

Renfrewshire Council Assurance Statement 2025

This Assurance Statement covers the period from the date of the last Assurance Statement (October 2024) to the date of approval of this one (August 2025).

Renfrewshire Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework.

We achieve the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

Equalities and Human Rights

In relation to equalities data collection and human rights, the Council has established policies and procedures in these areas which are embedded in service delivery. We review and adjust our approach in the collection of equalities and human rights information along with any other changes in accordance with statutory requirements or regulatory guidance.

Homelessness

The Council uses a range of measures to minimise homelessness and provide support to vulnerable people. Over the past year the number of temporary accommodation units has increased to 279, including Council, RSL, and supported accommodation. B&B use is a last resort, with 261 placements since November 2022. Between April 2024 and March 2025 there were 99 breaches of the Unsuitable Accommodation Order.

Tenant and Resident Safety

The Service continues to take steps to review and consolidate its responsibilities in relation to tenant and resident safety. The Housing Landlord Compliance team is embedded within the service and the Housing Landlord Compliance Strategy 2025-2028, which sets out the strategic approach to compliance across the six key areas of compliance relating to Council Housing assets (gas safety, electrical safety, fire safety, lift safety, asbestos management and water safety) was approved at the Communities and Housing Policy Board on 11th March 2025.

Five landlord compliance policies have been reviewed in 2025 and presented to the Policy Board as follows:

- Gas and Carbon Monoxide Safety Policy – approved on 11th March 2025

- Electrical Safety Policy – approved on 11th March 2025
- Fire Safety Policy – approved on 13th May 2025
- Lift Safety Policy – approved on 13th May 2025
- Water Safety Policy presented for approval on 19th August 2025

The Asbestos Management policy is currently under review and will be presented to the Policy Board this year.

The Board received updates in October 2024 and March 2025 on Dampness, Mould and Condensation. A landlord policy covering this area is currently being developed and will be presented to the Policy Board this year.

An update on Electrical testing (EICR) compliance was provided in the Housing Landlord Compliance-Biannual Performance report in May. The Council provides regular returns to the Scottish Housing regulator on Electrical testing and Smoke detector installation.

In January 2025 the Scottish Housing Regulator published updated indicators for the Annual Return on the Charter (ARC) which included new indicators on fire and electrical safety and damp and mould which landlords will report on by the end of May 2026. From May 2026 the SHR will therefore receive assurance about fire and electrical safety and damp and mould via the ARC.

There are policies and a Compliance Strategy in place to address matters of tenants and residents' safety. Specific details on these areas are as follows:

- **Gas safety**

Since April 2025 there were five instances where a gas certificate was not renewed by its anniversary date. Two have been completed and the remaining three are in the process of being completed.

- **Electrical safety**

We are currently 99.6% compliant. The number of properties without a valid EICR certificate is 45, with action underway to complete these.

- **Water safety**

There have been no incidents where water safety has been compromised.

- **Fire safety**

Fire risk assessments continue to be reviewed annually for High Rise and Sheltered housing complexes with a 6 monthly review taking place. There is an ongoing 3 yearly programme for communal areas of domestic properties.

- **Asbestos**

Common area surveys have been undertaken and are in place for all sites. Re-inspections are required for some sites and will be undertaken on appointment of a suitably qualified contractor. The Asbestos Management Plan is currently under review and an asbestos action plan is being developed for submission to the Regulator by 30th September, as required by our Engagement Plan 2025/26.

- **Damp and Mould**

As at the end of July 2025

- There were 53 resolved cases that took on average 36.6 days to resolve.
- There were no cases re opened
- There were 80 ongoing cases under investigation

- **Lift safety**

There have been no incidents of lift safety issues. (Waiting for relevant narrative if any)

Service Performance

With regards to service performance there are areas that the Board have been advised that the Charter data for 2024/25 displayed improved or stable performance in most indicators, with seventeen indicators improving from last year. There have been significant levels of improvement particularly notable in relation to void property management, rent arrears performance, emergency repairs and adaptations.


There has been a decline in complaints handling performance which was reported to Board in May. Members were advised that work is ongoing to address Stage 1 complaints performance, including, additional training focusing on complaints handling and using the complaints system, support to officers where required; and a regular summary overview of Stage 1 complaints to help with focus on those nearing the target timescale. Similarly work to improve performance against more complex stage 2 complaints is underway. As well as additional training, work to address current performance will include new reporting to increase the visibility of ongoing performance so that additional support can be provided where necessary.

To address tenant satisfaction levels, we are working with the Quality Circles to identify areas for attention and address stock condition through our SHQS and Investment programme.

The background papers that support our Assurance Statement for 2025 note that there was one incident reported to the Health and Safety Executive, which, following investigation, it was concluded that no action was required. The Council's Communities and Housing Policy Board regularly receives reports which provide information and evidence to support assurance.

The Annual Assurance Statement 2025 was considered and approved by the Communities and Housing Policy Board on 19 August 2025.

Signed


Councillor Marie M. O'Sullivan
Convener of the Communities and Housing Policy Board

Date: 2/9/25