

Appendix 1

The City of Edinburgh Council's Annual Assurance Statement on Housing Services

1 October 2024

The City of Edinburgh Council confirms to its tenants and the Scottish Housing Regulator that it complies with the duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance.

The Council is working towards consistently delivering the outcomes set out in the Scottish Social Housing Charter for tenants, people who are homeless and others service users.

The exceptions to this duty during the past year that are subject to ongoing monitoring and reporting have been:

Homelessness

Providing homelessness services for people who are threatened with or are experiencing homelessness continues to be a significant challenge in Edinburgh. An average of around 27% of households were accommodated in temporary accommodation that breached the Unsuitable Accommodation Order and the Council did not offer temporary accommodation to homeless people in all cases when it had a statutory duty to do so. Regular updates on the actions to prevent homelessness and improve homelessness services including the mix of suitable temporary accommodation as set out in the Council's Rapid Rehousing Transition Plan will continue provided to the Scottish Housing Regulator.

Tenant Safety

Tenant and resident safety is of utmost importance. We monitor compliance with legislation and best practice guidance and report to the Scottish Housing Regulator. We are prioritising securing the required resource to achieve full compliance with electrical safety and fire detection installation and are monitoring this progress closely. Good progress has been made in how we deal with damp and mould with significant investment made by the Council in this area, and this continues to be an absolute priority. We are constantly seeking to identify where improvements in tenant safety processes can be made and improving performance with gas servicing compliance is also a high priority following the ICT issues experienced in 2023/24 that impacted on performance.

Repairs

Improvements to the repairs service including improving our response times and quality of repairs service for our tenants is a key part of the Council's Housing Emergency Action Plan. A new Inspection Team has been established as part of the recent service review, and further additional posts have been created to strengthen the oversight and management of repairs.

Signed _____

Date of signing _____

Councillor Jane Meagher, Convenor of the Housing, Homelessness and Fair Work Committee

