



Aberdeen City Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework, all relevant standards and outcomes in the Scottish Social Housing Charter and all relevant legislative duties, with the following exceptions:

- compliance with minimum site standards for our Gypsy Traveller site
- fire safety obligations for our Gypsy Traveller site.

Last year designs were produced to completely renew the site and by working with the Scottish Government to secure funds, the Council has recently gone through the tender process to find a contractor to develop the site as a demonstration model of national best practice.

Aberdeen City Council are also in the process of reviewing its approach to the collection of equalities information ensuring that a human rights approach is taken in all areas of the service.

The following performance areas are priorities for improvement with action plans in place:

- Services for people who are homeless – the Council is looking to build on sector leading performance in homelessness through our partnership with the Centre for Homelessness Impact. The Council is also increasing its temporary accommodation stock to ensure we can meet the increasing demand for temporary accommodation and avoid prolonged stays in unsuitable accommodation as per the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014.
- Void property management – key improvement actions include reducing the number of void properties; reducing the average relet time, and reducing the rate of void rent loss.
- Rent Management – Since the creation of a specialist corporate debt team in November 2021, processes and policies have been reviewed to complement the introduction of the Housing and Support service. Key to this is refreshed rent escalation policy. Training has been rolled out to all staff.
- Customer Satisfaction – key improvement actions: Improve communication with tenants through digital delivery, with the implementation of Choice Based Letting and development of the Housing Online platform. Improvement in engagement through Tenant Participation and resident led inspections by using 'Gov.Notify' to provide regular updates to our tenants through email.

I confirm Aberdeen City Council has seen and considered appropriate evidence in approving this Annual Assurance Statement at our Operational Delivery Committee on 31<sup>st</sup> August 2022.

Councillor Miranda Radley  
Convener – Operational Delivery Committee  
Aberdeen City Council