

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 had previously told us that it expected to comply with the Scottish Government's minimum standards for its Gypsy/Traveller site by March 2020. The deadline for compliance was June 2018. Aberdeen City has now told us that it will not comply with the standards until June 2020.

What Aberdeen City must do

Aberdeen City must:

- provide us with monthly reports on its progress in meeting the minimum standards for its Gypsy/Traveller site; and
- confirm that its site complies with the minimum standards by the end of June 2020.

The reports on progress should be submitted to us from the end September 2019 until June 2020 unless the standards are met before then.

What we will do

We will:

- monitor Aberdeen City's delivery of the minimum standards for its Gypsy/Traveller site;
- consider our regulatory engagement with Aberdeen City in the light of its progress at the end of June 2020; and
- review Aberdeen City's service quality performance for improvement with a particular focus on the following areas as part of our 2019/20 annual risk assessment:
 - 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.



[Read more about Aberdeen City>](#)

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