North Ayrshire Housing Register

Performance Report
Q1-Q2
2026-2027

NAHR Key Objectives

North Ayrshire Housing Register

- To ensure that people have fair and open access to available social housing in North Ayrshire
- To simplify access routes to social housing in North Ayrshire
- To contribute to 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 2026) to (30th September 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 applications received: 1,672

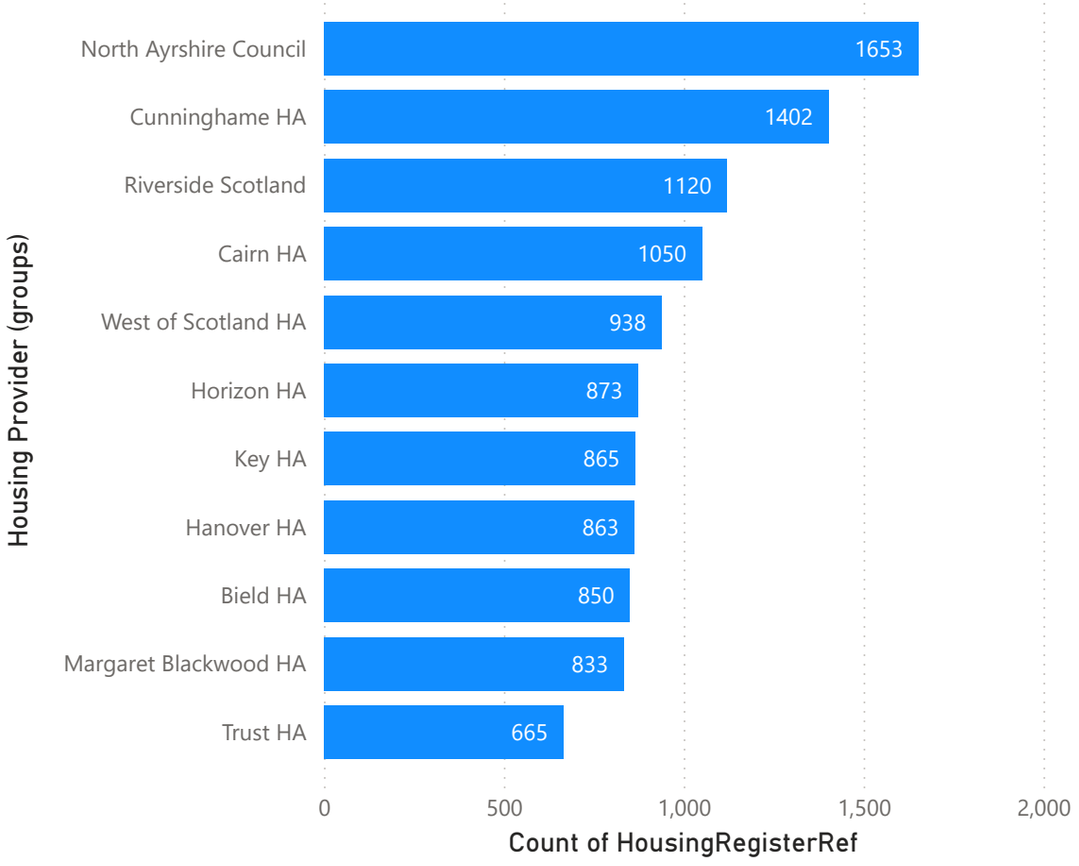
77% of applications were submitted online.

23% of applications were submitted offline.

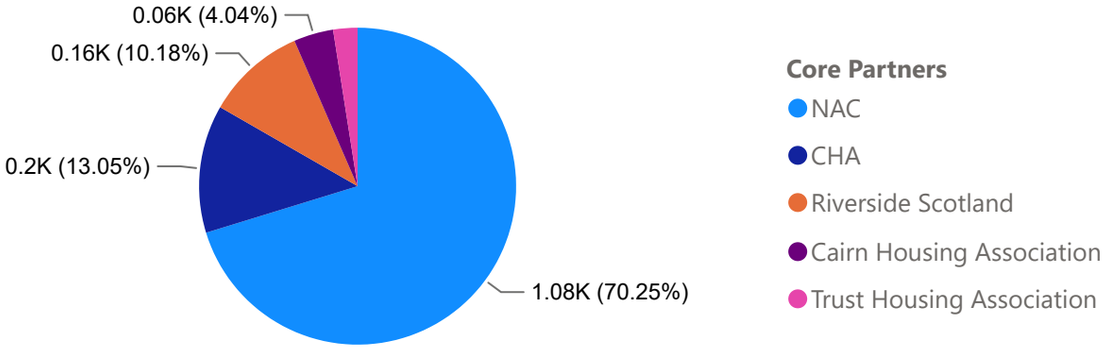
Number of group 4 applicants by landlord

Group ID	Cairn Housing Association	CHA	NAC	Riverside Scotland	Trust Housing Association	**Total**
Band 4	10	43	230	32	11	**326**

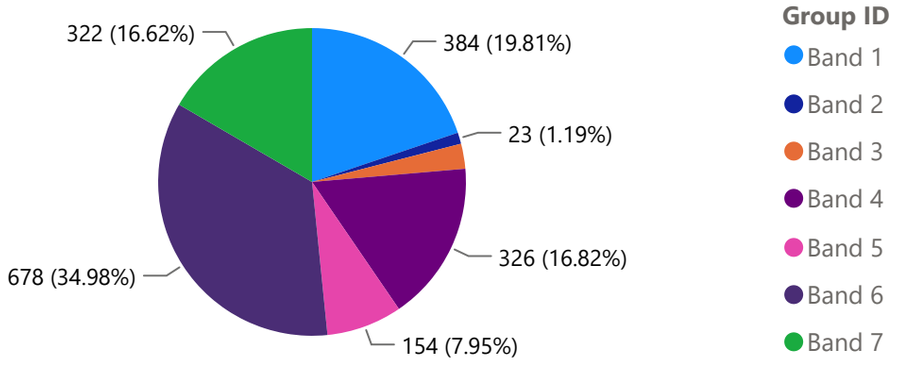
Partner and Non Core Landlord Demand



% of applicants from NAHR Landlord (Core Partners Only)

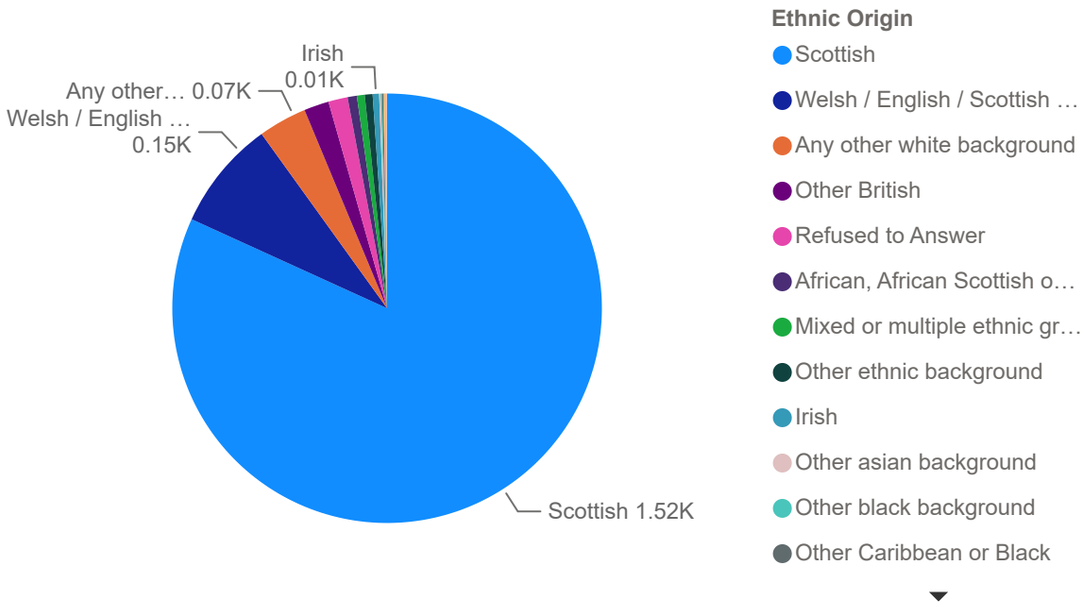


% of Applicants in Each Group

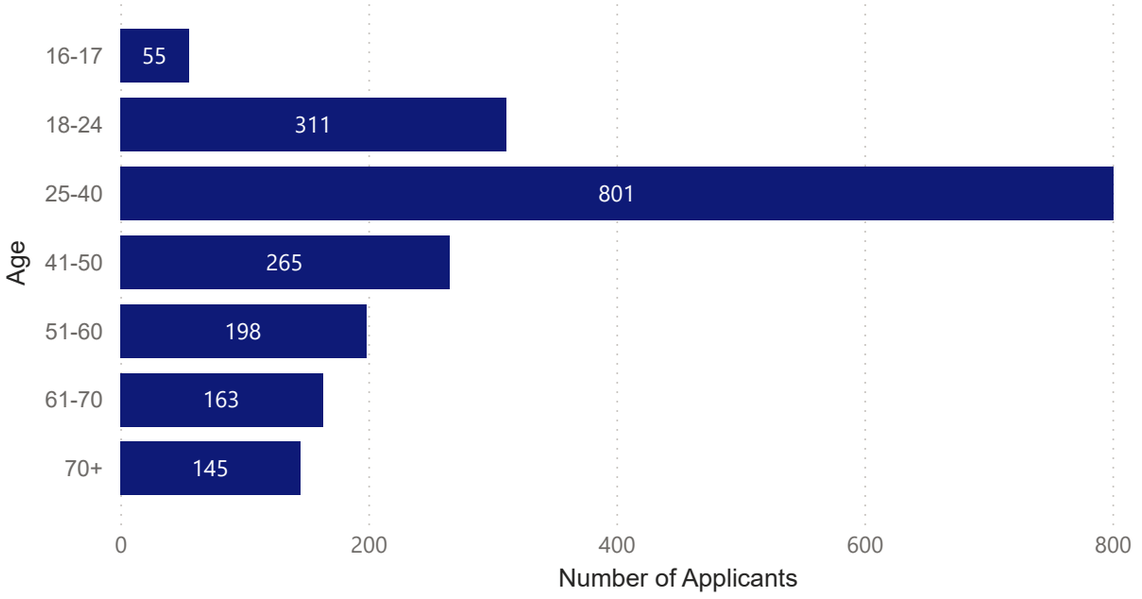


Equalities

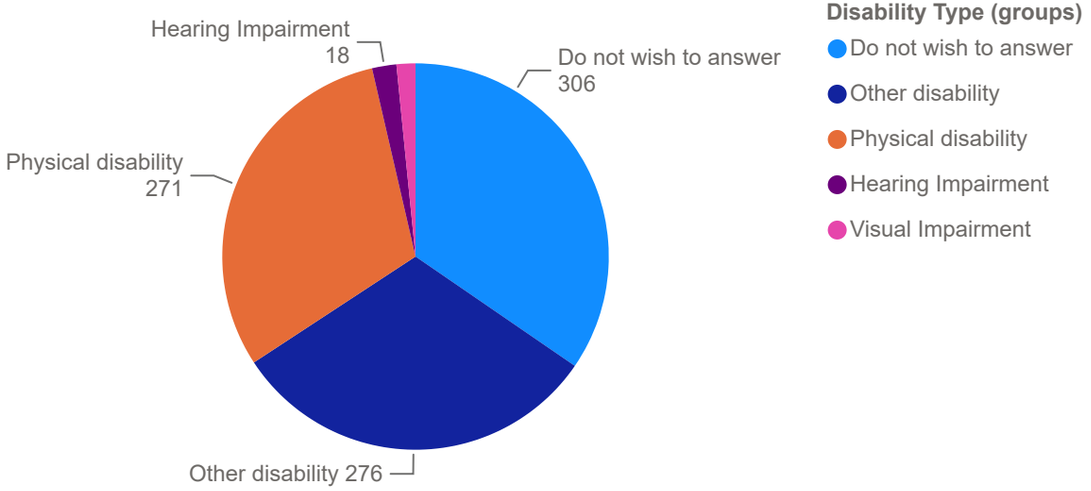
Applicants by Ethnicity of Main Applicant*



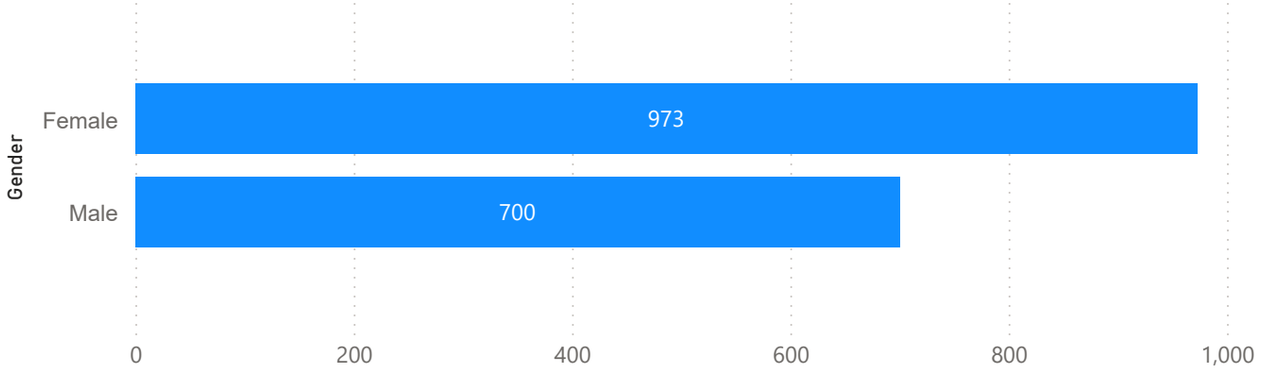
Breakdown of Applicants By Age of Main Applicant



Breakdown of Applicants by Disability of Main Applicant



Breakdown of Applicants by Gender of Main Applicant

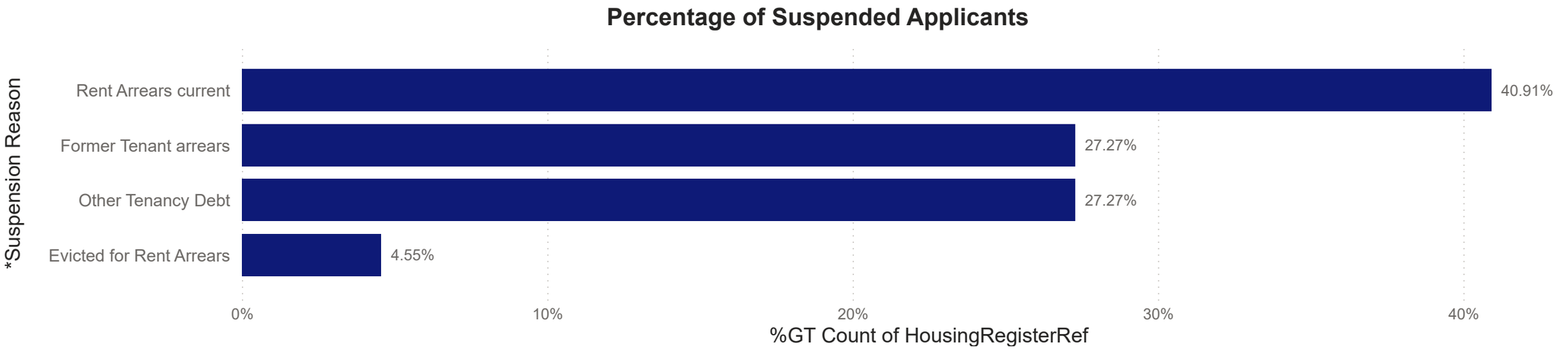


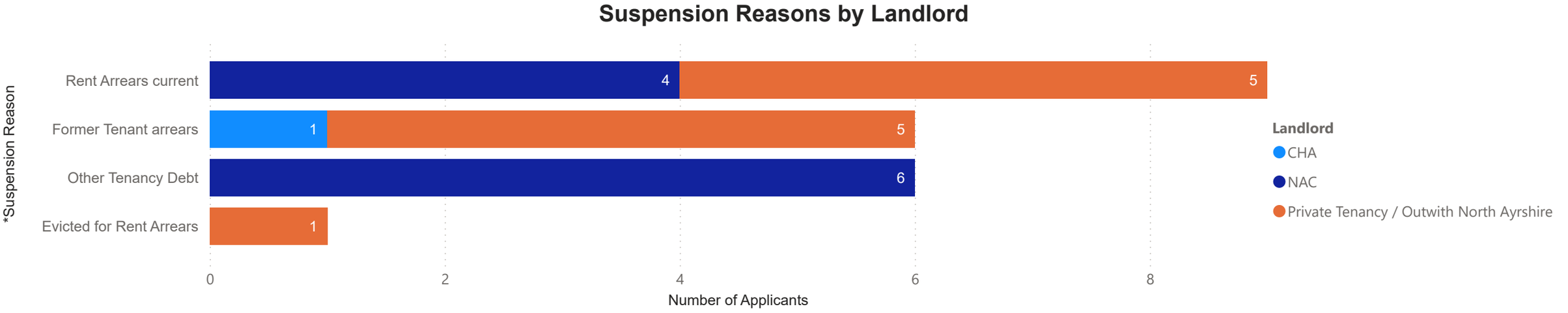
**For full Ethnic Origin list, please see Appendix 1*

Suspensions

The current average suspension period is: 81.91 days

Number of closed applications since April: 326

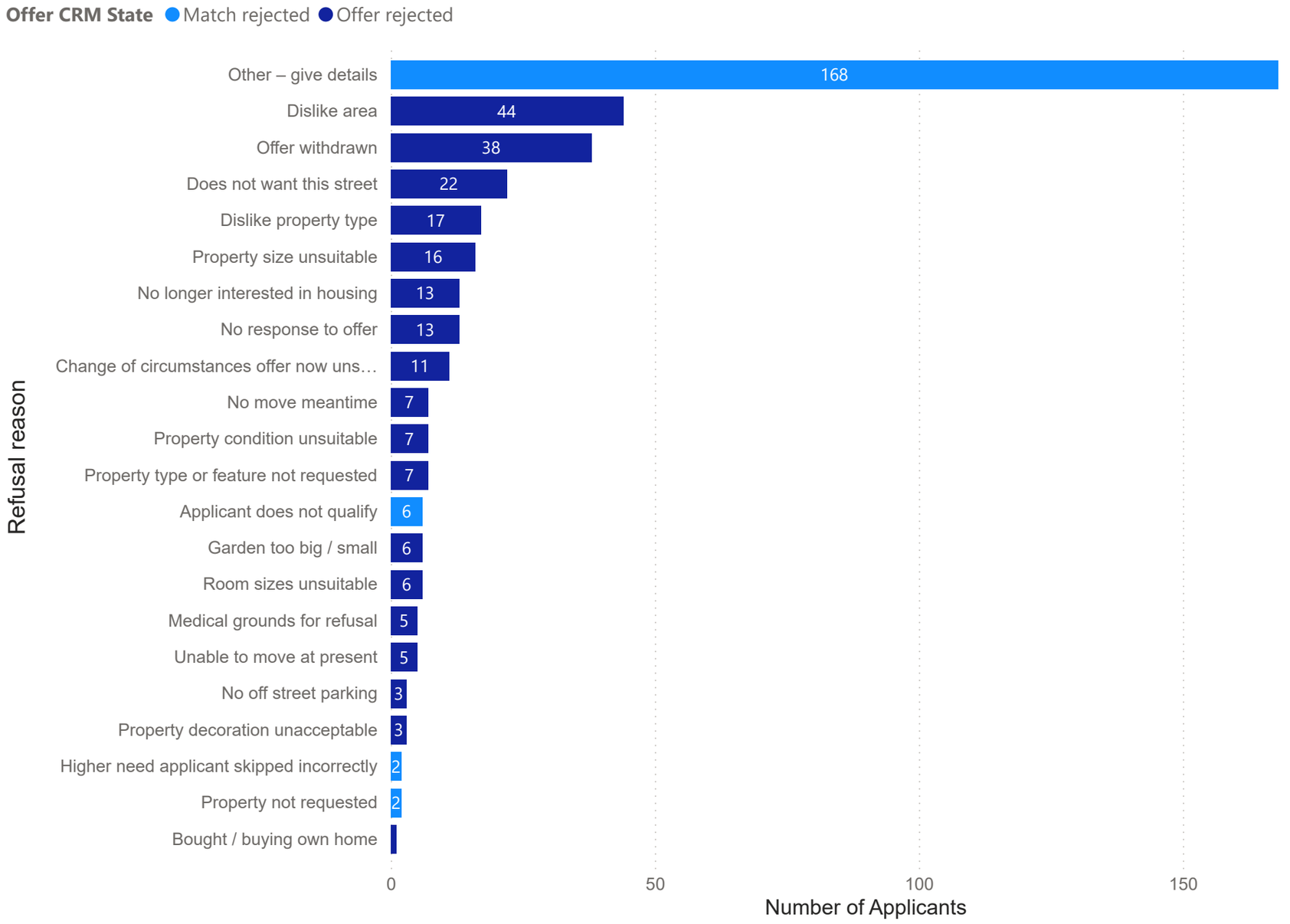




**Suspension reasons displayed may vary across reporting period*

Offers

Offer Refusals by Reason



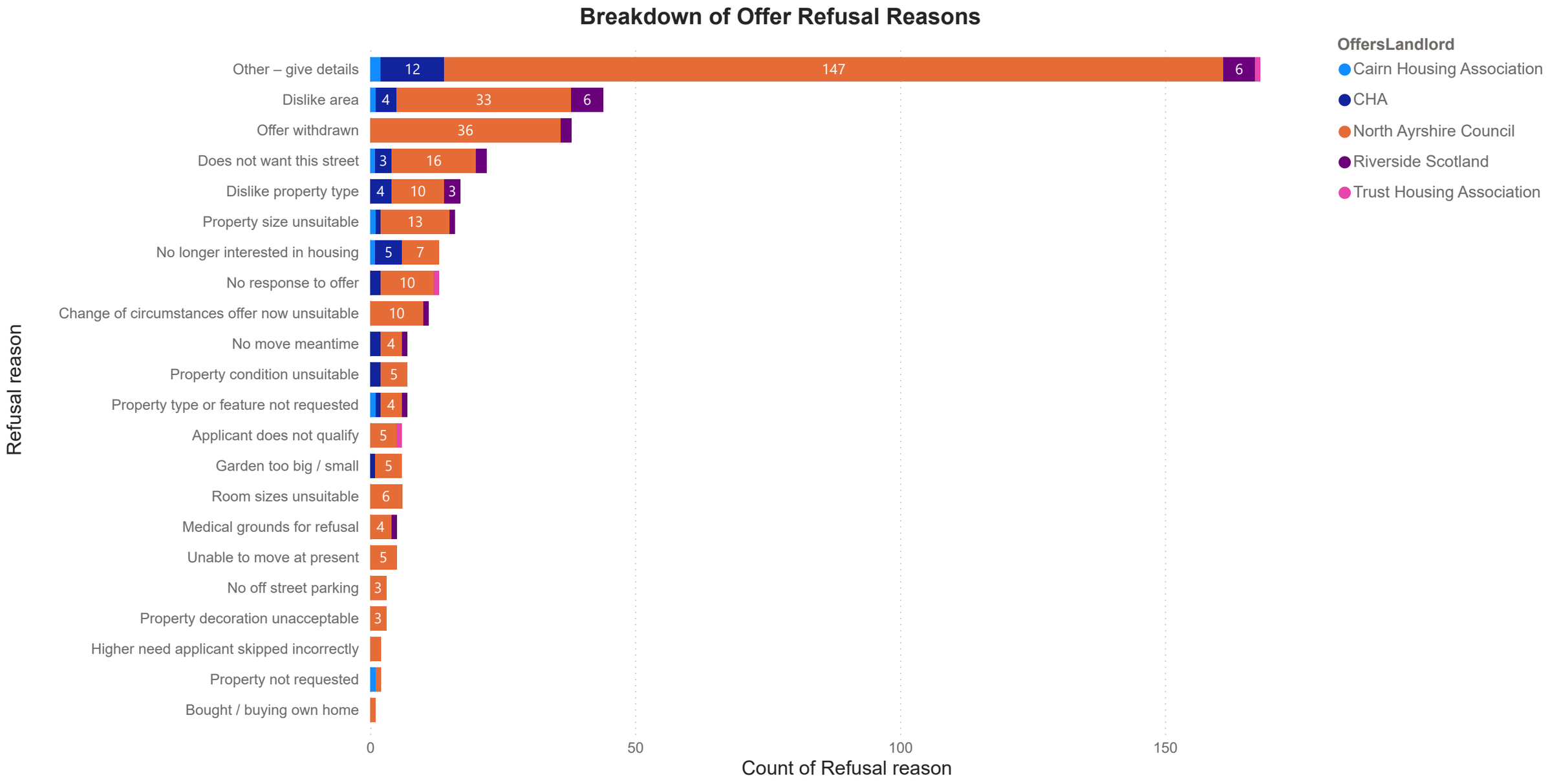
Breakdown of Offers by NAHR Partner

OffersLandlord	Count of Property ID
Cairn Housing Association	25
CHA	73
North Ayrshire Council	869
Riverside Scotland	46
Trust Housing Association	6
Total	**1019**

Breakdown of Offers Per Let

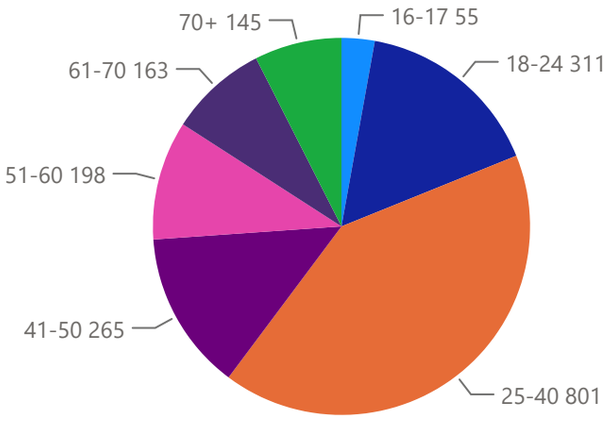
Offer CRM State	Count of Login Reference
Match approved	93
Match rejected	178
Offer accepted	463
Offer rejected	224
Open	42
Removed	19
Total	**1019**

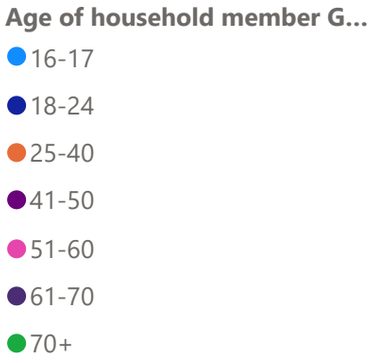
NAHR Partner Breakdown of Offer Refusal by Reason



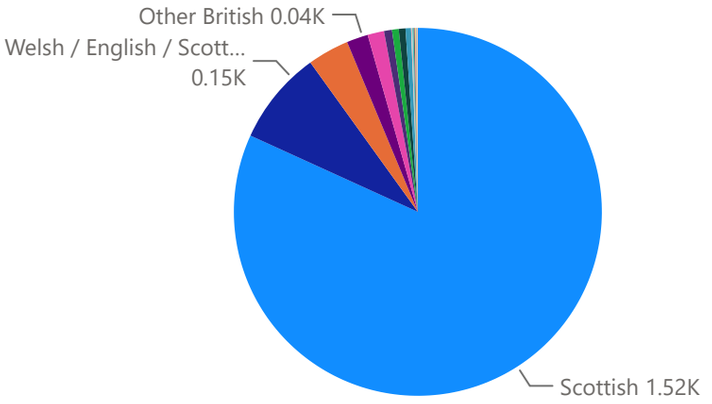
Offers by Equalities

Age



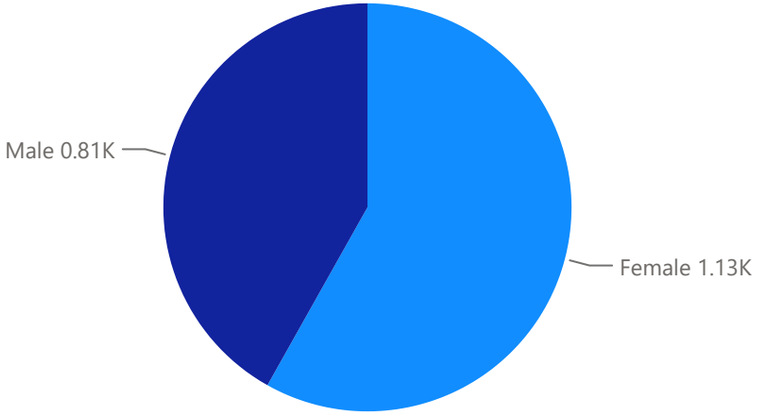


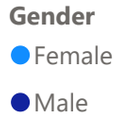
Ethnicity



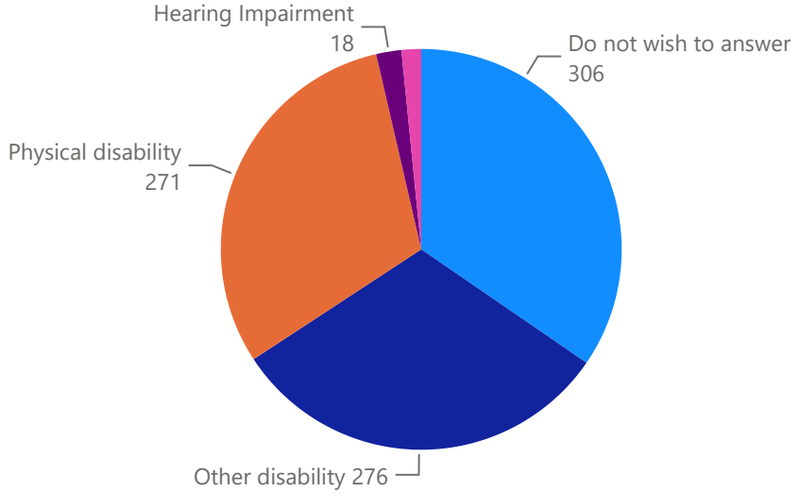


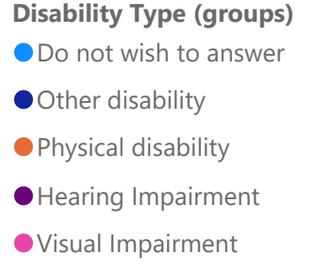
Gender





Disability

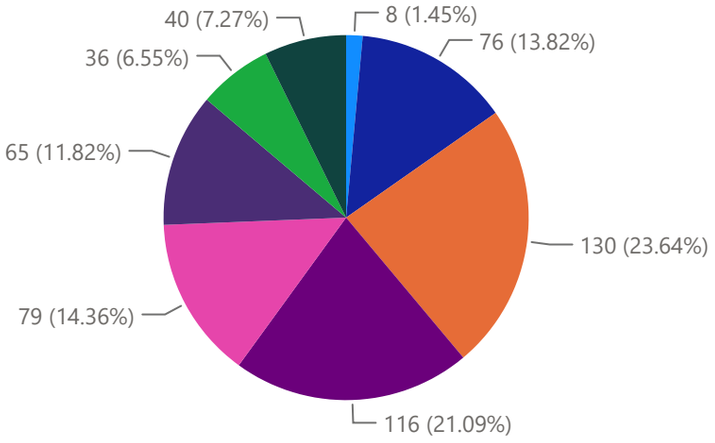




**See appendix for disclaimers & full ethnic origin listing*

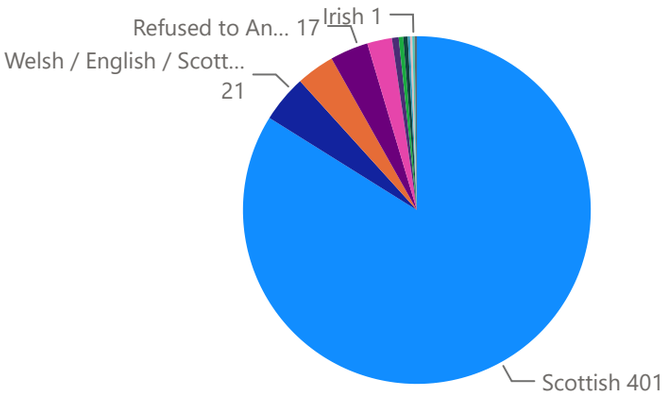
Lets

Age



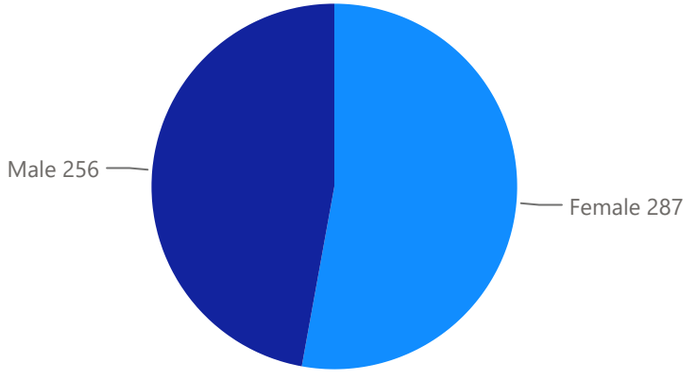
Age Band
- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

Ethnicity



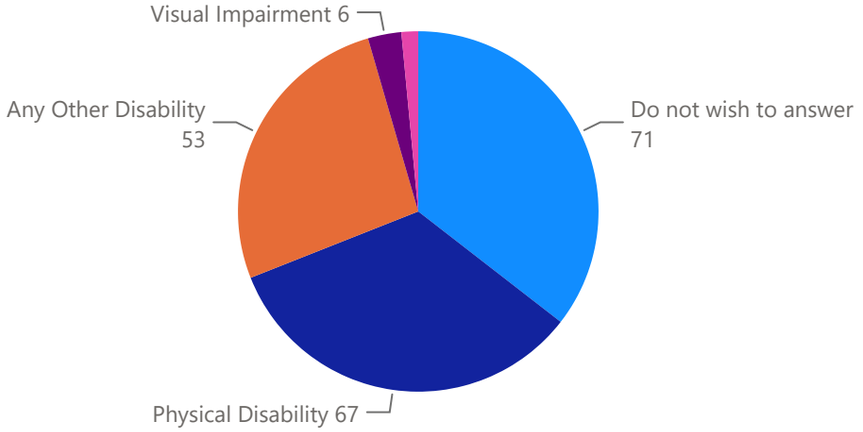
Ethnic Origin
- Scottish
- Welsh / English / Scottish ...
- Any other White backgrou...
- Refused to Answer
- Other British
- Other ethnic background
- Gypsy or traveller
- Other asian background

Gender



Gender
- Female
- Male

Disability

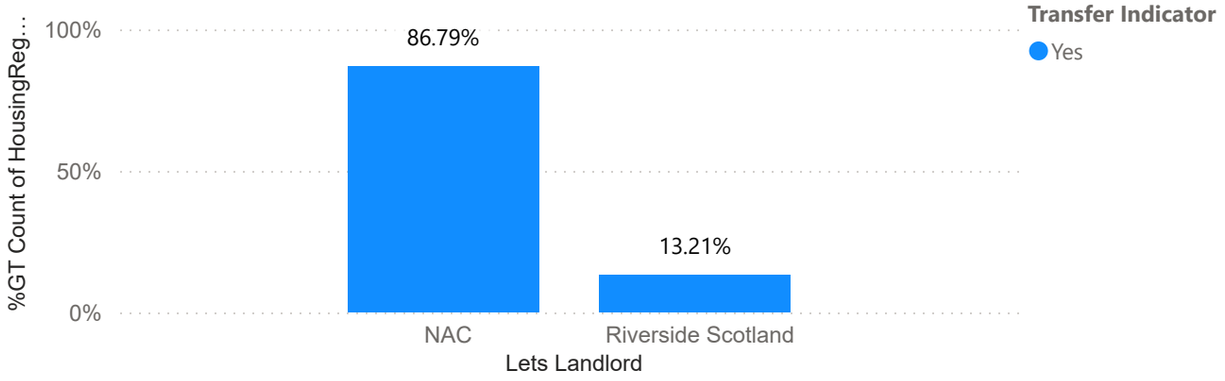


Disability Type (groups)
- Do not wish to answer
- Physical Disability
- Any Other Disability
- Visual Impairment
- Hearing Impairment

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

Lets

% of Transfer Lets by NAHR Partner



Percentage of Lets to Group 1

Lets Landlord	%GT Count of Group
Cairn Housing Association	0.65%
Cunninghame Housing Association	6.80%
NAC	88.67%
Riverside Scotland	3.88%
Total	**100.00%**

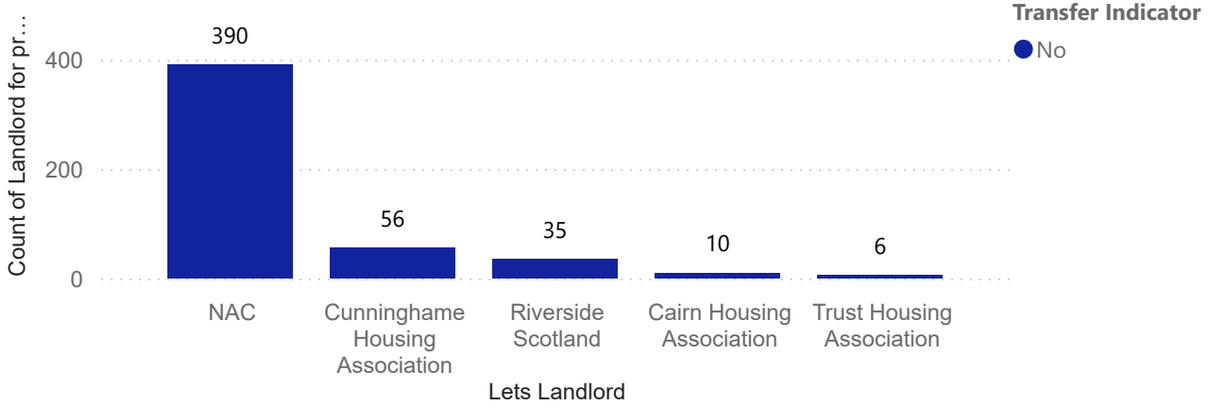
Number of Transfer Lets by NAHR Partner

53

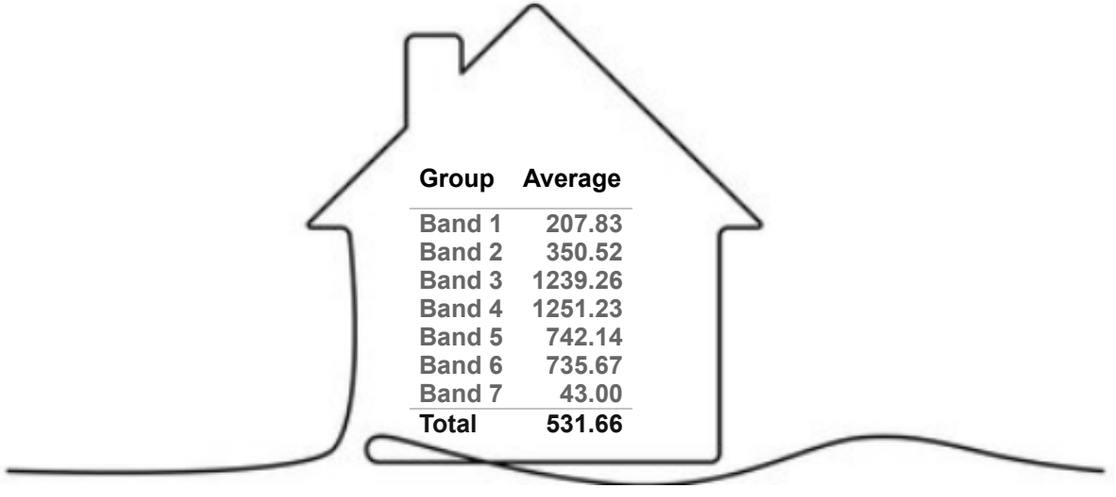
Number of Non-Transfer Lets by NAHR Partner

497

% Non Transfer Lets by NAHR Partner



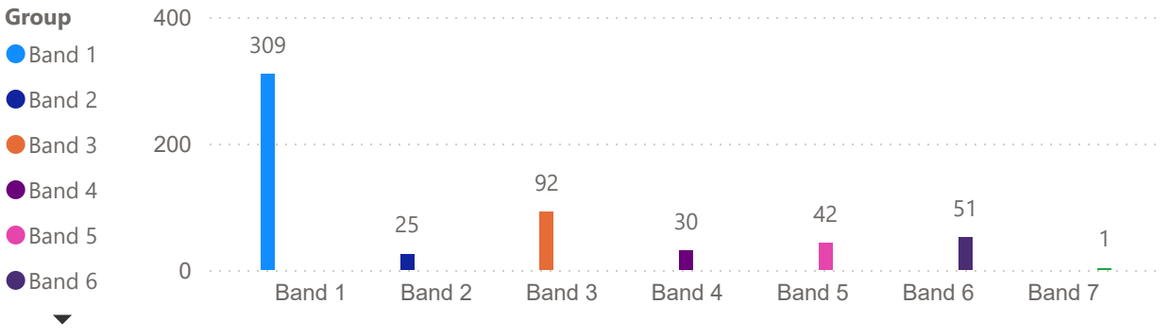
Average Days to be housed by group:



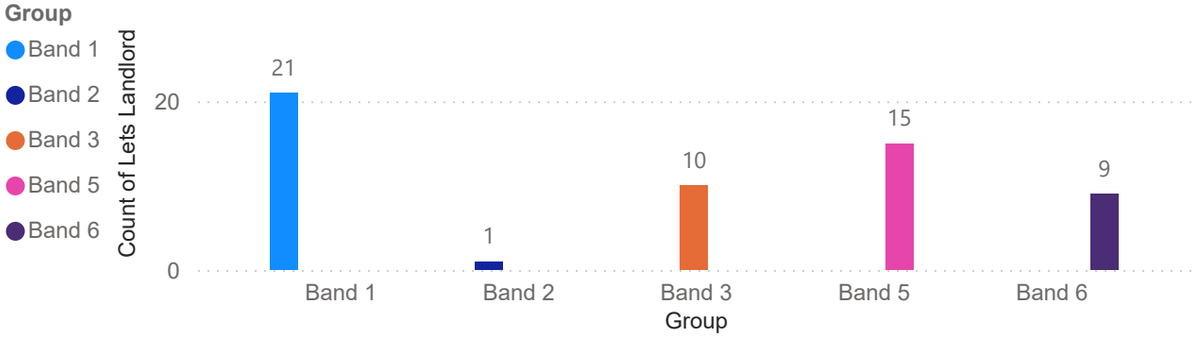
Group	Average
Band 1	207.83
Band 2	350.52
Band 3	1239.26
Band 4	1251.23
Band 5	742.14
Band 6	735.67
Band 7	43.00
Total	**531.66**

Lets - NAHR Partner Breakdown

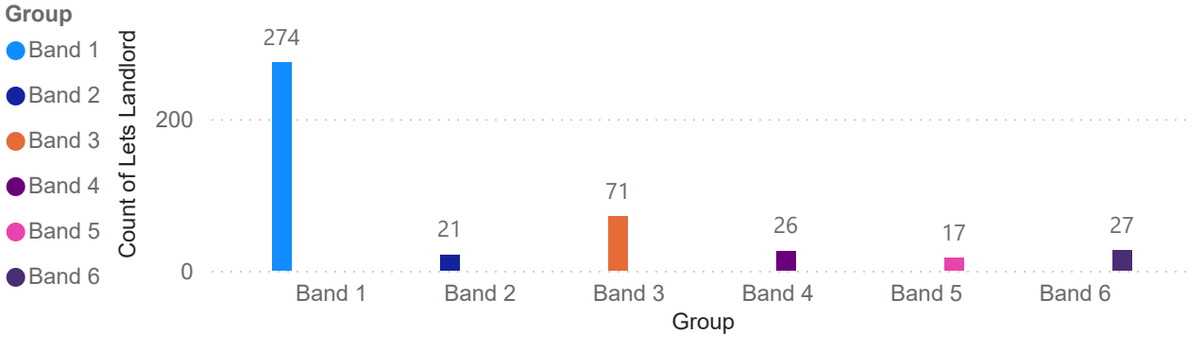
Number of Lets by Group*



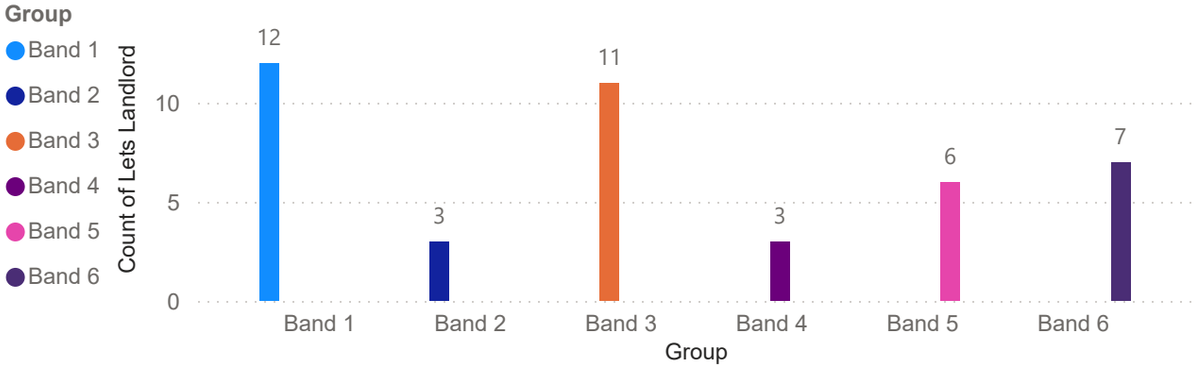
Cunninghame Housing Association



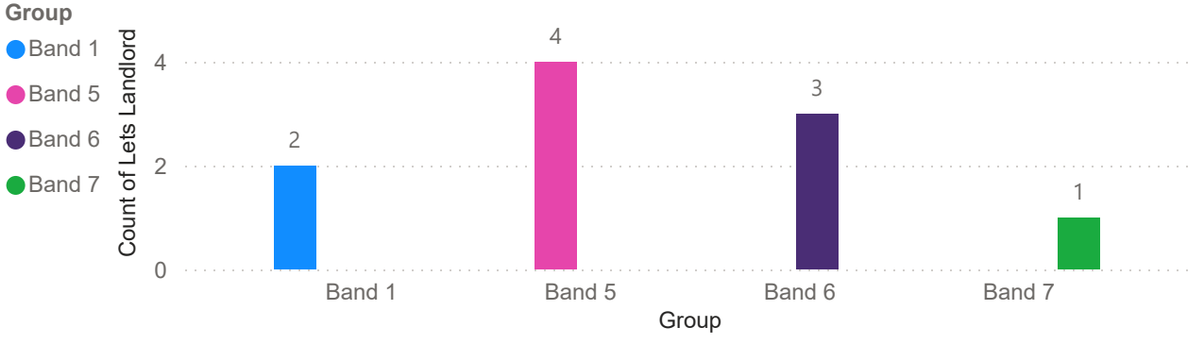
North Ayrshire Council



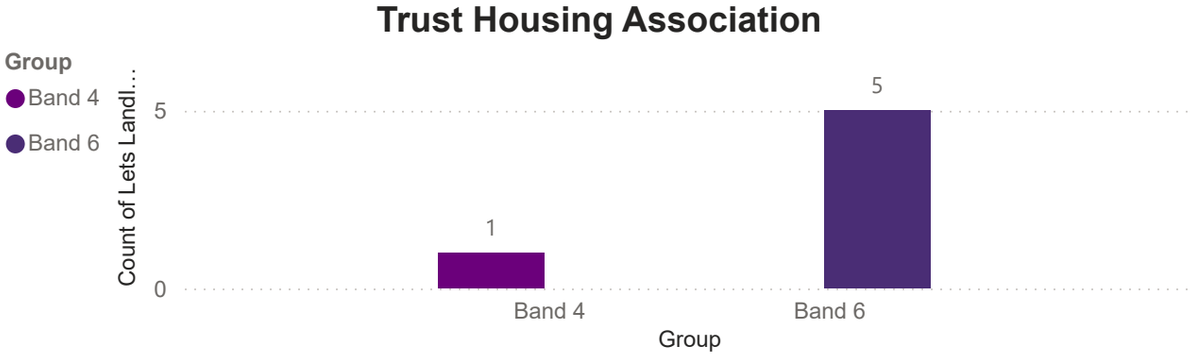
Riverside Housing Association



Cairn Housing Association



Trust Housing Association

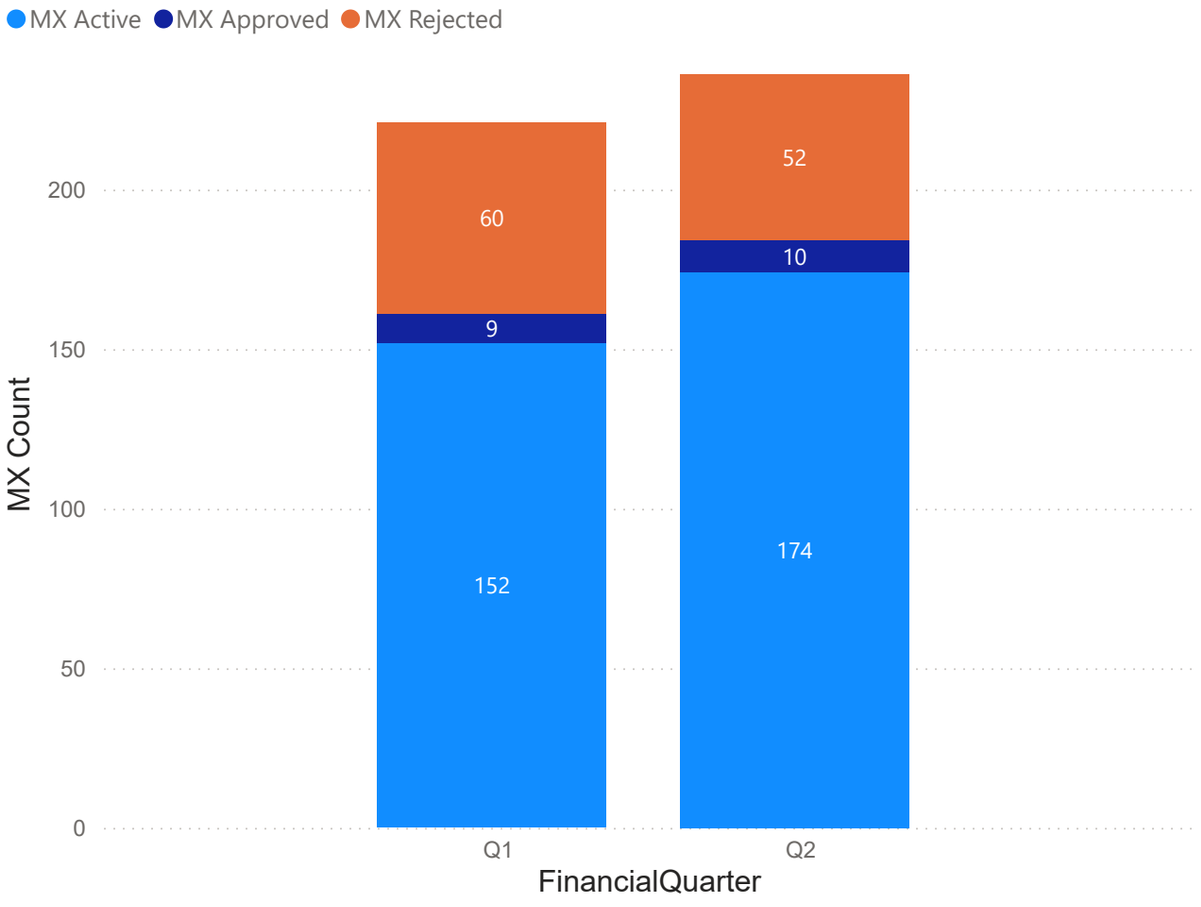


**See Appendix for Band (Group) definitions*

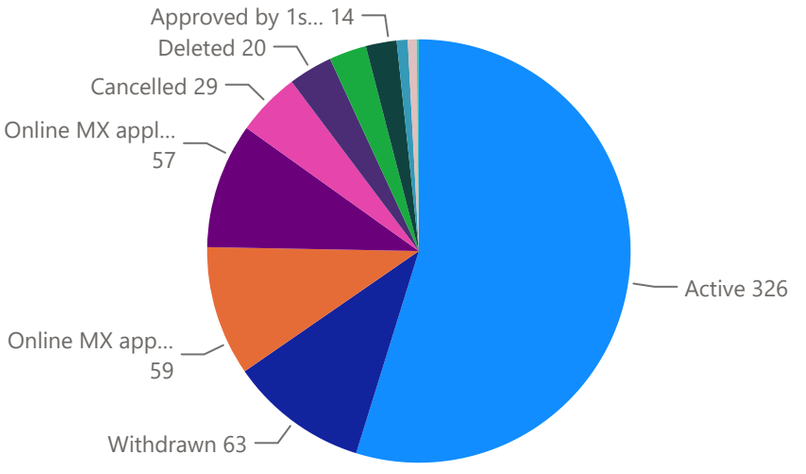
Breakdown of Mutual Exchanges

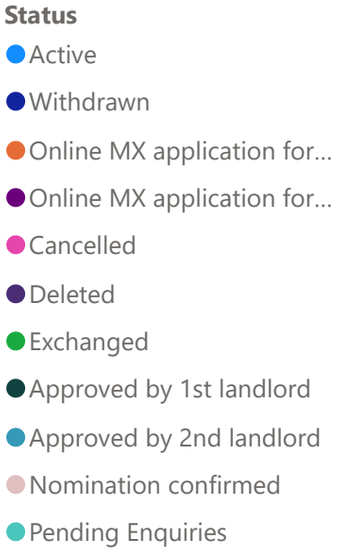
Mx Active	MX Approved	MX Rejected	Average Days to Mutual Exchange	Expired Adverts
326	19	112	13.76	295

Mutual Exchange by Quarter

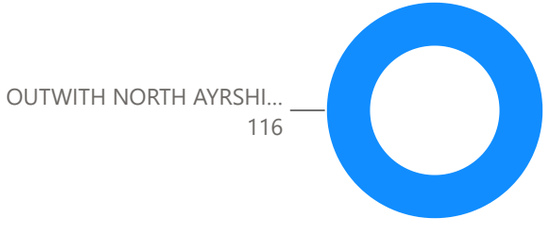


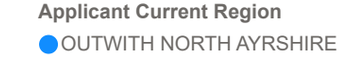
Total Advertised





MX Requests from Outwith NAC





Accessible Housing Applications

Accessible Housing Applications Received

456

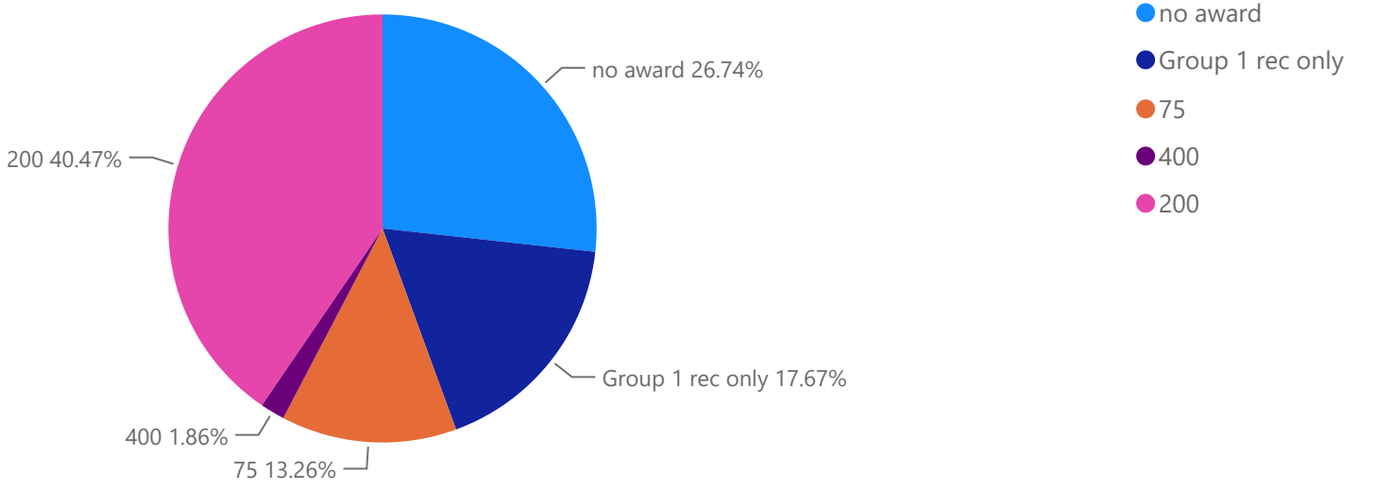
Accessible Housing Applications Assessed

430

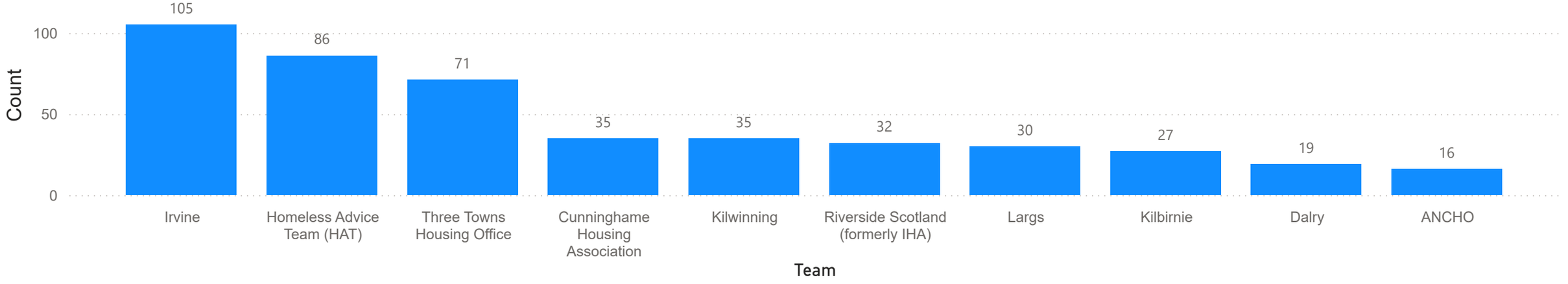
Closed Assessments

50

Accessible Housing Application: Points Awarded



Received from Holding Office



Accessible Housing Applications

Some applicants with an outstanding accessible housing application may hold a later application date than would be expected as they have circumstances that have delayed our Occupational Therapists from completing an assessment. The reasons for a delayed assessment include;

- An applicant being in hospital
- Unavailable for their first appointment
- Unavailable for their second appointment

Applicant circumstances cannot be outlined within reporting as reasons for delay will be case specific. All records are updated to ensure any delays for assessment are detailed for consideration.

Oldest application with an Appointment

As at 30/09/2026

29/05/2026

Oldest application without an appointment

As at 30/09/2026

08/04/2026

Outstanding Applications

All outstanding applications have been screened by a qualified Occupational Therapist, and are awaiting further assessment via home visits or telephone assessments



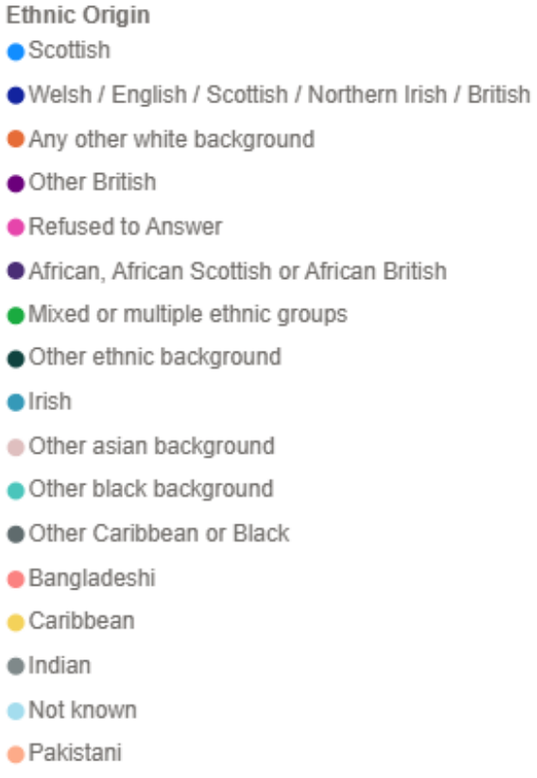
Appendix

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.



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: • be employed, or have been offered a job in North Ayrshire; • want to move into North Ayrshire to look for employment; • want to move into North Ayrshire to be near a relative or carer; • have special social or medical reasons for needing to live in North Ayrshire; or • 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

Closed Assessments - Housing Application Forms that have been closed, housed or subject to a change of address



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