

## Our Annual Assurance Statement

We comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's (SHR) Framework, with the exception of those areas we set out below.

We:

- **Achieve all but the following standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:**
  - ◆ **2. Communication**

Tenant satisfaction with communication is relatively low compared to other landlords, and Aberdeenshire Council does not currently make best use of technology to communicate with tenants. The SHR emphasises the importance of using new technologies to reach tenant demographics such as younger people, and Aberdeenshire Council is working to introduce methods such as social media, texts and a new Housing App.
  - ◆ **3. Participation**

Aberdeenshire Council does not currently have an approved Tenant Participation Strategy. A draft strategy has been produced and circulated for comment. A report on this strategy is to be considered by Communities Committee on the 5<sup>th</sup> of September 2019.
  - ◆ **4. Quality of Housing**

Aberdeenshire Council will not be able to bring all of our properties up to the Energy Efficiency Standard for Social Housing by the deadline of December 2020. The Housing Service is working to identify alternative technologies and ways of delivering improvements to ensure that as many properties as possible are brought up to the standard.
  - ◆ **13. Value for Money**

Aberdeenshire Council is currently performing below expectations with regard to void turnover times and rent loss, although it meets the other requirements of this outcome. Aberdeenshire Council has commissioned an external review of our void process in August 2019 to identify improvements to our void process that could improve turnover times and efficiency.
  - ◆ **16. Gypsy/Travellers/Other Customers**

Aberdeenshire Council's Gypsy/Traveller site at Greenbanks does not currently meet the minimum standards set by the Scottish Government. Aberdeenshire Council is arranging for the necessary work to be done during the off-season while the site is closed, so that the site will meet all required standards before it opens again in April 2020.



- **Comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety**

We confirm that we have seen and considered sufficient evidence to give us this assurance.

We confirm that our Annual Assurance Statement was approved at the meeting of Communities Committee on the 5<sup>th</sup> of September 2019.

I sign this statement on behalf of the Committee.

**Chair's Signature:**

**Date:**