

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 427 occasions during financial year 2024/25. In achieving this 20% improvement from last year, we will continue to support the implementation of the improvement charters aligned to the Homewards programme and continue to support the implementation of the established Reducing Hotel Use Action Plan to reduce the use of temporary accommodation.
- Tenant & Resident Safety (partially compliant) - We recognise that Tenant and Resident Safety is of utmost importance and acknowledge that we did not hold a valid Electrical Installation Condition Report (EICR) certificate for 1625 properties as at 31 March 2025. 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:

- After acknowledging feedback from our staff and completing an evaluation of the Housing & Support model, we will carry out Tests of Change to ensure that we increase the number of registered housing support cases, ensuring that our most vulnerable tenants receive the intervention and support they require.
- Having worked with our tenant groups, we plan to carry out a refreshed statutory tenant satisfaction survey in autumn 2025, where we hope to increase the returns which we can then use to enhance and improve our housing services.
- Using the recently approved Tenant Participation Action Plan, 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 EICRs and properties meeting SHQS.
- Having streamlined accountability for voids, we will now work to reduce them further. We will continue to explore new ways of working to ensure that we minimise the average relet time and to increase our letting.

Neighbourhood and community:

- We will implement a digital system by April 2026, 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:

- Having completed our evaluation of the Housing & Support model, we will continue to develop Test of Change ideas to ensure our tenants have the necessary support to enable them to sustain their tenancies.
- 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 approved Improvement Project to help address rent arrears and reverse the trend.

We will continue to engage with the Regulator as we support the last remaining tenants, as part of the 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 26 August 2025.

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