

Housing & Property

Annual Tenants Report



Alternative Formats

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

如需其他格式（如盲文、录音磁带或大号印刷体）的莫瑞市议会资讯，请联系：

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Si necesita información del consejo de Moray en un formato diferente, como Braille, cinta de sonido o en letra grande, póngase en contacto con:

Housing and Property
The Moray Council
PO Box 6760
Elgin
IV30 9BX

Phone: 0300 123 4566

Textphone (Wednesday / Thursday only): 18002
01343 563319

Email: housing@moray.gov.uk

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Introduction

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

The Scottish Social Housing Charter measures the effectiveness of social housing landlords in meeting the needs and expectations of their customers and specifies the standards and outcomes that landlords should aim to achieve.

We submitted our second Annual Return on the Charter (ARC) in May 2015. The ARC shows how we performed against the 16 charter outcomes and standards and it also compares the performance of social landlords. Our return covers the period 1 April 2014 to 31 March 2015 and can be found online at:

www.scottishhousingregulator.gov.uk/find-and-compare-landlords/moray-council-1.

The SHR requires all social landlords to produce an annual report on its performance and make it available to their tenants and other customers.

I hope that you find our second annual report to be meaningful and informative. The Moray Tenants Forum have played an important role in setting out what information they feel would be of most benefit to you and I thank them for their help in preparing this report for you.



Ron Shepherd

Vice Chair of Communities Committee

Performance

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

The performance reports can be found on our website at:

www.moray.gov.uk/moray_standard/page_42536.html

There is also a webcasting facility where the Communities Committee meeting is available to view for 6 months on our website at:

www.moray.gov.uk/moray_standard/page_43661.html

If you have any questions on our performance or this report then please contact us:

- email: housingpolicy@moray.gov.uk;
- phone: 0300 123 4566; or
- 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 2014/15.



Green indicates that we are better than the Scottish average



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



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

The key areas that the Moray Tenants Forum felt would be of most interest to our tenants and other customers were:

- **Charter Outcome 2** – Communication
- **Charter Outcome 3** – Tenant participation
- **Charter Outcome 4** – Housing quality and maintenance
- **Charter Outcome 5** – Repairs, maintenance and improvements
- **Charter Outcome 6** – Neighbourhood and community
- **Charter Outcome 7, 8, 9 and 10** – Access to housing and support
- **Charter Outcome 11** – Tenancy sustainment
- **Charter Outcome 12** – Homeless people
- **Charter Outcome 13** – Value for money

Our second annual report has therefore been structured around these key themes.








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

The satisfaction results for the 2014/15 annual return relate to our last full tenants survey which was completed in 2012. It is therefore important to recognise that our performance in relation to the Scottish average indicators for 2014/15 may not present an accurate reflection of your current satisfaction levels with our housing services.

| Performance Indicators | Moray Council 2012 | Scottish Average 2014/15 | How we compare |
|---|--------------------|--------------------------|---|
| Tenants satisfied with our overall service | 89% | 88% |  |
| Tenants who felt that we were good at keeping them informed | 86% | 89% |  |
| Tenants satisfied with the opportunities to participate in our decision making processes | 73% | 80% |  |
| Tenants satisfied with the quality of their home | 80% | 86% |  |
| Tenants who had repairs carried out in the last 12 months who were satisfied with the service | 82% | 89% |  |
| Tenants satisfied with the management of the neighbourhood they live in | 87% | 85% |  |
| Tenants who feel rent for their property represents good value for money | 78% | 77% |  |

We are in the process of conducting a full tenants' survey which will inform our next annual return to the SHR in May 2016. The survey will also be used to help shape future investment and improvements in our housing services. The survey was sent out to tenants in September 2015 and we hope you will take the time to complete and return it with your views. The data from the survey will be available on our website once published and we will also inform you of these results in our Tenants' Voice newsletter next year.

Some of the improvements we have made to our housing services since 2012 include:

- **Tenant participation** – We are working with the Moray Tenants Forum to establish a Service Improvement Panel. This will give tenants the opportunity to assess our services and make recommendations on how we can improve them. We also hold a register of interested tenants, who we consult on housing issues. Tenants continue to be involved in our Best Value Group which specifically looks at performance issues and they are also members of our Communities Committee which has responsibility for overseeing the Council's landlord role;
- **Quality of home** – We are currently in the process of developing our investment strategy to make our properties more energy efficient. We have also begun monitoring all of our response repairs to help identify future planned maintenance priorities;
- **Repairs service** – From November 2015 a revised management structure will be implemented within our Building Services (DLO) to improve our repairs service. Some of these changes have been influenced by the feedback that we have received from you about our repairs service and from customer complaints. These changes will seek to improve how we communicate with you when repairing and upgrading your home.

Listening and acting on tenants views

We really appreciate when you take time to share your opinions as we use this to improve our services. We gather customer feedback from a number of different housing related activities. This includes:



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 very 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/moray_standard/page_1379.html.

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

We received 30 stage 1 complaints and 97% of these were dealt with within the SPSO target timescale of 5 working days. We also received 127 stage 2 complaints and 86% of these were dealt with within SPSO target timescale of 20 working days. The percentage of first and second stage complaints resolved within their designated timescales reduced in comparison to last year's performance. This was still however above the Scottish average.

| Performance Indicators | | Our 2014/15 Target | 2013/14 Result | 2014/15 Result | Scottish Average 2014/15 | How we compare with the 2014/15 Scottish average |
|------------------------|--|--------------------|----------------|----------------|--------------------------|---|
| 4 & 5 | % 1st stage complaints resolved | - | 100% | 97% | 98% |  |
| | % 2nd stage complaints resolved | - | 99% | 95% | 93% |  |
| | % 1st stage complaints dealt with within the SPSO target timescale (5 working days) | 100% | 100% | 97% | 82% |  |
| | % 2nd stage complaints dealt with within the SPSO target timescale (20 working days) | 100% | 88% | 86% | 75% |  |

The main reason for complaints exceeding timescale was due in some cases to their complex nature. In some service areas, complaints can involve multiple housing teams, other Council departments, external contractors and external agencies.

52% of our complaints in 2014/15 related to our repairs and maintenance service. Changes proposed to our Building Services (DLO) from November 2015 seek to reduce the number of complaints that this service receives and the new enhanced management structure will help to speed up the investigation of such complaints.

We do use complaints to shape and improve our housing services. We publish a "You said – We did" article within our Tenants' Voice newsletter which gives us the opportunity to tell you about some of the changes that we made to the service following your suggestions, comments or complaints.

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 more closely with their landlord to deliver better housing services. Our Tenant Participation Strategy 2013-16 is the overarching strategic document which sets out how we will work in partnership with you to deliver our housing services.

The Moray Tenants Forum was reconstituted from 1 April 2015. The Forum is the main tenants' body that works with the Council to promote tenants' interests. We would encourage more tenants to become involved in the work of this group.

Recently, the Forum has entered into a partnership with the Moray/Aberdeen Housing Partnership Tenants Association and they are inviting other social housing tenants and landlords in Moray to join the new partnership. There are many benefits for both tenants and landlords from working in partnership and there will be training opportunities for existing and new tenant members who wish to become involved in the Moray Tenants' Forum.

The Council is currently working to set up a scrutiny programme which will allow tenants to inspect our housing services. These inspections will be led by a service improvement panel and will aim to identify areas of good practice, areas of concern and will also make recommendations where necessary, to improve services.

For tenants who are unable to join the Forum, we still want to hear from you. Filling in surveys and giving feedback is useful and helps us to improve the service. Our list of interested tenants is another method that allows you to share your views. We consult with them on issues as they arise, for example we recently asked our interested tenants to give their opinions on our draft tenant survey. Their feedback helped us to design a survey that was easier to understand and fill in.

Over the next few months, we will continue to make contact with our tenants as we progress our Digital Services Project. The aim of digital services is to share information and to allow you to make more use of our online services – for example, to check your position on the housing list, report repairs, checking your rent balance and paying your rent online. These facilities will be simple to use, safe, and available at a time convenient for you.

There are many ways that you can make your voice heard. You can:

- Take part in surveys
- Give feedback on our services
- Join the Moray Tenants Forum
- Join in with estate walkabouts
- Become a mystery shopper
- Join the Service Improvement Panel
- Become a tenant inspector
- Join our list of interested tenants.

73%

of tenants are satisfied with the opportunities given to them to participate in our decision making processes

If you are interested in finding out more about how you can get involved in our decision making processes, please contact us on **0300 123 4566** or email us at housing@moray.gov.uk.

Charter Outcome 4

Housing quality and maintenance: Our aim is that...

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

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 SHQS.

At 31 March 2015, 95% of the Council's housing stock (5671 properties) all met the SHQS with the exception of exemptions and abeyances. Our exemptions included 4% of stock (220 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. We are developing a strategy to improve energy efficiency in our homes and as part of this we will investigate renewable technologies and methods of improving the energy efficiency of these properties. The remaining 1% (99 properties) were categorised as abeyances where work cannot be done for 'social reasons' or where the tenant has refused to have their property upgraded.

The Scottish Housing Quality Standard (SHQS) has been replaced by the Energy Efficiency Standard for Social Housing (ESSH). The ESSH 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.


We will continue to improve the quality of our housing stock through our Housing Investment Programme. In 2015/16, we will spend around £10.2 million to carry out repairs, improvements and modernisation to tenants' homes. The main improvement programmes continue to be focused on kitchen and heating upgrades, window replacements and a range of fabric improvements.

| Performance Indicators | Our 2014/15 target | 2013/14 | 2014/15 | Scottish Average 2014/15 | How we compare with the 2014/15 Scottish average |
|----------------------------|--------------------|---------|---------|--------------------------|---|
| 7 % stock meeting the SHQS | 100% | 90% | 95% | 91% |  |

We send surveys to all our new tenants. When asked if they were satisfied with their home when moving in, 74 tenants (83% of those responding) told us they were satisfied with their home. This compares with 84% the previous year. 10 tenants (11%) were dissatisfied with the main reasons being decoration, cleanliness of the property and the condition of gardens. 5 tenants (6%) indicated they were neither satisfied nor dissatisfied with the quality of their home.

All properties that we re-let must meet our letting standard. We have used your feedback to review our decoration policy and we now offer decoration packs to all new tenants where there is a need to decorate, and this has been popular with new tenants and helped them save on decoration costs. We have also offered support to new tenants to help them understand how to operate their heating systems. Your feedback in relation to 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.

| Performance Indicators | | Our 2014/15 target | 2013/14 | 2014/15 | Scottish Average 2014/15 | How we compare with the 2014/15 Scottish average |
|------------------------|--|--------------------|---------|---------|--------------------------|---|
| 9 | % tenants satisfied with their home when moving in | 90% | 84% | 83% | 86% |  |

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 2014/15 we carried out 21,057 repairs to 5,941 properties. This includes 6,769 emergency repairs which show a slight increase on the previous year but the average time to complete repairs remained roughly the same.

main reason for missing the target remains with problems gaining access. Our approach to non-access has resulted in some services (where we have been unable to gain access) being brought forward.

Gas servicing is carried out annually for the safety of our tenants and their families. We would ask you to bear this in mind and work with us to keep you safe.

We want to make our repairs service as accessible as possible and allow tenants to 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:

| Performance Indicators | | Target for 2014/15 | 2013/14 | 2014/15 | Scottish Average 2014/15 | How we compare with the 2014/15 Scottish average |
|------------------------|--|--------------------|----------------|----------------|--------------------------|---|
| 11 | Average time taken to complete emergency repairs | 4 hours | 2 hrs 25 min | 2 hrs 24 min | 5hrs 54 min |  |
| 12 | Average time taken to complete non-emergency repairs | 20 working days | 6 working days | 7 working days | 8 working days |  |
| 13 | % repairs carried out right first time | 94% | 93% | 80% | 90% |  |
| 14 | % repair appointments kept | 100% | 94% | 92% | 92% |  |
| 15 | % properties receiving a gas safety check within the anniversary | 100% | 99% | 99% | 99% |  |

We did not meet our right first time target however the reduction in performance was mainly due to a change in the calculation of this measure on the advice of the Scottish Housing Best Value Network. As a result we reduced our target to a more realistic 87% as this is closer to the national average for local authorities. Like other landlords, we have found this indicator difficult to measure however we will continue to monitor the results to see if we can identify opportunities to make improvements.

housingrepairs.moray.gov.uk and you can use the repair satisfaction cards which we leave behind at every property to fill in our survey which is available online at:

secure.moray.gov.uk/formserver/housing/repairsurvey.form.

We revised our gas safety management procedures in February 2015. While our performance was similar to the previous year at 99%, we did not meet our 100% target. Our

Charter Outcome 6


Neighbourhood and community: Our aim is that...

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

We want to make sure that our tenants live in neighbourhoods where they feel safe and that are well maintained. In 2014/15, there were four categories of antisocial behaviour which helps us to prioritise our response and makes sure that any action we take is appropriate. For each category local timescales have been set and agreed by the Communities Committee, which can be seen below.

| Cat | Definition | Timescale |
|-----|---|--|
| A | Severe antisocial behaviour, where the involvement of the police is necessary | We visit or interview complainant and contact police within 1 working day |
| B | Where the behaviour is of a serious and/or persistent nature, affecting one or a group of tenants | We carry out initial investigations and assess appropriate action. Contact is made with complainant by either phone, letter or visit within 5 working days |
| C | Disputes solely between two neighbours | We investigate the complaint and contact complainant by either phone, letter or visit within 10 working days |
| D | Ordinary breach of tenancy conditions | We investigate the complaint and contact complainant by either phone, letter or visit within 10 working days |

During 2014/15 we received 537 complaints of antisocial behaviour. There were 510 cases resolved within the reporting year with 89% (477) 'resolved' within our 20 working day target. This is an improvement on our performance in the previous year and above the Scottish average.

| Performance Indicators | Target for 2014/15 | 2013/14 | 2014/15 | Scottish Average 2014/15 | How we compared with the 2014/15 Scottish average |
|---|--------------------|---------|---------|--------------------------|---|
| 19 % antisocial behaviour cases resolved within local 20 working day target | 95% | 86% | 89% | 83% |  |

By resolved we mean cases where:

- we have taken appropriate measures, as set out in the 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.

To improve the way that we respond to antisocial behaviour and neighbour disputes we have recently transferred the management of these cases to our Community Safety Team. We have also amended our categories of anti-social behaviour to fall into line with the Scottish Housing Regulator's definitions.

Charter Outcomes 7, 8, 9 and 10

Access to housing and support: 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. Also, 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 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, demand and wishes of applicant's 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. The current allocations quotas are:

| Quota | List |
|--------------|---------------|
| 40% (+/- 5%) | Homeless list |
| 40% (+/- 5%) | Waiting list |
| 20% (+/- 5%) | Transfer list |

The demand for housing in Moray remains high. As at 31 March 2015, we had 3,656 applicants on the housing list which is similar to the previous year (3,666). Most of the list was made up of people on the waiting list (3,077 applicants), followed by the transfer list (461 applicants) and then the homeless list (118 applicants). The number of new applications decreased slightly compared to the previous year.

During 2014/15, 197 lets (42.4%) were made to those who were assessed as homeless, 174 lets (37.4%) went to those on the waiting list and 94 lets (20.2%) were allocated to the transfer list.

| Lists | Target for 2014/15 | 2013/14 | 2014/15 | Performance against target |
|-------------------|--------------------|---------|---------|---|
| Homeless Priority | 40% | 41% | 42.40% |  |
| Waiting | 40% | 35% | 37.40% |  |
| Transfer | 20% | 24% | 20.20% |  |



To help meet demand, we will build a minimum of 50 new homes every year until 2024. In 2014/15 we built 68 new homes. These were let as part of our new builds letting plan.

How to apply for housing

Tenants and our other customers can apply for housing using our web-based housing application system at www.apply4homes.org.uk. You can also apply to other social housing landlords who operate in Moray and Aberdeenshire using the one application process.

Stock turnover

During 2014/15, 394 (6.7%) of our properties became vacant. On average, it took us 35 days to re-let our empty properties. Whilst this is longer when compared to the previous year, this indicator has been affected by our programme of asbestos removal from all void properties. Despite this we compared well against the Scottish average of 37 days.

| Performance Indicators | | 2014/15 target | 2013/14 | 2014/15 | Scottish Average 2014/15 | How we compare with the 2014/15 Scottish average |
|------------------------|---|----------------|---------|---------|--------------------------|---|
| 21 | % lettable houses that became vacant | - | 6.90% | 6.70% | 8.90% | - |
| 34 | % rent lost through properties being empty | 0.63% | 0.63% | 0.61% | 1.14% |  |
| 35 | Average time taken to re-let empty properties | 28 days | 31 days | 35 days | 37 days |  |

We try to minimise the length of time that properties are empty to prevent rent loss.

Our performance on rent loss has improved in each of the last four years. At the end of 2014/15 we had just 0.61% of rent loss from empty properties, achieved our target and were almost half the Scottish average of 1.1%.

During 2014/15, we have reviewed our management of empty homes and simplified the process. Changes were implemented on 5 October 2015 and we think this will have a positive impact on our performance moving forward.

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 remain 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

We also provide a housing options service to help our customers make better informed housing choices. In 2014/15, a total of 1,233 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.

The percentage of tenants sustaining their tenancy in 2014/15 (92%) is better than the Scottish average (89%) and is broadly similar with last years reported figure (94%). Below is a breakdown of the percentage of our tenancies that were sustained for more than a year.

| Source of let | 2013/14 | 2014/15 | Scottish Average 2014/15 | How we compared with the 2014/15 Scottish average |
|---------------|---------|---------|--------------------------|---|
| Waiting list | 97% | 94% | 88% | ✓ |
| Transfer list | 96% | 96% | 93% | ✓ |
| Homeless list | 92% | 88% | 87% | ✓ |
| Overall | 94% | 92% | 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 or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to

Services to homeless households

In 2014/15, we received 584 homeless applications, a slight increase of 3.7% on the previous year. We carried out 579 assessments and found 323 households were unintentionally homeless and therefore entitled to permanent accommodation. Permanent tenancies were taken up by 197 homeless households which represented 42% of all our lets.

Not all homeless applicants will need temporary accommodation but in 2014/15 for those who did, we made offers of temporary accommodation to them all. During 2014/15, 418 households moved into temporary accommodation. The average time households spent in temporary accommodation has increased slightly to 83 days but this is still better than the Scottish average.

Our rate of refusals for temporary accommodation did not meet our target. We have reviewed our temporary accommodation requirements and have introduced a new charging policy to make our accommodation more affordable and we will continue to reconfigure our stock of temporary accommodation to help us reduce our refusal rates.

We continue to gather feedback from those leaving temporary accommodation. Of the 53 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 | | 2014/15 target | 2013/14 | 2014/15 | Scottish average 2014/15 | How we compare with the 2014/15 Scottish average |
|------------------------|---|----------------|---------|---------|--------------------------|--|
| 25 | Number of days households spent in temporary accommodation | - | 79 days | 83 days | 90 days | ✓ |
| 26 | % households requiring temporary accommodation to whom an offer was made | 100% | 100% | 100% | 101% | ✓ |
| 27 | % temporary accommodation offers refused | 4% | 10% | 19% | 7% | ✗ |
| 28 | Of those households homeless in the last 12 months the % satisfied with temporary accommodation | 90% | 81% | 94% | 85% | ✓ |

Charter Outcome 13



Value for money: Our aim is that...

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

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. If you are having problems paying your rent, we can offer you advice and help to maximise your income, apply for benefits and support you to manage your tenancy.

In 2014/15, we collected 99.5% of the gross rent that was due. This includes both current and former tenant arrears.

| Performance Indicators | | 2014/15 target | 2013/14 | 2014/15 | Scottish Average 2014-15 | How we compare with the 2014/15 Scottish average |
|------------------------|---|----------------|---------|---------|--------------------------|---|
| 30 | Rent collected as percentage of total rent due | 95% | 99.50% | 99.50% | 99.50% |  |
| 31 | Gross rent arrears as a percentage of rent due for the year | 2.80% | 2.60% | 2.90% | 5.30% |  |

Our uncollected rent as a percentage of the total rent due was 2.9%. This is a slight increase on the previous year but remains significantly better than the Scottish average of 5.3% and was the best result of all local authorities in Scotland.

In 2014/15, we took legal action against 100 tenants which led to 11 tenants being evicted for rent arrears. We only use eviction as a last resort when tenants do not work with us to address their rent arrears. Our Serious Rent Arrears Group seeks to prevent evictions where possible. During the year, 15 tenants with serious rent arrears were able to remain in their homes due to them working with our staff to address their arrears.

If you are currently in rent arrears and are worried about the situation, please contact your Area Housing Officer on **0300 123 4566** and we will look at ways in which we can help you.

In 2014/15, we increased our rents by 4.5% to help us build more Council houses. Despite the increase, we continue to have the fourth lowest local authority rents in Scotland and maintain a high standard of housing.

The overall average rent for all apartment sizes in Moray is £57.23 per week compared to an average of £74.95 of neighbouring local authorities and Registered Social Landlords with housing in Moray.



Feedback Form

Thank you for taking the time to read our annual report.

We would like your feedback on our annual performance report to tenants and other customers. Your comments will help us to develop a report that gives you the information you find useful.



If you prefer you can fill this survey in online at:

<https://eSurv.org?u=housingperformance>

| | |
|--|---|
| Was this report relevant to you? | <input type="checkbox"/> Relevant to me <input type="checkbox"/> Could be improved <input type="checkbox"/> Not at all relevant |
| Was the report detailed enough? | <input type="checkbox"/> Too detailed <input type="checkbox"/> Just right <input type="checkbox"/> Not detailed enough |
| Was the report easy to understand? | <input type="checkbox"/> Too simple <input type="checkbox"/> Easy to understand <input type="checkbox"/> Too difficult |
| What did you think about the design of the report? | <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Poor |
| If you have any feedback, comments or questions then please list them below: | |
| <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div> | |
| Your details: | |
| Name: | |
| Address: | |
| Phone: | |
| Email: | |

Thank you for giving us your feedback.

You can return the form to us by:

- handing it in to your local area office; or
- sending it to us in the prepaid envelope provided.