

# East Renfrewshire Council (Housing Services)



## Annual Assurance Report 2020

### Our Annual Assurance Statement

✓ We comply with our legal obligations as a landlord.

As part of our COVID response we have now recovered any initial fails arising due to “no access” to properties to carry out work. We saw a small number of gas servicing fails in the initial lockdown period of 2020, while tenants were shielding, and monitored closely to complete work as soon as it was safe to do so.

✓ We comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator’s Framework.

Our COVID response has shifted our focus directly to supporting tenants and customers to avoid crisis by prioritising housing options advice and income maximisation. As part of our recovery we are focused on preparing and letting vacant properties, and to supporting tenants to make suitable arrangements to meet their rent payments. The biggest challenge for the Council in its recovery plans at this stage is identified as reducing income lost to the service through void properties and rent arrears.

Our annual assurance evaluation in 2020 indicates that work is required in the areas set out below, however, to ensure a more satisfactory level of performance.

#### We:

➤ Pledge to address the following, in relation to the Scottish Social Housing Charter standards for tenants, people who are homeless and others who use our services:

Void Management & Maintenance

- *Continue to improve the efficiency of our void management; deliver better Value for Money on voids; and set out clearer letting standards for our homes.*

Rent & Arrears Management

- *Making better use of the resources we have to maximise support to tenants struggling to pay their rent, and deliver better Value for Money in rent collection.*

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

Signed: (Convenor): Councillor Danny Devlin

*Danny Devlin*



## Assurance Statement 2020 – Improvement Plan

Compliance Issue	Service Area	What we need to address	When will we do it?	Who is responsible?
Meeting Charter Standards	Void Management	<p>We need to continue to improve our void management process to ensure it is as efficient and customer focused as possible, and delivers better Value for Money.</p> <p><b>We will do this by embedding improvements identified in our void process review carried out in the last year, and modernise our approach via implementation of our new core Housing Management System, which is currently being developed.</b></p>	By August 2021	Senior Housing Manager
Meeting Charter Standards	Rent Collection and Arrears Management	<p>We need to reconfigure the resources we have to support tenants as effectively as possible in meeting their rent payments, and deliver better Value for Money in rent collection.</p> <p><b>We will do this by redesigning our service delivery team and our key processes in relation to rent collection and arrears management, and make better use of the data we have to target those in most need of assistance.</b></p>	By August 2021	Senior Housing Manager

