# North Ayrshire Housing Register

# Performance Report

# 1st April 2025 - 31st March 2026

# NAHR Key Objectives

**North Ayrshire Housing Register**

- To ensure that people have fair and open access to available social hosing in North Ayrshire
- To simplify access routes to social housing in North Ayrshire
- To contribute housing need analysis which supports the Local Housing Strategy and assists all social landlords operating in North Ayrshire plan for future housing

**North Ayrshire Housing Allocations Policy**

- To give reasonable preference to applicants in the greatest housing need
- Make best use of available housing stock
- Maximise applicant choice
- Contribute to sustainable communities in North Ayrshire

We aim to deliver a high-quality service to applicants on the North Ayrshire Housing Register (NAHR). A sound performance management framework helps us to show how well we are achieving our objectives. If you cannot see success, you cannot earn from it. Equally, if you cannot recognise failure you cannot correct it. It is important that we have a performance-monitoring framework in place to provide us a methodology that:

- Ensures that applicants and potential applicants get the best possible service
- Allows us to assess systematically whether we are meeting the standards and targets we have set
- Ensures the most effective use of our resources
- Ensures that off target performance is reviewed and corrective/improvement action taken as appropriate so that planned targets and objectives are achieved.

This report contains the performance figures from (1st April 2025) to (31st March 2026).

# Accessibility

**Accessibility Statement**

This document has been prepared with accessibility in mind and aims to meet the Web Content Accessibility Guidelines (WCAG) 2.1 where possible.

We have taken steps to ensure that:

- Clear, readable fonts and sufficient colour contrast are used
- Headings and structure are applied to support navigation and assistive technologies
- Content is written in plain and understandable language
- Tables and visuals are designed to be as clear as possible

Despite our best efforts, some users may experience difficulty accessing parts of this document.

**Alternative Formats**

If you require this document in an alternative format, such as:

- Large print
- Easy read
- Braille
- Audio
- Or a different digital format

Please contact us and we will do our best to meet your needs.

**Contact Details**
**Email:** commonhousingregisterteam@north-ayrshire.gov.uk
**Telephone:** 01294 310000

When contacting, let us know:

- The document name
- The format you require
- Any specific accessibility needs

# Applications

Total Number of Applicants Last Financial Year:
Total number of applicants: 3,964

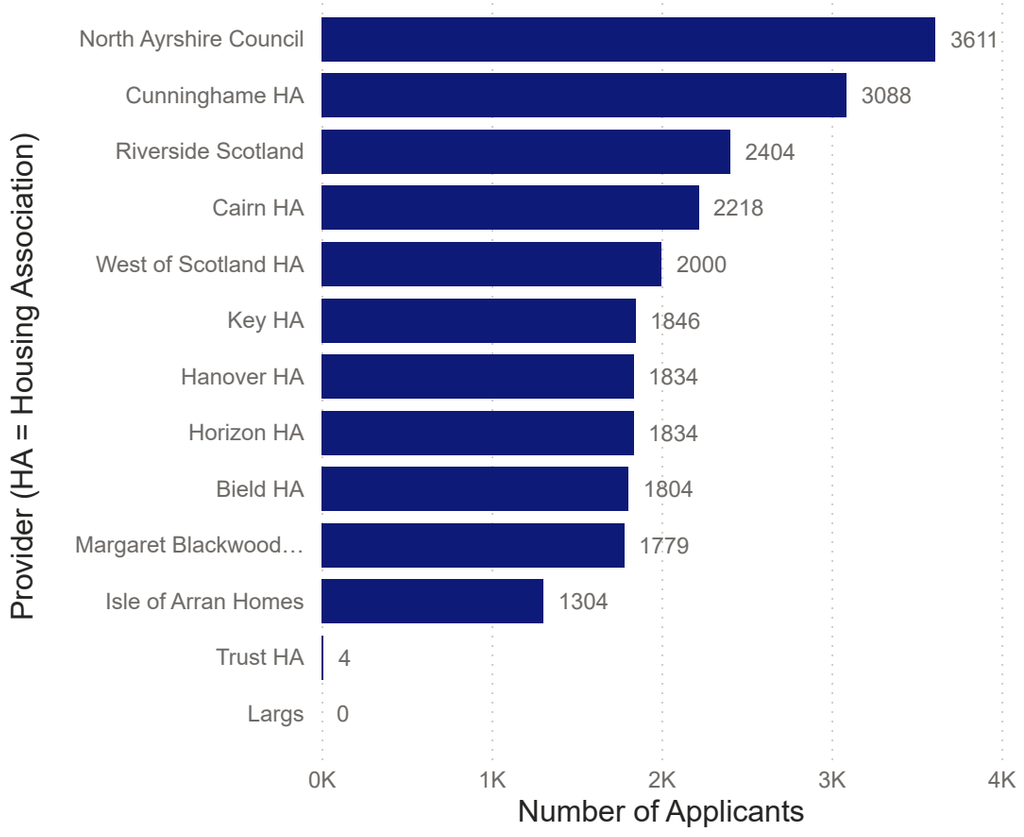
77% of applications were submitted online.

23% of applications were submitted offline.

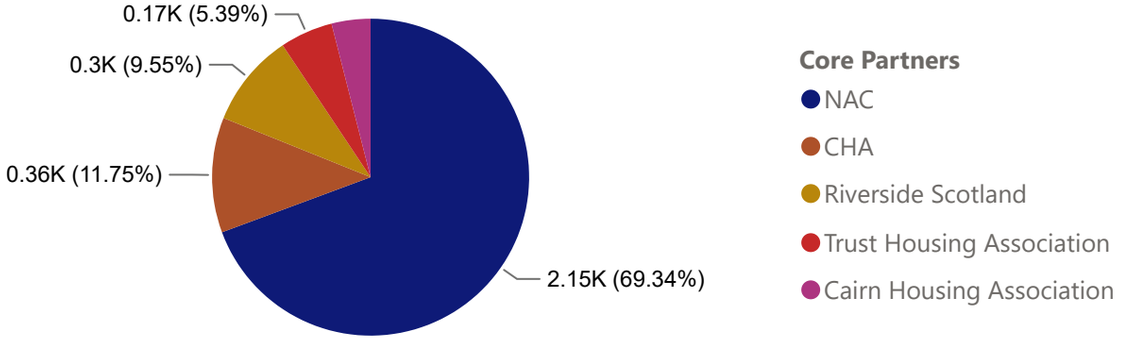
## Number of group 4 applicants by landlord

| Group ID | Cairn Housing Association | CHA | NAC | Riverside Scotland | Trust Housing Association | **Total** |
|---|---|---|---|---|---|---|
| Band 4 | 30 | 72 | 399 | 52 | 18 | **571** |

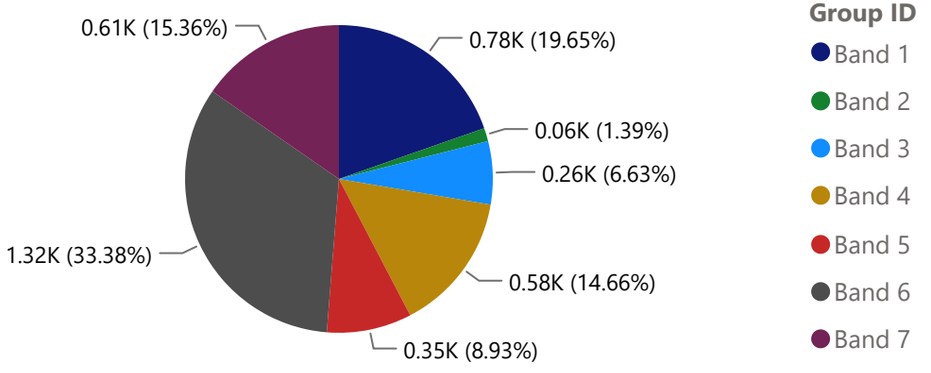
## Partner and Non Core Landlord Demand




## % of applicants from NAHR Landlord (Core Partners Only)

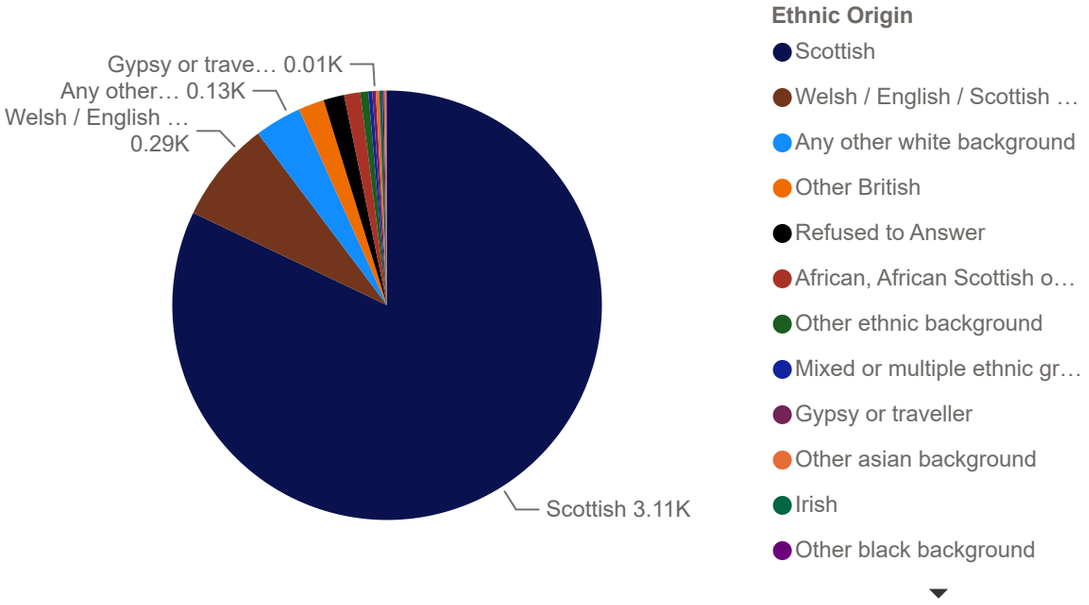



## % of Applicants in Each Group

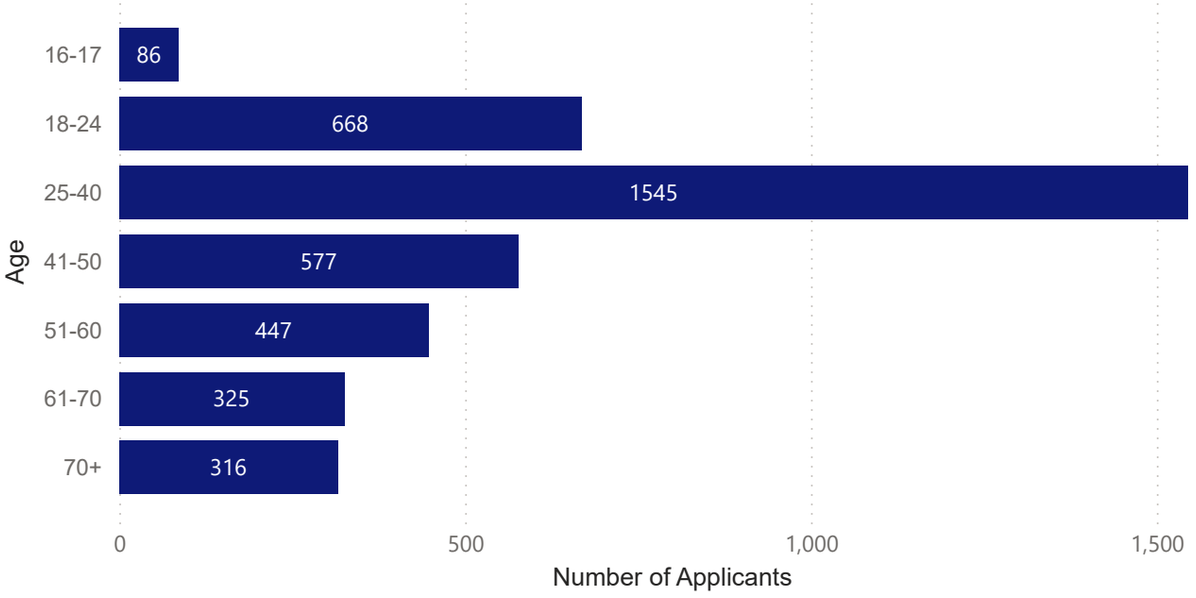


# Equalities

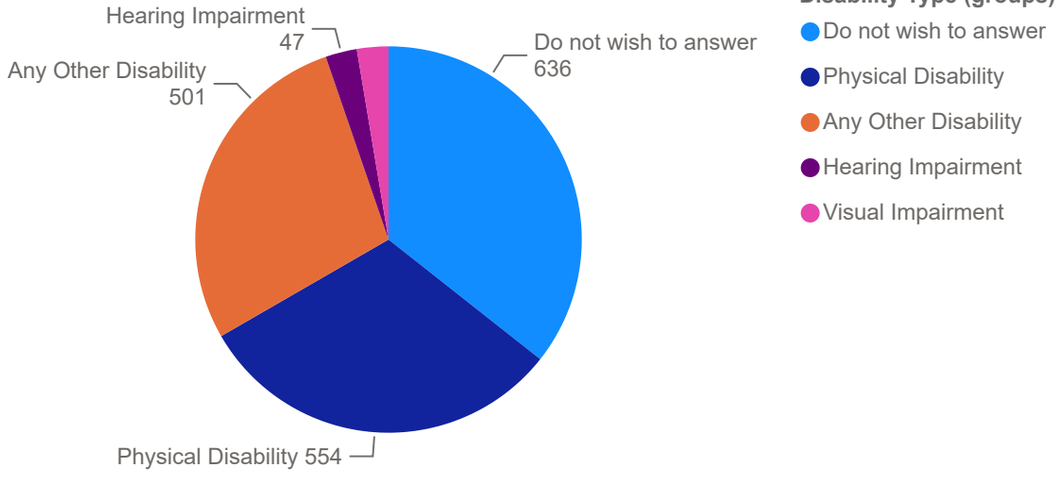
## Applicants by Ethnicity of Main Applicant*



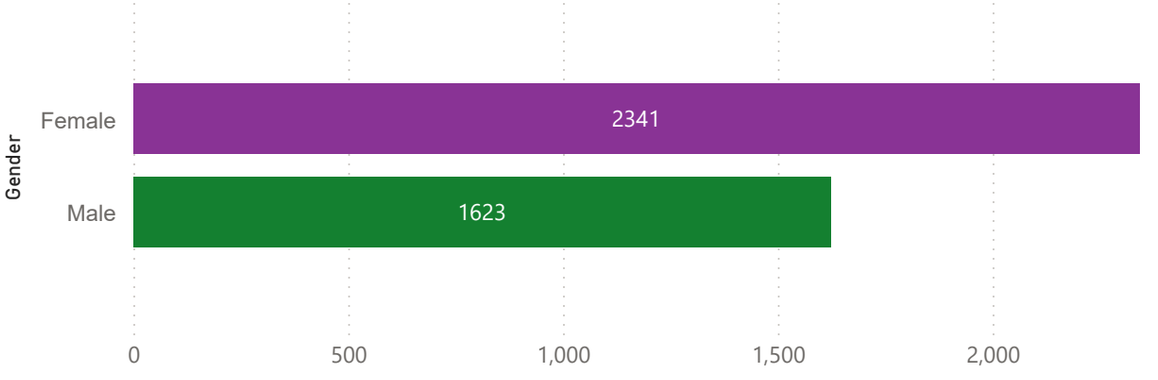

## Breakdown of Applicants By Age of Main Applicant




## Breakdown of Applicants by Disability of Main Applicant




## Breakdown of Applicants by Gender of Main Applicant

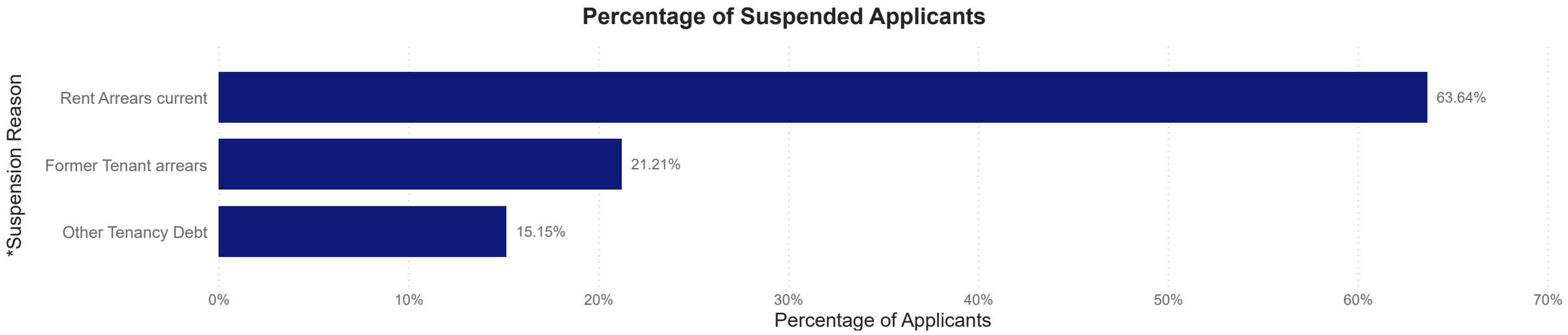


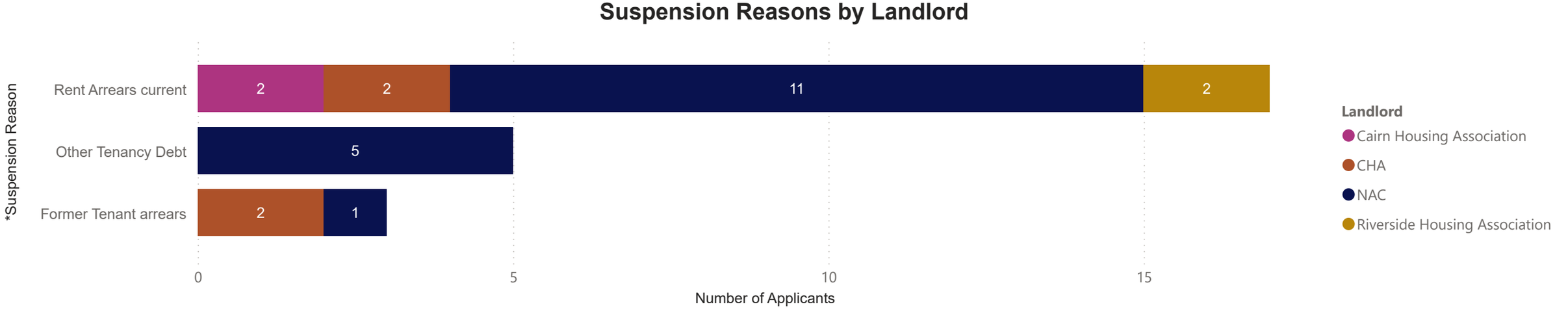

**For full Ethnic Origin list, please see Appendix 1*

# Suspensions

The current average suspension period is: 154.48 days

Number of closed applications since April: 1035

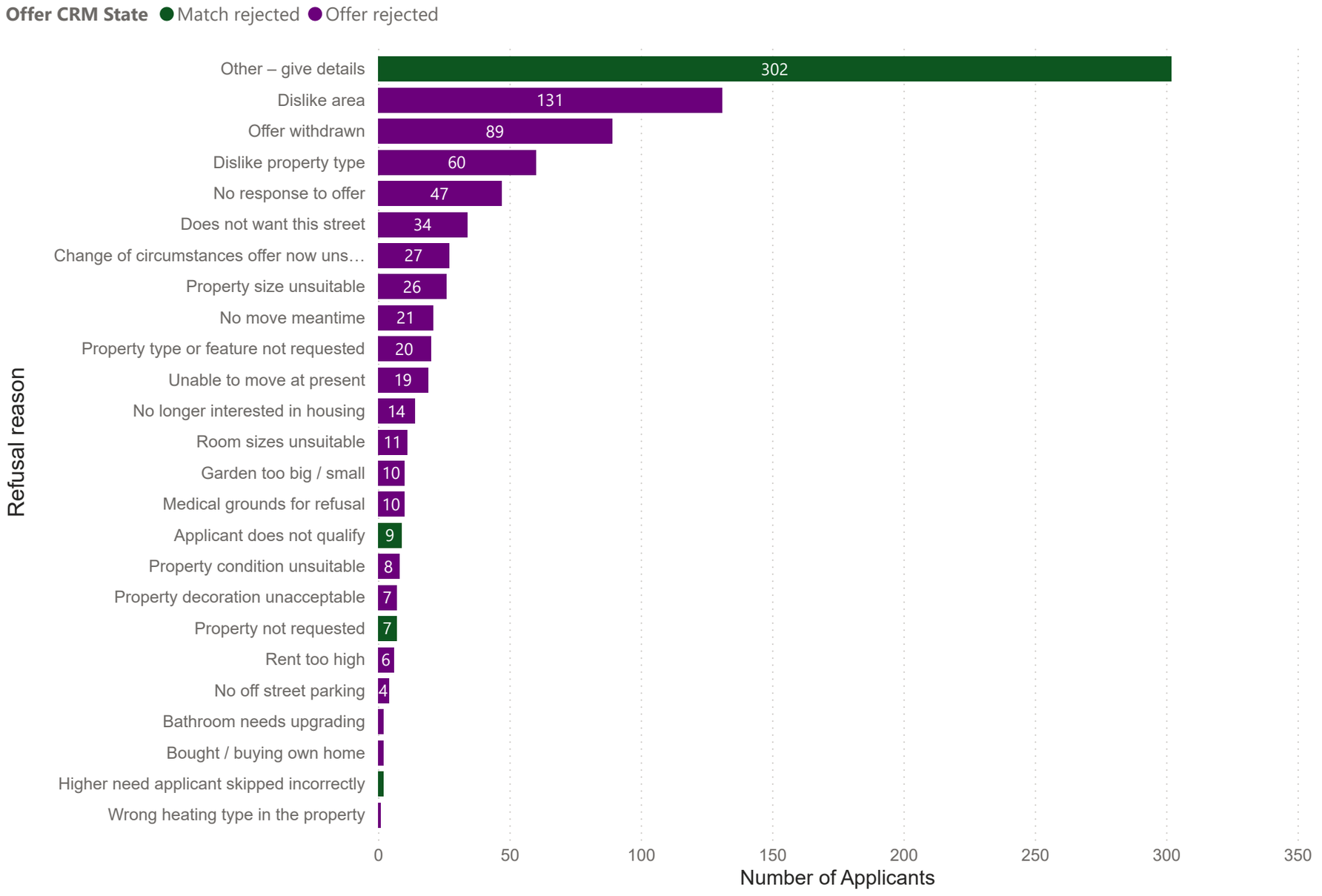



**Suspension reasons displayed may vary across reporting period*

# Offers

## Offer Refusals by Reason



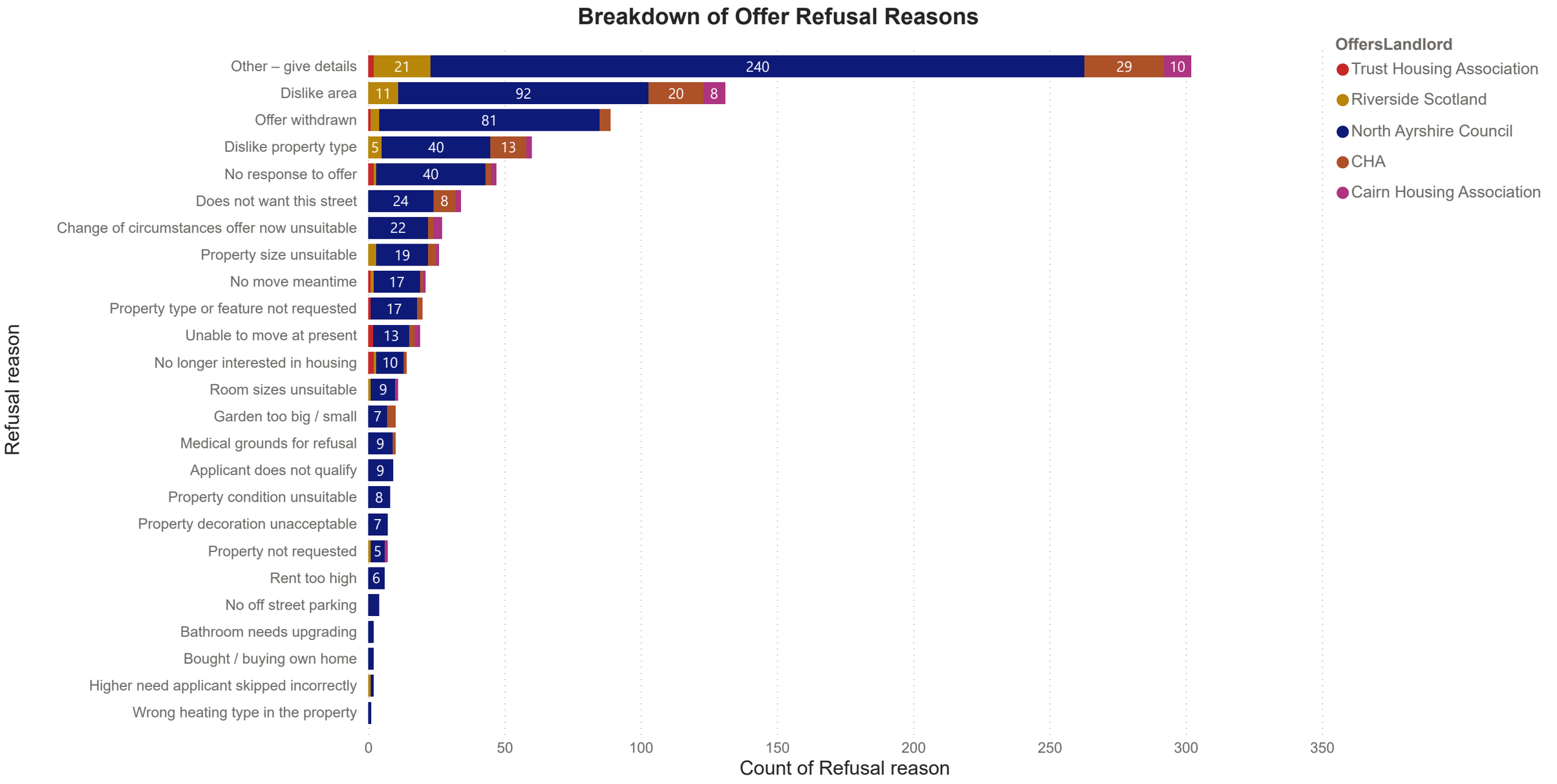

## Breakdown of Offers by NAHR Partner

| Landlord | Count |
|---|---|
| Trust Housing Association | 22 |
| Cairn Housing Association | 54 |
| Riverside Scotland | 99 |
| CHA | 154 |
| North Ayrshire Council | 1712 |
| **Total** | **2041** |

## Breakdown of Offers Per Let

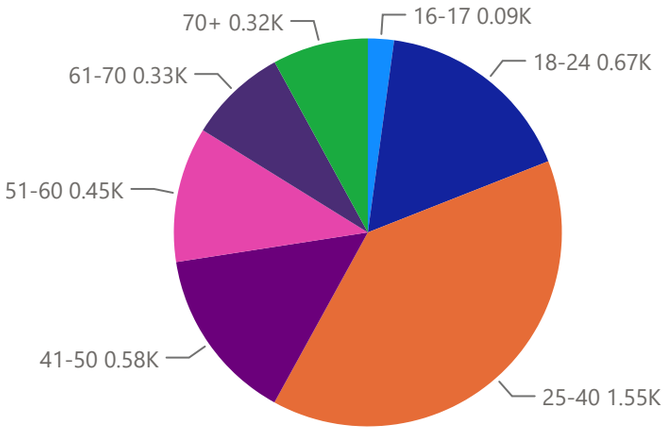
| Offer Status | Count |
|---|---|
| Match approved | 31 |
| Match rejected | 320 |
| Offer accepted | 1100 |
| Offer rejected | 549 |
| Removed | 41 |
| **Total** | **2041** |

# NAHR Partner Breakdown of Offer Refusal by Reason



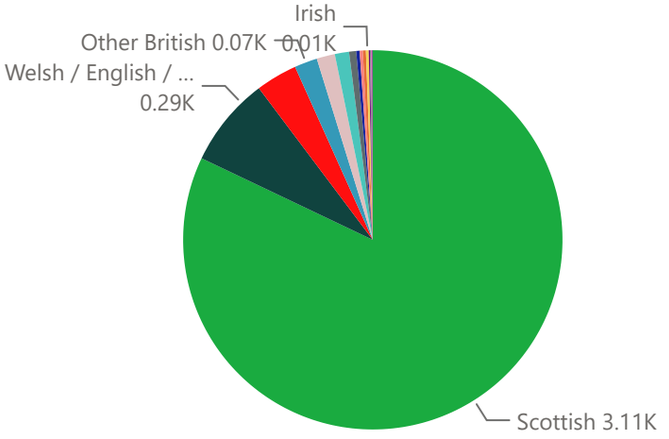
# Offers by Equalities

## Age



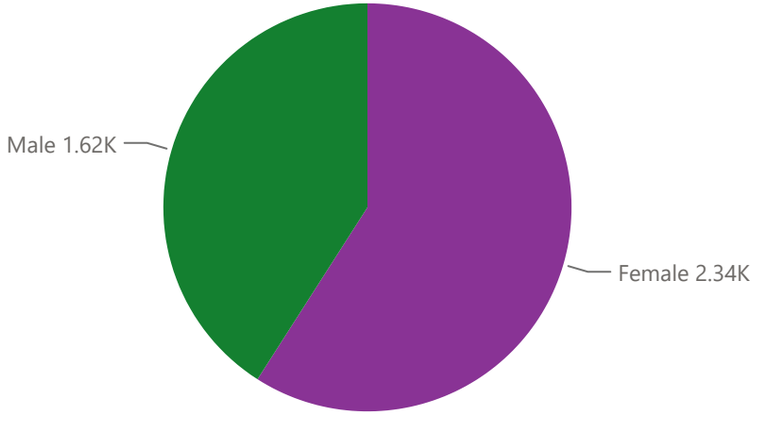

Age
- 16-17
- 18-24
- 25-40
- 41-50
- 51-60
- 61-70
- 70+

## Ethnicity



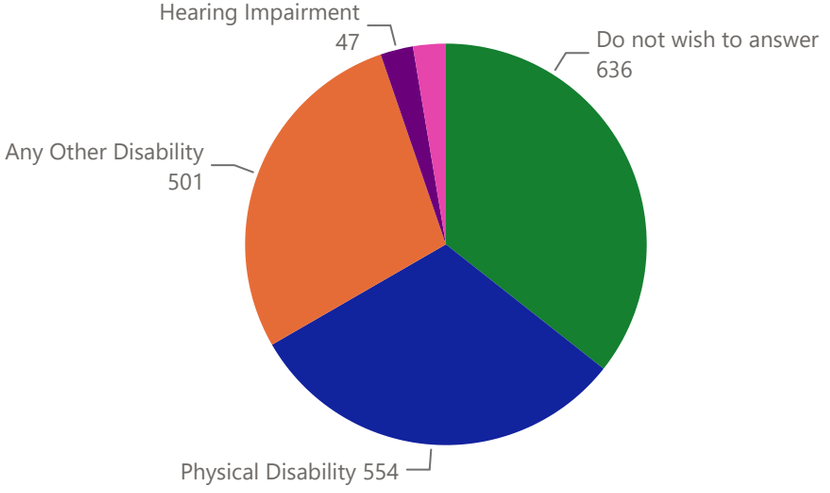

Ethnic Origin
- Scottish
- Welsh / English / Scott…
- Any other white backg…
- Other British
- Refused to Answer
- African, African Scottis…
- Other ethnic background
- Mixed or multiple ethni…
- Gypsy or traveller

## Gender




Gender
- Female
- Male

## Disability

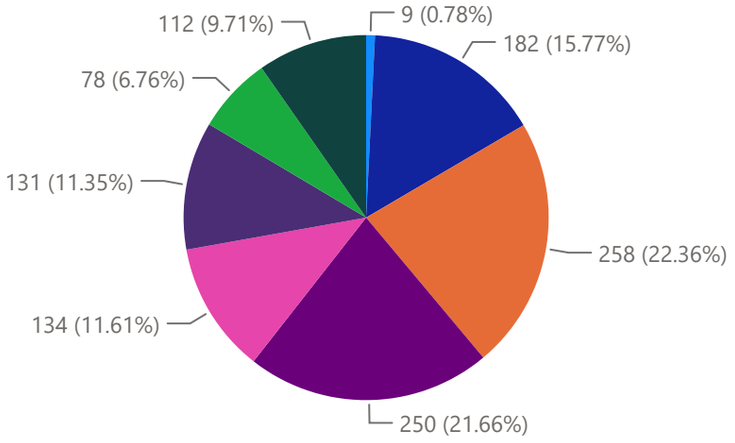



Disability Type
- Do not wish to answer
- Physical Disability
- Any Other Disability
- Hearing Impairment
- Visual Impairment

**See appendix for disclaimers & full ethnic origin listing*

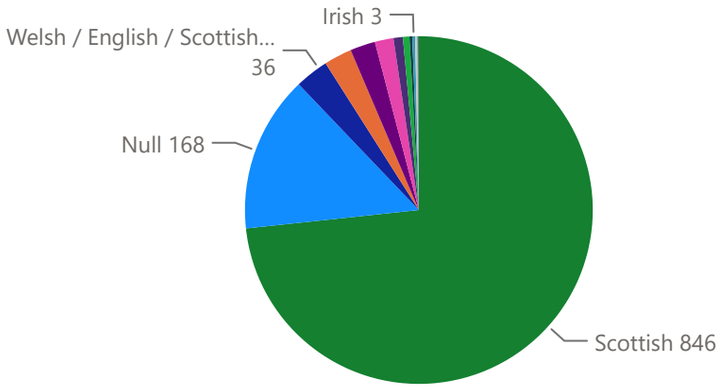
# Lets

## Age



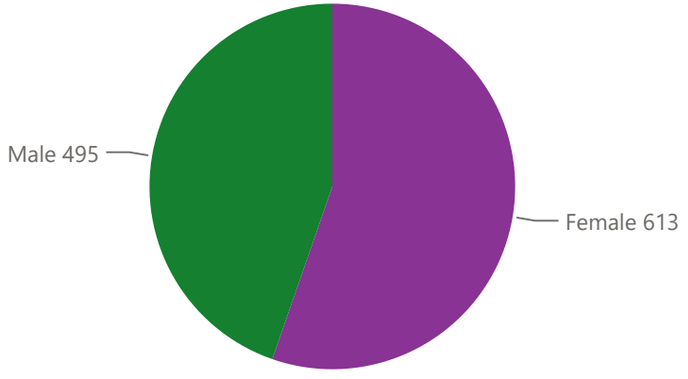

**Age Band**
- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

## Ethnicity



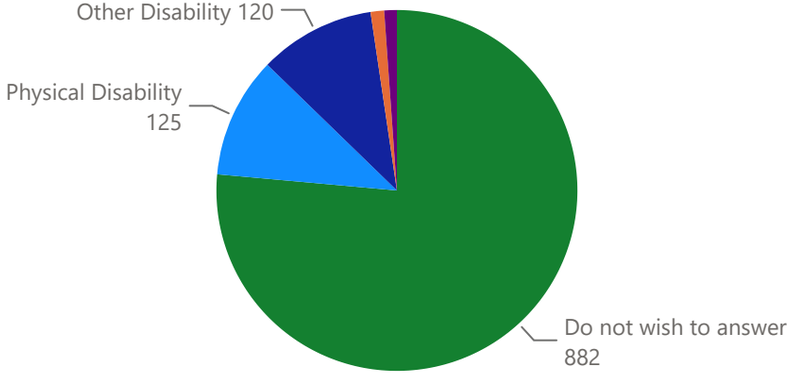

**Ethnic Origin**
- Scottish
- Null
- Welsh / English / Scottish ...
- Any other White backgrou...
- Other British
- Refused to Answer
- African, African Scottish or...
- Other ethnic background

## Gender




**Gender**
- Female
- Male

## Disability

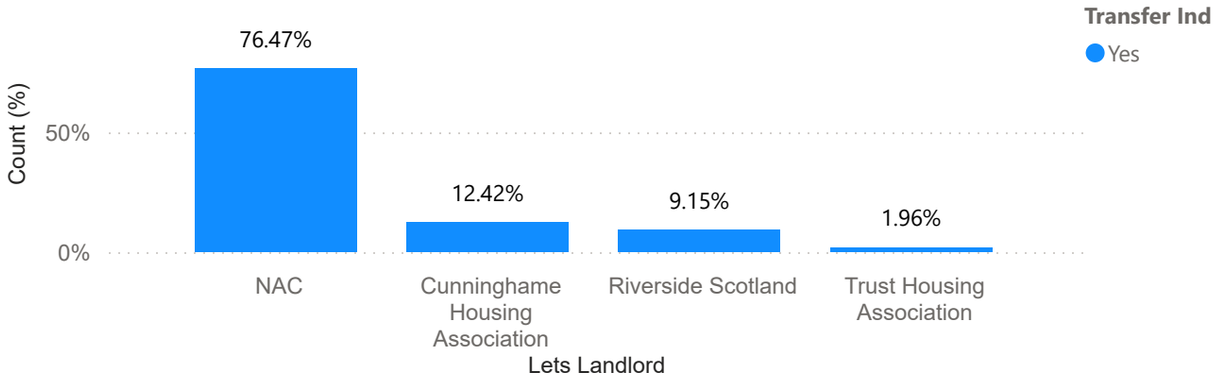



**Disability Type**
- Do not wish to answer
- Physical Disability
- Other Disability
- Visual Impairment
- Hearing Impairment

**See appendix for disclaimers & full ethnic origin listing*

# Lets

## % of Transfer Lets by NAHR Partner




## Percentage of Lets to Group 1

| Lets Landlord | Percent of Lets to Group 1 |
|---|---|
| NAC | 83.17% |
| Cunninghame Housing Association | 8.50% |
| Riverside Scotland | 5.17% |
| Cairn Housing Association | 2.17% |
| Trust Housing Association | 1.00% |
| **Total** | **100.00%** |

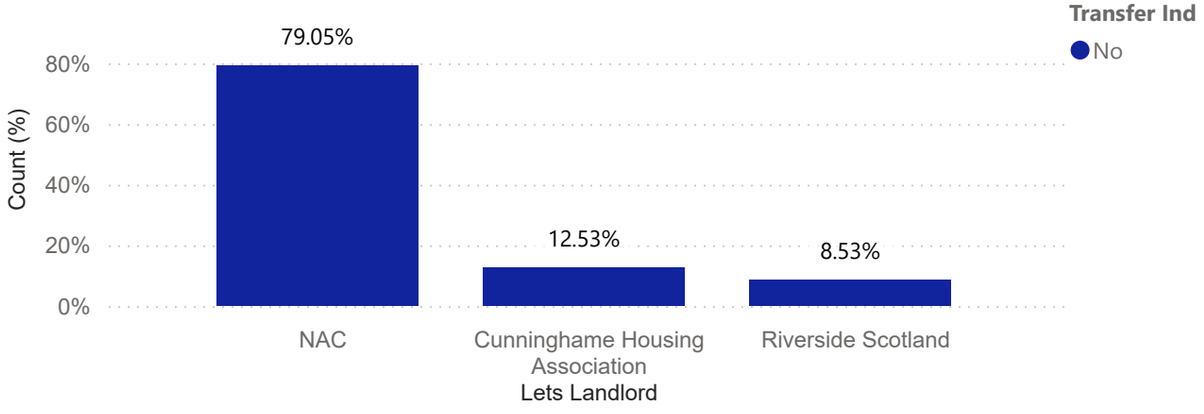
## Number of Transfer Lets by NAHR Partner

153

## Number of Non-Transfer Lets by NAHR Partner

1001

## % Non Transfer Lets by NAHR Partner

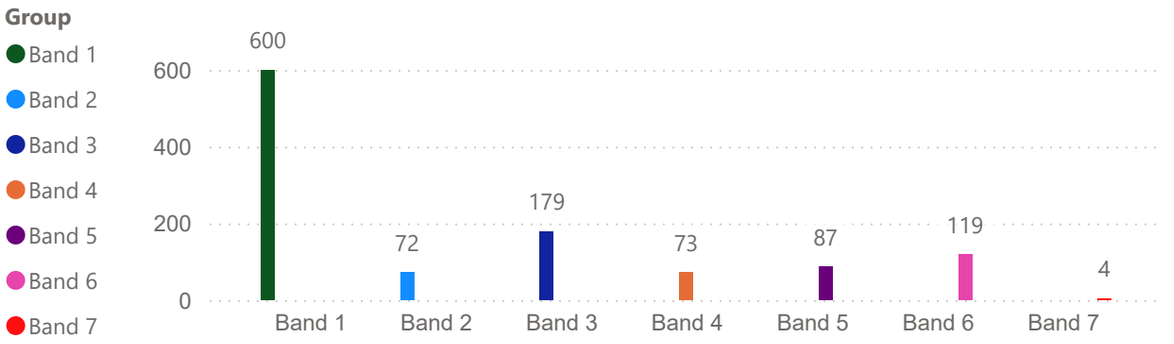



## Average Days to be housed by group:

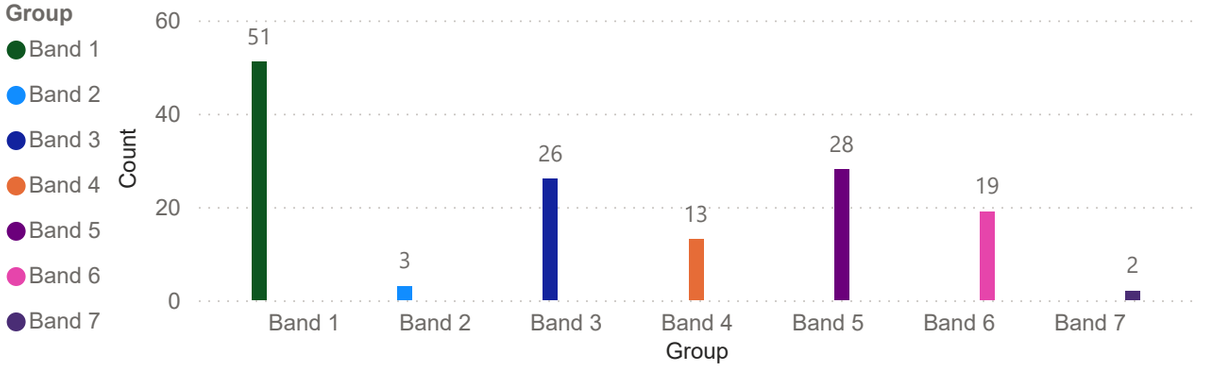
| Group | Average Days |
|---|---|
| Band 1 | 211.03 |
| Band 2 | 640.21 |
| Band 3 | 1049.87 |
| Band 4 | 1100.09 |
| Band 5 | 526.21 |
| Band 6 | 814.47 |
| Band 7 | 407.75 |
| **Total** | **519.36** |

# Lets - NAHR Partner Breakdown

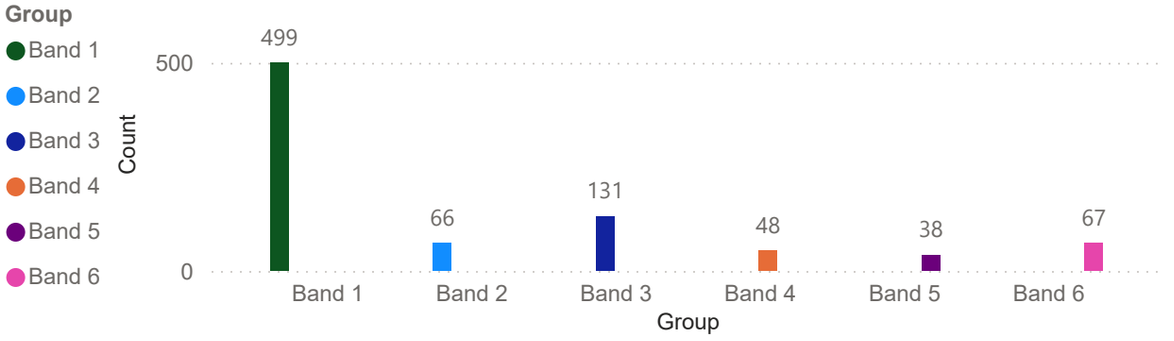
## Number of Lets by Group*



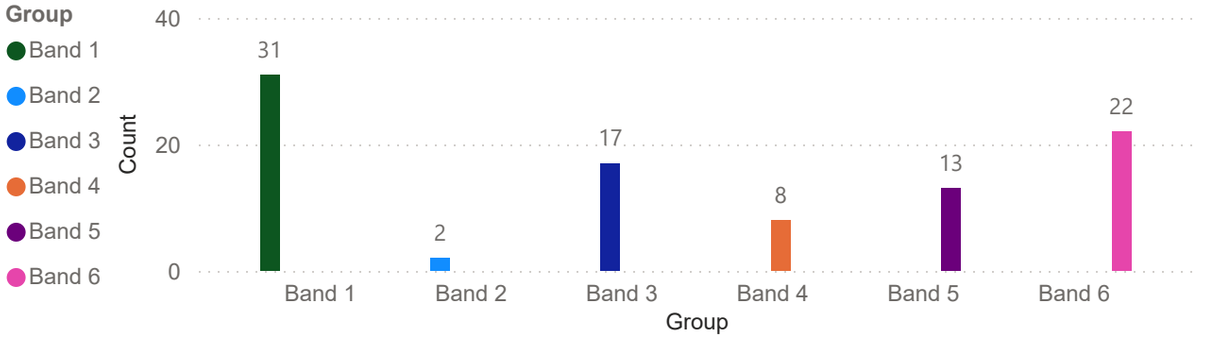

## Cunninghame Housing Association



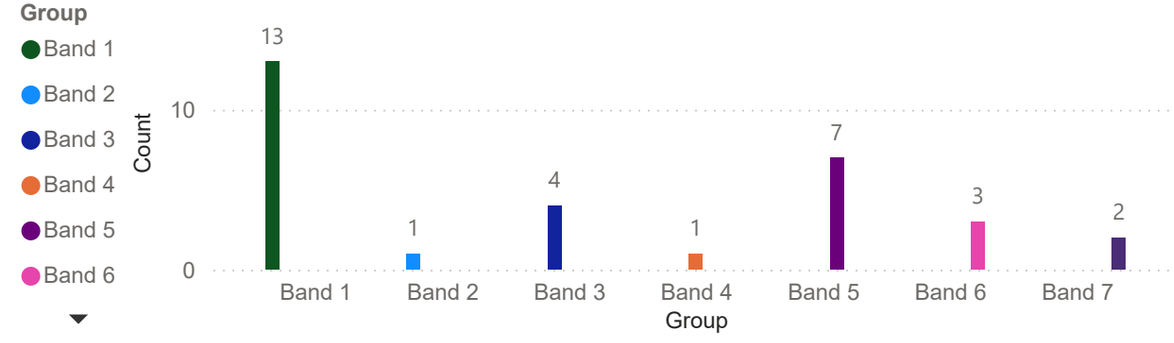

## North Ayrshire Council



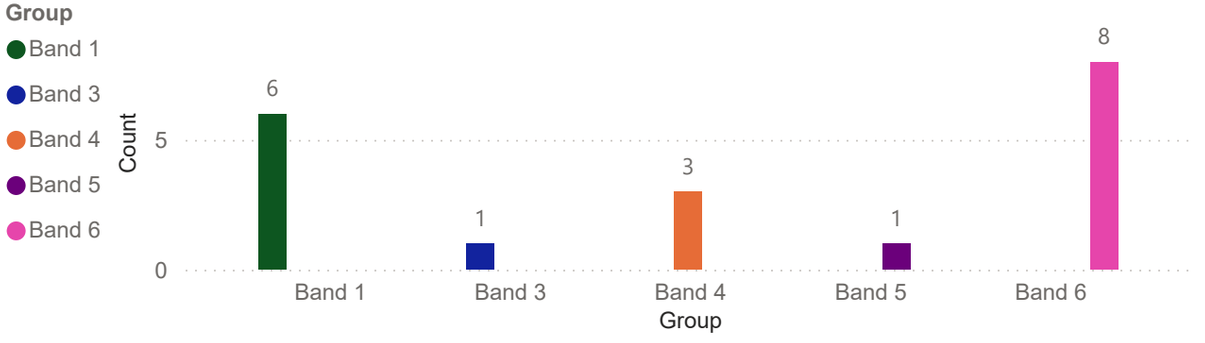

## Riverside Housing Association




## Cairn Housing Association




## Trust Housing Association

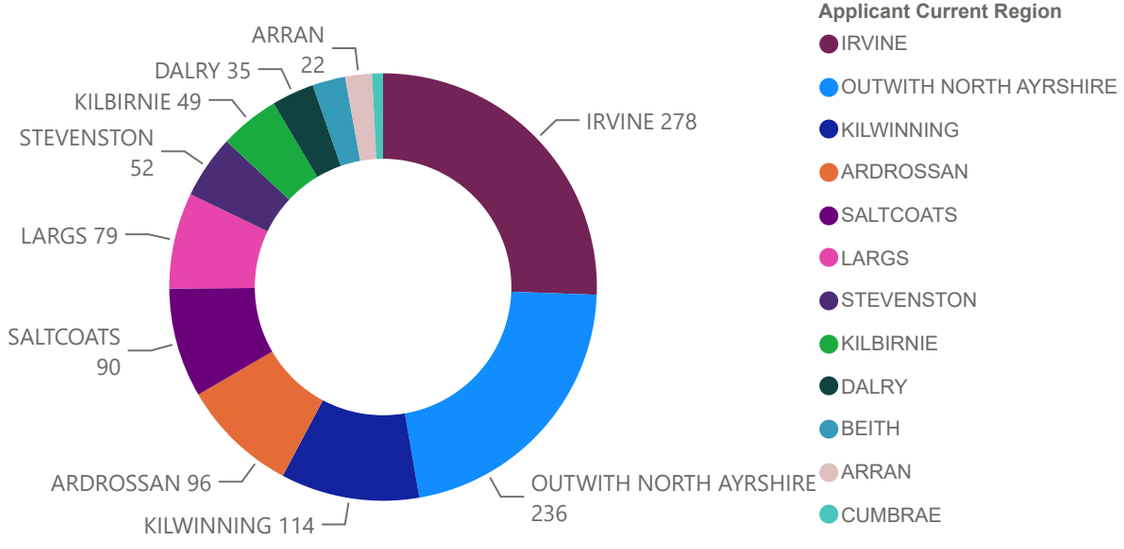



**See Appendix for Band (Group) definitions*

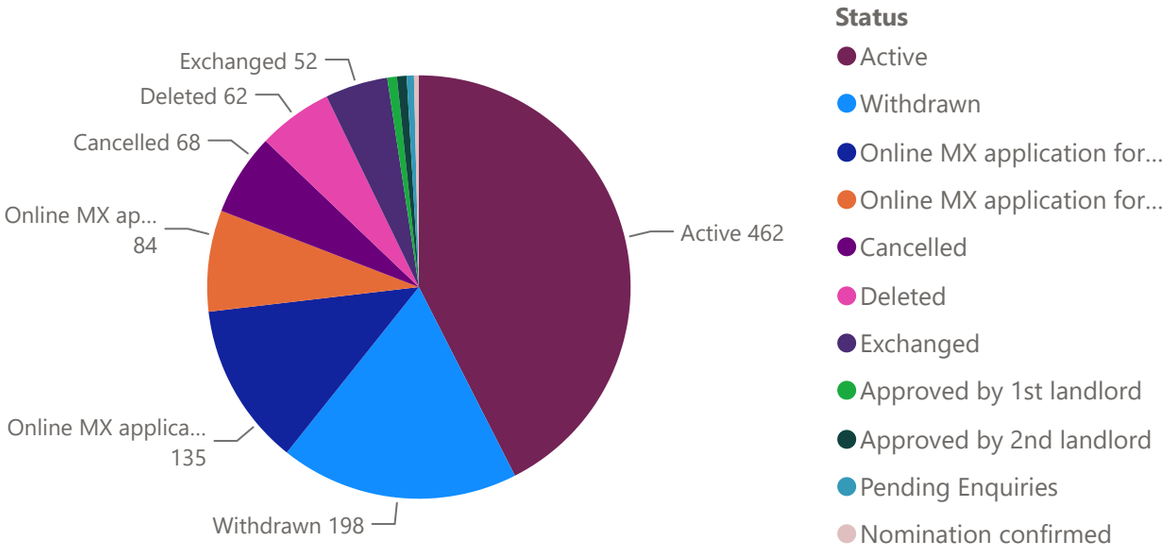
# Breakdown of Mutual Exchanges

| Mx Active | MX Approved | MX Rejected | Average Days to Mutual Exchange | Expired Adverts |
|---|---|---|---|---|
| 462 | 16 | 328 | 28.62 | 1008 |

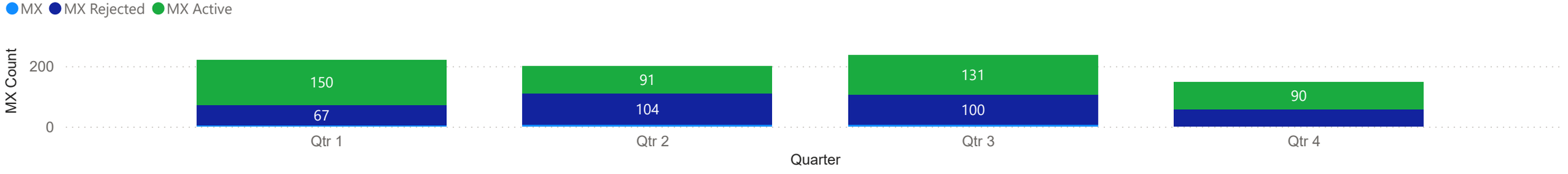
## MX Requests from Outwith NAC




## Total Advertised




## Mutual Exchange by Quarter



# Appendix

## Disclaimer

North Ayrshire Council and North Ayrshire Housing Register (NAHR) partner landlords collect equal opportunities information for monitoring purposes only.

Whilst all housing applicants are asked to complete equal opportunities information as part of the application process, it is not mandatory.

Figures therefore, reflect collated data only.

## Ethnic Origin List

**Ethnic Origin**

- Scottish
- Welsh / English / Scottish / Northern Irish / British
- Any other white background
- Other British
- Refused to Answer
- African, African Scottish or African British
- Other ethnic background
- Mixed or multiple ethnic groups
- Gypsy or traveller
- Other asian background
- Irish
- Other black background
- Pakistani
- Indian
- Other Caribbean or Black

## Group / Band Criteria

| Group | Criteria | Examples |
|---|---|---|
| **Group 1** | Homeless | People who we have decided are homeless based on homelessness law and North Ayrshire Council's homelessness policy |
| **Group 2** | Strategic housing needs | People who are not in group 1 but have a housing need because of the actions of one of the NAHR landlords or a public agency. For example, people living in houses that are going to be demolished by a NAHR landlord, young people who have been looked after by the local authority, people living in long-term hospital care or those who have been approved as foster carers. We may also place people in this group if they have urgent housing needs which are not mentioned in the policy. |
| **Group 3** | Accessibility Needs | People who are not in groups 1 or 2 and who have accessibility needs (e.g. need a ground floor or adapted property) as determined by a North Ayrshire Housing Occupational Therapist. |
| **Group 4** | Transfer Applicants | People who are not in groups 1, 2 or 3 and are tenants of the Council or Registered Social landlord tenant living within North Ayrshire |
| **Group 5** | Overcrowding (or large families) | People who are not in groups 1, 2, 3 or 4 but who considered to be living in overcrowded circumstances as defined by the North Ayrshire Housing Allocation Policy. |
| **Group 6** | General needs | We will place people who are not in groups 1, 2, 3, 4 or 5 in this group. The group includes those whose private-sector tenancy is being ended, whose home is being repossessed due to mortgage arrears. People with no recognised housing need will also be in this group. |
| | | To be placed in groups 3, 4 or 6, you must either live in North Ayrshire or meet the legal qualifying conditions if you live outwith North Ayrshire. Anyone living outwith North Ayrshire must:<br>• be employed, or have been offered a job in North Ayrshire;<br>• want to move into North Ayrshire to look for employment;<br>• want to move into North Ayrshire to be near a relative or carer;<br>• have special social or medical reasons for needing to live in North Ayrshire; or<br>• be suffering from harassment or domestic abuse. |
| **Group 7** | Relocation needs | We place all other people in group 7. These are people who live outwith North Ayrshire and do not meet the legal qualifying conditions. |

## Glossary of Terms

Core Partner Landlord (Within the housing register)

Non-Core Partner Landlord (All other landlords within North Ayrshire)

Holding Office - Responsible Housing Office

EHO - Enhanced Housing Options

Closed Applications - Removed from register

HAF Processing Time - Housing Application Form Processing Time

FY (Financial Year) (*i.e. 1st April 2025 to 31st March 2026*)

MX - Mutual Exchange

Offer - Offer of Housing

Lets - New Tenancies

Transfer - NAHR Partner Tenants

Non-Transfer - All other landlords

Suspensions - Applicant on the register but will not receive an offer of housing

**End of Report.**

**If you have any further enquiries about the data within this report. Please contact:**

**Siobhan Dunlop**
**Common Housing Register Manager**

**Housing Services**
**Cunninghame House**
**Irvine**
**KA12 8EE**

**Email: commonhousingregisterteam@north-ayrshire.gov.uk**

**For information out with the above reporting period, you can find further information on Freedom of Information enquiries on the North Ayrshire Council site: Freedom of Information**