

# Housing and Property Annual Performance Report 2022/23

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فرماتیں

## Housing and Property

Moray Council

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# Introduction

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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 2022 the Scottish Government reviewed the Charter. You can view it online at:

[www.gov.scot/publications/scottish-social-housing-charter-november-2022](http://www.gov.scot/publications/scottish-social-housing-charter-november-2022)



By 31 May each year, we must send performance information to the SHR in an Annual Return on the Charter (ARC). The ARC shows how well social landlords perform against the 16 Charter outcomes and standards.

The SHR introduced a new requirement in 2019 for social landlords to produce an annual assurance statement to assure the SHR, our tenants and other service users that we comply with our regulatory and statutory obligations. You can view our assurance statement on our website at:

[www.moray.gov.uk/housingperformance](http://www.moray.gov.uk/housingperformance)

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 once again 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 yet again 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 Amber Dunbar**  
*Chair of Housing and Community Safety Committee*



# Performance

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We are committed to improving our performance as a social landlord. Our performance is monitored quarterly and is reported to our Housing and Community Safety Committee twice yearly.

Performance reports can be found on our website at: [www.moray.gov.uk/housingperformance](http://www.moray.gov.uk/housingperformance)

There is also a webcasting facility where Committee meetings are available to view for 12 months online at: [www.moray.gov.uk/webcasting](http://www.moray.gov.uk/webcasting)

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

**Email [housing@moray.gov.uk](mailto:housing@moray.gov.uk)**

**Phone 0300 123 4566**

**Fill in the feedback form on the back page**

## The annual report

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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 2022/23.



**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.

In late 2021, the survey was carried out with 1,504 tenants taking part. Unlike previous years where most of the data was gathered through postal and online surveys, this survey was interviewer-led and carried out exclusively by phone. Interviewer-led surveys are the preferred method of most social landlords.



You can find a short video on the survey results, some infographics and the full report on our website at: [www.moray.gov.uk/housingperformance](http://www.moray.gov.uk/housingperformance)

Performance indicators	Our 2021/22 target	Moray Council 2018	Moray Council 2021	Scottish average 2022/23	How we compare with the Scottish average
% of tenants satisfied with the overall service provided by their landlord	90%	80%	83%	87%	
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	90%	76%	91%	90%	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	90%	69%	96%	86%	
% of tenants satisfied with the quality of their home	90%	74%	83%	84%	
% of tenants satisfied with their landlord's contribution to the management of the neighbourhood they live in	85%	n/a	90%	84%	
% of tenants who feel that the rent for their property represents good value for money	84%	83%	86%	82%	

Our performance has improved since our last survey was carried out and our result is better than the Scottish average for most indicators. We have reviewed the results and the comments you made in the 2021 survey and are prioritising improvements for the areas you felt were the most important such as:



### **The quality of our repairs service**

You want us to make sure repairs are completed or carried out in a reasonable time and to improve communication about repairs and the quality of workmanship.



We are working on a revised response repairs policy and procedures to improve our performance.



### **Quality of the home**

You want us to improve communication about improvement works and told us where upgrades or improvements are most needed; windows (23%), heating systems (19%), bathrooms (19%) and kitchens (14%).



We will prioritise upgrades and improve our homes through our Housing Investment Programme with an emphasis on improving energy efficiency.



### **Value for money**

Some tenants are concerned their rent is expensive or about rents increasing. Some felt that the rent is not good value for the size of the property and others felt it did not reflect the condition of property or it was in need of repairs/improvements.



A review of our business plan in 2022 found that additional investment is needed to meet the stock condition and energy efficiency standards set by the Scottish Government and to maintain our new build programme. We want our rents to be affordable and make sure that any changes to rent levels are fair and transparent so we have asked an independent advisor to review our rent setting policy and consult tenants on their views.

## **Some of the comments from the 2021 tenant survey**

I would like to come along to an annual estate walkabout.

I like the area I live in and have the amenities I need close by.

When I see what the private sector prices are I know my home is very good value in comparison.

It's very easy to report repairs.

It is difficult to get to speak to someone on the phone.

I would like my guttering cleared more often.

## 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](http://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 2022/23 target	Moray Council 2021/22	Moray Council 2022/23	Scottish average 2022/23	How we compare with the Scottish average
% of 1st stage complaints resolved	-	99%	99%	95%	
% of 2nd stage complaints resolved	-	97%	85%	93%	
The average time in working days for a full response at Stage 1	5 days	5	5	6	
The average time in working days for a full response at Stage 2	20 days	22	22	19	

In 2022/23 we received 190 new complaints during the year and responded to 186 complaints. Most complaints were about our repairs and maintenance service (129 complaints). Our efforts to resolve first stage complaints can be affected by difficulties in making contact with tenants within the target timescale. Second stage complaints are often complex which means some responses involve significant research and officer time.



## How we use your feedback and communicate with you

Feedback from complaints and surveys help us to shape and improve your housing services. We use 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”. Due to the pandemic, tenant representatives were consulted and agreed to extend the term of the strategy to allow a more meaningful and comprehensive review to be carried out. In 2022/23 we appointed a new Customer Engagement Officer who has now started this review in partnership with our tenants to make sure your views are at the heart of what we do. You can find the strategy online at: [www.moray.gov.uk/tenantparticipation](http://www.moray.gov.uk/tenantparticipation)

### Tenant groups

**The Moray Tenants Forum** is the main tenant body that work with us to promote tenants' interests. They often help us to produce information for tenants such as this annual performance report and raise important issues for the community. Guest speakers from the service are invited to attend to discuss your priorities and challenges they face. Forum members have represented you locally at our Housing and Community Safety Committee meetings and at tenant events all over Scotland.

**The Service Improvement Panel** is another tenant group that reviews aspects of our services and makes recommendations on how we can improve.

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. No experience is necessary to join either of these groups as we offer training and support if needed. There are many benefits in becoming involved. You can work with us to deliver better services, learn new skills, meet other people and improve employment prospects.

These groups would welcome new members so if you would like to find out more information then please get in touch:

Email: [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk) Phone: 0300 123 4566

**96%**  
of tenants were satisfied  
with the opportunities  
to participate in our  
decision making  
processes

*Tenant Survey 2021*



Moray Tenants Forum meeting

## Partnership working

We are a member of **North East Tenants, Residents and Landlords Together (NETRALT)** and **Northern Tenants Partnership**. These groups include tenants and residents from other social landlords in the area and they work together to promote tenant participation and explain the advantages of getting involved. There are many benefits for both tenants and landlords from working in partnership such as sharing ideas, good practice, resources and access to training opportunities. NETRALT includes Moray and the North East/Grampian region and NTP include Moray and the Highlands and Islands. Both meet digitally, although NETRALT have the option to attend in person too. Again, we can offer support if you would like to take part in either group.



TPAS Conference

We are also members of the **Tenant Participation Advisory Service (TPAS)** who provide advice and support services to tenant



groups, social landlords and other organisations on a range of housing issues. They also host conferences where tenants and landlords from all over Scotland gather annually to learn about and celebrate the good practice that landlords and tenants have carried out.

## Other ways to take part - surveys, consultations and estate walkabouts

We want to hear from all our tenants but we understand that not everyone wants to join a tenant group. There are many other ways to give us feedback such as **filling in a survey** or **attending an estate walkabout** to highlight areas for improvements for example to paths, common repairs or landscaping.

We ask tenants for their views when 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.

## Digital engagement

We launched our Moray Council Tenants Facebook group in 2017 to mark Scottish Housing Day. 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](https://www.facebook.com/groups/MorayCouncilTenants)

You can 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. For more information visit: [www.moray.gov.uk/myaccount](https://www.moray.gov.uk/myaccount)

Find us on 

Sign in with  
**mygovscot**  
myaccount

While the pandemic restrictions presented challenges for traditional tenant groups preventing them from meeting face to face, new opportunities arose for tenants to form digital groups. If this is something that interests you then please get in touch. We may be able to help if you do not have your own equipment and/or would like support to take part in digital meetings.

## How do I get involved in tenant participation?

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

Contact us 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. If there are any options for giving feedback that you think we should offer, we would really like to hear from you!

**Phone:** 0300 123 4566

**Email:** [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk)

**Website:** [www.moray.gov.uk/tenantparticipation](https://www.moray.gov.uk/tenantparticipation)



# Charter Outcome 4:






## Quality of housing

Our aim is that...

Tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard

### The Scottish Housing Quality Standard (SHQS)

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

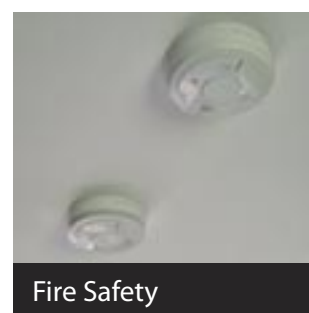
-  Compliant with the tolerable standard
-  Free from serious disrepair
-  Energy efficient
-  Equipped with modern facilities and services
-  Healthy, safe and secure

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/policies/social-housing/improving-standards](http://www.gov.scot/policies/social-housing/improving-standards)

At 31 March 2023, 15% of our housing stock (982 properties) met the SHQS. However, a total of 15% of our homes (953 properties) are classed as exemptions because work cannot physically be done at any cost, or where doing the work would cause unacceptable problems in the building. We will continue to investigate retro-fit products which will allow us to consider cost-effective and technically possible improvements to properties.

An additional 3% (191 properties) are classed as abeyances, where works cannot be carried out for social reasons such as tenant refusals or because owner occupiers object to common repairs. We will make sure that those refusing improvements are contacted on a regular basis and encouraged to have work carried out.


During 2022/23, we identified 4,216 properties which do not meet the SHQS. In the past few years there have been some changes to the standard. Since January 2021, properties were expected to meet a higher energy standard, known as the Energy Efficiency Standard for Social Housing (ESSH). Further changes were introduced in early 2022 to meet new standards for fire safety and relating to the tolerable standard for electrical testing.



Fire Safety



We have developed a Housing Investment Programme to address this. In 2022/23, we set aside over £13 million to carry out repairs, improvements and modernisation to tenants' homes.

Performance indicators	Our 2021/22 target	Moray Council 2021/22	Moray Council 2022/23	Scottish average 2022/23	How we compare with the Scottish average
% of properties meeting the SHQS	100%	6%	15%	79%	
% of properties meeting the EESSH*	67%	60%	62%	-	-

\* The Regulator has temporary paused the collection of EESSH data so the Scottish average is unavailable.

## The Energy Efficiency Standard for Social Housing (EESH)

The EESH sets out the minimum energy efficiency standard for social housing. It was developed by the Scottish Government following consultation with social landlords and tenants and contributes towards the carbon emissions reduction targets set by the Climate Change (Scotland) Act 2009.

The first EESH milestone set a minimum energy efficiency rating for each home rented by social landlords, dependent on house type and fuel type. The target date for social landlords to achieve this was 31 December 2020. A second milestone (EESH2) has been set for December 2032 where all social housing should have a minimum energy efficiency rating of EPC band B, or be as energy efficient as practically possible. Also, from December 2025, any social housing properties below EPC band D should not be re-let unless they are temporarily exempt. More information can be found online at:

[www.gov.scot/publications/energy-efficiency-standard-social-housing-eesh-tenants-guide](http://www.gov.scot/publications/energy-efficiency-standard-social-housing-eesh-tenants-guide)

We have a number of properties which are exempt from the current EESH standard (982 properties, 15%). This is mainly because the cost of the works required is excessive, there are technical reasons, or for social reasons (such as tenants refusing the works).

We carried out a stock condition survey in early 2021. This survey provided us with much more reliable and up to date information on the condition of our properties to plan for improvement works.

Our progress has been affected by the pandemic but we have significant programmes approved for the years ahead. We had difficulty contracting out an insulation programme so instead focused on the replacement of heating systems, delivering 522 heating replacements. We plan to deliver a further 100 heating and insulation upgrades including solar panels to rural hard-to-treat properties in 2023/24, as well as additional insulation and heating upgrades subject to availability of external contractors.

A new Asset Management Team structure has been implemented and we have started work on developing our system to support their activities. These are critical milestones in improving how we manage projects, improve stock condition data and target future works to meet these housing standards. We are making progress on addressing our performance in this area despite facing challenges of increasing costs, recruitment issues within key trades and difficulty sourcing external contractors.

# 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 2022/23 we carried out 15,345 repairs to your homes which is less than the previous year. This included 6,420 emergency repairs and 8,925 non-emergency repairs.

We want to make our repairs service as accessible as possible so tenants can report a repair in different ways, such as over the phone or on our website at: [housingrepairs.moray.gov.uk](https://housingrepairs.moray.gov.uk)

In 2022/23, 90% of our non-emergency repairs were carried out right first time within our local target timescales. We have found it difficult to measure this indicator mainly due to our job coding system and we know that our performance may be affected as a result.

Performance indicators	Our 2021/22 target	Moray Council 2021/22	Moray Council 2022/23	Scottish average 2022/23	How we compare with the Scottish average
Average time taken to complete emergency repairs	4 hours	3 hrs 4 mins	2 hrs 23 mins	4 hrs 18 mins	
Average time taken to complete non-emergency repairs	10 working days	8 working days	6 working days	9 working days	
% of repairs carried out right first time	90%	86%	90%	88%	
Number of times did not meet statutory duty to complete a gas safety check	0	4	4	6	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	90%	84%	100%	88%	

Wes Duggan, Plumber



We have over 5,000 properties with gas appliances. By law, all gas appliances must have a safety check each year. Like other social landlords, our target is zero however 4 appliances had not been checked by their anniversary date. All of these appliances were checked at the earliest opportunity or had their gas supply capped to make sure they are safe.

Our biggest challenge in making sure our properties are safe is gaining access to carry out these important checks. Please give us access to minimise the risk to your household and your neighbours. We have a no access policy which allows us to force entry to properties, as a last resort, where there is a risk to tenant safety.

Combi-boiler



## 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.

Since October 2015 our Community Safety Team has been dealing with antisocial behaviour 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.

During 2022/23 we received 379 complaints of antisocial behaviour which was lower than the previous year. Of these, 289 (76%) cases were resolved within the reporting year which is less than the Scottish average.



Fred Cole  
Estate Caretaker

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	Moray Council 2022/23	Scottish average 2022/23
% of antisocial behaviour cases reported in the last year which were resolved	76%	94%

### 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](https://online.moray.gov.uk/form/auto/asb_ext)





# Charter Outcome 7, 8, 9 and 10:

## Housing options and access to social housing

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**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 and information 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; a waiting list, transfer list and homeless list. A quota to guide allocations is set for each list and is agreed annually by our Elected Members.

During 2022/23, we let 465 properties and 8 of these were new builds let for the first time. Of the 465 lets, 236 (51%) were made to those who were assessed as homeless, 151 (32%) went to those on the waiting list and 78 (17%) were allocated to the transfer list.

The demand for housing in Moray remains high. As at 31 March 2023, we had 2,951 applicants on the housing list which has decreased since the previous year (3,467). Most of the list was made up of people on the waiting list (2,277 applicants), followed by the transfer list (559 applicants) and then the homeless list (115 applicants).



Above: Keith new builds  
Below: Elgin new builds



**To help meet demand, the Housing Revenue Account (HRA) business plan supports building 50 new homes per year.**

**This year, we also increased our stock by purchasing 36 properties in Elgin, mainly from the Ministry of Defence.**



## How to apply for housing

Tenants and other customers can apply for our homes using our online housing application system at: [www.moray.gov.uk/housingonline](http://www.moray.gov.uk/housingonline)

## Stock turnover

During 2022/23, 458 (7%) of our properties became vacant.

Performance indicators	Our 2021/22 target	Moray Council 2021/22	Moray Council 2022/23	Scottish average 2022/23	How we compare with the Scottish average
% of lettable houses that became vacant	-	7%	7%	7%	-
% rent lost through properties becoming void	0.63%	1.25%	1.01%	1.40%	
Average time taken to re-let properties	32 days	62 days	52 days	56 days	

The average time to re-let properties decreased to 52 days. We try to minimise the length of time that properties are empty to minimise rent loss. For example, we advertise properties that are difficult to let on social media and on our website to find suitable tenants. Our void improvement group meets regularly to improve our processes and procedures.

## Making best use of our housing

We continue to promote our **downsizing incentive scheme** which offers tenants a financial incentive and practical assistance to move home. The aim of the scheme is to encourage tenants to release larger properties (those with 3 or more bedrooms) for those with a greater housing need. The scheme also supports the transfer of tenants living in an adapted property where the specialist features are no longer needed by the household. More information on the scheme can be found online at: [www.moray.gov.uk/moray\\_standard/page\\_79631.html](http://www.moray.gov.uk/moray_standard/page_79631.html)



# 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 2022/23, 926 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.

We have consistently high levels of tenancy sustainment. Our supported accommodation team, housing support service, area housing teams and serious rent arrears management group have all played a part in preventing homelessness.



The percentage of tenants sustaining their tenancy in 2022/23 (92%) is better than the Scottish average (91%) and is similar to the previous year (92%). Below is a breakdown of the percentage of our tenancies that were sustained for more than a year.

Performance indicators	Moray Council 2021/22	Moray Council 2022/23	Scottish average 2022/23	How we compare with the Scottish average
% of new tenancies sustained – existing tenants	97%	95%	94%	
% of new tenancies sustained – homeless	89%	91%	90%	
% of new tenancies sustained – housing list	93%	92%	91%	
% of new tenancies sustained – all lists	92%	92%	91%	

# Charter Outcome 12:

## Homeless people

**Our aim is that...**

**People who are homeless or at risk of homelessness get prompt and easy access to help, advice and information; are provided with suitable, good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.**

In 2022/23, we received 562 homeless applications, a slight increase from the previous year. We carried out 563 assessments and 551 of these (98%) were completed within our target of 28 days.

We are constantly reviewing and reconfiguring our temporary accommodation supply to meet the needs of our homeless service users. We have also implemented our Rapid Rehousing Transition Plan which is a housing led approach for rehousing people experiencing homelessness. The aim is to make sure they reach a settled housing option as quickly as possible and access to support for those with complex needs. Our Rapid Rehousing Transition Plan covers the period to 2023/24 and can be viewed on our website at:

[www.moray.gov.uk/housingstrategies](http://www.moray.gov.uk/housingstrategies)



Irene Turnidge, Estate Caretaker,  
Supported Accommodation Team

Housing associations have a duty under Section 5 of the Housing (Scotland) Act 2001 to help provide a permanent home to people experiencing homelessness. In 2022/23, we made 65 referrals to housing associations to provide accommodation. This represents just 16% of the 415 homeless households that we had a duty to secure permanent accommodation for in the same period. It is lower than the Scottish average and puts pressure on our temporary accommodation provision while we source suitable accommodation for the remainder.

Performance indicators	Moray Council 2021/22	Moray Council 2022/23	Scottish average 2022/23
% of referrals under section 5 and other referral routes	21%	16%	26%



# 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 2022/23 target	Moray Council 2021/22	Moray Council 2022/23	Scottish average 2022/23	How we compare with the Scottish average
Rent collected as a % of total rent due	97%	99%	99%	99%	
Gross rent arrears as a % of rent due	3%	4%	5%	7%	










In 2022/23, we collected 99% of the gross rent that was due which is better than our target and the same as the Scottish average. This figure includes the rent collection of former tenant arrears as well as current arrears.

Our uncollected rent as a percentage of the total rent due was 5%. This is slightly more than the previous year but remains better than the Scottish average of 7%. We perform well in this area but remain cautious about the potential long term effects of welfare reform and the cost of living crisis which may leave some tenants having difficulty paying their rent.

There were 2 evictions carried out during 2022/23 due to rent arrears. Eviction actions have been restricted by the Scottish Parliament in response to the cost of living crisis but we only use eviction as a last resort when tenants will not work with us to address their arrears.

**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.**

For 2022/23, the overall average weekly rent for our homes is £65.13 compared to the local authority average of £86.42. Our average rent levels continue to be the lowest in Scotland and offer the most affordable housing option in Moray.

	<b>Moray Council</b>	<b>£65.13</b>
	<b>Aberdeen City Council</b>	<b>£81.94</b>
	<b>The Highland Council</b>	<b>£82.55</b>
	<b>Aberdeenshire Council</b>	<b>£90.48</b>
	<b>Langstane Housing Association</b>	<b>£94.46</b>
	<b>Cairn Housing Association</b>	<b>£98.71</b>
	<b>Osprey Housing</b>	<b>£100.89</b>
	<b>Grampian Housing Association</b>	<b>£105.98</b>
	<b>Hanover Scotland Housing Association</b>	<b>£128.47</b>

At least every three years we review our Business Plan to provide reassurance that we can fund our housing activities. This considers investment required over a 30 year period and takes into account commitments to make sure homes meet the Scottish Housing Quality Standard (SHQS), the Energy Efficiency Standard for Social Housing (EESH), safety standards as well as delivering our new build housing programme.

We want to make sure our rents are affordable and take the increasing cost of living into account. We will identify cost efficiencies where possible but we must cover the costs of delivering services and improvements to your homes.

We remain committed to keeping our rent levels as affordable as possible for our tenants and potential tenants whilst continuing to deliver your priorities and meeting high levels of tenant satisfaction.

We try to get the balance right between how much income we need to deliver the service and keeping rents as affordable as we can. Like all households and organisations, we are facing major increases in costs. For example, the cost of materials, supplies and labour needed to repair, maintain and upgrade houses, along with increasing energy costs and interest rates. We also have to pay for new and substantial costs needed to make sure that your homes meet increasing energy efficiency standards. The rate of inflation continues to climb to its highest levels in 40 years, which places increased pressures on the Housing Revenue Account (HRA), the budget that is used to deliver services to tenants and for investment in our housing stock.

In 2022/23, we consulted you on two options for the next annual rent increase, a 3.5% or a 5% increase, both of these were half of the level of inflation. About 12% of tenants responded and most favoured the lower option of 3.5% which was then applied for 2023/24. The impact of this is that we have less to spend and may not be able to achieve as much as we had hoped.

# Your feedback

**CONGRATULATIONS**  
to Ms Backx from Elgin  
who won the £100  
shopping voucher after  
filling in the survey for  
last year's report.

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.

You can fill in the survey online at:

[www.surveymonkey.co.uk/r/housingapr2023](http://www.surveymonkey.co.uk/r/housingapr2023) (you can access on the QR code on  
the right) or post your survey back to us in the pre-paid envelope.

**To be entered into the prize draw you must return your feedback form by no later  
than 31 March 2024.**

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 £100 of shopping vouchers.

Name:

Address:

Phone:

Email:

Preferred contact method:

Post

☐

Phone

☐

Email

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