

# Housing and Property Annual Performance Report 2019/20

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## Housing and Property

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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](http://www.gov.scot/Resource/0051/00515058.pdf)



Every year, we must send performance information to the SHR in a return. We submitted our sixth Annual Return on the Charter (ARC) in July 2020. The ARC shows how well social landlords perform against the 16 Charter outcomes and standards. Our return covers the period 1 April 2019 to 31 March 2020 and can be found online at [www.housingregulator.gov.scot/landlord-performance/landlords/moray-council](http://www.housingregulator.gov.scot/landlord-performance/landlords/moray-council)

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/moray\\_standard/page\\_101335.html](http://www.moray.gov.uk/moray_standard/page_101335.html)

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 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 Nicol**  
**Chair of Communities 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 Communities Committee twice yearly. Due to the pandemic, we are temporarily reporting our performance to the Economic Growth, Housing and Environmental Sustainability Committee.

Performance reports can be found on our website at:

[www.moray.gov.uk/moray\\_standard/page\\_101335.html](http://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](http://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](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 2019/20.



**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.

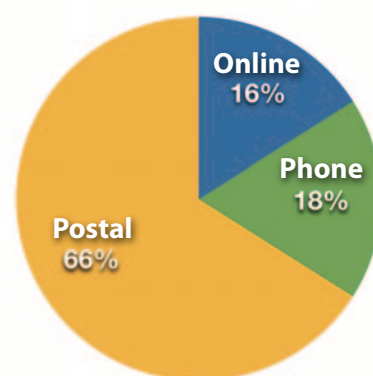
### Landlord satisfaction

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 feel it is important to give all our tenants the opportunity to have their say and to gather data that is as accurate as possible.

In late 2018 surveys were either posted or emailed to all 5,908 households. To boost the response rate some surveys were carried out by phone. A total of 2,358 responses (40%) were received.

The main findings of the survey are shown below:

2018 Tenant Survey Responses









Performance indicators	Moray Council 2015	Moray Council 2018	Scottish average 2019/20	How we compare with the Scottish average
% of tenants satisfied with the overall service provided by their landlord	80%	80%	89%	🏠
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	78%	76%	92%	🏠
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	60%	69%	87%	🏠
% of tenants satisfied with the quality of their home	86%	74%	87%	🏠
% of tenants satisfied with the management of the neighbourhood they live in*	76%	n/a*	87%	-
% of tenants who feel that the rent for their property represents good value for money	84%	83%	84%	🏠

\* We were unable to submit a figure for the percentage of tenants satisfied with the management of the neighbourhood they live in due to a change in the wording of this question and because our next survey is not due to be carried out until 2021.

The Scottish average includes the results for other social landlords, such as housing associations. Our results are below the Scottish average for these indicators but this is mainly due to the proportion of neutral 'neither satisfied nor dissatisfied' responses. Although we are below the Scottish average, our result is more comparable with neighbouring authorities such as Aberdeen City, Aberdeenshire, Angus and Highland.

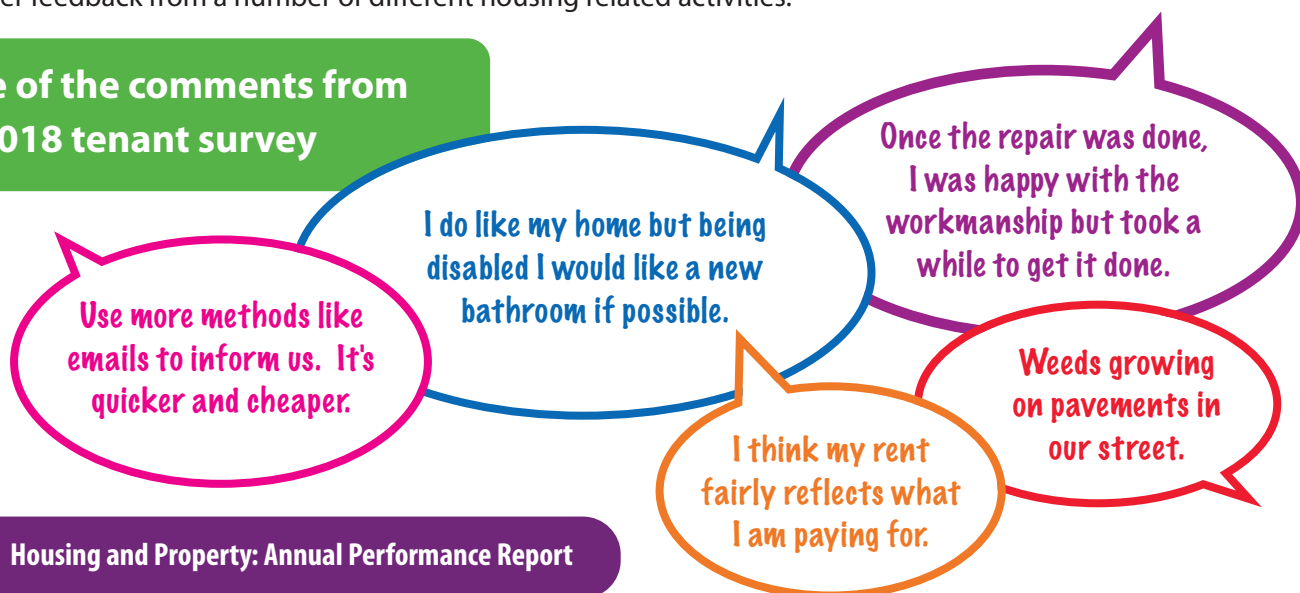
We have examined the 2018 survey results and comments you made. We will act on the main areas where we need to improve customer satisfaction:

-  We will continue to monitor our **repairs performance** and review processes through our repairs working group. A review of our repairs ICT systems in 2019/20 increased the availability of appointment slots, helping us to avoid the need for rescheduling when higher priority repairs are received.
-  We will prioritise **upgrading and improving your homes** through our Housing Investment Programme but our progress has been disrupted due to the Coronavirus outbreak. Heating upgrades and other energy efficiency measures are the focus of our programme to help us to meet the Energy Efficiency Standard for Social Housing (EESH). The programme will also deliver major investment in window and kitchen replacements. Improvements to your homes will make them easier and cheaper to keep warm and will help to address fuel poverty. A major stock condition survey in 2020/21 will assess our housing stock and help inform future programmes of work.
-  We want to make sure that your **rent is affordable**. We were the only stock retaining local authority in Scotland to freeze rent levels for 2019/20. We regularly review our Business Plan and consult with tenants on proposed rent increases to make sure our rents remain affordable and that our rental income is spent in line with tenant priorities.
-  We are working on improvements to our **communication** processes as part of our Service Improvement Plan. We want to make sure that you get through to the right person to help you when you contact us and that you are kept informed about the progress of repairs and maintenance.
-  We will continue to improve **tenant participation opportunities**. We participated in the Scottish Government's Next Steps Programme in 2019/20 and will include the recommendations within our next Tenant Participation Strategy and action plan.
-  Many of the issues raised about **landscape maintenance, litter and the condition of roads and paths** are not areas that are controlled by the housing service. We will work with other services, including our Community Safety Team, to address issues where possible. Improvement in these areas may be difficult given the Council's current financial position.

### 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.

#### Some of the comments from the 2018 tenant survey



## 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 though our corporate complaints system. To monitor complaints we divide them into:



1st stage complaints which are straightforward 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 2019/20 target	Moray Council 2018/19	Moray Council 2019/20	Scottish average 2019/20	How we compare with the Scottish average
% of 1st stage complaints resolved	-	100%	100%	99%	
% of 2nd stage complaints resolved	-	90%	93%	95%	
The average time in working days for a full response at Stage 1	5 days	-	5	4	
The average time in working days for a full response at Stage 2	20 days	-	20	17	

In 2019/20 we received **212** new complaints during the year and responded to **213** complaints. Although our response times are slightly longer than the Scottish average, we achieved our target which is in line with the SPSO recommended timescales for responding to complaints. During 2019/20 there was a **19%** increase in the total number of complaints received compared to the previous year. Most complaints related to our repairs and maintenance service (**137** complaints). Our efforts to resolve first stage complaints can be affected by difficulties in making contact with tenants within the target timescale and the content of second stage complaints is often complex and involved 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". You can find it online at

[www.moray.gov.uk/moray\\_standard/page\\_95571.html](http://www.moray.gov.uk/moray_standard/page_95571.html)

Only **4%**  
of tenants were  
dissatisfied with the  
opportunities to  
participate in our decision  
making processes

*Tenant Survey 2018*

During 2019/20 we took part in **Next Steps**, a Government funded programme designed to help landlords review, improve and develop their tenant participation and scrutiny activities. A series of workshops were delivered by the Tenant Participation Advisory Service (TPAS) where tenants and staff worked together and we intend on updating our tenant participation strategy and action plan with the recommendations when it is next reviewed.

### Tenant groups

**The Moray Tenants Forum** is the main tenant 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.



Communities Committee Tenant Representatives - May, Jane and Anna

**The Service Improvement Panel** review our services and makes recommendations on how we can improve. We are always looking for more members! This is a unique opportunity for tenants to improve their knowledge of housing. No experience is necessary as we offer training and support. Joining the Panel can also improve employment prospects and enhance your CV.

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.



TPAS Annual Conference 2019

### Partnership working

We are a member of **North East Tenants, Residents and Landlords Together (NETRALT)** and **Northern Tenants Partnership**. 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. We work together to promote tenant participation and explain the advantages of getting involved.



### Estate audits/walkabouts

In early 2017 we consulted tenants on how we carry out estate audits and manage the budget for upgrading your estates. We wanted tenants, residents and elected members to have more say on how the budget is used.

Estate walkabouts take place annually and are the main way you can be involved in the estate improvement process. Any projects identified from the walkabout are prioritised and those approved will be progressed during the next financial year. This helps us to plan our budget and there is a budget of £100k available for estate improvements across Moray.

Some examples of projects that have been completed as a result of your feedback are new fencing, roughcasting, roof and gutter cleaning, tree cutting and foot paths.



Above - Fencing, Netherha Road, Buckie  
Below - Roof Clean, Mossend Place, Elgin



## Surveys, consultations and our list of interested tenants

We want to hear from all our tenants! Tenant participation is for everyone and not just about joining a tenant group. If you are unable to join a tenant group you can get involved in other ways such as filling in surveys. All feedback is useful and helps us to improve the service.

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. In 2019/20 we consulted you on:



Changes to our Assignations Policy



The 2020/21 rent increase



A new No Access Policy

## Digital engagement

We launched our Moray Council Tenants Facebook group in September 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. Visit [www.moray.gov.uk/myaccount](https://www.moray.gov.uk/myaccount) for more information.

At the end of March 2020, we suspended all tenant meetings due to the pandemic. We have viewed this as an opportunity to set up a digital tenant group. Please get in touch with us if you would like to get involved.

## How do I get involved in tenant participation?

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.

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.

**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)**



## Find out more about tenant participation

In our 2018 tenant survey, 69% of tenants said they were satisfied with the opportunities to participate in our decision making processes. However over a quarter 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.



# 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](http://www.gov.scot/Resource/Doc/1125/0115258.pdf)

At 31 March 2020, **91%** of our housing stock (**5,575** properties) met the SHQS.



A total of **4%** of our homes (**272** 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. We are considering a wider renewable programme this year which would allow us to reduce those exemptions for properties off of the gas grid.

An additional 1% (**45** 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 2019/20, we identified **257** properties which do not meet the SHQS. We intend to carry out improvement works to these properties over the next few years. We are carrying out a stock condition survey during 2020/21. This will include a comprehensive energy survey with the aim of improving the data held about our homes and will help us to make decisions about future programmes of work in line with tenant priorities.

Performance indicators	Our 2019/20 target	Moray Council 2018/19	Moray Council 2019/20	Scottish average 2019/20	How we compare with the Scottish average
% of properties meeting the SHQS	100%	92%	91%	94%	
% of properties meeting the EESSH	66%	57%	55%	90%	

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

The Energy Efficiency Standard for Social Housing (EESSH) 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. Social landlords must make sure that all social housing meets the standard by December 2020. Details about the standard can be found at:

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

We have a number of properties which are exempt from the standard (877 properties, 14%). 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 continue to improve the quality of our housing stock through our Housing Investment Programme. In 2020/21, we set aside around **£11 million** to carry out repairs, improvements and modernisation to tenants' homes. However our progress will be substantially affected by the pandemic.

# 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 2019/20 we carried out **17,377** repairs to your homes. This included **6,969** emergency repairs and **10,408** non-emergency repairs which is slightly more than last year.

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 online. It is easy to report a repair online using our repair finder tool on our website at [housingrepairs.moray.gov.uk](https://housingrepairs.moray.gov.uk)

In 2019/20, **80%** of our non-emergency repairs were carried out right first time within our local target timescales. We have found it difficult to measure the percentage of repairs carried out right first time mainly due to our job coding system and we know that our performance is understated as a result.

Performance indicators	Our 2019/20 target	Moray Council 2018/19	Moray Council 2019/20	Scottish average 2019/20	How we compare with the Scottish average
Average time taken to complete emergency repairs	4 hours	2 hrs 34 mins	2 hrs 31 mins	3 hrs 36 mins	
Average time taken to complete non-emergency repairs	10 working days	8 working days	10 working days	6 working days	
% of repairs carried out right first time	90%	83%	80%	93%	
Number of times did not meet statutory duty to complete a gas safety check	0	0	3	3	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	90%	79%	99%	91%	

Tenant Elizabeth Forsyth filling in a survey for George Beange, plumber.



We used to gather repairs feedback as part of our three-yearly tenant survey which was last carried out in 2018 but our repairs team introduced a new process in 2019/20 to gather feedback on their handheld PDA (Personal Digital Assistant) immediately after repairs are carried out. This has led to a higher satisfaction level for 2019/20 because any issues can be dealt with and resolved quickly.

We have over 4900 properties with gas and only 3 were not checked within their anniversary date. One of these was due to a child in a household self-isolating due to Coronavirus and the other 2 instances were recording or programming errors. In 2020/21 we will trial a new automated system and if we decide to roll this out we hope it will reduce the potential for errors in the future. Our biggest challenge is gaining access to your home to carry out this important check. We need your support in this area as the aim of checking these systems is ultimately about the safety of your family, your neighbours and you.

Wes Dugan, Plumber



## 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.

During 2019/20 we received **314** complaints of antisocial behaviour which was lower than the previous year. Of these, **282 (90%)** cases were resolved within the reporting year which is similar to the Scottish average.

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 2019/20	Scottish average 2019/20
% of antisocial behaviour cases reported in the last year which were resolved	90%	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 and 9:

## 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 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 2019/20, **256 lets (51%)** were made to those who were assessed as homeless, **143 lets (29%)** went to those on the waiting list and **99 lets (20%)** were allocated to the transfer list.

The demand for housing in Moray remains high. As at 31 March 2020, we had **3,708** applicants on the housing list which is an increase since the previous year (**3,147**). Most of the list was made up of people on the waiting list (**2,989** applicants), followed by the transfer list (**628** applicants) and then the homeless list (**91** applicants).

In 2019/20, we let **28** new build properties for the first time as part of our new builds letting plan. To help meet demand, we will build **50** new homes every year.



Above: Buckpool new builds  
Below: Forres new builds



**To help meet demand,  
we will build 50 new  
homes every year**





## 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](http://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 2019/20, **475 (8%)** of our properties became vacant.

Performance indicators	Our 2019/20 target	Moray Council 2018/19	Moray Council 2019/20	Scottish average 2019/20	How we compare with the Scottish average
% of lettable houses that became vacant	-	7%	8%	9%	-
% rent lost through properties becoming void	0.63%	0.85%	0.95%	0.83%	
Average time taken to re-let properties	32 days	48 days	46 days	27 days	

On average, it took us **46** days to re-let our empty properties in 2019/20. The main reason for this was the length of time taken to complete repairs to void properties. Following a successful pilot in one of our housing management areas we made some changes in November 2019 to roll out a range of measures to reduce repair times in empty properties.

We try to minimise the length of time that properties are empty to prevent rent loss. For example, we advertise properties that are difficult to let on social media and on our website to find suitable tenants.

## 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 (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 2019/20, **985** 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. During 2018/19 we launched a pilot scatter flat initiative to offer care-experienced young people access to accommodation with support.

The percentage of tenants sustaining their tenancy in 2019/20 (**93%**) is better than the Scottish average (**91%**) and is similar to the previous year (**94%**). Below is a breakdown of the percentage of our tenancies that were sustained for more than a year.

Performance indicators	Moray Council 2018/19	Moray Council 2019/20	Scottish average 2019/20	How we compare with the Scottish average
% of new tenancies sustained – existing tenants	98%	96%	94%	
% of new tenancies sustained – homeless	92%	90%	89%	
% of new tenancies sustained – housing list	94%	93%	90%	
% of new tenancies sustained – all lists	94%	93%	91%	

# 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 2019/20, we received **530** homeless applications, a slight decrease from the previous year. We carried out **532** assessments and **530** of these (99.6%) 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. Our contract with a private sector provider for accommodation which had shared facilities ended on 31 March 2019. We also carried out a major renovation of one of our flatted complexes at a cost of £85,000.

We have also implemented our Rapid Rehousing Transition Plan. This is a housing led approach for rehousing people who have experienced homelessness, making sure that they reach a settled housing option as quickly as possible rather than staying in temporary accommodation for too long and providing appropriate support to 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/downloads/file122834.pdf](http://www.moray.gov.uk/downloads/file122834.pdf)**

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 2019/20, we made 57 referrals to housing associations to provide accommodation. This represents just 13% of the 423 homeless households that we had a duty to secure permanent accommodation for in the same period. It is considerably lower than the Scottish average and puts pressure on our temporary accommodation provision while we source suitable accommodation for the remainder.



Irene Turnidge, Estate Caretaker,  
in one of our temporary  
accommodations

Performance indicators	Moray Council 2019/20	Scottish average 2019/20
% of referrals under section 5 and other referral routes	13%	29%



# 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 2019/20 target	Moray Council 2018/19	Moray Council 2019/20	Scottish average 2019/20	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%	2%	3%	5%	

In 2019/20, we collected 99% of the gross rent that was due which is better than our target and good performance. 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 3%. This is similar to the previous year and remains better than the Scottish average of 5%. We perform well in this area but we remain cautious about the potential long term effects of welfare reform and the Coronavirus outbreak which has left some tenants having difficulty paying their rent. We are members of the Scottish Rent Forum which aims to mitigate the impact of Universal Credit and share good practice with other landlords.

**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.**

In 2019/20, we took legal action against **78** tenants which led to **11** tenants being evicted, the majority of these being for rent arrears. We only use eviction as a last resort where tenants will not work with us to address their arrears.

A review of our Housing Business Plan in 2019 identified that the Housing Revenue Account was performing well. In 2020/21 we consulted tenants on a modest rent increase of 3% for 2020/21 to enable us to continue to invest in your homes. Our Business Plan is normally reviewed every three years, however due to the pandemic we intend on carrying out the next review in 2021.

We have the lowest average weekly housing rent in Scotland. The overall average weekly rent for all apartment sizes in Moray is **£60.02** compared to the local authority average of **£76.67**.

	Moray Council	<b>£60.02</b>
	The Highland Council	<b>£77.53</b>
	Aberdeen City Council	<b>£78.71</b>
	Aberdeenshire Council	<b>£82.34</b>
	Langstane Housing Association	<b>£88.07</b>
	Osprey Housing (Moray)	<b>£90.39</b>
	Grampian Housing Association	<b>£91.52</b>

**WIN A £25  
SHOPPING  
VOUCHER WINNER**  
Our winner from the  
2018/19 competition  
was Sarah Backx



# 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/housingapr1920](http://www.surveymonkey.co.uk/r/housingapr1920)

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. If you have not filled in the form online, you can return 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 March 2021.**

