

REPORT TO: NEIGHBOURHOOD, HOUSING & COMMUNITIES COMMITTEE – 27 OCTOBER 2025

REPORT ON: REGULATION OF SOCIAL HOUSING IN SCOTLAND – ANNUAL ASSURANCE STATEMENT

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 303-2025

1. PURPOSE OF REPORT

- 1.1. To seek approval of the Annual Assurance Statement for submission to the Scottish Housing Regulator.

2. RECOMMENDATION

- 2.1. It is recommended that the Committee:

- 2.1.1 Notes the requirements of the Scottish Housing Regulator's Framework for the Regulation of Social Housing in Scotland.

- 2.1.2 Notes the range of existing opportunities for tenants and Elected Members to scrutinise the operation and performance of the Council in relation to its duties as a social landlord.

- 2.1.3 Approves the Annual Assurance Statement at Appendix 1.

- 2.1.4 Authorises its submission to the Scottish Housing Regulator and publication on the Council's website.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no direct financial implications resulting from this report.

4. BACKGROUND

Requirements of the Regulatory Framework

- 4.1 The Scottish Housing Regulator published its revised Regulation Framework in February 2019. This framework set out how they regulate both Registered Social Landlords (RSLs) and the housing and homelessness services provided by local authorities. The framework and associated indicators were reviewed during 2024/25, and the new indicators have been confirmed to be reported in 2025/26.

- 4.2 In addition, further guidance on the expectations in relation to landlords approaches to equalities and human rights has been published, setting out the requirements for data collection in this area, asking landlords to consider their approach to complying with this. The Council is committed to taking a human rights-based approach to its policies and practices through good participation and empowerment, accountability, non-discrimination and meeting legal requirements. This can be demonstrated by the Council's support and adoption of the recommendations within the Dundee Fairness and Child Poverty Action Plan.

- 4.3 This Annual Assurance statement covers the period 1st April 2024 to 31st March 2025. The Regulatory Framework requires every landlord to:

- Submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) each year in accordance with its published guidance;
 - Prepare an Annual Assurance Statement in accordance with published guidance and submit it to the SHR between April and the end of October each year, and make it available to tenants and other service users;
 - Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information; and
 - Report its performance in achieving or progressing towards Charter outcomes and standards to its tenants and other service users.
- 4.5 Landlords must ensure that they meet all their legal duties and responsibilities and that they adhere to relevant guidance and the requirements of other regulators. Local authorities must confirm that they meet these duties in their Annual Assurance Statement or set out how they are addressing any material non-compliance.
- 4.6 The Regulatory Framework states that it is important that landlords involve tenants and other service users in the scrutiny of their performance and in discussions about affordability and what their rent covers. To meet the requirement to involve tenants, service users and elected members, we employ a range of methods to give assurance that we are meeting all statutory and legal requirements.
- 4.7 The Council already has a robust approach to self-assurance which is evidenced through our Annual Governance Statement and Risk Management Strategy. The Housing Service is included within these assessments, and both are reported to the Scrutiny and City Governance Committees
- 4.8 The Council's Performance Framework reports progress against our strategic plans and policies. These plans incorporate a comprehensive range of actions and performance indicators for the Housing Service which will be reported to the City Governance Committee and Scrutiny and Audit Committee for the City Plan, Council Plan, Neighbourhood Services Plan and Local Government Benchmarking Framework. Revenue and Capital Plans and budget monitoring reports are considered by the City Governance Committee.
- 4.9 There is also scrutiny of Housing Services through annual reporting on complaints and relevant Internal Audit Reports which are to be reported to the Scrutiny and Audit Committee. In addition to the arrangements for formal reporting to the Council, the Housing Service has a comprehensive framework for reporting performance and including tenants and other service users in the scrutiny of its services. These include:
- Housing Best Value Review Group – this working group comprises tenants' representatives, Elected Members Trades Unions. The group meets quarterly to consider a wide range of housing policy and performance issues including Repairs Performance, Housing Service updates, Policy changes and consultation feedback.
 - Dundee Federation of Tenants Associations (DFTA) - these are meetings between the Neighbourhood, Housing and Communities Convener, senior staff in the Housing Service and the DFTA Executive Committee, in addition to bi-monthly housing management meetings with the DFTA, to discuss housing performance and any issues of interest or concern.
 - HRA Methodology and Rent Setting – we comply with Guidance on the Operation of Local Authority Housing Revenue Accounts (HRAs) in Scotland by publishing an annual Housing Revenue Account Methodology. This has been developed by a tenant/officer working group and outlines how the Council sets its rent and what rent charges pay for. We hold a face-to-face information seminar "How your rent is spent," together with an on-line survey, annually which helps to explain the rent-setting process to tenants and

to give tenants an opportunity to input to the subsequent rent-setting priorities and consultation.

- Following the housing seminar in Summer of 2024, one of the commitments agreed to focus on people experiencing homelessness. The housing service commissioned an independent consultant, Policy Scotland to undertake a review of homelessness in Dundee involving people who had experienced homelessness. All of the recommendations from the Voices Making Changes report are being fully implemented into the service delivery model and reported to committee within the Rapid Rehousing Transition Plan.
- In addition, the Council is required to undertake a consultation exercise annually on the proposals for the following years rent charges. In 2024/25 responses were received from 2,073 households which is 16.5% of all Council properties.

4.10 As has been demonstrated above, the Council has a comprehensive framework for assurance and performance monitoring about the Housing Service. A review of these frameworks already used by the Council and on-going service improvement activity have identified areas of concern as highlighted in the Assurance Statement.

4.11 Every year the Scottish Housing Regulator (SHR) sets out how they will engage with each landlord in an engagement plan. Through this the SHR will seek assurance (backed by evidence) that landlords are complying with regulatory requirements.

During 2024/25, the Scottish Housing Regulator reviewed and compared the data for all local authorities from the Scottish Government's national homelessness statistics. They also spoke to all local authorities to gather further information and assurance about their homelessness services. To assess the risks to people who are threatened with or experiencing homelessness they will engage with all local authorities during 2025/26 with a focus on the provision of appropriate temporary accommodation.

The regulator will engage with Dundee City in particular about the following areas:

- Services for people who are homeless and its site(s) for Gypsy/Travellers.
- Continue to monitor, assess and report on Dundee City's performance in discharging its duties to people who are homeless.
- To assess the risks to people who are threatened with or experiencing homelessness we will engage with all local authorities during 2025/26 with a focus on the provision of appropriate temporary accommodation.
- Engage in particular about our provision of temporary accommodation to people who are homeless.
- Outcomes for people who are homeless.

In addition, we are required to

- Send the regulator the information they require in relation to its homelessness service;
- Continue our best efforts to meet our statutory duty to provide temporary accommodation when we should and to comply with the Unsuitable Accommodation Order;
- Keep the regulator updated on our capacity to meet our statutory duty to provide temporary accommodation when we should and to comply with the Unsuitable Accommodation Order; and
- Send the information the regulator requires in relation to the management of our Gypsy/Traveller site.

- 4.12 Article V of the minute of meeting of the Neighbourhood Services Committee of 7th January 2019 agreed Dundee City Councils Rapid Rehousing Transition Plan and annual updates have continued to be submitted to Scottish Government and Committee since approval.
- 4.13 The use of temporary accommodation has continued to be at a higher level than pre-pandemic. This is due to sustained pressures on the availability of permanent accommodation.
- 4.14 To meet demand for temporary accommodation, the Housing service has been required to continue the use of bed and breakfast accommodation. The use of bed and breakfast accommodation is never the preference but is permissible, in urgent situations, to temporarily accommodate homeless persons. Where alternatives did not exist, the service had to make use of such accommodation and where used, the Unsuitable Accommodation Order requires the authority to find alternative accommodation within 7 days.
- 4.15 The Council was unable to identify move-on accommodation and meet the 7-day limit for stays in bed and breakfast accommodation for some people. The Council did ensure that it met its statutory duty by providing temporary accommodation on all occasions. The order was breached on 270 occasions during 2024/2025.

The temporary accommodation situation is well documented. Our ability to secure permanent accommodation, particularly for single applicants who still make up most applications is a particular area of challenge given the increasing demands on our stock. In 2024/25, Dundee City Council implemented the Relet Recovery Plan to reduce the number of vacant properties and successfully reduced this to 200 vacant properties. Furthermore, in partnership with Registered Social Landlords, there were 341 new affordable homes built in the city in attempt to alleviate pressures.

- 4.16 The Scottish Housing Quality Standard (SHQS) requires properties to have safe electrical systems and from 2021/22 it was required to inspect every 5 years. At the end of 2024/25 902 properties failed SHQS as they did not have a current electrical certificate. Of those tests carried out in 2024/25, 50 were completed beyond the 5 year anniversary of the previous test.

A process review has been undertaken, focussing on improving the performance of the workstream with an aim of every property having a valid Electrical Inspection Condition Report (EICR) in the 2025/26 year with none completed outwith the 5-year anniversary.

- 4.17 All landlords have a duty to carry out an annual safety check on all gas appliances. All properties had their safety check carried out within the anniversary in 2024/25.
- 4.18 During 2023/24, DCC identified Reinforced Aerated Autoclaved Concrete (RAAC) in the roofs of 81 blocks of flats and 292 cottages in Dundee. Although used elsewhere in floors and wall panels, in Dundee RAAC was used solely in roofs. Of the affected properties, 7 blocks of flats and 121 cottages are privately owned. DCC Structural Engineers have inspected the 74 stairwells in blocks of flats, and inspected cottages owned by DCC and the top floor flats during 2024/25 and have categorised them in accordance with guidance issued by the Institution of Structural Engineers (IStructE) by frequency of re-inspection required: 12 months, 6 months or remedial action required. For properties where access has not been granted, officers are continuing to engage with residents to arrange an inspection.

Five archetype properties have been identified from those affected by RAAC that have formed a pilot project to test the viability of the installation of a support system below the RAAC panels which will be evaluated to determine a wider city plan.

Remediation was carried out to five blocks of flats to the roof in the communal stairwell due to the condition and risk associated to the RAAC. A support system has been installed below the RAAC panels as well as the removal of redundant water tanks.

DCC is committed to a transparent communication strategy to ensure tenants and owners are fully involved in the remediation process, and are currently reviewing our communications plan.

- 4.19 During 2024/25 a damp and mould oversight board comprising Housing, Customer Services & Construction staff has been re-established to review lessons learned, update guidance for tenants, review re-occurring cases, and drive compliance in this critical sphere.

The new ARC indicators introduced for reporting in 2026, which require data to be gathered during the 2025/26 year are:

- The average length of time taken to resolve cases of damp and/or mould;
- The percentage of damp and/or mould cases that were re-opened;
- The number of open damp and/or mould cases at the year end.

To capture information in the required format, the Housing Asset Management Unit has implemented a revised reporting and recording procedure. A dashboard has been created to track the progress of all reported condensation, dampness, and mould cases, which is reviewed on a weekly basis by the inspecting officers, interrogated by the dampness and mould oversight board with learnings and statistics to be reported to the Repairs Operations Board.

- 4.20 The identification of a technical solution for the properties which fail SHQS due to low EPC ratings in the Linlathen area of Dundee, has resulted in 314 properties being reclassified from 'in abeyance' due to no technical solution, to 'fail'. A multi-measure deep retrofit project in accordance with PAS 2035 has been designed and procured with the first phase due to begin before the end of 2025/26.

- 4.21 The draft Annual Assurance statement for Dundee City Council is attached at Appendix 1 and Committee is asked to approve this for submission to the Scottish Housing Regulator and publication on the Council's website.

5. POLICY IMPLICATIONS

- 5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

6. CONSULTATIONS

- 6.1 The Council Leadership Team and Dundee Federation of Tenants' Associations have been consulted in the preparation of this report and agree with its content.

7 BACKGROUND PAPERS

- 7.1 Regulation of Social Housing in Scotland: Our Framework. Scottish Housing Regulator. February 2019. <https://www.housingregulator.gov.scot/for-landlords/regulatory-framework/>

Scottish Housing Regulator - Engagement Plan for Dundee City Council 2025/26
[Engagement plan from 1 April 2025 to 31 March 2026 | Scottish Housing Regulator](#)

Tony Boyle
Executive Director of Neighbourhood Services

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25 September 2025

Dundee City Council Annual Assurance Statement 2024/2025

To comply with the Scottish Housing Regulator's Framework for the Regulation of Social Housing in Scotland, Dundee City Council confirms that the Council has met all its legal obligations associated with housing and homelessness services, equality and human rights, and tenant/resident safety with regard to:

- The relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- All relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative duties

However, Dundee City Council did breach the Homeless Persons (Unsuitable Accommodation) Order (2014) during 2024/25 in relation to the length of stay in bed and breakfast accommodation because of the pressure on temporary accommodation on 270 occasions. These breaches relate to an average length of stay in unsuitable accommodation of 10 days compared to the 7 days permitted under the legislation.

This statement requires the Council to notify the Scottish Housing Regulator of any tenant and resident safety matters which have been reported or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns. There are no reports or investigations ongoing concerning Dundee City Council's Housing Service.

The Scottish Housing Regulator identified services for people who were homeless and gypsy travellers in its Engagement Plan for Dundee 2024/25 and Dundee Council will continue to engage with the Regulator and provide further information when required. Investment in the Gypsy Traveller site over 2024/25 and 2025/26 means that the site now complies with the relevant standards.

Neighbourhood Services Committee agreed Dundee City Councils Rapid Rehousing Transition Plan in 2019, and annual updates have continued to be submitted to Scottish Government and Committee on an annual basis.

At the end of 2024/25 902 properties failed SHQS as they did not have a current electrical certificate. Of those tests carried out in 2024/25, 50 were completed beyond the 5 year anniversary of the previous test. We continue to work with tenants to carry out this work with legal action undertaken where required.

Properties which were identified from a desktop exercise as likely to have Reinforced Aerated Autoclaved Concrete (RAAC) panels forming the roof have been surveyed to confirm the presence and categorise the condition in accordance with guidance from the Institution of Structural Engineers (IStructE), except for those properties where access has not been granted. For the properties where access has not been granted, officers are continuing to engage with residents to arrange to undertake the inspection. Works to install a structural support system below the RAAC panels forming the stairwell roof in 5 blocks of flats and in 5 archetype properties from the DCC housing stock has been carried out. We are committed to a transparent communication strategy to ensure tenants and owners are fully involved in the remediation process and an evaluation is currently underway.

Dundee City Council is committed to taking a human rights-based approach to its policies and Practices through good participation and empowerment, accountability, non-discrimination and meeting legal requirements. The Council has a robust framework for Equality Impact Assessment of its policies which was recently reviewed. I confirm that the Council has sufficient assurance and scrutiny processes in place to support this statement.

Signed: Kevin Cordell

Convener of Neighbourhood, Housing & Communities