



Your Housing Performance Report 2017 - 18

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



Introduction

Welcome to our Housing Performance Report. This is the fifth report we have produced detailing how Aberdeen City Council has performed against the Scottish Social Housing Charter outcomes and how we compare to other local authorities.

This year we have worked with our housing volunteers to develop an animated version of this report. You can watch this video on our website www.aberdeencity.gov.uk/housingperformance

If you would like to hear more about Housing Performance, why not come along to our Housing, Performance and Budget group meetings. They take place on the last Monday of each month at 2pm in Committee Room 5 in the Town House.



£81,519,451

The total amount of rent due 2017/18

We received **99.9%** of the rent we were due (**£80,475,041**)
Local Authority Average 99.2%



1.19% of rent was lost due to empty properties
Local Authority Average 0.84%



75.85% of tenants said that their rent is good value for money



It took us on average **49 days** to relet a property
Local Authority Average 32 days

82.6% of our properties meet Scottish Housing Qualities Standard (SHQS)
Local Authority Average 94.4%

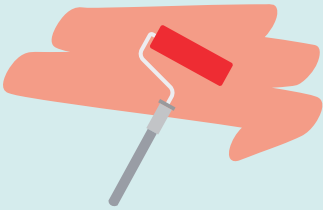




We completed
100% of our gas
safety renewals
on time



97.8% of reported antisocial
behaviour cases were resolved in
agreed target time
Local Authority Average 88.5%



We spent
£43,521,000
on planned
maintenance work



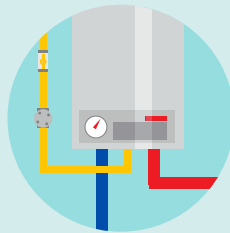
On average
we completed
2 repairs
per property



We spent £27,281,004
on repairs



99.9% of repairs
appointments
were kept
Local Authority
Average 92.9%



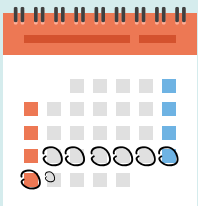
We installed...
1372 Heating systems
469 Crime check doors
2851 Hard wire smoke detectors

We replaced...
605 Windows
198 Kitchens
240 Bathrooms



93% of repairs were
completed right first time
Local Authority
Average 92.8%

94.9% of tenants were
satisfied with their repair
Local Authority Average
90.8%



On average we completed a
NON-EMERGENCY
repair in 7 days
11 hours...
Local Authority
Average 7 days 4 hrs



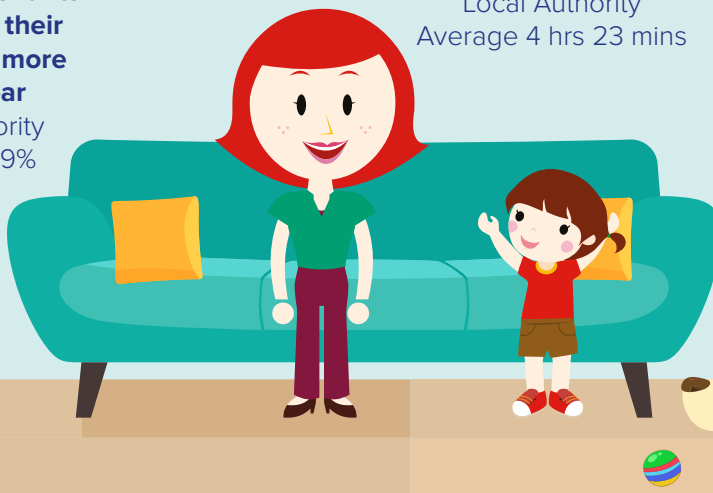
and 3 hours 18 mins
to complete an
EMERGENCY repair
Local Authority
Average 4 hrs 23 mins



We fully rewired
1015 homes



90% of new tenants
remained in their
property for more
than a year
Local Authority
Average 89%



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Jeżeli ten dokument jest wymagany w innej wersji językowej lub formacie (w dużym druku lub na dyskiecie audio) proszę się skontaktować z

إذا كنت تود الحصول على هذه الوثيقة مترجمة إلى لغة أخرى أو بشكل آخر (مثلا بالخط العريض أو القرص السمعي) فالرجاء الإتصال:

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Jei jūs norite susipažinti su šiuo dokumentu jūsų kalba ar gauti jį kitokiame formate (Didelėmis raidėmis ar audio disku), prašau susisiekti

Dacă doriți ca acest document să fie tradus într-o altă limbă sau într-un alt format (scris mare sau format audio), vă rugăm contactați

如果你需要把文件翻译成另一种语言或者把文件变成另一种格式（大号字体或声盘），请通过以下的邮件或电话方式联系我们。

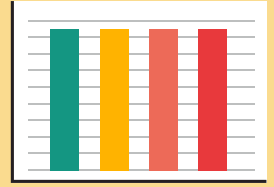
Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr clàistinneach) feuch an cuir thu fios gu

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



90% of new tenants were satisfied with the service they received



Visit www.aberdeencity.gov.uk/housingperformance for more information about our performance

