



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

- At 31 March 2020, we reported that 257 of our 6,149 properties do not meet the Scottish Housing Quality Standard.

93 of these properties which do not meet the EESSH were reported last year and have been programmed in for energy efficiency works. Our work programmes have been placed on hold due to COVID-19 and will resume as soon as it is safe to do so.

The remaining 164 are new failures, with 75 of these properties being cloned against a failing property. These properties will be reviewed and included in a future work programme.

- At 31 March 2020, we reported that 1,874 of our 6,149 properties do not meet the Energy Efficiency Standard for Social Housing.

The Council has allocated significantly increase resources to the delivery of its EESSH programme. £5.2m was set aside in 2020/21 for heating upgrades, an increase of £1m from the previous year. The funding aimed to deliver an ambitious programme of over 900 upgrades during the year. In addition, the Council secured funding of £1.072m from the Warm Homes Fund to replace electrical heating with new energy efficient gas boilers in 245 homes. Progress on the works programme during 2020/21 has been delayed by restrictions on working in homes caused by COVID-19. With the easing of restrictions, the programme recommenced in

September 2020, nearly 6 months later than planned. Although the Council is behind programme and will not achieve EESSH compliance by December 2020, it will continue to maximize the number of energy efficiency improvements it can deliver to its housing stock. However, it is expected that ongoing uncertainties around COVID-19 will continue to impact on progress.

Our stock condition survey has also been delayed but will be carried out during 2020/21. This will continue to improve the data held by the Council, particularly on our cloned properties, and will enable a more accurate assessment to be made of the extent of our progress in achieving EESSH compliance.

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 with the exception of:

Gas safety

- In 2019/20, we did not meet our statutory duty to complete a gas safety check within the required timescale for 3 properties.

One of these instances was due to COVID-19 where a household member was self-isolating. The other two instances were due to a programming error and a recording error. All of these properties have since been serviced or the supply has been capped and made safe. We are currently trialing an automated system called Gas Tag which if rolled out would reduce the potential for human/system errors.

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

We approved our Assurance Statement at the meeting of the Economic Growth, Housing and Environmental Sustainability Committee on 6 October 2020 and I sign this statement on behalf of the Committee.

Councilor Louise Nicol
Chair of Communities Committee