Clackmannanshire Council Annual Performance Report 2025-2026

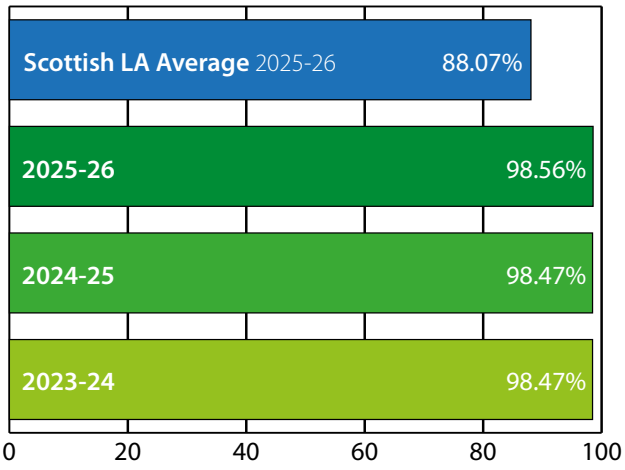
Clackmannanshire Council | Comhairle Siorrachd Chlach Mhanann
www.clacks.gov.uk

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-2025-26/

Customer Satisfaction

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes



Evaluation of performance 2025-26:
98.56%

This year we carried out our 3 yearly tenants' survey where 900 tenants were surveyed on how we perform as a landlord.

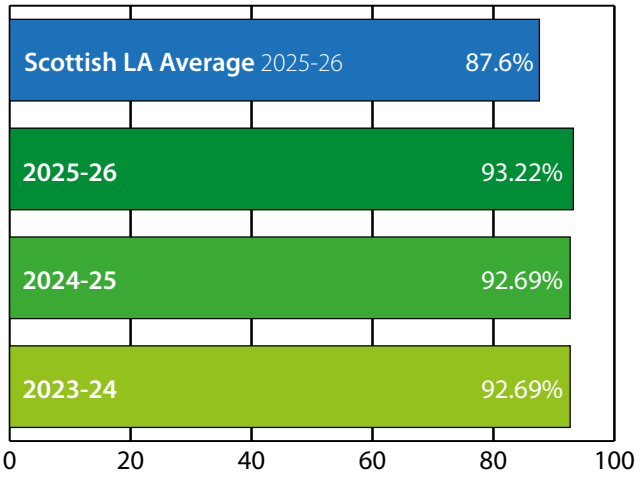
Tenant satisfaction levels remain consistent with those reported in the previous tenant survey undertaken three years ago, particularly in relation to how well tenants feel informed about housing services and decisions and the opportunities available to them to participate and influence service delivery.

This reflects the significant investment and activity undertaken to strengthen tenant engagement and participation. Key developments include the appointment of the Tenant Information Service (TIS) to support engagement activities and build tenant capacity, alongside the introduction of a dedicated Tenant Participation Officer role. Working in partnership with TIS, a refreshed Tenant Participation Strategy and Action Plan is currently being developed to ensure engagement activities continue to evolve and better meet the needs and expectations of tenants.

In 2026, the Housing Service launched its new digital engagement platform, Let's Talk Housing, providing tenants with an additional way to share their views, participate in consultations and help shape future service improvements. Further developments are also planned, including the establishment of a tenant scrutiny panel and the implementation of a new housing management IT system, which will hopefully introduce a tenant portal and create additional opportunities for tenants to access services, provide feedback and engage with the Council more easily.

Together, these initiatives will help strengthen the tenant voice, increase participation opportunities and ensure that tenants remain at the heart of housing service delivery and decision-making.

Percentage of tenants satisfied with the overall service provided by their landlord



Evaluation of performance 2025-26:
93.22%

The Housing Service completed its Tenant Satisfaction and Aspirations Survey in May 2026, with 900 tenants taking part. Initial headline results have now been established, with further detailed analysis of supplementary responses underway to provide a deeper understanding of tenants' experiences, priorities and expectations.

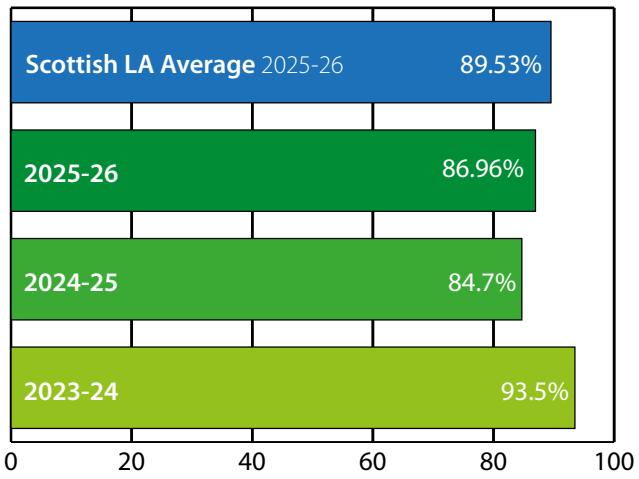
Early findings are encouraging and indicate an increase in overall satisfaction with Clackmannanshire Council as a landlord. This positive result reflects the ongoing commitment to service improvement across a range of areas, including housing management, repairs, tenant participation and communication.

The detailed analysis will help identify the factors influencing tenant perceptions, highlight areas of good performance, and pinpoint opportunities where further improvements can be made. The findings will be used to inform service planning, shape future priorities and ensure that resources are targeted effectively to meet the needs of tenants.

By listening to tenant feedback and acting on the results, the Housing Service remains committed to delivering high-quality, customer-focused services and ensuring that tenants continue to play a central role in shaping future service improvements.

Property and Repairs

Percentage of stock meeting Scottish Housing Quality Standard (SHQS)

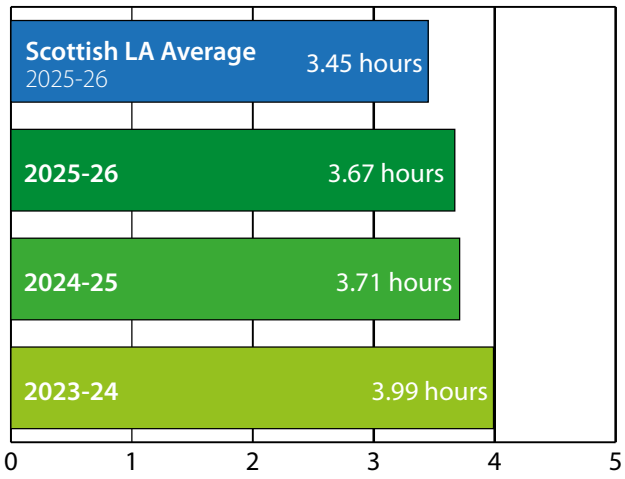


Evaluation of performance 2025-26:
86.96%

A contractor has been appointed to undertake a comprehensive stock condition survey across the Council's housing portfolio, reflecting the wide range of property types within our housing stock. The survey started in August 2026 and will provide an up-to-date assessment of the condition of our homes, support compliance with the Scottish Housing Quality Standard (SHQS), and identify any necessary remedial works.

The findings will play a key role in informing the Housing Service's long term asset management and financial planning. This will help ensure that future investment decisions are based on robust evidence and aligned with the needs of tenants, communities and the Council's housing stock for years to come.

Average time taken in hours to complete emergency repairs

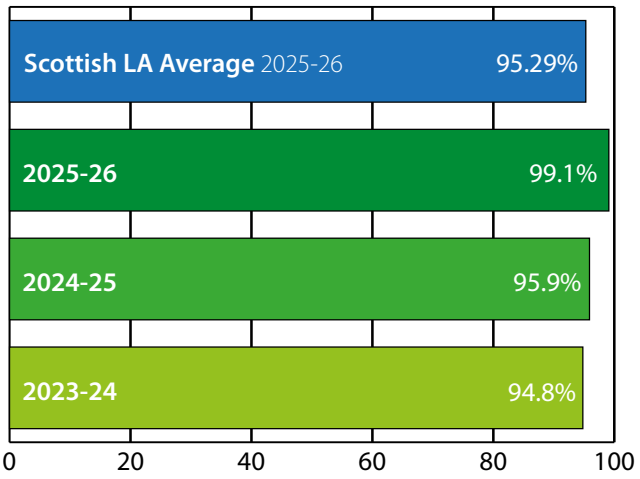


Evaluation of performance 2025-26:
3.67 hours

Emergency repair response times have improved year-on-year over the past three years. The Council's target response time for emergency repairs is 8 hours; however, the current average completion time is just 3.67 hours, demonstrating strong performance and a commitment to providing a responsive repair service for tenants.

Maintaining high levels of performance in emergency repairs helps ensure that urgent issues affecting tenants' health, safety and comfort are addressed quickly and effectively.

Percentage of reactive repairs completed right first time



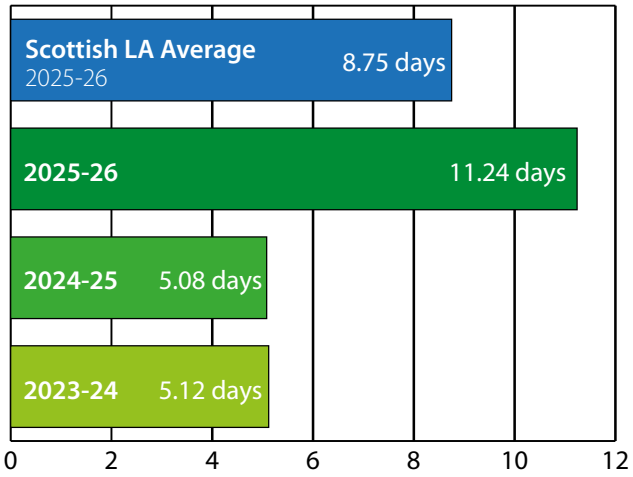
Evaluation of performance 2025-26:
99.1%

There have been significant improvements in the percentage of repairs completed right first time, with performance reaching 99.1%. This reflects the Housing Service's ongoing commitment to delivering an efficient and effective repairs service for tenants.

The repairs service remains focused on further improving the quality of information recorded when repairs are reported. By capturing more accurate details at the first point of contact, tradespeople can arrive better prepared, with the appropriate tools, materials and understanding of the issue, helping to ensure repairs are completed successfully on the first visit wherever possible.



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

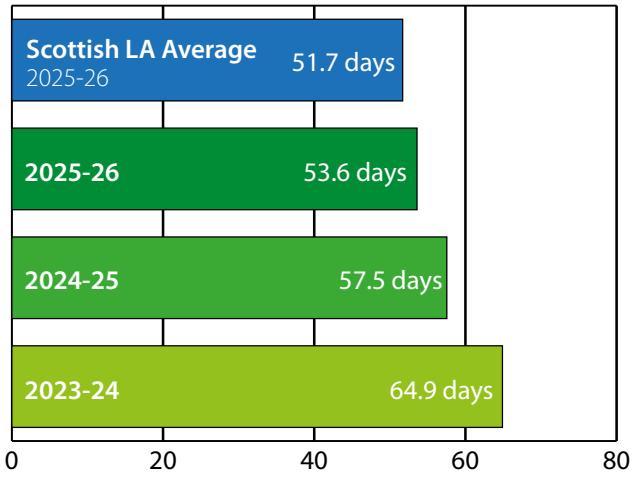


Evaluation of performance 2025-26:
11.24 days

Performance for non-emergency repairs has declined compared to 2024/25, with the average completion time increasing from 5.1 days to 11.2 days. However, performance remains well within the Council's target of completing non-emergency repairs within 20 working days.

The increase in response times reflects a planned shift in resources, with additional capacity being directed towards the void refurbishment programme to help reduce the number of empty properties and enable homes to be re-let more quickly. While this has had an impact on non-emergency repair times, the service continues to meet its target and remains committed to delivering a responsive and efficient repairs service for tenants.

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



Evaluation of performance 2025-26:
53.6 days

The average time taken to re-let void properties improved to 53.6 days in 2025/26, compared to 57.5 days in 2024/25. During the year, 310 properties were successfully re-let, including 21 homes acquired through the open market purchase programme.

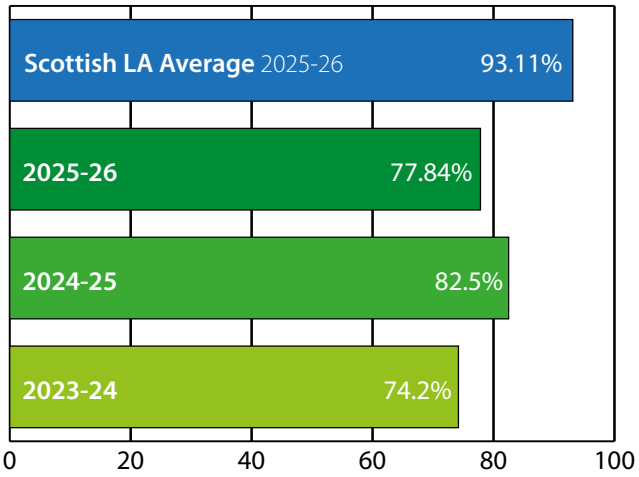
While performance has improved, challenges remain. An increasing number of void properties require extensive refurbishment before they can be re-let and pressures on internal trade resources have resulted in a greater reliance on external contractors to complete works.

To address these challenges and drive further improvements, the Housing Service has undertaken a comprehensive review of the end-to-end voids process to identify and remove inefficiencies. In addition, a new multi-trade contractor has been procured and additional joiners have been recruited to increase in-house capacity. These measures are intended to reduce re-let times further, minimise the period that properties remain empty and help ensure that high-quality homes are made available to applicants as quickly as possible.



Tenancy Management

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



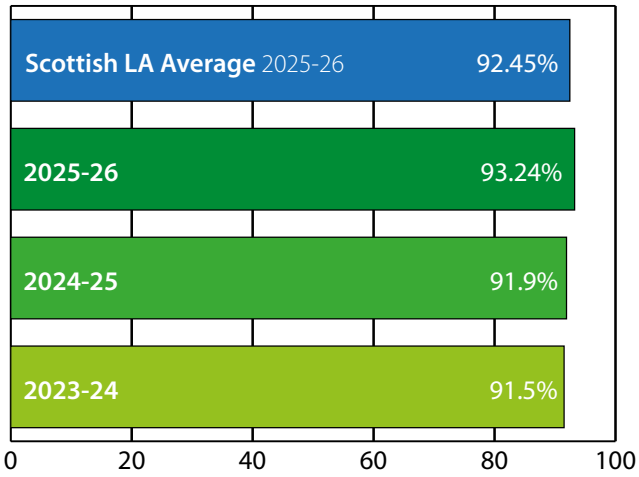
Evaluation of performance 2025-26:
77.84%

Reported antisocial behaviour (ASB) cases increased from 120 in 2024/25 to 142 in 2025/26. During the same period, the proportion of cases resolved within the year decreased from 82.5% to 77.84%.

This change reflects increasing service pressures and a growing demand on housing management resources. The Housing Service recognises the importance of responding effectively to ASB and will continue to focus on strengthening case management procedures, improving investigation and resolution times and working closely with tenants, partner agencies and communities to address concerns at the earliest opportunity.

A review of current processes is being undertaken to identify opportunities for improvement, ensuring that ASB cases are managed consistently, support is provided where needed and positive outcomes are achieved for those affected.

Percentage of all new tenancies sustained for more than a year



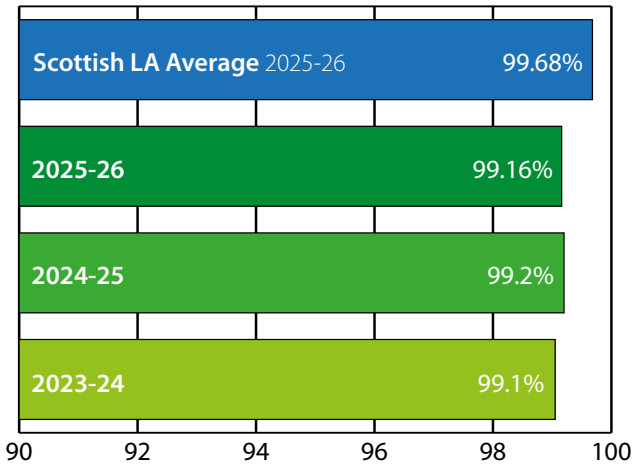
Evaluation of performance 2025-26:
93.24%

There has been an improvement in tenancy sustainment rates, particularly among households rehoused through homelessness services. Changes to the allocations policy now allow applicants to identify a single preferred area, helping to ensure that housing offers are made in locations where individuals and families wish to live and are more likely to establish long-term roots within the community.

This approach, combined with a more person-centred model of support where required, is helping tenants to settle into their homes successfully and sustain their tenancies over the longer term. By matching applicants to areas that better meet their needs and aspirations, the Housing Service is supporting positive housing outcomes and reducing the risk of tenancy breakdown.



Rent collected as percentage of total rent due



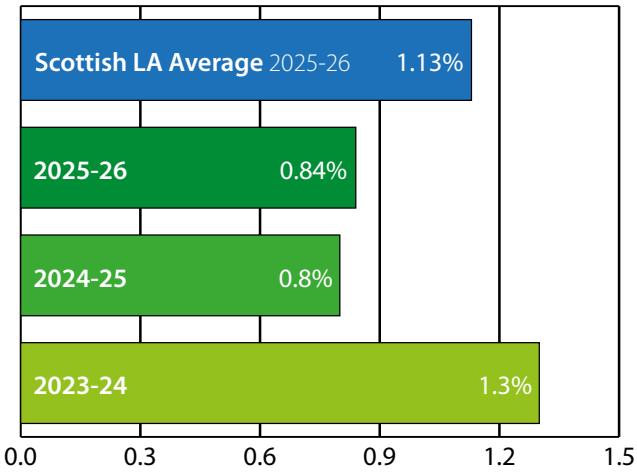
Evaluation of performance 2025-26:
99.16%

Gross rent arrears have reduced from 7.25% in 2024/25 to 7.04% in 2025/26, representing a positive outcome during a period of continued cost of living challenges for many households.

This improvement reflects the ongoing commitment of the Tenancy Management Team to early intervention, proactive engagement and a person-centred approach to supporting tenants experiencing financial difficulties. By identifying issues at an early stage and working closely with tenants to develop sustainable repayment arrangements, the service has helped prevent arrears from escalating and reduce the risk of tenancy failure.

Additional support has also been available through the Aberlour Hardship Fund, which has provided targeted financial assistance to vulnerable tenants facing hardship. This support has helped alleviate immediate financial pressures, reduce rent debt and contribute to positive tenancy sustainment outcomes, ensuring that more tenants are able to remain securely in their homes

Percentage of rent due lost through properties being empty



Evaluation of performance 2025-26:
0.84%

Although performance has decreased slightly compared to the previous year, we are pleased to report that it continues to perform better than the Scottish local authority average.

This positive performance reflects the combined efforts of the Repairs Service and Housing Management Team, who work closely together to ensure that properties are repaired, prepared and ready for re-letting as quickly as possible. At the same time, housing officers support applicants through the allocation and sign-up process, helping to minimise delays between a property becoming available and a new tenancy commencing.

By reducing the length of time that homes remain empty, the Housing Service is able to minimise rent loss, make the best use of its housing stock and ensure that high-quality homes are made available to those in housing need as quickly as possible.

87.56% 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 Place**



As Housing Spokesperson, I'm proud of the service we provide in Clackmannanshire. Our Housing service continues to evaluate and make improvements to ensure that our service reaches the needs of every tenant. Our housing service continues to perform very strongly and, in several cases, exceeds the Scottish local authority average. The report shows positive progress in customer satisfaction, repairs performance, tenant engagement, tenancy sustainment and rent collection, while also highlighting areas where further improvement is needed.

Tenant satisfaction remains very high. 93.22% of tenants are satisfied with the overall service provided by Clackmannanshire Council, and 98.56% are satisfied with the opportunities they have to participate in decision-making. This shows that the significant investment in tenant engagement and communication is making a real difference.

Our repairs service continues to perform exceptionally well. Emergency repairs are completed well within the eight-hour target, and the vast majority of reactive repairs are completed right first time. This reflects the dedication of our Housing Repairs teams and their commitment to a high-quality service. The team is also focused on reducing the time properties remain empty, so they can be made available sooner to people waiting for an offer of housing.

We are helping more people sustain their tenancies. Tenancy sustainment has improved to 93.42%, particularly for households rehoused through homelessness services. This reflects a more person-centred approach that strives to match people with the areas they want to live in.

A comprehensive stock condition survey is underway, providing valuable information that will guide future investment decisions and help ensure our homes continue to meet the standards we expect in Clackmannanshire.

Anti-social behaviour remains a challenge. The service is reviewing processes and strengthening case management to improve outcomes for tenants and communities.

I am encouraged by the progress made during 2025/26 and the continued commitment to improving services for tenants. Initiatives such as the new Let's Talk Housing engagement platform, the development of a tenant scrutiny panel, investment in housing systems and ongoing improvements to housing stock all demonstrate a strong focus on putting tenants at the centre of service delivery.

This report presents a positive picture of a housing service that is performing well, delivering strong outcomes for tenants, and actively addressing areas where further improvements are required with a clear dedication to meeting the needs of all tenants in Clackmannanshire.

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-2025-26/

To keep up to date with Housing News & Tenant Participation activities please follow our Facebook page

Useful numbers

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

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