



## Aberdeen City Council

### Why we are engaging with Aberdeen City Council (Aberdeen City)

We are engaging with Aberdeen City about its **site for Gypsy/Travellers**.

Aberdeen City does not expect to comply with the Scottish Government's minimum standards for its Gypsy/Traveller site until March 2020. The deadline for compliance was June 2018.

### What Aberdeen City must do

Aberdeen City must provide an action plan for achieving full compliance with the minimum standards for its Gypsy/Traveller site by 30 June 2019.

### What we will do

We will:

- review Aberdeen City's action plan and monitor its delivery of the minimum standards for its Gypsy/Traveller site; and
- review Aberdeen City's service quality performance for improvement with a particular focus on the following areas when it submits its next Annual Return on the Charter:
  - tenants who feel the landlord is good at keeping them informed about services and decisions;
  - tenants satisfied with opportunities to participate in landlord's decision-making;
  - complaints management;
  - average days to re-let properties; and
  - factored owners' satisfaction with the factoring service.

### Regulatory returns

Aberdeen City must provide us with the following annual regulatory returns:

- Annual Assurance Statement;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.



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