



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.

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

- Services for people who are homeless – the Council has been successful in its bid to take part in The Royal Foundation’s Homewards Programme, a five-year locally led programme which will demonstrate that together it is possible to end homelessness - making it rare, brief, and unrepeated. Homewards will take a transformative approach to the issue of homelessness and put collaboration at its heart, giving Aberdeen new space, tools, and relationships to showcase what can be achieved through a collective effort focused on preventing homelessness in the city.
- 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. The Council will continue to work with Registered Social Landlords in this regard.
- Void property management – key improvement actions include reducing the average relet time, supported by the implementation of Choice Based Letting which is expected to reduce the number of offers of accommodation that are refused; reducing the number of void properties, and reducing the rate of void rent loss.
- Rent Management – key improvement actions include reviewed Escalation Policies for debt recovery and new processes designed to help with early intervention and tenancy sustainment. The Council are continuing to bed in processes and procedures and engage with tenants at early stages.
- Customer Satisfaction – key improvement actions include continuing and improving use of Gov.Notify to provide regular updates to our tenants through email and expanding our Housing Online platform to include more options for digital contact.

I confirm Aberdeen City Council has seen and considered appropriate evidence in approving this Annual Assurance Statement at our Communities, Housing and Public Protection Committee on 5 September 2023.

Councillor Miranda Radley
Convener – Communities, Housing and Public Protection Committee
Aberdeen City Council