



Aberdeen City Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework, all relevant standards and outcomes in the Scottish Social Housing Charter and all relevant legislative duties, with the following exception of compliance with minimum site standards for our Gypsy Traveller site. Designs produced to completely renew the site and we are working with the Scottish Government to secure funds to develop the site as a demonstration model of best practice.

The following performance areas are priorities for improvement with action plans in place:

Void property management – key improvement actions: increase resources for repair and maintenance work, enhanced performance management framework and review of letting standards.

Rent Management – key improvement action: creation of a specialist corporate debt team to be implemented October 2021.

Customer Satisfaction – key improvement actions: Programme of community led Staff training and development programme. Creation of a Customer Experience Service Improvement group to help identify key areas for improvement and produce a program of community led estate walkabouts and inspections of multistorey buildings, staff training and development programme, enhanced on-line services, Participatory Budgeting to disburse £1m Environmental Improvement budgets, Housing service transformation - investment in additional front-line staff including the new Housing and Support Officer role.

I confirm Aberdeen City Council has seen and considered appropriate evidence in approving this Annual Assurance Statement at our Operational Delivery Committee on 16th September 2021.

Councillor Philip Bell
Convener – Operational Delivery Committee
Aberdeen City Council