

Clackmannanshire Council Annual Performance Report 2024-2025



Clackmannanshire
Council

www.clacks.gov.uk

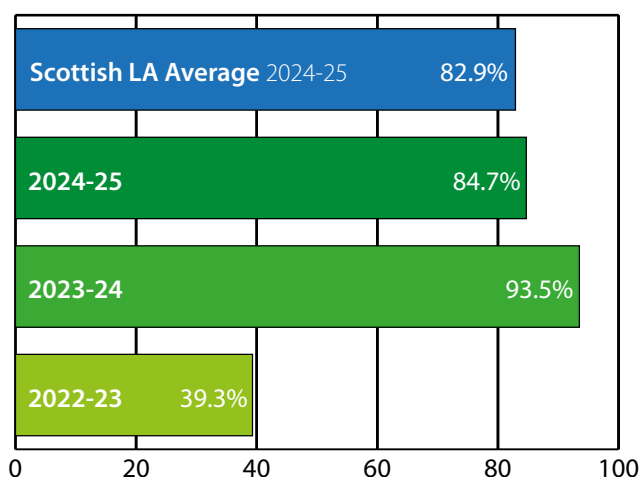
Comhairle Siorrachd
Chlach Mhanann

Welcome to your latest annual performance report from Clackmannanshire Council. This report informs you how well we are doing as a landlord based on the performance indicators of the Scottish Housing Regulator. We have chosen some of the key indicators and you can see the full report online at www.clacks.gov.uk. You can compare this year's performance with that of previous years and against the Scottish Local Authority average.

It's important that we get feedback on this report. This feedback could be about the level of information included, the format or opinions on what performance indicators we put in the report. Please give your feedback at clackmannanshire.citizenspace.com/housing/performance-report-2024-25

Property and Repairs

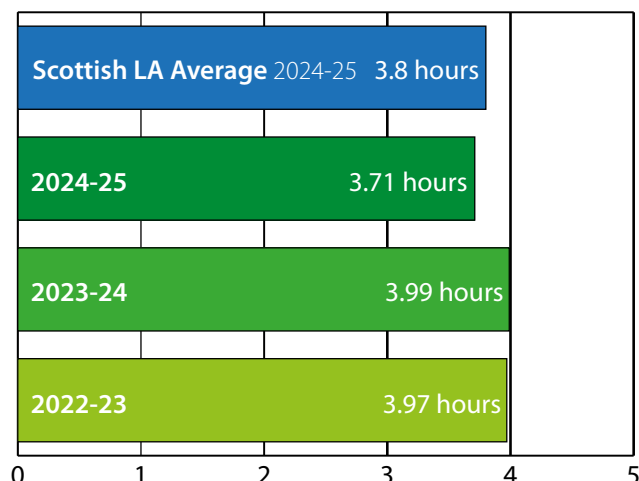
Percentage of stock meeting Scottish Housing Quality Standard (SHQS)



Evaluation of performance 2024-25:
84.7%

2024/25 saw a drop in the percentage of stock meeting SHQS. This is due to a number of Energy Performance Certificates becoming out of date and requiring to be renewed. This was highlighted in an in-depth review of the data we hold. We engaged with our Home Energy Advice team to have these updated and ensure we meet our future compliance within this area. The percentage of stock complying with SHQS requirements is still higher than the Scottish Local Authority average.

Average time taken in hours to complete emergency repairs

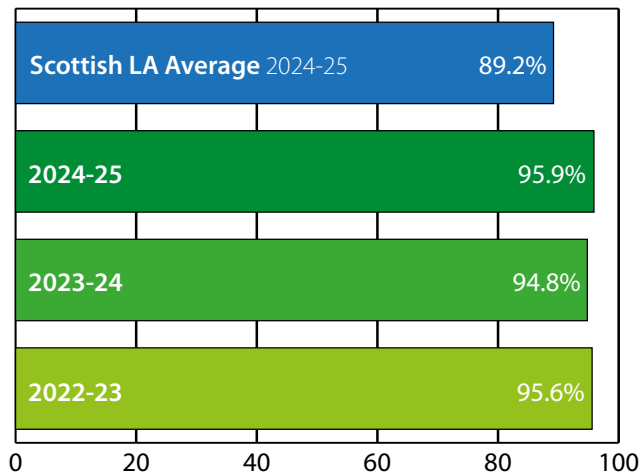


Evaluation of performance 2024-25:
3.71 hours

Emergency response repair times has decreased slightly over the past 3 years and is better than the Scottish Local Authority Average. Our designated response time for emergency repairs is 8 hours and at 3.71 hours we are performing well against our target.

**At 31 March 2025 the
Council owned 5,068
homes.**

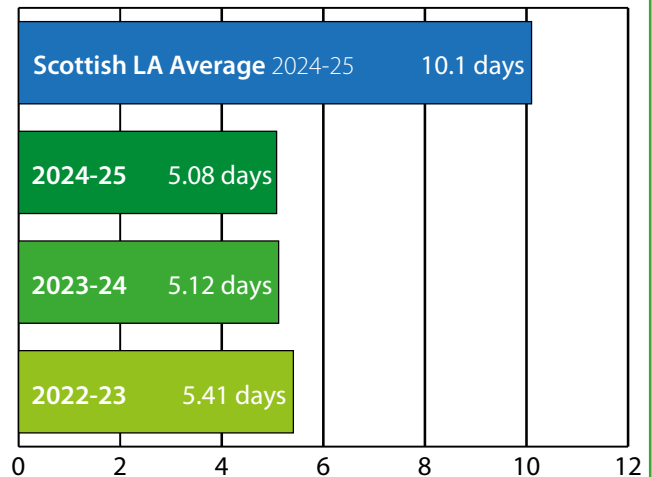
Percentage of reactive repairs completed right first time



Evaluation of performance 2024-25:
95.9%

There was a slight improvement in this measurement. The service is focused on improving how information for repair lines is recorded, so that tradespeople have a better understanding of the repair requirements and can plan to fix the reported issues right the first time.

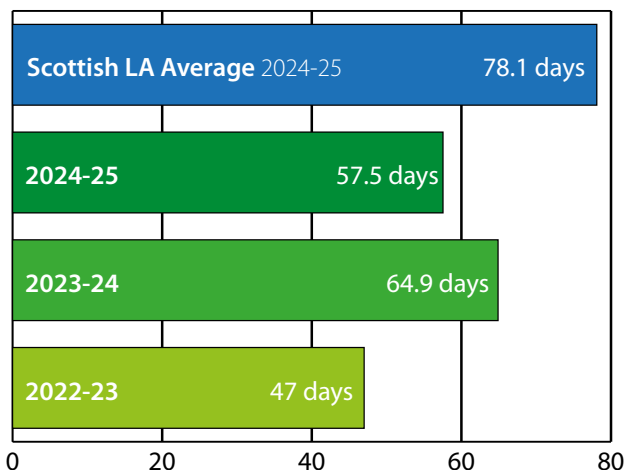
Average time taken in working days to complete non-emergency repairs



Evaluation of performance 2024-25:
5.08 days

Non-emergency repair response times have decreased from last year. Our target response time is 6 working days. We are within this timescale and are performing significantly better in comparison to the Scottish Local Authority average.

Average length of time taken in calendar days to re-let properties



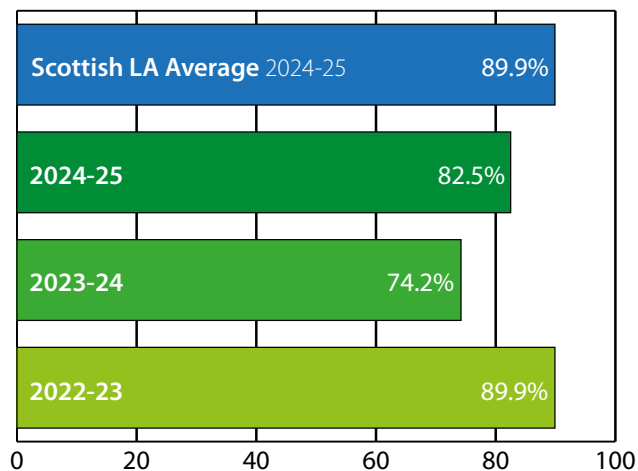
Evaluation of performance 2024-25:
57.5 days

We're pleased to report a positive improvement in our end-to-end void turnaround time, with an average reduction of one week compared to the previous year. This progress reflects our ongoing commitment to minimising delays and return homes to applicants as quickly as possible. While some longer-standing void properties (that were awaiting refurbishment) have now been processed and re-let, which may have influenced the overall average, the reduction still marks a significant step forward. We continue to aim for the shortest possible turnaround times and this improvement demonstrates encouraging momentum in that direction.

We completed 6,337 emergency repairs and 7,072 non-emergency repairs in 2024/25

Tenancy Management

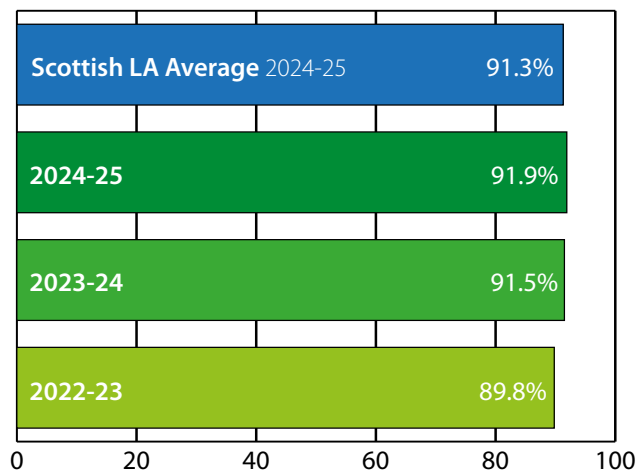
Percentage of anti-social behaviour cases resolved in the last year



Evaluation of performance 2024-25:
82.5%

Performance of ASB cases resolved in 2024/25 has improved and is below the Scottish Local Authority average. Changes in the way we manage our cases has helped staff review them more quickly.

Percentage of all new tenancies sustained for more than a year



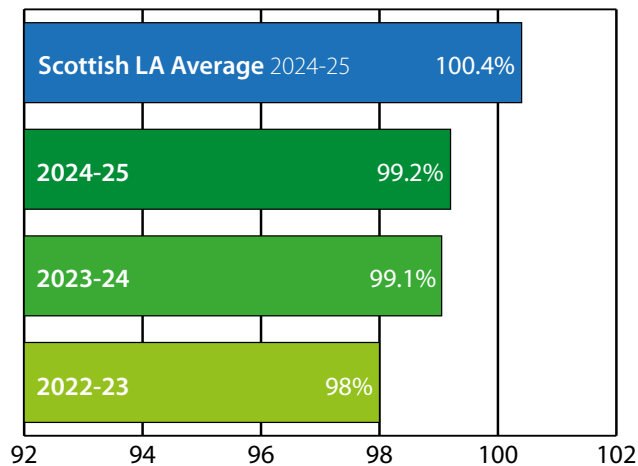
Evaluation of performance 2024-25:
91.9%

Our overall performance has seen a continuous improvement from the last 2 years and is now slightly higher than the Scottish Local Authority average. This can be attributed to the efforts of our Housing Officers and the Housing Support team to ensure that tenants who have additional support needs are provided with tailored support to help them sustain their tenancies.

We let 370 properties in 2024/25



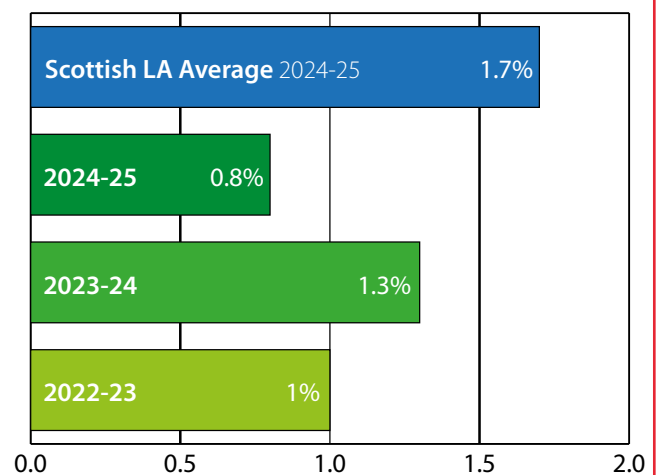
Rent collected as percentage of total rent due



Evaluation of performance 2024-25:
99.2%

Performance in rent collection has seen an improvement from last year and is almost in line with the Scottish Local Authority average. Our Housing Officers work hard to engage with the tenants and ensure that they pay their rent on time. We work with tenants to try to deal with any rent issues at the outset once they are discovered. There has been an increased effort to collect rent from both current and former tenants.

Percentage of rent due lost through properties being empty



Evaluation of performance 2024-25:
0.8%

We are pleased to report a continued improvement in our void rent loss figures, with performance better than the Scottish average. Combined effort from the repairs team and housing officers ensure that properties are returned quickly and applicants are signed up to properties promptly. This reduces the time homes remain empty, helping to minimise rent loss and make the best use of our housing stock.



95% of our tenants think the rent they pay represents good value for money



**Clackmannanshire
Tenants & Residents
Federation**

**Supporting Tenants
and Communities
for Over 30 Years**

For more than three decades, CTRF has worked in a voluntary, not-for-profit capacity to promote the rights of tenants and residents across Clackmannanshire. We're proud to be a trusted voice in housing, community wellbeing, and local policy — but we know many people only hear about us during times of crisis.

Thanks to support from Clackmannanshire Council, we're now reaching out directly to tenants to raise awareness of what we do — and how you can get involved.

What We Do

-  Represent tenants and residents across Clackmannanshire
-  Campaign for better housing, safer communities, and fair services
-  Work with the Council and housing providers to improve local policies
-  Provide training, support, and a platform for YOUR voice to be heard
-  Promote a healthier, safer, and more inclusive environment — including action on climate change

Why It Matters

Whether you're a council tenant, housing association resident, private renter, or homeowner — your voice matters. CTRF exists to make sure tenants and residents are heard, respected, and empowered in decisions that affect their homes and communities.

We believe in partnership working, transparency, and tenant-led solutions. Together, we've helped shape housing services, challenge unfair practices, and support people through difficult times.

Get Involved Today



www.clacks.gov.uk/housing/ctrf



ctrf@vital-spark.org



01259 928401

Your Voice. Your Community. Your Federation. Together, we're stronger. Together, we're CTRF.

Message from Councillor Jane McTaggart, Depute Spokesperson for Housing and Property

Since my statement last year there have been significant modifications to our rent structure. These changes have led to a system that is both fairer and more equitable, reflecting the high standards we have come to expect in Clackmannanshire. We continue to excel in areas such as repairs response times, customer service, tenant engagement, innovative approaches and maintaining an exemplary safety record.



Clackmannanshire is recognised for its proactive stance; we do not passively accept challenges but rather address them head-on with a positive and solution-focused attitude. This ensures our services remain of the highest quality for those who matter most—our residents, rent payers, and communities.

The Council consistently receives commendations from the Scottish Government, and a number of our pilot schemes have been adopted nationally.

With a housing crisis affecting the entire country, we are determined to find cost-effective and efficient solutions. As outlined in this report, we have made progress in expanding our housing stock, leveraging both Scottish Government funding and our own borrowing capacity to ensure we offer the best value in meeting the rising demand for social housing. We are committed to continuing this work, with several promising projects under consideration that we hope will come to fruition within this financial year.

Work on the Westhaugh travellers site is ongoing, and as I attend meetings with residents, I can sense the growing anticipation as they look forward to returning to their homes and community.

Although the issues with RAAC are not entirely resolved, substantial progress has been made in recent months. Renovation work is about to begin in Tillicoultry, offering much-needed hope to affected residents.

Our latest Annual Assurance Statement indicates further improvements, with statistics showing that Clackmannanshire exceeds the national average in nearly all areas under scrutiny. Our Housing team also conducts monthly performance meetings for Elected Members, providing valuable insights into our ongoing work. At the most recent meeting, the Scottish Housing Network presented a detailed analysis highlighting our Housing team's excellent performance, which consistently surpasses national and neighbouring local authority averages. The dedication of our team ensures that our residents and rent payers receive exceptional service.

In recognition of their commitment and outstanding work, the team has been shortlisted by the Chartered Institute of Housing for the prestigious Housing Team of the Year award. The winner will be announced in mid-November, and I wish our team the very best of luck. This is well deserved and reflects their tireless dedication.

You can read more about the Scottish Housing Regulator and you can compare our results with other landlords by visiting their website www.scottishhousingregulator.gov.uk

You can also view our full ARC return here and compare our performance with other landlords.

Feedback



We would like your feedback on the format and content of this report.

Please go to clackmannanshire.citizenspace.com/housing/performance-report-2024-25

or scan the
QR Code



Useful numbers



Council Contact Centre	01259 450000
Tenancy Management	01259 225100
Housing Repairs	01259 452000
Council Tax/Benefits	01259 226237

If you need this publication in larger print, audio, Braille, or in another language, please contact our office and we will try to help you.



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