



Housing Service Assurance Statement 2026

The Moray Council Housing and Property Service has assessed its compliance with the Scottish Housing Regulator's Regulatory Framework and is assured that it complies with the requirements of Section 3, with the exceptions outlined in this statement. Where full compliance has not been achieved, improvement actions are in place and progress is being actively monitored.

We achieve all but the following outcomes and standards in the Scottish Social Housing Charter:

Quality of Housing

The Moray Council's annual performance presents an account of our housing service delivery, reflecting both steady performance in key areas and challenges that are being proactively addressed, such as Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH).

We embarked on an ambitious improvement plan in 2024. Whilst we have not yet achieved our target of 90% compliance, significant progress has been made and we expect compliance levels to improve substantially during the next reporting period.

SHQS Compliance

Of the 6,457 Moray Council residential properties, 4,085 fully complied with the Scottish Housing Quality Standard (SHQS), achieving a compliance rate of 63.3%. This represents a significant improvement on the previous year's compliance rate of 43.7%.

The primary area of non-compliance relates to energy efficiency with 4,944 out of 6,457 properties (76.6%) achieving compliance with the ESSH standard.

Energy Efficiency

The 2025/26 the planned capital maintenance spend was £20.1m. The capital works have delivered internal wall insulation, cavity wall insulation, loft top ups, heating upgrades Kitchen and bathroom upgrades, along with Solar panel installations across the housing portfolio. This spend is necessary to continue to work towards achieving the Scottish Housing Quality (SHQS) standard and also the Energy Efficiency Standard for Social Housing which is currently achieving 77% compliance. We continue to assign significant priority to achieving SHQS compliance, focusing on insulation, heating, bathroom and kitchen upgrades.

Damp and Mould

The Council continues to operate a proactive approach to identifying, monitoring and responding to reports of dampness and mould, alongside delivering targeted capital investment to address underlying causes.

Our Housing and Community Safety Committee has acknowledged the increase in dampness and mould within council housing and is actively implementing a range of mitigation measures. These include the installation of external and internal wall insulation, enhanced ventilation systems, and environmental monitoring devices. Remedial works are ongoing, with future interventions prioritised for properties identified as being at higher risk. Continuous improvements delivered through the Accelerated Capital Improvement Programme aim to ensure compliance with SHQS, ultimately enhancing living conditions for tenants and mitigate causes of damp and mould.

Data Quality and Strategic Planning

The SHR expects that we will maintain comprehensive, good quality and up to date information on the construction, components and condition of our properties. We have invested in the NEC Asset Management module and anticipate significant development and utilisation of that functionality during 2026/27. We have appointed additional staffing resource to our Asset Management team, with the remit of identifying elemental data, bringing existing accurate but dispersed intelligence together and ensuring this is uploaded to NEC effectively where it can be used for efficient strategic planning. This project, together with our planned stock condition survey, will contribute to our next HRA Business Plan review planned for late 2027.

In addition to development of our Asset data, we are implementing our NEC Servicing Module primarily to enhance our already robust gas servicing processes, but also to provide efficiencies. We aim to “go live” in Nov/Dec 26. During 2026/27/28 we intend to expand the use of our Servicing Module to encompass other tenant safety areas e.g. electrical safety, fire detection.

Tenant and Resident Safety

Electrical Safety

By 31 March 2026, 5,718 (88.6%) properties had compliant Electrical Installation Condition Report (EICR). We have recently appointed an external contractor to assist us with completion of identified C2 faults. All C1 faults (classified as the most critical) were addressed immediately.

Landlord Gas Safety

One property did not receive its gas safety inspection on time during the year. This was attributable to human error. The implementation of our NEC Servicing Module during 2026/27 will make further failures significantly less likely.

Fire and Carbon Monoxide Detection

As of 31 March 2026, 6,453 of our 6,457 properties comply with the updated Fire Safety Regulations, with only four properties remaining non-compliant. During the year, we completed the final phase of our fire detection system upgrade programme. This was achieved through close collaboration between Housing, Asset and DLO teams, who worked together to gain access to properties where residents had been difficult to contact. In a small number of cases, forced entry procedures were necessary to ensure the required work was completed safely and in line with regulatory requirements.

All homes requiring carbon monoxide (CO) detectors have been fitted with them and comply with the Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criteria) Amendment Order 2021.

Asbestos

We maintain a comprehensive and up-to-date asbestos register and ensure that a full risk assessment is conducted prior to the commencement of any work within our properties. Significant progress has been made in phasing out the use of cloned asbestos surveys, with full, property-specific surveys now available across our housing stock.

Our planned implementation of the NEC Housing Asbestos Module has been delayed as we focus resources on implementation of our NEC Servicing Module for gas safety compliance.

Water Safety

We routinely conduct legionella risk assessments on our vacant properties, actively working to reduce risks by removing dead legs in the plumbing systems. The exception to this practice is with newly installed wet sprinkler systems required in our new build housing.

Lead contamination

We routinely test water supplies for lead contamination at each void, and take remedial action as determined by the results.

Lift Safety

We only have one sheltered housing complex with a lift which is included on a cyclical maintenance contract to ensure that it complies with relevant legislation.

Health and Safety Executive Reportable Events

There were no incidents reported to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) during the reporting period. No staff or contractor incidents met the reporting threshold.

Housing and Homelessness

The total number of homeless households to whom the local authority had a statutory duty to secure permanent accommodation remained stable at 300 households.

Unsuitable Accommodation Order

During 2025/26 there were 12 households breaching the Unsuitable Accommodations Order. This was a direct result of two periods where supply was insufficient to meet demand and resulted in extended stays in Bed and Breakfast accommodation. This was further exacerbated by the lack of new supply of council housing.

Temporary Accommodation Standards Framework

The service is broadly compliant with the new guidance and framework, with the exception of digital inclusion. Currently, our temporary accommodation units are not

equipped with free internet access but tenants have free access to internet services at Moray Council information hubs, libraries, and the main HQ Access Point, helping to reduce barriers to digital connectivity.

Equality and Human Rights

We are continuing to work towards aligning with the equalities guidance and self-assurance framework published by the Scottish Federation of Housing Associations (SFHA), including the updated Self-Assurance Toolkit issued in March 2026. While some system and data collection changes have not yet been fully implemented, particularly where definitions differ from those currently used in national homelessness data returns, we remain committed to progressing this work and strengthening our approach to equality monitoring and reporting.

Integrated Impact Assessments are carried out as part of the development process for all new policies and strategies. This structured approach helps us to assess potential impacts, monitor relevant protected characteristics, and ensure our work supports positive outcomes. It also helps us to minimise any unintended effects and maintain alignment with our Local Outcome Improvement Plan, Corporate Plan, and associated Equality Outcomes.

Gypsy/Travellers

Moray Council does not currently operate any official gypsy/traveller sites. However, we have established a local protocol for managing unauthorised encampments, which ensures that the needs of both the encampment residents and the broader community are met. This protocol is supported by our dedicated unauthorised encampments officer, who oversees the process and provides necessary assistance and support.

We approved our Assurance Statement on 10 September 2026 and sign this statement on behalf of the Housing and Community Safety Committee.

Councillor Amber Dunbar
Chair of Housing and Community Safety

Councillor Paul McBain
Depute Chair