

2021/2022 Scottish Social Housing Charter Performance Report

Facts and figures about your landlord

Demand for our housing services continued and despite ongoing coronavirus restrictions we remained committed to delivering a high-quality service to all our tenants and customers. This included the provision of accommodations, repairs, and services to those experiencing homelessness.

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.aberdeency.gov.uk/tenantparticipation

Aberdeen City Council has

22,402
properties



20,356
Tenancies



Tenants service satisfaction

62.67%

- Scottish average 87.7%



HOME

65.10%

Home offer refusals



New builds
216



88.18%

Tenancies sustained
for more than a year



97.48%

rent due collected
- Scottish average 99.3%



94%

Unintentional homeless
decisions completed in
21 Days

We fully rewired:

 **599**
properties

We installed:

 **3,852**
hard wired smoke detectors

 **1,739**
heating systems

 **1,222**
crime check doors

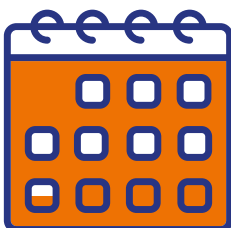
We replaced:

 **61**
windows

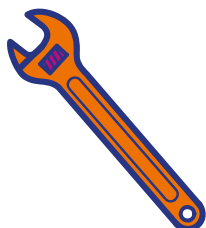
 **163**
kitchens



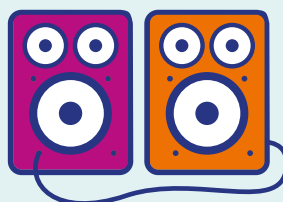
18,141 emergency repairs carried out with an average of **3 hrs 53 mins** average
- Scottish average 4 hrs 12 mins



25,189 non emergency repairs carried out with an average of **7 days 11 hrs**
- Scottish average 8 days 21 hrs



91.16% repairs completed right first time
- Scottish average 88.3%



99.31% of anti-social behaviour cases resolved in the year