

Housing and Property Annual Performance Report 2017/18

Appendix II



moray
council

Alternative formats

If you need information from Moray Council in a different language or format, such as Braille, audio tape or **large print**, please contact:

تغلب نوكت و ياروم سلجم لبق نم تامولعم ىلإ ةجّاح يف مهنك اذا
نوكت نأ وأ وي دوأ ةناو طسأ ، ياربلا لثم فلتخم لكش ىلع وأ ةفلتخم
ب لاصتإلا ءاج زلاف ةظي لغ فورح لامعتساب ةعوبطم

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Ja Jums vajadzīga informācija no Marejas domes (Moray Council) citā valodā vai formātā, piemēram, Braila rakstā, audio lentā vai lielā drukā, sazinieties ar:

پاڙيان دي گھر کسي سے کونسل مورے کو آگے راپ
آڻيو ٻڌ رهي آهي، ”مثلاً ٻيون درڪار معلومات مهين صورت
راڻيه کرفر ما مهرباندي تو حروف، ٻڌ رهي آهي ڀاڻي
فرمائين

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Introduction

The Housing (Scotland) Act 2010 created an independent body called the Scottish Housing Regulator (SHR). The SHR looks after the interests of social housing tenants, people who become homeless and any other customers who use the housing service.

The Scottish Social Housing Charter was introduced in 2012. It sets out the standards and outcomes that social landlords should achieve with the aim of improving the quality and value of services provided. In 2016 the Scottish Government reviewed the Charter. You can view it online at www.gov.scot/Resource/0051/00515058.pdf



Every year, we must send performance information to the SHR in a return. We submitted our fifth Annual Return on the Charter (ARC) in May 2018. The ARC shows how well social landlords perform against the 16 Charter outcomes and standards. Our return covers the period 1 April 2017 to 31 March 2018 and can be found online at

www.scottishhousingregulator.gov.uk/find-and-compare-landlords/moray-council

The SHR also requires social landlords to produce an annual report on its performance and make it available to their tenants and other customers. I would like to thank the Moray Tenants Forum for their help in preparing this report for you and to tenants who took the time to return feedback forms last year. Your feedback has been invaluable in developing this year's report. I hope you find this report interesting and agree that it not only highlights our achievements but also evidences how we will continue to improve your housing services.

Councillor Louise Laing
Chair of Communities Committee



Performance

We are committed to improving our performance as a social landlord. Our performance is monitored both monthly and quarterly and is reported to our Communities Committee twice yearly.

Performance reports can be found on our website at:

www.moray.gov.uk/moray_standard/page_101335.html

There is also a webcasting facility where the Communities Committee meetings are available to view for 12 months on our website at: www.moray.gov.uk/moray_standard/page_43661.html

If you have any questions about our performance or this report:

Email housing@moray.gov.uk

Phone 0300 123 4566

Fill in the feedback form on the back page

The annual report

We have used a traffic light system to show you how we compare with other social landlords on the key Charter outcomes and standards during 2017/18.



Green means that we are the same as or better than the Scottish average



Amber means that we are within 5% of the Scottish average



Red means that we are more than 5% below the Scottish average

Our annual report has been structured around the key themes which the Moray Tenants Forum felt would be of most interest to our tenants and other customers. These can be found on the contents page.

Charter Outcome 2:

Communication







Our aim is that...

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Landlord satisfaction

Every three years, we commission an independent survey to gather tenants' views on the key areas of our service. Most social landlords survey a sample of their tenants but we felt it was important to give all our tenants the opportunity to have their say and to gather data that is as accurate as possible. In late 2015 surveys were sent to all 5,890 tenants and 30% (1,738 surveys) were returned.

The main findings are shown below but our performance will soon be updated with the results from the 2018 tenant survey. This will give us a more accurate picture of current performance and could change how we compare with the Scottish average.

Performance indicators	Moray Council 2015	Scottish average 2017/18	How we compare with the Scottish average
% of tenants satisfied with the overall service provided by their landlord	80%	90%	
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	78%	92%	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	60%	86%	
% of tenants satisfied with the quality of their home	86%	88%	
% of tenants satisfied with the management of the neighbourhood they live in	76%	88%	
% of tenants who feel that the rent for their property represents good value for money	84%	83%	

The Scottish average includes the results for other social landlords, such as housing associations. Our results are generally comparable with the averages for local authorities only.

We are also aware that our 2015 survey is now considerably out of date and the changes we made based on your feedback will not be reflected in the results until this year's survey has been carried out.

Our next major survey takes place between September and November 2018.

This is your chance to tell us what our service priorities and improvements should be for the next few years.

We have acted on the main areas where we needed to improve customer satisfaction:

- 🏠 We prioritised our property upgrades within our Housing Investment Programme to reflect your preferred **improvements to your homes** (heating and insulation, new bathrooms, showers and window replacements);
- 🏠 We made improvements to **contact centre scripts** and considered options for **dealing with more complex enquiries** such as repairs.
- 🏠 We identified improvements in **communication and participation** through a review of our tenant participation strategy.
- 🏠 We restructured our **repairs service** and they are working to address issues you raised about scheduling, incorrect diagnosis, delays, quality and communication.
- 🏠 We reviewed our **Antisocial Behaviour Policy** to address lower levels of satisfaction in the handling of cases and carried out a review of estate audits.
- 🏠 Unfortunately some of your concerns about **the condition of roads, paths, play areas, communal grassed areas and dog fouling** are not areas that are controlled by the housing service but we shared them with the relevant Council services. These areas may be difficult to address given the unprecedented budget pressures that the Council is currently facing.

Some of the 1,383 comments from our 2015 tenant survey

Always polite and very helpful at all the times I have called

We are reasonably satisfied of services provided. Further insulation regarding saving heating in winter could help

I don't usually have many comments to make but we get leaflets/Council magazine keeping us up to date where I am invited to give my views

When appointments are made they should be kept

Could be slightly easier to get to the appropriate department

Windows need to be replaced in next few years

Listening and acting on tenants' views

We appreciate when you take time to share your opinions as this helps us to improve services. We gather customer feedback from a number of different housing related activities.

Dealing with complaints

All tenants have the right to complain if they are not satisfied with the level of service that we provide. We take complaints seriously and have a comprehensive complaints handling policy that is in line with the Scottish Public Services Ombudsman (SPSO) model complaint handling procedure.

Complaints give us valuable information that we use to improve customer satisfaction and make changes to our service. Our complaints handling policy allows us to address the problem and may help to prevent the issue from re-occurring. You can view the policy on our website at: www.moray.gov.uk/complaints

All complaints are recorded through our corporate complaints system. To monitor complaints we divide them into:



1st stage complaints which are straight forward and need little or no investigation



2nd stage complaints which are complex or more serious and need further investigation

Customer Feedback

- Antisocial Behaviour/Neighbour Disputes
- End of Tenancy
- 3 Yearly Tenants Survey
- Temporary Accommodation
- Homelessness
- Response Repairs
- Housing Support
- New Tenant Satisfaction
- Planned Maintenance
- Housing Options
- Gas Servicing

Performance indicators	Our 2017/18 target	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
% of 1st stage complaints resolved	-	98%	98%	
% of 2nd stage complaints resolved	-	93%	94%	
% of 1st stage complaints responded to in full by the landlord within SPSO timescales	100%	78%	86%	
% of 2nd stage complaints responded to in full by the landlord within SPSO timescales	100%	74%	83%	

In 2017/18, we received 118 1st stage complaints and 78% of these were dealt with within the SPSO target timescale of 5 working days. We also received 72 2nd stage complaints and 74% of these were dealt with within the SPSO target timescale of 20 working days. During 2017/18 there was a 44% increase in the total number of complaints received compared to last year, most of these related to our repairs service (122 complaints) and 39% of those were due to heating or boiler failures. Over the next three years, we will replace a number of older heating systems which will improve homes, reduce the amount of response repairs, save money and hopefully decrease the number of complaints about our repairs service.



How we use your feedback and communicate with you

We use feedback from complaints and surveys to shape and improve your housing services. We publish a “You Said – We Did” article within the Tenants’ Voice newsletter to tell you about some of the changes we have made to the service following your suggestions, comments or complaints.

As well as our twice yearly tenant newsletter, we keep you informed through our main tenant group (the Moray Tenants Forum), social media, our website, our comprehensive tenant handbook, a wide range of leaflets and this performance report.

Our documents are written in plain language so that they are easier to read and understand. You can also ask for a copy in your preferred format for example in Braille, large print or in another language.



Charter Outcome 3:

Participation

Our aim is that...

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

The Housing Scotland Act 2001 gives tenants the right to work with their landlord to deliver better housing services. Our Tenant Participation Strategy (2017-2020) sets out how we will "work in partnership with our tenants to design and deliver good quality housing services". You can find it online at

www.moray.gov.uk/moray_standard/page_95571.html

Photo: Communities Committee tenant representatives
(left to right) May McGarrie, Jane Bartecki and Anna Bamforth



Only **8%**
of tenants were
dissatisfied with the
opportunities to
participate in our decision
making processes

Tenant Survey 2015

Tenant groups

The Moray Tenants Forum is the main tenants' body that work with us to promote tenants' interests. They often help us to design information for tenants such as leaflets and raise important issues for the community. Forum members have represented you locally at our Communities Committee meetings and at tenant events all over Scotland. We would encourage more tenants to become involved in the work of this group.

The Service Improvement Panel reviews our services and makes recommendations on how we can improve. We have recruited new members to our panel but we are always looking for more! This is a unique opportunity for tenants to improve their knowledge of housing. Any of our tenants can join and no experience is necessary as we offer training and support.

Tenants involved in either of these groups have access to grant funding to help cover general running costs including expenses such as reasonable travel or childcare costs.



The Buckpool New Build Tenant Group aim to address estate based issues and includes both Moray Council and Langstane Housing Association tenants in its membership. This year the group were successful in applying for funding through Bucks4Buckie to buy some benches for their estate.

Buckpool New Build Tenant Group

Partnership working

We are a member of **Moray Tenants Partnership** and **North East Tenants, Residents and Landlords Together**. These groups include social landlords and their tenants in their membership. There are many benefits for both tenants and landlords from working in partnership such as sharing good practice, resources and access to training opportunities. Together we have arranged café style events to promote tenant participation and explain the advantages of getting involved.



Estate audits/walkabouts

The purpose of an estate audit is to share information and collectively agree what estate upgrades will be considered for completion in the next financial year. In 2016/17 we consulted tenants on how we carry out estate audits and manage the budget for upgrading your estates.

The first estate audits under the new programme took place during September 2017. Any projects identified from the audit are prioritised and those approved will be progressed during the next financial year. This change helps us to better plan our budget and by merging the various estate budgets, there is now a budget of £100k available for estate improvements across Moray.



Surveys, consultations and our list of interested tenants

For tenants who are unable to go to meetings, we still want to hear from you. Filling in surveys and giving feedback is useful and helps us to improve the service.

We ask tenants for their views whenever we make changes to our strategies and policies or other housing issues as they arise. We use our list of interested tenants to tell you when consultations are taking place that may be of interest. We also publicise consultations on our website, on social media and through the Moray Tenants Forum. In 2017/18 we consulted on changes to our housing support policy following the new Health and Social Care Standards.

Digital engagement

To mark Scottish Housing Day on 21 September 2017, we launched a new Facebook group. The aim of the group is to tell you when consultations are taking place, share news and keep you informed about services and decisions. Council tenants and members of their household aged over 16 can ask to join the group at www.facebook.com/groups/MorayCouncilTenants

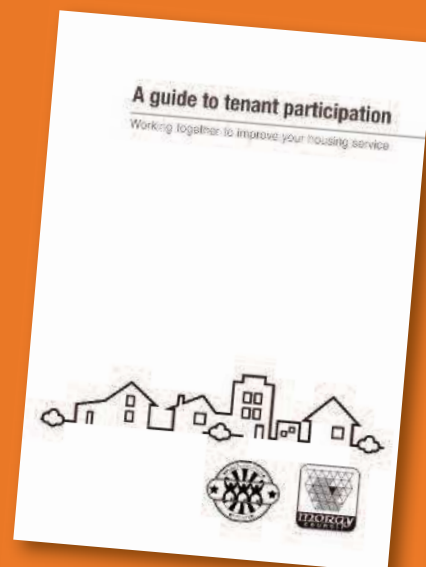
You can also sign up for email alerts through **myaccount** by selecting the option for housing updates. Myaccount allows you to use a single account to access a range of Scottish public services online. Visit www.moray.gov.uk/myaccount for more information.

Find out more about tenant participation

In our 2015 tenant survey, 60% of tenants said they were satisfied with the opportunities to participate in our decision making processes. However around a third said that they were neither satisfied nor dissatisfied. If there are other options for giving feedback that you think we should offer, please let us know.

Our leaflet "A guide to tenant participation" explains all the ways that you can get involved. It was created in partnership with the Moray Tenants Forum.

To find out more about tenant groups, estate walkabouts, our list of interested tenants or any of our other options to get involved in our decision making processes then contact us.



Charter Outcome 4:






Quality of housing

Our aim is that...

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

The Scottish Housing Quality Standard (SHQS)

The Scottish Housing Quality Standard (SHQS) was introduced by the Scottish Government in February 2004 to improve the quality of social housing in Scotland. To meet the standard properties must be:

-  Compliant with the tolerable standard
-  Free from serious disrepair
-  Energy efficient
-  Equipped with modern facilities and services
-  Healthy, safe and secure

Within the 5 criteria headings there are 55 separate elements that a property must meet in order to achieve the SHQS. Details about the standard can be found online at www.gov.scot/Resource/Doc/1125/0115258.pdf




At 31 March 2018, 96% of our housing stock (5,799 properties) all met the SHQS with the exception of exemptions and abeyances.

Our exemptions included 3% of stock (203 properties) which include properties that are 'hard to treat' or where the cost of the work would be uneconomical such as properties located off the gas grid that do not have the cheapest fuel options available to them. Over the next three financial years, we will invest in renewable technologies such as photovoltaics (solar panels) and solar water heating, to improve the energy efficiency in these properties. We will also be fitting more efficient heating systems.

The remaining 1% (50 properties) is classed as abeyances, where work cannot be done for 'social reasons' or where the tenant has refused to have their property upgraded.

We continue to look at a range of options to reduce the number of exemptions and abeyances.



Performance indicators	Our 2017/18 target	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
% of properties meeting the SHQS	100%	96%	94%	
% of properties meeting the EESSH	100%	55%	80%	
% of tenants satisfied with the standard of their home when moving in	90%	79%	90%	

The Energy Efficiency Standard for Social Housing (EESH)

The Energy Efficiency Standard for Social Housing (EESH) sets out the minimum energy efficiency standard for social housing. It has been developed by the Scottish Government following consultation with social landlords and tenants and will contribute towards the carbon emissions reduction targets set by the Climate Change (Scotland) Act 2009. Landlords must make sure that all social housing meets the new standard by December 2020. Details about the standard can be found at:

beta.gov.scot/publications/energy-efficiency-standard-social-housing-eesh-tenants-guide

We continue to improve the quality of our housing stock through our Housing Investment Programme. In 2018/19, we will spend around £11 million to carry out repairs, improvements and modernisation to tenants' homes. We will also spend an additional £2.7 million over and above our normal lifecycle replacement programme to carry out extra works to meet the EESH.

Satisfaction with standard when moving in

We send surveys to all new tenants to gather their views on our letting processes. When asked if they were satisfied with their home when moving in, 71 tenants (79% of those responding) told us they were satisfied with their home. This compares with 78% in the previous year. 11 tenants (12%) were dissatisfied with the main reasons being poor overall appearance, the standard of decoration, the condition of the garden and one tenant felt that their heating system and kitchen was not to the standard they had seen in other Council properties. 8 tenants (9%) were neither satisfied nor dissatisfied with the quality of their home.

All properties that we re-let must meet our letting standard so it is important that we continue to receive feedback from our new tenants. This can help us to shape our services and one example where we have taken your views into consideration is the provision of decoration packs. New tenants previously expressed concerns around the cost of moving into a new home and in recognition of this we now offer paint-packs where necessary to reduce costs to our new tenants. We have also offered support to new tenants to help them understand how to use their heating systems. Feedback on both of these initiatives has been positive.



We also aim to visit new tenants within six weeks to check that any issues identified on moving in are resolved.







Charter Outcome 5:

Repairs, maintenance and improvements

Our aim is that...

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

We want to make sure that your home is well maintained and repairs are carried out within reasonable timescales. During 2017/18 we carried out 16,924 repairs to your homes. This included 6,352 emergency repairs which is slightly less than last year. We made 12,354 appointments for the 10,572 non-emergency repairs and kept 93% of these. We have recently upgraded our ICT systems and hope that this will improve our future performance.

Performance indicators	Our 2017/18 target	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
Average time taken to complete emergency repairs	4 hours	2 hrs 33 mins	3 hrs 57 mins	
Average time taken to complete non-emergency repairs	10 working days	8 working days	6 working days	
% of repairs carried out right first time	90%	81%	92%	
% of repairs appointments kept	95%	93%	95%	
% of properties receiving a gas safety check by the anniversary date	100%	100%	99%	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	90%	83%	92%	



We completed 81% of our non-emergency repairs right first time but like other landlords, we have found this indicator difficult to measure. However, we continue to monitor the results to see if we can identify opportunities to make improvements.

We updated our gas safety management procedures in 2017/18 and created a single team to oversee the process. We met our 100% target to service all properties with gas appliances within their anniversary date. Our biggest challenge in achieving this level of performance is gaining access to your home. We do need your support in this area as the aim of servicing these systems is ultimately about the safety of your family, your neighbours and you. Our approach to non-access has resulted in some services being brought forward when we have been unable to gain access.

We want to make our repairs service as accessible as possible so tenants can report repairs online as well as in person or on the phone. It is easy to report a repair online using our repair finder tool on our website at housingrepairs.moray.gov.uk. In November 2017 we introduced a new process to gather feedback from tenants by phone when repairs are carried out. 83% said they were satisfied with our repairs and maintenance service, 11% were neither satisfied nor dissatisfied and only 6% were dissatisfied.

Photo: Moray Council Apprentices



Charter Outcome 6:

Estate management, antisocial behaviour, neighbour nuisance and tenancy disputes

Our aim is that...

Tenants and other customers live in well-maintained neighbourhoods where they feel safe.



From October 2015, our Community Safety Team has been dealing with your complaints. This team has the benefit of access to other Council services as well as the Police and Community Wardens. We feel this approach improves both the investigation of your complaints and gives better outcomes for those experiencing antisocial behaviour.

Most tenants responding to a consultation agreed that our timescales for handling complaints were unrealistic and needed review. From April 2017, we extended our resolution timescales for handling category B and C complaints but our acknowledgement timescales have not changed. The timescales are shown in the table below:

Cat	Definition	Acknowledgement timescale	Resolution timescale
A	Very serious antisocial behaviour, which normally includes criminal activity such as drug dealing, racial harassment or assault.	Visit/interview complainant and contact police within 1 working day .	20 working days from the date the initial acknowledgement letter is sent.
B	Situations where the behaviour is likely to stop short of criminal activity but could be a deliberate attempt to cause disturbance or annoyance to a neighbour. It is likely to be more than a clash of lifestyles and may involve threats/harassment, which cannot be substantiated by witnesses. It may involve disregard for others with loud music and parties or where the incidents are persistent and attempts to change behaviour has not worked.	Carry out initial investigation and assess appropriate action. Contact complainant by phone call/letter/ visit within 2 working days to advise of assessment.	35 working days from the date the initial acknowledgement letter is sent.
C	Issues solely between two neighbours and minor breach of Tenancy Agreements. This includes the use of common areas, maintenance, the use of boundaries and noise.	Investigate complaint and contact complainant by phone/letter or visit within 5 working days .	40 working days from the date the initial acknowledgement letter is sent.

During 2017/18 we received 448 complaints of antisocial behaviour which was slightly higher than the previous year. Of these, 441 cases were resolved within the reporting year with 95% (426) 'resolved' within their respective target time. This is a significant improvement and is mainly due to the changes to our resolution timescales for Category B and C complaints.

By resolved we mean cases where:

-  We have taken appropriate measures, as set out in our policy or procedures, to address the cause of the antisocial behaviour complaint and advised the complainant of the outcome; or
-  We do not have the authority or powers to resolve the case and have provided a full explanation of our position to the complainant.

Performance indicators	Our 2017/18 target	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
% of antisocial behaviour cases resolved within target	A – 20 B – 35 C – 40 working days	95%	88%	



Louise McKnight - Housing Liaison
Officer with the Community Safety Team

To report antisocial behaviour

During office hours phone our Community Safety Team on 01343 563134 or 01343 563074. If your complaint is more serious then you should call the non-emergency Police Scotland number on 101. You can also report antisocial behaviour online at online.moray.gov.uk/form/auto/asb_ext

Charter Outcome 7, 8 and 9:

Housing options and access to social housing

Our aim is that...

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them

Tenants and people on housing lists can review their housing options. Also, people at risk of losing their homes get advice on preventing homelessness.

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

We are the biggest local provider of social rented housing in Moray and our allocations policy sets out how we make the best use of our housing stock. Our policy takes into account the needs, demands and wishes of applicants when allocating available housing stock.

Our housing list is open to anyone over 16 years of age. We operate three lists for housing; waiting list, transfer list and homeless list. A quota to guide allocations is set for each list and is agreed annually by our Communities Committee.

During 2017/18, 214 lets (51%) were made to those who were assessed as homeless, 117 lets (28%) went to those on the waiting list and 87 lets (21%) were allocated to the transfer list. This reflects the pressures in terms of both responding to and dealing with homelessness.

The demand for housing in Moray remains high. As at 31 March 2018, we had 3,067 applicants on the housing list which is slightly less than the previous year (3,586). Most of the list was made up of people on the waiting list (2,434 applicants), followed by the transfer list (521 applicants) and then the homeless list (112 applicants). The number of new applications decreased slightly compared to the previous year.

In 2017/18, we let 47 new build properties for the first time as part of our new builds letting plan. To help meet demand, we will increase the amount of new homes we build each year to 70 new homes every year until 2019.

To help meet demand, tenants agreed that we should increase the amount of new homes we build each year to 70 until 2019





How to apply for housing

Tenants and other customers can apply for housing using our web-based housing application system at www.apply4homes.org.uk. You can also apply to some of the other social housing landlords in Moray and Aberdeenshire on the same application.

Stock turnover

During 2017/18, 412 (6.9%) of our properties became vacant.

Performance indicators	Our 2017/18 target	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
% of lettable houses that became vacant	-	6.9%	8.6%	-
% rent lost through properties becoming void	0.63%	0.66%	0.74%	
Average time taken to re-let properties	32 days	35 days	31 days	

On average, it took us 35 days to re-let our empty properties in 2017/18. We have experienced delays waiting for asbestos surveys to be carried out by external consultants and challenges in recruiting to key trades within our Building Services (DLO). However, at the end of the reporting year we had just 0.66% of rent loss from empty properties which compared well against the Scottish average.

We try to minimise the length of time that properties are empty to prevent rent loss. For example, in early 2018 we advertised three properties which were difficult to let on social media and on our website and found new tenants for them.

Charter Outcome 11:

Tenancy sustainment

Our aim is that...

Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available; including services provided directly by the landlord and by other organisations.

We continue to offer advice, information and support to our tenants so they can stay in their homes. Housing support can also be offered to tenants and other vulnerable people to prevent them from becoming homeless. The support offered depends on a person's individual needs.

Support may simply be advice and guidance or a more detailed person centred plan covering:



accommodation
practical skills
health
social issues



emotional support
education, training or employment
finance

Our housing options service help our customers to make better informed housing choices. In 2017/18, 1,055 households contacted our housing options team for assistance. We can also refer people to specialised services such as addictions, community care, mental health, debt advice or domestic abuse.

In 2017/18, we introduced a scatter flat initiative for care experienced young people who are ready to move out of a care setting into their own home. The aim is to deliver support that prepares them for independent living so that they avoid homelessness and are more likely to sustain a tenancy.

The percentage of tenants sustaining their tenancy in 2017/18 (94%) is better than the Scottish average (89%) and similar to the previous year (93%). Below is a breakdown of the percentage of our tenancies that were sustained for more than a year.

Performance indicators	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
% of new tenancies sustained – existing tenants	98%	93%	
% of new tenancies sustained – homeless	92%	88%	
% of new tenancies sustained – housing list	97%	87%	
% of new tenancies sustained – all lists	94%	89%	

Charter Outcome 12:

Homeless people

Our aim is that...





Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

In 2017/18, we received 538 homeless applications, a slight decrease on the previous year. We carried out 537 assessments and found 314 households were unintentionally homeless and therefore entitled to permanent accommodation.

During 2017/18, 402 households moved into temporary accommodation. The average time households spent in temporary accommodation increased slightly to 90 days but is still better than the Scottish average. In the same period we made offers of temporary accommodation to all households which required it.

Our rate of refusals for temporary accommodation has improved but we did not meet our target. We will continue to reconfigure our stock of temporary accommodation to help minimise our refusal rates.

We continue to gather feedback from those leaving temporary accommodation. Of the 18 responses we received, 94% were satisfied with the accommodation we provided to them. Through our service user involvement framework we continue to work to improve response rates and gather feedback using other methods.

Performance indicators	Our 2017/18 target	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
Average number of days households spent in temporary accommodation	-	90 days	103 days	
% of households requiring temporary accommodation to whom an offer was made	100%	100%	91%	
% of temporary accommodation offers refused	7%	8%	9%	
Of those households homeless in the last 12 months, the % satisfied with the quality of temporary accommodation	90%	94%	88%	

Charter Outcome 13, 14 and 15:



Value for money, rents and service charges

Our aim is that...

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

A balance is struck between the level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them. Also, tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

The rent we collect is our main source of income. It helps us to make improvements to your home and deliver good quality services. It is important that you pay your rent on time as this is one of the conditions of your tenancy agreement.

Performance indicators	Our 2017/18 target	Moray Council 2017/18	Scottish average 2017/18	How we compare with the Scottish average
Rent collected as a % of total rent due	97%	102%	99%	
Gross rent arrears as a % of rent due	3%	2%	5%	

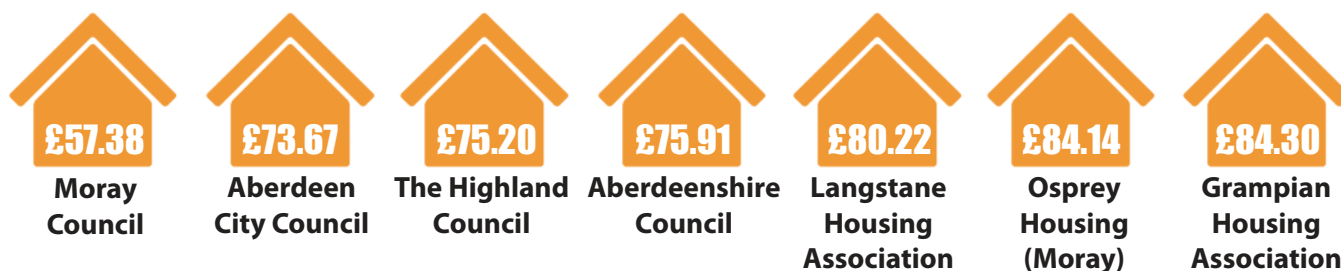
In 2017/18, we collected 102% of the gross rent that was due which is better than our target and good performance. This indicator includes the rent collection of former tenant arrears which explains why the figure is above 100%.

If you are in rent arrears and are worried about the situation, we do want to help you. Please, contact your area housing officer on 0300 123 4566 and we will look at ways in which we can help.

Our uncollected rent as a percentage of the total rent due was 2%. This is a slight improvement on the previous year and remains significantly better than the Scottish average of 5%. We perform well in this area but we remain concerned about next year's result due to the potential impact of the full roll out of Universal Credit from June 2018.

In 2017/18, we took legal action against 61 tenants which led to 9 tenants being evicted, all for rent arrears. We only use eviction as a last resort where tenants will not work with us to address their arrears.

In December 2016, we wrote to you explaining how we spend your rent and offering you a choice on the next rent increase. The majority of tenants agreed that we should increase rent levels by 4% for three years to help us build more Council houses. Despite the increase, we had the second lowest average weekly rent in 2017/18 and continue to maintain a high standard of housing. The overall average weekly rent for all apartment sizes in Moray is £57.38 compared to the local authority average of £76.23.



Your feedback

Thank you for taking the time to read our annual performance report. Please fill in and return the feedback form below to help us develop a report that gives you the information that you find useful.

If you prefer you can fill in the survey online at www.surveymonkey.co.uk/r/housingapr1718

Please answer all questions.

- Was the report relevant to you?** ☐ Yes ☐ No ☐ Don't know
- Was the report easy to understand?** ☐ Too simple ☐ Just right ☐ Too difficult
- Was the report detailed enough?** ☐ Not detailed enough ☐ Just right ☐ Too detailed
- What did you think about the design of the report?** ☐ Very good ☐ Good ☐ Average ☐ Poor ☐ Very poor

Please use this space to tell us how we could develop or improve the next annual performance report:

We contact tenants when we need to gather feedback and opinions on housing issues. Would you like to be added to our list of interested tenants? ☐ Yes (please give your details at the end of the survey) ☐ No

Would you like to find out more about joining a tenant group? ☐ Yes (please give your details at the end of the survey) ☐ No

Your details

Fill in your details to be entered into the prize draw to win £25 of shopping vouchers.

Name:

Address:

Phone:

Email:

Preferred contact method: ☐ Post ☐ Phone ☐ Email

Thank you for your feedback. You can return this form to your local access point or send it to us in the prepaid envelope. To be entered into the prize draw you must return your feedback form by no later than 31 January 2019.

