Appendix A

Annual Assurance Statement 2025/26

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

Area	Assurance position and actions
Services for people who are homeless / the provision of unsuitable accommodation	The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, as defined by Article 5 of the Order, was breached on 335 occasions during 2025/26. This is a reduction from the 427 breaches recorded in 2024/25. Homelessness pressures remained significant during 2025/26, with a 22% increase in homelessness applications and a 32% increase in applicants requiring temporary accommodation. Despite this increased demand, the Council recorded only one breach of the duty to provide temporary accommodation during 2025/26. We will continue to support the implementation of the improvement charters aligned to the Homewards programme, maintain daily monitoring of hotel use, and continue to progress actions aimed at reducing the use of unsuitable temporary accommodation.
Tenant and Resident Safety - Electrical Safety / EICR compliance	We recognise that tenant and resident safety is of utmost importance. Electrical safety performance through the EICR programme has improved, with reducing failure rates and increasing compliance across the housing stock. However, a proportion of properties remain non-compliant, primarily due to access constraints and a backlog of cases, including void properties. A structured programme of inspections and remedial works is in place, supported by additional contractor capacity, strengthened access processes, performance monitoring and oversight. We will continue to engage with the Scottish Housing Regulator and provide regular progress updates as we work towards full compliance.
Equalities data collection - protected characteristics	The Council's approach to collecting and recording data on protected characteristics varies across services. Work is ongoing with the Equalities Team to develop a standardised approach that can be applied within Housing Services for existing and new tenants, people experiencing homelessness, and people who use the Gypsy/Traveller site. Data on housing staff is collected corporately and meets requirements. We will continue this work to improve consistency and assurance across housing-related services.

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 will continue to strengthen tenant participation and engagement, building on the 2025 Tenant Satisfaction Survey, which achieved 1,300 completed interviews and showed overall tenant satisfaction rising to 81.0%, returning to levels last achieved in 2017. Satisfaction with opportunities to participate in decision-making was 77.7%.
- We will implement the improvement plan developed in response to the Tenant Satisfaction Survey, with a focus on strengthening communication, improving service consistency, and ensuring tenants continue to have meaningful opportunities to influence decisions affecting their homes and communities.
- We will continue to develop tenant participation arrangements by widening access to engagement opportunities, including more local community-based engagement, greater flexibility in meeting times, and hybrid options for tenants who are unable to attend in person.

Housing quality and maintenance

- We will continue to develop and use the Housing Asset Plan and asset management model to support evidence-based investment decisions across the Council's housing stock. This will help

ensure that investment is targeted effectively and supports compliance with statutory requirements and regulatory expectations.

- We will continue to improve stock quality, including maintaining progress on Scottish Housing Quality Standard compliance. SHQS compliance increased to 95.81% in 2025/26, from 88.63% in 2024/25.
- We will continue to increase the number of completed EICRs and progress remedial works required to achieve full electrical safety compliance. Additional contractor capacity and strengthened access arrangements will continue to support this work.
- We will continue to reduce void levels and improve re-let performance. The total number of void properties available to let reduced from 1,781 at the end of March 2025 to 1,542 by March 2026, and buyback properties recorded as voids reduced from 169 in March 2025 to 11 in March 2026. Revised void processes are now in place for new voids, with performance reported separately from backlog voids to support monitoring and improvement.

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Neighbourhood and community

- We will continue to improve repairs, communication, and tenant experience. In 2025/26, emergency repairs were completed within 3.75 hours, non-emergency repairs within 7.4 days, and reactive repairs were completed right first time in 86.83% of cases. Tenant satisfaction with the last repair was 82.3%.
- We will continue to progress the commissioning and implementation of a digital system linked to the existing housing system, with the ability to issue notifications to tenants on when repairs will be completed.
- We will continue to work with partners, including the Aberdeen City Health and Social Care Partnership, to support tenants who have experienced domestic violence and to implement our Domestic Abuse Policy.
- We will continue to work with the Community Safety Partnership to address anti-social behaviour, recognising that 99.88% of anti-social behaviour cases were resolved in 2025/26.

Access to housing and support

- We will continue to support the implementation of improvement charters aligned to the Homewards programme, to help prevent homelessness and improve services for people who are homeless.
- We will continue to develop the Allocations and Tenancy Access Project, with the aim of creating a more streamlined, transparent and person-centred approach to accessing social housing, aligned to homelessness prevention and housing options.
- We will continue to promote Housing Online and make information available through existing networks, including simplified information on how housing is allocated.
- We will continue to evaluate the effectiveness of the Housing and Support Model to identify further opportunities for improvement, ensuring tenants receive the right support at the right time to sustain their tenancies. Tenancy sustainment increased from 90.26% in 2024/25 to 90.77% in 2025/26.
- We will continue to keep the criteria for the Rent Assistance Fund under review and maintain investment in financial inclusion support so tenants can access advice and assistance to help sustain their tenancies.

Getting good value from rent and service charges

- We will continue to implement improvement activity aimed at reducing rent arrears. Rent arrears reduced from 17.86% in 2024/25 to 16.12% in 2025/26, although performance remains a priority for improvement.

- We will continue to review and refresh escalation policies, with a focus on early intervention, tenant engagement and referrals to money advice services. A test of change is planned for 2026/27 to evaluate a revised approach to tenant engagement at the point of letter delivery.
- We will continue to consider tenant views on rent affordability and value for money. The 2025 Tenant Satisfaction Survey found that 72.3% of tenants rated their rent as good value for money, a significant improvement from 38.4% in 2024, although this remains below the 2025 Council sector average of 80.4%.
- Following consultation with tenants in late 2025, a 9.5% rent increase was approved from 6 April 2026, lower than the 12% originally proposed. A move from a 48-week to a 52-week rent cycle was also approved, and the 15% new-build premium will continue to apply to Council new-build properties.

Other customers

- We will continue to support residents at the Clinterty Gypsy/Traveller site. The site meets Scottish Government minimum site guidance standards, is nearing full capacity, and satisfaction with the site is recorded as 100%.

Building Safety

We will continue to engage with the Scottish Housing Regulator on matters relating to reinforced autoclaved aerated concrete. As of June 2026, Aberdeen's RAAC rehousing programme is complete for Council tenants and the Council is progressing a demolition and rebuild approach.

Single Building Assessments are also underway across the programme, with a specialist consultant appointed to assess 27 multi-storey blocks, funded by the Scottish Government. Surveys started in 2026, are progressing well, and the programme is expected to continue through 2026/27.

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 26 August 2026.

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