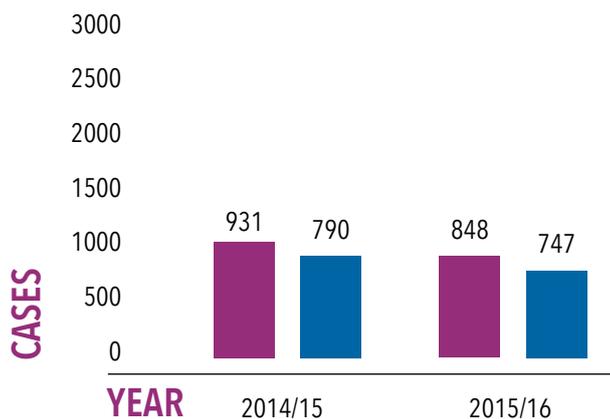
We have implemented a new system which will allow us to report in more detail in the future on the types of anti-social behaviour. The chart below provides a breakdown of the most common types during 2015/16.



The table below shows a comparison of the number of cases reported in a year along with the number of cases resolved.

ANTISOCIAL BEHAVIOUR CASES

■ NUMBER OF CASES REPORTED
■ NUMBER OF CASES RESOLVED WITHIN LOCALLY AGREED TARGETS



88.1% of cases reported within East Lothian were **resolved** within the locally agreed target times.

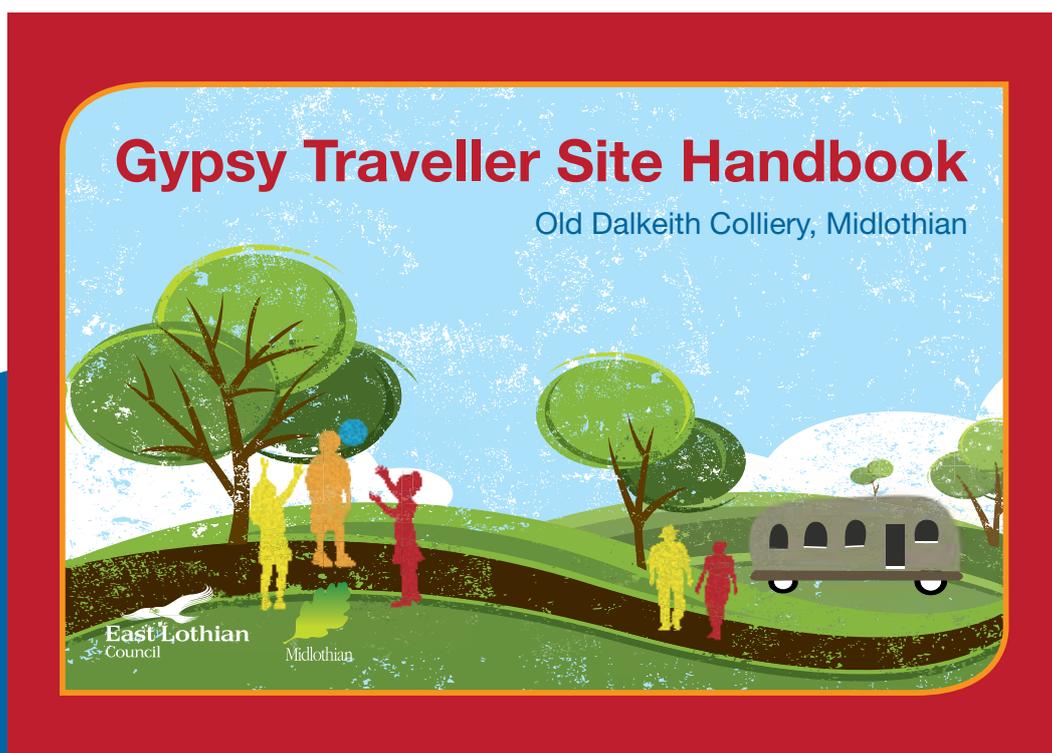
This is an increase of **3.3%** on last year.

GYPSY TRAVELLERS

East Lothian Council and Midlothian Council operate a site for Gypsy Travellers at Whitecraig (between Musselburgh and Dalkeith). East Lothian Council manages the site on behalf of both authorities.

We have a total of 16 pitches on the site and the average weekly rent per pitch is £41.89.

Some site improvement works were carried out in 2014 and last year we conducted a satisfaction survey with tenants on site which showed that 71% of tenants were satisfied with the management of the site. Some further site improvements are being considered.



GET IN TOUCH...

CALL US

East Lothian Council

Feedback on the Landlord Report

Report a repair (council tenants)

East Lothian Tenants and Residents Panel

Antisocial Behaviour Helpline

Advice on homelessness

Problems paying your rent?

House Contents Insurance

Community Housing Offices

01620 827827

01620 827747 (or complete the enclosed survey)

01875 824311 (out of hours **01875 612818**)

0131 665 9304

0845 601 8518

01620 827536 (Duty Officer) or
Emergencies **0800 169 1611**

01620 827528 or visit us online

01620 827255 or visit us online

01620 827827

OR VISIT

www.eastlothian.gov.uk

www.scottishhousingregulator.gov.uk

www.eltrp.co.uk