

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

31 October 2022

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 25% 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.

Repairs

Improvements to the repairs service including the management of tenant complaints continues to be a key workstream in the Council's Housing Service Improvement Programme. As the governing body for housing services the Council's Housing, Homelessness and Fair Work Committee will continue to scrutinise performance improvement for this and other areas of service through the biannual update reports on the Housing Service Improvement Plan.

Signed _____

Date of signing _____

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