

Strategic Objective	What do we need to do to make the change?				Who should or will do this and when?			How will we know things have been improved?(Baseline) What are our performance measures?	How well have we got on? Score progress and ground in evidence.		What do we need to do next? Based on how we responded to the previous questions	
	Ref	Action	no	Description	Lead Officer	Partner / Officer Involvement	Target Timescale	Performance Measure 10/ 11	Update March 2010	Traffic Light	Action Required	Resources Required
Objective (I) - To improve the quality and suitability of private sector housing by 350 per year	1.1	Prepare procedures in relation to fulfilling statutory requirements detailed in the H (S) A 06 as per timescales determined by Scottish Government.	1	Implement and monitor a policy to deal with Scheme of Assistance.	Strategic Development Officer (Private Sector)	P & ES Specialist Officer (Housing & Pollution) / Care and Repair	April 2011	SoA policy, including policy statement written in line with SG timescales. Clarify position on access to loans. Ensure all relevant staff are trained. Update web page to provide general advice, information and signposting. Produce leaflets regarding repairs and maintenance.	Aberdeenshire Council's Statement of Assistance for Private Homeowners and Tenants of Private Landlords was approved in March 2010 and will be implemented from 01.04.2010.	G	Leaflets on repairs and maintenance to be produced in conjunction with Aberdeen City Council. Web page to be updated. Information, advice and practical assistance to be made available to all private sector tenants and owner occupiers to improve quality of private housing. Progress loan options.	74k + 50k for loans + 2k for leaflets
			2	Develop & implement a policy to deal with Housing Renewal Areas, Repair, Improvement and Demolition Plans.	SDO (Private Sector)	P & ES Specialist Officer (Housing & Pollution)	April 2011	Policy written in line with SG timescales. Consult with external / internal stakeholders. Ensure all relevant staff are trained. To co-ordinate the Private Housing Strategy with all regeneration initiatives.	Interim policy statement has been approved. No HRA's will be declared until full policy statement is published and incorporated into the new LHS from 2011.	A	Write full policy to be incorporated into new LHS in 2011.	50k
			3	Develop & implement a policy to deal with Work Notices & Maintenance Plans.	SDO (Private Sector)	P & ES Specialist Officer (Housing & Pollution)	April 2011	Maintenance Order Policy to be written. Establish available resources to serve notices and follow up enforcement if owners fail to implement. Ensure all relevant staff trained.	Procedures developed on Work Notices. Environmental Health to be the lead contact for serving of Notices. Still to establish procedure to deal with Maintenance Plans.	A	Establish procedure to deal with Maintenance Plans and report to Committee.	50k
			4	Develop & implement a strategy to deal with the Tolerable Standard.	P & ES Specialist Officer (Housing & Pollution)	SDO (Private Sector) / P & ES	April 2010/2011	A reduction in the number of Below Tolerable Standard (BTS) housing.	Interim BTS Strategy written and approved. To be implemented from 01.04.10	G	Write full BTS Strategy to be incorporated into new LHS in 2011. Monitor size, type and location of BTS properties. Care & Repair are to collate this information through SoA.	Within existing resources.
			5	Develop & implement a policy to deal with the Provision of Information on the Sale of a House.	Policy Officer (Estates) / H & SW Principal Officer (Technical)	SDO (Private Sector) / P & ES	TBA	Council House Sales Policy written in November 2005. Establish how Tenant Purchaser Information Pack (TPIP) will operate within existing policy. Produce leaflet for tenants purchasing under Right To Buy outlining their responsibilities as an owner. Update Tenants handbook. Ensure all relevant staff are trained.	Awaiting guidance from SG regarding implementation of TPIP. Energy Performance Certificates started to be carried out on all Council properties.	R	Performance Measures to be actioned.	Within existing resources
	1.2	To contribute to the repairs and improvement of housing for older people and those with disabilities who are either owner occupiers or private tenants.	6	To provide assistance with Charitable Fundraising where the customer is not entitled to financial assistance under existing legislation and has no alternative means of funding.	SDO (Particular Needs)	SDO (Private Sector) / P & ES Specialist Officer (Housing & Pollution)	Completed annually	The number of repairs and / or improvements that are carried out as a result of the Charitable Fundraising.	Care & Repair currently provide this service. In 2009/2010 57 cases were completed. These figures have increased which may be due to reduction in Repair and Improvement Grants.	G	Formalise the procedure / process for Charitable Fundraising.	25k
			7	To provide assistance with small repairs to disabled and older people's properties.	SDO (Particular Needs)	SDO (Private Sector) / P & ES Specialist Officer (Housing & Pollution)	Completed annually	Internal and external small repairs up to the value of £150 are carried out to a customers property.	This service is ongoing and is reviewed as per budget allocations. The service has been recently reviewed and has now been limited to a maximum of two repairs per year and is means tested. In 2009/2010 691 small repairs were completed which is a reduction from the previous year which was 745.	G	Continue to monitor and develop as required.	40k + 25k Revenue

Traffic Light:
Red - Still to action
Amber - Work in progress / Ongoing
Green - Completed

Strategic Objective	What do we need to do to make the change?				Who should or will do this and when?			How will we know things have been improved?(Baseline) What are our performance measures?	How well have we got on? Score progress and ground in evidence.		What do we need to do next? Based on how we responded to the previous questions	
	Ref	Action	no	Description	Lead Officer	Partner / Officer Involvement	Target Timescale	Performance Measure 10/ 11	Update March 2010	Traffic Light	Action Required	Resources Required
	1.3	Develop a programme of stock condition surveys and utilise the information to enhance knowledge of private sector stock condition.	8	Scope out and agree project aims, objectives, sampling design and budget for work conducted by external organisation.	SDO (Private Sector)	P & ES Specialist Officer (Housing & Pollution) / H & SW Principal Officer (Technical)	April 2012	Boost of 90 properties per year to be carried out to private sector properties to enhance knowledge of private sector stock condition. Analyse data obtained and use to develop knowledge of private sector stock.	SHCS Boost of 90 private sector properties per year which was to be carried out on a rolling annual basis in line with SHCS had to cease after year 1 due to budget constraints. This had to be suspended due to lack of funding.	R	Analyse data obtained and use to develop knowledge of private sector stock.	37k
	1.4	Establish a database to provide information on private housing stock.	9	Collate information from various sources to include in database.	SDO (Private Sector)	Information Officer (Housing)	April 2011	Include information obtained from stock condition surveys. Invite registered private landlords to periodically update data about the type, size, location and other properties they own and include information on database. Include information obtained from Aberdeenshire's citizen's panel on private housing matters .	Information Officer (Housing) appointed and is initially tasked with establishing separate lists of all private sector, council and RSL properties. This will then be used to form the basis of the database	R	Further work required to establish exactly how the database will be introduced.	Within existing resources.
	1.5	Develop a policy to ensure that repairs are carried out and costs are recovered from private owners in accordance with Tenements (Scotland) Act 2004.	10	Provide input into policy document.	Principal Policy Officer (Technical)	Policy Officer (Estates) / SDO (Private Sector)	April 2011	Working Group is established. Policy is written. All relevant staff are trained in Tenements (Scotland) Act 2004.	Mixed Tenure Flats Working Group is established to take this project forward. Considering policies to deal with responsive repairs, cyclical, stock improvement, utilities and Health & Safety.	A	Continue involvement with working group and provide input as and when required.	75k to provide loans
	1.6	Work with Landlord Accreditation Scotland to promote voluntary accreditation.	11	Agree formal written arrangements with Landlord Accreditation Scotland including resource commitments.	SDO (Private Sector)	Landlord Accreditation Scotland / SRPBA / Scottish Government	Ongoing	Review how the scheme is being managed / operated Make any necessary improvements to the Scheme. Develop a model nomination agreement between private landlords and Aberdeenshire Council.	Core 1 training courses were held in 2009/2010 and were very well received. Training course also held specifically for Letting Agents. Scottish Government have produced Model Nomination Agreement which could be used in the future.	G	Promote future training courses. Periodically include relevant information for use on LAS website that is specific to Aberdeenshire. Consider how best to promote LAS.	2k
	1.7	Establish Tenancy Advisory Services to provide advice and information to private landlords and tenants.	12	Complete investigations and discussions on purpose, role, cost and sources of funding for Tenancy Relations Services.	SDO (Private Sector)	P & ES Specialist Officer (Housing & Pollution)/ Principal Officer (Housing Options & Estates) / SHO Options	Ongoing	Establish web page providing advice and information for private landlords and tenants. Establish newsletters to be issued to all landlords. Promote Rural Empty Property Grant scheme / increase awareness of development options that are available to landlords to bring properties back into use Encourage landlords and tenants to use existing mediation services to bring disputes to a speedy conclusion. Include landlords in consultation process . Update all of Aberdeenshire's publications to include info for private sector tenants. Provide information to owners that acquired empty properties through inheritance or other unplanned event on options for using property and include information regarding Inheritance Tax. Assess and appraise the requirement for leases / leaflets to be translated into different languages.	Customer feedback forms issued at both launch and training courses of LAS. Feedback indicates that landlords would like to see more support from Aberdeenshire Council outlining their rights and responsibilities. Work has started on updating the web page to include information on the Private Rented Sector. Standard forms and templates are being produced.	A	Performance Measures to be actioned. Information to be included on web page.	Within existing resources.

Traffic Light:
Red - Still to action
Amber - Work in progress / Ongoing
Green - Completed

Strategic Objective	What do we need to do to make the change?				Who should or will do this and when?			How will we know things have been improved?(Baseline) What are our performance measures?	How well have we got on? Score progress and ground in evidence.		What do we need to do next? Based on how we responded to the previous questions	
	Ref	Action	no	Description	Lead Officer	Partner / Officer Involvement	Target Timescale	Performance Measure 10/ 11	Update March 2010	Traffic Light	Action Required	Resources Required
			13	Appraise and assess the importance of establishing a Private Tenancy Relations Officer to provide information and advice to landlords and private tenants.	SDO (Private Sector)	P & ES Specialist Officer (Housing & Pollution)	Ongoing	Establish Tenancy Advisory Services Working Group	Working Group has determined that additional member of staff is not required at this moment.	R	Monitor feedback from engagement with Landlords.	30k
			14	Establish how Landlord Information Sessions will operate best in Aberdeenshire.	SDO (Private Sector)	P & ES Specialist Officer (Housing & Pollution)	Ongoing	Look at other LA's for best practice. Landlord Information Sessions established and evaluated.	Information sessions were held as part of launch of LAS. Topics covered were EPC's, Fire Safety and Private Rented Housing Panel.	A	Consider how this will operate alongside LAS training courses to ensure that landlords are updated of any changes in legislation. Provide further Information Sessions in 2010.	4k
1.8	To organise and implement a method to target all private landlords who have failed to register on the private landlord or HMO register.	15	Target landlords that have failed to register.	P & ES Specialist Officer (Housing & Pollution)	SDO (Private Sector)	Ongoing	An increase in the number of new registrations.	As information is received, unregistered landlords are written to, to inform them of their legal obligations. If no response is received a second letter is issued. Enforcement guidance is being finalised to allow us to target those who still fail to respond after 2 letters.	A	Finalise procedures Undertake publicity to target those who have failed to register	Within existing resources	
		16	Liaise with employers to identify unregistered HMO's.	P & ES Specialist Officer (Housing & Pollution)	SDO (Private Sector)	Ongoing	Employers help to identify unlicensed HMO's. Raise awareness of HMO's.	Liaised with employers for many years in an effort to help identify unlicensed HMO's. Also work closely with Grampian Fire & Rescue Service.	A	Continue to liaise and carry out enforcement action where required.	Within existing resources	
1.9	To implement the action plan from Scottish Government in relation to Landlord Registration.	17	Action recommendations as required.	P & ES Specialist Officer (Housing & Pollution)	SDO (Private Sector)	Ongoing	Increase in the number of registrations. Action taken against unregistered landlords	The action plan is being implemented. Completion of enforcement guidance will assist in the implementation of the action plan.	A	Continue to liaise and carry out enforcement action where required.	Within existing resources	
1.10	Operate a routine HMO inspection programme of licensed HMO's.	18	Undertake a minimum of 30 risk based assessments each year.	P & ES Specialist Officer (Housing & Pollution)	SDO (Private Sector)	Completed annually	Approximately 30 inspections to be carried out each year.	Private HMO's are inspected at random. In 2009/2010 27 were randomly inspected.	G	Continue to carry out random inspections. Action any issues raised identified.	Within existing resources	