

Area Housing Plan - Levenmouth 2023-26



Welcome to the Levenmouth Area Housing Plan.

We have produced an Area Housing Plan with our customers for each of the 7 Areas in Fife, and this is yours, covering;

- **Ward 21:** Leven, Kennoway, Windygates and Largo villages
- **Ward 22:** Buckhaven, Methil, Methilhill and Wemyss villages

Our aim is to provide everyone with access to good quality, affordable decent housing that meets their need and aspirations.

The purpose of the Area Housing Plan is to show how we work with partners and local communities to improve housing services in the Area.

You told us about your concerns and issues where you live, and together we have identified what needs done.

We looked at how well we are doing managing your homes to prioritise which services we need to improve.

We work closely with tenants, residents and elected members. We included your ideas in our finished plan where we could. The Area Housing Plan was approved by Levenmouth Area Committee on 9th November 2022

The diagram below shows links between this aim and the strategies, policies and plans supporting it.

The plan contributes to the [Plan4Fife](#), which is a 10-year plan, putting fairness at the heart of everything we do, bringing services and communities together in new ways.

We also have a [Levenmouth Local Community plan](#) which outlines areas of focus.

Tenants and residents are interested in how we allocate our homes. We are in the process of developing Local Lettings Plan, which will provide more allocation information at a local level.



Housing in the Levenmouth Area

Stock April 21



The above information is provided for Fife Council Stock only. You can use our new [property map](#) to see the areas where the Fife Housing Register partners have properties.

This map will let you know the number of properties that we have in each area so that you can make an informed decision about your preferred areas of choice when you submit your Fife Housing Register application.

Allocations 2020/21



Letting Plan

Our annual Letting Plan sets out the profile of properties we expect to become available over the following year and how we intend to distribute those properties between different groups of applicants. These include:

- Homeless

- Transfer
- Waiting



Anti Social Behaviour

Our Anti Social Behaviour policy sets out our approach for managing antisocial behaviour in Fife. We aim to provide a firm and fair approach to tenants (including their family members and visitors) who do not comply fully with the terms of their tenancy agreement, so that all residents can enjoy their homes free from antisocial behaviour.

New Build Properties

New Builds Over recent years, in the Levenmouth area of Fife, the Council has delivered affordable homes in Methil, Kennoway and Leven. Fife's Affordable Housing Programme is one of the largest in Scotland. We currently have 2,700 new build homes throughout Fife. Our target was to build at least 3,500 more by 2024 thereafter to be determined.

We provide access to much needed new homes for our tenants and housing applicants. Together, we are delivering modern, fit-for-purpose, energy-efficient homes. New-build council homes benefit current tenants and generations to come.

You can find out more about what is planned in Levenmouth by viewing our [Strategic Housing Investment Plan projects](#).

Investing in your home

Over the next 3 years we will continue to improve our existing homes to meet the expectations of our tenants. These include:

- Kitchens
- Central Heating
- Bathrooms
- Roofs
- Rewiring
- Smoke detectors
- Secure door entry
- Structural works
- Electrical Testing

- External Walls

Rate your estates: What we found

We compared our housing in Levenmouth with the rest of Fife, and with other landlords in Scotland. This showed what our neighbourhood priorities should be.

Rent arrears have slightly reduced across the Levenmouth area over the last year. This is partly due to the financial support provide by Housing Services for tenant's transition to Univeral Credit along with additional financial support offered as a direct result of the pandemic. In addition, Housing services continue to support our tenants as a direct result of the current cost of living crisis.

There is a shortage of both 1 bed and larger family council housing in Levenmouth. Our housing stock turn over, has slowed with a reduced amount of council owned properties turning over in the last year. Much of the area is in relatively high demand, making it difficult for those in housing need to access this type of affordable housing. We are turning over empty properties more quickly than in other areas and have returned to a level that was seen pre pandemic

There is a Fife wide commitment to achieve the highest possible standard of housing through programmes to replace kitchens; bathrooms; heating systems; windows; doors etc.

The Levenmouth Area Housing Team work hard to provide the best possible service to tenants and residents and we welcome feedback on the service provided

Rate your estates: What you told us

We have carried out estate walkabouts, spoken with local Councillors and tenant groups where this has been possible, carried out an online consultation, listened to customer comments and complaints and by investing in our patch-based officers we are talking to customers more directly about estate issues and matters which directly affect our customers. We have incorporated specific issues brought to our attention into an Action Plan.

Corporate Complaints received in the Levenmouth Area during 2020/21



Housing Complaints are handled in accordance with [Fife Councils Complaints procedure](#) and should in the first instance, be investigated locally.

Complaints are a valuable source of information about our services, which can help to identify recurring or underlying problems.

We use complaints to make improvements to the way we deliver services, this can be through training and development or changes to policy and procedures.

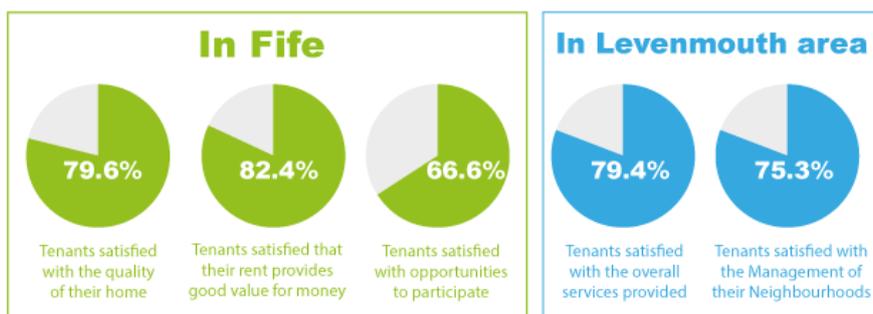
The top 5 reasons for all complaints in Levenmouth (with numbers of complaints) were recorded as follows;

Complaint Reasons



Customer satisfaction

As well as consulting locally and addressing complaints, we carry out customer satisfaction surveys as part of our [annual performance reporting](#) and you have told us;



Tenant Participation

Our tenants should be involved in the housing services they receive. We ask you to share your views and take part in decision making. We want to work alongside you to provide for the community.

Getting involved gives you a greater voice. Our [tenant participation and customer engagement handbook](#) tells you more.

Our quarterly magazine, [Down Your Street](#), is also a good way to keep up to date with what we are doing and how you can get involved.

For more information on how to get involved, have a look through our [Tenant Participation](#) page on our website.

We currently have 3 active Tenants and Residents Associations in Levenmoth, these are: ·

- **Byron Court Methil**
- **Steelworks Brae Methil**
- **Sea Road Methil**

Fife Federation of Tenants and Residents Associations Ltd

9a Hunter Street,

Kirkcaldy,

KY1 1ED

Telephone: 01592 641968

Email: enquiries@ffotra.co.uk

Local Issues Action Plan

Issues	Where?	Proposed action	Timescale	How will we report updates?
Lack of Affordable Housing	Across all areas	<ul style="list-style-type: none"> ➤ Identify unused land and liaise with the Affordable Housing team for feasibility ➤ Build larger family homes ➤ Purchase ex council homes through Fife Council Property Acquisitions policy ➤ Free up larger family council owned homes through the best use of stock process for families in need of larger family accommodation ➤ Make better use of tenant incentive scheme to get larger properties back. 	2023 - 2026	6 Monthly to Levenmouth Area Committee
Lack of parking	Across all areas	<ul style="list-style-type: none"> ➤ Continue to identify poor conditioned, under occupied lock up sites for demolition and replace with parking bays. ➤ Identify 2 areas per financial year where small parking projects can be undertaken 	2023 – 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee
Anti-Social Behaviour	All areas	<ul style="list-style-type: none"> ➤ Implement new Anti-Social Behaviour policy brought into place from Jan 2022 ➤ Work in close partnership to reduce levels of Anti-Social Behaviour ➤ Take robust action against those causing anti-social behaviour ➤ Increase the number of Housing First tenancies in Levenmouth. ➤ Use allocation discretions where appropriate. 	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee
Housing Repairs	All areas	<ul style="list-style-type: none"> ➤ Improved access to online faster service. ➤ Work with partners to improve quality of repairs linking in with service development group 	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee
Focus on estates improvements	All areas	<ul style="list-style-type: none"> ➤ Identify Estates Action areas ➤ Regularly inspect tenants garden to ensure they are up to reasonable standard 	2023 - 2026	Ward meetings and 6 Monthly to Levenmouth Area Committee
		<ul style="list-style-type: none"> ➤ Consider requests for replacement fencing based on current guidance and available funding ➤ Increase estate visual inspections to identify properties for choked gutters, vegetation, and maintenance issues. ➤ Link in with partner services to ensure regular maintenance of trees, shrubs, weeds, and grass cutting on Housing land. ➤ Regularly inspect estates for rubbish, broken glass, weed and liaise with colleagues in Grounds Maintenance and Waste Management. ➤ Lock up essential maintenance programme to be finalised 		
Lack of specific needs properties	All areas	<ul style="list-style-type: none"> ➤ Ensuring 30% of the affordable housing programme is for specific needs customers including 5% for wheelchair housing. ➤ Carry out adaptations to existing homes to keep tenants at home i.e. Handrails, improved facilities 	2023 - 2026	6 Monthly to Levenmouth Area Committee
Greater level of poor mental health and additions impacting on tenancies	All areas	<ul style="list-style-type: none"> ➤ Housing staff to increase offer of tenancy assistance ➤ Assist where possible council tenants faced with poverty ➤ Increase level of referrals to support groups for assistance 	2023 - 2026	6 Monthly to Levenmouth Area Committee
Low levels of tenant participation	Throughout Levenmouth	<ul style="list-style-type: none"> ➤ Work in partnership with Tenant Participation Officers to look at ways of increasing Tenants & Residents groups and improving participation 	2023 - 2026	Ward meetings & 6 Monthly to Levenmouth Area Committee

Your Area Housing Team

Supporting the plan and delivering services to tenants is your local Housing Team, led by Housing Manager Peter Nicol and Lead Officers Alison Smith, Lesley-Jane Robertson and Suzanne Earl.

We have 8 Housing Options Officers who manage the empty houses, allocate to transfer and new tenants, provide advice and guidance for anyone faced with homelessness as well as provide housing options advice. They have a wide range of knowledge about [housing options](#) and can meet with tenants and applicants to explain these.

In the last few years, we have recruited additional Housing Management Officers and now deploy 19 in total across the area who are the main point of contact for tenants, and their job is to link you in

to all the [services you need](#) whether repairs, money advice, coping with heating bills, problem neighbours, contacting local job clubs. The list is as long as you need!

In Levenmouth we also have Very Sheltered Housing Officers, Retirement Housing Officers and Revenues Officers we can call on to provide extra help. During 2019-20 we created specialist posts to assist tenants who have issues with Universal Credit.

Come and speak to us at:

[Methil Customer Service Centre](#)

[Leven Library and Customer Service Centre](#)

Useful contacts

Online:

<https://www.fife.gov.uk/>

By phone:

Faults and repairs (housing, roads, streetlights) - **03451 550011**

Environment (bins, bulky uplifts, pests) - **03451 550022**

Housing information and advice - **03451 550033**

Council tax and housing benefit - **03451 551155**

Passes and concessions (myfife cards, blue badges) - **03451 550066**

Social Work enquiries - **03451 551503**

Out of hours - **03451 550099** For social work, housing and flooding emergencies - after 5pm weekdays, 24hrs weekends and public holidays.

Calling 03 numbers costs the same as calling landlines starting with 01. 03 numbers are included in pre-paid phone packages and monthly call allowances. Customers should check tariffs with their phone providers.

Measuring Success

The [Levenmouth Area Committee](#) will monitor how well we are doing against the local commitments outlined in this leaflet. Our plans will be reviewed and refreshed every three years to make sure they continue to reflect local priorities.