

Housing Performance 2018/ 19

Scottish Social Housing Charter Performance Report
Facts and figures about your landlord



Introduction

Welcome to our Housing Performance Report. This is the sixth report we have produced detailing how Aberdeen City Council has performed against the Scottish Social Housing Charter outcomes and how we compare to other local authorities.

This year we have worked with our housing volunteers to develop an animated version of this report. You can watch this video on our website www.aberdeencity.gov.uk/housingperformance

If you would like to hear more about Housing Performance, why not come along to our Housing, Performance and Budget group meetings. They take place on the last Monday of each month at 2pm in Committee Room 5 in the Town House.



£82,538,480

The total amount of rent due 2018/19

We received 97.74% of the rent we were due (£80,677,187)

Scottish Council Average 98.7%

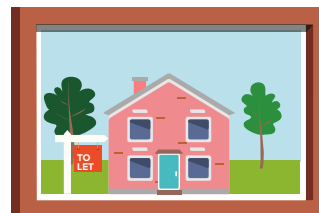
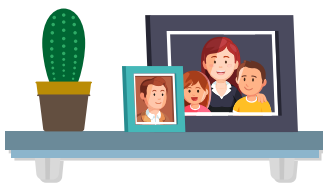


1.47% of rent was lost due to empty properties

Scottish Council Average 1%

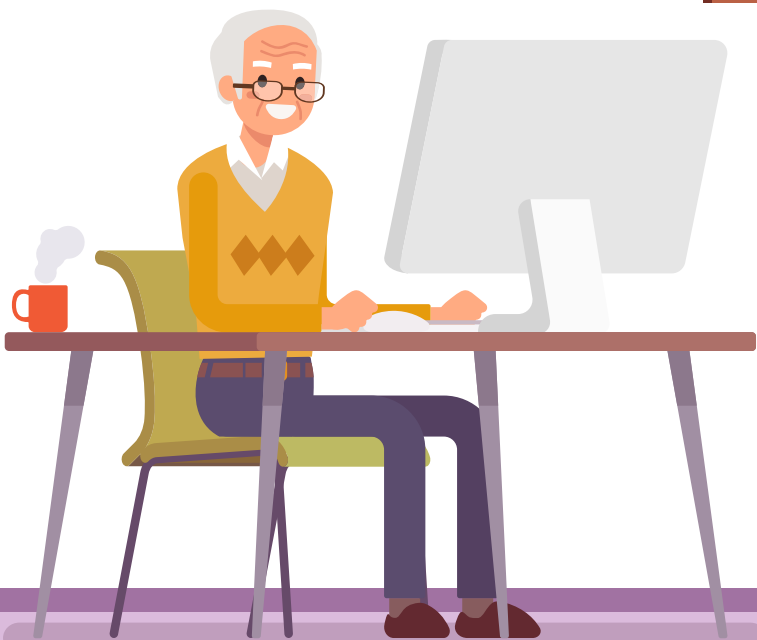


75.85% of tenants said that their rent is good value for money



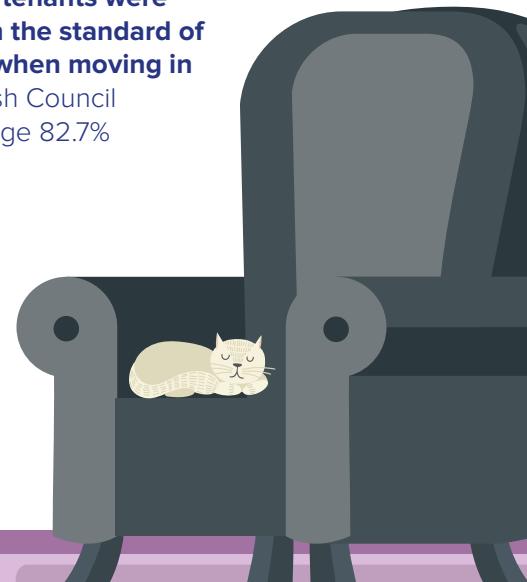
It took us on average 53.84 days to relet a property

Scottish Council Average 35.9 days



63.77% of tenants were satisfied with the standard of their home when moving in

Scottish Council Average 82.7%





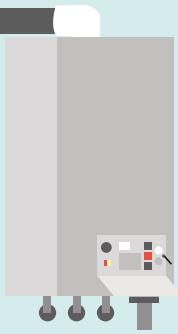
We completed 100% of our gas safety renewals on time

Scottish Council
Average 100%



97.1% of reported antisocial behaviour cases were resolved in agreed target time

Scottish Council Average 86.7%



We spent £38,517,920 on planned maintenance



On average we completed 2.8 repairs per property

Scottish Council Average 3.3

We completed 60,307 repairs last year

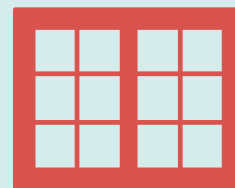


99.29% of repairs appointments were kept

Scottish Council
Average 95.2%

We installed...

1,426 Heating systems
299 Crime check doors
3,200 Hard wired smoke detectors



We replaced...

245 Windows
138 Kitchens
153 Bathrooms



92.68% of repairs were completed right first time

Scottish Council
Average 92.3%

95.2% of tenants were satisfied with their repair

Scottish Council Average
86.9%



On average we completed a NON-EMERGENCY repair in 4 days 21 hours...

Scottish Council
Average 7 days 19 hrs



and 3 hours 12mins to complete an EMERGENCY repair

Scottish Council
Average 4 hrs 18 mins

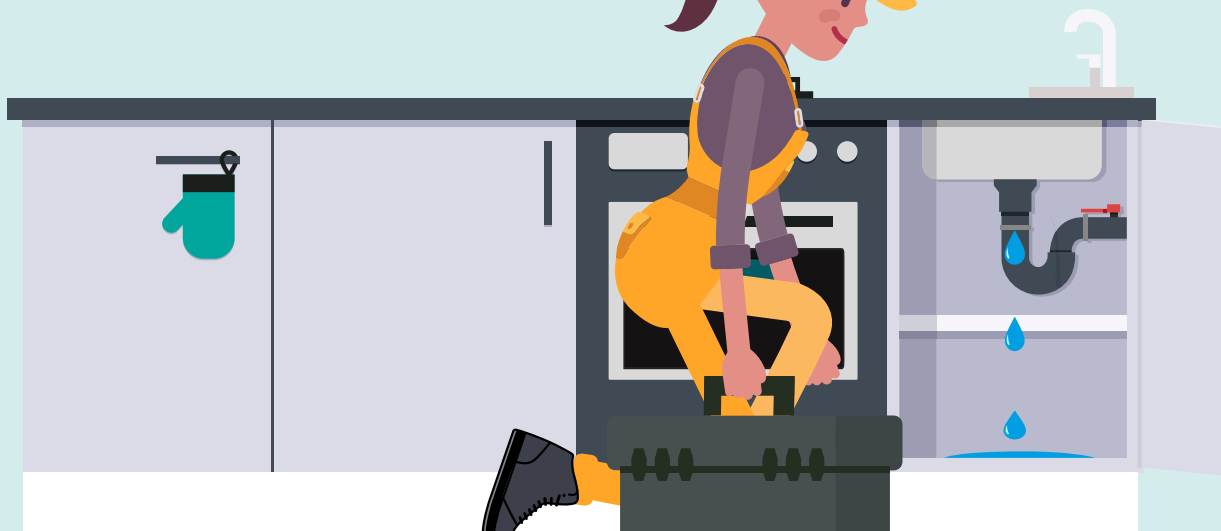


We fully rewired 826 homes



90.1% of new tenants remained in their home for more than a year

Scottish Council
Average 88.8%



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

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

03000 200 292



83% of tenants were satisfied with the service they received

Scottish Council
Average 85.7%



To get involved with your Housing Service please contact:
CHannaford@aberdeencity.gov.uk

