

EAST RENFREWSHIRE COUNCILCABINET26 October 2017Report by Director of EnvironmentHOUSING SERVICES ANNUAL PERFORMANCE REPORT ON THE SCOTTISH SOCIAL HOUSING CHARTER**PURPOSE OF REPORT**

1. To advise the Cabinet of East Renfrewshire Council's performance in the Annual Return on the Scottish Social Housing Charter (ARC) to the Scottish Housing Regulator (SHR).

RECOMMENDATIONS

2. It is recommended that Cabinet note the performance for the Annual Return on the Scottish Social Housing Charter.

BACKGROUND

3. The Scottish Social Housing Charter (The Charter) requires each social landlord to provide the Scottish Housing Regulator (SHR) with details of performance against 37 performance indicators and information for 32 contextual indicators by 31 May each year. This is known as the "Annual Return on the Charter" or ARC.

4. Upon receipt of this information, the SHR collates and produces a Landlord Report for every social landlord in Scotland and publishes this on their website by the end of August each year. East Renfrewshire's 2016/17 report can be viewed at: <https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/east-renfrewshire-council>.

5. Each social landlord is then responsible for publishing a fuller report on their performance against the Scottish Social Housing Charter for tenants and customers, by October each year. A copy of the East Renfrewshire report for 2016/17 is attached (Appendix 1).

6. The SHR uses the information from the ARC and other sources to determine any key areas of risk identified in the Local Scrutiny Plan for each Local Authority.

REPORT

7. Data collection for the ARC allows the SHR to assess all landlords' ability to meet the outcomes set out in the Scottish Social Housing Charter. The Scottish average refers to performance of all social landlords in Scotland including Councils and housing associations. In many cases, housing associations have higher rent levels and newer stock to manage, and therefore access to greater resources and the benefits of lower maintenance costs. This should be borne in mind when comparing the profiles of Housing Associations and Councils.

8. Given that there are multiple indicators, it is difficult to form a view as to the performance of a landlord based upon one indicator alone. In 2016/17, East Renfrewshire performed above the average for Scottish Councils in approximately 70% of ARC indicators. East Renfrewshire also performed above the Scottish average for all landlords in key areas including: maintaining its homes, tackling anti-social behaviour and medical adaptations.

9. The Annual Report, appendix 1, details the Council's performance and progress across key indicators. Performance in key service areas is outlined in more detail below:

- Rents & Arrears. East Renfrewshire Council continues to have a lower than average rent charge compared to all landlords. In 2016/17, East Renfrewshire Council rent levels were 14% lower than the Scottish average for all landlords and 1% lower than the Scottish Local Authority average.

Improvement in gross arrears levels (as a percentage of rent due in the year) has seen this reduce from 9.4% in 2013/14 to 6.8% in 16/17. However, work continues to make further improvements, and is particularly critical this year in advance of the introduction of a full live service for Universal Credit payments by June 2018.

- Tenant Satisfaction. Satisfaction is measured on key aspects of the housing service. When compared with other Scottish Councils, East Renfrewshire Council performs better than the average in 7 of the 10 areas of satisfaction. For those areas below average, direct contact and focus groups with tenants have been used to get a better understanding of the areas they feel require improvement.
- Quality and Maintenance of Homes. East Renfrewshire Council achieved the 2015 target for the Scottish Housing Quality Standard and is performing well above the Scottish average at 97.2%. Those properties outstanding are classed as exemptions and abeyances under established criteria. The Scottish Government has also introduced a target to meet the Energy Efficiency Standard for Social Housing in all homes by 2020. In that respect 66% of East Renfrewshire Council's homes meet this standard with firm targets in place for progress towards 2020.
- Housing Maintenance. Housing Services is performing substantially better than the Scottish average for these indicators. The Council is in the top quartile of Councils for the time to complete emergency repairs. East Renfrewshire Council is also the 2nd highest performing council for time to complete non-emergency repairs.
- Neighbourhoods. East Renfrewshire Council continues to tackle anti-social behaviour against locally set targets and is performing better than the Scottish average for all landlords. Similarly performance in tenancy sustainment is in the top 3 amongst Scottish Councils. Our current consultation on moving to a Choice Based Lettings System for allocating Council homes is aimed at improving choice for prospective tenants, with related benefits of tenancy sustainment, reduced pressure on rehousing services and rental income lost through empty properties.

- Access to Housing. Despite a high demand for housing in the authority, there are also some harder to let homes which impact on our performance indicators. Whilst we have available homes, they are sometimes in areas or of a type that is not desirable to families. This is reflected in the number of offers refused. Approximately 65% of Council housing stock is situated in the Levern Valley area whilst 75% of the population resides in the Eastwood area. Housing Services continues to look at a range of options to increase the supply of social and other affordable housing through its Strategic Housing Investment Plan (SHIP) 2018-2023 which appears as a separate item on this agenda.
- Allocations. As advised above, Housing Services are currently reviewing the allocations service to ensure that customers have greater choice in housing able and to improve performance on the income lost through empty properties. However, the percentage of rent lost due to empty homes has reduced from 1.3% in 2013/14 to 0.9% in 2016/17 which is in line with the Scottish Council average. The impact of the Mixed Tenure Scheme in improving the condition of many areas cannot be underestimated. For over a decade this was an area of poor performance. These results are therefore particularly welcome.

10. In addition to the ARC return, the SHR also gathers information on other areas of service. The provision of temporary accommodation has been raised as a concern by the SHR, and is being monitored through the local scrutiny plan. In particular, this relates to the use of Bed & Breakfast accommodation and in ensuring temporary accommodation is always available to those who require it.

11. Although the use of Bed & Breakfast in the past has been high, the average time a household spends in Bed & Breakfast has always been below the Scottish average, at 7.4 days in 2016/17. The Council has made significant progress to reduce the use of Bed & Breakfast but is limited in terms of available temporary accommodation. The use of bed & breakfast reduced from 58% in 2013/14 to 12.4% of homeless households being placed in this type of accommodation during 2016/17.

12. In 2016/17, 2 households could not be provided with temporary accommodation through the service, despite being eligible for this. This is due to an ongoing pressure for temporary accommodation and a lack of sufficient permanent affordable homes for people to move into. In quarter 1 of 2017/18, data confirms that no households who required temporary accommodation have been left without it.

13. Notwithstanding these improvements, this remains an area of focus and work is being undertaken to improve performance and enhance the availability of suitable temporary accommodation.

FINANCE AND EFFICIENCY

14. Housing Services must demonstrate annually that the service it provides meets the needs of its customers and provides value for money. East Renfrewshire Council continues to have a lower than average rent charge compared to all landlords.

15. Housing Services are looking to deliver greater efficiencies through the provision of modern services and digital improvements, in line with our Housing Service Improvement and Digital Improvement Plans for 2017/18. This includes the roll out of text messaging for a range of services and the introduction of online application and bidding for homes in 2017/18.

16. The implementation of the five capabilities through service improvements will ensure that the service is efficient, modern, digital and customer driven.

CONSULTATION

17. Before launching the Charter, Scottish Ministers consulted the Scottish Housing Regulator; tenants in social housing and their representative bodies; social landlords; homeless people; and other stakeholders about the Charter's contents. A further consultation took place by the Scottish Housing Regulator regarding a common set of indicators to be reported in the Annual Return on the Charter.

18. In 2016 Scottish Ministers have undertaken a further review of the Charter and the outcomes from this review are expected to be implemented later in 2017.

19. In line with the national publication of Charter results, East Renfrewshire Council is required to produce an annual performance report to tenants by October each year. Copies of the 2016/17 annual report are available in the members lounge.

PARTNERSHIP WORKING

20. Many of the services provided by East Renfrewshire Council's Housing Services are provided in partnership with internal and external bodies. These services must work together to demonstrate that the outcomes of the Charter are met, and partnerships have a key role in ongoing assessment of the services. Partners include:

- East Renfrewshire's Health & Social Care Partnership
- Corporate & Community Services
- East Renfrewshire Citizens Advice Bureau

IMPLICATIONS OF THE PROPOSALS

21. There are no implications associated with this report in terms of staffing, finance, property, legal, IT, equalities and sustainability.

CONCLUSIONS

22. Appendix 1 summarises Housing Services performance against the indicators of the Charter, in comparison with other Scottish Councils and all Social Landlords in Scotland.

23. In approximately 70% of the indicators East Renfrewshire performs above the Scottish Council average. East Renfrewshire also performed above the Scottish average for all landlords in key areas including: maintaining its homes, tackling anti-social behaviour and adaptations.

24. When assessing tenant satisfaction, ERC performs better than the average in 7 of the 10 areas compared to other Scottish Councils.

25. Since the introduction of the Charter, Housing Services have delivered improvement across the service particularly for quality of housing and housing maintenance, and more recently in rent collection. These improvements have not only enhanced services to tenants but also delivered efficiencies that have been re-invested into the service.

26. Whilst the performance statistics show a high level of improvement in the delivery of services work is underway to ensure continuous improvement.

RECOMMENDATIONS

27. It is recommended that the Cabinet note the performance for the Annual Return on the Scottish Social Housing Charter.

Director of Environment

Further details can be obtained from Phil Daws Head of Environment (Strategic Services) on 0141 577 3186.

Convener contact details

Councillor Danny Devlin
(Convener for Housing and Maintenance Services)

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Office: 0141 577 3107/8

October 2017

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OUR PERFORMANCE 2016/17



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A message from Councillor Danny Devlin, Convener for Housing & Maintenance Services

“Welcome to East Renfrewshire Housing Services Annual Report. This report highlights how we performed in 2016/17 but also lets you, the tenant, know what work is being carried out to improve services. We are committed to learning from our performance and improving the services provided to tenants and customers.

As Convener of Housing & Maintenance Services I want to ensure that tenants live in good quality homes and see their local area as a good place to live and raise their families. Over the last year we have continued to improve the services we provide.

Our satisfaction rates continue to show that tenants are happy with the service and the improvements that we have made. However we will work continuously to improve services and increase tenant satisfaction.

As a tenant and customer it is important for you to know how we are performing as a social landlord. I hope you find this report useful and it demonstrates how housing services are provided in East Renfrewshire.”



A handwritten signature in black ink, appearing to read 'D Devlin', with a long, sweeping underline.

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How do Housing Services assess performance?

The Scottish Social Housing Charter (SSHC) sets out the standards of performance that all social landlords should aim to achieve in the services they deliver. These standards are centred around the range of key services we provide and the outcomes that should be expected by tenants and customers.

The charter is designed to:

- **ensure tenants & customers understand the services they receive and can hold landlords accountable**
- **ensure landlords achieve the standards of the charter**
- **provide the basis for the Scottish Housing Regulator (SHR) assessment.**

The SHR is the independent regulator of Council and Housing Association housing services in Scotland. East Renfrewshire Council must measure its housing services against the charter each year.

In this report we will show how Housing Services performs against the Scottish Averages for 2016/17, this covers all social landlords in Scotland, both Councils and Housing Associations. The report will also show our performance against other Scottish Councils.



East Renfrewshire Council Housing Services – Overview

As at 31 March 2017 East Renfrewshire Council had **2973 homes** throughout East Renfrewshire.

In 2016/17 Housing Services

- **Let 199 properties** to homeless households and people on the councils waiting list
- **Sold 35 properties** under right to buy legislation
- **Bought 12 properties** from the open market.

Rents Performance

	2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
Average weekly rent 1Apt	58.90	62.57	57.92
Average weekly rent 2Apt	61.97	74.29	63.84
Average weekly rent 3Apt	71.15	77.42	69.30
Average weekly rent 4Apt	79.71	84.39	74.80
Average weekly rent 5Apt	81.65	94.11	82.20
Average weekly rent all properties	69.47	81.05	70.20

	2016/17
Barrhead Housing Association average weekly rent	81.98
Arklet Housing Association average weekly rent	104.61

East Renfrewshire Council continues to have lower than average rents compared to the Scottish Average and other local landlords.

Percentage of tenants who felt their rent was good value for money:

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
82.8%	81.9%	77.6%



How do Housing Services perform against the charter?

Overall satisfaction with your landlord:

2016/17
East Renfrewshire
Council

81.6%

2016/17
Scottish
Average

89.7%

2016/17
Scottish
Council Average

82%

In the past few years Housing Services have undertaken work to improve the lives of our tenants, this includes:

- Ongoing delivery of our mixed tenure scheme to ensure estates are well maintained
- £8.6 million investment improving the quality of your homes
- An improved repairs service to ensure repairs are completed quickly and are fixed first time
- A zero tolerance approach to anti-social behaviour. The service works closely with other agencies including Police Scotland to take action where required.



1. The customer and landlord relationship

The services we provide have an important impact on the quality of life for many residents within East Renfrewshire. We must ensure that we understand the needs of all customers, treat them all fairly and provide a range of opportunities for customers to influence the service.

How do we communicate?

If customers aren't aware of what we do, and how we do it, then they cannot influence how the service is provided and assist us in identifying where we can make improvements. We communicate with customers in a range of ways:

- Annual Report to Tenants
- Tenants Newsletter
- Range of Information leaflets about our services
- East Renfrewshire Council Website
- Schools Information and Education Session.

How do we involve customers?

Housing Services has a number of ways in which we speak to customers to find out what they think of our service. We meet regularly with tenant and residents associations in the area and we also use surveys and focus groups to gather views.

We are always keen to hear your views. If you would like to be more involved in the way housing services are delivered in East Renfrewshire, please contact our Tenant & Customer Engagement Officer on 0141 577 3695 or email Customerengagement@eastrenfrewshire.gov.uk



The percentage of tenants who felt we kept them informed:

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
85.2%	91.1%	81.2%

The percentage of tenants who felt we gave good ways to participate:

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
80.4%	83.8%	72.4%

2. Housing Quality

All tenants in East Renfrewshire should live in a home that is warm, safe and in good condition.

The Scottish Housing Quality Standard (SHQS) is a standard set by the Scottish Government.

All Scottish social landlords were to meet this by March 2015 and maintain it thereafter.

The standard has a range of elements that cover the following areas:

- Energy efficiency
- Tolerable standard
- Healthy, safe & secure
- Modern facilities
- Be free from serious disrepair.

Percentage of homes that meet the SHQS:

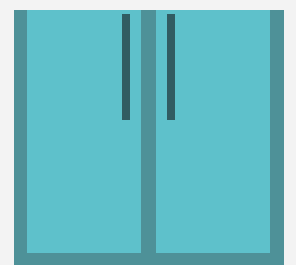
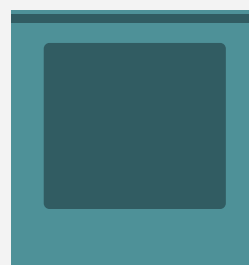
2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
97.2%	92.6%	89%

The remaining 2.8% of properties have not failed the SHQS. However at times we are unable to complete the required works because other owners will not agree to the works or it will not be an effective use of your rent money. These are called exemptions and abeyances.

East Renfrewshire Council is also working towards the Scottish Government target called “Energy Efficiency for Scottish Social Housing” (ESSH). All council and housing association homes must meet this target for improved energy efficiency by 2020.

Percentage of homes that meet ESSH:

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
66%	76.4%	64.8%



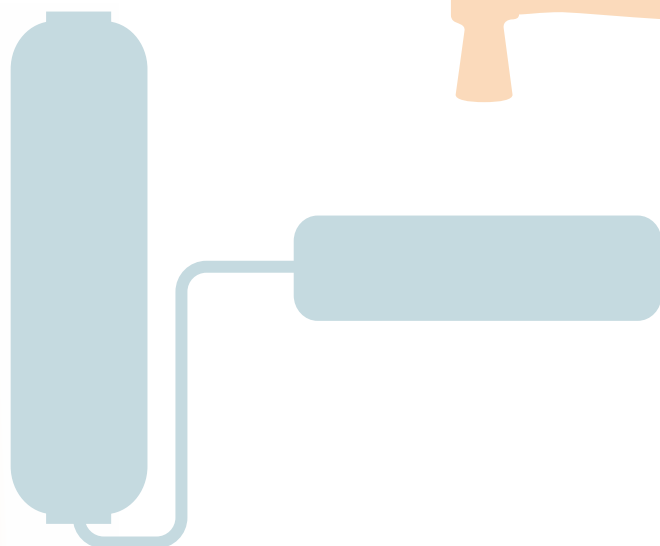
What improvements have we made to your homes?

Housing Services needs to make sure your homes are in good condition now and for the years to come. We will continue to undertake improvements in homes that are in most need.

This can be external work such as roofs, walls, chimneys, damp proof courses, retaining walls and windows. There are also internal parts that need improvement such as electrics, kitchens, central heating and bathrooms.

In 2016/17 Housing Services spent £3.6 million improving tenants' homes:

Improvement	Cost in £'000
External Structural Works	1,539
Internal Element Renewal (windows, kitchens, bathrooms)	516
Central Heating	905
Aids & Adaptations	255
Rewiring & Door Entry Systems	219
Energy Efficiency	11
Estate Works (e.g. paths, bin stores)	114
Sheltered Housing	2



The percentage of existing tenants satisfied with the quality of their home:

2016/17
East Renfrewshire
Council

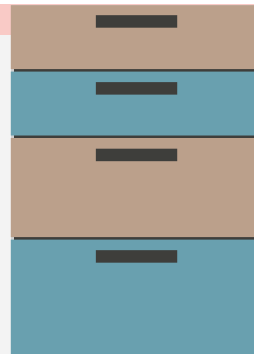
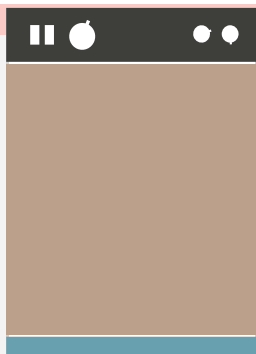
85.4%

2016/17
Scottish
Average

86.9%

2016/17
Scottish
Council Average

80.5%



3. Housing maintenance

Housing Services have undertaken a range of work to improve the housing repairs service which allows us to complete repairs quickly and professionally.

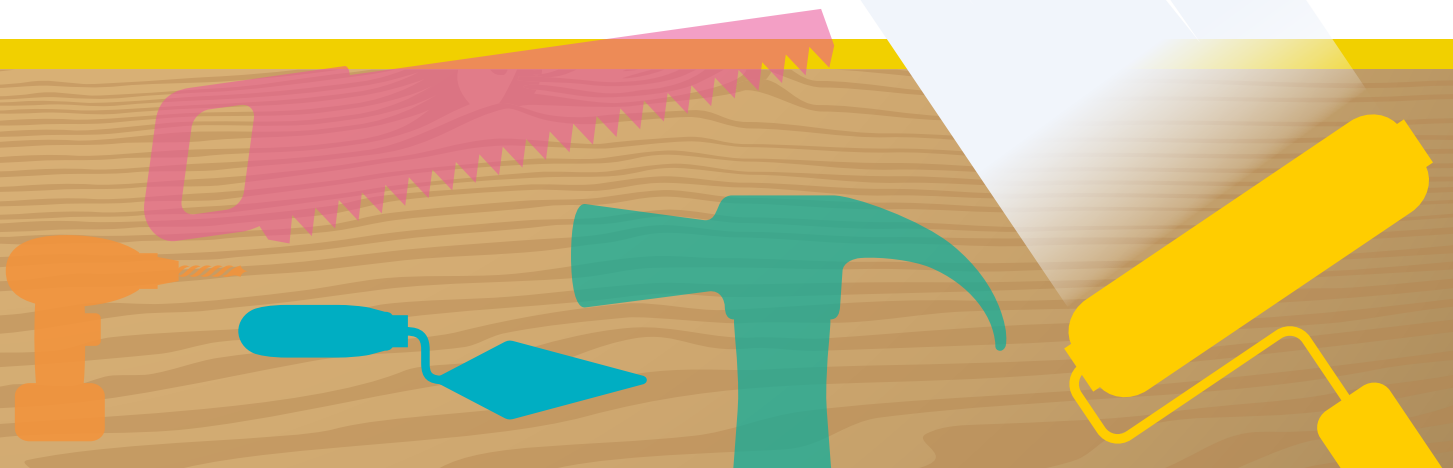
Our repairs service has improved significantly over the past few years, but we continue to seek our tenants views to allow us to improve on the areas that they are unhappy with.

Repairs Performance

Indicator	2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
Average length of time taken to complete emergency repairs (hours)	2.6	3.1	5.1
Average length of time taken to complete non-emergency repairs (working days)	5.4	5.4	9.3
Percentage of reactive repairs carried out in the last year completed right first time	95.3%	93.0%	91.1%
Percentage of repairs appointments kept	99.1%	95.9%	95.1%

Percentage of tenants satisfied with the repairs service

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
87.1%	90.6%	86.2%



4. Neighbourhood and community

Social landlords have a responsibility to ensure that tenants and residents can live in their home comfortably and free from anti-social behaviour. However, we cannot do this alone.

Anti-social & Criminal Behaviour

Housing Services work closely with Police Scotland, a range of other community focused services and the Health & Social Care Partnership (HSCP) to ensure that local communities are free from crime, anti-social behaviour and are well maintained. We take a zero tolerance approach to drug dealing and if a tenant has been convicted of this offence then we will always seek to remove them from the tenancy.

Anti-social behaviour cases resolved in target time

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
98.7%	89.1%	86.6%

Estates and Area Management

The council continues to invest in improvements to mixed tenure estates across East Renfrewshire, through our dedicated HIT squad, and improvements to gardens and homes, fences and pathways and rubbish removal.

The percentage of tenants satisfied with the management of the neighbourhood they live in

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
86.6%	87.1%	80.5%



5. Access to housing and support

Our residents have the right to access safe and secure accommodation.

Housing Services aim to ensure that all our empty homes are allocated as timely as possible and to those most in need of housing. Our service is also focused on ensuring that all new tenants are supported well to settle into their new homes. In addition whilst properties are empty we will ensure the gardens and communal areas are maintained.

Percentage of rent lost through properties being empty during the last year

2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
0.9%	0.8%	0.9%

Percentage of tenants satisfied with their home when moving in

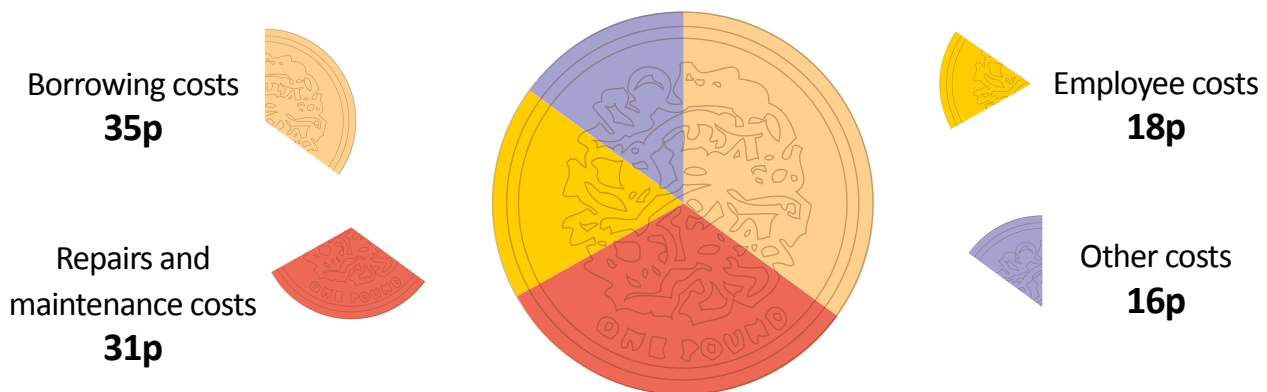
2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
86.5%	89.9%	84.5%



6. Good value from rents and service charges

The services the Council provides to you as your landlord are funded by the rent you pay. As a service we must ensure that we spend this money wisely and fairly.

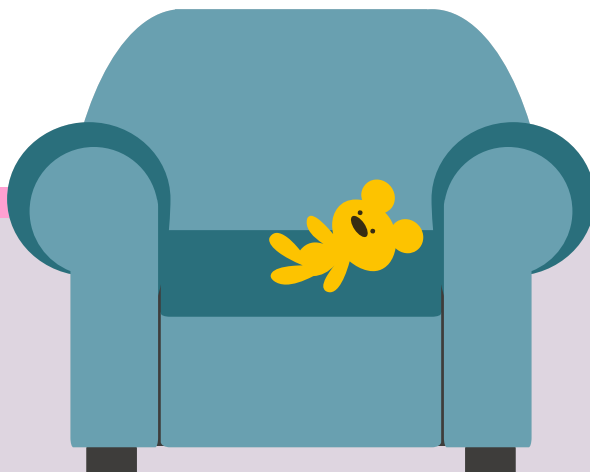
Each £1 of your rent is spent in the following way:



To ensure tenants homes are warm, comfortable and well maintained, we install new kitchens and bathrooms, windows and heating systems. To maintain the quality of our neighbourhoods we paint closes and cut grass, and employ housing officers to tackle anti-social tenants. We have also invested considerable sums of money in our sheltered accommodation for older people.

We try to do all of the things that we know our tenants want from us. Understandably this comes at a cost. We strive to keep our costs as low as possible by investing in new technology and improving efficiency in our services.

In order to provide the best possible service it is vital that we collect all rent money due to us. Without your rent money Housing Services cannot look after your estate or undertake repairs or improvements.



Rent arrears and collection

Indicator	2016/17 East Renfrewshire Council	2016/17 Scottish Average	2016/17 Scottish Council Average
Rent collected as a percentage of total rent due in the year	102.4%	99.9%	99.6%
Gross rent arrears as at 31 March each year as a percentage of rent due in the reporting year	6.7%	4.3%	6.0%

What help is available if I am in rent arrears?

We know that people can find themselves in rent arrears for all kinds of reasons and can find it difficult facing up to the problem. If you are having difficulties paying your rent:

- advise staff at your local office in advance if you have a problem
- do not wait until you receive an arrears letter
- do not ignore letters you receive about your rent account
- make an agreement with the rent recovery team to pay what you are able to reduce your arrears and keep to it.

If you are in arrears, please let us help you. Contact us now by phone on 0141 577 3714 or 0141 577 3707 or email rents@eastrenfrewshire.gov.uk



7. Next Steps



Thank you for taking time to read this annual report, we hope it explains how housing services in East Renfrewshire are provided, how we have performed and what improvements we wish to make.

This report is designed to show you how your landlord performs. If you would like to have an input into next year's report, please contact our Tenant & Customer Engagement Officer on 0141 577 3695 or email Customerengagement@eastrenfrewshire.gov.uk



This document can be explained to you in other languages and can be provided in alternative formats such as large print or Braille. For further information, please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

آپ کے لیے اس دستاویز کی دیگر زبانوں میں وضاحت کی جاسکتی ہے اور یہ دیگر مختلف صورتوں میں جیسا کہ بڑے حروف کی لکھائی اور بریل (ناچوا افزا) کے لیے اُبھرے ہوئے حروف کی لکھائی) میں فراہم کی جاسکتی ہے۔ مزید معلومات کے لیے برائے مہربانی ٹیلیفون نمبر 0141 577 3001 پر کسٹمر فرسٹ سے رابطہ کریں یا customerservices@eastrenfrewshire.gov.uk کے پتہ پر ای میل بھیجیں۔

आप के लिए इस दस्तावेज़ की व्याख्या अन्य भाषाओं में की जा सकती है और बटलवें रूपों जैसे बड़े अक्षरों और ब्रैल पर भी प्रदान की जा सकती है। कृपया अतिरिक्त जानकारी के लिए कस्टमर फ़स्ट वालों से इस फ़ोन नंबर पर संपर्क करें: 0141 577 3001
यह इस पते पर ईमेल करें: customerservices@eastrenfrewshire.gov.uk

এই পত্র অন্যান্য ভাষায় বর্ণনা ছাড়া নানা বিকল্প আকারেও দেয়া যেতে পারে যথা - বড় ছাপান অক্ষরে এবং উঁচু গঠিত বর্ণমালায়ও (Braille) দেয়া যেতে পারে। এ বিষয়ে আরও খবরাখবরের জন্য যোগাযোগ করুন কাঠোঁমার ফাউন্ট টেলিফোন: ০১৪১-৫৭৭ ৩০০১ অথবা
ইমেইল : customerservices@eastrenfrewshire.gov.uk

ਤੁਹਾਡੇ ਲਈ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਵਿਆਖਿਆ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ ਅਤੇ ਇਸ ਨੂੰ ਬਦਲਵੇਂ ਰੂਪਾਂ ਵਿਚ ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬਰੇਲ ਤੇ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ ਕਸਟਮਰ ਫਸਟ ਵਾਲਿਆਂ ਨਾਲ ਇਸ ਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰੋ: 0141 577 3001 ਜਾਂ ਇਸ ਪਤੇ ਤੇ ਈਮੇਲ ਕਰੋ: customerservices@eastrenfrewshire.gov.uk

這份文件可以使用其他的語言解釋,亦可以提供其他形色的版本,例如大字和凸字。請聯絡客服務 (Customer First) 索取進一步的資料。
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