

Housing Performance 2019/20

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



Introduction

Welcome to our Housing Performance Report. This report details how Aberdeen City Council has performed against the Scottish Social Housing Charter outcomes.

If you would like to learn more about Housing Performance, why not attend our Housing, Performance and Budget group meetings online. For more information please visit www.aberdeencity.gov.uk/services/housing/tenant-participation

Aberdeen City Council has

21,843
properties



We built
49 flats
6 cottages



83%

of tenants were satisfied
with the overall service
they received



90.8%

of new tenants stayed
in their homes for more
than a year



69.55

days on average
taken to relet a
property



3,965

cases of anti-social
behaviour were reported



99.92%

cases were resolved
on time

3,674 
people applied for a council house

1,968 
homes were relet

6,110 
people were on our housing waiting list

525 
homes were let to existing tenants

793 
homes were let to homeless applicants

650 
homes were let to housing list applicants

We fully rewired:

 **622**
properties

We installed:

 **1,444**
hard wired smoke detectors

 **1,245**
heating systems

 **483**
crime check doors

We replaced:

 **291**
windows

 **233**
kitchens

 **166**
bathrooms

18,009

emergency repairs were completed



4 hours 5 mins

average time taken to complete emergency repairs

38,026

non-emergency repairs were carried out



5 days 12 hours

average time taken to complete non-emergency repairs

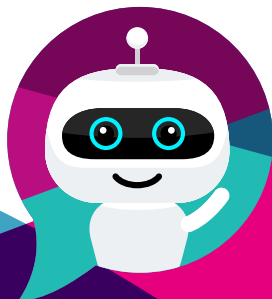
91.51%

of tenants were satisfied with their repair



100%

of our gas safety renewals were completed on time



For help with anything regarding your tenancy such as paying your rent or reporting a repair save time and go online and speak to AB-1 our friendly chat bot at www.aberdeency.gov.uk or phone 03000 200 2920 to reach the Customer Contact Centre.

0

£83,249,502

was collected in rent

97.09%

of our rent due was collected



£78.71

average weekly rent

1.86%

of rent due not collected due to properties being empty



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

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

**03000
200 292**

