

Housing Services

Annual Landlord Assurance Report 2023



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,
 - ❖ homelessness,
 - ❖ equality and human rights, and
 - ❖ tenant safety (including • Gas safety • Electrical safety • Water safety • Fire safety • Asbestos • Dealing with Damp and Mould • Lift safety)

except for: *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. Compliance increased from just under 50% to 64% at March 2023, and work continues through 2023/24 to achieve full compliance.

The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2020 (UOA)

We are currently reviewing our supply of temporary accommodation and with the support of partners, we aim to reduce significantly and eradicate any breaches of the UOA

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, tenant rent arrears reduced last year. But with tenants struggling financially, our Neighbourhood Housing Officers will continue engaging closely with tenants in their patch to support them to pay rent and reduce arrears where possible. We will also focus on maximising income due to us via our range of services, to ensure our rent payers get Value for Money.
- ❖ **Customers and Engagement** - We have refreshed our customer engagement strategy and seen some improvements in satisfaction levels in the last year. However, we will work with customers to support fuller involvement, better communication and improved satisfaction with our services. We will complete a fresh large-scale survey of our tenants and factored owners.



Appendix 3

The Assurance Statement was approved at the Cabinet meeting on 12 October 2023, and I sign this statement on their behalf.

Signed: (Convenor): Councillor Danny Devlin



October 2023