

Appendix A



Aberdeen City Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework, and have obtained appropriate assurance on compliance with all relevant safety requirements with the following exceptions:

- Services for people who are homeless/the provision of unsuitable accommodation - (as defined by Article 5 of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 has been breached on 529 occasions during financial year 2023/24. We will continue to support the implementation of the improvement charters aligned to the Homewards programme and implement an established Reducing Housing Use Action Plan to reduce the use of temporary accommodation.
- Tenant & Resident Safety (partially compliant) - We did not hold a valid Electrical Installation Condition Report (EICR) certificate for 1124 properties, due largely to tenants refusing entry. Although performance has improved from April 2024 (4.90%) to present day (4.85%), we will continue with the actions that are in place to address all overdue cases and continue to engage with the Regulator on progress.

Following a robust assessment against the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services, we have identified areas for continuous improvement and have appropriate plans in place:

The customer/landlord relationship:

- We plan to review current arrangements to determine if our current approach meets the changed needs of tenants by undertaking an evaluation of the Housing and Support Model.
- We plan to work with tenant groups to better understand how to maximise returns to the statutory tenant satisfaction survey.
- We plan to continue to work with tenants to amplify their voices and opportunities for participation.

Housing quality and maintenance:

- We plan to continue developing, and then publish an Asset Management Plan to determine how best to ensure adequate provision of appropriate housing stock that meets all building quality standards.
- We will be continuing our work to increase the number of completed EICR and properties meeting SHQS.
- Having streamlined accountability for voids, we will now work to reduce them. This will include consideration of any unintended consequences of the Minimum Letting Standard.

Neighbourhood and community:

- We will commission and implement a digital system, linked with the current housing system, to help improve communication with tenants on when repairs will be completed.

- We will collaborate with colleagues in social work and Violence against Women and Girls Partnership to ensure that those who have been the victims of domestic violence are well supported.

Access to housing and support:

- We will complete our evaluation of Choice Based Letting to identify next steps.
- We will continue to work with the Royal Foundation Homewards programme to help prevent homelessness and improve services for the homeless.
- We will continue to keep the criteria for our Rent Assistance fund under review.

Getting good value from rent and service charges:

- We will take decisions on our housing stock following publication of an Asset Management Plan.
- We will continue to implement our planned Improvement Project to help address rent arrears and reverse the trend.
- There is evidence from the complaints system that tenants feel a two-tier system has developed because of new housing developments. There is a need to consider this more fully as we review our Rent Policy.

We will continue to engage with the Regulator as we implement our planning rehoming programme for those impacted by RAAC.

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 05 September 2024.

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