



Housing and Community Safety Committee

Tuesday, 08 February 2022

NOTICE IS HEREBY GIVEN that a Meeting of the **Housing and Community Safety Committee** is to be held at **Various Locations via Video-Conference**, on **Tuesday, 08 February 2022 at 14:00.**

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 Item 11 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 Minute of Meeting dated 7 December 2021

7 - 10

5 Written Questions **

6 Housing Investment 2021-22

11 - 28

Report by Depute Chief Executive (Economy, Environment and Finance)

- 7 Local Lettings Plan 2022-2027** 29 - 36
Report by Depute Chief Executive (Economy, Environment and Finance)
- 8 Tenant Survey 2021** 37 - 44
Report by Depute Chief Executive (Economy, Environment and Finance)
- 9 Housing and Property Services Budget Monitoring - 30 November 2021** 45 - 54
Report by Depute Chief Executive (Economy, Environment and Finance)
- 10 Question Time *****
Consider any oral question on matters delegated to the Committee in terms of the Council's Scheme of Administration.

Item(s) which the Committee may wish to consider with the Press and Public excluded

- 11 Building Services Trading Operation Budget 2021-22 - Budget Monitoring**
- Information on proposed terms and/or expenditure to be incurred by the Authority;

Summary of the Housing and Community Safety 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.

Moray Council Committee meetings are currently being held virtually due to Covid-19. If you wish to watch the webcast of the meeting please go to:
http://www.moray.gov.uk/moray_standard/page_43661.html

to watch the meeting live.

* **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.

THE MORAY COUNCIL

Housing and Community Safety Committee

SEDERUNT

Councillor Louise Nicol (Chair)
Councillor Theresa Coull (Depute Chair)

Councillor George Alexander (Member)
Councillor James Allan (Member)
Councillor David Bremner (Member)
Councillor Lorna Creswell (Member)
Councillor John Divers (Member)
Councillor Ryan Edwards (Member)
Councillor Donald Gatt (Member)
Councillor Marc Macrae (Member)
Councillor Aaron McLean (Member)
Councillor Maria McLean (Member)
Councillor Laura Powell (Member)
Councillor Derek Ross (Member)

Ms Anna Bamforth (Non-Voting Member)
Ms Jane Bartecki (Non-Voting Member)
Mr Ronald Tolmie (Non-Voting Member)

Clerk Name:	Lindsey Robinson
Clerk Telephone:	07966 120593
Clerk Email:	committee.services@moray.gov.uk

Minute of Meeting of the Housing and Community Safety Committee

Tuesday, 07 December 2021

Various Locations via Video-Conference

PRESENT

Councillor George Alexander, Councillor James Allan, Councillor Theresa Coull, Councillor Lorna Creswell, Councillor John Divers, Councillor Ryan Edwards, Councillor Donald Gatt, Councillor Marc Macrae, Councillor Aaron McLean, Councillor Louise Nicol, Councillor Laura Powell, Councillor Derek Ross

APOLOGIES

Ms Anna Bamforth, Ms Jane Bartecki, Councillor Maria McLean, Mr Ronald Tolmie

IN ATTENDANCE

Also in attendance at the above meeting were the Depute Chief Executive (Economy, Environment and Finance), Head of Housing and Property Services, Legal Services Manager, Building Services Manager, Housing Services Manager, Housing Needs Manager, Housing Strategy and Development Manager, Acting Housing Strategy and Development Manager, and Lindsey Robinson, Committee Services Officer, as Clerk to the Committee.

1. Chair

Councillor Louise Nicol, as Chair of the Housing and Community Safety Committee, chaired the meeting.

2. Emergency Response - Storm Arwen

The Committee joined the Chair in expressing their thanks to the Head of Housing and Property Services and the Emergency Response Team for all of their hard work during Storm Arwen.

3. 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.

4. Resolution

The Meeting resolved 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 Item 13 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.

Paragraph Number of Minute Paragraph Number of Schedule 7a and Reason

13

9

5. Minute of Meeting 19 October 2021

The Minute of the Meeting of the Housing and Community Safety Committee dated 19 October 2021 was submitted and approved.

6. Written Questions

The Committee noted that no written questions had been received.

7. Performance Report (Housing and Property Services) - Period to September 2021

Under reference to paragraph 5 of the Minute of the Moray Council dated 7 August 2019, a report by the Depute Chief Executive (Economy, Environment and Finance) informed the Committee of the performance of the service for the period to 30 September 2021.

Following lengthy discussion, the Committee agreed to note:

- i. performance in areas of Service Planning, Service Performance and other related data to the end of September 2021;
- ii. the action being taken to improve performance where required; and
- iii. compliance with the Scottish Social Housing Charter with inclusion of the Annual Assurance statement and publication of the Scottish landlords Annual Performance Report.

8. Moray Home Energy Efficiency Programme

A report by the Depute Chief Executive (Economy, Environment and Finance) provided the Committee with details of progress on the Moray Home Energy Efficiency Programme.

Following consideration, where Officer's answered questions on the grants available to homeowners to raise their properties EPC and the qualifying criteria, the Committee agreed to note the progress made on the delivery of the Moray Home energy Efficiency Programme.

9. Moray Affordable Housing Programme

Under reference to paragraph 17 of the Minute of the Meeting of the Economic Growth, Housing and Environmental Sustainability Committee dated 8 June 2021

and paragraph 5 on the Minute of the Meeting of this Committee dated 2021, a report by the Depute Chief Executive (Economy, Environment and Finance) informed the Committee of progress on the Affordable Housing Programme in Moray.

Following consideration, the Committee agreed:

- i. to note progress on the Moray Strategic Local Programme 2021/22 programme;
- ii. to note progress on the delivery of the Council's new build programme;
- iii. to note progress on delivery of housing at Bilbohall, Elgin; and
- iv. that the site at Elgin South (Fyvie Green) is added to the main programme.

10. Housing and Property Service Budget Report - 30 September 2021

Under reference to paragraph 7 of the Minute of the Meeting of the Council dated 18 February 2021, a report by the Depute Chief Executive (Economy, Environment and Finance) presented the budget position for the Housing Revenue Budget (HRA) and general Services Other Housing Budget for the period up to 30 September 2021.

Following consideration, where Officer's answered questions on the minor variations in the budget and staffing, the Committee agreed to note the budget monitoring report for the period to 30 September 2021.

11. Housing Investment 2021-22

A report by the Depute Chief Executive (Economy, Environment and Finance) informed the Committee of the budget position to 30 September 2021 for the Housing Investment Programme for 2021/22.

Following consideration, the Committee agreed to note:

- i. the position as at 30 September 2021 with regards to the Housing Investment Programme for 2021/22; and
- ii. that a revised Housing Investment Programme projected outturn to 31 March 2022 will be presented to this Committee on 8 February 2022.

12. Question Time

Councillor Aaron McLean sought clarification on whether there were any mobile CCTV cameras available to go to the places where anti-social behaviour was taking place.

In response, the Depute Chief Executive (Economy, Environment and Finance) advised that there were no mobile cameras and that there were challenges with the current CCTV feeds. There will be information circulated to Members regarding this

as part of the budget setting process. She also confirmed that there is a working group undertaking a review of the Community Safety strategy.

Councillor Mclean sought further clarification on who the public should contact with regards to anti-social behaviour.

In response, the Depute Chief Executive (Economy, Environment and Finance) confirmed that members of the public should contact the Community Safety Team or the Housing Officer for the area.

Councillor Creswell sought an update on the derelict properties and Airbnb owners taking up properties that people could be living in.

In response, the Head of Property Services advised that the team are meeting to look at the derelict properties but this has been delayed. He also confirmed that a paper will be coming to the Committee on empty homes and the impact of this. The Legal Service Manager advised that there was a difference in the way derelict and vacant homes were dealt with. The planning service are looking at this but there are significant issues and it will take time and money.

Councillor Gatt sought clarification on whether a paper on derelict properties would include the Council owned properties.

In response, the Legal Services Manager advised that it would be more town centred based and wider issues would need to be considered in a further report.

13. Building Services Trading Operation Budget 2021-22 -Budget Monitoring Report [Para 9]

Under reference to paragraph 21 of the Minute of the meeting of the Economic Growth, Housing and Environmental Sustainability Committee dated 8 June 2021, a report by the Depute Chief Executive (Economy, Environment and Finance) presented the budget monitoring information for the period to 30 September 2021 for the Building Services Trading Operation.

Following consideration, where Officers answered questions on external painting, central heating replacement, trade vacancies and staff safety, the Committee agreed to note:

- i. the financial information for the period to 30 September 2021, as detailed in section 5 and Appendix 1 of the report;
- ii. Building Services operating budget performance for the period to 30 September 2021, as set out in section 6 of the report; and
- iii. the revised projected outturn to 31 March 2022, as detailed in section 7 and Appendix 1 of the report.



REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 8 FEBRUARY 2022

SUBJECT: HOUSING INVESTMENT 2021/22

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

- 1.1 This report informs the Committee of the budget position to 30 November 2021 and the actual outturn to 31 March 2021 for the Housing Investment Programme for 2020/21 and 2021/22.
- 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 consider and notes:-

- (i) the position as at 30 November 2021 with regards to the Housing Investment Programme for 2021/22, as detailed in Section 3 and Appendices I to VI;
- (ii) the revised Housing Investment Programme projected outturn to 31 March 2022, as detailed in Section 3 and Appendices I to VI of the report; and
- (iii) the Housing Investment Programme outturn to 31 March 2021, as detailed in Section 3 and Appendices VII to XII.

3. BACKGROUND

Investment Programme

- 3.1 **APPENDIX I** shows income and expenditure for 2021/22. The Appendix includes expenditure of £3,937k 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 £7,203k was achieved on the Housing Investment Programme to 30 November 2021, which represents 39% of the agreed programme. The level of expenditure within the individual budget headings that 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 November 2021. Expenditure has been severely impacted by COVID restraints, with a number of works delayed following the easing of Coronavirus restrictions in late April 2021.

3.2 **APPENDIX II** shows expenditure on Response and Void Repairs. Spend was £2,280k to 30 November 2021 and represents 52% of the agreed programme. A full repairs service recommenced in late April 2021 and the annual repairs budget spend is now anticipated to be met. Coronavirus restrictions also led to a reduction in void properties allocated to new tenants during quarter 1, as well as a number of delays that include utility and material supply issues throughout the year to date. Void numbers and relets have now increased and it is anticipated that annual voids budget spend will also be achieved.

3.3 **APPENDIX III** shows expenditure on Estate Works. Spend of £251k was achieved to 30 November 2021 and represents 45% of the agreed programme level.

- Asbestos – During the current financial year, 32 properties had asbestos removal work. This includes 7 properties with an asbestos tank and 25 properties with various asbestos containing materials (ACM's). A survey programme of properties is ongoing and ACMs will be removed on a planned basis when found.

3.4 **APPENDIX IV** shows expenditure on Cyclic Maintenance. Spend of £394k was achieved to 30 November 2021 and represents 58% of the agreed programme level.

3.5 **APPENDIX V** shows expenditure on Planned Maintenance and Other Investments. Spend of £4,278k was achieved to 30 November 2021 and represents 33% of the agreed programme level.

- The Energy Efficiency Standard for Social Housing (ESSH) programme expenditure figures are very low in relation to budget. The main reason for this is delay in concluding a major contract for Warm Homes Round 4 grant funding with Ovo Energy Limited (OVO), with COVID lockdown periods resulting in heating installation work being suspended for several months. The recent takeover of Scottish and Southern Energy Limited (SSE) by OVO has delayed progress on 245 new heating systems.
- The Low Carbon Infrastructure Transformation Programme LCITP project received approval of grant funding of £1.3m to Moray Council at the end of July 2021. The COVID-19 pandemic has impacted upon this project and caused delays, although procurement has now taken place and contractor appointed. It is anticipated the contractor will complete the installation of Air Source Heat Pumps, solar panels and batteries to 121 properties by June 2022.

General Programme Updates

3.6 A major stock condition survey was carried out in early 2021. This has provided essential information on prioritised investment programmes for the next 30 years and gives advice on requirements to meet standards for ESSH and SHQS compliance.

- 3.7 A programme to upgrade smoke alarms in all Council properties in accordance with new legislation in the aftermath of the Grenfell tragedy is underway. The appointed contractor completed 4,221 house upgrades to date. 30 November 2021 Building Services DLO is also carrying out upgrades to properties as part of void and planned maintenance works, with a further 602 properties upgraded to 30 November 2021. This means that 4,823 (79%) of properties were completed to the new standard at 30 November 2021. The deadline for compliance is February 2022 and at 30 November 2021, 1,016 properties still require to be completed (253 properties require building warrants to be in place before works can commence, with no access the main reason for delays in the remainder).
- 3.8 The Scottish Government has recently confirmed that the legislation provides flexibility for people to fit the necessary alarms in due course if they are unable to do so by the February 2022 deadline, and that no one will be criminalised if they need more time and there are no penalties for non-compliance. As a result, Social Landlords have been asked to take a proportionate and measured approach to compliance considering individual circumstances as well as reflecting the evolving situation with the COVID-19 pandemic. As a result of the no access issues experienced, we now anticipate that not all properties may be upgraded by February 2022. To ensure compliance, we may have to force entry to gain access to undertake the works where necessary, which will be carried out in accordance with our agreed forced entry procedures.
- 3.9 In November 2020, Moray Council submitted an application to the Scottish Government's Low Carbon Infrastructure Transition Programme (LCITP) Social Housing Net Zero Heat Fund 2020. This application was successful in achieving 50% grant funding (£1.3m) towards a suite of upgrades to 121 properties located off the mains gas grid. Measures include air source heat pumps, solar photovoltaics, and battery storage and aim to alleviate fuel poverty and decarbonise heating which will support the Council in achieving EESSH/ESSH2. This programme has been delayed due to COVID restrictions, although a contractor has now been appointed and it is anticipated the majority of works are anticipated to be complete by June 2022.

Income and Expenditure for Private Sector Housing

- 3.10 **APPENDIX VI** shows the position with regard to grant expenditure for Private Sector Housing Grant to 30 November 2021. The budget in Category B is the responsibility of the Moray Integration Joint Board and the information is only for noting at this Committee. The legally committed figure of £412k represents 82.40% of the allocated budget. Spend to 30 November 2021 was £186k which represents 37.20% of the allocated budget. It is anticipated that this budget will fully commit and underspend by £200k due to repayments COVID-19 restrictions.
- 3.11 The legally committed figure in Category C of £99k represents 94.30% of the allocated budget. Spend to 30 November 2021 was £35k which represents 33.33% of the allocated budget. It is anticipated that although this budget will be fully committed, an underspend of £30k is now anticipated due to COVID-19 restrictions.

Investment Programme - Projected Outturn to 31 March 2022

- 3.12 **APPENDICES I to VI** also include a revised outturn projection to 31 March 2022 for the Housing Investment Budget 2021/22. This projection now anticipated year-end expenditure to be £15,542k, which represents spend of 83.31% against the £18,655k annual budget. This is an increase of £6,797k in comparison to the previous year, however £3,113k less than the agreed budget. The anticipated shortfall in investment is once again attributable to Coronavirus restrictions during 2021/22, which has presented a number of issues that include supply chain and internal staff resourcing issues.

Investment Programme- Actual Outturn to 31 March 2021

- 3.13 **APPENDICES VII to XXII** also include details of the Housing Investment Budget 2020/21 outturn to 31 March 2021, which has not previously been reported to Committee due to key staff changes and absence. The figures show that year-end expenditure was £8,745k, which is 51% of the £17,042k annual budget. This shortfall in investment is attributable to the Coronavirus restrictions during the majority of 2020/21 which restricted non-essential works being carried out, that include key investment budgets such as non-emergency repairs, planned heating, kitchen and window upgrades

4. 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 is 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

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 3.13 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 stock at the SHQS, replace life expired elements and attain the EESSH. Budget Managers are aware of 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) Climate Change and Biodiversity Impacts

The continued investment in the Council Owned Housing Stock identified in this report will assist the Council to achieve its climate change targets by utilising a range of energy saving measures that incorporate zero or low carbon into design, construction materials and systems that support the Council in achieving The Energy Efficiency Standard for Social Housing (EESH).

(i) Consultations

Consultations have taken place with the Head of Housing and Property Services, Building Services Manager, Legal Services Manager, Principal Accountant (Deborah O'Shea), Lindsey Robinson (Committee Services Officer), and Home Improvement Services Manager, who all agree with the sections of the report relating to their areas of responsibility.

5. CONCLUSION

- 5.1 The report shows that the Councils progress in respect of Housing investment for both the Council's housing stock and the private sector has been adversely impacted because of delays since the Coronavirus pandemic. Financial information highlighted shows that housing investment has recovered following the easing of Coronavirus restrictions. However, a number of planned investment programmes have been delayed since restrictions eased, which are highlighted in the revised year-end projection provided. Recovery of programmes is essential to enable the Council to address the identified priorities to improve the quality of housing stock in Moray. More specifically, the ongoing 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:	Paul Kendrick, Asset Manager
Background Papers:	Held on file/sharepoint
Ref:	SPMAN-1285234812-1016

INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2021/22

30 November 2021
(all amounts in £'000)

Item 6

HOUSING INVESTMENT PROGRAMME

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance	Projected outturn
Expenditure							
Response, Gas & Void Repairs	4,370	2,280	52%	2,280	52%	2,090	4,407
Estate Works	557	251	45%	251	45%	306	458
Cyclic Maintenance	676	543	80%	394	58%	282	543
Planned Maintenance (Revenue)	2,062	1,016	49%	692	34%	1,370	1,016
Planned Maintenance (Capital)	10,620	8,806	83%	3,358	32%	7,262	8,806
Other Investment (Revenue)	10	3	30%	3	30%	7	3
Other Investment (Capital)	360	309	86%	225	63%	135	309
Sub Total	18,655	13,208	71%	7,203	39%	11,452	15,542
Other Capital Expenditure							
New Build - Capital Costs	16,305			3,937			
Total	34,960			11,140			
Funded by							
HRA Revenue	7,675			3,620	47%		
Government Grant	10,489			718	7%		
Use of Council Tax Discount	550			0	0%		
Prudential Borrowing	10,336			6,802	66%		
Other Grants	1,000			0	0%		
Capital Receipts	0			0	0%		
C.F.C.R	4,910			0	0%		
Total	34,960			11,140	32%		

INVESTMENT PROGRAMME EXPENDITURE 2021/22

30 November 2021
(all amounts in £'000)

RESPONSE AND VOIDS REPAIRS

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance	Projected Outturn
West Area Office	1,386	899	65%	899	65%	487	1,386
East Area Office	1,074	458	43%	458	43%	616	1,074
Void House Repairs & Dec Vouchers	1,385	656	47%	656	47%	729	1,422
Gas Heating Repairs	525	267	51%	267	51%	258	525
	4,370	2,280	52%	2,280	52%	2,090	4,407

INVESTMENT PROGRAMME EXPENDITURE 2021/22

30 November 2021
(all amounts in £'000)

ESTATE WORKS

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance	projected outturn
Garage Upgrades	25	1	4%	1	4%	24	1
Asbestos	260	73	28%	73	28%	187	260
Landscape Maintenance	42	22	52%	22	52%	20	42
Estates/Forum Upgrades	230	118	51%	118	51%	112	118
Miscellaneous	0	37	0%	37	0%	-37	37
	557	251	45%	251	45%	306	458

INVESTMENT PROGRAMME EXPENDITURE 2021/22

30 November 2021
(all amounts in £'000)

CYCLIC MAINTENANCE

	Projected Outturn						Projected outturn
	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	
Gas Servicing	335	291	87%	174	52%	161	291
Solid Fuel Servicing	21	13	62%	13	62%	8	13
Air Source Heat Pump Servicing	25	27	108%	13	52%	12	27
Smoke Detector Servicing	35	3	9%	3	9%	32	3
PPR & External Painterwork	210	193	92%	175	83%	35	193
General Servicing	50	16	32%	16	32%	34	16
Inspections/House Surveys	0	0	0%	0	0%	0	0
	676	543	80%	394	58%	282	543

INVESTMENT PROGRAMME EXPENDITURE 2021/22

30 November 2021
(all amounts in £'000)

PLANNED MAINTENANCE & OTHER INVESTMENTS

	Projected Outturn						Projected outturn
	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	
Kitchens and Bathrooms	1,470	731	50%	291	20%	1,179	731
Central Heating	2,000	1,516	76%	1,516	76%	484	1,516
Doors and Windows	950	745	78%	206	22%	744	745
Smoke Alarms/Co Upgrades	2,300	2,219	96%	1,199	52%	1,101	2,219
EESHH	3,900	3,595	92%	146	4%	3,754	3,595
Sub Total (Capital)	10,620	8,806	83%	3,358	32%	7,262	8,806
Rainwatergoods	250	271	108%	148	59%	102	271
Roof and Fabric Repairs	400	75	19%	75	19%	325	75
Plumbing Upgrades	50	6	12%	6	12%	44	6
Electrical Upgrades	350	199	57%	149	43%	201	199
Safety & Security	20	1	5%	1	5%	19	1
Common Stairs	40	42	105%	0	0%	40	42
Insulation	800	256	32%	234	29%	566	256
Energy Performance Certs (EPC)	0	30	0%	25	0%	-25	30
Sheltered Housing	30	0	0%	0	0%	30	0
Decoration Vouchers	72	72	100%	22	31%	50	72
Shower Installations	50	64	128%	32	64%	18	64
Sub Total (Revenue)	2,062	1,016	49%	692	34%	1,370	1,016
Disabled Adaptations	360	309	86%	225	63%	135	309
Sub Total (Other Capital)	360	309	86%	225	63%	135	309
Enabling Projects	10	3	30%	3	30%	7	3
Sub Total (Other Revenue)	10	3	30%	3	30%	7	3
Total	13,052	10,134	78%	4,278	33%	8,774	10,134

**PRIVATE SECTOR HOUSING GRANT
SCHEME OF ASSISTANCE - 2021/22**

30 November 2021
(all amounts in £'000)

CATEGORY	Budget Allocation 2021/22	Spend to date	Balance	Legally Committed	Completed Cases
Independent Living					
Category A (Revenue)	8	0	8	8	0
Category B	500	186	314	412	15
Category C	105	35	70	99	5
Overall Total	613	221	392	519	20

CATEGORY DESCRIPTIONS	
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

INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2020/21

31 March 2021
(all amounts in £'000)

Item 6

HOUSING INVESTMENT PROGRAMME

	Annual Budget 2020/21	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance	Actual outturn
Expenditure							
Response, Gas & Void Repairs	4,341	3,294	76%	3,294	76%	1,047	3,294
Estate Works	670	513	77%	513	77%	157	513
Cyclic Maintenance	719	632	88%	632	88%	87	632
Planned Maintenance (Revenue)	1,242	533	43%	533	43%	709	533
Planned Maintenance (Capital)	9,700	3,692	38%	3,692	38%	6,008	3,692
Other Investment (Revenue)	10	5	50%	5	50%	5	5
Other Investment (Capital)	360	76	21%	76	21%	284	76
Sub Total	17,042	8,745	51%	8,745	51%	8,297	8,745
Other Capital Expenditure							
New Build - Capital Costs	18,454			8,090			
Total	35,496			16,835			
Funded by							
HRA Revenue	6,982			4,977	71%		
Government Grant	9,329			2,196	24%		
Use of Council Tax Discount	550			858	156%		
Prudential Borrowing	13,842			4,181	30%		
Other Grants	0			83	0%		
Capital Receipts	0			0	0%		
C.F.C.R	4,793			4,540	95%		
Total	35,496			16,835	47%		

INVESTMENT PROGRAMME EXPENDITURE 2020/21

(all amounts in £'000)

RESPONSE AND VOIDS REPAIRS

	Annual Budget 2020/21	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance	Actual Outturn
West Area Office	1,347	892	66%	892	66%	455	892
East Area Office	1,043	524	50%	524	50%	519	524
Void House Repairs & Dec Vouchers	1,531	1,387	91%	1,387	91%	144	1,387
Gas Heating Repairs	420	491	117%	491	117%	-71	491
	4,341	3,294	76%	3,294	76%	1,047	3,294

INVESTMENT PROGRAMME EXPENDITURE 2020/21

(all amounts in £'000)

ESTATE WORKS

	Annual Budget 2020/21	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance	Actual outturn
Garage Upgrades	25	0	0%	0	0%	25	0
Asbestos	260	133	51%	133	51%	127	133
Landscape Maintenance	35	26	74%	26	74%	9	26
Estates/Forum Upgrades	275	302	110%	302	110%	-27	302
Miscellaneous	75	52	0%	52	0%	23	52
	670	513	77%	513	77%	157	513

INVESTMENT PROGRAMME EXPENDITURE 2020/21

(all amounts in £'000)

CYCLIC MAINTENANCE

	Projected Outturn						Actual outturn
	Annual Budget 2020/21	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	
Gas Servicing	298	351	118%	351	118%	-53	351
Solid Fuel Servicing	21	20	95%	20	95%	1	20
Air Source Heat Pump Servicing	45	4	9%	4	9%	41	4
Smoke Detector Servicing	0	8	#DIV/0!	8	#DIV/0!	-8	8
PPR & External Painterwork	260	148	57%	148	57%	112	148
General Servicing	50	39	78%	39	78%	11	39
Inspections/House Surveys	45	62	0%	62	0%	-17	62
	719	632	88%	632	88%	87	632

INVESTMENT PROGRAMME EXPENDITURE 2020/21

(all amounts in £'000)

PLANNED MAINTENANCE & OTHER INVESTMENTS

	Projected Outturn						Actual outturn
	Annual Budget 2020/21	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	
Kitchens and Bathrooms	1,420	171	12%	171	12%	1,249	171
Central Heating	2,600	2,131	82%	2,131	82%	469	2,131
Doors and Windows	880	212	24%	212	24%	668	212
Smoke Alarms/Co Upgrades	2,200	947	43%	947	43%	1,253	947
EESHH	2,600	231	9%	231	9%	2,369	231
Sub Total (Capital)	9,700	3,692	38%	3,692	38%	6,008	3,692
Rainwatergoods	200	270	135%	270	135%	-70	270
Roof and Fabric Repairs	200	28	14%	28	14%	172	28
Plumbing Upgrades	100	2	2%	2	2%	98	2
Electrical Upgrades	372	28	8%	28	8%	344	28
Safety & Security	20	67	335%	67	335%	-47	67
Common Stairs	20	18	90%	18	90%	2	18
Insulation	200	42	21%	42	21%	158	42
Energy Performance Certs (EPC)	0	0	0%	0	0%	0	0
Sheltered Housing	10	5	50%	5	50%	5	5
Decoration Vouchers	70	32	46%	32	46%	38	32
Shower Installations	50	41	82%	41	82%	9	41
Sub Total (Revenue)	1,242	533	43%	533	43%	709	533
Disabled Adaptations	360	76	21%	76	21%	284	76
Sub Total (Other Capital)	360	76	21%	76	21%	284	76
Enabling Projects	10	5	50%	5	50%	5	5
Sub Total (Other Revenue)	10	5	50%	5	50%	5	5
Total	11,312	4,306	38%	4,306	38%	7,006	8,674

**PRIVATE SECTOR HOUSING GRANT
SCHEME OF ASSISTANCE - 2020/21**

30 March 2021
(all amounts in £'000)

CATEGORY	Budget Allocation 2020/21	Spend to date	Balance	Legally Committed	Completed Cases
Independent Living					
Category A (Revenue)	8	0	8	8	0
Category B	500	176	324	223	41
Category C	105	46	59	71	11
Overall Total	613	222	391	302	52

CATEGORY DESCRIPTIONS	
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: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 8 FEBRUARY 2022

SUBJECT: LOCAL LETTINGS PLAN 2022 – 2027

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

- 1.1 This report provides the Committee with the results of the consultation on the draft Local Lettings Plan 2022 – 2027 and presents the final Local Lettings Plan 2022 – 2027 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 Committee:

- (i) **considers and notes the outcome of the public consultation on the draft Local Lettings Plan 2022 – 2027 as set out in Section 4 and APPENDIX I;**
- (ii) **approves the final Local Lettings Plan 2022 – 2027 (APPENDIX II);**
- (iii) **agrees the implementation of the Local Lettings Plan 2022 – 2027 with immediate effect; and**
- (iv) **notes that the operation of the Local Lettings Plan 2022 – 2027 will be reported annually to this Committee as part of the Allocations Policy Annual Performance Report.**

3. BACKGROUND

- 3.1 On 19 October 2021, the Housing and Community Safety Committee approved the consultative draft of a revised Local Lettings Plan 2022 – 2027 and agreed that a consultation be undertaken between 20 October 2021 and 26 November 2021 (paragraph 6 of the Minute refers). The Committee also agreed that the consultation feedback and outcome of the public consultation would be presented to this Committee.

- 3.2 The first Lettings Plan for Council new build housing was agreed by the Communities Committee on 25 October 2011 (paragraph 12 of the Minute refers). There have been several Local Lettings Plans since 2011, with each Plan revised to reflect delivery of the new build housing programme.
- 3.3 On 3 February 2015, the Communities Committee agreed the Lettings Plan 2015 – 2018 and that the duration of the Lettings Plan should be the same period as the respective Local Housing Strategy (LHS) that delivers each new build programme and it should be reviewed as part of the next LHS (paragraph 8 of the Minute refers).
- 3.4 The Local Housing Strategy 2019 – 2024 was approved by Communities Committee on 2 April 2019 (paragraph 8 of the Minute refers). The LHS Action Plan includes an action under Priority 1 to “review Moray Council’s New Build Lettings Initiative” during 2019/20. This action has been delayed due to the need to prioritise COVID-19 related activity.
- 3.5 The consultation on the Local Lettings Plan 2022 – 2027 was undertaken between 20 October 2021 and 26 November 2021 and was published on the Council website and promoted via social media platforms. The consultation involved:
- publishing the Local Lettings Plan along with an easy to read version;
 - developing a web-based survey to seek and collate feedback and issuing a hard copy of the survey to those who requested it;
 - contacting a random sample of waiting list applicants to inform them of the consultation and requesting their feedback; and
 - contacting tenants on the Register of Interested Tenants, representatives of the Moray Tenants’ Forum and Community Councils to seek their feedback.

4. CONSULTATION RESPONSES

- 4.1 A total of 133 responses were received during the consultation. An overview of the feedback, including details of the questions asked, is included in **APPENDIX I**. A summary of the feedback on the Local Lettings Plan 2022 – 2027 is set out below.
- 4.2 The consultation asked “do you support the introduction of the Local Lettings Plan 2022 – 2027?” Of the responses received, 89 respondents (66.92%) were in support of the Local Lettings Plan 2022 – 2027. 11 (8.27%) do not support the Plan and 33 (24.81%) either did not know or did not want to answer.
- 4.3 Consultees were asked “did you find the Local Lettings Plan 2022 – 2027 easy to read and understand?” 88 respondents (66.17%) stated that the plan was easy to read and understand, 16 respondents (12.03%) did not find it easy to read while 29 (21.8%) did not know or did not want to answer the question.
- 4.4 The allocation of social housing is a complex issue and the Local Lettings Plan 2022 – 2027 contains complex and detailed information needed to explain the framework within which operates. The Plan has been developed

using plain language where possible. The Council has also developed a plain language easy read version of the Plan in order to assist applicants understanding of it.

- 4.5 Consultees were asked “is there a section of the Local Lettings Plan 2022 – 2027 that you would like to see reworded?” 81 respondents (60.9%) did not want the Plan reworded, 6 respondents (4.51%) thought that some wording should be changed and the remainder either did not know or did not want to answer the question. The comments received regarding rewording a section of the Plan related to either:
- personal circumstances which cannot be considered as part of the review; or
 - areas that are already detailed elsewhere in housing strategies and policies, such as the Allocations Policy or the Local Housing Strategy.
- Following consideration of the responses returned, no changes have been made to the wording of the Plan.
- 4.6 The consultation asked “is there something that we have missed from the Local Lettings Plan 2022 – 2027 that you think should be included?” 15 respondents (11.28%) thought something had been missed from the plan 59 (44.36%) did not and 59 (44.36%) either did not know or did not want to answer.
- 4.6.1 One respondent raised a concern regarding the exclusion of applicants with high support needs who have previously failed to accept support or engage with support services detailed in Section 4.5 of the Plan. An applicant would be excluded for this reason as they would be considered to pose a risk to the aims and objectives of the Plan. However, this will not preclude the applicant from receiving an offer of suitable housing via the Allocations Policy.
- 4.6.2 The other comments received regarding something that had been missed from the Plan related to:
- legislative duties which the Council must comply with; and
 - areas that are already detailed elsewhere in housing strategies and policies such as the Allocations Policy or the Local Housing Strategy.
- Following consideration of the comments returned no changes have been made to the Plan.
- 4.7 Consultees were asked “is there anything that you think should be removed from the Local Lettings Plan 2022 – 2027?” Three respondents (2.26%) thought that something should be removed from the plan. The comments received were out with the remit of the Plan and therefore have not resulted in any changes being made.

- 4.8 The consultation asked “do you have any other comments on the Local Lettings Plan 2022 – 2027?” Only one comment was returned and was discounted since it related to legislative duties which the Council must comply with.

5. LOCAL LETTINGS PLAN IMPLEMENTATION

- 5.1 On the basis of the results of the consultation and comments returned, it is not proposed to make any further changes to the Local Lettings Plan 2022 – 2027 approved by Committee on 20 October 2021. The Committee is therefore asked to agree the implementation of the Local Lettings Plan 2022 – 2027 (**APPENDIX II**) with immediate effect.
- 5.2 The Local Lettings Plan 2022 – 2027 will be published on the Council’s website and an accompanying easy to read version will also be published.
- 5.3 The operation of Local Lettings Plan 2022 – 2027 will be reported annually to this Committee as part of the Allocations Policy Annual Performance Report.
- 5.4 The Local Lettings Plan will be reviewed as part of the development of the Local Housing Strategy 2024 – 2029.

6. SUMMARY OF IMPLICATIONS

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

The Corporate Plan and the Moray 10 Year Plan (Local Outcomes Improvement Plan) identify the need to provide high quality affordable housing. The Local Letting Plan seeks to make the best use of the Council’s housing stock and create sustainable communities.

(b) Policy and Legal

The legislative framework for the Council’s Allocations Policy is contained within the Housing (Scotland) Act 197, as amended. In addition, the Scottish Social Housing Charter sets out the outcomes expected in relation to access to housing.

(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

An equality impact assessment has been carried out as part of the development of the Local Lettings Plan 2022 – 2027 and no equality / socio economic issues were identified.

(h) Climate Change and Biodiversity Impacts

The Local Letting Plan aims to create sustainable communities and assist make best use of housing stock which will reduce the turnover of housing stock. Tenancy sustainment will reduce the carbon emissions which would be generated by moving to suitable housing.

(i) Consultations

Consultation on this report has taken place with the Head of Housing and Property Services, Housing Needs Manager, the Acting Housing Strategy and Development Manager and Officers within the Housing Service, Legal Services Manager, Deborah O'Shea (Principal Accountant), the Equal Opportunities Officer and Lindsey Robinson (Committee Services). Any comments have been incorporated into the report.

7. CONCLUSION

- 7.1 This report provides the Housing and Community Safety Committee with the results on the consultation of the Local Lettings Plan 2022 – 2027 presents the Local Lettings Plan 2022 – 2027 for approval prior to implementation.**

Author of Report: Gillian Henly, Senior Housing Officer (Policy)
Background Papers:
Ref: SPMAN-1285234812-986

Local Lettings Plan 2022 – 2027 consultation results

Do you support the Local Lettings Plan 2022 – 2027?	Number	%
Yes	89	66.92
No	11	8.27
Don't know	32	24.06
Didn't want to answer	1	0.75
Total	133	100

Did you find the Local Lettings Plan 2022 – 2027 easy to read and understand?	Number	%
Yes	88	66.17
No	16	12.03
Don't know	13	9.77
Didn't want to answer	16	12.03
Total	133	100

Is there a section you would like to see re-worded?	Number	%
Yes	6	4.51
No	81	60.90
Don't know	20	15.04
Didn't want to answer	26	19.55
Total	133	100

Is there something that we have missed that you think should be included?	Number	%
Yes	15	11.28
No	59	44.36
Don't know	25	18.80
Didn't want to answer	34	25.56
Total	133	100

Is there anything you think should be removed?	Number	%
Yes	3	2.26
No	70	52.63
Don't know	22	16.54
Didn't want to answer	38	28.57
Total	133	100

- * Please note that the total number of responses decreases for each question decreases throughout the survey. This is due to some respondents not answering all the questions.



**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 8
FEBRUARY 2022**

SUBJECT: TENANT SURVEY 2021

**BY: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 8
FEBRUARY 2022**

1. REASON FOR REPORT

- 1.1 To inform the Committee of the main findings of the 2021 Tenant Survey.
- 1.2 This report is submitted to Committee in terms of in terms of Section III (G) (15) of the Council's Scheme of Administration to develop and monitor the Council's Performance Management Framework for the Communities Services.

2. RECOMMENDATION

2.1 It is recommended that the Committee:

- (i) **scrutinises the main findings of the Tenant Survey 2021; and**
- (ii) **notes that the Tenant Survey Improvement Plan will be reviewed in the light of the findings of the 2021 survey and an updated plan presented to a future meeting of this Committee.**

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 3 years. The Council has carried out surveys in 1994, 1999, 2001, 2004, 2007, 2012, 2015 and 2018.
- 3.3 The findings of the 2018 Tenant Survey were presented to the Communities Committee on 2 April 2019 (paragraph 12 of the Minute refers). On 1 December 2020, the Economic Growth, Housing and Environmental

Committee scrutinised progress on the Tenant Survey Improvement Plan developed in response to the 2018 survey (paragraph 14 of the Minute refers).

- 3.4 In August 2020, Audit Scotland's Best Value Assurance Report highlighted lower than average tenant satisfaction levels compared with other landlords and recommended that the council should investigate and better understand the reasons for poorer satisfaction levels and learn from Councils with higher satisfaction levels.

4. SURVEY DESIGN AND FIELDWORK

- 4.1 Following a competitive tender process, the Housing Service commissioned Research Resource to carry out a survey to assess satisfaction with the Council's landlord function and the services it provides. Research Resource is an independent market research organisation with extensive experience of working with social landlords on tenant surveys.
- 4.2 The survey aimed to assess tenants' views and experiences of the Housing Service, evaluate compliance against the Scottish Social Housing Charter outcomes, evaluate progress on the Tenant Survey Improvement Plan and allow comparison with previous baseline results. The survey questionnaire was based around the following themes:
- views on landlord services;
 - views on accessing services, communication and tenant participation;
 - views on repairs and housing quality;
 - views on the neighbourhood;
 - views on rents and affordability (including Covid 19 impacts); and
 - tenant priorities.
- 4.3 Tenant representatives were involved in the review of the questionnaire prior to commencement of the survey. Their feedback helped the service to develop a questionnaire that was both reasonable in length and easy to understand.
- 4.4 Publicity was arranged to maximise the response rate and included promotion within the Tenants' Voice newsletter, the Council's website and on social media.
- 4.5 Previous surveys have been carried out using a combined methodology of electronic and postal questionnaires sent to all tenants for self-completion. The 2021 Tenant Survey was carried out by interviewer-led telephone survey. This methodology is in line with SHR guidance and is widely considered to provide the most comprehensive, representative and robust results. Following research, officers found that most social landlords have been using interviewer-led methodology for their surveys.
- 4.6 Research Resource interviewed 1,504 tenants by telephone as part of the 2021 survey providing data accuracy to +/- 2% (based on a 50% estimate and a 95% level of confidence). The interviews took place during September and October 2021.
- 4.7 To avoid over and under-representation of tenant subgroups on the basis of variables such as household age, size or location, survey results are normally

weighted to ensure the sample is representative of the whole survey population. For the 2021 survey, the researchers were satisfied that the interviewee profile, although showing slight variances, was sufficiently representative to report the findings unweighted.

5. MAIN FINDINGS

- 5.1 On 19 January 2022, Research Resource presented the main findings of the 2021 Tenant Survey to Elected Members. The survey report is available on the Moray Council webpage at:
<http://www.moray.gov.uk/downloads/file107425.pdf>

- 5.2 The 2021 survey shows the results for the SHR key indicators for the ARC as well as local service indicators, compares the levels of satisfaction with the 2018 survey and the local authority average across Scotland, assists in the evaluation of actions set out in the Tenant Survey Improvement Plan and helps the Council identify service improvements on the basis of tenant priorities.

- 5.3 The findings of the 2021 were generally positive showing significant improvement in tenant satisfaction against both the 2018 survey and the Scottish average across a number of key indicators.

Respondent Profile

- 5.4 Most of the responses received were from households aged 35-64 (43%) followed by those aged over 65 years old (42%), and from single adult households (54%) and two adult households (23%).
- 5.5 Almost two thirds of tenants (63%) have someone in their household with a long term illness, health problem or disability. The most common health problems were mobility issues or physical disabilities (39%) and chronic diseases or illnesses (23%).

Landlord Services

- 5.6 At 83%, overall satisfaction with services (an ARC indicator) is a slight improvement on the 2015 and 2018 surveys, which were both at 80%, and is closer to the Scottish average of 86%. The most common reasons for satisfaction are that the Council is doing a good or great job and there are no complaints. The most common reasons for dissatisfaction are associated with repairs and included incomplete works, quality of workmanship and the time taken to complete repairs.

Views on accessing services, communication and tenant participation

- 5.7 91% of tenants feel that the Housing Service is good at keeping them informed about services and decisions (an ARC indicator). This is a significant improvement from both the 2015 and 2018 surveys, which were 78% and 76% respectively. This is also higher than the Scottish average of 85.6%. Those who are dissatisfied identified specific issues with communication on repairs and home improvements. The most popular ways of keeping tenants informed continue to be letter (58%, up from 40% in 2018), information in the Tenants Voice newsletter (55%, up from 53% in 2018) and registering for email alerts through "myaccount" (14% up from 10% in 2018).

- 5.8 The most popular method of contacting the Council continues to be telephone (92%, up from 83% in 2018) with email at 6%. Due to COVID-19 and office closures, 13% of respondents said they now contact the Housing Service by phone or email rather than visiting offices. Over 60% of tenants have access to the Internet but with significant differences by age (91% of tenants under 35 but only 23% over 75).
- 5.9 49% of tenants indicated that they would be interested in getting involved in the Council housing decision-making process with the most popular method being taking part in surveys.
- 5.10 There was a considerable improvement in tenant satisfaction with opportunities to participate in decision making processes (an ARC indicator) with 96% of respondents either very or fairly satisfied compared with 60% in 2015 and 69% in 2018. This indicator is also significantly higher than the Scottish average of 80%.

Views on repairs and housing quality

- 5.11 At 84%, overall satisfaction with the repairs and maintenance service (an ARC indicator) increased slightly from the 2018 level of 79%. However, satisfaction on this indicator continues to be lower than the Scottish average of 88%. The main reasons for increased satisfaction are keeping in touch about repairs and the appointment system. The reasons for dissatisfaction included incomplete repairs, the quality of workmanship and the length of time to complete repairs.
- 5.12 Satisfaction with the quality of the home (an ARC indicator) increased from 74% in 2018 to 83%. This is only slightly lower than the local authority average of 84%. The most common reason for dissatisfaction is the need for home upgrade/improvement. There were significant age differences in satisfaction levels with older tenants most satisfied (92%) and those under 35 less satisfied (77%). Tenants living in the Elgin and Forres Housing Market Areas (HMAs) are most satisfied (85% and 86% respectively) with lower levels in Speyside and Buckie (both 78%).
- 5.13 Tenants were asked what improvement or change to their home they would like to see. Almost one in three (32%, up from 22% in 2018) said their home did not need any improvement. Tenants' most popular choices for improvement are windows (23%), heating systems (19%), bathrooms (19%) and kitchens (14%).

Views on the neighbourhood

- 5.14 93% of tenants are satisfied with their neighbourhood as a place to live compared with 87% in 2018. Overall 82% expressed satisfaction with the grass cutting service provided by the Housing Service.
- 5.15 Performance on the landlord's management of the neighbourhood has shown a significant improvement. 90% of respondents indicated that they are very or fairly satisfied with the Housing Service's contribution to the management of their neighbourhood (an ARC indicator) with only 5% dissatisfied. This is higher than the Scottish average of 83%. In 2018, 80% of respondents were satisfied on the slightly differently worded indicator "management of the neighbourhood". The main reasons for dissatisfaction are nothing gets done

or maintained, antisocial behaviour and lack of visibility in terms of neighbourhood management.

5.16 There were significant differences neighbourhood satisfaction in terms of age and location with those over 75 most satisfied with their neighbourhoods (95%) and those age 35-54 least satisfied (85%), Those living in Forres and Cairngorm are most satisfied (98% and 100% respectively) and those in Speyside least satisfied (73%).

5.17 When asked about problems in their neighbourhood, the most frequent issues identified are parking (21% a problem and 79% not), dog fouling (19% a problem and 81% not) and litter (18% a problem and 82% not). Only 5% of respondents identified vandalism/graffiti as a problem.

Views on rents and affordability

5.18 Only 41% of respondents are not in receipt of any housing benefit or Universal Credit assistance towards their rent. 43% are in receipt of full housing benefit and 9% have their full housing costs covered by Universal Credit.

5.19 Those tenants making rent payments (excluding those not receiving full housing benefit) were asked whether the rent they pay is affordable. Whilst 64% thought it was very or fairly easy to afford (compared to 58% in 2018) and 32% just about affordable, 4% found their rents difficult to afford (compared to 8% in 2018). Those who do not receive Housing Benefit or Universal Credit are less likely to find their rents easy to afford. Analysis by household composition found that adult only households are less likely to find their rents affordable than those with children. Around 61% of adult only households found their rents affordable compared to around 77% of households with children.

5.20 86% of respondents felt their rent represents good value for money (an ARC indicator), only marginally greater than in previous surveys (84% in 2015 and 83% in 2018) but higher than the Scottish average of 82%. The main reasons given for good value are satisfaction with the house and area, affordability and cheaper than private rents. Tenants who felt it was not good value for money said that the rent is expensive and keeps increasing or mentioned the condition of the property.

5.21 41% said they would be willing to pay a higher rent if it would make their home more energy efficient, warmer and cheaper to heat (compared with 56% in 2018; 32% are not willing (compared with 20% in 2018). 30% said they would pay a slightly higher rent for the Council to build more homes (compared with 31% in 2018); 40% are not willing (compared with 35% in 2018). Tenants said they would also be willing to pay an increased rent for showers, modernisations or home improvements, adaptations for disabilities, a larger home, a better neighbourhood and solar panels/eco heating systems.

5.22 The survey assessed whether a household was affected by fuel poverty within the last 12 months. 22% said they had wanted to put their heating on but had chosen not to because of affordability, a significant reduction from 45% in 2018. Those in receipt of benefits, younger households and tenants with electric storage heating are more likely to experience heating affordability issues.

- 5.23 The majority of respondents (78%) said they had not been affected financially by the COVID-19 crisis but there were differences by age and household composition. 32% of respondents aged 35-54 and 29% aged 16-24 said they were worse off compared with 6% of those aged 75 and over. Single adult households are least likely to feel worse off (19%) whilst single and two parent households are more likely to feel worse off. 35% of single parent households with one child and 39% with three or more children said they are worse off. The figures are roughly the same for two parent households with 32% with one child and 39% with three or more children saying they are worse off.

Service Priorities

- 5.24 Tenants were asked about the range of services they considered the highest priority. Those rated most important are the quality of repairs, the quality of the home, value for money for rent and the overall service provided.
- 5.25 Tenants were asked if they agree that the Council should be seeking to minimise the impact of their homes on climate change. 82% of respondents agree or strongly agree that the Council should be doing this.

6. FUTURE ACTIONS

- 6.1 Service Managers are considering the findings of the 2021 survey with a view to evaluating progress and updating the actions set out in the Tenant Survey Improvement Plan. The review of plan will be presented to a future meeting of this Committee.
- 6.2 The findings of the survey and the review of the Tenant Survey Improvement Plan will be reported to tenants via the Tenants' Voice newsletter. The results will also be made available on the Council's website and on social media.

7. SUMMARY OF IMPLICATIONS

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

Gathering the views of customers has a key role in evaluating how the Housing Service is performing in its landlord role and prioritising service improvements on the basis of the needs of its tenants. This ensures that the Council's housing services are efficient and sustainable and contribute to the delivery of the priorities of both the Corporate Plan and the LOIP.

(b) Policy and Legal

The Scottish Housing Regulator's performance framework and the Scottish Social Housing Charter require that social landlords carry out regular tenant satisfaction surveys.

(c) Financial implications

The cost of the Tenant Survey at £10,920 was met from the Housing Revenue Account budget for 2021/22. Any costs associated with implementing improvements will be met from within existing budgets.

(d) Risk Implications

There are no risk implications from this report.

(e) Staffing Implications

There are no staffing implications from this report.

(f) Property

There are no property implications from this report.

(g) Equalities/Socio Economic Impact

There are no equalities implications arising from this report. Any equalities implications arising from improvement actions to be developed as a result of the Tenant Survey will be considered when actions are proposed.

(h) Climate Change and Biodiversity Impacts

This report contributes towards the Council's Climate Change by identifying tenants' views of energy efficient and carbon reducing improvements to council houses.

(i) Consultations

Consultation on this report has been carried out with The Head of Housing and Property Services, Depute Chief Executive (Economy, Environment and Finance) and Housing and Property Service Managers and any comments received have been incorporated.

8. CONCLUSION

8.1 This report presents the key findings of the Tenant Survey 2021. The Tenant Survey Improvement Plan will be reviewed on the basis of the survey findings and an updated plan presented to a future meeting of this Committee.

Author of Report:	Graeme Davidson, Housing Strategy and Development Manager
Background Papers:	Daska Murray, Senior Housing Officer (Information)
Ref:	With author SPMAN-1285234812-1012



**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 8
FEBRUARY 2022**

**SUBJECT: HOUSING AND PROPERTY SERVICES BUDGET MONITORING –
30 NOVEMBER 2021**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND
FINANCE)**

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 November 2021.
- 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 the Committee scrutinises and notes the budget monitoring report for the period to 30 November 2021.**

3. BACKGROUND

- 3.1 The Council agreed the HRA Budget for 2021/22 at the meeting on 18 February 2021 (paragraph 7 of the Minute refers). Housing and Property budget monitoring reports are presented to each cycle of meetings.
- 3.2 The COVID-19 pandemic and subsequent lock down period has impacted on the budget spend as the service concentrated on responding to the immediate crisis.

4. HOUSING REVENUE ACCOUNT TO 30 NOVEMBER 2021

- 4.1 **APPENDIX I** details the HRA budget position to 30 November 2021.
- 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 underspend of £67k. This includes underspends in staffing (£132k), arising from vacancies and the budget provision for pay

award not being paid yet and other minor cumulative underspend (£13k). This was partially offset by an overspend in relation to voids (£78k).

- 4.2.2 **Repairs and maintenance** – there was an underspend of £811k in the repairs and maintenance budget, which is partly attributable to the restrictions in non-essential repairs at the start of the financial year. Underspends include planned/cyclical maintenance (£588k), voids (£152k) and response repairs (£71k).
- 4.2.3 **Bad and doubtful debts** – there was an underspend of £19k against provision for bad & doubtful debts.
- 4.2.4 **Downsizing Incentive Scheme** – there was an underspend of £32k, with fewer transfers taking place.
- 4.2.5 **Service Developments** – there is an underspend of £33k, with £27k arising from a vacancy that has not yet been filled, £10k on consultancy allocated for the Housing Need and Demand Assessment/Tenant Satisfaction Survey, partially offset by a £4k overspend in software costs.
- 4.2.6 The income at 30 November 2021 was £58k lower than expected. This is due mainly to fewer rechargeable repairs being invoiced.

5. HRA PROJECTED OUTTURNS 2021/22

5.1 **APPENDIX I** also details projected outturns for 2021/22.

5.2 Expenditure

- 5.2.1 **Supervision and management** - An underspend of £145k is projected. This variance results from projected underspends in staffing (£126k), shared accommodation costs (£78k) and other minor cumulative net underspends (£32k). This is reduced by a projected overspend in voids (£91k).
- 5.2.2 **Sheltered Housing** – There is a projected overspend of £4k anticipated due to excess energy costs.
- 5.2.3 **Repairs and Maintenance** - An underspend of £921k is projected. Planned/Cyclical works are projected to underspend by (£958k), which would be partially offset by an overspend in voids (£37k).
- 5.2.4 **Financing costs** - An underspend of £99k is projected due to lower than estimated interest rates and the continued level of Capital from Current Revenue (CFCR) used to keep borrowing to a minimum. There was also a change in the loans pool method, with the first repayment in following year as opposed to half repayment in current year for new borrowing.
- 5.2.5 **Bad and Doubtful debts** - An underspend of £20k is projected due to lower write-offs, however the position remains uncertain following the impact of the pandemic on arrears.

- 5.2.6 **CFCR** - The level of Capital from Current Revenue (CFCR) is projected to be £1,163k overspent due to underspends elsewhere across the HRA budget.
- 5.2.7 **Downsizing Incentive Scheme** – An underspend of £32k is projected due to fewer transfers taking place.
- 5.2.8 **Service Developments** – An underspend of £40k is currently projected due to staffing vacancies and lower than anticipated expenditure on consultancy, with £17k being carried forward to 22/23 for the Housing Need and Demand Assessment.
- 5.2.9 **Total expenditure on the HRA** - Projected to be £90k lower than budgeted.

5.3 **Income**

- 5.3.1 Minor variations are projected for income on non-dwelling rents, house rents and other income during 2021/22.
- 5.3.2 Total income to the HRA is projected to be £90k lower than originally budgeted for 2021/22.
- 5.4 Overall, a surplus balance of £2.401m is projected for the HRA budget in 2021/22.

6. **OTHER HOUSING BUDGET**

- 6.1 **APPENDIX II** provides details of the budget position to 30 November 2021.
- 6.2 **Planning and Development** - consists of Improvement Grants and Affordable Housing budgets, including disabled adaptations. The position at 30 November 2021 shows an overspend of £19k, attributable to a shortfall in grant income against budget of £84k, partially offset by underspends in discretionary grants (£48k), admin (£7k) and timing adjustments (£10k). This budget is administered by the Integrated Joint Board.
- 6.3 **Housing Management** - relates to the Gypsy/Traveller budget. The position at 30 November 2021 shows an underspend of £21k, mainly due to staffing.
- 6.4 **Homelessness/Allocations** - comprises of Homelessness and Housing Support services. There was an overspend of £99k in this budget, comprised of £18k for Housing Support, £72k for temporary accommodation and £9k in other homelessness services. This includes one-off legal costs and reflects the fluid nature of service demands.
- 6.5 **Miscellaneous General Services Housing** - comprises of House Loans, a maintenance bond from Grampian Housing Association and the complex needs development at Urquhart Place, Lhanbryde. The budget is showing an overall underspend of £17k which is attributable to an underspend of £24k in repairs & maintenance for the property and a £7k overspend due to the maintenance bond being exhausted.

- 6.6 **The Building Services Budget** - is reported in detail separately on this Committee's agenda and any surplus achieved or deficit will return to the HRA.
- 6.7 **The Property Services Budget** - includes the budgets for the Design Team and Property Resources. There is an overall underspend of £186k to date. Within the Design Team there were underspends in Industrial Estates £104k, £2k in fee income and £2k in energy efficiency, partially offset by a £16k overspend in Architects due to software costs. Property Resources underspent by £94k, of which £40k related to shared buildings, £6k for the maintenance section, £5k for admin/management and £43k for Central Repairs & Maintenance.
- 6.8 The service has also incurred £4k of expenditure to date directly relating to the response to the COVID-19 pandemic. This relates to building alterations/recommissioning works.
- 6.9 As at 30 November 2021, the Other Housing budget shows a net underspend of £97k.

7. OTHER HOUSING PROJECTED OUTTURNS 2021/22

- 7.1 **APPENDIX II** also indicates the projected outturns for 2021/22.
- 7.2 **Planning and Development** - Projected to overspend by £50k. This is based on an anticipated overspend in improvement grants £93k, due to less income received than anticipated due to COVID, which is being reduced by underspends in discretionary grants £43k .
- 7.3 **Housing Management** - Projected to underspend by £8k. The main reason for this is a vacancy and end of year recharges to the Housing Revenue Account.
- 7.4 **Homelessness/Allocations** - Projects an underspend of £47k. An overspend in housing support (£13k) and temporary accommodation (£99k) is expected to be offset by an underspend of £159k in the wider homelessness budget, arising due to vacancies within the service. £169k allocated for the Rapid Rehousing Transition Plan is included in this figure and will be carried forward.
- 7.5 **Miscellaneous General Services Housing** - Projects an underspend of £15k. The main reason for this is lower than anticipated repairs and maintenance costs relating to Urquhart Place.
- 7.6 **Building Services** - Projected outturn is considered in further detail in the separate report on the Committee's agenda.
- 7.7 **Property Services** - Projects an underspend of £256k. This is comprised of an underspend of £26k in Property and £230k in Property Resources, principally due to lower repairs and maintenance costs.

- 7.8 **Housing and Property Savings** – Staffing savings are anticipated to be exceeded by £10k, dependent on vacancy levels.
- 7.9 **Housing and Property Allocations** – Projected to overspend (£30k) due to lower than expected service recharges.
- 7.10 The service is expected to incur £5k of expenditure relating to the response to the COVID-19 pandemic, which relates to building alterations/recommissioning works.
- 7.11 Overall, it is now projected that the Other Housing Budget in General Services will underspend by £254k on the agreed budget.

8. **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 to 7 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) **Climate Change and Biodiversity Impacts**

There are no climate change/biodiversity impacts arising from this report.

(i) **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), the Legal Services Manager, Senior Managers within Housing and Property Services and Lissa Rowan (Committee

Services Officer) who all agree the content of the report where it relates to their area of responsibility.

9. CONCLUSION

9.1 This report sets out the budget position for the HRA and General Services Housing budgets to 30 November 2021 and also comments on the variances on these budgets.

Author of Report:	Edward Thomas, Head of Housing and Property
Background Papers:	Held by author
Ref:	SPMAN-1285234812-1009

Budget Monitoring to 30 November 2021

Service Description	Annual Budget 2021-22	Budget to 30 Nov 2021	Actual to 30 Nov 2021	Variance to 30 Nov 2021	Projected Outturn to 31 Mar 2022	Projected Variance to 31 Mar 2022
Expenditure	£,000	£,000	£,000	£,000	£,000	£,000
Supervision & Management	4,297	2,146	2,079	67	4,152	145
Sheltered Housing	22	13	12	1	26	(4)
Repairs and Maintenance	7,678	4,537	3,726	811	6,757	921
Financing Costs	3,880	0	0	0	3,781	99
Bad & Doubtful Debts	225	50	31	19	205	20
CFCR	4,910	0	0	0	6,073	(1,163)
Downsizing Incentive Scheme	72	48	16	32	40	32
Service Development	119	87	54	33	79	40
Total Gross Expenditure	21,203	6,881	5,918	963	21,113	90
Income	£,000	£,000	£,000	£,000	£,000	£,000
Non-dwelling rents	229	176	178	2	228	(1)
House rents	20,880	14,739	14,730	(9)	20,866	(14)
IORB	4	0	0	0	2	(2)
Other income	90	58	7	(51)	17	(73)
Total Income	21,203	14,973	14,915	(58)	21,113	(90)
Surplus / (Deficit) for the year	0	8,092	8,997	905	0	0
Accumulated Surplus Balance brought forward			2,401		2,401	
Estimated Surplus Balance at 31 March			2,401		2,401	

Monitoring to 30 November 2021

Service Description	Annual Budget 2021-22 £'000	Budget to 30 Nov 2021 £'000	Actual & Committed to 30 Nov 2021 £'000	Variance at 30 Nov 2021 £'000	Projected Outturn 2021-22 £'000	Projected Variance 2021-22 £'000
Planning & Development	249	166	185	(19)	299	(50)
Housing Management	17	23	2	21	9	8
Homelessness / Allocations	2120	1313	1412	(99)	2073	47
Miscellaneous General Services Housing	(20)	(14)	(31)	17	(35)	15
Building Services	0	(7)	(2)	(5)	(3)	3
Property Services	898	1095	909	186	642	256
General Services Housing & Property Savings	10	0	0	0	0	10
General Services Housing & Property Allocations	(161)	0	0	0	(131)	(30)
Covid 19 - GS Housing & Property	0	0	4	(4)	5	(5)
General Services Housing & Property Total	3113	2576	2479	97	2859	254

