

Your Housing Performance Report

**Your Chance
To Win £100**
see inside for details



Scottish Social Housing Charter 2014/15

Facts and figures about your landlord

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Your Housing Performance Report Feedback Form



**Your Chance
To Win £100**
fill in this form overleaf

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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 know what you thought of this report so we can make it even better for you next year.

Please complete this feedback form and return it – the postage is pre-paid and there is an opportunity to win 3 prizes of £100 vouchers!

Your Contact Details:

Name:

Address:

Post Code:

Tel:

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?

If no, please tell us what would make it better for you in the box below question 5

Yes ☐

No ☐

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

Yes ☐

No ☐

4. How would you rate the sections of the report?

Please select your favourite section - tick only ONE box in this column

Section	Very Interested	Interested	Not Interested	
Equalities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer & Landlord Relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Quality & Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neighbourhood & Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting good value from rents & service charges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Any other comments that you have about the report:

Thank you for completing this form. Please return to us by 30 November 2015.

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Gummed areas

Gummed areas



Housing Convener Foreword

The provision of high quality affordable housing remains a priority for Aberdeen City Council. Demand for housing remains high and this administration has continued with its commitment to invest in improving both the quality of our housing and its day to day management.

During this year we have continued to spend significant sums improving our houses, bringing them up to modern standards, including investment to reduce running costs associated with keeping your homes warm, as well as carrying out repairs timeously when required. To enable us to do so means that as a Council we need to ensure that there is sufficient income from rents and that our rent policy balances the need for investment whilst recognising the financial pressures felt by some families. Our staff are available to offer advice and support to all tenants and their families whenever it is required including advice on debt, finances, housing options and availability, neighbourhood issues or other tenancy matters. Sometimes this requires the involvement of other public agencies and our staff can assist in signposting where required.

Our tenants groups are important to us and provide the means for good communication between the City Council and our tenants. They help us to shape our policies and also importantly help with the independent scrutiny of our performance of Charter outcomes as well as other areas for performance improvement. I am very grateful to each member of our tenant groups and would encourage more tenants to take an active role in working with us to improve our services.

I hope you find this year's Report informative and easy to read. I would encourage you to complete and return the pre-paid feedback form included with this report as it will help us to shape future reports and provide you with clear information. You can be assured that this Council's administration will continue to focus on housing and our services as a priority for improvement over the coming years.

Neil Cooney
Convener, Communities, Housing & Infrastructure



Rita Buchan (Tenant)

Tenant's Foreword

Reports like this are not to everyone's liking; even we the tenants involved have varied views. However, the Scottish Housing Regulator has specified that all landlords produce an annual report for their tenants and other service users on the performance indicators used to measure the outcomes of the Scottish Social Housing Charter.

Since the first Housing Performance Report was published in 2014, we have continued to meet with members of staff from the Quality Assurance & Performance Management team and the Marketing & Design team who have not only welcomed our involvement but also taken on board and implemented a lot of our suggestions.

This year it is very disappointing to see some of the figures are not as good as last year, however, it is really encouraging to see such positive comments from tenants and residents who were involved and I genuinely hope that we will all continue to work together with the Council to improve our housing service.

On a positive note; this comprehensive report gives us the opportunity to compare all figures with the Scottish averages.

IT DOES NOT STOP HERE! You too can contribute by completing and returning the feedback form – only by working together can we achieve more.

Written by Rita Buchan (Tenant) on behalf of the Housing Performance and Budget Group.



Background Information

Aberdeen City Council is the fifth largest landlord in Scotland, we currently own and manage around 22,300 properties including cottages, tenement flats, sheltered complexes and multi-storey blocks. We provide a wide variety of services to our tenants including:-

- 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, Mastrick and Marischal College and our repairs service from the Kittybrewster depot.

The Scottish Social Housing Charter was introduced in April 2012 and contains 16 outcomes/standards that we should aim to achieve when carrying out our housing services. Last year we produced our first report detailing how the housing service performed against the outcomes set out in the Charter and compared our performance to other local authorities. We received great feedback from tenants and have made changes to this year's report based on the comments you gave us.

We hope that you find this report interesting and informative. Please help us by filling out and returning the feedback form enclosed. Your comments will help us when we are producing next year's report and there is also a prize draw where 3 lucky tenants will win £100 of shopping vouchers each.

Please visit:

www.aberdeencity.gov.uk/housingperformance for more information about how the Housing service is performing.

Number of Council houses



22,328

Rent Due



£79,712,099

Average Weekly Rent



£76.01

Rent increase



3.5%



3.3%

Average Weekly Rent for Gypsies/ Travellers



£75.69



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	
	2014/15	%	2014/15	%	2014/15	%
White (total)	18,181	83.2	7,117	93.2	1,451	92.0
(a) Scottish	8,317	38.1	4,357	57.1	951	60.3
(b) Other British	525	2.4	393	5.1	76	4.8
(c) Irish	47	0.2	16	0.2	5	0.3
(d) Gypsy/traveller	4	0	5	0.1	2	0.1
(e) Polish	1,334	6.1	853	11.2	169	10.7
(f) Any other white background	7,954	36.4	1,493	19.6	248	15.7
Mixed or multiple ethnic background	25	0.1	19	0.2	3	0.2
Asian, Asian Scottish, Asian British (total)	195	0.9	121	1.6	34	2.2
(a) Indian	25	0.1	23	0.3	4	0.3
(b) Pakistani	39	0.2	20	0.3	4	0.3
(c) Bangladeshi	52	0.2	35	0.5	12	0.8
(d) Chinese	37	0.2	17	0.2	7	0.4
(e) Any other Asian background	42	0.2	26	0.3	7	0.4
Black, Black Scottish, Black British (total)	100	0.5	110	1.4	19	1.2
(a) Caribbean	13	0.1	9	0.1	1	0.1
(b) African	61	0.3	87	1.1	16	1.0
(c) Any other black background	26	0.1	14	0.2	2	0.1
Other ethnic background	143	0.7	53	0.7	20	1.3
(a) Arab, Arab Scottish or Arab British	0	0	0	0	0	0
(b) Any other group	143	0.7	53	0.7	20	1.3
Unknown	3,197	14.6	214	2.8	51	3.2
Total	21,841	100	7,634	100.0	1,578	100



The customer and landlord relationship

Aberdeen City Council continues to be regarded as market leaders in Tenant and Community Engagement.

We have a variety of opportunities for you to get involved in your housing service. You can join one or more of our citywide groups:

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

Or you can contact your Housing Officer to join or even set up a local area group – the choice is yours.

The Council continues to post out Newsbite magazine three times a year with a Sheltered Housing insert. Multi Matters is sent out twice a year to all residents who live in multi-storeys. The Council is indebted to our Communication, Multi-storey and Sheltered Housing groups for their ideas, suggestions and input to these magazines.

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.

We also send out special newsletters when we have important information or changes we want to inform our tenants about.

Last year annual rent consultation was poorly supported with only 358 replies, so this year we held a number of conversation cafes to find out how you wanted us to consult with you. These cafes were well attended and some great ideas and suggestions were made over a cuppa and a chat!

This year we implemented some of your suggestions and we were delighted when we received just over 3000 replies!

Thank you to our housing volunteers who helped out at the Housing offices encouraging other tenants to complete their rent consultation.

Thanks to Admin Team for collating all the replies



"I have learned a lot doing the Housing Management Review, I'm surprised with how much is involved in a Housing Officer's job"

Jim Carroll



Participation

The customer and landlord relationship

The Housing Performance and Budget Group has evolved with the group now looking at the Tenant Participation Budget AND the Housing Revenue Account. A massive thanks to Susan McLeod, Housing Performance Manager and Guy Bergman, Housing Performance Officer, for all their help providing the facts and figures as well as their support at the monthly meetings.

In addition to completing their latest review of the Housing Management service, our Housing Service Review Group has been extremely proactive this year. Members of this group have been invited to Angus Council, Blackwood Housing Association, Hillcrest Housing Association and Castlehill Housing Association to present about their work on scrutiny (the way we review our services). There have also been a number of training sessions with North East Tenants, Residents and Landlords Together (NETRALT) members, the best one being on Confidential Communication as all tenants require this when scrutinising their landlord. The group also helped the Council with their Aspire Leaders project – became actors playing the role of difficult customers.

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.

Two members have also participated in developing the Council's new customer service framework.

Aberdeen City Council would love for you to get involved in your housing service but we appreciate that our tenants lead busy lives with time constraints. We really appreciate those of you who are already involved whether you attend a citywide group, an area group or just read Newsbite!

For further information about Tenant and Community Engagement please visit our website
www.aberdeencity.gov.uk/TenantParticipation
or call 01224 522839/523920.



Angela Scott, Chief Executive, with the Housing Service Review Group



“Tenants can help the Council by agreeing to let the work be done
- I certainly am delighted with my new Kitchen and Bathroom”

Alice Brebber



Quality of Housing

Housing quality and maintenance

At the time of this report we have already improved on the 2016 projection figure with Scottish Housing Quality Standard (SHQS) compliance currently standing at 89.15%.

The latter part of 2014/15 saw an increase in the number of properties that were refused modernisations which resulted in the lower than expected reporting figure. This figure has since reduced from 7.53% (April 2015) to 5.95% (Sept 2015).

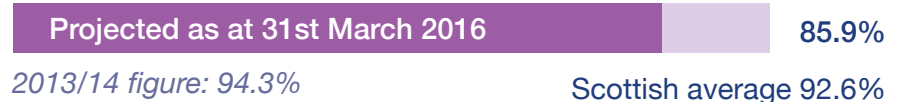
We also reported that 3.25% of properties are excluded from the SHQS due to the construction of the Haudagain Trunk Road or the property does not have a large enough kitchen to comply with modern facilities (SHQS elements 38-40). The remaining 1.65% properties that are failing the SHQS in this financial year will be subject to works before 31 March 2016.

With the help of our tenants, we will continue to progress and achieve Scottish Housing Quality Standard where possible.

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)



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

How many properties did your organisation **plan** to bring fully up to the SHQS during 2014/15

 1211

How many properties **did** your organisation fully bring up to the SHQS during 2014/15

 1312

How many properties does your organisation plan to bring fully up to the SHQS during 2015-16

 710





Paul McMenemy interviewing Angela Scott, Chief Executive, for Newsbite

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

	For the year 2014/15		Projected for the year 2015/16	
	Homes improved	The amount invested (£s)	Homes to be improved	Proposed Investment (£s)
Because they were/are below tolerable standards	360	831,603	39	185,445
Because they were/are in serious disrepair	852	10,646,322	2,792	13,206,368
Because they were/are not energy efficient	1208	11,892,722	919	9,709,500
Because they did/do not have modern facilities and services	1312	7,344,441	528	2,957,584
Because they were/are not healthy, safe and secure	966	3,284,487	1,142	3,883,209
The total number of properties improved	1312	33,999,575	2,792	29,942,106

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



73.19%

Scottish average 86.05%
Scottish Council average 81.31%

2013/14 figure: 75.78%



"The Housing Service Review Group look forward to working with the Repairs Team again to improve this service and make suggestions"

Norma



Repairs, maintenance and improvements

Housing quality and maintenance

The Council completed 63,574 reactive repairs in 2014/15 - 44% of these repairs were carried out as emergencies.

Building Services, who carry out the repairs for the Council along with our Housing colleagues, are reviewing the way things work and what can be done to improve the service to customers whilst also trying to reduce the number of jobs carried out as emergencies.

During 2014/15 the Council agreed to extend the emergency priorities for responsive repairs to include 24 hour urgent repairs response priority in addition to the 4 hour response, this has increased the average length of time taken to complete emergency repairs to 11hrs 24mins. Going forward it has been decided to solely report our true emergency figures of 4 hours only.

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 2014/15



63,574

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 2014/15



28,337

Average length of time taken to complete emergency repairs



11hrs 24mins

2013/14 figure: 4hrs 41mins

Scottish average 5hrs 51mins

Scottish Council average 6hrs 19mins

Average length of time taken to complete non-emergency repairs

The **total number** of non-emergency repairs completed in 2014/15



35,237

Average length of time taken to complete non-emergency repairs



9 days

2013/14 figure: 10 days

Scottish average 8 days

Scottish Council average 10 days



"As tenants we can ensure access is given to the Council to allow the annual gas safety check to take place"

Jim G



Reactive Repairs

The number of reactive repairs completed right **first time** in 2014/15



The **total number** of reactive repairs completed



Percentage of reactive repairs carried out in the last year completed right first time
13/14 figure: 86.5%



The total number of reactive repairs reported in the year is 63,574 but the number reported for the year as defined by the Scottish Housing Regulator for inclusion in the 'right first time' figure is 9,402. The percentage of reactive repairs carried out in the last year completed right first time is a significant improvement from last years reported figure of 86.5%.

Appointments

The number of reactive repairs **appointments made** in 2014/15



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**

13/14 figure: 92.2%



Scottish average
89.3%

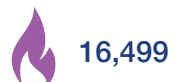
Scottish Council
average 87%

Gas Safety

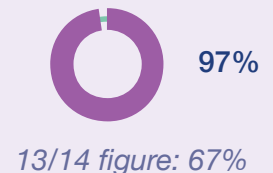
Number of properties requiring **gas safety records**



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



In 2014/15 our performance for gas safety checks has improved considerably, increasing 30% from the previous year to 97%. Although this is still below target of 100% all Council houses have a current gas safety certificate. The annual servicing due to take place during the winter months is currently being brought forward allowing the Contractor to concentrate on servicing during the summer thus releasing more engineers to be available during the peak repairs demand throughout the winter. The Council also now have a direct interface between the in-house repairs system and the Contractor's IT system which should reduce delays in processing of works orders whilst allowing real time monitoring of repairs progress.



"I am pleased to read the success the Hub and the Anti Social Behaviour Team have had in reducing and resolving anti social behaviour"

Pearl



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

Neighbourhood and Community

Our approach to tackling antisocial behaviour within our communities changed in 2013. One significant change was the introduction of our Community Safety Hub. 'The Hub' is a partnership office where approximately 30 officers from various services including the Council, Police Scotland and Scottish Fire & Rescue Service have co-located.

The Hub brings partners together and allows us to be part of the same team. On a daily basis we review community safety incidents and identify opportunities to work together as well as identifying appropriate and sustainable responses to emerging problems.

Further to this, our Antisocial Behaviour Investigation Team now specialise in managing more serious or persistent cases of antisocial behaviour ensuring a more consistent approach across the city.

There is no doubt that these initiatives have contributed greatly to our success in resolving cases 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.

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 2014/15



3132

The number of cases resolved within locally agreed targets



3110

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



97.3%

2013/14 figure: 96.5%

Scottish average 83.2%
Scottish Council average 82.7%





Access to housing and support

In April 2014 the Housing Service 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 each individual based on their particular circumstances. Often people think that social housing is their only or best option. The Housing Options approach looks to provide individuals with the full range of options available to them and allow them to find a helpful and sustainable solution to their housing issues.

We also launched a new self-serve website which allows individuals to access services at a time that suits them. Users will then receive an appointment with a Housing Advice Worker who can provide tailored advice and assistance appropriate to the individual’s circumstances. By providing the right support and information we aim to empower individuals to make informed decisions about their housing and consequently avoid future crisis intervention.

As such we have seen a reduction in the number of applications made to the mainstream housing list but a large number of enquiries made through the self-service website. This is indicative of the limited

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 2014/15

 **3,216**

The number of applicants **on the housing list(s)** at end of 2014/15

 **7,686**

options available in the social housing market and the increased assistance available through the Housing Options approach.

When the new service was established there were a large number of existing applicants on the housing lists. Although the number of housing applications has reduced there are still a large number applicants who have yet to receive this level of advice. To address this, a team has been established for a two year period to contact those who applied before the setup of Housing Options to determine whether they still wish to remain on the housing list and to give them the appropriate advice and options.



“The time taken to re-let a property needs to get better but great to see the Council have an action plan in place and I am looking forward to doing a review of voids (empty properties)”

Betty



Access to housing and support

We have significantly increased the number of lets to statutory homeless applicants in 2014/15 however this only accounts for 36% of all relets.

There is ongoing work to prioritise homeless applicants to ensure an increase in the number of relets made to this group. This includes addressing the barriers to tenancy sustainment and further provision of housing support as appropriate. This should ensure that urgent homeless applications are made offers of housing. This preparatory work should help statutory homeless applicants to sustain a tenancy.

Since launching the new Housing Support Service applicants have been provided with extensive advice and support relating to money, debt, welfare benefits, employability, settling into a new tenancy, reporting repairs, rent and other tenancy issues and filling in forms and writing letters. Support is provided to anyone regardless of their tenure and we hope to see tenancy sustainment improving - not just for statutory homeless applicants but also for new tenancies and existing tenants.

This combined with the enhanced prevention activity targeted at all tenants receiving a notice of proceedings should continue to improve tenancy sustainment for all tenants.

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**



421

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



578

The number of lets from **other sources**



6

The number of lets to **homeless applicants**



573

The total number of **properties re-let** in 2014/15



1,578

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



145,961

Average time to re-let properties
2013/14 figure: 71 days



93 days

Scottish average 37 days
Scottish Council average 39 days

Over the last year, we have been taking the opportunity of upgrading our properties to the full SQHS standard and have been using the relet period before letting to the new tenant. We have also been maximising our relet standard as well as ensuring properties comply with the Occupational Therapy specification for individual client's needs. This has had a negative impact on our relet times.

Radical changes to redesign the relet process have now been approved by councillors with the emphasis on maximising pre-termination activity, ensuring properties meet a minimal letting standard as well as deferring major works until post tenancy.



Access to housing and support

Aberdeen City Council's Housing Support Service can provide support, assistance, advice or counselling to anyone aged 16 or over with particular needs living in Aberdeen. Tenants can receive advice and support in relation 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. The aim is to help tenants to settle into their new accommodation or to provide support to sustain existing accommodation.

Performance is measured on sustainment of new tenancies allocated to existing, new or urgent need (homeless) applicants. The service is developing a new, person-centred assessment framework which will provide the tenant with information to show them what the support they have received has achieved. The aim of this person-centred approach is to enable the tenant to be supported to make decisions and receive support to manage their tenancy.

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

2013/14 figure: 92.6%



93.6%

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

2013/14 figure: 90.3%



89.6%

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

2013/14 figure: 92.3%



93.9%



"I was pleased to see that more money has been collected this year but also the support given to tenants to stay in their tenancies"

John McConnachie



Getting good value from rents and service charges

Rental income is vital to help us deliver housing services and continue the investment in the houses you live in. For that reason we are continually looking at new ways to maximise our income and reduce the level of outstanding rent arrears that are due. The Council has successfully reduced the level of outstanding arrears by more than £1million over the last financial year. We have achieved this by making early contact with tenants who have difficulty paying their rent.

Earlier this year we introduced a new team who carry out face-to-face visits out with normal working hours with any tenant who has fallen into arrears.

We offer a number of ways in which you can pay your rent such as Direct Debit, on our website and in person at Woodside, Kincorth and at the Mastrick Customer Access Points. You can also use the pay in kiosks at Marischal College or at any post office or retail outlet displaying the PayPoint logo. If you are struggling to pay your rent you may be eligible for Housing Benefit. Application forms are available at Council Offices or indeed ask your Housing Officer who will be able to assist you with this.

Our newly approved void property management transformation action plan introduces a wide range of new approaches to reduce gaps between tenancies and therefore reduce rent loss. These actions include stream-lining processes, staff training, and greater flexibility in our letting policy to speed up letting of low demand properties.

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 collected from occupied tenancies in 2014/15

£78,178,325

The total amount of **rent collected** in 2014/15

£77,737,497

Rent collected as percentage of total rent due in 2014/15



2013/14 figure: 95.9%

Scottish average 99.5%
Scottish Council average 99.2%

The total amount of **rent lost** through properties being empty in 2014/15

£1,533,754

The total amount of **rent due** for 2014/15 (Amount of rent that should have been collected had all our properties been occupied)

£79,712,099

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

1.9%

2013/14 figure: 1.7%

Scottish average 1.1%
Scottish Council average 1%

Aberdeen City Council contacts:

Marischal College Customer Service Centre	01224 522000
Kincorth Customer Access Point	01224 872572
Mastrick Customer Access Point	01224 788503
Woodside Housing Office	01224 524937
Tillydrone Housing Office	01224 489500
Non Emergency Repairs	*08456 080 929
Emergency Repairs	*08456 080 929 or 01224 219 282 (before 6pm)
Housing Benefit	*08456 080 921
Benefits Advice	01224 522709
Council Tax	*08456 080 921 or 01224 219283
Housing Applications	01224 523151
Homeless Advice	01224 522210
Anti Social Behaviour Team	*08456 066 548
City Wardens	01224 627800
Tenant and Community Engagement	01224 522839 or 523920
Duty Social Work	01224 522055
Welfare Rights	01224 523503
Recycling and waste collection	*08456 080 919 or 01224 219281

*The only charge for this call will be your phone company's access charge.

Community contacts:

Advice	
Aberdeen Citizens Advice Bureau	01224 569750
Alcohol	
Alcoholics Anonymous	*0845 769 7555
Drinkline	0800 917 8282
Benefits	
Benefits Agency Advice Line	0800 587 9135
Crime	
Crimestoppers	0800 555 111
Drugs	
FRANK – National Helpline	0800 776 600
Dentist	
Emergency - G-Dens	01224 558 140
Doctors	
NHS 24 Emergency	*08454 242 424
Electricity	
If you have a Power-Cut	0800 300 999
Family Planning	
Health Village, Frederick Street	*0845 337 9900
Gas	
Gas Emergency	0800 111 999
Gas Emergency with a Meter	*0845 606 6766
Police	
Non-Emergency	101

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