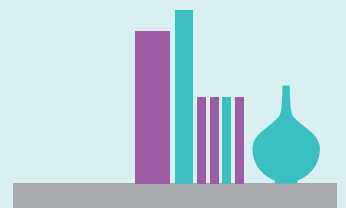


Your Housing Performance Report



Scottish Social Housing Performance Report
Facts and figures about your landlord





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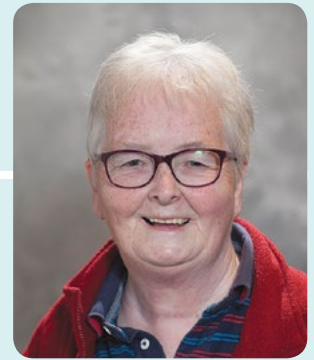


Housing Convener Foreword

In April 2012 the Scottish Social Housing Charter introduced 16 outcomes/standards that social landlords should aim to achieve when delivering housing services. This is the fourth report we have produced detailing how Aberdeen City Council has performed against the Charter outcomes and how we compare to other local authorities.

The Council is committed to delivering high quality housing and efficient housing services for our residents. Demand for low cost housing continues to be high in the city. I am therefore pleased that the first of our new tenants have recently moved into the new build properties at Smithfield. These homes at Smithfield and the 80 under construction nearby at Manor Walk are part of the Council's wider commitment to addressing the housing issues we face in Aberdeen.

As a long-time supporter of tenant and resident participation I am extremely pleased that we have once again worked closely with our housing volunteers to produce this report. We hope that you find it clear and easy to understand.



Every year we receive great feedback from our tenants and have improved this year's report based on the comments you gave us. I urge you to complete and return the feedback form included in this report as it will help us to better communicate with you in the future and there is also a prize draw where 3 lucky tenants will win £100 of shopping vouchers.

Councillor Yvonne Allan
Convener, Communities, Housing and Infrastructure

Paul McMenemy Chairperson of the Housing Service Review Group

This is the fourth Housing Performance report that I have been involved in producing. It really has been interesting seeing the reports develop and hearing how most services improve each year.

As a member of the Housing Performance and Budget group I would like to thank everyone involved in producing this report. It is important that we take the time to review service performance in order to praise good service or reflect on how things can be done better.

The next few years could be challenging for Aberdeen City Council as it embarks on its transformation programme. This means that the Council will be looking at the services it offers and considering better ways of delivering them. For that reason it is more important than ever that tenants and residents show an interest and work with council officers to ensure that services are delivered efficiently and to a high standard.

I therefore encourage everyone to come along to one of our tenant meetings. They provide a great opportunity to meet council staff and hear first-hand about new projects or changes to services.

If you are interested please email Carol at CHannaford@aberdeencity.gov.uk or call 01224 522839.

P.S Don't forget to complete the feedback form for your chance to win £100 shopping vouchers.

Paul McMenemy
Chairperson of the Housing Service Review Group



Paul with the Francis Nelson MBE Tenant of the year award from Tenant Information Service (TIS)

Your Housing Performance Report Feedback Form



21



Freepost Plus RSTX-GEXU-CLET
Quality Assurance and Performance Management
Business Hub 11, 2nd Floor West
Aberdeen City Council
Marischal College
Broad Street
Aberdeen
AB10 1AB

We hope you have found this report interesting and informative.

We want to make sure that the information we send you is interesting, timely and cost effective. Please complete this form or visit <https://www.surveymonkey.co.uk/r/HousingreportfeedbackNov17> to give us your views about this report and how you would like to receive future communications from us.

There is an opportunity to win £100 vouchers!

Your Contact Details:

Name:

Address:

Post Code:

Mobile:

Email:

1. How did you receive the report?

Email

☐

Post

☐

Housing Office

☐

Marischal College

☐

Other

2. Did you think this report was easy to understand?

Yes

☐

No

☐

3. Did you like the design and layout of the Report?

Yes

☐

No

☐

4. How would you like to receive future communications from Aberdeen City Council such as tenant magazine, rent consultation, performance report etc?

Post

☐

Email

☐

Text

☐

Social media

☐

Other

Thank you for completing this form. Please return to us by 28 February 2018.

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Gummed areas

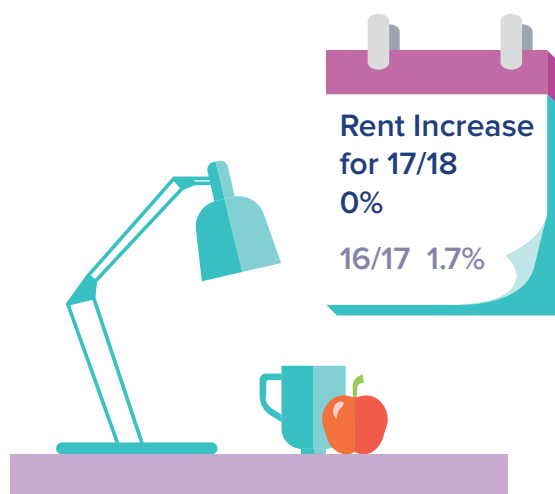
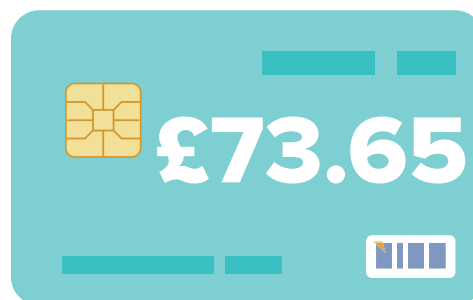
Gummed areas

Background Information

Number of Council houses



Average Weekly Rent



Rent Due
£81,746,187



Average Weekly Rent for
Gypsies/Travellers

£75.69

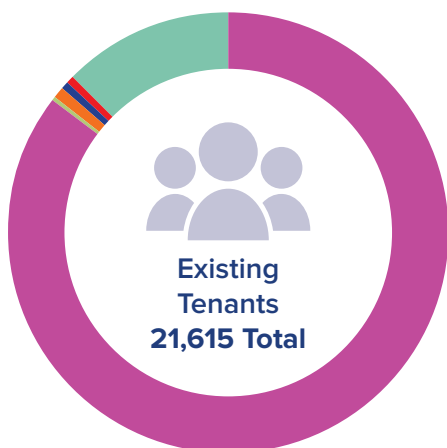


Equalities

Social landlords perform all aspects of their housing services so that:

- every tenant and other customer has their individual needs recognised
- is treated fairly and with respect
- and receives fair access to housing and housing services

Charts showing ethnic origin



- White Scottish, Other British, Irish, Gypsies/ Travellers, Polish, Other White **18,458**
- Mixed or Multiple Ethnic Background **37**
- Asian, Asian Scottish, Asian British, Indian, Pakistani, Bangladeshi, Chinese, Other Asian **206**
- Black, Black Scottish, Black British, Caribbean, African, other Black **105**
- Other Ethnic Background Arab, Arab Scottish or Arab British **147**
- Unknown **2,662**



- White Scottish, Other British, Irish, Gypsies/ Travellers, Polish, Other White **6,275**
- Mixed or Multiple Ethnic Background **34**
- Asian, Asian Scottish, Asian British, Indian, Pakistani, Bangladeshi, Chinese, Other Asian **95**
- Black, Black Scottish, Black British, Caribbean, African, other Black **76**
- Other Ethnic Background Arab, Arab Scottish or Arab British **71**
- Unknown **80**



- White Scottish, Other British, Irish, Gypsies/ Travellers, Polish, Other White **1,619**
- Mixed or Multiple Ethnic Background **6**
- Asian, Asian Scottish, Asian British, Indian, Pakistani, Bangladeshi, Chinese, Other Asian **28**
- Black, Black Scottish, Black British, Caribbean, African, other Black **13**
- Other Ethnic Background Arab, Arab Scottish or Arab British **14**
- Unknown **16**

“I did not know there was so much information – a really interesting report”



The customer and landlord relationship

Communication

Aberdeen City Council want to ensure effective communication with our tenants/residents which takes into account the changing world we live in. But we will respect the way you want us to communicate with you. As an organisation we want to use fast, efficient, cost effective ways to communicate thinking of the environment we live in.

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

The percentage for keeping tenants informed (% very and fairly good) was **77%**

Figure from the Tenant Satisfaction Survey 2017

77%

2015-16 Scottish Average 79%



"I find staff are very helpful – Communication is a 2 way process! I am getting better with technology and it is so much quicker when you get the hang of it, plus as my grand daughter says – it saves the trees!"

Customer
Approved



"I find Newsbite has so much information in it"

The customer and landlord relationship

Participation

This year Aberdeen City Council has been shortlisted for six National Awards for Tenant/Resident Participation but on the other hand, the tenant satisfaction survey showed that we need to promote the opportunities available to you to get involved - have your say your way!

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Percentage of Satisfaction with opportunities to participate **68%**

Figure from the Tenant Satisfaction Survey 2017



2015-16 Scottish Average 71%



“Great news about the awards but we need to speak to more tenants about how they can get involved – they don’t just need to come to meetings”

If you are interested in participating please email Carol at CHannaford@aberdeencity.gov.uk or call 01224 522839.

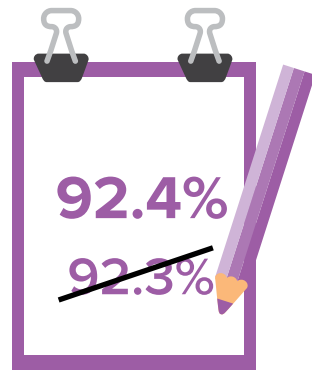


Housing quality and maintenance

Quality of Housing

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)

As at 31st March 2017 the number of properties meeting SHQS was **92.4%** comparable with the 2015/16 figure of **92.3%**.



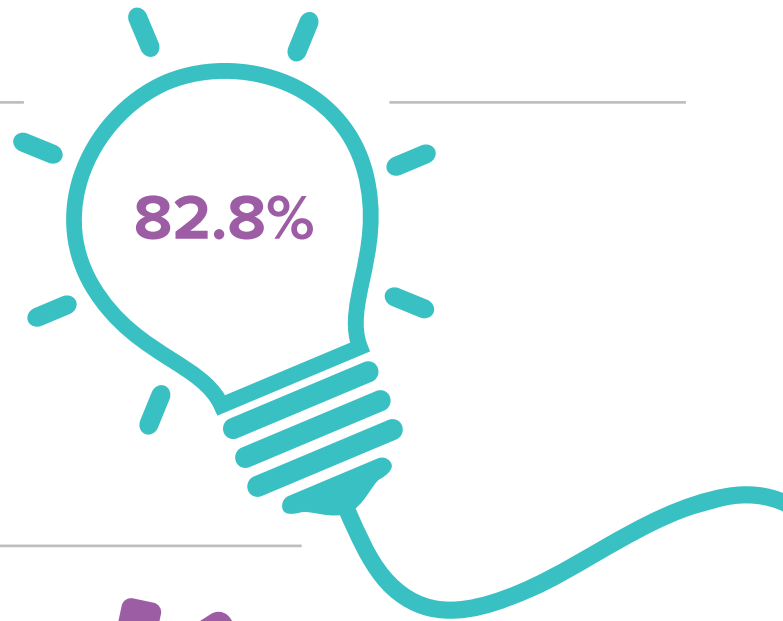
Scottish Average 93.6%

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

Percentage of stock compliant with the Energy Efficiency Standard for Social Housing (EESH)

As at 31st March 2017 the number of properties compliant with EESH was **82.8%** comparable with the 2015/16 figure of **82.02%**



Percentage of Tenants satisfied with the standard of their home when moving in

The percentage of tenants satisfied with the standard of their home when moving in 2016/17 was **74.20%** a decrease on the 2015/16 figure of **79.51%**.

Scottish Average 89.5%.



"Speaking to the Tradesperson when I was doing the review of Repairs – it was useful to hear 2 sides of the story and I did not know our apprentices have won so many awards"

Housing quality and maintenance

Repairs, maintenance and improvements

Social landlords manage their businesses so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.



The average number of reactive repairs complete per occupied property.

There has been a **decrease** in the number of reactive repairs (emergency and non-emergency repairs) undertaken over the past year by **707** when compared to the previous year. However due to the reduction in our housing stock the average number of repairs carried out per occupied property has remained the same at **3** repairs.

The **total number** of reactive repairs completed during 2016/17 was **63,196**. The 2015/16 figure was **63,903**.



The **average** number of reactive repairs completed per occupied property in 2016/17 was **3**. The 2015/16 figure was **3**.

The average length of time taken to complete Emergency repairs

The total number of **emergency** repairs completed in 2016/17 was **18,719** a decrease by **373** on the number carried out in 2015/16 which was **19,092**.



The average length of time taken to complete the **18,719 emergency** repairs in 2016/17 was **3hrs 12mins** a significant decrease on the 2015/16 figure where it took an average **5hrs 11mins**, and well below the 2016/17 Scottish Average of **4hrs 42mins**.



"It is great to see the re – letting time has improved – I also liked seeing an empty property when I was doing the review of Housing Management"

Housing quality and maintenance

The average length of time taken to complete non-emergency repairs

The total number of repairs carried out in 2016/17 was **44,477** a reduction by **334** on the repairs carried out in 2015/16 which was **44,811**.



44,477 non-emergency repairs



The average length of time taken to complete **non-emergency** repairs in 2016/17 was **6 days 13 hrs**, the same achieved in 2015/16 and below the 2016/17 Scottish Average of **7 days 2 hrs**.

Repairs completed Right First Time

The number of repairs completed Right First Time in 2016/17 was **14,620** out of a total number of repairs of **15,825**. This equates to a **92.6%** performance figure which is comparable with the 2016/17 Scottish Average of **92.4%**



Reactive Repairs Appointments kept

The number of Repairs Appointments made in 2016/17 was **30,290** and of those **29,965**, **98.9%** were kept, this is a significant increase on the performance figure reported in 2015/16 which was **81.5%** and above the 2016/17 Scottish Average of **95.7%**.



Repairs Satisfaction

The percentage of tenants who had a repair or maintenance carried out in the last 12 months that were satisfied with the service was **95.9%** comparable with the 2015/16 figure of **95.2%**.

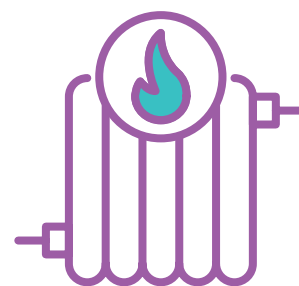


95.9%

Scottish Average 90.6%

Gas Safety

The percentage of properties that require a Gas Safety record which had a gas safety check and record completed by the anniversary date was **100%** this figure has been maintained from the **100%** achieved in 2015/16.

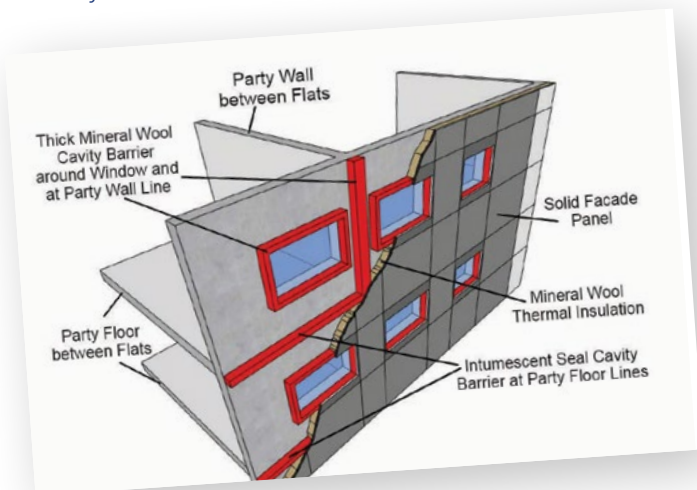


100%

Housing quality and maintenance

We would like to assure residents that both Aberdeen City Council (ACC) and the Scottish Fire and Rescue Service (SFRC) take fire safety very seriously.

Since the terrible fire in London in June Council officers have been working in partnership with the Scottish Fire and Rescue Service to check the specification of materials used in Aberdeen multi-storey blocks.



The materials used in the over-cladding of ACC multi-storey buildings are not the same as what has been reported to have been used on the Grenfell Tower in London. The materials used in ACC multi-storey buildings are resistant to the spread of fire.

ACC technical officers in partnership with the Scottish Fire and Rescue Service have been checking the specification of materials used in Aberdeen blocks and can confirm that the materials and design used have received building warrant approval.

All of the ACC over-cladding is made of the following materials:

1. Insulation made of stone fibres which is non-flammable and is hard-up against the concrete wall. It is 125mm thick and is a rigid material;
2. Solid façade sheets made of a fibreglass reinforced polymer which is resistant to the spread of fire and hinders smoke development;
3. Cavity barriers at each party floor and party wall, and around each window. These barriers enclose any fire so as to prevent the risk of it spreading

from flat to flat, and prevent it spreading within the over-cladding. These cavity barriers are made of both the previously-mentioned stone fibre insulation (around the windows and at the party walls) and also intumescent seals and steel at the party floors. The intumescent steel fire stop which, when it heats up, expands to block any fire.

We are committed to working with tenants and residents to ensure their safety and we have held a series of drop in meetings at multi-storeys where residents were able to come and speak to the Council and fire service staff.

What can residents do?

Residents can help reduce the risk of fire spreading by ensuring that their waste is disposed of properly - by using either the bin chute or recycling bins.

Please do not abandon any large items beside bins or anywhere else in the building. If you have household items that you no longer need you can take them to a Household Waste Recycling Centre or arrange for a collection.

You can book a bulky waste collection by calling 03000 200 292. Or you can visit one of our Customer Access Points:

- Kincorth Customer Access Point
- Mastrick Access Point
- Woodside Access Point
- Marischal College Customer Service Centre

Aberdeen City Council tenants are entitled to have up to four bulky items collected free of charge, which can be split over a maximum of four collections. The cost is covered by the Housing Service and is included as part of your rent. Only the tenant named on the lease can call and organise the uplift.

Neighbourhood and Community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.

Social landlords, working in partnership with other agencies, help to ensure that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Number of cases reported 2016/17 were **3,824** down on the **3,865** reported in 2015/16.

3,824

99.19%

Cases resolved in 2016/17 were **3,818** and of those the number resolved within locally agreed target was **3,793**, **99.19%** up on the 2015/16 figure of **98.37%**.

Scottish average for 2016/17 was **87.2%**.



"I think it is great the Council is using Participatory Budgeting as a way of letting all the tenants vote for what they want in their area and I like seeing the children doing their glitter pick ups – just love that name!"

Access to housing and support

Housing options

Following the establishment of the Housing Options Service in 2014 all new applicants approaching the council for housing are given a housing advice and information assessment. This service ensures that all applicants have access to realistic advice and support to make informed decisions on their housing options based on their individual circumstances.

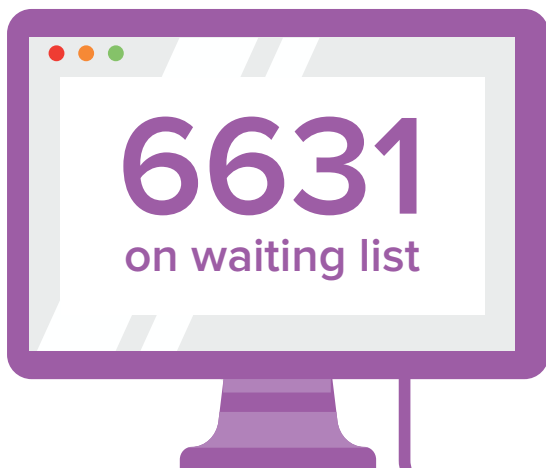
Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness.

During 2016/17 **6,062** housing advice assessments were carried out and of those **3,675** were then added to the housing waiting list for rehousing, a slight increase on the **3,536** added in 2015/16.



The number of applicants on the waiting list at the end of 2016/17 was **6,631** a decrease on the **6,840** at the end of 2015/16.



"It is great the Council are building new houses which will help to reduce the waiting list"

Access to housing and support

Access to social housing

Number of Properties Relet

The number of properties relet in 2016/17 was **1,696**, a reduction from the **1,717** in 2015/16. The reduction is in part due to the fact that there were fewer properties sitting empty at the beginning of 2016/17 a figure of **214** compared to a figure of **354** for 2015/16.



Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Of the 1696 properties relet



408 lets were to **existing tenants**, 2015/16 figure **470**



590 lets were to **housing list applicants**, 2015/16 figure **690**



698 lets were to **homeless applicants**, 2015/16 figure **557**

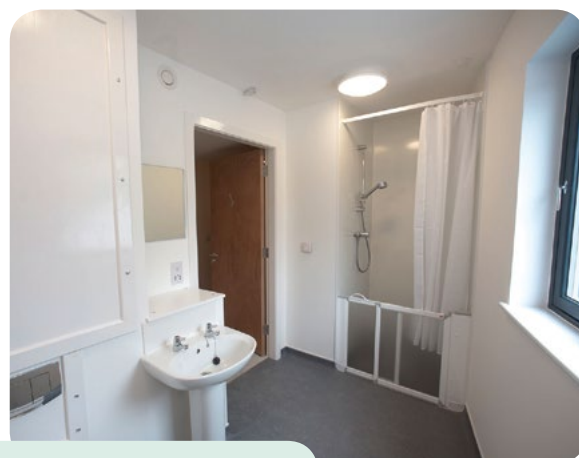
Void Relet Times

In 2016/17 the average time taken to relet our **1,696** properties hit an all-time low since the reporting of the Scottish Social Housing Charter Performance Indicators started in 2013/14.

The 2016/17 figure of **51.6** days was a significant reduction, more than half the time taken in 2015/16 where performance stood at **104.4** days.



The decrease is a direct result of the work undertaken by the Voids Performance Group which was established in October 2015 and continues to meet on a monthly basis.



"My neighbour got a new level access shower"

Access to housing and support

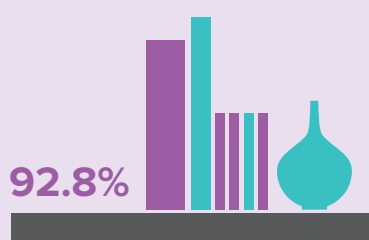
Tenancy sustainment

Performance for tenancy sustainment for all tenancies in 2016/17 has remained high at **92.2%** this is the same sustainment seen in 2015/16. Tenancy sustainment is measured on tenancies allocated to existing new or urgent (homeless) applicants.

Social landlords ensure that:

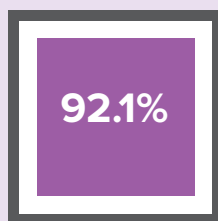
- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Performance shows that:



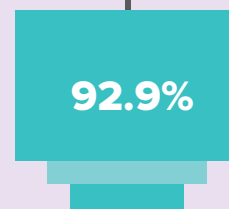
92.8% of the new tenancies to **existing** tenants sustained for more than a year

2015/16 figure: **93.2%**



92.1% of the new tenancies to applicants who were assessed statutory **homeless** sustained for more than a year

2015/16 figure: **91.2%**



92.9% of allocations to **housing list** applicants sustained for more than a year

2015/16 figure: **91.7%**



"I welcome the support which tenants get now especially the tenants who are young and just get their first home!"

Getting good value from rents and service charges

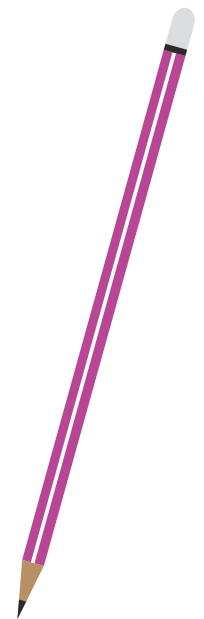
Value for money

Rent collected as a percentage of Rent due.

Social landlords manage all aspects of their businesses so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

The total amount of rent due to be collect in 2016/17 was **£81,746,187** and of that **£81,909,656** was collected **100.2%**. (Note: the collections figure includes former tenant arrears). This figure is slightly below the **101.55%** collected in 2015/16 but above the Scottish Average of **99.6%**.



Void Rent Loss

Due to the properties being relet quicker in 2016/17 it resulted in a significantly lower figure of **£809,263** (a **40.5%** reduction) of money lost through properties being empty when compared to the 2015/16 figure of **£1,360,149**.



40.5%



“It was difficult for me to understand what is best value and value for money but I am a member of the Housing Performance and Budget Group plus the North East Housing Revenue Account Forum – I find it amazing all the facts and figures we get to look at!”

If you want this document translated into another language or format (including Braille, large print, audio disk or BSL DVD) please contact us via email or telephone number listed below.

Jeżeli ten dokument jest wymagany w innej wersji językowej lub formacie (w dużym druku lub na dyskietce audio) proszę się skontaktować z

إذا كنت تريد الحصول على هذه الوثيقة مترجمة إلى لغة أخرى أو بشكل آخر (مثلاً بالخط العريض أو القرص السمعي) فالرجاء الإتصال:

Если Вы хотите получить этот документ, переведенным на другой язык или в другом формате (крупным шрифтом или на звуковом диске), пожалуйста, свяжитесь по

Jei jūs norite susipažinti su šiuo dokumentu jūs kalba ar gauti jį kitokiame formate (Didelėmis raidėmis ar audio diską), prašau susisiekti

Dacă doriți ca acest document să fie tradus într-o altă limbă sau într-un alt format (scris mare sau format audio), vă rugăm contactați

如果你需要把文件翻译成另一种语言或者把文件变成另一种格式（大号字体或声盘），请通过以下的邮件或电话方式联系我们。

Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr clàistinneach) feuch an cuir thu fios gu

If you are deaf or have a hearing impairment, you can still communicate with the Council via Text Relay by dialling 18001 + telephone number:

03000 200 292 



Useful telephone numbers:

Advice	
Aberdeen Citizens Advice Bureau	01224 569750
Alcohol	
Alcoholics Anonymous	0800 9177 650
Drinkline	0300 123 11 10
Crime	
Crimestoppers	0800 555 111
Drugs	
FRANK – National Helpline	0300 123 6600
Dentist	
Emergency - G-Dens	0345 456 5990
Doctors	
NHS 24 Helpline	111
Electricity	
If you have a Power-Cut	0800 300 999
Family & Home	
Home-Start	01224 693545
Somebody Cares	01224 693545
Instant Neighbour	01224 489955
CFINE Community Food Initiative	01224 596156
Family Planning	
Health Village, Frederick Street	0845 337 9900
Gas	
Gas Emergency	0800 111 999
Gas Emergency with a Meter	0845 606 6766
Mediation	
Aberdeen Community Mediation	01224 560 570
Mental Health	
Breathing Space	0800 83 85 87
Aberdeen Samaritans	01224 574488
Police	
Non-Emergency	101
Recycling	
National re-use phone line	0800 0665 820

Our telephone numbers are:

Customer Contact – 03000 200 292 – for anything from housing repairs, waste and recycling to parking permits and council tax.

Education & Culture – 03000 200 293 – for schools, pupil welfare and inclusion, museums and galleries, libraries and Accord cards.

Switchboard – 03000 200 291