

Your Housing Performance Report



Scottish Social Housing Charter 2015/16
Facts and figures about your landlord

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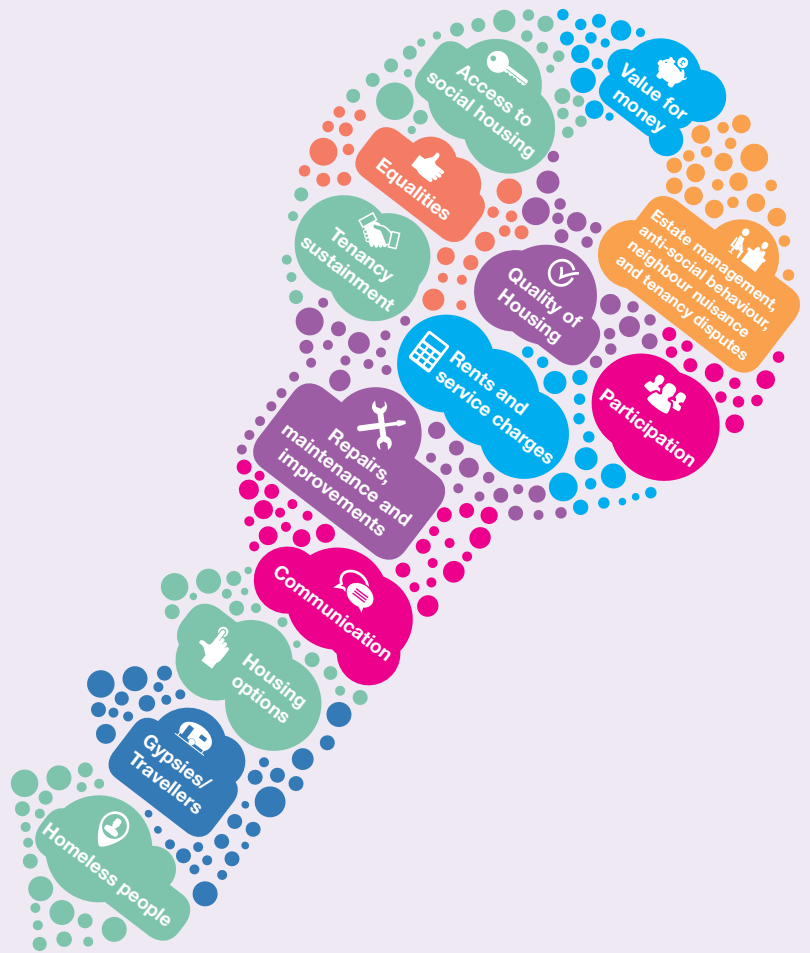
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Your Housing Performance Report Feedback Form



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! Or go online to www.surveymonkey.com/r/Housingreportfeedback

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"/> |
| Access to housing and support | <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 Friday 2nd December 2016.

Tear along this perforated edge, moisten pink gummed edges, fold page in half and seal closed

Gummed areas

Gummed areas



Housing Convener Foreword

The continued delivery of high quality affordable housing and effective housing services remains a key priority for Aberdeen City Council. Demand for housing and housing services remain high in the city, and the Council is committed to driving continued improvement in the services we provide, the way we manage it and the support we deliver to ensure that Aberdeen is a great place to live for all of our tenants and other customers.

During the past year, we have worked towards improving the standard of the homes we provide, to ensure that our properties are well-maintained, warm and fit for purpose. We have also seen a significant increase in the number of repairs that are carried out to satisfaction first time around and have greatly improved the way we manage our empty (void) properties, so we are re-letting homes more efficiently.

For the Council to continue to provide high quality affordable housing, as well as effective housing services, we must collect rent efficiently. Over the past year, we have delivered a considerable improvement in our already excellent rent collection performance, while continuing to support those in our communities who are experiencing difficulties. Our staff are well equipped to provide support and advice to tenants and other customers on a range of issues including housing options and homelessness, money and debt advice, problems with neighbours and various other matters, and work in close partnership with other agencies and not-for-profit organisations.

The feedback we receive from our tenants is invaluable in helping us to improve our performance and make sure the services we provide are fit for purpose. We are rightly proud of the strong tenant and resident participation in our services and our joint approaches are recognised nationally as best practice. The Housing Management Review carried out last year by our Housing Service Review Group, has helped us to assess what we are doing well, and to identify areas where we need to improve. Our tenants play a vital role in helping to shape our services and I wish to thank all of those who are involved in tenant and resident groups and would encourage even more tenants to get involved.

I hope you find this report to be informative and easy to read. I would encourage you to provide any feedback you have using the pre-paid feedback form included with this report, as this will be vital in helping us to make sure that future reports provide you with clear information about our performance. Your feedback will be greatly appreciated and will help us to prioritise the improvement of our housing services for years to come.

Councillor Neil Cooney
*Convener,
Communities, Housing and Infrastructure*



A message from the Aberdeen Housing Performance and Budget Group

We would like to thank Aberdeen City Council for working with us to produce such an interesting and informative report about our Housing Service. We have enjoyed having the opportunity to contribute to this report and would like to thank all the Officers concerned for listening to and implementing our suggestions. It is great to see how much the service has improved from last year and we were delighted to have our comments published.

This tenant and resident group, involving Development Officers, the Performance Management Team and Finance Officers meets monthly. We would like to take this opportunity to thank the staff who attend these meetings - they provide us with detailed figures about our housing service and we can also ask relevant Council Officers to attend to explain any large variances with these figures as well. The Finance Officers also attend to present updates on the Housing Revenue Account - this is the account where our rent money goes. We really do feel that we get all facts and figures about our housing service and they go to great lengths to explain it to us in layman's terms.

Lastly a big thank you to the Marketing and Design Team for working with the group to produce such an eye catching report and also Norman Adams the photographer for providing eye catching photos.

We hope you enjoy reading this report as much as we enjoyed be part of producing it - please remember to complete the feed back form as we want your views - you will be entered into the prize draw.

If you would like to join this group please contact Carol Hannaford

Email: channaford@aberdeencity.gov.uk

Telephone: 01224 522839

Mobile: 07802303953

www.aberdeencity.gov.uk



Background Information

Aberdeen City Council is the fifth largest landlord in Scotland, we currently own and manage around 22,200 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 aim to achieve

when delivering our housing services. This is the third report we have produced detailing how the housing service performed against the outcomes set out in the Charter and how we have compared to other local authorities. We receive great feedback from our tenants every year and have improved this year's report based on the comments you gave us.

We hope once again 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.

For more information about how your Housing Service is performing please visit:

www.aberdeencity.gov.uk/housingperformance

**Number
of Council
houses**



22,220

Rent Due



£82,097,791

**Average
Weekly
Rent**



£78.87

**Rent
increase**



3.3%



1.7%

**Average
Weekly Rent
for Gypsies/
Travellers**



£75.69



Last Year's Report in Numbers



Last year's Annual Performance Report was successfully published in October 2015. We changed our approach to sharing the report last year and decided to send it along with a personalised covering letter to every tenant who requested a copy via our Annual Rent Consultation.

In total **5170** reports were distributed and we couldn't have done this without the help of the Tenant Budget and Housing Performance Group who gave up their time to help us post over 2500 copies and worked tirelessly with us to create this report.

Feedback from last year's report

Out of the 366 feedback forms returned by our tenants 98% thought the report was easy to read and 97% liked the design and layout of the report. Housing quality and maintenance and getting good value from rents and service charges were chosen as the most important sections of the report by our tenants.

If you would like extra copies of this year's report these can be requested by contacting the Quality Assurance and Performance Management Team at qapm@aberdeencity.gov.uk.

Last year's report in numbers:



2540 Posted to our Tenants



2000 Distributed to our Housing Offices for new lease packs



300 Distributed across our library network



170 Emailed to Tenants



160 Made available in the Marischal College Reception





Equalities

Our vision is for Aberdeen to be an ambitious, achieving and smart city. We aim to ensure all citizens are encouraged and supported appropriately to make their full contribution. In order to achieve this we challenge inequalities wherever they exist and bring our communities closer together.

Aberdeen City Council publishes equalities information and outcomes to comply with the Equality Act 2010 and we recently revised our equality outcomes for 2015-17.

Below is an example of ethnic origin information we produce:

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

| | Existing tenants | | Applicants on housing list | | New tenants | |
|---|------------------|------------|----------------------------|------------|-------------|------------|
| | 2015/16 | % | 2015/16 | % | 2015/16 | % |
| White Scottish, Other British, Irish, Gypsy Traveller, Polish, Other White | 18395 | 84.29 | 6432 | 94.0 | 1632 | 95.0 |
| Mixed or Multiple Ethnic Background | 33 | 0.151 | 27 | 0.395 | 2 | 0.116 |
| Asian, Asian Scottish, Asian British, Indian, Pakistanie, Bangladeshi, Chinese, Other Asian | 199 | 0.912 | 106 | 1.55 | 23 | 1.34 |
| Black, Black Scottish, Black British, Caribbean, African, other Black | 109 | 0.499 | 83 | 1.213 | 22 | 1.281 |
| Other Ethnic Background Arab, Arab Scottish or Arab British | 150 | 0.687 | 60 | 0.877 | 24 | 1.398 |
| Unknown | 2938 | 13.46 | 132 | 1.93 | 14 | 0.815 |
| Total | 21824 | 100 | 6840 | 100 | 1717 | 100 |



Equalities

The Council work with partner agencies, local communities and voluntary organisations to deliver action so that these outcomes are translated to reality and make a difference to the lives of all our citizens.

For more information on the council's progress since 2013 on its equality outcomes please see our report Equality Outcomes and Mainstreaming 2015-2017. If you would like a copy of the report or you have any questions you can contact the Equalities team on: equality_and_diversity@aberdeencity.gov.uk
Telephone: 01224 523183
www.aberdeencity.gov.uk

Our Equalities Team which includes an Interpreting and Translation service is based within the Communities and Housing service. This means we are at hand to work with the service to ensure we deliver inclusive services which meet the needs of our diverse communities.

All our housing offices have disabled friendly access and we provide information to our tenants and other customers in alternative formats and languages and our website can be read using BrowseAloud and other screen readers such as JAWS.

Our Equality Outcomes for 2015-2017 are:

1. An engaged community
2. An informed community
3. An accessible City
4. Aberdeen City Council - a fair employer
5. Improved customer service provision which advances equality and addresses people's different needs
6. Housing and infrastructure which take into account the different needs of different communities
7. A safe community
8. A fair and diverse social care service
9. Equality and Diversity welcomed and celebrated
10. Engaged and committed leaders
11. A Human Rights based culture within our organisation





The customer and landlord relationship

Aberdeen City Council is a market leading organisation with regards to tenant and resident participation. As a Council we want to ensure that our tenants and other customers remain at the heart of our Housing Service. To do this the Council's Development Officer (Tenant and Resident Participation), works in partnership with our housing volunteers to develop fun and innovative ideas to consult and communicate with you – our customer.

We have a variety of opportunities for you to get involved in your housing service – you can come along to a citywide group, chat at a housing conversation café, read Newsbite or complete a survey – the choice is yours!

This year our citywide groups have continued to evolve with the Communication and Events Planning Group joining forces. This new group works with the Council to produce Newsbite, Sheltered Housing Newsbite and Multi Matters. This group have also been involved with updating the Tenant Handbook, and giving their approval on various communications for tenants from various services. They are currently looking at the new housing customer service standards. The group are delighted when they can give the customer approved logo.

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 group have also been out and about in local communities speaking to you about how to get involved and the benefits – so if you see our housing volunteers please come over for a chat. Our Housing Service Review Group launched their report on Housing Management in May and will start a review of the repairs service this autumn. The Housing Management Review was undertaken by tenants who visited all of the housing offices, interviewed officers at all levels and spoke to tenants/residents about the services they receive from their area housing office as well as looking at policies, procedures etc. The group were delighted to welcome Angela Scott our Chief Executive to the launch event and receive positive comments from Councillor

Jean Morrison vice convener of the Communities Housing and Infrastructure Committee. This clearly demonstrates the commitment from the top of the organisation to our tenants and other customers – we want you involved in your housing service. This group has also visited other landlords all over Scotland to share best practise. Four housing volunteers recently spent two days in Fort William working with two housing associations, and the group have once again been asked to present at the Tenant Participatory Advisory Service (TPAS) Annual Tenant Conference in November.





"I really enjoyed being part of the Housing Management Review"

"Yes it was the biggest review we have done - I certainly learnt a lot about the role of a Housing officer"



Participation

The customer and landlord relationship

The Housing Performance and Budget Group look at the figures and the performance at their monthly meetings. This group hosted the first meeting of the North East Housing Revenue Forum which was supported by Scotland's Housing Network and attended by tenants and officers from Aberdeenshire, Angus and Dundee Councils. Earlier this year the group were delighted to hear that a DVD promoting meal choices in very sheltered housing they part funded from the Tenant Participation budget won a national award.

Our Citywide Multi-Storey Group is working with Council officers to produce a booklet for all multi-storey residents to promote harmonious living.

We are always looking for new members and all ages are welcome. It's Your Voice leaflet is available to inform you more about these citywide groups as well as tell you other ways to get involved.

Or contact your Housing Officer to join or even set up a local area group. Earlier this year the Granitehill House Tenants Association won the Tenant and Resident Group of the Year award at the TPAS awards.

Aberdeen City Council wants to get you involved in your housing service but we appreciate that our tenants lead busy lives with time constraints due to family

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.

or work commitments. We really appreciate those of you who are already involved whether you attend a citywide group, an area group or just read Newsbite!

Remember it's your voice so use it and get involved with your landlord today.

Email: channaford@aberdeencity.gov.uk

Telephone: 01224 522839

Mobile: 07802303953

www.aberdeencity.gov.uk

For more information about Tenant Participation please visit www.aberdeencity.gov.uk/tenantparticipation

www.facebook.com/AberdeenCCTenantParticipation



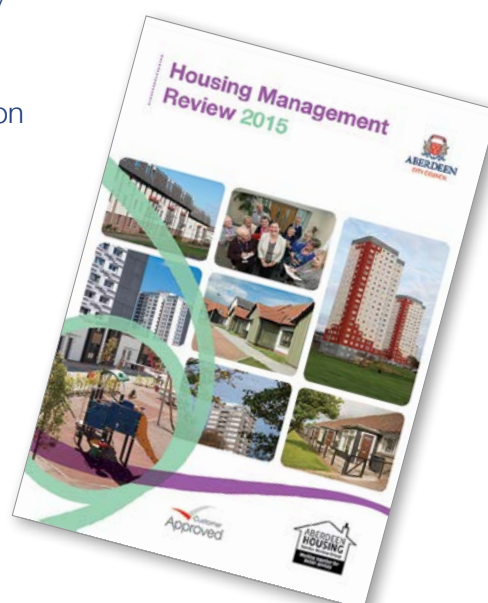
Currently we have 50 Tenant Participation groups throughout the city.



34%

Of these 50 groups, 34% are Registered Tenant Organisations (RTO's), which are independent groups with their own constitutions and committees.

These groups have a statutory right to be kept abreast of all important decisions relating to the Housing service.





Quality of Housing

The reporting year 2015/16 has provided a slight improvement in the number of properties that are now compliant with the criteria set within the Scottish Housing Quality Standard (SHQS). Moving forward from the previous year we reduced the number of properties recorded in SHQS Abeyance by 702 (3.16%). An abeyance is when work cannot be completed e.g. if a tenant refuses access or an owner-occupier refuses to pay their share for common SHQS work such as roofs or hallways in a mixed block. This reduction was achieved via the void period or when the existing tenant reconsidered the opportunity of the modernisation. As with last year 3.25% of housing stock that fell within the exemption criteria are properties that are within the Haudagain Trunk Road regeneration scheme or in some of our older tenements where the kitchen is not large enough to comply with Modern Facilities (SHQS Elements 38-40).

In 2016 we had to report for the first time on our properties ability to meet the new Energy Efficiency Standard for Social Housing (EESH). This is a standard that the council is expected to achieve by 31st March 2020. The standard will focus more on the properties heating type (gas, electric etc), loft insulation and wall insulation. For 2015/16 the council reported 82% of the housing properties were compliant with the new EESH standard.

As always the team in co-operation with tenants is working hard to improve on these targets.



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)



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

| | |
|--|---|
| How many properties did your organisation plan to bring fully up to the SHQS during 2015/16 |  710 |
| How many properties did your organisation fully bring up to the SHQS during 2015/16 |  702 |
| How many properties does your organisation plan to bring fully up to the SHQS during 2016-17 |  246 |

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



79.51%

2014/15 figure: 73.19%

Scottish average 87.7%
Scottish Council average 84.9%



Repairs, maintenance and improvements

There has been a slight increase in the total number of reactive repairs (emergency and non-emergency repairs) undertaken over the past year by 329.

A review was undertaken in 15/16 of all repair priorities to ensure we reported the correct balance between emergency and non-emergency repairs. This shift resulted in the number of non-emergency repairs increasing and the number of emergency repairs decreasing.

As a result of this we have been able to significantly reduce the length of time taken to complete emergency repairs from 11hrs 24mins in 2014/15 to 5hrs 11mins in 15/16 and the average length of time taken to complete non-emergency repairs changed from 9 days in 14/15 to 6.5 days in 15/16.

The Senior Management Team in place are continuing with an improvement programme and service plan which should see further improvements in the repairs timescales, quality and customer service we deliver.



"It is good to see the number of first time fixes has increased from last year"

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 2015/16



63,903

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 2015/16



19,092

Average length of time taken to complete emergency repairs



5hrs 11mins

2014/15 figure: 11hrs 24mins

Scottish average 5hrs 8mins

Scottish Council average 5hrs 30mins

Average length of time taken to complete non-emergency repairs

The **total number** of non-emergency repairs completed in 2015/16



44,811

Average length of time taken to complete non-emergency repairs



6.5 days

2014/15 figure: 9 days

Scottish average 7.5 days

Scottish Council average 9.2 days

Repairs Completed Right First Time

The number of reactive repairs completed right **first time** in 2015/16



The **total number** of reactive repairs completed which are recorded on the Opti-Time system



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



14/15 figure: 91.5%

There has been a significant increase in the number of first time fixes that we achieved during 15/16 compared to previous years. We are pleased that despite the slight increase in the total number of reactive repairs that we have improved our percentage of repairs completed right first time from 91.5% in 14/15 to 92.6% in 15/16.

Appointments

The number of reactive repairs **appointments made** in 2015/16



The number of reactive repair **appointments kept**



Percentage of repairs appointments kept



Appointments made and kept have improved slightly; further work is being carried out to improving monitoring of appointments.

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

14/15 figure: 92.8%



Scottish average 89.9%

Scottish Council average 88.2%

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



14/15 figure: 97%

Following a review of our scheduled gas servicing we altered the programme to allow more gas servicing to be conducted during the summer months instead of the busier winter months where seasonal conditions can lead to a higher demand on the repairs service, e.g. boiler breakdown.

We were able to achieve 100% of gas servicing being completed within 12 months of the last service, due to the changes to the servicing schedule and the Gas and Cyclical Maintenance Team (GCM) taking on responsibility for the arranged access procedure.

The Scottish Housing Regulator visited our GCM team and we welcomed their recommendations and developed an action plan to improve best practice, closer working with our sub-contractor, resources, processes and procedures. Work is ongoing with the implementation of this plan.





Repairs, maintenance and improvements

Multi-Storey Over Cladding Update

Stockethill, Cairncry, Rosehill and Cornhill Courts were constructed in 1967/68. In recent years extensive repairs have been carried out to the external walls of these multi storeys; however they have proven insufficient in reversing or slowing down the ongoing deterioration of the buildings.

It was recognised that the only realistic option in ensuring the future of these buildings was to over clad the external walls, a method involving adding an additional layer to the existing structure.

This year (2014/15) Aberdeen City Council overclad, replaced the windows and installed a new heating system at four multi-storey buildings in the Cairncry area. The work took just over 15 months to complete.

The benefits of this work include:

- an improvement to the appearance of the buildings
- an extra layer of insulation to be fixed between the original wall and the cladding
- a reduction in fuel bills
- an external wall surface that allows the walls to dry out and prevent further water penetration

"Before the work was undertaken the house had very bad damp and black mould - now no problem with that" *from a resident in Stockethill Court*



Housing quality and maintenance

- an expected extension to the buildings life cycle
- a reduction to the risk of condensation, which in turn helps prevent mould growth
- a provision for a similar level of thermal performance to that of a new build

The new district heating system introduced to these blocks allows householders to be in control of their own heating and have

a constant supply of hot water for the first time. It is designed to provide comfort, ensuring a more cost effective and efficient method of heating homes.

Following the completion of these works in 2015 a satisfaction survey was sent out to 388 residents in Stockethill, Cairncry, Rosehill and Cornhill Courts, with 73 residents responding.

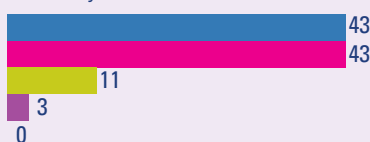
The Survey response's showed the following feedback.

How would you rate the level of information provided at the start of the works?

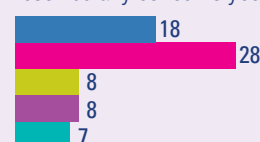


- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

How easy was the information to understand?



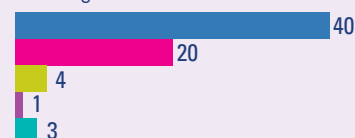
How satisfied were you, that our staff resolved any concerns you had?



How would you rate the new heating system?



How would you rate the new look of the building?





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

"My daughter used this service and they supported her so well - they even went to court and acted as a professional witness which was such a relief for her"



Neighbourhood and Community

Our Antisocial Behaviour Investigation Team deals with serious and persistent cases of antisocial behaviour (ASB) ensuring a consistent approach to tackling ASB across the city.

The Community Safety Hub, established in 2013, is a partnership office where various services including Council, Police and Scottish Fire and Rescue Service have co-located. By working together as a team we ensure that emerging issues are responded to quickly. We have a partnership approach to dealing with neighbour complaints and antisocial behaviour.

Using this approach has seen a rise in enforcement action taken, as well as a rise in referrals to support services and agencies.

We are encouraged that the percentage of antisocial behaviour cases which were resolved within locally agreed time scales has improved from 97.3% in 14/15 to 98.4% in 15/16.

Our ASB policy is currently under review to ensure that we continue to meet our customers' needs and expectations.

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 2015/16



3865

The number of cases resolved within locally agreed targets



3802

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



98.4%

2014/15 figure: 97.3%

Scottish average 86.6%
Scottish Council average 85.1%





"I think supporting tenants in their homes is the way forward - so many tenants need help now"



Access to housing and support

Housing Options is the provision of tailored advice and information to people about their housing circumstances. This service is now well established and we have been working to ensure all applicants on housing lists have access to realistic advice and support to make informed decisions based on their particular circumstances.

This year we completed a task of providing housing options advice to all of our waiting list applicants and this work continues in 2016/17 to similarly assist applicants on our transfer and support lists. This approach has seen a reduction in the overall number of applicants for housing despite a slight increase in new applications received.

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 2015/16

 **3,536**

The number of applicants **on the housing list(s)** at end of 2015/16

 **6,840**

Allocations

We have increased the number of lets to existing tenants and housing list applicants this year, with 139 more allocations than last year. In large part the difference reflects the success of a 'special lettings initiative' to allocate low-demand vacancies to applicants assessed as fitting well with the tenant profile of the particular sheltered or amenity properties sought.





"I cannot believe how much we have improved our relet time from 104 days to 55.7 days, this is great news for people on our housing list"

Access to social housing

Access to housing and support

Slightly fewer lets went to statutory homeless applicants this year, in part resultant from a 15% reduction in presentations. Other factors include a mismatch in supply and demand, with more applicants requiring bedsit or one bedroom properties than became available and we have been working with housing associations and private landlords in an effort to access suitable vacancies out with our own stock.

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**



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



The number of lets to **homeless applicants**



Voids Relet times

Following a radical overhaul in October 2015 of the processes and procedures around how we manage our void properties, and the implementation of the Voids Performance Group, significant improvement has been made in reducing the number of void properties available for allocation and the length of time take to relet these properties.

The year-end average relet time of 104 days was skewed by the successful letting of various long term sheltered multi voids. By clearing these outstanding properties, we have seen a revised accurate indication of our improving journey where our average relet time as at September 2016 was 55.7 days.

The total number of **properties re-let** in 2015/16



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



Average time to re-let properties
2014/15 figure: 93 days



Scottish average 35.4 days
Scottish Council average 40 days

Officers are currently examining various incentives to maximise the number of accepted offers and to reduce the number of refusals. The multi-service Voids Performance Group continues to meet fortnightly and the effectiveness of this group has been a key reason for the vastly improved void management performance.



Access to housing and support

Aberdeen City Council's Housing Support Service can provide support, assistance or advice to anyone aged 16 or over with particular needs living in Aberdeen. The services aim to help people to live as independently as possible in the community and can be provided in the individual's own home or in temporary accommodation such as hostels for homeless people.

As Aberdeen City Council tenants you can receive advice and support in relation to money, debt, welfare benefits, employment opportunities, settling into your new home and obtaining furniture and furnishings, assistance with reporting repairs, filling in forms and writing letters, managing a household budget, keeping safe and secure or to get help from other specialist services. The aim is to assist our new tenants to settle into their accommodation or to provide support to current tenants to sustain their existing accommodation.

The Support Service continues to seek opportunities to improve and currently the Financial Inclusion team are developing a new case recording system that will provide effective and consistent case management for customers. This will enable enquiries to be dealt with quickly while aiming to prevent potential future debt. The Financial

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
2014/15 figure: 92.7%



93.2%

Percentage of new tenancies to applicants who were assessed as statutory **homeless** sustained for more than a year
2014/15 figure: 90.3%



91.2%

Percentage of new tenancies to applicants from the landlord's **housing list** sustained for more than a year.
2014/15 figure: 93.9%



91.7%

Inclusion team are also working to achieve the accreditation of the Scottish National Standards for Information and Advice providers.

Tenancy Sustainment

Performance is measured on sustainment of new tenancies allocated to existing, new or urgent need (homeless) applicants. The service has developed a new, person-centred assessment framework which provides the tenant with information to show them what

the support they have received has achieved. The aim of this approach is to enable the tenant to be supported to make decisions and manage their tenancy and we are particularly pleased to see improvement in the sustainment of tenancies allocated to homeless applicants.

To contact the Housing Advice Team or the Money Advice Service:
Telephone: 03000 200 292
www.aberdeencity.gov.uk



"It's good to see that so much of our rent is being used for maintenance and repairs."



Getting good value from rents and service charges

It is vitally important that we collect as much rental income as we can, because it is this income that pays for the improvements, repairs and other services for Council tenants across the city. We have again increased the amount of rental income we have collected this year, and we have done this by continually looking at ways to improve our service. Some of the improvements we have introduced this year are:

- The introduction of a self-serve option. You can check your rent account balance and payments at any time online.
- In order to increase the uptake of direct debits, we have now introduced a scheme to allow you to pay your rent by direct debit on any day of the month.
- A dedicated Universal Credit Team. These staff work directly to assist and guide tenants on how their rent should be paid when they receive this new benefit.

You can continue to pay your rent in person at Woodside, Kincorth and at the Mastrick Customer Access Points. You can also pay at the customer kiosks in Marischal College or at any retail outlet displaying the PayPoint logo.

If you are struggling to pay your rent it is important that you contact us immediately, we are here to help and your local Housing Officer will be glad to help you with application forms for Housing Benefit, or agree reasonable repayment plans.

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 2015/16

 **£80,737,641**

The total amount of **rent collected** in 2015/16

 **£81,988,835**

Rent collected as percentage of total rent due in 2015/16

2014/15 figure: 99.4%

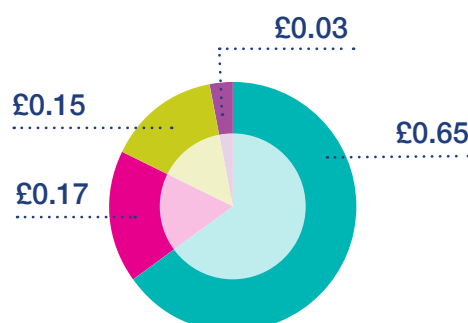
 **101.55%***

**Note the rent collected figure can be over 100% due to tenants who pay their rent in advance at the end of the year and former tenant arrears being collected.*

Scottish average 99.5%
Scottish Council average 99.3%

What we spent your money on:

| | | |
|-------------------|-------------|--------------|
| ● Maintenance | 65.2% | £0.65 |
| ● Debt Charges | 17.2% | £0.17 |
| ● Management | 14.8% | £0.15 |
| ● Central Support | 2.8% | £0.03 |
| Total: | 100% | £1.00 |



For every £ of rent:

- 65p is used for Maintenance; everything from Repairs and Stock Improvements to grass cutting.
- 17p is used for Debt Charges; e.g. for New Build Housing.
- 15p is used for Staffing and Management costs.
- 3p is used for Central Support: IT Services, Finance, Customer Contact Centre and Legal Costs etc.



Value for money

"I think it's great that the latest rent loss figures are now much closer to the Scottish average figures than since year end."



Getting good value from rents and service charges

Void Rent Loss

Following the radical overhaul in October 2015 of the processes and the way in which we manage our void properties, void numbers and void rent loss continue to reduce.

The total number of void properties as at September 16 was 221 this is a 49.9% reduction on the number of void properties recorded in October 2015 where the figure was 399. The impact of this reduction and the quicker relet times has significantly impacted on the void rent loss figure which in September 16 stood at 1.02%, a reduction of 39% from our 2015/16 year end figure of 1.66% and a 46% reduction on the 1.9% reported in 2014/15.

With our continued focus and commitment to reletting our properties quickly we are confident in meeting our year-end target of 0.94%.

The total amount of **rent lost** through properties being empty in 2015/16



£1,360,149

The total amount of **rent due** for 2015/16 (Amount of rent that should have been collected had all our properties been occupied)



£82,097,791

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



1.66%

2014/15 figure: 1.9%

Scottish average .99%
Scottish Council average .99%





Our phone numbers have changed

Aberdeen City Council has changed its main public telephone numbers to make it easier for you to get in touch. There are just three 03000 contact numbers for the council.

How much will it cost?

These new 03000 numbers replace our 0845 numbers, which are well known for being expensive to call. The new numbers mean you'll never pay more than the cost of a local call to contact us, and if you get free minutes this will be included. The law changed in July 2015, so this applies to all calls whether it's from a landline or a mobile. This means that for many of our customers these calls will be completely free.

How will I find the right person?

We also want to make it simpler and cheaper for you to get in touch with us, so we're replacing more than 45 different council phone numbers to help you always find the right person.

Don't worry if you accidentally call one of our old 0845 numbers – you'll hear a message telling you to redial. We won't charge you for this but, your service provider might.

Which is the new number for housing?

Call 03000 200 292 for all housing enquiries such as housing applications and reporting housing repairs. You can also get through to the emergency out of hours service on this number.

Don't forget you can make payments, report faults and manage your council tax online at www.aberdeencity.gov.uk

Community Contacts:

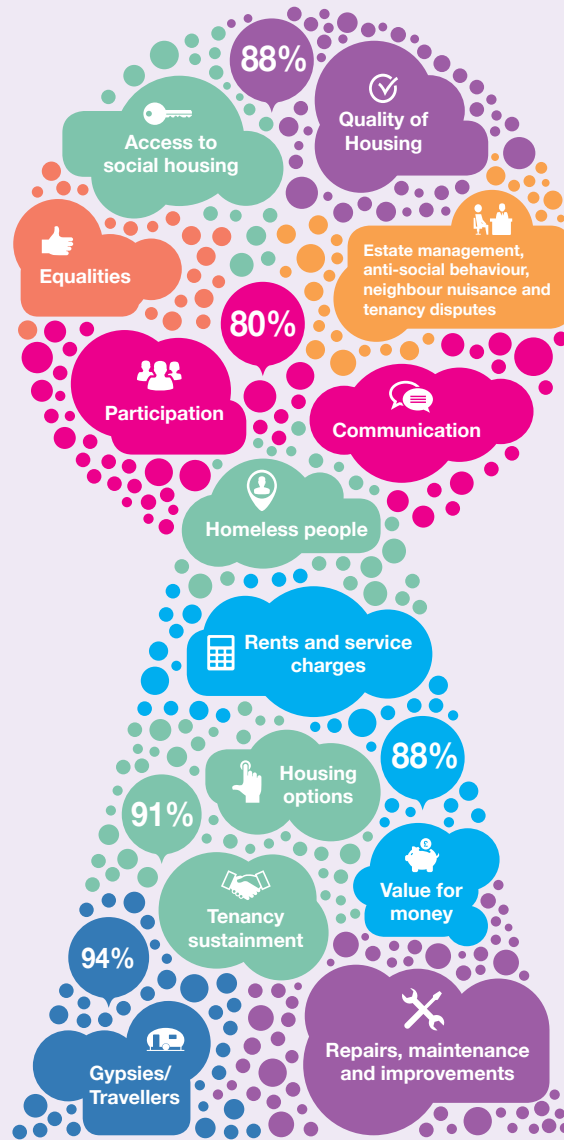
| | |
|----------------------------------|----------------|
| Advice | |
| Aberdeen Citizens Advice Bureau | 01224 569750 |
| Alcohol | |
| Alcoholics Anonymous | 0800 9177 650 |
| Drinkline | 0300 123 11 10 |
| Crime | |
| Crimestoppers | 0800 555 111 |
| Drugs | |
| FRANK – National Helpline | 0300 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 new 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



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 অনুদিত 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 Braila, 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.



03000 200 292