

# Housing & Property **Annual Performance Report** 2016/17





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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 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 which you can view 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 which measures the effectiveness of social landlords in meeting customers' needs and expectations. We submitted our fourth Annual Return on the Charter (ARC) in May 2017. The ARC shows how well we performed against the 16 Charter outcomes and standards but also helps to compare the performance of social landlords. Our return covers the period 01 April 2016 to 31 March 2017 and can be found online at: [www.scottishhousingregulator.gov.uk/find-and-compare-landlords/moray-council](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/moray-council)

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



A handwritten signature in black ink that reads "Lorna Creswell".

Lorna Creswell  
Chair of Communities Committee

# Performance

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

Performance reports can be found on our website at: [www.moray.gov.uk/moray\\_standard/page\\_101335.html](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:

- [housing@moray.gov.uk](mailto:housing@moray.gov.uk)
- 0300 123 4566
- Fill in the feedback form on the back page

# The Annual Report

We have used a traffic light system to show you how we compare with other social landlords on the key Charter outcomes and standards during 2016/17.



Green indicates that we are the same as or 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

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.

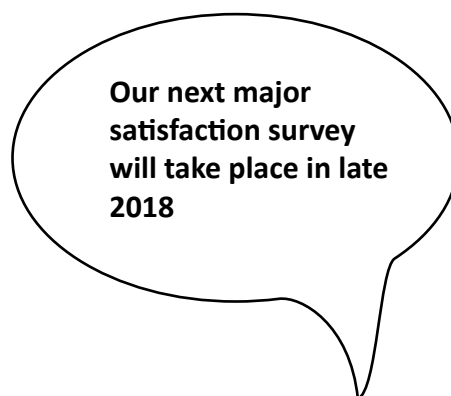
# Charter Outcome 2: Communication

## 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 of our tenants to gather views on the key areas of our service. Most social landlords survey a sample of their tenants but we felt it was important to give all our tenants the opportunity to have their say and to gather data that is as accurate as possible. In late 2015 surveys were sent to all 5,890 tenants and 30% (1,738 surveys) were returned. The main findings are shown below.



Performance Indicators	Moray Council 2015	Scottish Average 2016/17	How we compare with the Scottish average
% of tenants satisfied with the overall service provided by their landlord	80%	90%	
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	78%	91%	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	60%	84%	
% of tenants satisfied with the quality of their home	86%	87%	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	79%	92%	
% of tenants satisfied with the management of the neighbourhood they live in	76%	87%	
% of tenants who feel that the rent for their property represents good value for money	84%	82%	

It's a lovely place to live,  
but dog fouling is an issue!



The Tenants' Voice is good for  
keeping us up to date with issues  
in the Moray area.



More council housing  
is required to reduce  
waiting lists.



Staff do deal with queries,  
but it takes a long time.



I need new heating  
and windows!



I think there is a lack of  
communication between  
departments about tenant  
repairs



It is important to note that the Scottish average includes the results for other social landlords, such as housing associations. Our results are generally comparable with the averages for local authorities only. We are also aware that the changes we have made based on your feedback will not be reflected in the results until we carry out our next survey.

To improve customer satisfaction, we have acted on the main areas that you highlighted to us:

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

## Customer Feedback

### Listening and acting on tenants' views

We really appreciate when you take time to share your opinions as this helps us to improve our 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 very seriously and have a comprehensive complaints handling policy that is in line with the Scottish Public Services Ombudsman (SPSO) model complaints 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)

To monitor complaints we divide them into:

- 1<sup>st</sup> stage complaints which are straight forward and need little or no investigation
- 2<sup>nd</sup> stage complaints which are complex or more serious and need further investigation

- Anti-Social 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 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
% of 1st stage complaints resolved	-	98%	99%	98%	
% of 2nd stage complaints resolved	-	92%	92%	95%	
% of 1st stage complaints responded to in full by the landlord within SPSO timescales	100%	94%	96%	85%	
% of 2nd stage complaints responded to in full by the landlord within SPSO timescales	100%	57%	85%	83%	





In 2016/17, we received 86 1<sup>st</sup> stage complaints and 96% of these were dealt with within the SPSO target timescale of 5 working days. We also received 46 2nd stage complaints and 85% of these were dealt with within SPSO target timescale of 20 working days. Some of the 2nd stage complaints were more complex and involved a range of different Council services. This affected our ability to meet the target.

## How we use your feedback and keep you informed

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

In addition to our twice yearly tenant newsletter, we also keep you informed through our tenant group (the Moray Tenants Forum), social media, our website, our comprehensive tenant handbook, a wide range of leaflets, information screens at access points 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. This year we reviewed our Tenant Participation Strategy (2017-2020) which sets out how we will 'work in partnership with our tenants to design and deliver good quality housing services'.

### Tenant groups

The **Moray Tenants Forum** is the main tenants' body that work with us to promote tenants' interests. They often help us to design information for tenants such as leaflets and raise important issues on behalf of 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.

We have experienced some setbacks in our efforts to set up a **Service Improvement Panel**, a tenant group who will review our services and make recommendations on how we can improve. Most of our original members are no longer our tenants and although we regularly promote this opportunity, we have had difficulty recruiting more tenants. Any of our tenants can join and no experience is necessary as we offer full training and support.

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

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

Tenant Survey 2015

### Partnership working

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



### Estate audits/walkabouts

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

The preferred choice of tenants was that they should be able to attend estate audits with staff and elected members to help identify environmental improvements in their area. Any projects identified from the audit will be prioritised and those approved will be progressed during the next financial year. This change helps us to better plan our budget and by merging the various estate budgets, there is now a budget of £100k available for estate improvements across Moray.



Moray Tenants Forum

**Find out more about tenant participation**

**Please contact us if you would like to find out more about tenant participation including tenant groups, estate walkabouts or to be added to our list of interested tenants:**

0300 123 4566

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



Service Improvement Panel Training

## Surveys, consultations and our list of interested tenants

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

We always consult tenants when we make changes to our strategies and policies or other general housing issues as they arise. We use our list of interested tenants to notify 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 2016/17 we consulted with you on a number of policy issues:

- Downsizing incentive scheme
- Estate upgrades budget
- Housing functional assessment
- Neighbourhood disputes/antisocial behaviour policy
- Rent consultation
- Tenant participation strategy

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

# 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 five 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 2017, 96% of our housing stock (5,775 properties) all met the SHQS with the exception of exemptions and abeyances. Our exemptions included 3% of stock (168 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% (72 properties) were categorised as abeyances where work cannot be done for 'social reasons' or where the tenant has refused to have their property upgraded. We continue to look at a range of options to reduce the number of exemptions and abeyances.

Performance Indicators	Our 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
% of properties meeting the SHQS	100%	96%	96%	93%	
% of properties meeting the EESH	66%	50%	53%	74%	



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

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

We continue to improve the quality of our housing stock through our Housing Investment Programme. In 2017/18, we will spend around £11 million to carry out repairs, improvements and modernisation to tenants' homes. This level of expenditure is likely to continue in future years so that all our housing stock (where possible) meets the EESH.



## Satisfaction with standard when moving in

We send surveys to all new tenants to gather their views on our letting processes. When asked if they were satisfied with their home when moving in, 115 tenants (78% of those responding) told us they were satisfied with their home. This compares with 82% the previous year. 16 tenants (14%) were dissatisfied with the main reasons being the property standard, problems with the heating system, waiting for repairs and decoration. 9 tenants (8%) indicated they were neither satisfied nor dissatisfied with the quality of their home.

All properties that we re-let must meet our letting standard so it is important that we continue to receive feedback from our new tenants. This can help us to shape our services and one example where we have taken your views into consideration is the provision of decoration packs. New tenants previously expressed concerns around the cost of moving into a new home and in recognition of this we now offer paint-packs where necessary to reduce costs to our new tenants. We have also offered support to new tenants to help them understand how to 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 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
% of tenants satisfied with the standard of their home when moving in	90%	82%	78%	90%	

# Charter Outcome 5: Repairs, maintenance and improvements

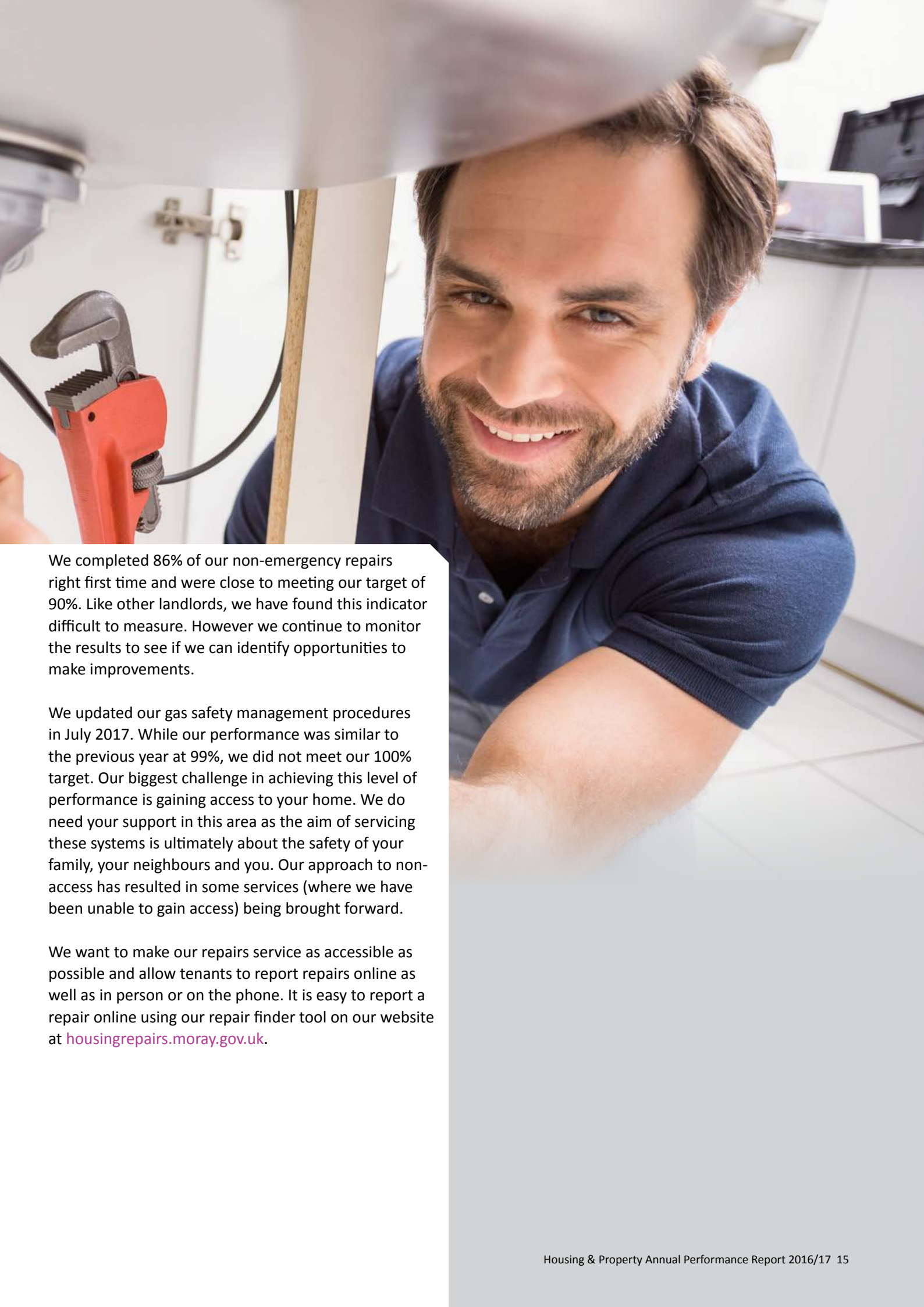
## Our aim is that

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 2016/17 we carried out 18,053 repairs to your homes. This includes 6,694 emergency repairs which is similar to last year. We made 13,020 appointments for the 11,359 non-emergency repairs and kept 92% of these. We plan to invest in our ICT systems to improve our performance in this area.



Performance Indicators	Our 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
Average time taken to complete emergency repairs	4 hours	2 hrs 27 mins	2 hrs 25 mins	4 hrs 39 mins	
Average time taken to complete non-emergency repairs	20 working days	6 working days	6 working days	7 working days	
% of repairs carried out right first time	90%	85%	86%	92%	
% of repairs appointments kept	95%	94%	92%	96%	
% of properties receiving a gas safety check by the anniversary date	100%	99%	99%	99%	



We completed 86% of our non-emergency repairs right first time and were close to meeting our target of 90%. Like other landlords, we have found this indicator difficult to measure. However we continue to monitor the results to see if we can identify opportunities to make improvements.

We updated our gas safety management procedures in July 2017. While our performance was similar to the previous year at 99%, we did not meet our 100% target. Our biggest challenge in achieving this level of performance is gaining access to your home. We do need your support in this area as the aim of servicing these systems is ultimately about the safety of your family, your neighbours and you. Our approach to non-access has resulted in some services (where we have been unable to gain access) being brought forward.

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 [housingrepairs.moray.gov.uk](https://housingrepairs.moray.gov.uk).



# 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 since 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 provide better outcomes for those experiencing antisocial behaviour.

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



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





During 2016/17 we received 418 complaints of antisocial behaviour. There were 417 cases resolved within the reporting year with 78% (324) 'resolved' within our 20 working day target. This is slightly lower than our performance in the previous year and 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	Our 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
% of antisocial behaviour cases resolved within target	Within 20 working days	86%	78%	87%	

# Charter Outcome 7, 8, 9 and 10: Housing options and access to social housing

## Our aim is that

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

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

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

We are the biggest local provider of social rented housing in Moray and our allocations policy sets out how we make the best use of our housing stock. Our policy takes into account the needs, demand 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 2016/17, 212 lets (54.9%) were made to those who were assessed as homeless, 115 lets (29.8%) went to those on the waiting list and 59 lets (15.3%) were allocated to the transfer list.

The demand for housing in Moray remains high. As at 31 March 2017, we had 3,586 applicants on the housing list which is slightly more than the previous year (3,457). Most of the list was made up of people on the waiting list (2,895 applicants), followed by the transfer list (550 applicants) and then the homeless list (141 applicants). The number of new applications increased slightly compared to the previous year.

In 2016/17, we let 18 new build properties for the first time as part of our new builds letting plan.



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

## How to apply for housing

Tenants and other customers can apply for housing using our web-based housing application system at [www.apply4homes.org.uk](http://www.apply4homes.org.uk). You can also apply to some of the other social housing landlords who operate in Moray and Aberdeenshire on the same application.



## Stock turnover

During 2016/17, 381 (6.4%) of our properties became vacant. On average, it took us 31 days to re-let our empty properties.

Performance Indicators	Our 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
% of lettable houses that became vacant	-	6.6%	6.4%	8.4%	
% rent lost through properties becoming void	0.63%	0.56%	0.54%	0.87%	
Average time taken to re-let properties	32 days	29 days	31 days	32 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 five years. At the end of 2016/17 we had just 0.54% of rent loss from empty properties, achieved our target and compared well against the Scottish average.

# 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 2016/17, a total of 1,084 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 2016/17 (93%) is better than the Scottish average (89%) and is a slight improvement on 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 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
% of new tenancies sustained – housing list	91%	93%	88%	
% of new tenancies sustained – existing tenants	96%	95%	93%	
% of new tenancies sustained – homeless	90%	91%	88%	
% of new tenancies sustained – all lists	92%	93%	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.

In 2016/17, we received 554 homeless applications, a slight decrease of 0.4% on the previous year. We carried out 560 assessments and found 283 households were unintentionally homeless and therefore entitled to permanent accommodation.

Not all homeless applicants need temporary accommodation but in 2016/17 for those who did, we made offers of temporary accommodation to them all. During 2016/17, 411 households moved into temporary accommodation. The average time households spent in temporary accommodation is the same as the previous year at 77 days and is better than the Scottish average.

Our rate of refusals for temporary accommodation has improved but we did not meet our target. Our revised charging policy aims to make our temporary accommodation more affordable. 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 49 responses we received, 90% were satisfied with the accommodation we provided to them. Through our service user involvement framework we continue to work to improve response rates and gather feedback using other methods.

Performance Indicators	Our 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
Average number of days households spent in temporary accommodation	-	77 days	77 days	97 days	
% of households requiring temporary accommodation to whom an offer was made	100%	100%	100%	90%	
% of temporary accommodation offers refused	7%	14%	11%	8%	
Of those households homeless in the last 12 months, the % satisfied with the quality of temporary accommodation	90%	94%	90%	86%	







# 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.

**If you are currently 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.**

Performance Indicators	Our 2016/17 Target	Moray Council 2015/16	Moray Council 2016/17	Scottish Average 2016/17	How we compare with the Scottish average
Rent collected as a % of total rent due	95%	99.8%	99.5%	99.6%	
Gross rent arrears as a % of rent due	2.8%	2.4%	2.5%	5.3%	







In 2016/17, we collected 99.5% of the gross rent that was due which was close to the Scottish average. Our uncollected rent as a percentage of the total rent due was 2.5%. This is a slight improvement on the previous year and remains significantly better than the Scottish average of 5.3%. In comparison to all other Scottish local authorities, Moray’s performance on rent arrears this year came out top. In future years, it is important that we keep our rent arrears as low as possible. This is the only way that we can maintain our housing services at current levels. We recognise however that the full roll out of Universal Credit from 1 April 2018 will be a new challenge for both our tenants and our housing staff.

In 2016/17, we took legal action against 79 tenants which led to 9 tenants being evicted for rent arrears. We only use eviction as a last resort where tenants will not work with us to address their arrears. Our Serious Rent Arrears Group seeks to prevent evictions where possible. During the year, 2 tenants with serious rent arrears were able to remain in their homes due to their engagement with staff to address their arrears.

In December 2016, we sent you all a letter explaining how we spend your rent and offering you a choice on the next rent increase. The majority of tenants agreed that we should increase rent by 4% to help us build more Council houses. Despite the increase, we had the second lowest average weekly rent and continue to maintain a high standard of housing.

The overall average weekly rent for all apartment sizes in Moray is £55.06 compared to the local authority average of £70.40.

# Your Notes



# 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/housingapr1617](http://www.surveymonkey.co.uk/r/housingapr1617)

Was the report relevant to you?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't know
Was the report easy to understand?	<input type="checkbox"/>	Too simple	<input type="checkbox"/>	Just right	<input type="checkbox"/>	Too difficult
Was the report detailed enough?	<input type="checkbox"/>	Not detailed enough	<input type="checkbox"/>	Just right	<input type="checkbox"/>	Too detailed
What did you think about the design of the report?	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Poor

**Please use this space if you would like 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.

If you would like to be added to our list of interested tenants?	<input type="checkbox"/>	Yes (please give your details below)	<input type="checkbox"/>	No
Would you like to find out more about joining a tenant group?	<input type="checkbox"/>	Yes (please give your details below)	<input type="checkbox"/>	No

## Your details

Name

Address

Phone

Email

Preferred contact by: ☐ Email ☐ Phone ☐ Post

**Thank you for giving us your feedback.**

You can hand in this form to your local access point or send it to us in the prepaid envelope provided.