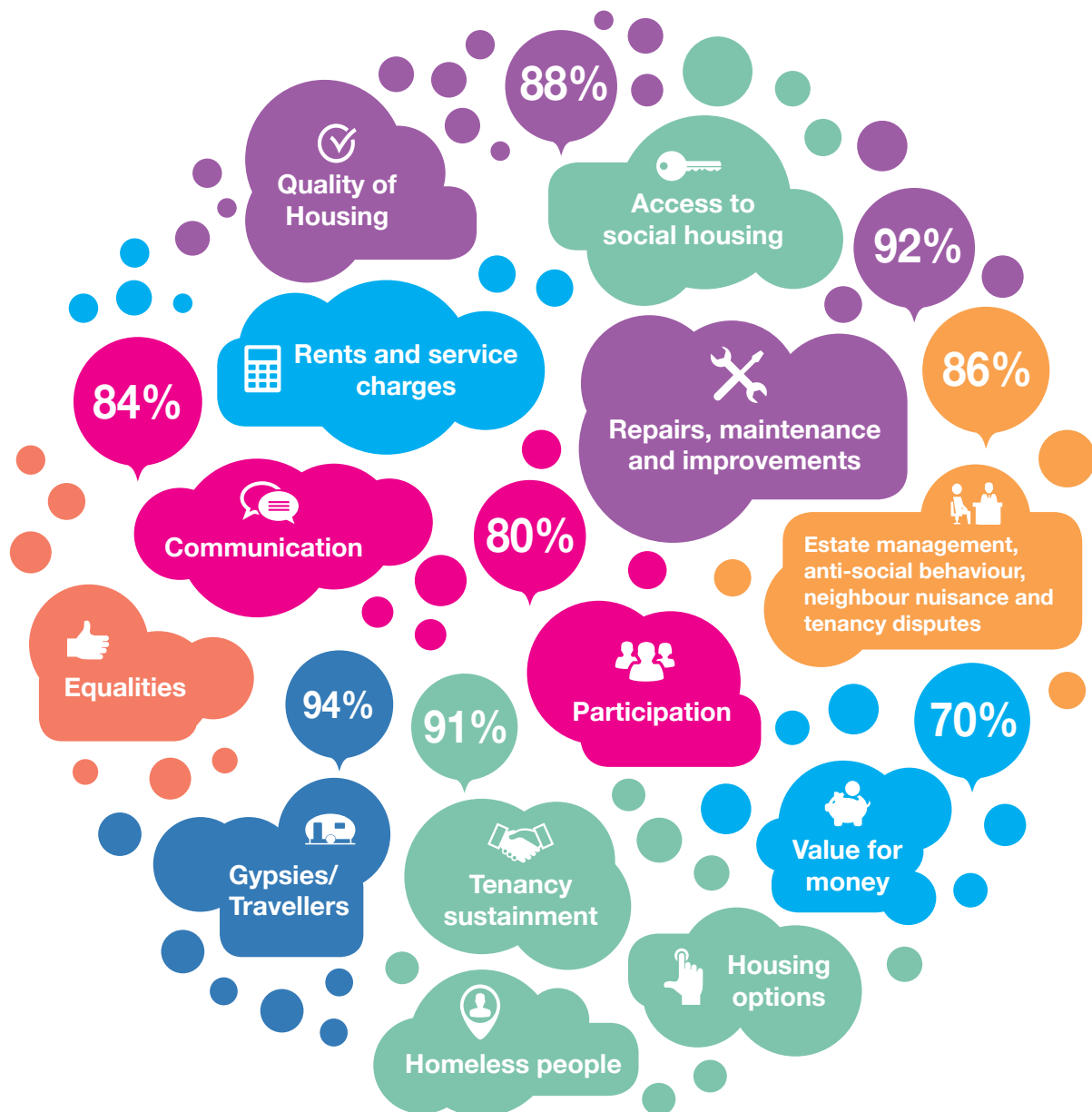


Your Housing Performance Report



Scottish Social Housing Charter 2013/14

Facts and figures about your landlord



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Housing Convener Foreword

Investment in our Council housing and the quality of services we provide to our tenants remains a priority for Aberdeen City Council and this administration. The vital role that housing plays in contributing to the quality of life for our citizens, providing stability for families with children in education and also tenants and their families working within the city is vital in supporting our vision that Aberdeen will be an ambitious, achieving, Smarter City.

The Council is committed to continuing to invest in our Housing stock, ensuring that we have modern facilities that are well maintained and managed and that our staff are available to offer support and advice to all of our tenants when and where they require it. The Council also recognises that there are many who would wish to become tenants and who would value the benefits of a social tenancy and we are working hard to increase the availability of affordable housing as well as ensuring access to support, advice and information for those seeking a home.

We have worked closely with our tenant groups and the Scottish Housing Regulator to provide the information required under the Scottish Social Housing Charter. Each year we will publish a report setting out how we have performed against each of the Charter outcomes and I am particularly grateful to the Tenants Communications Group for their assistance in working with our staff to put this document together. I hope you find this document informative and the format clear and easy to understand. You can be assured that the administration within the Council will find this information of real value as we focus our resources on those areas where we would wish to see an improvement in our performance.

Neil Cooney
Convener, Housing and Environment



Tenant's Foreword

We would like to thank Aberdeen City Council for involving us in the production of the first report on the Charter. We know that the Scottish Housing Regulator stated that customers should be involved but we are delighted with the positive way that the Council has tried to involve us at every stage.

We have all enjoyed working with the various officers concerned, the way they have all involved us and taken our views on board has been great. We know that Susan and her Quality Assurance and Performance Management team have worked hard to collate the facts and figures that make up this report and the Marketing and Design team have done a great job with lay out and design.

Finally we hope to continue to work with Aberdeen City Council so that we can achieve better results – well let's face it we can always do better! You can do your bit by telling us what you think and returning your feedback form.

If you would like to hear more about Housing Performance, why not come along to our Housing, Performance and Budget group meetings? Meeting dates are available in our Tenant's Diary which you can download from our website www.aberdeencity.gov.uk/tenantparticipation or by phoning 01224 522839.



Background Information

Aberdeen City Council is the fifth largest landlord in Scotland, we currently own and manage around 22,500 properties including cottages, tenement flats, sheltered complexes and multi-storey blocks. We provide a wide variety of services to our tenants including:-

- Response Repairs, planned maintenance and modernisations
- Housing Options and Allocations
- Estate Management
- Tenant Participation
- Cleaning Services
- Antisocial Behaviour Investigation Team
- Performance Management

These services are mainly delivered through three area housing offices based at Tillydrone Housing Office, Mastrick Housing Office and Marischal College and our repairs service from the Kittybrewster depot.

The Scottish Social Housing Charter was introduced in April 2012. The Charter contains 16 outcomes/standards that we should aim to achieve when carrying out our housing services. Additionally the Housing Regulator asked us to carry out a thorough survey of our tenants as part of the Charter. Face-to-face interviews took place with over 1,300 tenants in April 2014 to measure their satisfaction with our housing service.

In May we sent the Housing Regulator a report on how Aberdeen City Council performed against these outcomes. The Regulator has since published the data they have collected from every council and social landlord in Scotland which you can view on their website www.scottishhousingregulator.co.uk

We are also required to inform our tenants on our performance, which is the purpose of this report. We hope that you find it interesting and informative.

If you would like further information about how our Housing service is performing please visit our website www.aberdeencity.gov.uk/housingperformance

You can also find out more about the Charter by taking our online information training module on our website www.aberdeencity.gov.uk/socialhousingcharter

Number of Council houses



22,496

Rent Due



£77,660,322

Average Weekly Rent



£73.25

Rent increase



13/14
3.6%

14/15
3.5%

Overall Satisfaction with housing services



85.9%

*Scottish average 87.8%
Scottish Council average 80.8%

**Where we refer to the Scottish average this is the average for all 193 Councils and RSLs*

Equalities

Aberdeen City Council is an equal opportunities organisation. Our Equalities Team work with services across the Council and our partners to ensure we deliver inclusive services which meet the needs of our diverse communities.

All our housing offices are wheelchair accessible. We provide information to our tenants and other customers in various formats and languages and our website can be read using BrowseAloud and other screen readers such as JAWS. Our Diversity and Equality Policy is available on www.aberdeencity.gov.uk

The ethnic origin of:

	Existing tenants	Applicants on housing list	New tenants
White (total)	18,207	6,323	1,468
(a) Scottish	8,031	3,680	998
(b) Other British	519	322	64
(c) Irish	30	15	1
(d) Gypsy/traveller	2	6	1
(e) Polish	1,286	773	142
(f) Any other white background	8,339	1,527	262
Mixed or multiple ethnic background	21	9	3
Asian, Asian Scottish, Asian British (total)	178	128	26
(a) Indian	26	21	4
(b) Pakistani	34	22	3
(c) Bangladeshi	48	36	6
(d) Chinese	36	21	4
(e) Any other Asian background	34	28	9
Black, Black Scottish, Black British (total)	89	85	16
(a) Caribbean	12	9	3
(b) African	51	73	11
(c) Any other black background	26	3	2
Other ethnic background	135	54	8
(a) Arab, Arab Scottish or Arab British	0	0	0
(b) Any other group	135	54	8
Unknown	3,359	206	32
Total	21,989	6,805	1,553



The customer and landlord relationship

Aberdeen City Council knows the importance of keeping our tenants informed about our Housing and other services. There are many ways in which we communicate with tenants and vice versa.

Newsbite is delivered to all tenants three times a year and we also have dedicated newsletters for our multi-storey residents and sheltered tenants. We also publish Tenant Matters when there are important issues we need to tell you more about. Furthermore we send questionnaires to tenants who have received specific services and every year we ask for your views in the rent consultation.

We also use our website and social media channels to keep customers informed. This year we have tried to improve our web pages to make them more user friendly and we have over 10,000 followers on Twitter and 2,000 likes on our official Council Facebook.

Various events, organised by tenants for tenants, are held throughout the year. The main event is Housing+ which is held in the city centre in August or September. Every year we invite our tenants and other customers to come along to speak to our staff and partners to discuss or gain information on a number of things.

Social landlords manage their businesses so that:

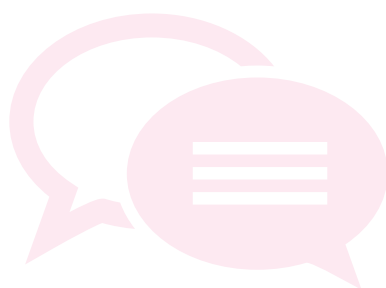
- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Percentage of tenants who felt their landlord is good at keeping them **informed about services** and decisions



Scottish average 88.9%

Scottish Council average 77.8%



We are pleased that 84% of tenants surveyed feel we are good at keeping them informed. But we know we can always do better and will continue to work with our tenant groups to improve the quality of information we send to you.



The customer and landlord relationship

Aberdeen City Council are recognised as leaders in Tenant and Community Engagement.

We have a variety of ways tenants can get involved and our award winning Tenant and Community Engagement team are constantly coming up with new ways for you to get involved.

From the moment that you sign your lease, we want you to know that you can get involved with our Housing Service. That is why we include 'Your Housing Service Needs You' in the lease pack. The booklet details all the various ways you can get involved including our citywide groups:

- Tenant & Resident Forum (TARF)
- Sheltered Housing Committee/Network
- Citywide Multi Storey Committee/Network
- Aberdeen Housing Service Review Group
- Communication Group
- Events Group
- Housing Performance & Budget Group

We also have a number of area groups which are supported by Housing Officers. Your Housing Officer is always keen to help you establish a local group and work with you; whether it is to address issues in your neighborhood or improve the local area.

79% of our tenants and other customers indicated that they found

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 tenants who were satisfied with the **opportunities available** to participate in their landlord's decision making process



Scottish average
78.4%

Scottish Council
average 63.8%



it easy to participate but we want to improve that figure. You can help us by telling us what else we can do to make it easier for you.

We realise that your time is precious and you may not be able to attend all of our meetings. For that reason we aim to start an email group for those who are unable to attend meetings but still wish to contribute.

If you want any further information about Tenant & Community Engagement please check out our webpage, like us on Facebook or email TPO@aberdeencity.gov.uk



Quality of Housing

Over the last 12 months we have continued to progress the programme of works to ensure your council homes meet the Scottish Housing Quality Standard. We remain on track to achieve the SHQS compliance in the properties we have been given permission to access. Some tenants have declined to give the Council access to their home and it is very important that these tenants do let us in to complete this programme of works.

We have not only reduced the number of properties failing the SHQS, we have also reduced the number of properties that were in abeyance (where tenants have refused us access or full works) from 14% to 6 % (where modernisation works had been refused that would have brought the property up to SHQS standard).



Housing quality and maintenance

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 meeting the Scottish Housing Quality Standard (SHQS)

As at 31st March 2014

89.3%

Scottish average 85.4%

Scottish Council average 83.7%

Projected as at 31st March 2015

94.3%

Scottish Housing Quality Standard (SHQS) – Working towards the standard

How many properties did your organisation **plan** to bring fully up to the SHQS during 2013/14



969

How many properties **did** your organisation fully bring up to the SHQS during 2013/14



1211

How many properties does your organisation plan to bring fully up to the SHQS during 2014-15



1617



Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element

	For the year 2013/14		Projected for the year 2014/15	
	Homes improved	The amount invested (£s)	Homes to be improved	Proposed Investment (£s)
Because they were/are in serious disrepair	471	5,651,192	235	12,940,000
Because they were/are not energy efficient	973	10,639,307	1,306	11,790,000
Because they did/do not have modern facilities and services	1,055	11,721,545	1,423	9,728,000
Because they were/are not healthy, safe and secure	1,057	4,743,505	923	3,098,000
The total number of properties improved	1,211	32,755,549	1,617	37,556,000

Percentage of tenants satisfied with the quality of their home



88.04%

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



75.78%





Repairs, maintenance and improvements

During 2013/14 the Council completed 71,155 reactive repairs (when a tenant reports a repair) 95% of which were completed within target compared with 93% during 2012/13. Whilst the 2% increase in performance is welcome it still remains 1% below the 96% target set for repairs.

After a review of the priority categories in use an additional 2 priorities were introduced from April 2014 to allow repairs to be programmed more efficiently thus freeing up resources to concentrate, in the first instance, on the jobs which may harm tenants Health & Safety or damage to their property. The review was prompted by the high number of jobs being passed as emergencies together with the feedback from our Customer Satisfaction surveys.



Housing quality and maintenance



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.

Average number of reactive repairs completed per occupied property

The **total number** of reactive repairs completed during 2013/14



71,155

Average number of reactive repairs completed per occupied property



3

Average length of time taken to complete emergency repairs

The number of emergency repairs **completed** in 2013/14



27,972

Average length of time taken to complete emergency repairs



4hrs 41mins

Scottish average 6hrs 54mins

Scottish Council average 7hrs 28mins

Average length of time taken to complete non-emergency repairs

The **total number** of non-emergency repairs completed in 2013/14



43,183

Average length of time taken to complete non-emergency repairs



10 days

Scottish average 8 days

Scottish Council average 10 days



Reactive Repairs

The number of reactive repairs completed right **first time** in 2013/14



The **total number** of reactive repairs completed



Percentage of reactive repairs carried out in the last year completed right first time



The total number of reactive repairs reported in the year is 71,156 but the number reported for the year for calculating the 'right first time' figure is 21,979.

This is because the IT system used to record this data was not fully operational. Work is ongoing to match the IT systems to this new recording measures to include all the reactive repairs completed in the year.

Gas Safety

Number of properties requiring **gas safety records**



For properties which had current gas safety records in place at the end of the reporting year, how many had been **renewed** by their anniversary dates



Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date



The Council appointed a new gas maintenance contractor in January 2013 as a result of the previous contractor choosing not to renew its contract at short notice. The new contractor incurred staffing issues in a very tight and competitive market in Aberdeen which initially affected performance and in particular the new contractor's capacity to deliver a gas safety check within 12 months of the previous check.

*As a result, the Council developed its gas unit to have a closer working relationship with the new external contractor and the performance of checks being carried out within 12 months of the previous check has risen month on month to **97% in September 2014**. It is anticipated that this figure will continue to rise to the target figure of 100%.*

Appointments

The number of reactive repairs **appointments made** in 2013/14



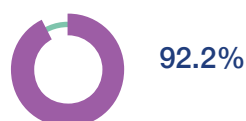
The number of reactive repair **appointments kept**



Percentage of repairs appointments kept



Percentage of tenants who have had repairs or maintenance carried out in last 12 months **satisfied with the repairs and maintenance service**



Scottish average
87.6%

Scottish Council
average 86%



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

Neighbourhood and Community



In 2013 we introduced new approaches to help make our communities safer and the encouraging results in this report helps confirm this. We are pleased that we have a high satisfaction for our management of neighbourhoods. Our service will continue striving to make our neighbourhoods and communities the best possible places to live.

At our Community Safety Hub our partners, including Police Scotland and the Scottish Fire and Rescue Service, review community safety incidents daily along with Housing staff and take action to resolve emerging problems.

Furthermore our new Antisocial Behaviour Neighbour Complaints Policy and Procedure makes improved use of our specialist Antisocial Behaviour Investigation Team to resolve serious and persistent antisocial behaviour cases, working closely with local Housing Officers throughout.

Aberdeen City Council operates a target of 10 days for the resolution of an Anti-Social behaviour contact, however if there is case management involved, the target increases to 40 days for some instances of persistent antisocial behaviour.

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.

Percentage of tenants **satisfied with the management** of the neighbourhood they live in



Satisfaction with the **overall appearance** of their neighbourhood



Percentage of tenants who feel safe in their neighbourhood



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

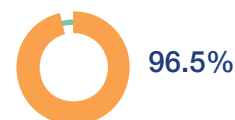
The number of cases of anti-social behaviour reported in 2013/14



The number of cases resolved within locally agreed targets



Percentage of anti-social behaviour cases which were resolved within locally agreed targets



Scottish average 75.9%
Scottish Council average 78.1%



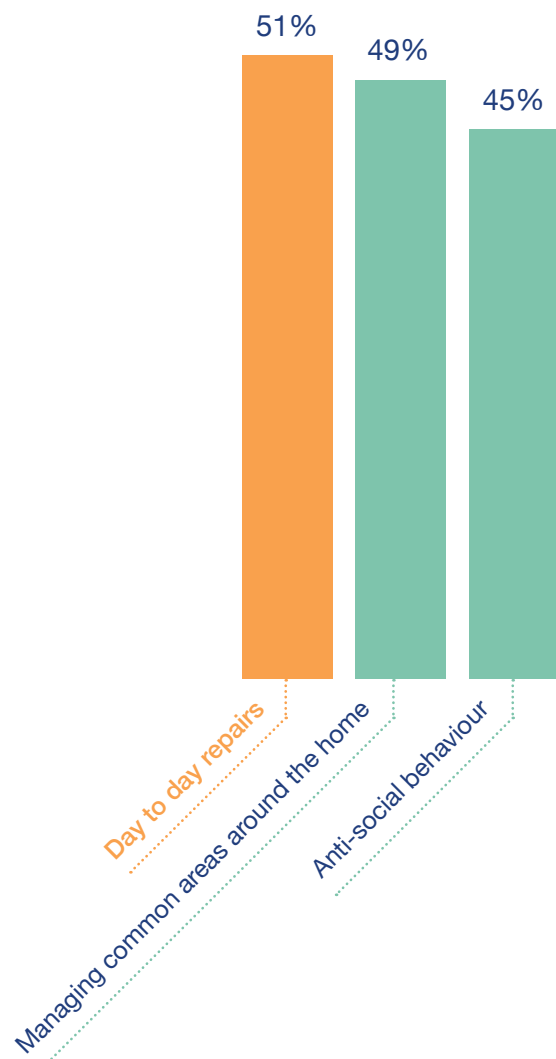


Tenant Priorities

As part of the Tenant Satisfaction survey that was held earlier this year we asked tenants to tell us what their top 3 services were in terms of importance. The services tenants could choose from were:

- Tenancy Support Service
- Dealing with anti-social behaviour
- Managing the common areas around your home
- Rent collection
- Planned improvements to your home
- The day to day repairs service
- Keeping you informed about the Council's activities and services
- Providing opportunities for tenants to participate in helping to improve services
- Lettings / allocations

The services which tenants chose as their overall top three most important services are seen in the chart on the right.





Access to housing and support

This year, the Housing Service has embarked on a major project to develop and implement a new approach for providing advice and information to people about their housing circumstances known as 'Housing Options'. Housing options aims to provide realistic advice and support to people about their housing prospects. Often people think that social housing is their only or best option. Housing Options puts the individual at the centre and asks what might be the most helpful and sustainable solution.

The new Housing Access Service is accompanied by our new self serve website where individuals can access their housing options at a time that suits them, and is no longer confined to office opening hours. Information and advice is tailored to the individual and their circumstances and is followed up by an appointed Housing Advice Officer who will work with them to help resolve any housing issues and provide support and information. We aim to get the right advice to the right people at the right time, empowering individuals to make informed decisions about their housing. Individuals are seen much sooner and as a result in many cases crisis intervention is avoided.

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.

The number of new applicants **added** to the housing list(s) during 2013/14



6,494

The number of applicants **on the housing list(s)** at end of 2013/14



6,805



Further Information can be found on our website www.aberdeencity.gov.uk/housingaccess or call 01224 523151.



Access to social housing

Access to housing and support

The Council publishes an annual guide to the types, sizes and turnover of our mainstream properties 'Area Housing Information'. This provides a comprehensive breakdown of lettings in the preceding year and helps to inform applicants which areas and property type are likely to meet their housing need soonest.

Turnover of properties has dropped from over 10% 5 years ago to below 7% in recent years. This indicates a good rate of tenancy sustainment, but inherently limits the number of properties available to offer to those on our housing lists.

During the past year we have taken the opportunity to bring any empty house up to full SHQS standard prior to letting it to a new tenant. We have also increased the standard that we set out to achieve in bringing up to a reasonable level the decoration and condition of some properties, left in a poor condition by previous tenants, prior to them being re-let. Also many of our new tenants require their new home to be adapted to support them where they have either a disability or restricted movement. All of these factors have contributed to longer re-let times than we would wish.

Significant work has been undertaken by officers to reduce

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.

The number of lets to **existing tenants**



542

The number of lets to **housing list applicants**



585

The number of lets from **other sources**



3

The number of lets to **homeless applicants**



423

The total number of **properties re-let** in 2013/14



1,553

The total number of **calendar days** properties were empty



111,059

Average time to re-let properties



71 days

Scottish average 36 days
Scottish Council average 41 days

re-let times including seeking to increase tradesmen carrying out this work and redesigning some of our pre-allocation procedures to reduce the period a house is empty.





Access to housing and support

Aberdeen City Council are launching a new Housing Support Service. The service will provide support, assistance, advice or counselling to anyone aged 16 or over, living in Aberdeen with particular needs.

The Housing Support service will provide advice and support relating to:

- money,
- debt,
- welfare benefits,
- employment opportunities.
- settling into a new home,
- reporting repairs,
- rent and other tenancy issues,
- filling in forms and writing letters and;
- temporary accommodation if required.

The team will assess an individual's circumstances and give them support to help resolve a crisis and/or improve skills and confidence to take control of their life and make decisions about the future.

We hope that this new service will help us to achieve an even higher performance percentage in tenancy sustainment for our new and homeless tenants.

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.

Percentage of new tenancies to **existing tenants** sustained for more than a year



92.6%

Percentage of new tenancies to applicants who were assessed as statutory **homeless** sustained for more than a year



90.3%

Percentage of new tenancies to applicants from the landlord's **housing list** sustained for more than a year.



92.3%





Getting good value from rents and service charges

The Council are committed to maximising the collection of rent. Rental income is vital to make improvements to your homes and to service delivery so we have introduced a more preventative approach to assist, advise and support tenants who fall into rent arrears. Officers will contact tenants directly by visiting them at home, by telephone or text to discuss any outstanding balance at an early stage of rent arrears. It is important that tenants pay their rent.

We have a range of ways that you can pay your rent such as on our website, by Direct Debit or Standing Order, over the telephone (08456 080 920), in person at Woodside, Kincorth and Mastrick Customer Access Points or using the new payment kiosks at Marischal College and at any Post Office or outlet displaying the PayPoint logo.

You may also be eligible for help paying your rent. If you have a low income and/or receive certain benefits you may qualify for Housing Benefit which helps people on a low income pay their rent. Anyone may apply whether they are older, disabled, unemployed or in work with a low income.

Application forms are available from Council offices or speak to your Housing Officer. Do not delay as Housing Benefit cannot normally be backdated. Further advice and assistance is available on 01224 522709.

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.

Percentage of tenants who feel that the rent for their property represents **good value for money**



The total amount of **rent due** to be collected from occupied tenancies in 2013/14



The total amount of **rent collected** in 2013/14

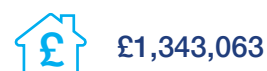


Rent collected as percentage of total rent due in 2013/14



Scottish average 99%
Scottish Council average 99%

The total amount of **rent lost** through properties being empty in 2013/14



The total amount of **rent due** for 2013/14 (Amount of rent that should have been collected had all our properties been occupied)



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



Scottish average 1.2%
Scottish Council average 1.4%



Other customers

The satisfaction figure represents positive feedback from the gypsy travellers who have accessed our services at the Clinterty site. Although the weekly rental figure is higher than the Scottish average the site has benefited from considerable improvements including upgrades of the chalets. The whole site has been enhanced with better landscaping, play facilities and security measures installed. Additionally staff have worked with the tenants, their families and our partner agencies in the Community Centre at Clinterty to help provide learning opportunities and fun days.

It was great to see that the Area team were recognised for all their hard work when they won an Aberdeen City Council Star Award for respect in 2014. The team often work in challenging circumstances but they ensure that they have equalities and professionalism at the forefront of service delivery.

Local councils and social landlords with responsibility for managing sites for Gypsies/Travellers should manage the sites so that:

- sites are well maintained and managed.

The **satisfaction** of the landlords management of the site for ACC



93.8%

The average **weekly** rent is



£75.69

Scottish average (for landlords that manage sites) is £63.10



Sandra, Martin and Amanda with their Star Award



North East Tenants Residents and Landlords Together

Housing Café Event – Hungry for More?

Saturday 1 November 2014 • 9.30am to 1pm (lunch is included)
Members Building, Woodhill House, Westburn Road, Aberdeen.

We hope that you enjoyed reading Aberdeen City Council's Housing Performance Report. Feeling a little bit nosey and wondering how well we have done compared to our neighbours in the Shire or local housing associations? If so NETRALT have organised the perfect event for you!!

On Saturday 1 November we will sit down for another of our Café events to get a real taste of how landlords in the North East are performing. We'll compare performance on issues such as antisocial behaviour, value for

money and repairs and maintenance - you'll even get to see other landlord's reports.

If this sounds like something you would be interested in attending please let us know by booking your space today. Entry is FREE, but tables are filling up fast with hungry diners.

To book please email Carol Hannafor on CHannafor@aberdeencity.gov.uk or phone 01224 522839 by Monday 27 October.



Please contact us on the telephone number below if you want this document in Braille, large print or on an audio CD, or if you want the document translated into another language.

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريل أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها إلى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনূদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



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