

ON THE HOUSE

ISSUE 67: Spring 2025



PERTH &
KINROSS
COUNCIL



for Perth and Kinross Council Tenants



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Introduction

Welcome to the Spring 2025 edition of **On The House** magazine for Perth and Kinross Council tenants.



Firstly, I would encourage you to take part in our annual Rent Spending Priorities survey. This marks the beginning of the rent setting process for 2026/27 and is a crucial step in working with you to determine the rent for the next year. It is very important that your opinions are heard - your feedback is invaluable in helping us allocate resources effectively and ensure that our services meet your needs. Please take a few moments to complete the survey and have your say on how your rent money is spent. You can read more on pages 4 and 5.

I would also like to thank everyone who took part in the Rent Options Consultation at the end of last year. A total of 3,055 tenants responded to vote on your rent level – the highest number ever and the highest engagement level in Scotland when it comes to rent setting, which is something we can all be proud of.

The magazine is full of other important news and information about your Housing Services and your neighbourhoods.

You can read about some important changes to your Tenant and Resident Participation Team, which we hope will encourage even more tenants to get involved with your services.

You can also find out about an updated approach to how you can report your housing repairs, and a new team that has been set up to help tenants prevent and deal with condensation damp and mould.

I have had the pleasure of visiting many new Council housing developments over the last few months, and you can read about that on pages 8 and 9. We remain committed to increasing our stock of housing for affordable social rent, and building new homes for tenants is just one way we are doing that.

As usual at this time of year, we are holding a series of neighbourhood improvement walkabouts across the area where you can suggest projects you would like taken forward. There is also a new way to tell us about your improvement ideas, and you can find out more on page 11.

Thank you for taking the time to read this edition of **On The House**. I hope you find it informative, and enjoyable.

Councillor Tom McEwan

Convener, Housing and Social Wellbeing.

Contact Us

If you would like more information about anything mentioned in this magazine, please drop us an email at Communications@pkc.gov.uk or call us on 01738 476000.

You can also follow us on Facebook at www.facebook.com/PKCTenants, on X (formerly Twitter) at www.twitter.com/pkctenants and on Instagram at www.instagram.com/pkctenants/ to keep up with all your housing and neighbourhood news.



New role for Michelle

A new Senior Officer has been appointed to your Tenant and Resident Participation Team.

Michelle Dow took up the post of Senior Tenants and Resident Participation (TRP) Officer in March 2025 and will lead on encouraging tenants to get involved in decision making about your Housing Services.

Michelle has worked for the Housing Service for many years in a number of key roles and will bring huge experience and knowledge to the TRP Team.

Your TRP Team is now made up of:

Michelle Dow

Senior Tenant and Resident Participation Officer

Kevin Heller

Tenant and Resident Participation Officer

Jan Manion

Tenant and Resident Participation Officer

Sunny Tainsh

Tenant and Resident Participation Assistant

Michelle said:

"I am very excited to take up this role. The TRP Team is here to ensure every tenant's voice is heard and valued. By actively involving our tenants in the decision-making process we can continue to provide Housing Services that truly meet the needs of all tenants and develop stronger, more connected communities.

"We want to make sure every tenant feels they have the chance to be fully engaged in the decisions that affect their homes and lives.

"I already know many of our tenants from my previous roles and I'm looking forward to getting out into our communities to speak to people about our services and how we can improve."



There has been another recent change for the TRP Team. The team has been moved over to become part the Council's Community Learning and Development (CLD) Team. The integration of work with CLD will bring a more cohesive approach to community-building and service delivery, benefiting both our tenants and the wider community.

TRP work will remain a key focus for Housing to ensure our services meet the needs of our services. Tenants should notice no difference when interacting with the team.

The move is part of the Council's Transformation and Change Programme that aims to provide high-quality services, in a joined- up way, as efficiently as possible.

If you are interested in getting involved in decision-making around your Housing Services visit www.pkc.gov.uk/tenantparticipation or contact the TRP Team by calling 01738 476165

Your rent setting process for 2026 to 2027 is about to get underway!

With this edition of **On The House** you'll find our annual Rent Spending Priorities Survey, which is the first step in working with you to set the rent you will pay for next year – 2026 to 2027.

Your rent pays for all the services we provide, like repairs, new-builds, improvements and neighbourhood services, so it's very important that all tenants have a say in how your rent money is spent and what services you want.

Please take a few moments to tell us what your priorities are when it comes to the Council spending money on your Housing Services.

Fill out the questionnaire and return it to us in the envelope provided. If you prefer, you can take part online at the Council's Consultation Hub by visiting <https://consult.pkc.gov.uk/> or by scanning the QR code below with the camera app on your smartphone.

Please only complete the survey once. By taking part you will have the chance to be entered into a £50 draw to win one of four High Street shopping vouchers.



The results of the consultation will be fed back to tenants, and we will continue to consult with you through the year. From these discussions at least three rent options will be developed for 2026 to 2027 rent levels.

These options will go out for tenants to vote on before a final rent level is agreed by Housing and Social Wellbeing Committee in January 2026.

Make sure you have your say by taking part.

£50 voucher winners

Four tenants who took part in last year's Rent Level Options consultation were chosen at random as the winners of four £50 high street shopping vouchers.

The winners are:

Kerry Sinclair, North Muirton, Perth

Leslie Green, Letham, Perth

Alexander Hamilton, Bridge of Earn

Norma Whitfield, Blairgowrie

Congratulations to all our winners. Your prize will be sent out in the post to you - we hope you enjoy it!

Rent level update

In January 2025 councillors agreed a 6% rent increase for 2025/26, in line with the views of our tenants.

The increase was recommended following a consultation in November/December 2025 which gathered 3,055 responses from tenants.

Thank you to everyone who took part in the consultation - it was the largest ever response to our annual rent level vote. Analysis by Scotland's Housing Network who looked at engagement levels across 40 social landlords found that our engagement with tenants in the rent setting process is the best in Scotland. The average tenant engagement level across the country was 12% - Perth and Kinross Council achieved 38%.

The new rent level came into effect from Monday 7th April 2025. Every tenant will have been sent a letter with details of their new rent. You can also calculate your weekly rent by visiting www.pkc.gov.uk/rentlevel

The increase will pay for enhanced service levels for tenants and rising costs faced by the Housing Revenue Account and reflects our continued commitment to rent levels that are affordable whilst maintaining good performance and high levels of tenant satisfaction.

Perth and Kinross Council will have an average rental figure of £84.52 per week compared to the projected Scottish local authority average of £87.34.

The average weekly rent increase on our properties is:

Bedsit	£3.27
1 Bedroom	£4.51
2 Bedroom	£4.86
3 Bedroom	£5.44
4+ bedroom	£5.99



Anyone who is struggling to pay their rent can contact us on: **01738 476000 (option 2)** to take advantage of a range of financial support and advice that Housing staff and other Council colleagues can provide.

We have made some slight changes to how you can report your repairs.



From April 1 2025 tenants have been able to report any kind of repairs to us each Monday. Previously Mondays were for emergency repairs only, but as part of a review of how we handle calls we decided to take reports of all repairs every Monday.

As part of this review all Housing Repairs calls are now being handled by the Council's main Customer Service Centre. Tenants should not notice any difference when they call to report a repair. We will continue to provide excellent customer service under this new arrangement.

As a result of the changes three Repairs Advisors have transferred to become Customer Service Advisors and are part of the wider Customer Service Centre team. The remaining Repairs Advisors have moved into new posts as Repairs Assistants and are responsible for taking a proactive approach to ensuring customers are kept informed about progress with repairs work in their home. They are also responsible for recharges, subcontractor payments and dealing with more complex enquiries for repairs.

Reporting repairs by email

After examining our customer services to look at how they can be made more efficient, we also found that emails were not the best way to report repairs. Emails usually had to be followed up with tenants to gather additional information and working through an email inbox can take a while, meaning it sometimes took longer to respond.

So, the Housing Repairs email account is **no longer available** to report a repair.

You can still report your repairs to us over the phone or by using the online reporting service MyPKC.

Phone calls and online reporting can capture everything we need to know about your repair in one go – meaning we can get on with your job more quickly.

So, please call us on **01738 476000 (choose option 1)** or use the online MyPKC service to report your repair.

A new team is now in place to help tenants tackle any complex condensation, mould and damp cases in your homes.

When a complaint is received about damp and mould, it often relates to household condensation-related mould growth. Condensation can build up through everyday activities like drying clothes indoors, showering, or cooking. The vast majority of condensation damp and mould cases are dealt with at the initial inspection stage, with support and advice provided to the tenant.

However there can sometimes be more complex cases where damp and mould can be caused by the fabric of a building, for example.

The new Housing Condition Team will provide additional focussed support to tenants to resolve these issues. This will include initial advice and work, followed up by monitoring and further visits to properties.



The team aims to prevent problems with damp and mould from developing and potentially harming tenants' wellbeing by proactively identifying issues across our housing stock.

Staff will also monitor the hundreds of wi-fi sensors that we have installed free of charge for tenants to monitor the atmosphere in households. These devices can flag up when condensation, mould and damp might become a problem in a home, allowing us to act quickly and work with the tenant to prevent any problems.

Repairs Service Manager, June McColl said:

"We already have a robust process in place for preventing damp and mould in our homes, and for dealing with cases when they occur. The creation of the Housing Condition Team will allow us to provide more intensive support to tenants who need it due to a particular problem with their property.

"The Team will also help us to continue to take a proactive approach to dealing with this issue for all our tenants through early intervention.

"We investigate all reports of condensation damp and mould that we receive, so I would encourage any tenants who think they may have an issue to report it to us so that we can tackle it. If left unchecked, mould can have an adverse effect on your health.

"We also continue to roll-out our free w-fi sensors that can help to prevent condensation damp and mould from becoming an issue in your home.

"If you would like to find out more about getting a sensor fitted, or want to report a possible problem to us, please call **01738 476000**."

Make sure you give us access to your home for important checks

Perth and Kinross Council continues to carry out electrical checks on your homes, as well as visits to find out how energy efficient our properties are.

If you are due an electrical check, or if your home has been identified as one where an energy efficiency assessment will be carried out, you will receive a letter from us.

Appointments will be made at a time that suits tenants. If you receive an appointment, please ensure that access is provided to your home at the agreed appointment time. We are required by law to carry out these checks once every 5 years.

Thank you.



Perth and Kinross Council's programme of building brand new homes for our tenants has seen a busy 2025 so far

Our programme of building new Council homes has provided an additional 500 houses and flats since 2012.

So far in 2025:

- Six new Council houses have been completed at a development at Kepitknow Crescent, Kinross. The new four 3-bed and two 2-bed homes for affordable social rent were bought by the Council at the development built by Persimmon Homes.
- Five new houses were handed over to the Council at Hayfield Brae in Methven. The five houses were the last phase of a wider development by GS Brown that built an additional 41 Council houses in total.
- Four newly built homes were completed at Brooklinn Crescent, Rattray in May - two 2-bed and two 4-bed houses.

Housing and Social Wellbeing Convener, Councillor Tom McEwan said:

“As a Council we are committed to increasing the number of homes for affordable social rent right across Perth and Kinross. Our programme of building new Council homes has provided over 500 new houses and flats for affordable rent since 2012, providing accommodation to a wide range of tenants with different housing needs.

“When we consult tenants about how they want us to invest their rent money, providing more housing for affordable social rent is always near the top of the list.

“The new builds are also important to boost the local economy by providing jobs and making our local communities more vibrant.

“On top of new-builds, our innovative scheme to buy-back ex-Council properties has seen hundreds of additional properties added to our housing stock. In the last year we bought back a record number of properties. We also work hard to bring empty properties back into use as Council housing.

“We also recently bought 20 houses in Dunkeld that were formerly owned by the National Trust for Scotland. The sitting tenants have become tenants of the Council with all the benefits that brings, like a 24-hour emergency repairs service and our multi-million-pound capital improvements programme. These homes have a designated letting plan in place that means they will be let to people with a connection to Dunkeld when they become vacant, helping people to live and work in an important rural area.”

New Council homes in Methven



New Council homes in Kinross



Update on Multi-Storey Investment Programme



Many of you will be aware that Perth and Kinross Council is embarking on a programme of lifecycle maintenance work that will transform our multi-storey blocks in Perth to ensure that they remain wind and watertight, warm, damp-free, safe and secure.

These works are crucial, and represent a significant investment, but the work is necessary to extend the life expectancy of the buildings and ensure they can continue to provide homes to local residents for years to come.

A full programme of work is being planned for all six blocks, kicking off with two blocks in Pomarium Street. Planned work includes installing external wall insulation, roof coverings, balconies, handrails, walkways, balustrades, passenger lifts, and fire safety measures.

Our contractor AC Whyte and their design teams are tendering the work for Pomarium Street and finalised costs are anticipated in the next month. Engagement events have been held with tenants and private homeowners to share the proposals and to respond to any questions raised.

The Council's Project Manager for the investment programme is Fraser Davidson. Fraser is happy to answer any questions tenants and residents have. He can be contacted by emailing:

FDavidson@pkc.gov.uk

We are asking tenants' views on a proposal to use money from the Housing Revenue Account (funds from the rent you pay) to allow essential remedial works in multi-storey buildings in Perth City, such as roof replacements and lifts, to go ahead.

You can let us know your views by completing a short survey here: **<https://shout.com/s/multishRA>**

Our programme of neighbourhood walkabouts for 2025 is underway

– where you can join Council staff and local elected members to have a look where small improvements can be made to your neighbourhood.

Is there a patch of overgrown land that needs cut back? Is there an area of land that could be used for extra car parking? Is a fence broken? Would a bench seating or a noticeboard benefit your community?

If so, we want to hear from you. Our Estate Based Initiatives (EBI) project has put aside some money to pay for small projects like this.

To take part in a local walkabout keep an eye on our web page www.pkc.gov.uk/EBI where events will be listed. There is some criteria about what kind of jobs can be taken forward, which are listed on the website.



Tell us your ideas online

If you can't make it to a neighbourhood walkabout, you can now tell us about your improvement online.

Let us know your suggestions for small neighbourhood improvements, and we will get back to you to have a chat about it.

To submit your ideas visit www.pkc.gov.uk/EBI and click the link, or **scan the QR code** below with the camera app on your smartphone:



A new scheme is available Perth and Kinross Council tenants who have extra space in their homes and would like to downsize to a more suitable property.

The revised Tenant Downsizing Scheme is designed to create more housing opportunities for families in need of larger homes.

Around 2,000 Perth and Kinross Council tenants live in homes larger than necessary for their household size, including over 200 tenants with two or more bedrooms. Meanwhile, some Perth & Kinross Council tenants are actively seeking rehousing due to overcrowding.

Last year we held a public consultation on our Common Allocations Policy review, and we found strong support for encouraging tenants with extra rooms to downsize.



While the Council cannot force any tenants to give up their home because of its size, we are committed to providing attractive incentives and support to people who want to downsize.

The updated scheme will:

- Offer cash and/or non-cash incentives up to the value of £2,000 (such as providing floor coverings in the new property, arranging removals etc.)
- Provide tenants with more choice in terms of the type and size of property they can move to.
- Be actively promoted to tenants with significantly under-occupied homes who have not yet applied for alternative housing.

The Tenant Downsizing Scheme will help us address the mismatch between housing need and available properties in Perth and Kinross.

By encouraging tenants who are under-occupying their homes to downsize, we can free up larger properties for families who desperately need more space.

If you want to find out more about downsizing please call your Locality Housing Office on 01738 476000

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

BSL users can contact us via Contact Scotland BSL, the online British Sign Language video relay interpreting service. Find out more on the Contact Scotland BSL website <https://contactscotland-bsl.org>