

Housing Services

Annual Landlord Assurance Report 2024



East Renfrewshire Council has reviewed the services we provide and available evidence, and gives assurance that:

- ✓ We comply with the regulatory requirements set out in section 3 of the Scottish Housing Regulator's Regulatory Framework document.
- ✓ We comply with our legal obligations as a landlord, specifically in relation to housing, and equality and human rights. With regards to tenant safety, we comply in the following areas: gas safety, electrical safety, water safety, fire safety, asbestos, dealing with damp and mould and lift safety.

We do not comply in the following areas:

Homeless Services

Our use of hotel accommodation for temporary homeless placements is in breach of the unsuitable accommodation order, but is ongoing as there is not sufficient alternatives to meet our legal duty to provide to provide temporary accommodation to those requiring it.

We have increased the number of homes we own and lease made available for temporary furnished accommodation, but this has been maximised and places knock on pressure to stock available to permanently house people in need. We are looking at alternative solutions to maximise suitable temporary accommodation and improve housing options and prevention advice.

Electrical Installation Condition Reports (EICRs)

We reported last year that we were not fully compliant in transitioning our renewal of EICR's for all our homes to the shorter time frame of every 5 years. We have made significant progress in the last year to reduce the instances where we are not compliant. EICR Compliance increased from 64% to 79% at March 2024, and work continues through 2024/25 to achieve maximum compliance.



Through ongoing self-evaluation and evidence gathering we are also assured that:

- ✓ We achieve the standards and outcomes in the Social Housing Charter for tenants and other customers who use our service.

However, we recognise improvements in the following areas will strengthen our compliance with the Scottish Social Housing Charter:

Income Maximisation - Through our Arrears' Recovery plan, we are continuing to improve engagement and support to tenants and to collect rent and reduce arrears where possible. This is through refreshed procedures and training for staff, and enhancements to case management to target early intervention at households whose rent payment arrangements are breaking down.

The Assurance Statement was approved at the Cabinet meeting on 24 October 2024, and I sign this statement on their behalf.

Signed: (Council Leader): Councillor Owen O'Donnell

