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## Communities Committee

Tuesday, 27 August 2019

**NOTICE IS HEREBY GIVEN** that a Meeting of the **Communities Committee** is to be held at **Council Chambers, Council Office, High Street, Elgin, IV30 1BX** on **Tuesday, 27 August 2019** at **09:30**.

### BUSINESS

**1 Sederunt**

**2 Declaration of Group Decisions and Members Interests \***

**3 Resolution**

Consider, and if so decide, adopt the following resolution:

"That under Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting for Items 14 and 15 of business on the grounds that it involves the likely disclosure of exempt information of the class described in the relevant Paragraphs of Part 1 of Schedule 7A of the Act."

**4 Written Questions \*\***

**5 Minute of Meeting dated 28 May 2019** **7 - 12**

**6 Council New Build Housing Progress** **13 - 20**

Report by the Corporate Director (Economic Development, Planning and Infrastructure)

**7 Assingnation Policy Review** **21 - 38**

Report by the Corporate Director (Economic Development, Planning and Infrastructure)

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|-----------|--|-----------------|
| <b>8</b>  | <b>Housing and Property Services Budget Monitoring - 30 June 2019</b><br><br>Report by the Corporate Director (Economic Development, Planning and Infrastructure)      | <b>39 - 46</b>  |
| <b>9</b>  | <b>Housing Investment 2019/20</b><br><br>Report by the Corporate Director (Economic Development, Planning and Infrastructure)  | <b>47 - 62</b>  |
| <b>10</b> | <b>Housing Performance Report - Quarters 3, 4 and Annually for 2018/19</b><br><br>Report by the Corporate Director (Economic Development, Planning and Infrastructure) | <b>63 - 94</b>  |
| <b>11</b> | <b>Tenant Survey 2018</b><br><br>Report by the Corporate Director (Economic Development, Planning and Infrastructure)  | <b>95 - 98</b>  |
| <b>12</b> | <b>Service Improvement</b><br><br>Report by the Corporate Director (Economic Development, Planning and Infrastructure)   | <b>99 - 102</b> |
| <b>13</b> | <b>Question Time ***</b><br><br>Consider any oral question on matters delegated to the Committee in terms of the Council's Scheme of Administration.                   |                 |

**Items which the Committee may wish to consider with the Press and Public excluded**

- |           |  |  |
|-----------|--|--|
| <b>14</b> | <b>Building Services Trading Operation Budget 2018/19 - Year End Budget Position [Para 9]</b><br><br><ul style="list-style-type: none"> <li>• Information on terms proposed or to be proposed by or to the Authority;</li> </ul> |  |
|-----------|--|--|

**15 Building Services Trading Operation Budget 2019/20 -  
Budget Monitoring [Para 9]**

- Information on terms proposed or to be proposed by or to the Authority;

**Summary of the Communities Committee functions:**

To deal with matters relating to Housing/HMOs, Housing Regeneration, Homelessness, Social Inclusion, Equalities, Community Safety, Anti-Social Behaviour (including road accidents) and Community Liaison.

**Any person attending the meeting who requires access assistance should contact customer services on 01343 563217 in advance of the meeting.**

## GUIDANCE NOTES

\* **Declaration of Group Decisions and Members Interests** - The Chair of the meeting shall seek declarations from any individual or political group at the beginning of a meeting whether any prior decision has been reached on how the individual or members of the group will vote on any item(s) of business on the Agenda, and if so on which item(s). A prior decision shall be one that the individual or the group deems to be mandatory on the individual or the group members such that the individual or the group members will be subject to sanctions should they not vote in accordance with the prior decision. Any such prior decisions will be recorded in the Minute of the meeting.

\*\* **Written Questions** - Any Member can put one written question about any relevant and competent business within the specified remits not already on the agenda, to the Chair provided it is received by the Proper Officer or Committee Services by 12 noon two working days prior to the day of the meeting. A copy of any written answer provided by the Chair will be tabled at the start of the relevant section of the meeting. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than 10 minutes after the Council has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he or she can submit it in writing to the Proper Officer who will arrange for a written answer to be provided within 7 working days.

\*\*\* **Question Time** - At each ordinary meeting of the Committee ten minutes will be allowed for Members questions when any Member of the Committee can put a question to the Chair on any business within the remit of that Section of the Committee. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than ten minutes after the Committee has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he/she can submit it in writing to the proper officer who will arrange for a written answer to be provided within seven working days.

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**THE MORAY COUNCIL**  
**Communities Committee**

**SEDERUNT**

Councillor Louise Laing (Chair)  
Councillor Paula Coy (Depute Chair)  
Ms Anna Bamforth (Member)  
Ms Jane Bartecki (Member)  
Mrs May McGarrie (Member)  
Councillor Theresa Coull (Member)  
Councillor Gordon Cowie (Member)  
Councillor Lorna Creswell (Member)  
Councillor Ryan Edwards (Member)  
Councillor Donald Gatt (Member)  
Councillor Aaron McLean (Member)  
Councillor Maria McLean (Member)  
Councillor Ray McLean (Member)  
Councillor Derek Ross (Member)  
Councillor Ron Shepherd (Member)  
Councillor Sonya Warren (Member)

Clerk Name: Caroline Howie  
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**Minute of Meeting of the Communities Committee**

**Tuesday, 28 May 2019**

**Council Chambers, Council Office, High Street, Elgin, IV30 1BX**

**PRESENT**

Ms Anna Bamforth, Ms Jane Bartecki, Councillor Gordon Cowie, Councillor Paula Coy, Councillor Lorna Creswell, Councillor Donald Gatt, Councillor Louise Laing, Mrs May McGarrie, Councillor Aaron McLean, Councillor Maria McLean, Councillor Ray McLean, Councillor Derek Ross, Councillor Sonya Warren

**APOLOGIES**

Councillor Ryan Edwards

**IN ATTENDANCE**

The Acting Head of Housing and Property; the Asset Manager; the Building Services Manager; the Housing Needs Manager; the Housing Services Manager; the Transformation Officer; Emma Armit, Senior Housing Officer (Policy) and Caroline Housing, Committee Services Officer as Clerk to the meeting.

**1 Chair of Meeting**

The meeting was chaired by Councillor Laing.

**2 Declaration of Group Decisions and Members Interests \***

In terms of Standing Order 20 and the Councillors' Code of Conduct, there were no declarations from Group Leaders or Spokespersons in regard to any prior decisions taken on how Members will vote on any item on the agenda or any declarations of Member's Interests in respect of any item on the agenda.

**3 Resolution**

The meeting resolved that in terms of Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting during consideration of the items of business appearing at the relevant paragraphs of this minute as specified below, so as to avoid disclosure of exempt information of the class described in the appropriate paragraphs of Part 1 of Schedule 7A of the Act.

Paragraph Number of Minute      Paragraph Number of Schedule 7A and reason

15 and 16

9 Information on terms proposed or to be proposed by or to the

Authority.

16

6 Information relating to the financial or business affairs of any particular person(s)

#### **4 Minute of Meeting on 2 April 2019**

The Minute of the meeting of the Communities Committee dated 2 April 2019 was submitted and approved.

#### **5 Written Questions \*\***

The Committee noted that no written questions had been submitted.

#### **6 Rapid Rehousing Transition Plan**

A report by the Corporate Director (Economic Development, Planning and Infrastructure) informed the Committee of progress on development on Moray's Rapid Rehousing Transition Plan.

Following consideration the Committee agreed to note the second iteration of the Rapid Rehousing Transition Plan which was submitted to the Scottish Government on 29 April 2019.

#### **7 Assignations Policy Review**

Under reference to paragraph 11 of the Minute of the meeting dated 5 February 2019 a report by the Corporate Director (Economic Development, Planning and Infrastructure) provided an update on the requirement to review the Assignations Policy in preparation for the commencement of the outstanding provisions of Part 2 of the Housing (Scotland) Act 2014 and presented a revised Assignment Policy for approval prior to public consultation.

Following consideration the Committee agreed:

- i. to note the requirement to change the Assignment Policy as set out in Section 4 of the report;
- ii. to approve the revised Assignment Policy prior to a consultation to seek the views of tenants and stakeholders as set out in Section 5 of the report; and
- iii. the consultation responses will be considered at a meeting of the Committee in August 2019.

#### **8 Allocations Policy Annual Performance Report 2018/19**

Under reference to paragraph 9 of the Minute of the meeting dated 5 February 2019 a report by the Corporate Director (Economic Development, Planning and



Infrastructure) informed Committee of the performance of the Council's Allocation Policy during 2018/19.

Discussion took place on restrictions with providing new build houses in some villages. It was stated that some areas had been set aside for new build housing in the Local Plan and questions were raised as to why this was not being progressed.

The Acting Head of Housing and Property undertook to provide a report to a future Committee on the challenges faced in providing new build housing.

Thereafter the Committee agreed:

- i. to note the performance identified within the report;
- ii. the allocations quotas for 2019/20 detailed at paragraph 5.4 of the report; and
- iii. to note a further report will be provided to a future Committee.

## **9 The Affordable Housing Programme in Moray**

Under reference to paragraph 6 of the Minute of the meeting dated 5 February 2019 a report by the Corporate Director (Economic Development, Planning and Infrastructure) informed the Committee of progress on the Affordable Housing Investment Programme in Moray.

Following consideration the Committee agreed:

- i. to note the outturns on the Moray Affordable Housing Supply Programme 2018-19;
- ii. to note the Moray Resource Planning Assumption for 2019/20 and 2020/21;
- iii. to note the draft Moray Strategic Local Programme 2019/20 programme;
- iv. to note progress on the implementation of Bilbohall masterplan; and
- v. that further reports on programme progress will be presented to Committee.

## **10 Housing and Property Services - Service Improvement Plan 2018/19**

Under reference to paragraphs 9 and 10 of the Minute of the meeting 5 February 2019 a report by the Corporate Director (Economic Development, Planning and Infrastructure) provided the Committee with a progress report on the Housing and Property Service Improvement Plan 2018/19 to 31 March 2019.

Following consideration the Committee agreed to note the progress that has been achieved in relation to the Housing and Property Service Improvement Plan for 2018/19, as set out in appendix I of the report.

## **11 Universal Credit Impact on Rent Arrears**

Under reference to paragraph 7 of the Minute of the meeting of the Policy and Resources Committee dated 7 June 2016 a report by the Corporate Director

(Economic Development, Planning and Infrastructure) informed Committee of the impact of Universal Credit on the Council house rent account.

Following consideration the Committee agreed to note the:

- i. impact Universal Credit is having on mainstream Council house rent collection; and
- ii. actions being taken by the Housing Service to manage the impact.

## **12 Housing and Property Services Budget Monitoring - 31 March 2019**

Under reference to paragraph 13 of the Minute of the Council meeting dated 14 February 2018 a report by the Corporate Director (Economic Development, Planning and Infrastructure) presented the unaudited budget for the period up to 31 March 2019

Following consideration the Committee agreed to note the unaudited budget monitoring report for the period to 31 March 2019.

## **13 Housing Investment 2018/19**

A report by the Corporate Director (Economic Development, Planning and Infrastructure) informed the Committee of the near final budget position to 31 March 2019 for the Housing Investment Programme for 2018/19.

Following consideration the Committee agreed to note the near final position as at 31 March 2019 with regard to the housing Investment Programme for 2018/19.

## **14 Question Time \*\*\***

Councillor Gatt raised concern that the minutes were a record of decisions rather than a record of discussions. He was of the opinion a decision had been taken previously to present a more abridged version of minutes and asked that this be raised with the appropriate personnel.

In response the Clerk undertook to raise this with management.

Councillor Ross, Ms Bartecki and Mrs McGarrie left the meeting at this juncture.

## **15 Building Services Trading Operation Budget 2018/19 - Budget Monitoring [Para 9]**

Under reference to paragraph 18 of the Minute of the meeting dated 26 June 2018 a report by the Corporate Director (Economic Development, Planning and Infrastructure) presented the unaudited budget position to the 31 March 2019 for Building Services (DLO). The DLO is a Trading Operation.

Following consideration the Committee agreed to note:

- i. the unaudited financial information for the period to 31 March 2019, as

detailed in Appendix I of the report;

- ii. the Building Services operating performance as set out in Sections 5 and 7 of the report;
- iii. there is a need for the Housing Services and the DLO to identify the reasons for the end of year financial performance; and
- iv. that a further report on this matter will be presented to Committee on 27 August 2019.

## **16 Council New Build Phase 7 - Report on Tender [Paras 6 & 9]**

Under reference to paragraph 5 of the Minute of the meeting dated 6 March 2018 a report by the Corporate Director (Economic Development, Planning and Infrastructure) presented an evaluation of the tender received for the Council New Build Programme Phase 7 project at Stynie Road, Mosstodloch. The report recommended that the tender be accepted.

Following consideration the Committee agreed to:

- i. accept the tender received from Springfield Properties plc for Stynie Road, Mosstodloch Phase 1; and
- ii. note that progress on the delivery of the Council's new build programme is reported to the Communities Committee.





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**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: COUNCIL NEW BUILD HOUSING PROGRESS**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report provides the Committee with an update on progress with the Council's new build housing programme.
- 1.2 This report is submitted to Committee in terms of Section III G (10) of the Council's Scheme of Administration relating to the preparation and implementation of strategic housing plans.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:-**

- (i) considers and notes progress on the Council's new build housing programme;**
- (ii) considers and notes the challenges of delivering new affordable housing at locations across Moray;**
- (iii) agrees to the procurement of consultants for the proposed new build project at Spynie Hospital, Elgin;**
- (iv) considers and notes progress on the Bilbohall masterplan development proposals; and**
- (v) agrees that further reports on programme progress will be presented to this Committee.**

**3. BACKGROUND**

- 3.1 The Council receives an annual resource planning assumption from the Scottish Government to fund the provision of new affordable housing in Moray. On 5 February 2019, the Communities Committee approved the Council's Strategic Housing Investment Plan (SHIP) for submission to the

Scottish Government (paragraph 6 of the Minute refers). The investment priorities set out in SHIP determine how the resource assumption is allocated to fund the housing investment programmes of both the Council and its housing association development partners. The SHIP priorities underpin the annual Strategic Local Programme Agreement between the Council and the Scottish Government. The agreement identifies all the affordable housing projects that will be funded during the year as part of the Moray Affordable Housing Supply Programme.

- 3.2 On 28 May 2019, this Committee was given details of the outturns on the Council's 2018-19 Programme Agreement (paragraph 9 of the draft Minute refers).
- 3.3 On 28 May 2019, this Committee was given details of the draft Strategic Local Programme Agreement for 2019/20 (paragraph 9 of the draft Minute refers). These details included the Resource Planning Assumption for the year of £9.080m as well as the projects and opportunities to be progressed as part of the Council's housing development programme.

#### **MORAY COUNCIL NEW BUILD PROGRAMME 2018/19**

- 4.1 The Moray Affordable Housing Supply Programme is delivered by a number of affordable housing providers, including the Council and housing associations. Each provider enters into a separate programme agreement with the Scottish Government.
- 4.2 The agreement for the Council's 2019/20 programme makes provision for spend of £6.485 on new housing supply with approval and site starts for 67 units and completion of 28 units. Details of progress on delivery of the programme are provided in the table below:

<b>Project</b>	<b>Unit</b>	<b>Status</b>	<b>Site Start</b>	<b>PC*</b>	<b>Spend Target 2019-20</b>	<b>Spend to date</b>	<b>Spend year-end</b>
Elgin South Ph1(South Glassgreen)	50	On site	May 2019	Jan 2021	£2.600	£0.790	£2.600
Hopeman, Forsyth Street	22	On site	April 2019	April 2020	£1.046	£0.635	£1.046
Mosstodloch Ph1	30	On site	Aug 2019	Sep 2020	£1.639	£0.260	£1.639
Keith, Banff Road Ph1	37	Tender	Oct 2019	Oct 2020	£0.800	£0.000	£0.800
Speyview, Aberlour	30	Planning	Mar 2020	April 2021	£0.400	£0.000	£0.400
Buckie, Letterfourie	28	Complete	Sep 2018	July 2019	£0.000	£0.000	£0.000
<b>Total</b>					<b>£6.485</b>	<b>£1.685</b>	<b>£6.485</b>

\**practical completion*

### Shadow programme

Project	Unit	Status
Former Spynie Hospital, Elgin	50-70 (estimated)	Design/planning/ acquisition
Dufftown	6	Design/planning

- 4.3 Programme progress to date has been generally good with Elgin South Phase 1 and Mosstodloch Phase 1 achieving site starts. Good progress has been made on site at Forsyth Street in Hopeman and the project at Letterfourie in Buckie achieved practical completion in July 2019.
- 4.4 It is anticipated that the terms of the purchase of the site at the former Spynie Hospital in Elgin will shortly be agreed with NHS Grampian. The purchase will be conditional upon the Council obtaining planning consent for new housing on the site. To meet this condition, the Council will require the services of a design team to prepare and submit a detailed planning application. It is proposed that the Council conduct a competitive procedure to procure a design team. To avoid any abortive consultancy costs, the design team would not be appointed until the Council has concluded missives for the purchase with NHS Grampian.
- 4.5 The project at Banff Road, Keith has been subject to an ongoing delay due to cost viability issues associated with the high cost of site servicing and infrastructure. The developer obtained planning consent in June 2019 for revised proposals incorporating additional land within the development and an amended road layout. On the basis of the amended consent, revised proposals are awaited from the developer for Phase 1 of the Council's new build programme on the site. It is expected that these proposals will be available for this Committee's consideration at the October 2019 meeting.
- 4.6 The project at Speyview, Aberlour will form part of the developer's affordable housing contribution. The developer has applied for planning consent and it is anticipated that this will be considered at the August 2019 meeting of the Planning and Regulatory Services Committee. Progress and timescales for this project will be reviewed following the outcome of the planning application.
- 4.7 At this point in the year, it is anticipated that the Council will spend the full amount of its programme allocation of £6.485m. The critical path to achieving this expenditure will require good progress on the projects at Banff Road, Buckie, Speyview, Aberlour and the former Spynie Hospital in Elgin.
- 4.8 To date, the Council's 2019-20 programme has achieved 28 house completions. These were at Inchgower in Buckie.
- 4.9 On the basis of the projects already included in the programme agreement, the anticipated completions over the next three years are detailed below:

Year	2019-20	2020-21	2021-22	Total	Avg per year
<b>Completions</b>	28	139	30	197	65

The total number of completions achieved across the years is in line with the Council's target to build 70 houses per annum.

## 5. HISTORIC PROGRAMME

### Project Completions

- 5.1 Details of the developments completed through Phases 5, 6 and 7 (to date) are shown in the table below. Most of the projects were the result of affordable housing contributions required by local planning policy. As such, the Council has limited control over the pre-construction programme as this is determined by the developer's plans to build private housing for sale on the wider site. However, once site starts were agreed, all projects were completed within the construction programme.

Phase	Development	Town	No of units	Occupied from
5	MC29B Alba Road	Buckie	29	Mar-Aug 2016
	MC8F Corries Way	Forres	8	Jan 2016
	MC16F Burdshaugh	Forres	16	Apr 2017
6	MC15B Alba Road	Buckie	15	Oct 2017
	MC16E Linkwood Steadings Ph1	Elgin	16	Feb-Mar 2018
	MC20F Ferrylea	Forres	20	Jun-Jul 2018
	MC12F Strathcona	Forres	12	Oct 2018
	MC15E Linkwood Steadings Ph 2	Elgin	15	Oct-Nov 2018
	MC21E Driving Range	Elgin	21	Jan-Feb 2019
7	MC28B Inchgower	Buckie	28	May-Jul 2018

### Budgets

- 5.2 Previous reports to this Committee have confirmed that all Phase 5 projects have been delivered within the approved budget. Final Accounts have been agreed for all Phase 6 projects apart from the Driving Range. All Final Accounts are within budget. There have been no additional costs on the Driving Range project and the Final Account will be within budget. All of these developments have been delivered through Design and Build contracts. This type of contract minimises the risk to the Council associated with cost overruns as the contract price is fixed at the outset and the developer is responsible for all unanticipated costs.

### Tenant feedback

- 5.3 Officers routinely post feedback surveys to all new build tenants approximately 6 months after the property was completed. From Phase 5 and 6, a total of 110 post occupation surveys have been sent out to date. Of this group, 27 responses were received (25%). The low number of responses means that statistical analysis is not robust but of those who provided a response, 100% were very satisfied/satisfied with the quality of the builder, 70% were very satisfied/satisfied with the repairs service during the defects liability period. When asked what they particularly like about their new home, tenants frequently mention space, light, warmth and accessibility as positive features.
- 5.4 Officers keep the design and specification of new build properties under continual review and seek to learn lessons and improve layouts on an ongoing



basis. Feedback from tenants and other stakeholders such as the Occupational Therapy service are used to inform design/specification changes. As a result of this approach, the following changes were introduced during Phases 5 and 6, and will be reflected in forthcoming developments:

- Triple glazing to improve the thermal efficiency of properties.
- Introduction of direct access from kitchen to garden wherever possible, following feedback from new build tenants.
- Variable height kitchen surfaces fitted as standard in wheelchair accessible bungalows to provide for the varying needs of multiple occupants, both current and future.
- Powered door entry systems fitted as standard in wheelchair accessible bungalows to improve amenity for the likely occupants, both current and future.
- Larger level access shower areas following feedback from Housing Occupational Therapist.
- Additional step in shower in 3 bed bungalows to meet the needs of larger families where one family member has a disability, following feedback from the Housing Allocations Team.

## **6. NEW HOUSING DELIVERY CHALLENGES**

- 6.1 At the meeting of this Committee on the 28 May 2019, the Acting Head of Housing and Property undertook to provide a report to a future Committee on the challenges faced in providing new affordable housing in Moray. This followed a discussion on why development had not progressed in some villages and areas where land had been set aside for new housing in the Local Development Plan (paragraph 8 of the draft Minute refers).
- 6.2 One of the key challenges in delivering new affordable housing is securing suitable sites for development. Historically, the source of the large majority of development opportunities for the Moray affordable housing programme has been the developer affordable housing contributions required by planning policy. Over the years, the focus of developer housebuilding activity has predominantly been the main settlement areas of Elgin, Forres and Buckie. This has meant that opportunities to deliver new housing via affordable housing contributions have been relatively low in some areas. This has been particularly evident in villages and in rural areas where development is often very small scale and incremental with uncertain delivery timescales. These factors can present challenges when programming the delivery of affordable housing contributions.
- 6.3 An alternative delivery route to affordable housing contributions would be for the Council or other affordable housing providers to purchase sites for development. Over the years, officers have explored opportunities for acquiring sites across Moray but with limited success. Actions have included advertising for sites and conducting procurement procedures for development opportunities and potential purchases. Unfortunately, responses from landowners and developers to these market enquiries have been negligible. Where sites have been offered, issues of infrastructure and servicing constraints have adversely impacted on the financial viability of development. Despite these challenges, it is evident that the acquisition of sites for

development would be the most effective way of delivering affordable housing in areas where affordable contributions have not been forthcoming.

- 6.4 To identify potential acquisition opportunities, officers will carry out a review of available housing sites outwith the main settlement areas in Moray, including the coastal villages and rural locations in Speyside. The review will be informed by the development opportunities coming forward as part of the proposed Moray Development Plan 2020. The proposed plan is currently progressing through the adoption process but proposed sites, unless they are subject to examination by the Scottish Government, can be treated as a material consideration for development management purposes. This will help broaden the range of sites that can be included in the review. In carrying out the review, officers will be working closely with colleagues in Development Plans to identify suitable opportunities.
- 6.5 The review of sites and the development opportunities that emerge will inform the preparation of the Council's next SHIP which will be submitted to the Scottish Government later in November 2019. Details of the SHIP will be submitted to this Committee for consideration in October 2019.
- 6.6 As well as socially rented housing, there are other options for delivering affordable housing in smaller settlements. These options include self-build and support from the Rural Housing Fund. These initiatives are aimed at providing intermediate tenure housing such as low cost home ownership and mid-market rent are intended to address the specific housing needs arising in small communities. Applications to the Rural Housing Fund are made directly to the Scottish Government by local community groups with funding available for local housing need assessments as well as for investment in new housing supply. To date groups in the Carbrach, Findhorn and Tomintoul have received support from the Rural Housing Fund.

## **7. BILBOHALL DEVELOPMENT PROGRAMME**

- 7.1 On 2 April 2019, this Committee agreed that officers could progress the procurement of technical consultants to advance the delivery of the Bilbohall masterplan proposals, with details of the proposed appointment to be presented to Committee in October 2019 for approval (paragraph 11 of the Minute refers). The commission is currently being advertised through Public Contract Scotland and the outcome of the tender process will be presented to this Committee in October 2019.

## **8. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Addressing the shortage of affordable housing in Moray is a key priority of the Corporate Plan and 10 Year Plan, the Council's Local Housing Strategy and the Housing and Property Service Plan. The Council's new build housing programme supports priorities for investment in the provision of new affordable housing to meet need identified in the Local Housing Strategy.

The Council's new build programme supports the aims of the 10 Year Plan by providing new affordable housing for an increasing population and a growing and diversifying economy. The target of 70 Council house completions per annum will be delivered within the investment planning and funding framework of the Moray Affordable Housing programme.

**(b) Policy and Legal**

The affordable housing supply programme contributes to meeting the Council's statutory duties to address housing need in Moray.

**(c) Financial implications**

The report provides details of the funding being made available by the Scottish Government for the Council's housebuilding programme. Funding design team consultancies associated with Bilbohall and former Spynie Hospital, Elgin are available from within existing budgets.

The Council has agreed that 70 new council houses will be built per annum over three years to 2020. The Housing Business Plan has made provision for the borrowing required to fund the Council's housebuilding programme. A review of the Business Plan will be carried out later this year and will assess the capacity of the Business Plan to fund the programme going forward.

**(d) Risk Implications**

There are no risk implications arising from this report.

**(e) Staffing Implications**

There are no staffing implications arising from this report.

**(f) Property**

There are no property implications arising from this report.

**(g) Equalities/Socio Economic Impact**

The housing needs of equalities groups are identified in the Local Housing Strategy (LHS). The Moray Affordable Housing Programme seeks to deliver the housing priorities contained in the LHS.

**(h) Consultations**

This report has been subject to wider consultation with the Corporate Director (Economic Development, Planning and Infrastructure), the Acting Head of Housing and Property, the Head of Direct Services, the Head of Development Services, the Legal Services Manager, Deborah O'Shea (Principal Accountant), the Payments Manager, the Principal Planning Officer (Planning & Development), the Transportation Manager and Caroline Howie, (Committee Services Officer). Any comments received have been reflected in the report.

## **9. CONCLUSION**

**9.1 The report sets out progress on the Council's new build programme and considers some of the challenges of delivering affordable housing in Moray.**

Author of Report: Fiona Geddes, Acting Housing Strategy and  
Development Manager  
Background Papers: Held by HSPM  
Ref: FG/ – Council New Build – 27 August 2019



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**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: ASSIGNATION POLICY REVIEW**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report provides the Communities Committee with an overview of the feedback received during the consultation on the Assigantion Policy and presents the Assigantion Policy for approval.
- 1.2 This report is submitted to Committee in terms of Section III (G) (4) of the Council's Scheme of Administration relating to the allocation and letting of houses and homelessness.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:**

- (i) considers the feedback received during the consultation period set out in Section 4 and APPENDIX I;**
- (ii) approves the revised Assigantion Policy as set out in APPENDIX II; and**
- (iii) agrees that the revised Assigantion Policy will be implemented from 1 November 2019.**

**3. BACKGROUND**

- 3.1 The Housing (Scotland) Act 2001 (Section 32) provides tenants with the right to assign their tenancy provided that they obtain their landlord(s) written consent. Assigantion is where a tenant passes on (assigns) their tenancy and tenancy rights to another person (known as the assignee). The proposed assignee must occupy the house as their only principal home for six months immediately preceding the tenant's formal application to assign.
- 3.2 The Assigantion Policy was approved by the Housing Sub Committee on 27 March 2009 (paragraph 5 of the Minute refers). The Policy sets out the

framework for considering requests to assign a tenancy, including the assessment process, grounds for when consent would be granted and grounds considered reasonable for refusing consent. It assists the Council to address housing need and make best use of its stock.

- 3.3 Communities Committee were advised in a report on 5 February 2019 that changes would require to be made to the Assignment Policy in advance of the commencement of Section 12 the Housing (Scotland) Act 2014 on 1 November 2019 (paragraph 11 of the Minute refers).
- 3.4 On 28 May 2019, the Communities Committee agreed the draft Assignment Policy, subject to a wider consultation of the Council's draft (paragraph 7 of the draft Minute refers). It also agreed that an update on the consultation would be provided to this Committee.

#### **4. CONSULTATION RESPONSES**

- 4.1 The consultation period ran from 31 May until 12 July 2019. The draft policy and an easy to read plain language version of the policy were published on the Council website and a web-based survey was developed to seek feedback.
- 4.2 The consultation was publicised on the Council's website and by social media platforms and feedback was requested from:
- Moray Council tenants;
  - Register of Interested Tenants;
  - Moray Tenant's Forum; and
  - Moray Equalities Forum and other relevant stakeholders.
- 4.3 The survey asked five key questions relating to the revised Assignment Policy. These were:
- i) Do you support the introduction of the revised Assignment Policy?
  - ii) Did you find the revised Assignment Policy easy to read and understand?
  - iii) Is there a section that you would like to see reworded?
  - iv) Is there something that we've missed that you think should be included?
  - v) Is there anything you think should be removed?

Respondents were all invited to provide any general comments that they may have on the revised Assignment Policy.

4.4A total of 79 responses were received.

- 4.5 An overview of the feedback, including details of the comments received along with a response to the comment, are included in **APPENDIX I**. A summary of the feedback for the Assignment Policy is set out below.
- 59 (74.69%) respondents stated that the policy was easy to read and understand. 7 respondents (8.86%) did not answer the question, 7 respondents (8.86%) did not find it easy to read and 6 did not know.

- 4 (5.06%) respondents thought that a section of the policy should be reworded but did not provide detail on which section they were referring to.
- 35 (44.30%) respondents did not think that anything had been missed from this policy. Only 5 respondents (6.33%) thought an item had been missed. The comments returned (detailed in **APPENDIX I**) did not result in any changes to the policy.
- 6 (7.59%) respondents thought that something should be removed from the policy.
- Comments received included:
  - an issue which is already addressed by the policy;
  - legislative duties which the Council must comply with;
  - issues which are out with the remit of the policy; and
  - support for the policy.

4.6 Following consideration of the comments returned during the consultation, no changes have been made to the revised Assignment Policy which is provided as **APPENDIX II** for this Committee's approval.

## **5. POLICY IMPLEMENTATION**

- 5.1 Subject to this Committee's approval, an implementation plan will be developed to support a "go live" date of 1 November 2019. This will include:
- developing revised procedures to support the operation of the Assignment Policy;
  - staff training;
  - a review of all information resources to ensure it reflects the agreed changes, including the Council's website, leaflets and application form;
  - informing tenants of the changes via the website, social media and in the Tenants' Voice newsletter; and
  - publishing the revised Assignment Policy and easy to read version on the Council's website.

## **6. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Moray 2027 and the Service Plan identify the need to address the shortage of affordable housing and tackle homelessness. The Assignment Policy seeks to make the best use of the Council's housing stock and promote healthier citizens and adults living healthier, sustainable independent lives safeguarded from harm.

### **(b) Policy and Legal**

The Housing (Scotland) Act 2014 received Royal Assent on 1 April 2014. It amends some aspects of the law on social housing allocations and management. The Council is required to review its Assignment Policy by 1 November 2019 in order to comply with the legislative changes.

### **(c) Financial implications**

There are no financial implications arising from this report.

**(d) Risk Implications**

There are no risk implications arising from this report.

**(e) Staffing Implications**

There are no staffing implications arising from this report.

**(f) Property**

There are no property implications arising from this report.

**(g) Equalities/Socio Economic Impact**

There are no equalities/socio economic impacts arising from this report.

**(h) Consultations**

Consultation on this report has taken place with the Acting Head of Housing and Property, Housing Needs Manager, Housing Services Manager and Officers within the Housing Service, Acting Housing Strategy and Development Manager, Deborah O'Shea (Principal Accountant), Kathryn Macpherson (Senior Solicitor), Equal Opportunities Officer and Caroline Howie (Committee Services Officer) and any comments received have been incorporated into the report.

**7. CONCLUSION**

**7.1 This report presents the Communities Committee with the outcome of the consultation exercise undertaken on the draft Assignment Policy and seeks Committee approval to implement the revised policy from 1 November 2019.**

Author of Report: Gillian Henly, Senior Housing Officer (Policy)

Background Papers: Assignment Policy Review (28 May 2019)  
Housing (Scotland) Act 2014 Progress Report (5 February 2019)  
Assignment Policy (27 March 2009 – Housing Sub Committee)

Ref: ASSGNPOL2/2019



## APPENDIX I

## Assignment Policy consultation results

<b>Do you support the Assignment Policy?</b>		
<b>Response</b>	<b>Number</b>	<b>%</b>
Yes	50	63.29
No	9	11.39
Don't know	20	25.32
Don't want to answer	0	0
<b>Total</b>	<b>79</b>	<b>100</b>

<b>Did you find the Assignment Policy easy to read and understand?</b>		
<b>Response</b>	<b>Number</b>	<b>%</b>
Yes	59	74.69
No	7	8.86
Don't know	6	7.59
Don't want to answer	7	8.86
<b>Total</b>	<b>79</b>	<b>100</b>

<b>Is there a section of the Assignment Policy that you would like to see reworded?</b>		
<b>Response</b>	<b>Number</b>	<b>%</b>
Yes	4	5.06
No	45	56.97
Don't know	16	20.25
Don't want to answer	14	17.72
<b>Total</b>	<b>79</b>	<b>100</b>

<b>Comments returned</b>	<b>Response to comments received</b>
The complete Policy to be worded in a fair manner to human beings.	The Assignment Policy is based on housing legislation and therefore it is out with the Council's remit to make any amendment to certain parts of the policy. We would need clarity on which specific part of the policy the consultee suggests should be reworded in order to consider the request.
The whole thing.	
The whole policy.	

<b>Is there something that we've missed from the Assignment Policy that you think should be included?</b>		
<b>Response</b>	<b>Number</b>	<b>%</b>
Yes	5	6.33
No	35	44.30
Don't know	20	25.32
Don't want to answer	19	24.05
<b>Total</b>	<b>79</b>	<b>100</b>

Comments returned	Response to comments received
An actual fair process of allocation or assignation policy for vulnerable people and people with disablement. That feeling is considered.	The Assignation Policy is based on and complies with housing legislation.
Family members should be allowed to take over the tenancy if they are supporting the current family member tenant in a care capacity if they are not living there permanently but do have to sleep there on occasion. With a view to living in that home if the family member ends up in care or if passes away.	<p>The eligibility criteria applied in the Assignation Policy is defined in housing law - Section 32 and Schedule 5, Part 2 of the Housing (Scotland) Act 2001 as amended by the Housing (Scotland) Act 2014. The residency requirement is not a new prerequisite. However the existing residency requirement for assignations is extended from 6 months to 12 months and the landlord must also have been informed that the person the tenant wants to assign the tenancy to has moved into the property.</p> <p>The Assignation Policy is not used to determine who may be eligible to live in a house following the death of a tenant. This process is called succession. The criteria that the Council will consider for succession is defined in Section 22 of the Housing (Scotland) Act 2001 as amended by the Housing (Scotland) Act 2014. This includes the eligibility criteria applied to family members taking over a tenancy in the event of a tenant's death.</p>
To be given help with housing if you give up a tenancy.	As part of the application assessment, officers would consider if giving up the tenancy is in the best interests of the tenant and would provide support to the tenant.
You should be able to pass to a family member even if they don't live with you.	In administering rights to assign tenancies, the Council must comply with housing legislation. The primary legislation governing assignations is contained within Section 32 and Schedule 5, Part 2 of the Housing (Scotland) Act 2001 as amended by Section 12 of the Housing (Scotland) Act 2014. This states that the assignee must be 16 years of age or over and have lived in the house as their only or principal home for 12 months or more prior to the application to assign the tenancy.
That any young person 16 or above should be entitled to stay in the property if the named person on the tenancy decides to move.	

<b>Is there something that you think should be removed from the Assignment Policy?</b>		
<b>Response</b>	<b>Number</b>	<b>%</b>
Yes	6	7.59
No	38	48.11
Don't know	14	17.72
Don't want to answer	21	26.58
<b>Total</b>	<b>79</b>	<b>100</b>

<b>Comments returned</b>	<b>Response to comments received</b>
I don't think that it is fair to tenants and their families that houses that are adapted, that families will be turfed out of their homes that they may have been in for years. When I signed my tenancy, I was told that my children would be entitled to stay in our home when I died. I feel that this should be included, as it doesn't take in to account how an upheaval like a loss of home would impact the mental health on top of a loss of a parent/tenant on those family members, especially those with a mental health condition. Whilst I feel that under occupancy is an issue, it should be a choice for those tenants not forced upon them like this is doing. It is bad enough that we don't have the right to buy anymore to create security and increase the councils funding, but to take away tenants choice and control too, is undermining tenants further.	<p>This is not the intention of the policy. Assignations are voluntary requests made by tenants who want to give their tenancy to somebody else. The Council is not asking or forcing the person to give up their tenancy.</p> <p>In the event that the tenant died, the right of family members to continue living the property would be determined by a separate process called succession. Again this right and the criteria are specified in housing law (section 22 and Schedule 3 of the Housing (Scotland) Act 2001 as amended by Section 13 of the Housing (Scotland) Act 2014).</p>
The policy needs to be rewritten.	The Assignment Policy is based on housing legislation and therefore it is out with the Council's remit to make any amendment to certain parts of the policy. We would need clarity on which specific part of the policy the consultee suggests should be reworded in order to consider the request.
12 month living with current tenant.	This is as stated in housing law (Section 32 and Schedule 5, Part 2 of the Housing (Scotland) Act 2001 as amended by Section 12 of the Housing (Scotland) Act 2014) which the Council must adhere to.
I am not convinced that 16 should be the minimum age to be assigned a tenancy. I don't believe a 16 year old is mature	In Scotland any person aged 16 years or over has the right to be on the Housing List and to have a tenancy. This is

<p>enough to live in a property by themselves. Especially as we have insufficient Council housing in Moray, such a property is more likely to be wrecked or severely deteriorated with such a young person or persons living in it on their own. Therefore, I think the minimum age should be raised to 18.</p>	<p>stated in housing law – Section 9 and 10 of Housing (Scotland) Act 2001. The Council must adhere to this.</p> <p>There is no evidence to suggest that a property may be physically at risk due to the age of the tenant. The Council will ensure that in the event a young tenant needs support to manage their tenancy, support will be provided.</p>
<p>I think it is unfair to only be able to pass the tenancy over to someone who has lived in the tenancy for twelve months.</p> <p>It should be available to close friends and family, only after close scrutiny by the housing dept.</p>	<p>As detailed above this criteria is defined by housing legislation which the Council must adhere to. The rationale for introducing restrictions on assignation, subletting, joint tenancies and succession is to help social landlords to make best use of their stock.</p> <p>In the past, social landlords have expressed concern that existing rules did not do enough to prevent scarce social housing stock from being handed over to people who did not genuinely need it.</p>

**Additional comments returned:**

<b>Comments returned</b>	<b>Response to comments received</b>
<p>The policy is very unfair to people in a vulnerable position, who have experienced a death in the family, or to a family member who is caring for an elderly family member, who is about to die. There is no time limit to life of death.</p> <p>The policy does not take into account vulnerable people with disabilities. Some of these houses have been family homes for many years and should consider direct family. Instead of assigning a new citizen to the tenancy. The year period is very long, especially in the case of looking after an elderly person. By caring for them at home, the council is saving £100s of pounds a week. And therefore a family carer who is looking after a family member over a long or short period,</p>	<p>Assignations are voluntary requests made by tenants who want to give their tenancy to somebody else. The Council is not asking or forcing the person to give up their tenancy.</p> <p>The council wrote to all tenants last year to inform them of these changes and to encourage tenants to update the Council on any changes to their household. We regularly advise tenants to do this for example on our website and in the Tenants' Voice newsletter.</p> <p>In the event that the tenant died, the right of family members to continue living in the property would be determined by a separate process called</p>

<p>should have automatic right to the tenancy if agreed by present tenant. There has to be no time limit as death comes at any time.</p> <p>The year limit you have dictated can cause a lot of mental and physical upset to direct family members who would like to carry on the family home but not directly move in, or give up their present property. But will give up tendency on activation of assignee transfer. Basically, A HOUSE FOR A HOUSE, which is very fair.</p>	<p>succession. Again this right and the criteria are specified in housing law (section 22 and Schedule 3 of the Housing (Scotland) Act 2001 as amended by Section 13 of the Housing (Scotland) Act 2014).</p> <p>The timeframes included in the Policy are as defined in legislation which the Council must adhere to.</p>
<p>You state in one section that an applicant may assume consent given if they don't hear from you within one month. That could happen for any reason, so this shouldn't be a guarantee of your consent!</p>	<p>This is as stated in the Housing (Scotland) Act 2001 (Schedule 5, Part 1, paragraph 4) which the Council must adhere to.</p>
<p>Don't know if I have missed it, but should there be checks put in place on the person taking over the tenancy, I said no, but if it was family etc then I'm all for it, but there are more deserving people in need of a house.</p>	<p>As part of the assessment process, the Council will undertake checks to ensure that the person fulfils the criteria as stated in the policy. This will include assessing extent of the assignee's housing need (please refer to Section 7.4 of the Assignment Policy).</p>
<p>Not too sure about the assignee having to take on the tenant's debt, surely it would be better and fairer to chase the tenant for the debt?</p>	<p>The tenant is passing on the tenancy to another party and ending their interest in the tenancy and this would include their liability for any debt. The assignee will be aware of the any housing related debt. As part of the assessment of the application, the Council will consider if any housing related debt is outstanding and how much. Housing related debt can be a reason for refusing an application. However, in some cases the housing related debt may be small. All parties involved must have agreed that the assignee will be responsible for this debt before the assignation is approved.</p>
<p>Everything is easy to understand.</p>	





## MORAY COUNCIL

### Housing and Property Services

### Assignment Policy

#### 1. Scope of the Policy

- 1.1 This policy details the activities and responsibilities involved in facilitating the assignment of a tenancy. Assignment is where a tenant assigns (passes on) their tenancy to another person, known as an assignee. There is no new tenancy, but the rights and responsibilities associated with the tenancy are passed on to the assignee.

#### 2. Strategic context

- 2.1 The Assignment Policy will assist the Council to meet the aims and priorities of its Local Housing Strategy 2019 – 2024, Moray 2027 and Corporate Plan. In particular it will assist the Council to achieve its strategic objective to improve access to housing and alleviate housing need in Moray. The Assignment Policy will also assist the Council to make the best use of its housing stock.

#### 3. Objectives and Principles of the Policy

- 3.1 The overall aim of the Moray Council's Assignment Policy is to assist the Council to meet housing need in Moray.
- 3.2 The specific objectives of the Policy are:
- that assignments are completed in a transparent accountable and consistent manner, which comply with relevant legislation and good practice;
  - to make best use of the housing stock available and consider housing need and demand; and
  - that the Council will refuse assignments that do not comply with the above objective.

3.3 The principles underpinning the Policy are:

- the Council will implement detailed procedures and agreed practices uniformly across the service;
- staff training is provided to ensure that staff are equipped to carry out the roles expected of them; and
- communication with tenants and service users is in “plain language” and will make clear who the appropriate officer is to contact in the case of queries.

#### 4. Legal framework

4.1 The primary legislation governing assignments is contained within Section 32 and Schedule 5, Part 2 of the Housing (Scotland) Act 2001 as amended by Section 12 of the Housing (Scotland) Act 2014. This provides every Scottish secure tenant and short Scottish secure tenant with the right to assign their tenancy as long as:

The tenant:

- has lived in the house as their only or principal home for 12 months immediately before applying to assign the tenancy; and
- has the written consent of the landlord.

The assignee:

- is over 16 years of age; and
- has lived in the house as their only or principal home for 12 months or more prior to the application to assign the tenancy.

The 12 month residency period will only start when the Council has been notified that the person is living in the property as their only or main home.

4.2 In line with the above legislation:

- tenants cannot assign their tenancy without first obtaining the Council’s written consent;
- the Council can only refuse such requests if there are reasonable grounds for refusal;



- if the Council fails to respond to a request to assign a tenancy within one month of the receipt of the application, consent is automatically deemed given.

In the case of short Scottish secure tenants, the right to assign the tenancy is limited to the period of the short Scottish secure tenancy.

- 4.3 The Council will ensure that any information given to it as part of the application process will be used in accordance with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.
- 4.4 The Assignations Policy will adhere to housing and other relevant legislation. In addition to housing legislation detailed in 4.1, this includes, but is not restricted to the following:
- The Housing (Scotland) Act 1987
  - The Human Rights Act 1998
  - The Data Protection Act 2018
  - The Housing (Scotland) Act 2001
  - The Housing Scotland Act 2014
  - The Equality Act 2010
  - The Matrimonial Homes (Family Protection) (Scotland) Act 1981
  - Marriage and Civil Partnership (Scotland) Act 2014

## **5. Equality and diversity**

- 5.1 The Council is committed to preventing discrimination and promoting equality of opportunity for every person who applies for housing. The Council seeks to ensure that the Policy does not discriminate between individuals on the grounds of age, sex, disability, gender reassignment, marital status/civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.
- 5.2 The Council will develop information and advice in a variety of formats such as large print, tape and Braille, upon request. The Council will provide

interpreting services free of charge, where these are required to assist applicants.

## **6. Principal home**

6.1 The requirement that the property be the assignee's only or principal home does not mean that they must reside there all of the time. It is possible that there will be periods of time spent away from the home which does not prevent the property being someone's only or principal home. An assignee will still be regarded as occupying their home even if they are temporarily absent if:

- there are physical signs of their presence in the home; and
- they effectively demonstrate an intention to return to the property.

## **7. Application and assessment process**

7.1 The Council will assess each application to assign a tenancy on its own merits.

7.2 Tenants who wish to assign their tenancy must have informed the Council that the person they wish to assign the tenancy to is living in the house. The person must have been living there for 12 months prior to the application. The 12 month period does not start unless the Council has been notified that the person is living in the property as their only or principal home (Housing (Scotland) Act 2014 Section 12 (2b)).

7.3 Tenants who wish to assign their tenancy must apply to the Council in writing. Any tenant who wishes to assign their tenancy must provide the Council with the following information:

- that the tenant wishes to assign their tenancy;
- the address of their property;
- specific details relating to the assignee:
  - name;
  - how long they have lived with the tenant;

- any absences during previous 12 month period (including lengths and reason for absence);
- the date of the proposed assignation; and
- details of any payment that the tenant may receive if the assignation is granted.

7.4 The proposed assignee will be requested to complete a housing application form (if they have not already done so). This will be assessed in accordance with the Allocations Policy to determine the extent of their housing need. Before consent will be granted, the assessment must demonstrate that the proposed assignee has a significant housing need in contrast with others on the Housing List. Where the person is deemed not to be in housing need, the application may be refused.

7.5 Where appropriate, tenancy references may be sought in the same way as for any other housing applicant and in accordance with the Allocations Policy.

7.6 Each application to assign a tenancy will be assessed to take into account the following:

- the level of housing need that the proposed assignee has;
- the demand for housing in the letting area of the tenancy;
- the suitability of the property; and
- whether the assignation will lead to the property being under occupied or overcrowded.

7.7 If the tenant applying to assign the tenancy is a joint tenant, they are required to obtain the consent of the other joint tenant(s). If the consent is not obtained, the tenancy may not be assigned.

7.8 If the property to be assigned is the matrimonial or family home, the rights of occupation of the spouse or civil partner may be affected by the assignation. Where the consent of the spouse is required the tenant who wishes to assign

the tenancy should endeavour to obtain it from their partner. If the consent is not available, the tenancy may not be assigned.

## **8. Notification of decision**

8.1 The Council will notify the tenant of its decision in writing within one month of receipt of the application to assign the tenancy. In accordance with Schedule 5, Part 2 (13) of the Housing (Scotland) Act 2001, if a decision is not given within this timescale, consent is automatically deemed granted.

8.2 Where consent has been refused the Council will advise the tenant of the reasons for refusal, what action should be taken to address the reasons for refusal and the tenant's rights to appeal the decision (refer to Section 11).

## **9. Consent**

9.1 The application to assign a tenancy may be granted when:

- the proposed assignee's housing application, once assessed in line with the Allocations Policy, demonstrates that the proposed assignee is in housing need; and
- that by assigning the tenancy, the Council will be alleviating housing need and demand in the area.

9.2 When permission to assign the tenancy is granted, the tenancy does not end and a new tenancy does not begin. The tenancy continues. No new tenancy agreement is required. It is the tenant who changes.

9.3 The assignee will be asked to attend a meeting to discuss the content of the tenancy agreement and make them aware of their rights and responsibilities in relation to the tenancy.

9.4 The new tenant will take on all the rights and responsibilities associated with the tenancy, including any outstanding housing debt. The former tenant will no longer be liable for any outstanding housing debt and will not be pursued for debt recovery.

9.5 It is the responsibility of the tenants to advise other relevant authorities and services providers of the assignation arrangements.

## **10. Refusal of consent**

10.1 In line with the Housing (Scotland) Act 2001, the Council cannot unreasonably withhold consent when a tenant applies to assign their tenancy.

10.2 The Council can only refuse a request to assign a tenancy where there are reasonable grounds for refusal. Reasonable grounds, as specified by Section 32 of the Housing (Scotland) Act 2001 (as amended by the Housing (Scotland) Act 2014) include the following examples:

- where the proposed assignee would not receive reasonable preference under the terms of the Allocations Policy;
- where the Council believe that the change in the household will result in the property being under occupied (in line with the Allocations Policy);
- a notice of proceedings for possession has been served on the tenant in line with Section 14 (2) of the Housing (Scotland) Act 2001 which specifies any of the 'conduct' grounds for eviction set out in Schedule 2;
- an order for recovery of possession has been made against the tenant under Section 16 (2) of the Housing (Scotland) Act 2001;
- it appears that the tenant is to receive a payment for the assignation which is other than reasonable;
- where the assignation would lead to overcrowding as defined by the section 139 of Housing (Scotland) Act 1987; or
- the landlord proposes to carry out work on the house or building which would affect the accommodation in question.

10.3 The grounds for refusal taken from legislation are not exhaustive. There is no definitive list of grounds for refusal and each case will be assessed on its own merits. Other factors which may be considered include:

- whether or not the transaction is for unreasonable financial gain;

- where the tenant has housing related debt and there is a risk that this will not be repaid to the Council;
- where the house was designed or adapted for persons with special needs and if the assignation were allowed, there would be no person living in the house who required those designs or adaptation;
- where the proposed assignee has pursued a course of antisocial conduct, or has been convicted of using a previous tenancy for illegal or immoral purposes. Or has had an interim or full ASBO granted against them or a member of their household within the last three years;
- where the proposed assignee does not require accommodation of the type, size or standard that is proposed to be assigned;
- whether the assignation is deliberately intended to circumvent the Allocations Policy. The Council will complete an assessment of the assignee's housing need. Where the applicant is deemed not to be in housing need, the application may be refused.

## **11. Appeals**

- 11.1 If an application to assign a tenancy is refused, the tenant may appeal in writing, in the first instance, to the Housing Services Manager who will review the original decision.
- 11.2 The Housing Services Manager will notify the tenant of the outcome of the review within 4 weeks of receiving the appeal request.
- 11.3 If the tenant is not satisfied with the outcome, the tenant has the right to raise legal proceedings by way of summary application to the Sheriff Court within 21 days. The Council will advise the tenant of this right and advise the tenant to seek independent legal advice.

## **12. Review of Policy**

- 12.1 This policy will be reviewed in 2022, unless an earlier review is required due to legislative changes.



**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: HOUSING AND PROPERTY SERVICES BUDGET MONITORING –  
30 JUNE 2019**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report presents the budget position for the Housing Revenue Account (HRA) and General Services Other Housing Budget for the period up to 30 June 2019.
- 1.2 This report is submitted to Committee in terms of section III G (1) of the Council's Scheme of Administration relating to the management of budgets.

**2. RECOMMENDATION**

- 2.1 It is recommended that Communities Committee considers and notes the budget monitoring report for the period to 30 June 2019.**

**3. BACKGROUND**

- 3.1 The Council agreed the HRA Budget for 2019/20 at its meeting on 27 February 2019 (paragraph 6 of the Minute refers). Housing and Property budget monitoring reports are presented to each cycle of meetings.

**4. HOUSING REVENUE ACCOUNT TO 30 JUNE 2019**

- 4.1 **APPENDIX I** details the HRA budget position to 30 June 2019.
- 4.2 The main expenditure variances relate to:–
- 4.2.1 **Supervision and management** – there are a range of variations within this budget resulting in a net overspend of £9k. There were overspends in void rent loss (£35k), ICT (£16k), subscriptions (£7k) and council tax (£5k). This was reduced by underspends in staffing (£34k), a miscoded payment to SACRO (£11k), Training (£3k), tenant participation (£3k) and other minor underspends (£3k).

- 4.2.2 **Sheltered Housing** – there was an underspend of £2k due to lower than expected energy costs.
- 4.2.3 **Repairs and maintenance** – there was an underspend of £151k in the repairs and maintenance budgets with planned works (£34k), response repairs (£58k) and voids (£59k) all showing underspends to date.
- 4.2.4 **Bad and doubtful debts** – there was an underspend of £21k to date due to fewer write offs than expected being approved in the period.
- 4.2.5 **Downsizing Incentive Scheme** – there was an underspend of £5k with fewer transfers completed in the Quarter 1 than projected.
- 4.2.6 **Service Developments** – the budget of £39k included provision for ICT improvements (£5k), a review of the Housing Business Plan (£12k) and funding for the Research and Information Officer within the Community Safety Team (£22k). The budget is showing a minor underspend of £3k to date.
- 4.2.7 The income at 30 June 2019 was £2k higher than projected outturning at £5,238k for the first quarter.

## **5. OTHER HOUSING BUDGET**

- 5.1 **APPENDIX II** provides details of the budget position to 30 June 2019.
- 5.2 **Planning and Development** consists of Improvement Grants and Affordable Housing budgets. There was an overspend of £2k to date.
- 5.3 **Housing Management** relates to the Gypsy/Traveller Budget. This shows a £7k underspend primarily due to underspends in staffing and the provision of chemical toilets.
- 5.4 **Homelessness/Allocations** comprises of Homelessness and Housing Support services. There was an underspend of £17k in this budget with an underspend in homelessness (£18k) reduced by minor overspends in housing support and homeless persons (combined £1k).
- 5.5 **Miscellaneous General Services Housing** comprises of House Loans, a maintenance bond from Grampian Housing Association and the new complex needs development at Urquhart Place, Lhanbryde. There was an underspend of £7k across the three budgets. An underspend in Urquhart Place (£11k) was reduced by overspend in the maintenance bond (£4k) which is now exhausted.
- 5.6 **The Building Services Budget** is reported in detail separately on this Committee's agenda and any surplus achieved will return to the HRA.
- 5.7 **The Property Services Budget** includes the budgets for the Design Team and Property Resources. There was an underspend of £35k to date with Design showing a £9k underspend and Property £26k.



5.8 As at 30 June 2019, the Other Housing Budget shows a net underspend of £71k.

## **6. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The provision of new affordable housing, the maintenance of the Council's housing stock and dealing with homelessness are priorities identified within the Corporate Plan, the Council's Local Housing Strategy, the Strategic Housing Investment Plan (SHIP) and the Housing and Property Service Plan.

### **(b) Policy and Legal**

There are no policy or legal implications arising from this report.

### **(c) Financial Implications**

The financial implications of this report are considered in Sections 4 and 5 of this report and detailed in **APPENDICES I** and **II**.

### **(d) Risk Implications**

Budget managers are aware of their responsibilities for managing budget allocations and approval for variance will be sought from the Committee in line with Financial Regulations.

### **(e) Staffing implications**

None.

### **(f) Property**

None.

### **(g) Equalities/Socio Economic Impact**

There are no equalities/socio economic impacts arising from this report.

### **(h) Consultations**

This report has been prepared in close consultation with Finance staff. Consultation on this report has been carried out with Deborah O'Shea (Principal Accountant), Legal Services Manager, Senior Managers within Housing and Property Services, and Caroline Howie (Committee Services Officer) who all agree the content of the report where it relates to their area of responsibility.

## **7 CONCLUSION**

**7.1 This report sets out the budget position for the HRA and General Services Housing budgets to 30 June 2019 and also comments on the variances on these budgets.**

Author of Report: Graeme Davidson, Acting Head of Housing and Property  
Background Papers: Held by author  
Ref: CC/JS/LS – Housing Budgets –



## Housing Revenue Account

## Appendix I

## Budget Monitoring to 30th June 2019

Service Description	Annual Budget 2019-20	Budget to 30th June 2019	Actual to 30th June 2019	Variance to 30th June 2019
<b>Expenditure</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Supervision & Management	4,272	804	813	(9)
Sheltered Housing	33	7	5	2
Repairs and Maintenance	6,707	1,347	1,196	151
Financing Costs	4,325	0	0	0
Bad & Doubtful Debts	250	25	4	21
CFCR	3,705	0	0	0
Downsizing Incentive Scheme	72	18	13	5
Service Development	39	10	7	3
<b>Total Gross Expenditure</b>	<b>19,403</b>	<b>2,211</b>	<b>2,038</b>	<b>173</b>
<b>Income</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Non-dwelling rents	214	69	70	1
House rents	19,062	5,144	5,140	(4)
IORB	35	0	0	0
Other income	92	23	28	5
<b>Total Income</b>	<b>19,403</b>	<b>5,236</b>	<b>5,238</b>	<b>2</b>
<b>Surplus / (Deficit) for the year</b>	<b>0</b>	<b>3,025</b>	<b>3,200</b>	<b>175</b>
<b>Accumulated Surplus Balance brought forward</b>			<b>1,172</b>	
<b>Estimated Surplus Balance at 31st March</b>			<b>1,172</b>	



## General Services Housing &amp; Property

## Appendix II

Monitoring to 30th June 2019

<b>Service Description</b>	<b>Annual Budget 2019-20  £'000</b>	<b>Budget to 30th June 2019  £'000</b>	<b>Actual &amp; Committed to 30th June 2019  £'000</b>	<b>Variance at 30th June 2019  £'000</b>
<b>Planning &amp; Development</b>	284	26	28	(2)
<b>Housing Management</b>	16	8	1	7
<b>Homelessness / Allocations</b>	2101	544	527	17
<b>Miscellaneous General Services Housing</b>	(21)	(5)	(12)	7
<b>Building Services</b>	0	139	132	7
<b>Property Services</b>	1300	136	101	35
<b>General Services Housing &amp; Property Savings</b>	(344)	0	0	0
<b>General Services Housing &amp; Property Allocations</b>	(170)	0	0	0
<b>General Services Housing &amp; Property Total</b>	<b>3166</b>	<b>848</b>	<b>777</b>	<b>71</b>





**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: HOUSING INVESTMENT 2019/20**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report informs the Communities Committee of the budget position to 30 June 2019 for the Housing Investment Programme for 2019/20.
- 1.2 This report is submitted to Committee in terms of Section III G (3) of the Council's Scheme of Administration relating to the maintenance of the Council's housing stock.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Committee considers and notes the position as at 30 June 2019 with regards to the Housing Investment Programme for 2019/20.**

**3. BACKGROUND**

**Investment Programme**

- 3.1 **APPENDIX I** shows income and expenditure for 2019/20. The Appendix includes expenditure on the Council house new build programme as 'Other Capital Expenditure'. This, however, is now the subject of a separate monitoring report and the figure is provided for information only. Spend of £1.613m was achieved on the Housing Investment Programme to 30 June 2019, which represents 12% of the agreed programme. Commitments are currently standing at £7.143m, which represents 55% of the programme. This commitment will increase further during the year as more projects are progressed. The level of expenditure within the individual budget headings which make up the programme are shown in paragraphs 3.2 to 3.5 below. The expenditure figure represents all payments which have progressed through the finance system to 30 June 2019. The Housing Investment Programme for 2019/20 continues to reflect investment required to maintain the housing stock at the Scottish Housing Quality Standard (SHQS), attain the Moray Standard (TMS) and replace life expired elements such as kitchens, heating and windows on a lifecycle basis. It also includes capital expenditure aimed at achieving the Energy Efficiency Standard for Social Housing (ESSH) by 2020 and moving towards ESSH2.

- 3.2 **APPENDIX II** shows expenditure on Response and Void Repairs. Spend was £555k to 30 June 2019 and represents 14% of the agreed programme. Commitment currently stands at £2.053m and represents 52% of the budget.
- 3.3 **APPENDIX III** shows expenditure on Estate Works. Spend of £78k was achieved to 30 June 2019 and represents 12% of the agreed programme level. Commitment currently stands at £151k and represents 23% of the programme. The annual estate walkabouts have been arranged for September 2019 and will identify the works to be prioritised during the year.
- 3.4 **APPENDIX IV** shows expenditure on Cyclic Maintenance. Spend of £138k was achieved to 30 June 2019 and represents 14% of the agreed programme level. Commitment currently stands at £733k and represents 77% of the budget.
- 3.5 **APPENDIX V** shows expenditure on Planned Maintenance and Other Investments. Spend of £842k was achieved to 30 June 2019 and represents 11% of the agreed programme level. Commitment currently stands at £4.206m and represents 57% of the programme.

#### **General Programme Updates**

- 3.6 A total of 54 properties had asbestos tanks, associated debris or other asbestos containing materials (ACM's) removed during the 2018/19 financial year and 21 further properties have had removals carried out during the current financial year. The presence of asbestos materials in some properties continues to have an impact on the Council's planned maintenance and void works. However, removal works are implemented in advance wherever possible in order to keep any delays to a minimum. A new Asbestos Survey Strategy introduced during 2018/19 has significantly reduced the extent of such delays through the use of typical 'house type surveys' to be used to assess the extent of asbestos in similar houses and allow works to commence on a risk based approach. There have been some delays with no access to properties for surveys and this is being addressed in amended processes by Housing staff.
- 3.7 Contractors involved in the Warm Homes Fund heating project being carried out in conjunction with Perth and Kinross Council, Scottish and Southern Energy (SSE) and Scotia Gas Networks (SGN) have now commenced work on site and have completed 66 installations to date. It is envisaged that the remaining 40 installations will be completed by December 2019.
- 3.8 The contractor appointed to carry out 127 EESSH related heating replacements during 2018/19 completed all the properties as well as a further 20 replacements related to Scottish Housing Quality Standard (SHQS) failures within the financial year. The same contractor has now been issued with 196 addresses which are a mixture of EESSH failures and normal lifecycle heating replacements for completion during the 2019/20 financial year. It is envisaged that all properties will be completed by December 2019, with 41 properties having been completed to date. The contracts noted in sections 3.7 and 3.8 will assist with meeting EESSH and maintaining houses at the SHQS through the replacement of older inefficient gas and electric heating systems with new energy efficient gas heating.



### **Income and Expenditure for Private Sector Housing**

- 3.9 **APPENDIX VI** shows the position with regard to grant expenditure for Private Sector Housing Grants to 30 June 2019. The budget in category B is now the responsibility of the Moray Integration Joint Board and the information is only for noting at this Committee. The legally committed figure of £215k represents 43% of the allocated budget. Spend to 30 June 2019 was £129k which represents 26% of the allocated budget.
- 3.10 The legally committed figure of £55k in Category C represents 52% of the allocated budget. Spend to 30 June 2019 was £28k which represents 27% of the allocated budget. It is expected that the budget figures will be met.

## **4. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

This proposal relates to:

Priority 1 – Creating a growing, diverse and sustainable economy; and  
Priority 2 - Empowering and connecting communities.

### **(b) Policy and Legal**

Maintenance and improvement works are carried out in order to meet statutory legal requirements and in accordance with current relevant policies.

### **(c) Financial implications**

The financial implications associated within this report are dealt with in paragraphs 3.1 to 3.10 above, with details of the Council house new build programme now being the subject of a separate monitoring report.

### **(d) Risk implications**

Failure to expend agreed budgets may affect the Council's ability to maintain its stock at the SHQS, replace life expired elements and attain the EESSH. Budget Managers are aware of their responsibilities for managing budget allocations and approval for variance will be sought from Committee in line with the Financial Regulations.

### **(e) Staffing implications**

There are no staffing implications associated with this report.

### **(f) Property**

The improvement and maintenance of the housing stock will ensure that it remains sustainable in the longer term both physically and environmentally.

### **(g) Equalities/Socio Economic Impact**

There are no equalities issues associated with this report as it is to inform the Committee on budget monitoring.

### **(h) Consultations**

Consultations have taken place with the Acting Head of Housing and Property, Property Resources Manager, Building Services Manager, Legal

Services Manager, Principal Accountant (Deborah O'Shea), Caroline Howie (Committee Services Officer) and the Home Improvement Services Manager, who agree with the sections of the report relating to their areas of responsibility.

## **5. CONCLUSION**

- 5.1 Housing investment for both the Council's housing stock and the private sector enables the Council to address the identified priorities to improve the quality of housing stock in Moray. More specifically, the investment in the Council's housing stock enables it to be maintained at the Scottish Housing Quality Standard, allows for replacement of life expired elements and makes progress towards the attainment of both the Moray Standard and the Energy Efficiency Standard for Social Housing.**

Author of Report: Daska Murray, Senior Housing Officer (Information)  
Background Papers: Held on file/sharepoint  
Ref: DM/COMM27AUG/HINV

## INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2019/20

30 June 2019  
(all amounts in £'000)

## HOUSING INVESTMENT PROGRAMME

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
<b>Expenditure</b>						
Response & Void Repairs	3,951	2,053	52%	555	14%	3,396
Estate Works	651	151	23%	78	12%	573
Cyclic Maintenance	955	733	77%	138	14%	817
Planned Maintenance (Revenue)	1,125	667	59%	406	36%	719
Planned Maintenance (Capital)	5,884	3,460	59%	378	6%	5,506
Other Investment (Revenue)	10	0	0%	0	0%	10
Other Investment (Capital)	350	79	23%	58	17%	292
<b>Sub Total</b>	<b>12,926</b>	<b>7,143</b>	<b>55%</b>	<b>1,613</b>	<b>12%</b>	<b>11,313</b>
<b>Other Capital Expenditure</b>						
New Build - Capital Costs	17,131			2,370		
<b>Total</b>	<b>30,057</b>			<b>3,983</b>		
<b>Funded by</b>						
HRA Revenue	6,692			1,177	18%	
Government Grant	6,898			630	9%	
Use of Council Tax Discount	525			0	0%	
Prudential Borrowing	12,237			2,176	18%	
Capital Receipts	0			0	n/a	
Useable Capital Receipts	0			0	n/a	
C.F.C.R	3,705			0	0%	
<b>Total</b>	<b>30,057</b>			<b>3,983</b>	<b>13%</b>	



## INVESTMENT PROGRAMME EXPENDITURE 2019/20

30 June 2019  
(all amounts in £'000)

Item 9

## RESPONSE AND VOIDS REPAIRS

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
West Area Office	1,137	678	60%	192	17%	945
East Area Office	882	663	75%	105	12%	777
Void House Repairs	1,372	623	45%	169	12%	1,203
Gas Heating Repairs	560	89	16%	89	16%	471
	<b>3,951</b>	<b>2,053</b>	<b>52%</b>	<b>555</b>	<b>14%</b>	<b>3,396</b>



## INVESTMENT PROGRAMME EXPENDITURE 2019/20

30 June 2019  
(all amounts in £'000)

## ESTATE WORKS

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
Garage Upgrades	25	11	44%	0	0%	25
Asbestos	258	38	15%	33	13%	225
Landscape Maintenance	35	3	9%	3	9%	32
Estates/Forum Upgrades	258	70	27%	13	5%	245
Miscellaneous	75	29	39%	29	39%	46
	<b>651</b>	<b>151</b>	<b>23%</b>	<b>78</b>	<b>12%</b>	<b>573</b>





## INVESTMENT PROGRAMME EXPENDITURE 2019/20

30 June 2019  
(all amounts in £'000)

## CYCLIC MAINTENANCE

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
Gas Servicing	213	192	90%	50	23%	163
Solid Fuel Servicing	41	37	90%	5	12%	36
Air Source Heat Pump Servicing	82	74	90%	6	7%	76
Smoke Detector Servicing	120	108	90%	5	4%	115
PPR & External Painterwork	271	243	90%	62	23%	209
General Servicing	88	79	90%	10	11%	78
Inspections/House Surveys	140	0	0%	0	0%	140
	<b>955</b>	<b>733</b>	<b>77%</b>	<b>138</b>	<b>14%</b>	<b>817</b>



## INVESTMENT PROGRAMME EXPENDITURE 2019/20

30 June 2019  
(all amounts in £'000)

## PLANNED MAINTENANCE &amp; OTHER INVESTMENTS

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
Kitchens and Bathrooms	1,375	854	62%	186	14%	1,189
Central Heating	2,527	1,489	59%	40	2%	2,487
ESSH Programme	1,189	752	63%	2	0%	1,187
Doors and Windows	793	365	46%	150	19%	643
<b>Sub Total (Capital)</b>	<b>5,884</b>	<b>3,460</b>	<b>59%</b>	<b>378</b>	<b>6%</b>	<b>5,506</b>
Rainwatergoods	200	129	65%	29	15%	171
Roof and Fabric Repairs	225	75	33%	54	24%	171
Plumbing Upgrades	200	273	137%	258	129%	-58
Electrical Upgrades	150	136	91%	30	20%	120
Safety & Security	20	17	85%	0	0%	20
Common Stairs	20	6	30%	6	30%	14
Insulation	200	3	2%	2	1%	198
Sheltered Housing	10	0	0%	0	0%	10
Decoration Vouchers	50	5	10%	5	10%	45
Shower Installations	50	23	46%	22	44%	28
<b>Sub Total (Revenue)</b>	<b>1,125</b>	<b>667</b>	<b>59%</b>	<b>406</b>	<b>36%</b>	<b>719</b>
Disabled Adaptations	350	79	23%	58	17%	292
<b>Sub Total (Other Capital)</b>	<b>350</b>	<b>79</b>	<b>23%</b>	<b>58</b>	<b>17%</b>	<b>292</b>
Enabling Projects	10	0	0%	0	0%	10
<b>Sub Total (Other Revenue)</b>	<b>10</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>10</b>
<b>Total</b>	<b>7,369</b>	<b>4,206</b>	<b>57%</b>	<b>842</b>	<b>11%</b>	<b>6,527</b>



APPENDIX VI

PRIVATE SECTOR HOUSING GRANT  
SCHEME OF ASSISTANCE - 2019/20

30 June 2019  
(all amounts in £'000)

<b>CATEGORY</b>	Budget Allocation 2019/20	Spend to date	Balance	Legally Committed Item 9	Completed Cases
<b>Independent Living</b>					
Category A (Revenue)	8	0	8	8	0
Category B	500	129	371	215	17
Category C	105	28	77	55	4
<b>Overall Total</b>	<b>613</b>	<b>157</b>	<b>456</b>	<b>278</b>	<b>21</b>

<b>CATEGORY DESCRIPTIONS</b>	
Category A	External agency running costs
Category B	Grant Assistance to aid Independent Living - Adaptations
Category C	Grant Assistance to aid Independent Living - House Condition Works





**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: HOUSING PERFORMANCE REPORT – QUARTERS 3, 4 AND ANNUALLY FOR 2018/19**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING AND INFRASTRUCTURE)**

## **1. REASON FOR REPORT**

- 1.1 To inform the Committee of the performance of the Housing Service for the period from 1 October 2018 to 31 March 2019 and the annual performance for 2018/19. This report also updates the Committee on the outcome of the Scottish Housing Regulator's recent review of its regulatory framework.
- 1.2 This report is submitted to Committee in terms of Sections III (A) (4) and (G) (15) of the Council's Scheme of Administration relating to public performance reporting and the Council's Performance Management Framework.

## **2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:**

- i) scrutinises performance outlined in this report;**
- ii) agrees the recommended target changes for 2019/20 listed in APPENDIX II;**
- iii) agrees the suggested amendments to the performance framework listed in APPENDIX III;**
- iv) approves the first annual Assurance Statement in APPENDIX IV; and**
- v) notes that the annual performance report for tenants and other customers will be shared with this Committee in December 2019.**

## **3. BACKGROUND**

- 3.1 On 22 May 2013, Moray Council agreed that information relating to performance will be reported on a 6 monthly basis and will include information showing the direction of travel of performance indicators (whether performance is improving or deteriorating) (paragraph 8 of the Minute refers).

3.2 On 13 September 2016, this Committee approved a revised housing performance management framework (paragraph 14 of the Minute refers). A number of local and operational indicators were removed from the reports and these are now monitored by service managers. The performance achieved by the Housing Service in Quarter 3-4 and annually for 2018/19 is presented in **APPENDIX I**.

#### **4. SUMMARY OF PERFORMANCE**

4.1 The table below sets out the Council's performance which is monitored through 72 indicators across 6 service activities. For 26 of these indicators, performance against target is reported to Committee on a six-monthly basis. The remaining indicators are either reported against target on an annual basis or are contextual indicators included for information only.

<b>Outcomes/Standards</b>	<b>No. of Indicators</b>	<b>Green Performing Well</b>	<b>Amber Close monitoring</b>	<b>Red Action Required</b>	<b>Annual PI/Data Only</b>
Customer/Landlord Relationship	10	0	0	6	4
Housing Quality and Maintenance	13	3	2	7	1
Neighbourhood and Community	3	0	2	1	0
Access to Housing and Support	32	6	2	1	23
Getting Good Value from Rents and Service Charges	10	2	2	2	4
Gypsy/Travellers	4	1	0	0	3
<b>Total</b>	<b>72</b>	<b>12</b>	<b>8</b>	<b>17</b>	<b>35</b>
<b>Percentage</b>	<b>100%</b>	<b>16.7%</b>	<b>11.1%</b>	<b>23.6%</b>	

#### **5. AREAS OF GOOD PERFORMANCE**

5.1 Performance against targets in Quarters 3-4 and annually for 2018/19 is generally good across most service activity areas.

##### **Housing Quality and Maintenance**

5.2 Good performance continues on response repairs timescales. The 4 hour target for the average time to complete emergency repairs (*indicator 2.7*) was achieved in Q3 (2.8 hours), Q4 (2.5 hours) and annually for 2018/19 (2.6 hours). Similarly, the 10 working day target for the average time to complete non-emergency repairs (*indicator 2.8*) was met in Q3 (7.4 working days), Q4 (8.1 working days) and annually for 2018/19 (7.5 working days).

5.3 At 31 March 2019, 100% of properties with a gas appliance had a gas safety record and check completed by the anniversary date (*indicator 2.8*).



## **Access to Housing and Support**

- 5.4 The 80 day target for the average time to complete applications for medical adaptations (*indicator 4.4*) was met in Q3 (55 days) and Q4 (65 days). The annual performance for 2018/19 was 45 days. However, major adaptations took an average of 184 days to complete. The budget and governance of adaptations to Council housing has now been transferred to the Moray Integration Joint Board (MIJB). The Housing Service continues to work closely with Health and Social Care Moray who are responsible for driving improvements and efficiencies in the delivery of adaptations. Since this area is the responsibility of the MIJB, it is proposed that this indicator is converted to a data only indicator and performance will be monitored through the maintenance partnership agreement.
- 5.5 The 100% target for the percentage of households requiring temporary accommodation to which an offer was made (*indicator 4.7*) was met throughout 2018/19.
- 5.6 The percentage of temporary accommodation offers refused (*indicator 4.8*) met the 7% target in Q3 (5.9%), Q4 (4.7%) and the annual performance for 2018/19 was close to target (7.5%). During the year, the Council reduced and eventually terminated the use of a private sector provider which was responsible for a high proportion of refusals.
- 5.7 The Council operates three lists for housing applicants and uses quotas to guide the number of allocations made to each list (*indicator 4.18*). For 2018/19 the targets were set at 40% of allocations to the homeless list, 40% to the waiting list and 20% to housing transfers. Each list has a small permitted variation of +/-5%. In 2018/19, 42% of allocations were made to the homeless list, 33% were made to the waiting list and 25% were made to the transfer list. New quota targets for 2019/20 were approved by this Committee on 28 May 2019 (paragraph 8 of the Minute refers) and are listed in **APPENDIX II**.

## **Getting Good Value from Rents and Service Charges**

- 5.8 Despite the full roll out of Universal Credit from June 2018, good performance in rent arrears has been maintained. The 2.8% target for gross rent arrears as a percentage of rent due (*indicator 5.3*) was met in Q3 (2.6%), Q4 (2.6%) and annually for 2018/19 (2.4%). The Housing Service has recently joined the Scottish Rent Forum which aims to mitigate the impact of Universal Credit and share good practice with other social landlords.

## **Gypsy/Travellers**

- 5.9 There was a significant reduction in the number of new encampments during Q3 and Q4. The 100% target for the percentage of new unauthorised encampments visited within target timescales (*indicator 6.2*) was met in Q3 (100%) and Q4 (100%). The annual performance for 2018/19 was 96%.

## **6. AREAS FOR IMPROVEMENT**

### **The Customer/Landlord Relationship**

- 6.1 The percentage of tenants satisfied with the overall service provided by their landlord (*indicator 1.1*) is drawn from the 2018 Tenant Survey. The result for this indicator at 79.6% is broadly similar to the 2015 survey.

- 6.2 Local authorities must follow a model complaints handling procedure developed by the Scottish Public Services Ombudsman (SPSO). A first stage complaint is more appropriate for an immediate resolution and dealt with through a frontline solution and a second stage tends to be more complex and requires investigation. The 100% target for responding to first stage complaints within 5 working days (*indicator 1.5a*) was not met in Q3 (75.6%) but there was an improvement in Q4 (84.8%). There was also a slight improvement in the annual performance for 2018/19 (78.7%). Analysis by officers has indicated that efforts to resolve first stage complaints have been adversely impacted by difficulties in making contact with tenants within the target timescale. The 100% target for responding to second stage complaints within the SPSO target of 20 working days (*indicator 1.5b*) was not met in Q3 (45.5%) and Q4 (62.5%). The annual performance for 2018/19 was 64.4%. Although there was a decrease in volume, the content of second stage complaints was often complex and involved, with responses requiring significant research and officer time.
- 6.3 The 90% target for responding to MSP enquiries (*indicator 1.7b*) was not achieved in Q3 (44.4%) or Q4 (65.8%). There was an improvement in the annual performance for 2018/19 (74.2%) despite a substantial increase in the number of enquiries received compared to the previous year. Officers are closely monitoring timescales on all complaints/MSP targets to ensure performance is improved during 2019/20.

#### **Housing Quality and Maintenance**

- 6.4 Changes have been made to the calculation for the percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (*indicator 2.1*) and the percentage meeting National Home Energy Rating (NHER)/Standard Assessment Procedure (SAP) ratings (*indicator 2.2a*) to align with the Scottish Housing Regulator's reporting method. In addition, a review of cloned data has confirmed that some Energy Performance Certificate (EPC) ratings have been overstated and 241 properties have been identified which do not meet the SHQS. It is intended to reduce these non-compliant properties to 141 during 2019/20 with the aim of completing the remainder during the following year. At 31 March 2019, 92.5% of the Council's stock met the SHQS. A full house condition survey during 2019/20 will include a comprehensive energy survey of the stock to provide accurate baseline data.
- 6.5 All social landlords in Scotland must bring their properties up to the Energy Efficiency Standard for Social Housing (EESH) by December 2020 (*indicator 2.2b*). At 31 March 2019, 57.4% of the Council's properties were EESH compliant which was below the target of 65.75%. A significant amount of the remaining properties require exceptionally high cost improvements in order to achieve the EESH and this will clearly be challenging within the context of existing budgets. A stock condition survey will be carried out during 2019/20 and on its completion Officers will consider how to address these high cost properties and review the potential to deliver the EESH. It should be noted that high cost properties can be exempted from EESH compliance and that this will be considered as part of the review. It is recommended that the existing target remains pending the outcome of the stock condition survey.

- 6.6 The percentage of tenants satisfied with the standard of their home when moving in (*indicator 2.3*) is gathered from surveys sent to all new tenants. Performance was below the 90% target in Q3 (81.8%), Q4 (77.8%) and annually for 2018/19 (80.7%). During 2018/19 only 14 tenants expressed dissatisfaction and for a variety of reasons. The low number of responses makes it difficult to identify a pattern but the comments received mainly related to property condition, cleanliness and problems with heating. These issues will be addressed as part of the Council's ongoing void management improvement actions.
- 6.7 The percentage of tenants satisfied with the repairs and maintenance service (78.6%) (*indicator 2.14*) is drawn from the 2018 Tenant Survey. Improvement actions relating to the Tenant Survey form part of a separate item on this Committee's agenda.
- 6.8 The 98% target for completing planned maintenance works within the agreed programme (*indicator 7.6*) was not met for 2018/19. This was mainly due to a reduction in requirement for EESSH expenditure at mid-point in the year and a lack of progress on kitchen replacements due to resourcing issues within Building Services DLO. These issues were reported to Communities Committee as part of the report on the Housing Investment programme on 28 May 2019 relating to near-final 2018/19 expenditure (paragraph 13 of the draft Minute refers).

#### **Neighbourhood and Community**

- 6.9 There was a slight decrease in performance on antisocial behaviour (*indicator 3.4*) which met the 90% target in Q3 (94.2%) but fell during Q4 (72.8%). This had an impact on the annual performance for 2018/19 (87.1%). A review of antisocial behaviour processes will be carried out in 2019/20.

#### **Access to Housing and Support**

- 6.10 The 90% target for the percentage satisfied with the quality of temporary accommodation (*indicator 4.9*) was met in Q3 (92.3%) but was not achieved in Q4 (80%). The annual performance for 2018/19 was 85.5%. There was a low response rate with only four respondents expressing dissatisfaction with one having provided good feedback throughout the survey, suggesting they had simply selected the wrong box. The Scottish Government have recently consulted on temporary accommodation standards. The consultation ended on 14 August 2019 but implementation timescales are not yet known.

#### **Getting Good Value from Rents and Service Charges**

- 6.11 The percentage of rent lost due to voids (*indicator 5.4*) did not meet the 0.63% target in Q3 (0.83%), Q4 (0.78%) or annually for 2018/19 (0.85%). Similarly, the 32 day target for the average time to re-let empty properties (*indicator 5.6*) was not achieved in Q3 (47 days), Q4 (52 days) and annually for 2018/19 (48 days). The key driver of poor performance was the length of time to complete repairs to void properties. Officers have recently implemented a pilot in one housing management area which will include a range of measures to reduce repair time. A wider review of void procedures has been carried out during the year and was implemented on 1 July 2019.

## **7. PERFORMANCE TARGETS FOR 2019/20**

- 7.1 Performance targets across all indicators have been reviewed. Historical and national performance results have been considered and suggested target changes for 2019/20 are detailed in **APPENDIX II**. Indicators have been updated as set out in paragraph 8.2.

## **8. SCOTTISH SOCIAL HOUSING CHARTER PERFORMANCE**

- 8.1 The Scottish Housing Regulator (SHR) requires landlords to monitor progress against the outcomes and standards of the Scottish Social Housing Charter (SSHC). The Council's Annual Return on the Charter (ARC) was submitted in May 2019.

### **Statutory Performance Indicators**

- 8.2 Following a review of its regulatory framework, the SHR updated the statutory performance indicators for submission in the 2019/20 ARC. As a result some changes are required to the Housing Service's performance framework. Some indicators have been removed but it is proposed that these be converted to local indicators while the service considers whether these should continue to be monitored. The suggested amendments to the performance framework are set out in **APPENDIX III**. Only a few of the new indicators have suggested targets based on guidance or legislative requirements, the remainder may be considered for a target once national performance is known.

### **Annual Performance Report**

- 8.3 Social landlords must produce an annual report on their performance for tenants and other customers which details how they are achieving or progressing towards the outcomes and standards of the SSHC. The SHR expects tenants to be involved in decisions about the content and format of the report.
- 8.4 The Moray Tenants' Forum has agreed the format of this year's report and has also recommended that, in order to minimise costs, the report should only be available in paper form on request but would also be made available at access points, homeless hostels and for tenant representatives. The report will be publicised online, on social media and within the Tenants' Voice newsletter. As the report was only sent to tenants on request a low number of feedback forms were received from the 2017/18 report but these were all positive responses.
- 8.5 The SHR expect social landlords to make their annual performance report available by no later than 31 October 2019. The SHR will publish the ARC results for all landlords on 31 August 2019. The tight timescales between the SHR publication and drafting of the annual report does not fit well with the Committee cycle. It is intended to present a final version of the report to Committee in December 2019.

### **Annual Assurance Statement**

- 8.6 On 20 November 2018, this Committee was informed that the SHR would be asking social housing landlords to submit an assurance statement between April and October of each year (Paragraph 11 of the Minute refers).

- 8.7 The statement must be made by the landlord's governing body or relevant committee and be available to tenants and other service users. The statement will form the basis of the SHR's risk assessment and level of engagement with the landlord. The statement must:
- confirm the landlord meets all of the relevant requirements set out in its regulatory framework which can be found online at [www.scottishhousingregulator.gov.uk/for-landlords/regulatory-framework](http://www.scottishhousingregulator.gov.uk/for-landlords/regulatory-framework);
  - set out any areas of material non-compliance and describe improvement actions and timeframes for these;
  - confirm that appropriate evidence has been considered to support the level of assurance given by the governing body or Committee; and
  - confirm the date of the meeting of the governing body or Committee.
- 8.8 Landlords should also consider feedback from tenants and other service users as part of its assurance framework to gain an objective view of how the organisation is performing in terms of the 16 standards and outcomes within the Scottish Social Housing Charter.
- 8.9 In reaching a decision about non-compliance, the Committee must decide whether the issue is material. The Committee should consider whether an issue:
- seriously affects the interests and safety of tenants or other service users;
  - threatens the stability, efficient running or viability of service delivery arrangements; or
  - brings the landlord into disrepute, or raises public or stakeholder concern about the organisation or the social housing sector.
- 8.10 Landlords must notify the SHR if there are any material changes to the statement once it has been submitted. This could include new areas of non-compliance or positive developments such as the completion of planned improvement works.
- 8.11 In line with the guidance issued by the SHR on the content of the assurance statement, a draft has been prepared for the Committee to consider and approve. This can be found in **APPENDIX IV**. Since some properties have been identified which fail to meet the Scottish Housing Quality Standard as detailed in section 5.2, it is suggested that Housing Quality and Maintenance would be an area of non-compliance, and this is reflected in **APPENDIX IV**.

## 9. **SUMMARY OF IMPLICATIONS**

### (a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The monitoring and management of performance assists the Council to continue to improve its housing services and helps to manage assets more effectively to provide the best outcomes for tenants and other service users. It also promotes safer communities and adults living healthier, sustainable independent lives safeguarded from harm, which meets the key objectives of the Corporate Plan and the Housing and Property Service Plan.

**(b) Policy and Legal**

Reporting on Scottish Social Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

**(c) Financial implications**

There are no financial implications arising directly from this report.

**(d) Risk Implications**

There are no risk implications arising directly from this report.

**(e) Staffing Implications**

There are no staffing implications arising directly from this report.

**(f) Property**

There are no property implications arising directly from this report.

**(g) Equalities/Socio Economic Impact**

There are no equalities/socio economic impact implications arising directly from this report.

**(h) Consultations**

Consultation on this report has been carried out with the Acting Head of Housing and Property, senior managers within Housing and Property and the Committee Services Officer (Caroline Howie) and comments, where relevant to their areas of responsibility, have been incorporated in this report.

**10. CONCLUSION**

**10.1 This report provides an analysis of performance for Q3-4 and annual performance for 2018/19. Where performance is below target, actions for improvement have been identified.**

**10.2 The report suggests amendments to the performance framework for 2019/20 and includes a draft of the Council's first assurance statement for consideration and approval prior to its submission to the Scottish Housing Regulator.**

Author of Report: Daska Murray, Senior Housing Officer (Information)  
Background Papers: Held by the author  
Ref:

APPENDIX I




Item 10





## 2018/19 Housing and Property Services Performance Report Performance Indicators

### 1. THE CUSTOMER/LANDLORD RELATIONSHIP








Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4	Q1	Q2	Q3	Q4	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	79.6%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. The result for this indicator is broadly similar to the 2015 survey. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	76.3%	Not measured for Quarters					See 1.1.	
Nat(b)	H1.4a % of 1st stage complaints resolved		98.8	98.3	100	95.6	100	92	97.8	100	Complaints indicators have been re-calculated from Quarter 1 following advice received at Scottish Housing Network Validation Visit in April 2019.	
Nat(b)	H1.4b % of 2nd stage complaints resolved		92.3	93.3	90	84.8	82.4	75	91.7	61.5	See 1.4a.	
Nat(b)	H1.4c % of complaints upheld		48.1	38	54.7	26.8	51	57.1	51.8	58.5	See 1.4a.	
Nat(b)	H1.5a % of 1st stage complaints dealt with within SPSO timescales	100	96.5	77.8	78.7	97.7	80	73.9	75.6	84.8	Analysis by officers has indicated that efforts to resolve first stage complaints have been adversely impacted by difficulties in making contact with tenants within the target timescale.	
Nat(b)	H1.5b % of 2nd stage complaints dealt with within SPSO timescales	100	85.4	74.3	64.4	100	71.4	75	45.5	62.5	Although there was a decrease in volume, the content of second stage complaints was often complex and involved, with responses requiring significant research and officer time.	

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	N/A	68.8%	Not measured for Quarters					See 1.1.	
Local	H1.7a No of MSP enquiries received in period		78	58	137	5	30	43	29	37		
Local	H1.7b % of MSP enquiries responded to within target	90	89.7	67.7	74.2	75	100	86.4	44.4	65.8	There was an improvement in the annual performance for 2018/19 despite a substantial increase in the number of enquiries received compared to the previous year. Officers are closely monitoring timescales on all complaints/MSP targets to ensure performance is improved during 2019/20.	

## 2. HOUSING QUALITY AND MAINTENANCE

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	96%	95.8%	92.5%	Not measured for Quarters					<p>This calculation has been changed to align with Scottish Housing Regulator reporting method.</p> <p>At 31 March 2019, 166 properties were classed as exemptions (technical reasons) and 54 were classed as abeyances (social reasons). 241 properties did not meet the SHQS.</p> <p>A review of cloned data has confirmed that some Energy Performance Certificate (EPC) ratings have been overstated and 241 properties have been identified which do not meet the SHQS. It is intended to reduce these non-compliant properties to 141 during 2019/20 with the aim of completing the remainder during the following year. A full house condition survey during 2019/20 will include a comprehensive energy survey of the stock to provide accurate baseline data.</p>	
Nat(b)	H2.2a % of properties at or above the appropriate NHER rating	100%	96.1%	95.8%	92.6%	Not measured for Quarters					See 2.1. Note that this calculation has been changed to align with Scottish Housing Regulator reporting method. This indicator has also been superseded by 2.2b.	












Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	65.75	52.7	55.4	57.4	Not measured for Quarters					At 31 March 2019, 444 properties were classed as exemptions including 133 for social reasons. There were 2,152 properties which did not meet the ESSH.  A significant amount of the remaining properties require exceptionally high cost improvements in order to achieve the ESSH and this will clearly be challenging within the context of existing budgets. A stock condition survey will be carried out during 2019/20 and on its completion Officers will consider how to address these high cost properties and review the potential to deliver the ESSH. It should be noted that high cost properties can be exempted from ESSH compliance and that this will be considered as part of the review. It is recommended that the existing target remains pending the outcome of the stock condition survey.	
Nat(b)	H2.3 % of tenants satisfied with the standard of their home when moving in	90	78.3	78.9	80.7	75	82.9	78.6	81.8	77.8	During 2018/19 only 14 tenants expressed dissatisfaction and for a variety of reasons. The low number of responses makes it difficult to identify a pattern but the comments received mainly related to property condition, cleanliness and problems with heating. These issues will be addressed as part of the Council's ongoing void management improvement actions.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	73.9%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.4	2.6	2.6	2.8	2.4	2.6	2.8	2.5		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	6.4	7.7	7.5	7.2	6.1	7.3	7.4	8.1		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)		16,673	14,880	14,062	3,268	3,071	3,161	3,783	3,743		
Nat(b)	H2.11 % of repairs completed right first time	90	85.9	81.2	82.7	81.2	87.7	88	85.7	82.7		













Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.12 % of repairs appointments kept	95%	92.4%	93.3%	93%	92.2%	92.5%	92.6%	91.6%	93.4%		
Nat(b)	H2.13 % of properties that require a gas safety record which had a gas safety check & record completed by the anniversary date	100	99.92	100	100	100	100	100	100	100	Changes implemented in gas procedures, raising the profile of gas safety with our tenants and changing our charging policy for forced entry have all had a positive impact in terms of reducing the need for forced entries.	
Nat(b)	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	N/A	83.2%	78.6%	Not measured for Quarters					The 2018/19 figure is drawn from the 2018 tenant survey, with locally gathered data used when a major satisfaction survey has not taken place during the reporting year.  Major tenant satisfaction survey is carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	95.3%	88.4%	93.4%	Not measured for Quarters					The target was not achieved due to a reduction in requirement for EESSH expenditure at mid-point in the year and a lack of progress on kitchen replacements due to resourcing issues within Building Services DLO. These issues were reported to Communities Committee as part of the report on the Housing Investment programme on 28 May 2019 relating to near-final 2018/19 expenditure.	












### 3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the management of the neighbourhood they live in	85%	N/A	N/A	80.3%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	33.1%	31.7%	32.2%	31.4%	32.2%	33.8%	42.7%	30.3%		
Nat(b)	H3.4 % ASB cases which were resolved within locally agreed targets	90%	77.5%	95.1%	87.1%	91%	92.4%	89.3%	94.2%	72.8%	A review of antisocial behaviour processes will be carried out in 2019/20.	









#### 4. ACCESS TO HOUSING AND SUPPORT



Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants		94.9%	98.3%	97.7%	100.0%	100.0%	100.0%	92.9%	100.0%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		91.0%	92.0%	91.6%	93.5%	92.5%	97.7%	88.1%	89.7%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		93.3%	96.5%	94.0%	96.4%	94.7%	90.9%	90.5%	97.2%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		92.7%	94.3%	93.5%	95.4%	94.6%	96.5%	89.8%	93.8%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		6.4%	6.9%	6.9%	1.9%	2.0%	1.7%	1.5%	1.7%		
Nat(b)	H4.3 % of approved applications for medical adaptations completed		73.7%	83%	69.2%	44.7%	53.9%	35.4%	46.7%	53.1%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (calendar days)	80	43	43	45	48	20	42	55	65	The budget and governance of adaptations to Council housing has now been transferred to the Moray Integration Joint Board (MIJB). The Housing Service continues to work closely with Health and Social Care Moray who are responsible for driving improvements and efficiencies in the delivery of adaptations.	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (calendar days)		239	176	184	207	120	177	184	207		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (calendar days)		16	25	20	28	17	11	29	21		

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		11.4%	14.8%	17.2%	7.7%	0.0%	0.0%	0.0%	50.0%		
Nat(b)	H4.5a No of court actions initiated		79	61	58	13	10	17	15	18		
Nat(b)	H4.5b No of repossession orders granted		21	21	25	7	5	7	11	5		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent		9	9	10	1	0	1	0	9		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour		0	0	0	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other		0	0	0	0	0	0	0	0		
Nat(b)	H4.6a Average length of time in temp accomm by type (weeks): LA ordinary dwelling		14.8	14.8	12.7	15.5	16.2	12.2	9.2	14.2		
Nat(b)	H4.6b Average length of time in temp accomm by type (weeks): HA/RSL ordinary dwelling		14.6	14.2	14.4	23.6	18.1	10.0	16.5	12.3		
Nat(b)	H4.6c Average length of time in temp accomm by type (weeks): Hostel - LA owned		6.9	19.4	10.3	7.6	13.8	12.7	9.1	7.3		
Nat(b)	H4.6d Average length of time in temp accomm by type (weeks): Hostel - RSL		14.1	16.9	12.4	17.3	13.5	9.3	13.9	14.2		
Nat(b)	H4.6e Average length of time in temp accomm by type (weeks): Hostel - other		10.7	13.2	9.1	11.2	8.7	12.3	8.5	6.5		
Nat(b)	H4.6f Average length of time in temp accomm by type (weeks): Bed & Breakfast		1.1	0.6	0.1	0.0	0.0	0.1	0.1	0.0		





Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.6g Average length of time in temp accomm by type (weeks): Women's refuge		21.8	14.7	21.8	19.3	11.8	23.6	19.9	27.1		
Nat(b)	H4.6h Average length of time in temp accomm by type (weeks): Private Sector Lease		0.0	2.3	0.2	10.9	0.0	0.0	0.2	0.0		
Nat(b)	H4.6i Average length of time in temp accomm by type (weeks): Other		0.0	0.3	10.0	0.3	10.0	0.0	0.0	0.0		
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	11.1%	7.9%	7.5%	6.9%	7%	11.3%	5.9%	4.7%	During the year, the Council reduced and eventually terminated the use of a private sector provider which was responsible for a high proportion of refusals.	
Nat(b)	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	89.8%	94.4%	85.5%	100%	75%	100%	92.3%	80%	There was a low response rate (62 responses) with only four respondents expressing dissatisfaction with one having provided good feedback throughout the survey, suggesting they had simply selected the wrong box. The Scottish Government have recently consulted on temporary accommodation standards. The consultation ended on 14 August 2019 but implementation timescales are not yet known.	
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	96.2%	96.6%	98.4%	98.4%	98.1%	99.2%	98.7%	99.2%		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	99.5%	99.6%	100%	100%	100%	100%	100%	100%		
Local	H4.18a % allocations by group: Homeless Priority	40.0%	54.9%	51.2%	42.0%	51.3%	36.2%	50.0%	42.9%	41.3%		
Local	H4.18b % allocations by group: Waiting List	40.0%	29.8%	28.0%	33.3%	31.9%	35.4%	27.0%	34.5%	34.8%		
Local	H4.18c % allocations by group: Transfer List	20.0%	15.3%	20.8%	24.5%	16.8%	28.5%	23.0%	22.7%	23.9%		

## 5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	84%	N/A	N/A	83%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H5.2 Rent collected as % of total rent due	97.0%	99.5%	101.8%	99.2%	100.4%	97.7%	100.3%	101.9%	94.9%		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.5%	2.4%	2.4%	2.4%	2.9%	3.0%	2.6%	2.6%	Despite the full roll out of Universal Credit from June 2018, good performance in rent arrears has been maintained. The Housing Service has recently joined the Scottish Rent Forum which aims to mitigate the impact of Universal Credit and share good practice with other social landlords.	
Nat(b)	H5.3a Total value of gross rent arrears (£)		£430,186.	£432,218.	£475,863.	£432,218.	£529,146.	£559,899.	£489,001.	£475,863.		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.54%	0.66%	0.85%	0.89%	1.02%	0.92%	0.83%	0.78%	The key driver of poor performance was the length of time to complete repairs to void properties. Officers have recently implemented a pilot in one housing management area which will include a range of measures to reduce repair time. A wider review of void procedures has been carried out during the year and was implemented on 1 July 2019.	
Nat(b)	H5.5 Current tenants' arrears as a % of net rent due	3.5%	2.8%	2.7%	3%	2.7%	3.8%	4%	3.3%	3%	See 5.3.	
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	31	35	48	44	45	47	47	52	See 5.4.	
Local	H5.10 Former tenant arrears - value		£91,876	£102,623	£83,202	£102,623	£105,599	£101,796	£105,168	£83,202		

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H5.11 % of tenants giving up tenancy in arrears		26.6%	26.5%	25.3%	26.5%	21.1%	23.8%	23.6%	25.3%		
Local	H5.12 % of Former Tenants Arrears written off & collected		81.3%	71.4%	97%	71.4%	7.4%	21%	31.3%	97%		

## 6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		22	20	25	0	10	9	2	4		
Local	H6.1b No of encampments ended within period		21	21	22	1	11	7	1	1		
Local	H6.1c Average duration of encampments ended within period (days)		26	55	40	15	66	12	14	2		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	100%	96%	N/A	100%	88.9%	100%	100%		





## PERFORMANCE INDICATORS TARGET CHANGES

Indicators with target amendments are highlighted in grey.

No.	Indicator	Category / Source	Target 2018/19	Target 2019/20
<b>1. The Customer/Landlord Relationship</b>				
1.1	Percentage of tenants satisfied with the overall service provided by their landlord	Scottish Housing Regulator	90%	90%
1.3	Percentage of tenants who feel that their landlord is good at keeping them informed about their services and decisions	Scottish Housing Regulator	90%	90%
1.5 <b>NEW</b>	The average time in working days for a full response Stage 1 Complaints Stage 2 Complaints	Scottish Housing Regulator	n/a	5 days 20 days
1.6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	Scottish Housing Regulator	80%	80%
1.7	No of MSP enquiries responded to within target	Local	90%	90%
<b>2. Housing Quality and Maintenance</b>				
2.1	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	Scottish Housing Regulator/ SOLACE	100%	100%
2.2b	Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESH)	Scottish Housing Regulator	65.75%	65.75%
2.3	Percentage of tenants satisfied with the standard of their home when moving in	Local	90%	90%
2.4	Percentage of tenants satisfied with the quality of their home	Scottish Housing Regulator	90%	90%
2.7	Average length of time (hours) to complete emergency repairs	Scottish Housing Regulator	4 hours	4 hours
2.8	Average length of time (working days) to complete non-emergency repairs	Scottish Housing Regulator/ SOLACE	10 days	10 days
2.11	Percentage of reactive repairs carried out in the last year completed right first time	Scottish Housing Regulator	90%	90%
2.12	Percentage of repair appointments kept	Local	95%	95%
2.13a <b>NEW</b>	Number of times did not meet	Scottish Housing	n/a	0

No.	Indicator	Category / Source	Target 2018/19	Target 2019/20
	statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	Regulator		
2.14	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	Scottish Housing Regulator	90%	90%
7.6	Percentage of planned maintenance works completed within agreed programme	Local	98%	98%
<b>3. Neighbourhood and Community</b>				
3.1	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	Scottish Housing Regulator	85%	85%
3.2	Percentage of tenancy offers refused during the year	Scottish Housing Regulator	30%	30%
<b>4. Access to Housing and Support</b>				
4.4	Average time to complete applications for medical adaptations (working days)	Scottish Housing Regulator	80 calendar days	Change to data only
4.7	Percentage of households requiring temporary or emergency accommodation to whom an offer was made	Scottish Government	100%	100%
4.8	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type	Scottish Government	7%	7%
4.9	Of those households homeless in the last 12 months, the percentage satisfied with the quality of temporary or emergency accommodation	Local	90%	90%
4.13	Homelessness assessments completed within 28 days	Local	100%	100%
4.15	Housing applications admitted to list within 10 working days	Local	100%	100%
4.18	% allocations by group	Local		
	Homeless List		40%	32%
	Waiting List		40%	50%
	Transfer List		20%	18%
			(+/-5%)	(+/-5%)
<b>5. Getting Good Value from Rents and Service Charges</b>				
5.1	Percentage of tenants who feel that the rent for their property represents good value for money	Scottish Housing Regulator	84%	84%

No.	Indicator	Category / Source	Target 2018/19	Target 2019/20
5.2	Rent collected as percentage of total rent due in the reporting year	Scottish Housing Regulator	97%	97%
5.3	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the period	Scottish Housing Regulator/ SOLACE	2.8%	2.8%
5.4	Percentage of rent due lost through properties being empty during the last year.	Scottish Housing Regulator/ SOLACE	0.63%	0.63%
5.5	Current tenants arrears as a percentage of net rent due	Local	3.5%	3.5%
5.6	Average length of time taken to re-let empty properties	Scottish Housing Regulator	32 days	32 days
<b>6. Gypsy/Travellers</b>				
6.2	Percentage of new unauthorised encampments visited within target timescale of 1 working day (or 2 working days for rural locations)	Local	100%	100%



APPENDIX III

Item 10



# 2018/19 Housing and Property Services Performance Report Performance Indicators

Red highlight – indicator being removed    Red text – new indicator or amendment to existing indicator

## 1. THE CUSTOMER/LANDLORD RELATIONSHIP

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	79.6%	Not measured for Quarters						
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	76.3%	Not measured for Quarters						
Nat(b)	H1.4a % of 1st stage complaints resolved		98.8	98.3	100	95.6	100	92	97.8	100		
Nat(b)	H1.4b % of 2nd stage complaints resolved		92.3	93.3	90	84.8	82.4	75	91.7	61.5		
<b>Local</b>	H1.4c % of complaints upheld		48.1	38	54.7	26.8	51	57.1	51.8	58.5	No longer required by the Scottish Housing Regulator.	
Nat(b)	H1.5a % of 1st stage complaints dealt with within SPSO timescales	100	96.5	77.8	78.7	97.7	80	73.9	75.6	84.8	Remove from framework - See 1.5c.	
Nat(b)	H1.5b % of 2nd stage complaints dealt with within SPSO timescales	100	85.4	74.3	64.4	100	71.4	75	45.5	62.5	Remove from framework - See 1.5d.	
Nat(b)	<b>NEW</b> - H1.5c The average time in working days for a full response to stage 1 complaints	5									Scottish Housing Regulator has replaced indicator 1.5a.	
Nat(b)	<b>NEW</b> - H1.5d The average time in working days for a full response to stage 2 complaints	20									Scottish Housing Regulator has replaced indicator 1.5b.	
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	N/A	68.8%	Not measured for Quarters					See 1.1.	
Local	H1.7a No of MSP enquiries received in period		78	58	137	5	30	43	29	37		

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H1.7b % of MSP enquiries responded to within target	90	89.7	67.7	74.2	75	100	86.4	44.4	65.8		

## 2. HOUSING QUALITY AND MAINTENANCE

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	96%	95.8%	92.5%	Not measured for Quarters						
Nat(b)	H2.2a % of properties at or above the appropriate NHER rating	100%	96.1%	95.8%	92.6%	Not measured for Quarters					Remove from framework – Scottish Housing Regulator has removed indicator since it has been superseded by 2.2b.	
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESSH)	65.75	52.7	55.4	57.4	Not measured for Quarters						
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	78.3	78.9	80.7	75	82.9	78.6	81.8	77.8	No longer required by the Scottish Housing Regulator.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	73.9%	Not measured for Quarters						
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.4	2.6	2.6	2.8	2.4	2.6	2.8	2.5		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	6.4	7.7	7.5	7.2	6.1	7.3	7.4	8.1		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)		16,673	14,880	14,062	3,268	3,071	3,161	3,783	3,743		
Nat(b)	H2.11 % of repairs completed right first time	90	85.9	81.2	82.7	81.2	87.7	88	85.7	82.7		
Local	H2.12 % of repairs appointments kept	95%	92.4%	93.3%	93%	92.2%	92.5%	92.6%	91.6%	93.4%	No longer required by the Scottish Housing Regulator.	
Nat(b)	H2.13 % of properties that require a gas safety record which had a gas safety check & record completed by the anniversary date	100	99.92	100	100	100	100	100	100	100	Remove from framework - See 2.13a.	

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	<b>NEW - H2.13a</b> Number of times did not meet statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0									Scottish Housing Regulator has replaced indicator 2.13.	
Nat(b)	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	N/A	83.2%	78.6%	Not measured for Quarters						
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	95.3%	88.4%	93.4%	Not measured for Quarters						

### 3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the <b>landlord's contribution to the</b> management of the neighbourhood they live in	85%	N/A	N/A	80.3%	Not measured for Quarters					Slight amendment to wording of indicator as required by Scottish Housing Regulator.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	33.1%	31.7%	32.2%	31.4%	32.2%	33.8%	42.7%	30.3%		
Nat(b)	H3.4 % ASB cases which were resolved within locally agreed targets	90%	77.5%	95.1%	87.1%	91%	92.4%	89.3%	94.2%	72.8%	Remove from framework - See 3.4a.	
Nat(b)	<b>NEW - H3.4a</b> % of ASB cases reported which were resolved										Scottish Housing Regulator has replaced indicator 3.4.	

### 4. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants		94.9%	98.3%	97.7%	100.0%	100.0%	100.0%	92.9%	100.0%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		91.0%	92.0%	91.6%	93.5%	92.5%	97.7%	88.1%	89.7%		

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		93.3%	96.5%	94.0%	96.4%	94.7%	90.9%	90.5%	97.2%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		92.7%	94.3%	93.5%	95.4%	94.6%	96.5%	89.8%	93.8%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		6.4%	6.9%	6.9%	1.9%	2.0%	1.7%	1.5%	1.7%		
Nat(b)	H4.3 % of approved applications for medical adaptations completed		73.7%	83%	69.2%	44.7%	53.9%	35.4%	46.7%	53.1%	Remove from framework - No longer required by the Scottish Housing Regulator. See 4.4c and 4.4d.	
Nat(b)	H4.4 Average time to complete applications for medical adaptations ( <del>calendar</del> working days)		43	43	45	48	20	42	55	65	Scottish Housing Regulator has changed calculation to working days from 1 April 2019.	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations ( <del>calendar</del> working days)		239	176	184	207	120	177	184	207	See 4.4.	
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations ( <del>calendar</del> working days)		16	25	20	28	17	11	29	21	See 4.4.	
Nat(b)	<b>NEW</b> - H4.4c Number of households currently waiting for adaptations to their home										Scottish Housing Regulator has removed indicator 4.3 and included additional indicators for adaptations.	
Nat(b)	<b>NEW</b> - H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)										Scottish Housing Regulator has removed indicator 4.3 and included additional indicators for adaptations.	
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		11.4%	14.8%	17.2%	7.7%	0.0%	0.0%	0.0%	50.0%		
Nat(b)	H4.5a No of court actions initiated		79	61	58	13	10	17	15	18		
Nat(b)	H4.5b No of repossession orders granted		21	21	25	7	5	7	11	5		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent		9	9	10	1	0	1	0	9		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour		0	0	0	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other		0	0	0	0	0	0	0	0		



Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.6a Average length of time in temp accomm by type ( <b>weeks days</b> ): LA ordinary dwelling		14.8	14.8	12.7	15.5	16.2	12.2	9.2	14.2	No longer required by the Scottish Housing Regulator but will continue to be reported to Scottish Government through HL3. Recommend calculation is converted to calendar days to match their reporting mechanisms.	
Nat(b)	H4.6b Average length of time in temp accomm by type ( <b>weeks days</b> ): HA/RSL ordinary dwelling		14.6	14.2	14.4	23.6	18.1	10.0	16.5	12.3	See 4.6a.	
Nat(b)	H4.6c Average length of time in temp accomm by type ( <b>weeks days</b> ): Hostel - LA owned		6.9	19.4	10.3	7.6	13.8	12.7	9.1	7.3	See 4.6a.	
Nat(b)	H4.6d Average length of time in temp accomm by type ( <b>weeks days</b> ): Hostel - RSL		14.1	16.9	12.4	17.3	13.5	9.3	13.9	14.2	See 4.6a.	
Nat(b)	H4.6e Average length of time in temp accomm by type ( <b>weeks days</b> ): Hostel - other		10.7	13.2	9.1	11.2	8.7	12.3	8.5	6.5	See 4.6a.	
Nat(b)	H4.6f Average length of time in temp accomm by type ( <b>weeks days</b> ): Bed & Breakfast		1.1	0.6	0.1	0.0	0.0	0.1	0.1	0.0	See 4.6a.	
Nat(b)	H4.6g Average length of time in temp accomm by type ( <b>weeks days</b> ): Women's refuge		21.8	14.7	21.8	19.3	11.8	23.6	19.9	27.1	See 4.6a.	
Nat(b)	H4.6h Average length of time in temp accomm by type ( <b>weeks days</b> ): Private Sector Lease		0.0	2.3	0.2	10.9	0.0	0.0	0.2	0.0	See 4.6a.	
Nat(b)	H4.6i Average length of time in temp accomm by type ( <b>weeks days</b> ): Other		0.0	0.3	10.0	0.3	10.0	0.0	0.0	0.0	See 4.6a.	
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%	No longer required by the Scottish Housing Regulator but will continue to be reported to Scottish Government through HL3.	
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	11.1%	7.9%	7.5%	6.9%	7%	11.3%	5.9%	4.7%	No longer required by the Scottish Housing Regulator but will continue to be reported to Scottish Government through HL3.	

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	89.8%	94.4%	85.5%	100%	75%	100%	92.3%	80%	No longer required by the Scottish Housing Regulator.	
Nat(b)	<b>NEW</b> - H4.12 Percentage of homeless households referred to RSLs under section 5 and through other referral routes										New indicator required by the Scottish Housing Regulator.	
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	96.2%	96.6%	98.4%	98.4%	98.1%	99.2%	98.7%	99.2%		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	99.5%	99.6%	100%	100%	100%	100%	100%	100%		
Local	H4.18a % allocations by group: Homeless <b>Priority List</b>	32%	54.9%	51.2%	42.0%	51.3%	36.2%	50.0%	42.9%	41.3%		
Local	H4.18b % allocations by group: Waiting List	50%	29.8%	28.0%	33.3%	31.9%	35.4%	27.0%	34.5%	34.8%		
Local	H4.18c % allocations by group: Transfer List	18%	15.3%	20.8%	24.5%	16.8%	28.5%	23.0%	22.7%	23.9%		

## 5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	84%	N/A	N/A	83%	Not measured for Quarters						
Nat(b)	H5.2 Rent collected as % of total rent due	97.0%	99.5%	101.8%	99.2%	100.4%	97.7%	100.3%	101.9%	94.9%		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.5%	2.4%	2.4%	2.4%	2.9%	3.0%	2.6%	2.6%		
Nat(b)	H5.3a Total value of gross rent arrears (£)		£430,186	£432,218	£475,863	£432,218	£529,146	£559,899	£489,001	£475,863		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.54%	0.66%	0.85%	0.89%	1.02%	0.92%	0.83%	0.78%		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	2.8%	2.7%	3%	2.7%	3.8%	4%	3.3%	3%	No longer required by SOLACE.	
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	31	35	48	44	45	47	47	52		

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H5.10 Former tenant arrears - value		£91,876	£102,623	£83,202	£102,623	£105,599	£101,796	£105,168	£83,202		
Local	H5.11 % of tenants giving up tenancy in arrears		26.6%	26.5%	25.3%	26.5%	21.1%	23.8%	23.6%	25.3%		
Local	H5.12 % of Former Tenants Arrears written off & collected		81.3%	71.4%	97%	71.4%	7.4%	21%	31.3%	97%		

## 6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		22	20	25	0	10	9	2	4		
Local	H6.1b No of encampments ended within period		21	21	22	1	11	7	1	1		
Local	H6.1c Average duration of encampments ended within period (days)		26	55	40	15	66	12	14	2		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	100%	96%	N/A	100%	88.9%	100%	100%		



**APPENDIX IV****Moray Council Housing and Property Service  
Assurance Statement**

We comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework with the exception of the areas set out below.

We achieve all but the following outcomes and standards in the Scottish Social Housing Charter:

**Outcome 4 – Quality of Housing**

During 2018/19, we identified that 241 of our 6,121 properties do not meet the Scottish Housing Quality Standard.

We have planned improvements for 100 of these properties during 2019/20 and the remainder will be targeted during 2020/21. We will also carry out a stock condition survey during 2019/20 which will improve the energy data held by the Council.

We comply with all relevant legislative duties, including our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.

We confirm that we have seen and considered appropriate evidence to give us this assurance.

We approved our Assurance Statement at the meeting of Communities Committee on 27 August 2019 and I sign this statement on behalf of the Committee.

Councillor Louise Laing  
Chair of Communities Committee






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**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: TENANT SURVEY 2018**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 To inform the Committee of the service improvement actions arising from the findings of the 2018 Tenant Survey.
- 1.2 This report is submitted to Committee in terms of Section III (G) (15) of the Council's Scheme of Administration relating to the Council's performance management framework.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Communities Committee considers and notes the areas for improvement set out in section 4.**

**3. BACKGROUND**

- 3.1 The Council has carried out a number of independent surveys to gather tenants' views on Housing Services. Tenant feedback has an important role in assessing how the Council is performing in its landlord role and for prioritising service improvements.
- 3.2 Social landlords are required to report on tenant satisfaction as part of the Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR). The SHR expects landlords to carry out a survey of tenants at least once every three years.
- 3.3 On 2 April 2019, this Committee considered the main findings of the Tenant Survey 2018 and agreed that a further report would be presented which would set out improvement actions required by the Housing Service (paragraph 12 of the Minute refers).

#### **4. AREAS FOR IMPROVEMENT**

- 4.1 The main areas identified for improvement and the actions required to be taken forward by service managers are detailed below under each of the main themes. The majority of improvement actions are linked to existing work streams and are monitored and progressed through the performance management framework and the Service Improvement Plan.

##### **The length and time taken to respond to or carry out repairs**

- 4.2 The satisfaction rate for repairs and maintenance was positive (79%) but comments from tenants have identified some areas which need to be addressed.
- 4.3 Some tenants felt that improvements could be made to the time taken to respond to or carry out repairs. There were comments which suggested appointments were not being kept and follow-on appointments not always arranged. There were also comments about the quality of workmanship and materials. Some tenants felt that a replacement would be more appropriate than multiple visits or temporary fixes.
- 4.4 Timescales for repairs performance indicators are monitored closely by service managers as part of the Housing Service's performance management framework. Although these are indicators for which performance is generally good in comparison with other local authorities, they are the focus of ongoing improvement activity. Service managers are aware of the issues highlighted by tenants and are currently reviewing processes to make improvements within the repairs and maintenance service. A review of ICT systems within the Direct Labour Organisation will be progressed in 2019/20 which will consider system improvements linked to the issues identified with appointments.

##### **Feeling their home needs upgraded or improved**

- 4.5 An area with a significant reduction in satisfaction was the quality of the home (-12% since 2015). A number of tenants reported that their home was in need of upgrading with improvement priorities identified as heating, windows, bathrooms and kitchens. These preferences have been prioritised within the Council's Housing Investment Programme. Heating upgrades and other energy efficiency measures are the focus of the Council's programme to ensure that its housing is compliant with the Energy Efficiency Standard for Social Housing (ESSH). The programme will also deliver major investment in window and kitchen replacements.
- 4.6 Some tenants felt their homes were difficult or expensive to heat with some reluctant to upgrade because this would increase their weekly rent. The ESSH programme will ensure that the Council's homes are energy efficient and as warm as possible which will help to address fuel poverty. Progress reports on the ESSH programme are regularly reported as part of the Housing Investment Report which is a separate item on this Committee's agenda.
- 4.7 A stock condition survey and review of the Housing Revenue Account Business Plan will take place during 2019/20. This will help to identify the levels of investment required to improve the quality of housing. The findings



of the stock condition survey will be reported to this Committee early next year and tenants will be updated through the Tenants' Voice newsletter and online.

#### **Communication and customer service issues**

- 4.8 On closer analysis, the comments relating to communication and customer services are mainly about keeping in touch with tenants about the progress of repairs or maintenance. There were also concerns that sometimes it takes too long to get through to the right person or for the service to respond to queries. Service managers are aware of the issues and are working on improvements to processes as part of the Service Improvement Plan which is due to be presented to this Committee in October 2019.

#### **Rent and affordability**

- 4.9 The survey raised concerns about some households experiencing difficulties with rent affordability. Another concern was fuel poverty with almost half (45%) saying they had wanted to put their heating on but had chosen not to because of affordability issues. This is another area which will be addressed through improvements to homes as part of the EESSH programme. A Council house rent freeze was implemented for 2019/20 and the review of the Housing Revenue Account Business Plan this year will also make recommendations on future rent increases.

#### **Getting involved**

- 4.10 Despite an improvement in satisfaction with opportunities to participate in decision making (+8%), some tenants were still unaware or felt that their input would not lead to meaningful changes. Tenant engagement options will continue to be promoted regularly in the Tenants' Voice and online through the website and social media using examples of where tenants have influenced service delivery. The Council is currently taking part in the Scottish Government's Next Steps Programme which will identify further areas for improving tenant participation opportunities to be implemented under the current Tenant Participation Strategy.

#### **Neighbourhood issues**

- 4.11 There was an improvement in performance on neighbourhood satisfaction. The main themes varied and included issues with neighbours, pets, parking, the condition of gardens, drug issues, speeding cars, lack of visibility in terms of the management of the neighbourhood and lack of or condition of play areas for children. Parking and dog fouling were viewed as the most serious problems. Many of the issues on landscape maintenance, litter, the condition of roads and paths fall out with the scope of the Council's landlord role and improvement may be difficult given the wider Council's financial position. However, the Housing Service will work with other services including the Community Safety Team to address issues where possible. The Housing Service will continue to identify solutions through estate management processes and working alongside tenants to identify improvements through the estate upgrades budget.

## **5. SUMMARY OF IMPLICATIONS**

**(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Moray 2026 identifies that customer engagement is a priority to improve service quality. This is also reflected within the Housing and Property Service Plan.

**(b) Policy and Legal**

There is a requirement to carry out regular satisfaction surveys under the Scottish Housing Regulator's performance framework and to comply with the outcomes of the Scottish Social Housing Charter.

**(c) Financial implications**

Any costs associated with implementing improvements will be met from within existing budgets and will be factored into the Housing Investment Programme for 2020/21.

**(d) Risk Implications**

There are no risk implications associated with this report.

**(e) Staffing Implications**

There are no staffing implications associated with this report.

**(f) Property**

There are no property implications associated with this report.

**(g) Equalities/Socio Economic Impact**

There are no equalities implications associated with this report.

**(h) Consultations**

Consultation on this report has been carried out with Acting Head of Housing and Property, senior managers in the Housing and Property Service, Senior Solicitor Property and Contracts (Kathryn Macpherson), the Principal Accountant (Deborah O'Shea), and Committee Services Officer (Caroline Howie) who are in agreement with the report where it relates to their area of responsibility.

## **6. CONCLUSION**

**6.1 This report details the improvement actions identified following the 2018 Tenant Survey.**

Author of Report: Daska Murray, Senior Housing Officer (Information)  
Background Papers: Held by author  
Ref:



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**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: SERVICE IMPROVEMENT**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report presents the Communities Committee with details of a service improvement proposal relating to management of the condition of the Council's housing stock.
- 1.2 This report is submitted to Committee in terms of Section III (G) (3) of the Council's Scheme of Administration relating to the management and maintenance of the Council's Housing Stock.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:**

- i) notes the issues of poor property condition of some council tenancies;**
- ii) agrees that officers investigate the addition of a new Housing Inspector post to the staffing structure; and**
- iii) agrees that a further report will be presented to this Committee in October 2019 setting out the full scope of any new job description and associated costs.**

**3. BACKGROUND**

- 3.1 On 12 February 2015, The Moray Council, at a special meeting, approved the Housing Revenue Budget for 2015/16 (Paragraph 6 of the minute refers). A number of service developments were included within the budget to help the Service respond to changes arising from welfare reform, improving neighbour disputes/anti-social behaviour performance and void management performance.

- 3.2 The service's developments were progressed as part of a Change Management Plan which was implemented later in the year. One of the changes introduced by the plan was that the role of the Area Housing Officers became less generic, more specialised with a focus on providing "person centred services", supporting tenants to pay their rent and addressing risks to rental income arising from the roll-out of Universal Credit. The responsibility for dealing with neighbour disputes/anti-social behaviour and some void management practices were removed from the Area Housing Officer's job description.
- 3.3 The Capital Programmes Team took on all of the main "property" elements of housing management. The Housing Projects Officers became responsible for all property maintenance issues including the delivery of the housing investment programmes, property inspections, permissions, organising repairs, tenant recharges and preventing transfers in circumstances where the condition of a tenant's home had deteriorated due to wilful neglect or from deliberate damage.
- 3.4 Despite the changes implemented in 2015, the Service is continuing to encounter a number of council properties that are being kept in poor condition. The Council's tradesmen regularly encounter poor housing conditions when carrying out repairs or managing void properties following tenancy termination. Poor property conditions are also being brought to our attention through the Multi-Agency Community Safety Hub by partner agencies (e.g. Police Scotland, Scottish Fire & Rescue, Social Work Teams etc.) following visits to our tenants. Hoarding is a further issue that is becoming more prevalent.
- 3.5 The Average void recharge for 2018/19 was £3,668 which is a £736 increase on the 2017/18 average recharge of £2,932. This is around £1,500 higher than the 2016/17 average of £2,208. Whilst these increases are not solely attributable to poor property condition, it is a significant driver of recharge levels. The average days to complete void properties also increased from 34.8 days in 2017/18 to 47.51 days in 2018/19. This increase is partly related to more work being required during the void period to bring properties up to the lettable standard.

#### **4. PROPOSED SERVICE IMPROVEMENT**

- 4.1 Due to pressures in other areas of their workload, it has become evident that the Area Housing and Capital Programmes Teams do not have the capacity to support tenants who are not keeping their homes in the condition required by their tenancy agreement. Senior housing managers are of the view that an additional Housing Inspector staff resource could fill a service gap by actively managing the condition of these properties and that this resource could deliver significant benefits through reduced repairs costs and improved property condition. It could also lead to fewer complaints from tenants about the condition of neighbouring properties.
- 4.2 The new Housing Inspector post would intervene early where house conditions arise, work proactively with the tenant to put in place an improvement plan of action and monitor the outcome of the plan in effecting

the required improvements. This will include arranging for repairs to be carried out and, where appropriate, recharging tenants for the cost of repairs in line with Council policy.

- 4.3 The post holder would liaise with colleagues in other services e.g. Social Work Teams, Scottish Fire and Rescue and the Council's Housing Support Team as a preventative measure also.
- 4.4 The post holder would bring other services on board, e.g. mental health services, addiction services to help improve tenant's wellbeing, which in turn leads to sustainability of tenancies.
- 4.5 Subject to the agreement of this Committee, it is proposed that officers investigate the option of establishing an additional Housing Inspector staff resource within the Area Housing Team. Details of the proposed Housing Inspector post, including the job description, and the budgetary implications will be presented to this Committee for consideration at the October 2019 meeting.

## **5. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Improving the condition of the housing stock and the management of tenancies are key priorities of the Local Housing Strategy. This will enable the Council to manage assets more effectively to provide the best outcomes for tenants and other customers. It also promotes safer communities and adults living healthier, sustainable independent lives safeguarded from harm while meeting the key objectives of the Corporate Plan and the Housing and Property Service Plan.

### **(b) Policy and Legal**

There are no policy or legal implications arising from this report.

### **(c) Financial implications**

The financial implications of adding a Housing Inspector post to the staffing structure will be presented to this Committee for consideration on October 2019.

### **(d) Risk Implications**

This Housing Inspector will help mitigate risks to the Council arising from poor property condition. The post will provide tenants with the support they require and/or need to keep their homes in good condition and this will help reduce repair costs to the Council.

### **(e) Staffing Implications**

There are no staffing implications arising from this report.

### **(f) Property**

There are no property implications arising from this report.

**(g) Equalities/Socio Economic Impact**

There are no Equalities implications arising from this report.

**(h) Consultations**

Consultation on this report has taken place with the Acting Head of Housing and Property, Housing Needs Manager, Building Services Manager, Acting Housing Strategy and Development Manager, Deborah O'Shea (Principal Accountant), and Caroline Howie (Committee Services Officer) and any comments received have been incorporated into the report.

**6. CONCLUSION**

**6.1 This report provides the Committee with details of a proposed service improvement in relation to the addition a new Housing Inspector post to address issues of poor property condition in some tenancies.**

Author of Report: David Munro, Housing Services Manager  
Background Papers: With author  
Ref: