

Aberdeenshire Council

# Annual Report to Tenants 2014



I am delighted to introduce the first Annual Report to Tenants on the Council's performance return to the Scottish Housing Regulator on the Scottish Social Housing Charter.

The Council's Housing service is committed to working with tenants, listening to their views and improving the service they receive. Overall Housing staff have performed well in almost all areas last year and there is high tenant satisfaction with the service



and rent charged. However, in conjunction with tenants we will strive to improve the service that they receive and ensure that they obtain value for their rent.

I look forward over the coming year to seeing continuous improvement in the Housing service with increased tenant and customer satisfaction.

*Councillor Karen Clark  
Chair of Social Work and Housing Committee*



## Homes and Rents

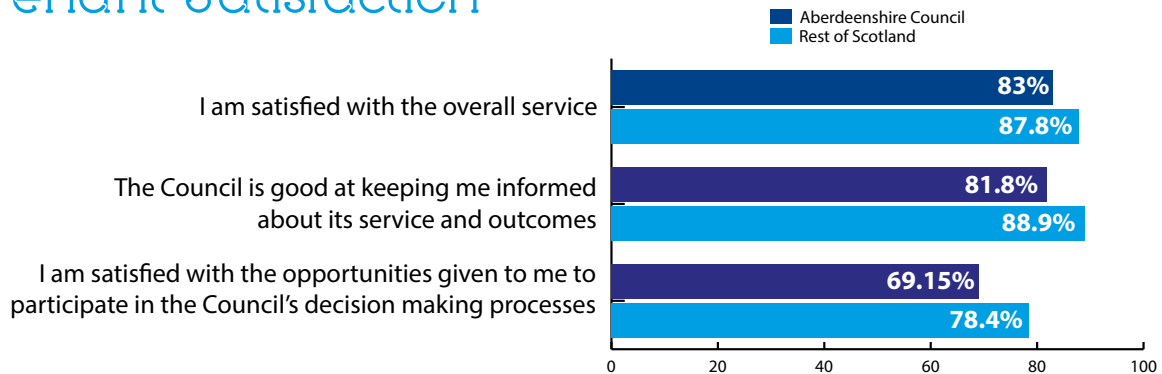
- As at 31st March 2014 the Council owned 12,886 properties.
- The total rent due for the year was £41,899,206
- The Council increased its weekly rent on average by 4.5% compared to the Scottish average of 4%.

### Average weekly rents

Size	Number owned	Council	Scottish	Difference
1 apartment	41	£66.07	£59.56	10.9%
2 apartment	5003	£63.29	£65.18	2.9%
3 apartment	5206	£63.27	£67.19	5.8%
4 apartment	2494	£73.45	£73.07	0.5%
5 + apartment	142	£81.82	£81.68	0.2%
Overall	12,886	£65.37	£62.49	4.6%

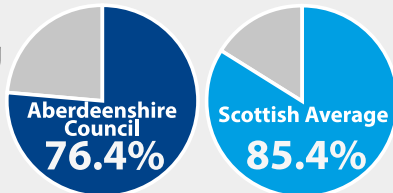


## Tenant Satisfaction

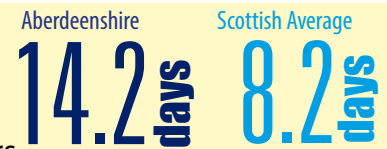


## Quality and Maintenance of Properties

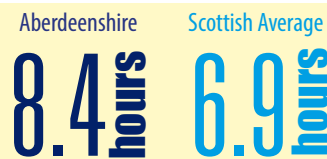
Amount of properties meeting the **Scottish Housing Quality Standard** this year.



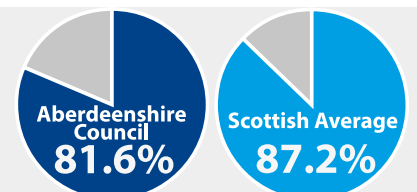
Average length of time taken to complete non-emergency repairs.



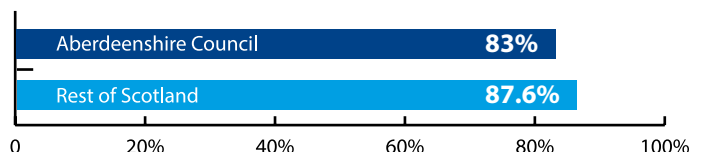
Average length of time taken to complete emergency repairs.



Reactive repairs completed right first time.



Tenants who had repairs or maintenance carried out in the last 12 months and were satisfied with the service.





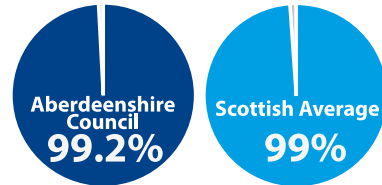
## Neighbourhoods

- For every 100 properties the Council owns there were approximately 5 cases of anti-social behaviour reported in the last year.
- 65.2% of anti-social behaviour cases were resolved within locally agreed targets (i.e. 3 months) in the last year compared to the Scottish figure of 75.9%.



## Value for money

Amount of rent money the Council collected from current and past tenants last year.



- The Council did not collect 0.9% of rent due because properties were empty, compared to the Scottish average of 1.2%.
- The Council took an average 33.9 days to re-let properties compared to the Scottish average of 35.7 days.

I am pleased that the results of the return to the Scottish Housing Regulator on the Charter demonstrate that the Housing service has continued to provide a good service to our tenants. We will continue to work closely with our tenants, tenant representatives and groups to improve the service across Aberdeenshire. A Housing Improvement Plan will be developed from the results; it will detail specific areas for increased attention. In particular, there will be more focus on the following priority areas:

- A Rent consultation exercise involving all tenants will be carried out early next year. The Council will review its rent levels to ensure that rents remain affordable for tenants while at the same time providing adequate funding for improvements, repairs and maintenance.
- A repair appointment system will be developed.
- Improvements (e.g. central heating, kitchen replacement etc) will be carried out to a significant number of Council properties so that all Council properties meet the Scottish Housing Quality Standard by 2015.
- Getting more repairs completed first time will be addressed.
- Resolving more anti-social behaviour cases quickly will be a priority.
- Working with the Tenant Participation Promotion Team we will develop increased tenant scrutiny of the Housing service and provide increased quality standards across the service, for example, the condition of re-let properties.



*Douglas Edwardson  
Head of Housing*

## Want to know more?

If you want to know more about the Council's performance or comment on any aspect of this report please contact staff at any Housing office or go to the Council's website at [www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk)

To compare the Council's performance with other landlords, to see all the information reported by the Council or to find out more about the terms in this report visit: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

If you need a copy of this document or a section of this document in another language, large print or Braille please contact your local Housing office.

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### Lithuanian

Jei jums reikalingas šis dokumentas kita kalba ar Brailio raštu ar tik kokia jo dalis, prašau kreipkitės į jūsų vietinį apgyvendinimo skyrių.

### Russian

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### Polish

Jeśli ten dokument lub jego część jest wymagana w innym języku, w dużym druku, lub w alfabecie Brajla, proszę się skontaktować z lokalnym Urzędem Mieszaniowym.

### Portuguese

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### Thai

หากท่านต้องการสำเนาเอกสารฉบับนี้ หรือส่วนหนึ่งส่วนใดของเอกสารฉบับนี้เป็นภาษาอื่น, เป็นตัวพิมพ์อักษรตัวใหญ่ หรือเป็นภาษาเบลล์ กรุณาติดต่อแผนกการเคหะท้องถิ่นของท่าน

### Latvian

Ja Jums ir nepieciešams šī dokumenta vai šī dokumenta nodaļas eksemplārs citā valodā, lielā drukā vai Braila rakstā, lūdzu sazinieties ar savu vietējo mājokļu biroju (Housing office).

### Cantonese

亞巴甸郡政府 – 租戶手冊摘要

如果你需要此文件或其中某部份翻譯為別的語文、大字或凸字版本，請聯絡你當地的房屋辦事處。