



Aberdeen City Council complies with the regulatory requirements set out in section 3 of the Regulatory Framework with the following exception of compliance with minimum site standard for our Gypsy Traveller site. We have a plan in place to refurbish the site to meet these standards.

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

Void property management – key improvement actions: Additional resourcing for housing management and repairs, digitalisation of processes, and review of letting standards.

Complaint management – key improvement actions: Improved performance management framework and employee training and development.

I confirm Aberdeen City Council has considered appropriate evidence in determining the assurance statement at our Operational Delivery Committee on 17 September 2019.

Councillor John Wheeler

Convenor – Operational Delivery Committee

Aberdeen City Council