

Governance, Risk and Best Value Committee

10.00am, Thursday 23 January 2025

Actions required to end the use of unlicensed Houses in Multiple Occupation (HMOs) – referral from the Housing, Homelessness and Fair Work Committee

Executive/routine
Wards

Routine

1. For Decision/Action

- 1.1 The Housing, Homelessness and Fair Work Committee has referred a report on the Actions required to end the use of unlicensed Houses in Multiple Occupation (HMOs) to the Governance, Risk and Best Value Committee for further scrutiny of the process which led to the current position.

Dr Deborah Smart
Executive Director of Corporate Services

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Referral Report

Actions required to end the use of unlicensed Houses in Multiple Occupation (HMOs)

2. Terms of Referral

- 2.1 On 1 October 2024, the Housing, Homelessness and Fair Work Committee had requested that a plan be developed to withdraw from using unlicensed HMO accommodation within 12 months.
- 2.2 On 13 November 2024, following further consideration of the legal position, including in relation to continued spend of Council resources and the obligations of the s.95 Officer, the Committee considered a report which detailed an action plan which had been developed to withdraw from this type of accommodation by 30 November 2024.
- 2.3 Deputations on the matter had been heard from the Strategic Homeless Action Partnership in Edinburgh (SHAPE) and the Bethany Christian Trust.

2.3 Motion

- 1) To note the high level action plan attached to the report by the Interim Executive Director of Place, to withdraw all homeless households from unlicensed Houses of Multiple Occupation (HMO) accommodation and allocate them alternative temporary accommodation by 30 November 2024.
- 2) In order to achieve this, to note that officers had considered a number of options to achieve this and have concluded that the only way to comply with the Council's legal duties was to:
 - a) Suspend the Council House Letting policy, other than for people with a disability or those awaiting discharge from hospital, until 7 January 2025.
 - b) Suspend the Council House Repairs policy, other than for people with a disability, until 7 January 2025.
- 3) Accordingly, to approve this change in policy.
- 4) To note that Council officers remained in ongoing dialogue with Scottish Government officials regarding possible steps that would help resolve the housing emergency.

- 5) To note that the Council Leader and the Convener of Housing, Homelessness and Fair Work wrote to the First Minister on the 6 November 2024 seeking urgent support to mitigate current pressures in managing homelessness.
- 6) To agree to consider an updated business case to purchase additional new build properties for use.
- 7) Committee instructs officers to review the existing allocations policy and report back to committee as soon as is possible with a revised policy which reflects the urgent need to reduce the number of households in temporary accommodation, particularly unlicensed HMO accommodation, alongside other priorities.'

- moved by Councillor Meagher, seconded by Councillor Pogson.

Amendment

- 1) That the Housing, Homelessness and Fair Work Committee notes the intention to withdraw all homeless households from unlicensed Houses of Multiple Occupation (HMO) accommodation and allocate them alternative temporary accommodation by 30 November 2024.
- 2) In order to achieve this, to note that officers had considered a number of options to achieve this and have concluded that the only way to comply with the Council's legal duties was to:
 - a) Suspend the Council House Letting policy, other than for people with a disability or those awaiting discharge from hospital, until 7 January 2025.
 - b) Suspend the Council House Repairs policy, other than for people with a disability, until 7 January 2025.
- 3) Accordingly, to approve this change in policy.
- 4) To note that Council officers remained in ongoing dialogue with Scottish Government officials regarding possible steps that would help resolve the housing emergency.
- 5) To note that the Council Leader and the Convener of Housing, Homelessness and Fair Work wrote to the First Minister on the 6 November 2024 seeking urgent support to mitigate current pressures in managing homelessness.
- 6) To agree to consider an updated business case to purchase additional new build properties for use.
- 7) Agrees that, should the Scottish Government provide sufficient assurance to the Council that there is no need to urgently decant people from unlicensed accommodation, officers will revert to the committee's previous decision to

implement a phased, 1-year plan to remove people from unlicensed temporary accommodation in order to minimise harm.

- 8) Agrees an update will be provided at the next Housing, Homelessness and Fair Work meeting in early December on this plan's progress, including the status of the Welcome Hub, as well as a committee briefing in January to set out how backlogs in repairs and allocations from the period of policy suspension will be prioritised / worked through.
- 9) Agrees a report will be prepared for February's Housing, Homelessness and Fair Work Committee meeting which will set out a longer-term strategy for meeting the city's temporary accommodation needs, including the business case set out at 1.6 of the report by the Interim Executive Director of Place. Agrees that this report will be cognisant of the needs of changing demographics likely to access Homelessness services in the city as set out in report 7.7 of the committee's meeting on 1st October, as well as any considerations which come to light following discussions about expansion of the PSL scheme, due to be considered at Finance and Resources committee on 19th November. Finally, agrees that this report will also set out the potential roles and responsibilities of RSL partners such that committee can take a well-rounded view of how provision of temporary accommodation is currently being provided for in the city, and what will be appropriate in the longer term.

- moved by Councillor Parker, seconded by Councillor Miller

In accordance with Standing Order 22(13), the amendment was accepted as an amendment to the motion.

At this point in the proceedings the following Amendment 2 was proposed:

Amendment 2

To agree the motion by Councillor Meagher as originally submitted.

- Moved by Councillor Whyte, seconded by Councillor Doggart

Voting

The voting was as follows:

For the motion (as adjusted)	-	9 votes
For Amendment 2	-	2 votes

(For the Motion (as adjusted): Councillors Bennett, Flannery, Key, Kumar, Macinnes, Meagher, Miller, Parker and Pogson.

For Amendment 2: Councillors Doggart and Whyte.)

Decision

To approve the following adjusted motion by Councillor Meagher:

- 1) To note the intention to withdraw all homeless households from unlicensed Houses of Multiple Occupation (HMO) accommodation and allocate them alternative temporary accommodation by 30 November 2024.
- 2) In order to achieve this, to note that officers had considered a number of options to achieve this and have concluded that the only way to comply with the Council's legal duties was to:
 - a) Suspend the Council House Letting policy, other than for people with a disability or those awaiting discharge from hospital, until 7 January 2025.
 - b) Suspend the Council House Repairs policy, other than for people with a disability, until 7 January 2025.
- 3) Accordingly, to approve this change in policy.
- 4) To note that Council officers remained in ongoing dialogue with Scottish Government officials regarding possible steps that would help resolve the housing emergency.
- 5) To note that the Council Leader and the Convener of Housing, Homelessness and Fair Work wrote to the First Minister on the 6 November 2024 seeking urgent support to mitigate current pressures in managing homelessness.
- 6) To agree to consider an updated business case to purchase additional new build properties for use.
- 7) To instruct officers to review the existing allocations policy and report back to committee as soon as was possible with a revised policy which reflected the urgent need to reduce the number of households in temporary accommodation, particularly unlicensed HMO accommodation, alongside other priorities.
- 8) To agree that, should the Scottish Government provide sufficient assurance to the Council that there was no need to urgently decant people from unlicensed accommodation, officers would revert to the committee's previous decision to implement a phased, 1-year plan to remove people from unlicensed temporary accommodation in order to minimise harm.
- 9) To agree an update would be provided at the next Housing, Homelessness and Fair Work meeting in early December on this plan's progress, including the status of the Welcome Hub, as well as a committee briefing in January to set out how backlogs in repairs and allocations from the period of policy suspension would be prioritised / worked through.
- 10) To agree a report would be prepared for February's Housing, Homelessness and Fair Work Committee meeting which set out a longer-term strategy for meeting the city's temporary accommodation needs, including the business case set out at 1.6 of the report by the Interim Executive Director of Place.

To agree that this report would be cognisant of the needs of changing demographics likely to access Homelessness services in the city as set out in report 7.7 of the committee's meeting on 1st October, as well as any considerations which came to light following discussions about expansion of the PSL scheme, due to be considered at Finance and Resources Committee on 19th November. Finally, to agree that this report would also set out the potential roles and responsibilities of RSL partners such that committee could take a well-rounded view of how provision of temporary accommodation was currently being provided for in the city, and what would be appropriate in the longer term.

- 11) To refer the report to the Governance, Risk and Best Value Committee for further scrutiny of the process which led to the current position.

3. Background Reading/ External References

[Housing, Homelessness and Fair Work Committee of 1 October 2024 – Webcast](#)

[Housing, Homelessness and Fair Work Committee of 13 November 2024 - Webcast](#)

4. Appendices

Appendix – Report by the Interim Executive Director of Place

Housing, Homelessness and Fair Work Committee

10.00am, Wednesday, 13 November 2024

Actions required to end the use of unlicensed Houses in Multiple Occupation (HMOs)

Executive/routine
Wards

Executive
All

1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee notes the attached high level action plan to withdraw all homeless households from unlicensed Houses of Multiple Occupation (HMO) accommodation and allocate them alternative temporary accommodation by 30 November 2024.
- 1.2 In order to achieve this, Committee is asked to note that officers have considered a number of options to achieve this and have concluded that the only way to comply with the Council's legal duties is to:
 - 1.2.1 Suspend the Council House Letting policy, other than for people with a disability or those awaiting discharge from hospital, until 7 January 2025; and
 - 1.2.2 Suspend the Council House Repairs policy, other than for people with a disability, until 7 January 2025.
- 1.3 Accordingly, requests Committee approve this change in policy.
- 1.4 Note that Council officers remain in ongoing dialogue with Scottish Government officials regarding possible steps that would help resolve the housing emergency.

Gareth Barwell

Interim Executive Director of Place

Contact: Derek McGowan, Service Director – Housing and Homelessness

E-mail: derek.mcgowan@edinburgh.gov.uk

- 1.5 Note that the Council Leader and the Convener of Housing, Homelessness and Fair Work wrote to the First Minister on the 6 November 2024 seeking urgent support to mitigate current pressures in managing homelessness.
- 1.6 Agrees to consider an updated business case to purchase additional new build properties for use.

Actions required to end the use of unlicensed Houses in Multiple Occupation (HMOs)

2. Executive Summary

- 2.1 During the COVID-19 emergency, the Council was required to significantly increase the amount of temporary accommodation available to meet demand and comply with public health guidance. This additional temporary accommodation included Houses in Multiple Occupation (HMO) accommodation which were unlicensed at the time.
- 2.2 Efforts to withdraw from the use of such property, alongside managing new cases of homelessness, has been a significant challenge, as set out in the Response to the Monitoring Officer Report on Conflicting Legal Obligations [report](#) to Housing, Homelessness and Fair Work Committee on 1 October 2024.
- 2.3 While the Monitoring Officer [report](#) recognised the exceptional circumstances that led to the Council using unlicensed HMO accommodation and also noted that the Council has sought to ensure the properties in question are safe for occupancy via inspection, the Council's legal obligations must be complied with as quickly as possible to regularise the position.
- 2.4 The 2024/25 approved budget reflects expected reductions in the amount of temporary accommodation required due to mitigating initiatives being taken forward as part of the [Housing Emergency Action Plan \(HEAP\)](#) (agreed at Housing, Homelessness and Fair Work Committee on 27 February 2024).
- 2.5 On 1 October 2024, Committee requested that a plan be developed to withdraw from using unlicensed HMO accommodation within 12 months. Following further consideration of the legal position, including in relation to continued spend of Council resources and the obligations of the s.95 Officer, an action plan has been developed to withdraw from this type of accommodation by 30 November 2024.
- 2.6 To achieve this, and having considered all other options, officers are recommending that the Council will need to temporarily suspend the current Council Homes Letting Policy (other than for people with a disability or those awaiting discharge from hospital) and the Council Homes Repairs Policy (other than for people with a disability) until 7 January 2025.

3. Background

- 3.1 During the COVID-19 emergency, the Council was required to significantly increase the amount of temporary accommodation available to meet demand. Pre-pandemic there were 3,570 households in temporary accommodation. This has risen to 5,320 on 28 October 2024.
- 3.2 The Corporate Leadership Team (CLT) discussed this matter in detail in November 2021 and the matter has been kept under review since then. A 'B' Agenda report to Housing, Homelessness and Fair Work Committee in September 2022 highlighted the ongoing risk of using unlicensed HMOs. This aspect of the report was understandably subject to debate and scrutiny during the Committee.
- 3.3 The use of this accommodation was always subject to an exit plan. As has been seen through routine Committee updates since March 2020, homelessness in the city is increasing and the current level of homelessness is now above pre-pandemic levels, despite ongoing and increasing levels of homelessness prevention activity undertaken by the Housing and Homelessness service (as evidenced in the report to Housing, Homelessness and Fair Work Committee in October 2024 and various cyclical performance, Rapid Rehousing Transition Plan (RRTP) and homelessness reports to Housing, Homelessness and Fair Work Committee).
- 3.4 The report to Housing, Homelessness and Fair Work Committee in October 2024 that responded to the Monitoring Officer's report to the Council in September 2024 sets out the steps taken to stop using unlicensed HMO accommodation, and the contextual factors that have prevented that exit plan from being successful to date.
- 3.5 The October report included, at sections 6.3 and 9.2, the financial context of the issues and risks of using temporary HMO accommodation.
- 3.6 Following that meeting, and in the context of a planned report to Finance and Resources Committee seeking approval of waivers for the ongoing use of these properties, advice was sought from the Service Director – Finance and the Service Director – Legal and Assurance. In addition, further legal advice was sought in respect of the Council's legal obligations.
- 3.7 This advice concluded that it would be unlawful for the Council to seek approval for a further waiver to the Council's contract standing orders for unlicensed HMO properties to accommodate homeless people.
- 3.8 An Incident Management Team (IMT) has been established to manage the situation, based on the understanding that from the 30 November 2024 there would be no more access to unlicensed HMO accommodation. The plan before Committee today, including the request to suspend key policies, is the result of the IMT discussions.
- 3.9 Throughput from temporary accommodation services slowed during the pandemic across all tenures including alternative temporary accommodation, the private rented sector and social housing. This position is improving but has yet to return to pre-pandemic levels.

- 3.10 In February 2024, Committee approved a HEAP in response to the declaration of a Housing Emergency in November 2023.
- 3.11 More recently there has been an increase in the number of households presenting as homeless and accessing temporary accommodation, of which over half has been driven by policy and legislative changes by national government. This has meant the targets for reducing the number of households in temporary accommodation (as set out in the HEAP) have been unable to be met.
- 3.12 This increase in homeless presentations includes households who have recently left Home Office accommodation following a positive asylum decision, and an increase in the number of Ukrainian Displaced People (UDPs) presenting as homeless and accessing temporary accommodation.
- 3.13 On 26 September 2024, the Council received a report from the Monitoring Officer on a conflict of legal obligations. This report explained that the Council has a legal duty to house persons and households experiencing homelessness alongside legal responsibilities in relation to properties being used as Houses of Multiple Occupancy. The report highlighted that in discharging its statutory homelessness duty, the Council remained in breach of its licensing obligations.
- 3.14 On 1 October 2024, Committee received a [report](#) in response to the Monitoring Officer [report](#) and agreed:
- 3.14.1 That immediate steps should be taken to secure safe transition to compliant, and as far as possible, suitable temporary accommodation from all unlicensed HMO accommodation for all homeless households affected;
- 3.14.2 That a costed plan with milestones and a long stop date of one year should be developed to end the practice of housing homeless households in unlicensed temporary accommodation to the next meeting of Committee for scrutiny and approval; and
- 3.14.3 To investigate best practice in providing urgent additional and compliant temporary accommodation from Councils around the UK, starting with discussions with Cardiff Council.
- 3.15 Additional actions were also agreed in respect of the report being referred to Finance and Resources Committee and Regulatory Committee.

4. Main report

- 4.1 Officers have assessed the ongoing requirements for temporary accommodation (as part of the annual budget setting process) taking account of demand and progress towards the expected financial benefits from the mitigating actions being implemented. This includes delivery of the actions agreed in the HEAP and work to move quickly away from using unlicensed temporary accommodation.
- 4.2 The actions taken to date include an increase in the number of Council owned properties available for temporary and settled accommodation via the ongoing work

to reduce the number of voids in Council owned properties, and the impact of the continuation and extension of preventative services. To date, the number of void Council properties has reduced by over 500, bringing in c£2.5m per year in rental income for reinvestment in the Council's housing service; and preventative services are projected to prevent c400 homelessness events this year, avoiding c£10m in temporary accommodation costs.

- 4.4 However, the service is, in most cases unable to prevent homelessness for those households presenting as a result of the recent legislative and policy changes (non-core homelessness).
- 4.5 Given the Monitoring Officer's guidance on conflicting legal obligations, alternative arrangements are being sought to provide alternative accommodation to all those currently placed unlicensed HMO accommodation and to ensure that the Council continues to meet its statutory duty to those assessed as homeless.
- 4.6 In order to do so, and to ensure compliance with the Council's legal duties as soon as possible, officers have developed an action plan (Appendix 3) to move all households currently residing in unlicensed HMO accommodation into Council homes (on a temporary basis) by the end of November 2024. In order to achieve this, the following options have been considered:

Do nothing

- 4.6.1 This is not a viable option due to the legal obligations highlighted in this and previous reports.

Source suitable and compliant accommodation within and outwith Edinburgh

- 4.6.2 This is not a viable option as using accommodation outwith Edinburgh could place significant strain on the public sector in other authorities, including but not limited to housing and homelessness services, education, the third sector, health and social care and the NHS. This would also likely become a significant concern for COSLA and the Scottish Government despite being a position that would comply with The Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022.

Suspend non-emergency repairs to Council houses except when occupied by a household with a disability

- 4.6.3 The current Repairs Policy is attached as Appendix 1. Page 14 of the policy sets out examples of emergency repairs. Suspending non-emergency repairs to all Council homes for a period of time would allow more resource to focus on increasing the availability of HRA properties. However, in isolation this would not have the desired impact on reducing the number of households in unlicensed HMOs.

Suspend the Council House Letting policy, except for households with a disability and those awaiting discharge from hospital, to increase the rate of allocations

4.6.4 The Council House Letting Policy is attached in Appendix 2. Whilst this would allow increased allocations for households residing in temporary accommodation, it would not provide an increase in the number of available houses.

Suspend the Council House Letting Policy except for households with a disability and those awaiting discharge from hospital, and suspend non-emergency repairs to Council houses except where they are occupied by a household with a disability

4.6.5 Suspending the Council House Letting policy (other than for people with a disability or those awaiting discharge from hospital) and the Council House Repairs policy relating to non-emergency repairs (other than for people with a disability) until 7 January 2025 would enable the Council to prioritise all possible resources towards making currently void Council homes available for use as temporary accommodation, and ensuring that these homes are prioritised for those people in unlicensed temporary accommodation.

4.7 The amount of temporary accommodation required for 2024/25 is heavily dependent on the number of void properties that are brought into use through the Housing Revenue Account (HRA) as part of the work delivering the HEAP. The plan attached also sets out an increased rate of return and allocation of void Council properties in comparison to the HEAP target, that will have a positive effect on both the General Fund and Housing Revenue Account.

4.9 Council agreed prudential borrowing of £59.5m on 28 October 2021 to purchase properties for temporary accommodation, following agreement from Housing, Homelessness and Fair Work Committee on 2 September 2021 and Finance and Resources on 7 September 2021.

4.10 This gave the Council the ability to purchase up to 270 homes to address the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2022, in line with Council's long-term asset management strategy. Properties are purchased onto the HRA with borrowing costs and management and maintenance paid from the Homelessness and Housing Support Services budget. Properties are purchased via the Acquisitions and Disposals policy with an updated criteria to include the purchase of homes in blocks where the Council owns 50% or more.

4.11 To date, there have been 224 properties purchased as suitable temporary accommodation. To continue to increase the supply of suitable temporary accommodation and reduce the compliance risk around unlicensed properties, it is proposed to update the business case to purchase additional new build properties for use over the next three years. It is anticipated that another 270 properties could be purchased for temporary accommodation during this timescale.

4.12 Should Committee agree this proposal a further report to the appropriate Council committee will be prepared seeking agreement for the prudential borrowing to put this into effect.

5. Next Steps

- 5.1 Officers are now working to deliver the actions set out in the attached plan and will continue to monitor demand alongside the impact of mitigating actions being progressed as part of the HEAP.
- 5.2 Further updates on the progress of this plan and the HEAP will be reported on a cyclical basis to Housing, Homelessness and Fair Work Committee and Finance and Resources Committee.
- 5.3 At the next meeting of the Housing, Homelessness and Fair Work Committee an updated plan will be presented that sets out how these temporary allocations will be turned into permanent secure tenancies.
- 5.4 The financial impacts will continue to be reported to Finance and Resources Committee as part of the financial monitoring reports.

6. Financial impact

- 6.1 The 2024/25 budget was set on the basis that households in temporary accommodation would reduce from 4,894 at December 2023 to 4,398 by March 2025.
- 6.2 Due to the increased demand for temporary accommodation, for reasons as set out in this report and other recent reports to this committee, the number has increased to 5,197 on 31 August 2024. Whilst the numbers are expected to increase throughout the remainder of the financial year, the impact is forecast to be partially mitigated by the positive impact of the HEAP (with March 2025 numbers forecast to be 5,305).
- 6.3 If agreement is reached for the extension of the purchasing programme, a full costed proposal will be submitted to Council for approval.

7. Equality and Poverty Impact

- 7.1 An interim Integrated Impact Assessment (IIA) is attached to this report. It highlights some negative impacts on equality, human rights and social-economic disadvantage with regards to the use of bed and breakfast accommodation, and the suspension of the Council House Letting and the Council House Repairs policies. Overall, the IIA concludes that this action plan is an acceleration of the HEAP and therefore a positive step overall. The IIA will be updated as appropriate after the Committee meeting and will be kept under review throughout the implementation of the action plan.
- 7.2 However, the mitigating actions highlighted in this report were found to have positive impacts and correspond with the End Poverty Edinburgh Plan action to increase access to a decent home people can afford.

8. Climate and Nature Emergency Implications

- 8.1 As a public body, the Council has statutory duties relating to climate emissions and biodiversity. The Council

“must, in exercising its functions, act in the way best calculated to contribute to the delivery of emissions reduction targets”

(Climate Change (Emissions Reductions Targets) (Scotland) Act 2019), and

“in exercising any functions, to further the conservation of biodiversity so far as it is consistent with the proper exercise of those functions”

(Nature Conservation (Scotland) Act 2004)

- 8.2 The City of Edinburgh Council declared a Climate Emergency in 2019 and committed to work towards a target of net zero emissions by 2030 for both city and corporate emissions and embedded this as a core priority of the Council Business Plan 2023-27. The Council also declared a Nature Emergency in 2023.

Environmental Impacts

- 8.3 There are no environmental impacts as a direct result of this report.

9. Risk, policy, compliance, governance and community impact

- 9.1 As reported to the Council in September 2024 and to Housing, Homelessness and Fair Work Committee in October 2024, the Council faces conflicting legal obligations in respect of the duties to house persons and households experiencing homelessness and in relation to properties being used as Houses of Multiple Occupancy.
- 9.2 The Council recognises that this is an area of risk. The attached action plan sets out a methodology that will require many Housing and Homelessness service team members to concentrate solely on bringing void properties back in to use, allocating them and supporting the households. This will impact on routine areas of work for locality Housing Officers, and potentially result in a medium-term backlog in repairs, with an increase in future emergency repairs (as routine repairs go unfixed during November and December 2024).
- 9.3 There is a reputational risk that tenants and prospective tenants are dissatisfied with the approach set out in the action plan, and the Council experiences an increase in complaints and enquiries.
- 9.4 Should the Council not provide enough accommodation to meet demand, it will be in breach of its statutory duty to provide temporary accommodation for people who are homeless or at risk of homelessness.
- 9.5 There is increasing service delivery risk that demand for temporary accommodation as a result of UK and Scottish Government asylum and refugee policy will continue to increase.

- 9.6 Continuing to use unlicensed HMOs carries potentially significant legal and reputational risks for the Council.
- 9.7 There is a legal risk associated of failing to provide temporary accommodation to meet statutory duties once the Council stops using properties that are non HMO compliant.
- 9.8 There is a risk of legal challenge if someone can prove the accommodation offered does not meet their specific need and does not take into account their protected characteristics. This risk is not seen to be significant as the Council will be placing people into temporary accommodation in what the Council deems suitable self-contained accommodation that meets the requirements of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2022.
- 9.9 A further significant risk is the ongoing availability of the Haymarket Hub building, which acts as the Welcome Hub over the winter months to provide short term stays for those needing it due to urgency, severe weather etc. It is anticipated that the building will no longer be available to us and discussions are being held to identify appropriate alternative accommodation.

10. Background reading/external references

- 10.1 [Homelessness Services – Use of Temporary Accommodation](#) – Finance and Resources Committee, 25 January 2024.
- 10.2 [Responding to the Housing Emergency Declaration](#) – Housing Homelessness and Fair Work Committee, 27 February 2024.
- 10.3 [Homelessness Services – Use of Temporary Accommodation](#) – Finance and Resources Committee, 14 March 2024
- 10.4 [Monitoring Officer Report – conflicting legal obligations](#) - The City of Edinburgh Council, 26 September 2024
- 10.5 [Response to the Monitoring Officer report on conflicting legal obligations](#) – Housing, Homelessness and Fair Work Committee, 1 October 2024
- 10.6 [Question on unlicensed HMO accommodation](#), submitted by Councillor Whyte – The City of Edinburgh Council, 7 November 2024

11. Appendices

Appendix 1 – Repairs Policy

Appendix 2 – Letting Policy

Appendix 3 – Action Plan

Appendix 4 – Integrated Impact Assessment

City of Edinburgh Council Housing

Repairs Policy

Last reviewed: April 2024

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Housing Operations

Introduction

The City of Edinburgh Council's Housing Service is responsible for the repairs and maintenance in approximately 20,000 Council homes across Edinburgh every year. Every repair we carry out is important to us.

This repairs policy lets you know the type of repairs that we are responsible for. It also lets you know the repairs that you, our tenants, are responsible for.

This repairs policy also includes a section on how to fix minor faults, details our complaints process and provides some useful contact information.

In communal areas the Council is jointly responsible with other owners for any repair work. Before we can carry out any repair work, we need to get the agreement of the other owners. This can sometimes lead to a delay in repair work being carried out. This includes repairs to stair windows, roof repairs, door entry systems, fences and paths.

This repairs policy does not cover repairs carried out as part of our planned maintenance and modernisation programme. To find out more about this programme please ask at your locality office.

If you have a question about your repairs or about our repairs service, this policy will help you find the answer...Please keep it somewhere handy.

You can also find it online at www.edinburgh.gov.uk/councilhouserrepairs

Our responsibilities to you

As your landlord, the Council is responsible for repairing and maintaining the structure of the property that you live in. This includes:

- walls, floors and ceilings
- window frames and external doors
- roofs, drain pipes and gutters
- kitchen and bathroom main fixtures (toilets, baths, basins, sinks, gas and water pipes)
- heating equipment (fires, radiators, storage heaters and panel heaters)
- water heating equipment (boilers and immersion heaters)
- electrical fittings (light switches, light fittings, sockets, wiring and mains operated smoke detectors)
- steps and access paths (not garden paths), fences and walls in and around public areas but not between neighbours
- communal areas around the property (stairs, lifts, landings, some lighting, entrance halls, paving, bin store doors and rubbish chutes). This may also be a joint responsibility if other owners are involved (see section on communal / block repairs)
- carrying out annual gas servicing and other safety checks.
- carrying out 5 yearly electrical safety checks

We may also complete the following work if you agree to pay for it:

- repairing any damage caused by you, your family or visitors (if you don't have a police incident number)
- replacing lost keys
- helping you gain access if you've lost your keys, or you're locked out.

Gas safety checks

By law the Council is responsible for carrying out yearly gas servicing and safety checks in every home with gas. Legally you must give us access to your home so we can carry these out.

Faulty appliances can give off carbon monoxide fumes, which are highly poisonous. Carbon monoxide has no colour, taste, or smell, and can kill. Annual gas safety checks mean we can make sure your appliances are in safe working order. Every year we will send a letter telling you when your next gas service is due. If the date is unsuitable, please contact us to arrange an alternative appointment.

If we've been unable to get into your home after two appointments and you've not been in touch, we will begin legal proceedings to gain entry to your home.

If we require entry to carry out the gas service, you will have to pay the costs for this.

If you would like to install a new gas heater or boiler or replace an existing one, you must get written permission from us first. Any new appliance must be installed by a properly qualified, registered gas installer.

The new gas heater or boiler will then become the property of the Council, and we will maintain and service it for you. If you want to take the appliance with you when you end your tenancy, you must leave a suitable and properly fitted replacement.

If you smell gas, turn off the gas supply, open windows, and phone Scottish Gas Networks (SGN) on 0800 111 999.

Electrical checks

All Council housing stock must have a full check of the electrical circuits, known as an Electrical Installation Condition Report (EICR) and should be conducted at intervals of no more than five years or at change of tenancy. Remedial repairs to electrical fixtures and fittings or electrical installations which do not meet current standards will be upgraded during the ECIR.

A Minor Electrical Installation Works Certificate (MEIWC), also called a minor works certificate, applies to all minor works, and provides proof that they were carried out according to the latest safety standards and wiring regulations BS 76S71 this should be completed following any electrical installation works.

Properties must have power during the EICR to enable full testing. All non-standard wiring and appliances (faulty or otherwise) will be disconnected and removed.

Copies of all Electrical Installation Condition Reports (EICR) will be held by the Housing Service.

Any electrical equipment supplied by the Housing Service as part of the tenancy (such as electric fires, electric showers, electrically operated ventilation systems etc) will be hardwired to the electrical supply via an appropriate fused spur or similar.

Any portable electrical appliances which may be supplied on a temporary basis (such as temporary heaters, dehumidifiers etc) are subject to annual portable appliance testing by the housing service.

Tenant responsibilities

As a tenant, you're responsible for minor repairs such as:

- fittings that you installed or accepted at the start of your tenancy, such as shelves, built-in wardrobes and laminate flooring
- fitting additional locks
- resetting tripped switches, fuses and light bulbs (not communal stair lighting)
- attempting to clear plumbing blockages
- testing smoke detectors and replacing batteries (unless they are mains operated smoke detectors)
- repairing minor cracks and holes in walls and ceilings that can be reasonably filled before decorating.
- television aerials and reception equipment (unless installed by the Council)
- all internal decoration
- maintenance of fences, gates, driveways, and any garden structure not put in place by the Council. (Responsibility may be jointly shared among owners for fences, gates, and driveways in communal areas)
- all rechargeable repairs as set out in the Council's Rechargeable Repairs Policy unless an exemption is applied.

Our Repairs Direct staff can offer help and advice on getting this work done if you're having problems. You can contact them on 0131 200 2345.

As a tenant you should also:

- report criminal damage or vandalism to the police and get an incident number.
- take action to prevent further damage once a fault has been identified.
take action to avoid condensation by ventilating your home, not blocking air vents and opening windows.
- get written permission before making alterations to your home
- allow us access to your home to carry out safety checks required by law
- repair any damage that you, your family or any visitors have caused, other than through fair wear and tear. If the repairs service puts right this damage you will be responsible for paying a recharge cost. The repair must be carried out by a competent person and to an acceptable standard. Any gas or electrical work must be completed by a qualified tradesman.

If the Council is responsible for the repair, you can request this by:

- reporting it online at www.edinburgh.gov.uk/councilhouserepairs
- phoning Repairs Direct on **0131 200 2345**
- emailing **repairsdirect@edinburgh.gov.uk**
- visit your locality office

If you live in a multistorey block you can speak to the Concierge to arrange repairs.

When requesting an appointment please make sure:

- you arrange the appointment at a time when you will be at home
- you always give a contact number in case we need to reschedule the work
- you let us know of anything that may stop us gaining access to the property or your ability to clear the area around the fault.

Once you've arranged an appointment date, there are a number of things you should do to make sure we can carry out our job as quickly, effectively and safely as possible.

Before we arrive to carry out the work it is your responsibility to:

- make sure there is a responsible adult present to allow our staff access to the repair. If a responsible adult over 16 is not in when we call we will have to cancel the appointment
- clear the area around the repair before our staff arrive to carry out the work. This may include lifting carpets, laminate flooring, clearing work surfaces, emptying cupboards, taking down curtains or moving furniture away from the area for health and safety reasons, keep pets and young children away from the area of the repair work whilst we carry out the repair.

When you move into your new home, we will have carried out all repairs according to the Edinburgh Standard of Let and turned on all services. This may be carried out together with the utility suppliers.

At the start of your tenancy, the housing officer will show you where your electricity fuse box, water stopcock, and gas stopcock (if the property has gas) are and explain how to turn these off in an emergency.

You will also be given general advice on how to prevent and fix some minor faults. Find out more in the Common Faults section of this booklet on page 26.

At the start of your tenancy, the following items below will be supplied. After this, it is your responsibility to replace them:

- internal door handles, hinges and catches (except fire exit doors and kitchen doors)
- drawer handles
- external door numbers and letter plates (not fitted by the Council)
- plugs and chains for baths and basins
- draught excluders (where appropriate).

Your Right to Repair

The Right to Repair

The Housing (Scotland) Act 2001 introduced the Right to Repair scheme. This gives tenants the right to have certain repairs carried out within a fixed timescale, and also gives you the right to be paid compensation if we don't meet the required timescales.

To qualify for the right to repair scheme, the repair must:

- be a 'qualifying repair' (qualifying repairs are listed in the table below).
- and have an estimated value of £350 or less.

Requesting a repair

When you contact Repairs Direct, we will tell you:

- if it is a qualifying repair, where the repair is, and arrange access to fix it.
- the maximum length of time we have to fix it and the date it must be fixed by before you are entitled to compensation.
- your rights under the right to repair scheme
- the name and contact details of an approved alternative contractor, who you may contact if we have not started the repair in the time allowed.

Compensation

If we do not complete a qualifying repair within the time allowed, you are entitled to £15 compensation. You are also entitled to a further £3 each qualifying day until the repair is completed. The maximum compensation that you can be paid is £100.

Timescales for completion

We will always work hard to complete your repair sooner than the legal timescales, many of which have a one working day completion time (see list of qualifying repairs on the following page).

This means, for example, if a repair is requested on a Tuesday we will have until 5pm on Wednesday to complete the repair. If a repair is reported on a Friday, we will normally have until 5pm on Monday to complete the work.

Exceptional circumstances

Sometimes there may be circumstances beyond our control which will make it impossible to do the repair within the maximum time allowed, for example, severe weather or availability of parts from manufacturer.

If this happens we might need to make temporary arrangements and to extend the maximum time to complete the repair. We will let you know if we need to do this.

If boiler parts are unavailable, temporary heating can be provided. You will then be told when the parts will be available and when the repair will be carried out.

Using the alternative approved contractor.

If we have not started the repair within the time limit set, you can tell the alternative contractor to carry out the repair. You will be given the name and contact number of this

contractor when you first report the repair. The contractor will tell us you have asked them to carry out the work. We will then authorise the contractor to go ahead.

The Right to Repair does not apply if:

- i) the cost of the repair exceeds £350. In this case the right to repair is at an end.
- ii) we have been unable to gain access for inspection or for the repair to be carried out. In this case you will need to make a new repair request and the right to repair process will start again.

Fault	Timescale for completion (working days)
Blocked flue due to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house)	1
Blocked sink/wash hand basin, bath, drain	1
Loss of electric power	1
Partial loss of electric power	3
External window, door or lock not secure	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing and there is no other toilet in the house	1
Unsafe power, lighting socket or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

Appeals

If you want to appeal our decision on whether or not to award compensation, you can contact us by writing to Customer Services, The City of Edinburgh Council, Housing Service, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG, or email customer.care@edinburgh.gov.uk, or telephone 0131 200 2300. Your appeal will be managed using our two stage complaints process. If, following this process, you are still unhappy with our decision, then you are entitled to appeal to the Scottish Public Services Ombudsman.

A right to Council Repairs Service

The Council may limit your access to services if:

- you, your family or others living with you present a current risk of violent or abusive behaviour towards Council staff or representatives.
- your home is scheduled for demolition. If your home is subject to demolition, you will receive information which outlines what repairs can be carried out. Under normal circumstances tenants will receive the full repairs service and only when demolition is imminent will there be the possibility of a more limited repairs service

In some circumstances where a fault is reported that requires replacement rather than repair it will be dealt with as part of a planned maintenance programme.

You have the right to complain against any decision to limit repairs by email to customer.care@edinburgh.gov.uk or in writing to:

Customer Care, Housing Services, The City of Edinburgh Council, Waverley Court, 4 East Market Street, Edinburgh, EH8 8BG or telephone 0131 200 2300.

Our policy on violence / abuse to employees at work

Our staff have the right to work without fear of violence or abuse. Anyone threatening or abusing our staff will be reported to the police and we will press for prosecution. If such an incident occurs on any occasion, your access to the Council's Repairs Service will be restricted and your tenancy may be put at risk.

Budgetary action

We must ensure that the cost of work in any financial year is within the budget set by the City of Edinburgh Council. In extreme cases, the Council may need to restrict repairs to the legal minimum in order to meet this requirement. Such severe action would be exceptional, would require a senior management decision and would be widely advertised.

Will I have to pay for repairs?

You are responsible for any damage that you, your family or visitors have caused.

Tenants will not be charged for any damage caused by fair wear and tear. Any repairs we ask tenants to pay for will only be for damage caused 'wilfully, accidentally or negligently' to their home, garden (including walls and fences) or any of the common parts of the block as stated in the conditions of the Tenancy Agreement. This includes damage caused by you, your family or your visitors.

You can make your own arrangements for repairs to be carried out, provided the work is completed to an adequate standard. Any gas or electrical work must be completed by a qualified tradesperson for that specific repair.

If we carry out a repair for such damage you will be asked to pay for it. We will give you an estimate for the repair. If you can't afford to pay it all at once, we will agree a payment plan with you.

When you give up the tenancy we will inspect the property and its state of repair. If you have carried out repairs and these are not to the required standard, then we will carry out the repairs correctly. You will have to pay the full cost of these repairs, and any others which you or your family have caused. If you don't leave a forwarding address, the Council will initiate its usual debt recovery process.

A record of the repairs and the outstanding bill will be kept and taken into account should you approach the Council for housing in the future. If you feel that you're not responsible for the cost of the repair you can complain by contacting your locality office. If the complaint is not settled it will be directed to the locality housing manager. You can find contact details for local offices on the back of this document.

Appointments

Below are the different types of appointments available.

All day

We will arrive anytime between 8am and 5pm Monday to Wednesday. Up to 3.30pm on Thursday and 1.00 pm on Friday.

Morning appointments

We will arrive between 8am and 12.30pm.

Afternoon appointments

We will arrive between 12 noon and 5pm Monday to Wednesday. Up to 3.30pm on Thursday and 1.00pm Friday.

We will make every effort to keep all appointments. If there is any delay we will let you know in advance.

Emergency repairs

Emergencies during working hours should be reported by phoning:
Repairs Direct on 0131 200 2345.

Some emergency repairs are available to all tenants 24 hours a day, every day of the year. **If a serious fault occurs outside normal working hours, and it isn't safe to wait until the next working day, you should report it to the out of hours emergency repairs service by calling 0131 200 2000.**

The out of hours emergency service is available on:

Weekdays Monday to Wednesday 5pm to 8am, Thursday 3.30pm to 8am

Weekends Friday 1.30pm to Monday 8am

Bank Holidays 24 hours

Emergency repairs will be dealt with outside normal working hours when the fault:

- poses a serious risk to health and safety
- poses a serious risk to the structure of the property
- the property is not secure.

Examples include:

- no water to kitchen sink
- blocked toilet
- broken window or door and the property is not secure.
- no electricity
- no heating or hot water when no alternative is available.

If the repair doesn't qualify as an out of hours emergency, we will let you know.

If a responsible adult is not present at the property when the emergency service responds, the job will have to be cancelled.

We will let you know when you report an emergency repair when we will respond, normally up to four hours from the time of reporting. In some cases, such as severe weather conditions, where there may be a high demand for repair work, some delays to the service may be expected.

The work will be to make the situation safe and/or carry out a temporary repair. If further work is needed, arrangements for a follow-on appointment will be made before our staff leave your home

Communal / block repairs

As well as attending to emergency and routine repairs in your home, the Housing Service carries out external repairs, for example to certain communal areas of flats such as stairs or roofs.

This service will depend on the type of property you live in. There are two basic types of property where we will carry out communal repairs: multi-storey blocks and low-rise blocks.

In multi-storey blocks, generally those that have lifts and a caretaking and concierge service, the Council has full responsibility for carrying out common repairs. Our normal standards and procedures for repairs apply. Owners in multi-storey blocks are recharged for their share of the costs. In some cases, such as severe weather conditions where there may be a high demand for repair work, some delays to the service may be expected.

Tenants are encouraged to use recycling facilities. By using this facility you will help to improve the environment and also help reduce the number of blocked chute repairs carried out each year.

Low rise blocks are generally those without lifts, caretakers or a concierge. Responsibility for repairs and the maintenance of common areas is shared between all owners including the Council.

The Council will organise emergency communal repairs where council tenants are directly affected and will recharge other owners for their share of the costs later.

We will also repair communal / block faults which pose a risk to health and safety or requires repair under the Council's wind and watertight landlord commitments. In these cases, we will repair the fault within our usual standards for urgent or emergency repairs.

For non-emergency communal repairs, the Council will offer advice to owners on how to organise the repair and will offer to pay its share of reasonable costs on behalf of our tenants for the repairs carried out. Owners can also organise emergency repairs with the Council making a contribution towards these if requested.

Stair lighting in blocks with council tenants is a Council responsibility. Please call **0131 200 2345** to request a stair lighting repair.

Multi-storey fire safety

The materials and fittings in multi-storey blocks are designed to prevent fire and smoke spread.

SMOKE AND HEAT ALARMS FOR EARLY WARNING

Make sure you've got working smoke alarms and test them weekly. If your smoke alarms don't work, contact the concierge staff or Repairs Direct to get them repaired or replaced. Make sure any smoke or heat alarms can be heard in all areas of your home with the doors closed.

Fire escape plans to get out quickly.

All homes should have a fire escape plan that the whole family/household knows about. It should include:

- how to get out quickly at night
- who is going to get the children?
- where the front door keys are located
- an identified 'safe room' in case you can't escape. Choose a room with a phone and a window.
- practise your plan, especially if you have children.

If a fire occurs in your flat

Smoke alarms should give you early warning in order to escape safely.

- Follow your 'fire escape plan'.
- Shout to alert others in the house and get out quickly.
- If smoke is present keep low, and crawl if you need to get below the smoke.
- Close doors behind you as you escape, to prevent smoke and fire spread.
- Don't return to investigate or fight the fire.
- Don't use the lifts; always take the stairs to exit the building.
- Once you get out, call the Fire and Rescue Service and stay out.

If the Fire is Not in your Flat

- If a smoke alarm is sounding in a communal area or you smell smoke, call the Fire and Rescue Service and tell them the location of the fire if you know it.
- Stay in your flat and keep the front door closed, you will be far safer.
- Pack a towel or sheets around the bottom of the front door to stop smoke getting in. Go to an open window and wait for the arrival of the Fire and Rescue Service.
- Only leave the safety of your flat if you're affected by heat or smoke, or if you're told to leave by firefighters or the Police.

If you are trapped

- In the unlikely event that you become trapped by fire in your home, go to your 'safe room' and gather everyone there.
- Call the Fire and Rescue Service as soon as possible and protect the room by packing bedding or towels around the door to help block smoke.
- Gather on a balcony if one is accessible.
- Do not jump – the Fire and Rescue Service will be on their way.

Keeping your building safe

- Do not store refuse bags, combustible materials or items of furniture in common areas such as stairways, corridors or drying rooms. By keeping these areas clear it will protect escape routes and reduce the risk of deliberate fires.
- Lifts, fire alarm panels, fire doors and dry riser landing valves are there to assist with fire fighting operations. If you see damage to any of these features, please report it immediately.
- Doors in common areas are fire resisting and fitted with self closing devices and should never be wedged open.
- Bin rooms and access doors to the building should be kept secure to prevent intruders starting deliberate fires.
- Gas cylinders, flammable liquids and fuels should not be stored or used within a high-rise building.
- Emergency vehicle parking areas must be kept clear to allow firefighters access to fire hydrants and the building quickly in the event of fire.

Built to be fireproof

- The materials and fittings within a multi-storey are designed to prevent fire and smoke spread.
- If there is a fire in someone else's flat, you'll be safer staying in your own home.
- Most fires will not spread further than the area where they have started.
- You are at no more risk of having a house fire in a multi-storey flat than those living in other types of house.

Visit www.firescotland.gov.uk for practical fire safety advice, or talk to your local firefighters. You'll find contact details on the website, in your local library and in the phone book or speak to your concierge.

TO BOOK A FREE HOME FIRE SAFETY VISIT Call 0800 0731 999
Text 'FIRE' to 80800 or visit www.firescotland.gov.uk

Preventing blocked bin chutes

Bin chutes can become blocked if they are not used correctly.

If the chutes become blocked this causes inconvenience to tenants and causes a fire risk. Tenants are encouraged to use recycling facilities. By using these you will help to improve the environment and help reduce the number of blocked chute repairs carried out each year.

Help us make your bin chute better by

1. Not forcing large items down the chute
2. Only using the chutes between 7:00 am and 9:00 pm
3. Taking large amounts of rubbish to the bin room or phoning the concierge staff if you are unable to do so yourself
4. Calling 608 1100 to book a special uplift for bulky items
5. Wrapping rubbish and making sure it is small enough to fit a standard carrier bag
6. Not leaving rubbish on the landings

Maintenance and improvements

Every year, the Council repairs and modernises hundreds of properties where the fixtures and fittings need repair or replacement. This is carried out on a pre-programmed basis and is known as planned maintenance.

Planned maintenance includes things like new kitchens and bathrooms, new boilers or heating systems, electrical rewiring, external fabric improvements / door entry systems.

If the property is due to have planned maintenance work carried out in the next 12 months, such as a new kitchen or bathroom, repairs will only be ordered if the fault:

- is an emergency.
- poses a health and safety risk
- is covered by the Right to Repair
- is unrelated to the planned work
- will cause you serious inconvenience.

If your property has had planned works completed within the past 12 months, please report any repairs in the normal way by telephoning **Repairs Direct 0131 200 2345** and we will work with the relevant contactor to resolve.

Extra help for tenants

We aim to deliver the best service possible to all our tenants but realise that some may need a little extra help. For example:

- people with disabilities who use a wheelchair or walking frame.
- tenants with an advanced terminal illness
- tenants who use medical equipment, eg ventilators or kidney dialysis machines
- tenants within the community alarm scheme
- tenants who may require additional support.

If you or someone you live with has a disability or medical condition, we may be able to do these more quickly or provide extra help. However, we can only arrange this if the reported fault clearly has a negative effect on the medical condition or disability.

When requesting your repair, please ensure you clearly describe your situation to our call centre staff if:

- you need repairs to be completed faster than normal because of your circumstances.
- you have an impairment that will affect the arrangements of the appointment (such as hearing impairment or mobility restriction). We can ensure that our staff are aware of this and, for example, knock loudly or allow extra time for the door to be answered, or make contact via a third party such as a support worker
- you will have difficulty clearing the area around the fault (including lifting carpets and moving furniture) and you can't get help from relatives or neighbours
- you can't carry out minor repairs that you're responsible for (see pages 7-8), and you don't live with an able-bodied person. In some cases we may carry out these repairs. However, we would normally refer you to the Handyperson service from Care and Repair.

Please note:

- We will record this information in our tenant notes for future repairs only with your permission.
- We will arrange repairs through a third party such as a friend, relative or carer if necessary.
- We're unable to respond to requests for services that are not normally offered (for example changing light bulbs, fire alarm batteries, curtains for example).

Inspections

We want to get the right tradesman, with the correct materials to all our jobs each time, every time. To do this, it is sometimes necessary to arrange for one of our Quality Control Officers to carry out a pre-inspection.

Pre-inspections may be carried out in cases where:

- you're unable to fully explain the problem
- it isn't clear who is responsible for the repair
- measurements and/or technical specifications are needed before ordering work
- we need to identify the source of the problem
- specialist materials or equipment may be required.

Our Repairs Direct staff will determine if an inspection is needed, and in these cases will make an appointment for a Quality Control Officer to visit.

When the Quality Control Officer calls they will tell you what work is needed, arrange an appointment for the work to be carried out, and leave these details with you on a card or tell you if no work is to be carried out.

Post-inspections are carried out on a random sample of completed repairs, to ensure our staff and subcontractors provide a high standard of workmanship.

We also carry out quality checks when a tenant reports that:

- the work carried out has not rectified the problem
- the quality of workmanship was not acceptable.

We may also carry out a quality control check if you were dissatisfied about the repair.

Customer satisfaction / complaints

We value your feedback and use this to learn how we can improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. We will investigate what went wrong and, where appropriate, correct the problem. We will also take steps to make sure it does not happen again. We're committed to resolving complaints or problems. We learn from these so we can provide an even better service.

What is a complaint?

A complaint is any expression of dissatisfaction about any aspect of our services. This could for example be about delays or failure to complete a repair, the standard of workmanship or service, the behaviour or attitude of a staff member or operative etc.

What is not a complaint?

Requests for repairs, requests for compensation, requests to reschedule a repair appointment or requests for a higher level of service than that outlined within this repairs policy are not complaints.

You can make a complaint, compliment, suggestion or enquiry online at www.edinburgh.gov.uk

What if I have a complaint

You can call us on 0131 200 2300, email customer.care@edinburgh.gov.uk write to **Customer Services, Housing Services, Waverley Court, 4 East Market Street, Edinburgh, EH8 8BG** or in person at any locality office.

Stage 1 - Frontline Resolution

We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. We will give you our decision at Stage 1 in no more than five working days, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

Stage 2 - Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

Ombudsman

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it. You need to do this within one year of completing the complaints process.

The Scottish Public Services Ombudsman, write to **Freepost SPSO**,

You can visit in person at **4 Melville Street, Edinburgh, EH3 7NS**,

Tel. 0800 377 7330 or 0131 225 5300, fax 0800 377 7331, online www.spsso.org.uk

Appendix A: our commitment you

When working in your home our staff will:

- be tidily dressed and wear a uniform at all times
- introduce themselves and show identification to you before entering your home
- take care of your property and possessions, protecting them from damage, dust and paint
- be polite and respectful to you and your family
- not accept gifts
- follow Health and Safety requirements
- make sure materials and tools don't cause danger
- make good any damage caused by repair work in the property
- keep noise to a minimum and warn you and neighbours of any likely disturbance
- keep you informed about the progress of the repair
- make sure essential services are connected at the end of each day and when a repair is completed
- remove work related rubbish from the property, including the garden or common areas at the end of each working day
- not work in your home without a responsible adult present or hold keys to your home
- not smoke, play radios or use your facilities without your permission

Appendix B: common faults

Below are some general guidelines on what you should do if you discover a fault with gas systems or appliances.

The Gas meter and stopcock are located at: _____

GAS LEAK/SMELL OF GAS

- Don't turn electric switches on or off
- Turn off the gas supply at the meter
- Don't smoke
- Open doors and windows to get rid of the gas
- Don't use naked flames
- Call Scottish Gas Networks on the emergency freephone number **0800 111 999**

No gas, high or low pressure, fire or explosion: Call Scottish Gas Networks immediately on 0800 111 999

No heating or hot water	Check the pilot light has not gone out Check the timer is set correctly Check the isolation switch Check the gas meter has not run out of funds
Pilot light has gone out	Press the reset button on the boiler
Radiators are not very hot	Check the timer is set correctly, adjust the thermostatic valves or boiler temperature setting
Other	Call Repairs Direct for advice on 0131 200 2345 or 0131 200 2000 for out of hours emergencies

ELECTRICITY

Meter, fuse box and trip switches are located at:_____

If you have no electricity to all or part of your property the first thing you should do is check the trip switch.

Trip switches The trip switch/fuse box is next to your electricity meter. If any of the switches are down push them to the up position. (The main switch may need to be turned off then on again to reset the system).

If this does not fix the problem, you should then try the following:

No electricity (power points and lights) at all - card meter

The power will be cut off if you do not have enough credit on your card meter; you will need to get more credit to reinstate the supply.

Are your neighbours affected?

You could also check the stairwell or communal areas.

Yes Call Scottish Power on **0845 272 7999**

No It is likely that the fault originates from inside your home. Call Repairs Direct on **0131 200 2345** stating that you have no electricity at all. An emergency electrician will come and investigate the problem.

No electricity (power points or lights) to part of the property

Is it the electrical supply or the appliance?

Electrical supply If lighting is affected in a part of your home, or if no appliance will work in the affected socket, call Repairs Direct on **0131 200 2345**, stating that you have a partial loss of electricity. They will arrange an appointment for an electrician to call.

Appliance If only one appliance is not working it may be faulty. If other appliances work in the same socket, you should get the appliance checked by a qualified electrician.

PLUMBING

Stopcock

This is a tap that controls water flowing from the mains into your home. If you have a leak you should turn the water off at the stopcock to prevent any more water leaking.

A leak may not stop immediately because water is still flowing from the main tank or the hot water tank. You should turn on other taps to drain down the tank.

Check the immersion heater is switched off before the hot water tank is drained down. In the case of gas heating, switch off the water heater. Stopcocks are often located in the hallway or under the kitchen sink, there is sometimes more than one stopcock to allow you to turn water off to part of the property.

Frozen pipes

If the temperature inside a property drops below freezing, water may freeze inside the pipes. When the ice thaws out it may cause pipes to burst. To prevent frozen pipes always ensure that you turn the water off at the mains, or leave the central heating on if the property is going to be unattended for long periods of time during the winter months.

No water

Check the stopcock and then check to see if your neighbours have water. If they don't there may be a burst mains. Contact Scottish Water on 0845 600 8855 to report it, otherwise call Repairs Direct on 0131 200 2345 for advice.

Taps won't turn off

Contact us and we will arrange an appointment to repair it. If the water is running very quickly (full stream) you may need to turn the water off at the stopcock. (Sometimes there is a separate stopcock for the kitchen sink, this is usually under the sink). You can turn the stopcock on if you need water in the meantime. If your water is a different colour to normal, there may be a problem with the water supply. You should contact Scottish Water on **0845 600 8855** for further advice.

Blocked toilet

As a responsible tenant you should ensure that your toilet doesn't become blocked due to objects being flushed down it. Common examples are

- children's toys
- nappies
- entire toilet rolls
- kitchen roll
- paper
- plastic toilet fresheners.

If an object causes a blockage, the cost of the repair will be recharged to you. If an object accidentally falls into the toilet bowl, you should always remove it by lifting it out, NEVER try to flush it away.

Blocked shower head

It is your responsibility to clean the shower head. Using a plunger, sink unblocking agent or sodium bicarbonate can often clear blocked sinks or baths quickly and easily. Some blockages will clear themselves if they're left for a few hours.

Toilet won't flush

If this is your only toilet, we will fix the fault by the end of the next working day. In the meantime toilets can be flushed by pouring a bucket of water down it after each use.

Water from above

If you're on the top floor, a leaking roof could be the cause. We will arrange a temporary roof repair to ensure your home is wind and water tight. Please be aware that we cannot go onto a roof in the dark, during high winds or when it is raining for health and safety reasons.

If there is another flat above you, please try speaking to the occupier and get them to turn off their water. If they're not in, check the flats on both sides and the floor above, as sometimes the leak can travel some distance before it becomes noticeable.

Where the property is privately owned, we cannot break in to repair a leak without first going through a legal process. This may take some time.

Lost keys

If you lose your keys, door entry key, or get locked out, you will be charged for any costs associated with gaining access to your property. This includes:

- a call out fee
- cost of replacing all locks
- cost of repairing any associated damage to the door
- cost of repairing any associated damage to the door frame
- an administration charge.

We must attend other emergency repairs before attending to anyone who is locked out. This means you could wait up to six hours before we're able to gain access to your property. To avoid this, we strongly recommend that you leave a spare set of keys with family, friends or neighbours.

Useful numbers

Repairs Direct

0131 200 2345

repairsdirect@edinburgh.gov.uk

There is also a special repairs freephone in the reception area of each locality office

Out of hours / emergency repairs

0131 200 2000

Customer care

0131 200 2300

Housing Service Customer Services
Waverley Court, 4 East Market Street,
Edinburgh EH8 8BG

North East Locality Offices

0131 529 3111

northeast.locality@edinburgh.gov.uk

101 Niddrie Mains Road, EH16 4DS

North West Locality Offices

0131 529 5050

northwest.locality@edinburgh.gov.uk

8 West Pilton Gardens, EH4 4DP

South East Locality Office

0131 529 5151

southeast.locality@edinburgh.gov.uk

40 Captains Road, EH17 3YT

South West Locality Office

0131 527 3800

southwest.locality@edinburgh.gov.uk

10 Westside Plaza, EH14 2ST

Online

You can request a repair, report a problem or make complaints or suggestions at the [City of Edinburgh Council Website](#)

Happy to translate

We may be able to provide an interpreter or translate documents if you need help to use our services because you

- cannot speak English
- have problems understanding English
- have a sight or hearing loss.

Please contact us at its@edinburgh.gov.uk

The City of Edinburgh Council

Letting Policy

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1. INTRODUCTION

The City of Edinburgh Council wants to make finding a home as simple, fair and open as possible. We aim to do this in a number of ways :-

- by working in partnership with other social landlords in the city through EdIndex, the Edinburgh Housing Register and through nomination arrangements.
- by maximising choice to people through advertising our empty homes and alternative tenures in our "Key to Choice" scheme.
- having a strong focus on housing advice to ensure that people get the best possible advice and assistance on all their housing options.

Our policies are written in line with the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001, 'Performance Standards for Social Landlords and homeless functions' and best practice guidance including "Suspending Housing Applicants- A practical Guide." We will keep our policy under review to ensure that we are meeting our aims and our statutory requirements.

1.1 EdIndex

We work in partnership with 18 partner social landlords in the city to provide a single housing register for Edinburgh. This gives access to over 95% of social rented housing in the city through completion of a single form. EdIndex aims to maximise access to housing within the city for our customers while minimising duplication of effort through use of a common application form, a single register and where appropriate shared information.

By completing the EdIndex form a person can access housing with any of the partner landlords. The landlords let their available properties through two systems- choice based letting scheme or under a common points system. Each landlord will then let properties in accordance with their own letting policies.

1.2 Key to Choice

The City of Edinburgh Council lets houses through a choice based letting scheme called "Key to Choice"

To take part in the "Key to Choice" scheme people must first register.

As the City of Edinburgh Council is part of EdIndex, the single housing register for Edinburgh, this is done by completing an EdIndex application form.

Registering with EdIndex is the route into “Key to Choice”.

All available empty homes are advertised. Rather than wait for an offer to be made, people who wish to be considered for an advertised property bid against that property. Properties are then let according to the rules set out in this document. This allows people to be pro-active in their rehousing, to see at any time what properties are available and to choose which they are interested in.

We aim to be transparent about our policy and processes. Properties let are published each week on our web site with the information on the length of waiting time or tenancy time of the new tenant. In this way anyone seeking a property can check their position against current supply and demand and decide on their best housing options. Assistance in looking at housing options is also available at local area offices.

2 EDINDEX

2.1 Registration

Before bidding for property people must first register. As The City of Edinburgh Council is a member of EdIndex, the Single Housing Register for Edinburgh, registration is done through EdIndex. **An EdIndex form must be completed in full and returned.** These forms are available from all The City of Edinburgh Council locality offices and from any of the EdIndex partners or by contacting the EdIndex Team. This allows applicants to be considered by all partners as well as allowing bids through Key to Choice. The EdIndex Team can be contacted by e mail at EdIndex@edinburgh.gov.uk.

Anyone over 16 can apply to register with EdIndex. Choice bids will be accepted by anyone over 16 subject to the terms of the letting policy in particular Sections 3 and 8.

Once the registration form has been processed a reference number will be generated. This will normally take up to 5 working days if the form has been completed correctly.

An unsigned or incomplete registration form will not be processed. It will be returned to the person advising what is needed to correctly complete the form.

If a bid has been made before the registration process has been completed the bid cannot be considered.

2.2 People from Abroad

People subject to immigration control must declare this on the registration form. Eligibility for housing with The City of Edinburgh Council will require to be assessed in terms of the Housing (Scotland) Act 1987 (as amended) and Asylum and Immigration legislation. People may remain on the EdIndex register but may be asked to provide evidence of their immigration status before we can confirm whether they are eligible for Council housing.

2.3 Assessment

After registration further assessment of the application will be carried out this may include further housing support needs assessment and homelessness assessment as outlined below.

2.3.1 Housing Needs Assessment

If the person has told us on their EdIndex form that they or a member of their household is having difficulty accessing or managing within their current property the Home Accessibility Referral Team (HART) will undertake an assessment of their housing needs to determine if their current home can be adapted. If not then gold priority may be awarded to their application to assist the household to move to more suitable accommodation. The service will write to applicants within seven days of the home visit to confirm the outcome of the assessment. This letter will include a copy of the assessment report.

2.3.2 Homelessness Assessment

If the person has told us on their EdIndex form that they are homeless or threatened with homelessness, they will be invited to contact their locality office, so that their application and possible entitlement to priority for housing can be fully assessed under the terms of part 1 of Housing (Scotland) Act 2001.

2.3.3 Harassment

If the person has told us on their EdIndex form that they are suffering harassment, they will be advised to contact their landlord, or in the case of The City of Edinburgh Council tenants, the locality office to report this matter.

Harassment cases will be investigated by the local area team.

If the circumstances are such that it is necessary for the person to move, and they agree with this, they will be considered as homeless. Temporary accommodation will be offered if required. The person will therefore be considered as a 'Starter' as per section 3.3.1 when bidding for homes under the "Key to Choice" scheme.

2.4 Review of Registration

People are required to keep EdIndex advised of any change in circumstances noted on their registration form. Registration through EdIndex will be reviewed on a regular basis. At least once a year people will be contacted to establish if their situation has altered and whether they wish to remain on the register. If they fail to respond to this review their application will be cancelled.

2.5 Cancellation of Registration

Cancellation of a registration will happen in the following circumstances:-

- Where communication from EdIndex or any EdIndex partner landlord is returned due to the person no longer being at that address.
- Failure to respond to a written request for further information necessary to review or process registration or assess priority within a given timescale.

Where a registration has been cancelled and the person contacts EdIndex within 12 months of the cancellation the application will be re-instated.

Where agreed, reinstatement will be from original date of application. Where no request has been made within 12 months then the registration date will be from the date of the new application being made.

3 KEY TO CHOICE

3.1 Advertised Property

3.1.1 What is advertised?

Generally all empty homes will be advertised. Properties will not be advertised where they are required to deal with an emergency rehousing situation. This includes situations where people require to be rehoused immediately due to dangerous property defects and other exceptional cases where immediate housing is required and / or cannot otherwise be dealt with under the "Key to Choice" scheme.

In cases where there are a number of similar properties available in a single block or stair, only one property may be advertised with the remaining empty properties offered to the people responding to the advertised property. Where this is the case this will be indicated in the advert.

We will advertise properties for starters, movers or for either category of households. These categories are defined in Section 3.4 below. To allow us to meet our statutory obligations to those in housing need and to make best use of available properties the following guidelines will generally apply.

- Properties with 3 or more bedrooms will be advertised for starters and movers.
- Ground floor properties will be advertised for starters and movers.
- Sheltered / alarm wired and adapted properties will be advertised for starters and movers.
- All other properties will be advertised as a third to starters, a third to movers and a third to starters and movers.

This will be subject to continuous review using monitoring information on the properties advertised and the outcome of lets.

3.1.2 Where can adverts be found?

Properties will be advertised every week. Adverts currently appear:-

- On the web at www.edindexhousing.co.uk
- In EdIndex partners' reception areas

Free Internet access is available in local libraries.

People with visual impairment can register for telephone or personal advice including help placing bids. If there are other needs which cause difficulty in accessing the advertised properties people can contact their locality office where staff will be happy to assist.

3.1.3 How long are properties advertised for?

New properties are advertised every week with a closing date for bids clearly shown. The closing date is currently the Friday of that week.

To be considered all bids must be received by this deadline.

3.2 Bidding

If people wish to be considered for a property they must make a bid before the closing date. Bids can be made through the web site.

People must make sure they meet the criteria noted on the advert otherwise they will not be considered for the property and it will be a waste of a bid.

Bids must be received by the closing date. Bids arriving after the closing date will not be considered.

3.3 Matching Bids

Once the closing date for bids has been reached and all valid bids have been processed, selection for the individual properties will take place.

This is done by shortlisting all suitable households who have submitted a bid.

Suitable households are those who :-

- meet the criteria listed in the advert
- meet the household size parameters for the property
- do not have a recommendation on the type of property suitable for them following a housing needs assessment
- are not affected by our policy on suspensions which is found in Section 8

Criteria that are always included are :-

3.3.1 Advert Criteria

Starters and Movers

Starters are generally people who do not have their own home. Movers are people who do have a home but who wish to move. Advertised properties will be described as suitable for a starter, a mover or for either.

The definition for starter and mover is given below :-

STARTER

- Homeless households
- People in hostel, supported or temporary accommodation
- People staying care of friends or family
- New households
- Private rented sector tenants

MOVER

- Council tenants (including joint tenants)
- Registered Social Landlords or other social rented sector tenants
- Owner occupiers
- Households in tied accommodation

Following registration with EdIndex the person will be noted on the system as either a starter or a mover based on the information given on the EdIndex form.

Only those households meeting the appropriate starter or mover definition will appear on the shortlist e.g. if they are a starter and apply for a mover property they will not be considered for that property.

3.3.2 Household Size:

The rules governing the match between household size and property size are generally :-

- A couple will be expected to share a room
- Each household member over 14 years will be entitled to a room of their own
- Two children under 14 of the same sex share a room
- Two children under 7 of different sexes share a room

In addition to these rules a two bedroom property will be available to a single person or couple with no children.

Also if the person wishes to allow two same sex children of 14 years and over to share a bedroom this should be their choice. Due to the lack of larger accommodation a household will be considered for accommodation outwith these parameters where the move would reduce current overcrowding.

Foster Carers who are registered with the City of Edinburgh Council will be considered for additional bedrooms if they can provide evidence that the rooms are required to accommodate foster children.

3.3.3 Other Criteria

Sometimes an advert will give age criteria, used for sheltered or amenity housing only, or household type criteria e.g. single person or couple with no children. Such criteria will be made in response to a specific letting issue or requirement in the local area. eg if there is a large concentration of children in a small area and this is giving rise to management problems. These criteria will be subject to continuous monitoring and review.

3.4 Selection

All households who meet the necessary criteria for the property are ranked according to the following rules.

3.4.1 Starter Properties

Starters are ranked by date order according to length of time since registration. The person with the longest waiting time will be at the top of the list.

Applicants who have left the Armed Forces within the last 3 years may have their application backdated to the date they entered the Armed Forces. This is on the condition that they provide evidence of their enlistment and discharge dates.

3.4.2 Mover Properties

Movers are ranked by length of time in current accommodation i.e.

- For tenants - length of current tenancy at their present address
- For owners - length of time at their present address.

The household with the longest time at their current address will be ranked highest.

In exceptional circumstances where a tenant has been required to move within the last 10 years for reasons outwith their control, and this has not been the result of their actions, inaction or behaviour, then length of time in current accommodation will be considered to include the time spent at their previous address.

3.4.3 Properties advertised for Starters and Movers

In some cases e.g. a sheltered housing property may be advertised for starter and movers. Where this occurs then length of waiting time will be compared with length of time in current address as per above and the person with the longest time will be ranked highest, e.g. a starter with 10 years waiting time will be ranked above a mover who has been in their current accommodation for 5 years.

3.5 Priority Categories

In some cases, following assessment, households will be awarded a priority status. Priority status can be awarded to either starter or movers as set out below. Possible priority status is as follows

3.5.1 Gold Priority

Gold priority is awarded when the current property does not meet, and cannot be adapted, the housing needs of the applicant or a member of their household. This is only awarded after an assessment as described in 2.3.1.

Gold priority (urgent) is usually only awarded in exceptional circumstances, for example to enable a delayed hospital discharge. This priority is also awarded to prevent long term hospital and care home admissions and forms part of a wider support and care package.

3.5.2 Silver Priority

This level of priority can be awarded for different reasons

- Statutory homeless under the terms of Part 1 of the Housing (Scotland) Act 2001.
- Overcrowded households. This will be awarded to households that require :
 - a) Two more bedrooms to adequately house their family in accordance with the Household Size rules described at 3.3.2 above.
 - b) At least one extra bedroom as they are currently housed in one bedroom accommodation and have one or more children under the age of 16.

Both sets of circumstances apply across all tenures. You may be renting from the Council, from a Housing Association or be in private rented accommodation. It also applies to households who own their home or are buying it with a mortgage. Tenants of tied accommodation (where the home is part of their employment) will qualify but will need to speak with their employer to discuss the implications for their job.

- Under occupation. Households occupying 3 or more bedroom houses who no longer require that size of home and are willing to move to smaller accommodation, should contact their local neighbourhood office to discuss this in detail. This only applies to tenants of the Council, Housing Associations and Housing Co-operatives.

- Where rehousing is required due to demolition or regeneration works in an area. This can be awarded to starter or mover households.
- Exceptional housing need. This can be awarded to either starter or mover households but will only be awarded following an assessment by a Senior Officer Panel. This may also include people living in Below Tolerable Standard housing (usually lacking basic amenities such as hot water supply or no kitchen) and people living in unacceptable circumstances not covered by the other priorities.

3.5.3 Ranking Priority

The order of priority is as follows with highest at the top

- Urgent Gold
- Gold
- Silver
- Waiting Time/ Length of time in last tenancy

In all cases priority cases will be ranked by date of award of priority and then by date of application for starters and length of time at current address for movers.

Where a person/household would be eligible for more than one category of priority the highest level only will apply. Unless otherwise stipulated priority will apply to available property citywide.

3.5.4 Time limited Priority

Priority is awarded to reflect the need for urgent rehousing. As such the priority granted will be time limited and may be removed where it has not been used reasonably or where a property successfully bid for has been refused. Where priority has been removed then the household is free to continue to bid through “Key to Choice” but without priority status

Gold Priority will be time limited but on a flexible basis as households are more likely to be dependant on a suitable type of property which may take time to become available. Priority will be reviewed on a regular basis and where households are not making reasonable use of priority or have refused a suitable property then priority may be removed.

As Gold priority is granted following an assessment, some cases may have a recommendation attached to its use e.g. for ground floor accommodation only in line with assessed need. This is to ensure any property offered meets, or can be adapted to meet, the family’s housing need.

Silver priority for homelessness will be awarded following a homelessness assessment and will be monitored on an ongoing basis. Homeless households will be expected to bid for 3 properties each week where there are properties available that would meet their household needs. Where the priority has not been used reasonably i.e. a household has not made a range of bids likely to result in rehousing or has refused a property they have successfully bid for and which meets their needs then the priority may be removed. In cases where priority has been removed and no offer of property has been made then an offer of property will be made out with the choice scheme to meet our legal requirements to rehouse people and formally discharge duty.

Silver Priority for Demolition or Regeneration

This will be awarded on a time limited basis in line with timescales for the regeneration work in question. The tests of reasonableness will again apply. In some cases the priority awarded may be limited to specific geographic areas or house types.

Silver Priority for Overcrowding

This will not be time limited as there is an acute shortage of larger homes. However the extra value gained by the age award (time) will be limited at 12 months. Any household being considered for an offer of accommodation will be visited at home to verify that their circumstances still qualify them for this award.

3.6 Sheltered Housing and Housing linked to the Community Alarm System

Sheltered housing and housing linked to the Community Alarm system is advertised in the same way as general empty homes, however, these properties are targeted toward people with gold priority who have a support need for this type of accommodation. Where no one meeting these criteria has made a bid for the property priority will be given to older people who have a need for support.

3.6.1 Ranking and Selection

Ranking of bids will be made as follows;

- Gold priority with a need for the support provided through this accommodation.

Gold priority cases meeting these requirements will be ranked as per section 3.5.1 by date of award of gold priority. ie the person who has had gold priority longest, meets the property criteria and is in need of this type of support will be offered the property. Age will not be taken into account where people with a gold priority

apply for this accommodation to allow targeting to those in need of this type of support.

- People over 55 years who have a need for the support provided through this accommodation, ranked as per section 3.4 with silver priority then length of time on waiting list or length of time in current accommodation.

3.6.2 Assessment of Support Needs

Where the sheltered housing or housing linked to the community alarm system, is adapted or is suitable for extensive adaptation then this will be taken into account in offering the property. The offer will go to the highest ranked bid in which the person or someone in their household requires the adaptations. In this way we will ensure best use of adapted property.

3.7 Offer of Property

The successful bidder will be notified that they are to be offered the property bid for. Unsuccessful people will not be notified. Help is available at locality offices where people wish to discuss their bids or who need help in identifying their best housing options.

3.8 Refused Properties

People with priority who refuse a property unreasonably may lose their priority status.

3.9 No Demand

Where a property has been advertised and no demand generated that meets the advert specification then any other bids received for the property will be considered, which fit with the size criteria for the property ranked as per section 3.4.

In areas known to attract a lower number of bids properties of similar type may be advertised through a single advert. People bidding for these properties will be considered for other similar empty homes in the area or block. Where this is the intention this will be made clear through the advert.

Where no appropriate bids have been received then the property will be available for immediate let out with choice to people identified as homeless and in priority need to meet our legal requirements or people identified as homeless and in non priority need, the latter group will be ranked by date of application.

3.10 Re-advertised Property

Where any property is subject to substantial improvement following lack of demand or high levels of refusals the property will be re-advertised through choice.

3.11 Local Lettings

The council may at times operate local letting criteria for some of the available stock. This would result in additional criteria being applied in the allocation process. Where this is the case the additional criteria will be made explicit in the adverts for available properties.

A copy of the local letting policy that operates in the outlying areas of South Queensferry, Dalmeny, Kirkliston, Newbridge, Ratho Station and Ratho is provided in Appendix 3.

A copy of the current local letting policy that operates in the following multi-storey blocks in the city is provided in Appendix 2.

Persevere Court, 10 North Leith Mill
Citadel Court, 25 Admiralty Street
Greendykes House, 14 Greendykes Road
Wauchope House, 16 Greendykes Road
Kilncroft, 1 Hailesland Park
Midcairn, 2 Hailesland Park
Drover's Bank, 3 Hailesland Park

4 NOMINATIONS

The City of Edinburgh Council generally makes nominations to 25% of available properties from the RSLs that operate the common points system. (RSLs are registered social landlords, which includes Housing Associations and Housing Co-operatives).

The nominations are drawn from households registered on EdIndex. Households will be selected for nomination based on Section 3 of the Council letting policy with preference going to those with a gold or silver priority award under the choice system.

The RSL concerned will make the final decision on who is offered the property in line with their own allocation policy.

In some specific cases nomination arrangements for higher levels of nominations are agreed with specific RSL's e.g. where new build developments have been negotiated. These will generally operate on the basis outlined above though in some cases right to return agreements will be in place which allow people who have been rehoused due to regeneration work in their area to return to the new or redeveloped stock.

In line with the Housing (Scotland) Act, referrals to a further 25% of RSL properties can be made through a homelessness duty agreement between The City of Edinburgh Council and RSLs. This means that people who have been assessed as statutory homeless and who have expressed an interest in being housed by an RSL may be referred to RSLs for housing. Referrals will be made on the basis of date of award of silver priority and suitability for the available property e.g. size and RSL eligibility criteria, including need for sheltered accommodation.

5 MUTUAL EXCHANGES

Tenants of The City of Edinburgh Council, Housing Associations and Housing Co-operatives are eligible to exchange property if the following conditions are fulfilled.

- Rent Accounts are clear. (Unless exceptional Housing Need can be demonstrated)
- The City of Edinburgh Council tenants must have a satisfactory Technical Report including electrical and gas check.
- The properties concerned are deemed by the Council to be suitable for both parties to exchange.
- It is agreed with the landlord concerned.
- There are no outstanding rechargeable repairs (a rechargeable repair is when we ask a tenant to pay for repairs that are their responsibility as set out in Section 5.10 of their tenancy agreement due to 'damage caused wilfully, accidentally or negligently').

If the Council forms the view that a mutual exchange has been obtained by coercion on the part of one of the parties the application for exchange will be refused. If the exchange has gone through and evidence is presented at any time thereafter that the exchange was obtained by coercion, it will be cancelled.

6. SUSPENSIONS

In line with Scottish Government guidelines any one over 16 who is a citizen of the UK or an EU Member State will be allowed to register through EdIndex.

In some cases people may be suspended from being housed. In line with current Strategy our aim is to be strict but reasonable where there are issues of anti social behaviour or debt. This will apply to new people, people who wish to transfer and people who wish mutual exchanges.

In no instance will our suspension policy override our statutory obligations for rehousing.

We will **not** take account of the following factors in considering people for rehousing :-

- How long they have lived in Edinburgh
- Whether they are resident in Edinburgh
- Any outstanding debt for a property where they were not the tenant
- Any rent or other arrears which are no longer outstanding
- Any outstanding debts which are not tenancy related
- Their income
- The value of any property they own

However if they have applied for housing with The City of Edinburgh Council, and any of the circumstances outlined below apply, they may be suspended and not considered for permanent rehousing. In some of the circumstances, particularly in relation to Anti Social Behaviour, tenants could however be considered for a Short Scottish Secure Tenancy in accordance with Sections 34-37 and Schedule 6 of the Housing (Scotland) Act 2001 as amended in 2004 Act.

Former Tenant Arrears

- People who have arrears of more than 1/12th of the gross annual charge of the property unless they have maintained an agreed repayment plan for at least three months.

Current Tenant Arrears

- People who have arrears of more than 1/12th of the gross annual charge of the property unless they have maintained an agreed repayment plan for at least three months.

Anti Social Behaviour

- People who have been evicted for anti social behaviour from any Local Authority or Registered Social Landlord in the UK.
- Decree for possession of their house had been granted on grounds of anti social behaviour but they left prior to eviction taking place.
- If the person or a member of their household is or has been subject to an Anti Social Behaviour Order anywhere in the UK in the past 3 years.
- Information relating to a serious matter related to the conduct of a tenancy has been obtained through the Joint Protocol with Lothian and Borders Police for Sharing Information for the Prevention of Crime and Disorder.
- If the person has failed to declare any previous eviction, anti-social behaviour order or conviction for a serious offence, which could reasonably be held to be a threat to the community.
- If the person has been convicted of assault on a member of Council staff.

Rechargeable Repairs

- Where tenants have left a former tenancy or are in a current tenancy with debts relating to a rechargeable repair they may be suspended for an offer of housing. A rechargeable repair is when we ask a tenant to pay for repairs that are their responsibility as set out in Section 5.10 of their tenancy agreement due to 'damage caused wilfully, accidentally or negligently).

Other

- If the person has knowingly misrepresented information or circumstances to obtain a tenancy
- If the person has submitted a right to buy application.

Where any of these circumstances apply they may be suspended from rehousing. Where this is the case they will be advised of this decision, the duration of the suspension before review and what action they are required to demonstrate in order to have this suspension lifted. The person will also be advised of their right of appeal against this decision.

Appendix 1

Local Lettings Policy

Applying to Outlying Areas

(South Queensferry, Dalmeny, Kirkliston, Newbridge, Ratho Station, Ratho)

1. Introduction

1.1 Background

The outlying areas are small communities within Edinburgh that have been covered by a historical Local Letting Policy that was put in place in response to changes arising from Local Government re-organisation in 1974. The outlying areas were transferred from West/Mid Lothian to the then Edinburgh District Council and an undertaking was given at that time that any council properties in these areas that became vacant would be allocated to local residents or any applicants with a local connection. The premise at that time was that this would allow the local areas to retain their then local village identities.

1.2 Overview

The local letting criteria for these areas are applied in accordance with section 3.11 of the Council Letting Policy. Properties in South Queensferry, Dalmeny, Kirkliston, Newbridge, Ratho Station and Ratho are advertised and allocated as suitable for applicants that have a local connection to the area.

2. Housing Advice

2.1. Local Connection Criteria

Where the local connection criteria applies this will be made clear to applicants in the Choice advert. This transparency enables applicants to determine whether they may be eligible for these properties in terms of the allocation process. Once the shortlisting process has been completed and applicants ranked in accordance with section 3.4/3.5 of the lettings policy and then additional checks will be made to confirm the highest ranking applicants that meet the local connection criteria. Applicants are asked to provide supporting evidence to demonstrate they meet criteria on residency, employment or social connection (support, child care and education). For details of the standard supporting evidence see Appendix 2.

2.2. Area Restrictions

Within the local Lettings Policy there are restrictions on the local areas applicants will be considered for.

Applicants living, working, giving or receiving support, who have child care arrangements in place or children in the household currently in full-time education will be considered for properties in the local areas as follows :-

Local Connection to	Will be considered for
South Queensferry	South Queensferry & Dalmeny
Dalmeny	Dalmeny & South Queensferry
Kirkliston	Kirkliston, Ratho Station & Newbridge
Ratho Station	Ratho Station, Newbridge & Kirkliston
Newbridge	Newbridge, Ratho Station & Kirkliston
Ratho	Ratho

3 Process

3.1 Advert

When advertising properties in the outlying areas specific reference is made to the Local Letting Criteria that is required to be met when bidding for a property.

3.2 Short listing

A seven day period is set for supporting information to be submitted to clearly evidence local connection.

This time limit will only be extended in exceptional circumstances.

3.3 Bypass

Where an applicant is bypassed on the shortlist as they do not meet the local connection criteria the applicant is advised of the decision and this is recorded on the Northgate IT system for audit purposes.

4 Appeals

Where an applicant has been informed they do not hold appropriate local connection and do not agree with the decision they will be advised that they have a right of appeal.

The appeals process has three stages involving Senior Officers within the locality offices and Tenant and Resident Services Officer Panel.

Properties will not be held pending the outcome of the appeal. If the appeal is upheld it would apply for any future allocations.

5 Audit

All properties let in the outlying area are audited on a regular basis to ensure consistency when applying this policy.

LOCAL LETTINGS POLICY APPLYING TO OUTLYING AREAS - SUPPORTING EVIDENCE

Applicants wishing to be considered for properties in the outlying areas covered by the local lettings policy are required to provide one appropriate form of supporting evidence to verify their local connection on residency, employment or social connection (support, child care and education) grounds.

The following documentary evidence would be required:

1. Residence in the Local Area

Applicants should have a principle residence within the area. This would include applicants who are currently living on permanent basis within a household.

Supporting Evidence

- Gas or Electricity Bills or,
- Bank Statements or,
- Driving Licence or,
- Council Tax Bills or,
- Other 'official' documentation verifying residence at an address would also be considered, e.g. a benefit award letter from the DWP.

Note: Where an applicant is part of a household that is a current council tenancy the applicant needs to be officially declared as part of the household. e.g. a Qualifying Occupier form, part of a Housing Benefit Claim, Council Tax Claim, EdIndex Application Form or claiming a Department of Works and Pensions Benefit at the address, including Universal Credit.

2. Employment

Information is required to demonstrate the normal place of permanent employment of the applicant is located in the specific letting area. The business premises or the registered address for any business operated from a residential property must in the local area.

Note: Business services delivered to residents in the local area such as repairs and building trades or the parking of vehicles overnight would not establish a local connection.

Supporting Evidence

- Letter from the employer
- Copy of a contract of employment

3. Social Connection - Family Support, Child Care and Education

3.1 Family Support

Definition- Where an applicant is providing or is in receipt of support for or from a family member in relation to their health/mobility needs. Family member would include mother, father, aunt, uncle or other close relatives.

Supporting Information

A letter from a :

1. General Practitioner (GP) or,
2. Community Nurse or,
3. Social Worker or,
4. Health Visitor or,
5. Occupational Therapist or
6. Community Psychiatric Nurse (CPN) or
7. Other specialist support would also be considered.

3.2 Child Care/ Education

Definition - Where a member of the household under 16 years of age currently attends nursery, primary, secondary school or college education in the local area.

Supporting Information:-

Letter from;

- Children and Families Department or
- Health Visitor or,
- A representative from nursery, school, college or relevant education facility in the local area.

Appendix 2

Local Lettings Policy

Implemented from 11 October 2011 in the following multi-storey blocks

Perservere Court -10 North Leith Mill
Citadel Court -25 Admiralty Street
Greendykes House - 14 Greendykes Road
Wauchope House - 16 Greendykes Road
Kilncroft - 1 Hailesland Park
Midcairn - 2 Hailesland Park
Drover's Bank - 3 Hailesland Park

1. Introduction

1.1 Background

The Council previously applied a minimum age restriction in the blocks to address management problems that then existed. There were a number of contributory factors to the problems but the one of the main areas of concerns was the high turnover rate amongst young, and/or inexperienced tenants. The majority of these blocks were emptied in full due to major improvement works, which enabled the age criteria to be applied when the flats were subsequently re-let. In addition the majority of the blocks were also only let to households without children.

As a result of the previous policy, as well as other management improvements such as concierge services, these blocks are now stable and, in some cases, very popular.

The use of an arbitrary age is however not compliant with section 20 of the Housing (Scotland) Act 1987 as amended in the 2001 Act. The legal position was reported to the Health, Social Care and Housing Committee on 18 May 2010 and with effect from this date a minimum age will no longer be applied when allocating flats in these blocks.

1.2 Overview

The local letting policy for these areas will be applied in accordance with section 3.11 of the Council Letting Policy.

Flats in these blocks will be subject to sensitive lettings pending wider consultation with stakeholders on any future local lettings policy that may be agreed. The main aim of this interim approach is to avoid housing those with identified needs in an environment that is likely to increase their vulnerability or make it less likely that a tenancy will be sustained. The policy will however be closely monitored to ensure that no groups or individuals are unfairly disadvantaged.

2. Local Lettings Policy

2.1. Local Lettings Criteria

The properties that become available for let in the blocks covered by the letting policy will be advertised via the Choice system and allocated in accordance Council's overall letting policy, which is based on housing need. The following additional criteria will however apply to the final decisions on allocations and as much information will be provided where possible in the adverts to make this process transparent for applicants.

Description of Issue	Block	Property type/sizes	Letting criteria
Wish to maintain existing stable communities within the multi-storey blocks	Persevere Court Citadel Court	Studio flats 2 bedroom maisonettes	<ul style="list-style-type: none"> ▪ Starter and Mover households considered ▪ Allocate sensitively to avoid a concentration of in-experienced and / or vulnerable households ▪ No allocations to households with children under 16 years
Wish to maintain existing stable communities within the multi-storey blocks	Greendykes House Wauchope House	1 and 2 bedroom flats	<ul style="list-style-type: none"> ▪ Starter and Mover households considered ▪ Allocate sensitively to avoid a concentration of in-

			<p>experienced and / or vulnerable households</p> <ul style="list-style-type: none"> No allocations to households with children under 16 years
Wish to maintain existing stable communities within the multi-storey blocks	Kilncroft MidCairn Drover's Bank	1 and 2 bedroom flats	<ul style="list-style-type: none"> Starter and Mover households considered Allocate sensitively to avoid a concentration of in-experienced and / or vulnerable households No allocations to households with children under 16 years

Applying a sensitive lettings approach will involve bypassing the highest ranking eligible applicants where it is felt by managers that the allocation would lead to an unsustainable let or impact negatively on other residents in the block.

The criteria where sensitive lettings may be used are as follows:

- Applicants who are vulnerable and/or have social problems, and the allocation of a property would not be suitable for their needs or would not create a balanced or sustainable let.
- Applicants who have been responsible for serious anti-social behaviour in a previous or current property.
- Applicants who have been warned about their conduct or behaviour when occupying temporary accommodation.
- Applicants who have been evicted for anti-social behaviour or who have been subject to an ASBO within the last 3 years. In certain circumstances such applications may be suspended in accordance with Section 6 of the Council Lettings Policy.
- Any other criteria where the Local Housing & Regeneration Managers can evidence that the applicant is not suitable for the offer.

3. Process

3.1 Advert

Available properties will be advertised through the Choice system. Adverts will include as much information as possible on the specific criteria that will be applied when letting the properties.

3.2 Short listing

In accordance with the Council letting policy the highest ranking eligible household will be considered for the property.

3.3. Bypass

Any decision to by-pass a household for the property will be authorised by the locality Team Leader or Housing & Regeneration Manager. Any decision to by-pass will only be made after taking account of the household needs and full consideration of any support or different approaches that may be available to achieve a stable let within the block.

If a household will not be considered for a property within any of these blocks until there is a change in their circumstances they will be advised of this in writing so that they can bid effectively. Where an individual or household will not be considered for any housing the application will be suspended in accordance with Section 6 of the Lettings Policy.

A full audit trail will be maintained of the decisions, which will be monitored to ensure that no individuals or groups are being unfairly disadvantaged.

4. Appeals

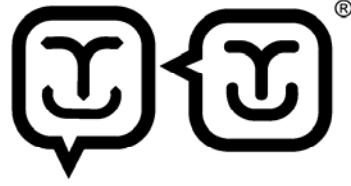
Where an applicant has been informed they will not be considered for these blocks and do not agree with the decision they will be advised that they have a right of appeal.

The appeals process has three stages involving Senior Officers within the locality offices and Tenant and Resident Services Officer Panel.

Properties will not be held pending the outcome of the appeal. If the appeal is upheld it would apply for any future allocations.

5. Audit

All properties let in these blocks will be audited on a regular basis to ensure consistency when applying the interim policy.



HAPPY TO TRANSLATE

আনন্দের সঙ্গে অনুবাদ করব ترجمے کے لئے حاضر

بسعدينا توفير الترجمة MOŻEMY PRZETŁUMACZYĆ 很樂意翻譯

You can get this document on tape, in braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote ref.12-0828. ITS can also give information on community language translations. You can get more copies of this document by calling 0131 529 7672 or 592 7545.

Appendix 4 - Integrated Impact Assessment – Summary Report

Please state if the IIA is interim or final – **INTERIM**

1. Title of proposal

Unlicensed HMO Incident Management response

2. What will change as a result of this proposal?

The aim is to remove all homeless households from unlicensed HMO temporary accommodation by 30th November 2024.

This will require a change in our approach to procuring temporary accommodation, including the consideration of temporary accommodation outwith the city boundary.

The following policies and programmes will be suspended until the 9th January 2025 to ensure all relevant staff are fully focussed on bringing void Council houses back to minimum lettable standard and allocating them to households currently in unlicensed HMO properties:

- Non emergency repairs (other than for those with disabilities)
- Council House Allocation policy (other than where this applies to delayed discharge from hospital and adapted properties for those with disabilities)
- Council house cyclical upgrade programme (other than for those with disabilities)

3. Briefly describe public involvement in this proposal to date and planned

There has been no public involvement in this so far due to the urgent nature of the committee meeting. We will communicate fully with groups including the Equality, Diversity and Inclusion group established through the Housing Emergency Action Plan, through EaRN and the Edinburgh Tenants' Federation post committee.

4. Is the proposal considered strategic under the Fairer Scotland Duty?

Yes.

5. Date of IIA

30 October 2024

6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

Name	Job Title	Date of IIA training
Derek McGowan	Service Director – Housing and Homelessness	
Debbie Herbertson	Homelessness Services Manager	
Jill Thomson	Housing and Homelessness Strategy Manager	
Ruth Baxendale	Senior Policy and Insight Officer	
Lucy Pearson	Lead Officer - Equalities	

7. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal																																
Data on populations in need	Edindex Housing Register	<p>Total number of applicants on EdIndex 25,367 (Oct 2024)</p> <p>Total number awarded gold priority 490 (Oct 2024)</p> <p>Total number with Silver – Homeless priority 6,702 (Oct 2024)</p> <p>Total number with Demo and Officer Panel priority 216 (Oct 2024)</p> <p>Total number with Overcrowding priority 1,046 (Oct 2024)</p> <p>Total number with Under-occupation priority 160 (Oct 2024)</p> <p>Total number of applicants with waiting time points only 16,753 (Oct 2024)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Active</th> <th>Not active</th> <th>Sum:</th> </tr> </thead> <tbody> <tr> <td>1. Gold</td> <td style="text-align: right;">371</td> <td style="text-align: right;">119</td> <td style="text-align: right;">490</td> </tr> <tr> <td>2a. Silver - Homeless</td> <td style="text-align: right;">4709</td> <td style="text-align: right;">1993</td> <td style="text-align: right;">6702</td> </tr> <tr> <td>2b. Demo & Officer Panel</td> <td style="text-align: right;">171</td> <td style="text-align: right;">45</td> <td style="text-align: right;">216</td> </tr> <tr> <td>2c. Overcrowding</td> <td style="text-align: right;">652</td> <td style="text-align: right;">394</td> <td style="text-align: right;">1046</td> </tr> <tr> <td>2d. Underoccupation</td> <td style="text-align: right;">72</td> <td style="text-align: right;">88</td> <td style="text-align: right;">160</td> </tr> <tr> <td>3. Waiting Time</td> <td style="text-align: right;">6758</td> <td style="text-align: right;">9995</td> <td style="text-align: right;">16753</td> </tr> <tr> <td style="text-align: right;">Sum:</td> <td style="text-align: right;">12733</td> <td style="text-align: right;">12634</td> <td style="text-align: right;">25367</td> </tr> </tbody> </table>		Active	Not active	Sum:	1. Gold	371	119	490	2a. Silver - Homeless	4709	1993	6702	2b. Demo & Officer Panel	171	45	216	2c. Overcrowding	652	394	1046	2d. Underoccupation	72	88	160	3. Waiting Time	6758	9995	16753	Sum:	12733	12634	25367
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Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
	<p>Homelessness Presentations</p> <p>Homelessness journey times</p>	<p>Average number of bids for social rented homes advertised for let on EdIndex is 251 (CEC), All landlords 290 (Oct 2024).</p> <p>Apr-Sep 2024 – 1,773. Projected to be 3,546 for 24-25</p> <p>5,260 households / 10,100 people in temporary accommodation, most of who required social housing</p> <p>Homelessness case length 2024-25 – 629.0 days / 779.0 days to be housed</p> <p>Average Time in Temporary Accommodation 2024-25 – 378.7 days all households (inc advice only) / 447.7 days households assessed as homeless</p>
Data on service uptake/access	<p>Cause of homelessness</p> <p>Homelessness demographics</p>	<p>Household dispute (non-violent) 45.2%</p> <p>Landlord Termination 19.5%</p> <p>Household dispute (violent/abusive) 11.0%</p> <p>45.0 % of households have one or more support needs.</p> <p>The support needs of households presenting as homeless includes:</p> <ul style="list-style-type: none"> • Mental health – 34.7% • Learning Disability – 5.7% • Physical Disability – 8.6% • Medical Condition – 12.3% • Drug or Alcohol Dependency – 8.3% • Basic Housing Management / Independent Living Skills 7.0%
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation,	Cause of homelessness / Homelessness demographics	<p>As above</p> <p>7,415 open homeless cases with statutory rights to temporary accommodation and settled housing</p> <p>1 in 5 children in Edinburgh experience poverty, with a clear, established link between areas identified as multiply deprived through Scottish Indices of Multiple Deprivation, social housing and poverty.</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
area deprivation.		<p>The following types of family are identified by Scottish Government as being more likely to be living in poverty: lone parent families; minority ethnic families; families with a disabled adult or child; families with a younger mother; families with a child under one; families with three or more children (Ref: https://www.gov.scot/publications/tackling-child-poverty-priority-families-overview/pages/introduction/)</p> <p>Homelessness In 2021/22, 9.9% of main applicants for homelessness support declared an ethnicity that was not White, the highest proportion on record (Scottish Government, 2022).</p> <ul style="list-style-type: none"> • For some ethnic groups, the proportion of main applicants in 2018/19 and 2021/22 was higher than estimates of those populations in the 2019 Scottish Household Survey (Scottish Government, 2020), suggesting they may be over-represented in applications. • This assessment is corroborated by the findings of a review of ethnicity and homelessness conducted by the Coalition for Racial Equality and Rights (CRER), which show that Black and minority ethnic people are disproportionately represented within homelessness applications and assessments (CRER, 2023). <p>Homelessness</p> <ul style="list-style-type: none"> • In 2021/22, just over half of those assessed as homeless (52.1%) had at least one support need relating to: a mental health problem (28.8%), a learning disability (2.9%), a physical disability (5.9%), a medical condition (10.1%), drug or alcohol dependency (10.8%) or independent living skills (24.3%) (Scottish Government, 2022). <p>Children’s rights</p> <ul style="list-style-type: none"> • ECHR Article 27 (adequate standard of living) states that every child has the right to a standard of living that is good enough to meet their physical and social needs and support their development. Governments must help families who cannot afford to provide this.
	<u>End Poverty in Edinbur</u>	An estimated 17% of people (over 80,000) in Edinburgh were living in poverty in the period to 2022, including 20% of all children.

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal																																																																																																																		
	gh Annual Report 2023	Groups at particularly high risk of poverty include, women, households in minority ethnic groups, and households with disabled members.																																																																																																																		
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Asian Scottish/British:Chinese</td><td data-bbox="922 636 1257 665">105</td><td data-bbox="1257 636 1430 665">0.41 %</td></tr> <tr><td data-bbox="517 665 922 694">Asian, Asian Scottish/British:Indian</td><td data-bbox="922 665 1257 694">153</td><td data-bbox="1257 665 1430 694">0.60 %</td></tr> <tr><td data-bbox="517 694 922 723">Asian. Asian Scottish/British:Other</td><td data-bbox="922 694 1257 723">275</td><td data-bbox="1257 694 1430 723">1.08 %</td></tr> <tr><td data-bbox="517 723 922 752">Asian. Asian Scottish/British:Pakistani</td><td data-bbox="922 723 1257 752">435</td><td data-bbox="1257 723 1430 752">1.71 %</td></tr> <tr><td data-bbox="517 752 922 781">Black,Black Scottish/British</td><td data-bbox="922 752 1257 781">102</td><td data-bbox="1257 752 1430 781">0.40 %</td></tr> <tr><td data-bbox="517 781 922 810">Black,Black Scottish/British:African</td><td data-bbox="922 781 1257 810">1199</td><td data-bbox="1257 781 1430 810">4.73 %</td></tr> <tr><td data-bbox="517 810 922 840">Black,Black Scottish/British:Caribbean</td><td data-bbox="922 810 1257 840">88</td><td data-bbox="1257 810 1430 840">0.35 %</td></tr> <tr><td data-bbox="517 840 922 869">Gypsy - Traveller</td><td data-bbox="922 840 1257 869">31</td><td data-bbox="1257 840 1430 869">0.12 %</td></tr> <tr><td data-bbox="517 869 922 898">Mixed</td><td data-bbox="922 869 1257 898">543</td><td data-bbox="1257 869 1430 898">2.14 %</td></tr> <tr><td data-bbox="517 898 922 927">Not known</td><td data-bbox="922 898 1257 927">1045</td><td data-bbox="1257 898 1430 927">4.12 %</td></tr> <tr><td data-bbox="517 927 922 956">Other:Arab, Arab Scottish or British</td><td data-bbox="922 927 1257 956">706</td><td data-bbox="1257 927 1430 956">2.78 %</td></tr> <tr><td data-bbox="517 956 922 985">Other Black or Caribbean</td><td data-bbox="922 956 1257 985">54</td><td data-bbox="1257 956 1430 985">0.21 %</td></tr> <tr><td data-bbox="517 985 922 1014">Other Ethnic Background</td><td data-bbox="922 985 1257 1014">516</td><td data-bbox="1257 985 1430 1014">2.03 %</td></tr> <tr><td data-bbox="517 1014 922 1043">Refused to answer</td><td data-bbox="922 1014 1257 1043">59</td><td data-bbox="1257 1014 1430 1043">0.23 %</td></tr> <tr><td data-bbox="517 1043 922 1072">Ukrainian</td><td data-bbox="922 1043 1257 1072">617</td><td data-bbox="1257 1043 1430 1072">2.43 %</td></tr> <tr><td data-bbox="517 1072 922 1102">White:English</td><td data-bbox="922 1072 1257 1102">131</td><td data-bbox="1257 1072 1430 1102">0.52 %</td></tr> <tr><td data-bbox="517 1102 922 1131">White:Irish</td><td data-bbox="922 1102 1257 1131">144</td><td data-bbox="1257 1102 1430 1131">0.57 %</td></tr> <tr><td data-bbox="517 1131 922 1160">White:Other</td><td data-bbox="922 1131 1257 1160">1595</td><td data-bbox="1257 1131 1430 1160">6.29 %</td></tr> <tr><td data-bbox="517 1160 922 1189">White:Other British</td><td data-bbox="922 1160 1257 1189">1242</td><td data-bbox="1257 1160 1430 1189">4.90 %</td></tr> <tr><td data-bbox="517 1189 922 1218">White:Polish</td><td data-bbox="922 1189 1257 1218">1441</td><td data-bbox="1257 1189 1430 1218">5.68 %</td></tr> <tr><td data-bbox="517 1218 922 1247">White:Roma</td><td data-bbox="922 1218 1257 1247">17</td><td data-bbox="1257 1218 1430 1247">0.07 %</td></tr> <tr><td data-bbox="517 1247 922 1276">White:Scottish</td><td data-bbox="922 1247 1257 1276">14350</td><td data-bbox="1257 1247 1430 1276">56.57 %</td></tr> <tr><td data-bbox="517 1276 922 1305">White:Welsh</td><td data-bbox="922 1276 1257 1305">6</td><td data-bbox="1257 1276 1430 1305">0.02 %</td></tr> <tr><td data-bbox="517 1305 922 1335">Sum:</td><td data-bbox="922 1305 1257 1335">25367</td><td data-bbox="1257 1305 1430 1335"></td></tr> </tbody> </table> <table border="1" data-bbox="517 1496 1430 1733"> <thead> <tr> <th data-bbox="517 1496 922 1550">Age Band</th> <th data-bbox="922 1496 1257 1550">Number of applications at 29/10/2024 00:00:00</th> <th data-bbox="1257 1496 1430 1550">Percentage</th> </tr> </thead> <tbody> <tr><td data-bbox="517 1550 922 1579">a. 16-17</td><td data-bbox="922 1550 1257 1579">129</td><td data-bbox="1257 1550 1430 1579">0.51 %</td></tr> <tr><td data-bbox="517 1579 922 1608">b. 18-24</td><td data-bbox="922 1579 1257 1608">2329</td><td data-bbox="1257 1579 1430 1608">9.18 %</td></tr> <tr><td data-bbox="517 1608 922 1637">c. 25-35</td><td data-bbox="922 1608 1257 1637">6477</td><td data-bbox="1257 1608 1430 1637">25.53 %</td></tr> <tr><td data-bbox="517 1637 922 1666">d. 36-59</td><td data-bbox="922 1637 1257 1666">12308</td><td data-bbox="1257 1637 1430 1666">48.52 %</td></tr> <tr><td data-bbox="517 1666 922 1695">e. 60+</td><td data-bbox="922 1666 1257 1695">4124</td><td data-bbox="1257 1666 1430 1695">16.26 %</td></tr> <tr><td data-bbox="517 1695 922 1724">Sum:</td><td data-bbox="922 1695 1257 1724">25367</td><td data-bbox="1257 1695 1430 1724"></td></tr> </tbody> </table> <table border="1" data-bbox="517 1774 1430 1921"> <thead> <tr> <th data-bbox="517 1774 922 1827">Sex</th> <th data-bbox="922 1774 1257 1827">Number of applications at 29/10/2024 00:00:00</th> <th data-bbox="1257 1774 1430 1827">Percentage</th> </tr> </thead> <tbody> <tr><td data-bbox="517 1827 922 1856">Female</td><td data-bbox="922 1827 1257 1856">13331</td><td data-bbox="1257 1827 1430 1856">52.55 %</td></tr> <tr><td data-bbox="517 1856 922 1886">Male</td><td data-bbox="922 1856 1257 1886">12036</td><td data-bbox="1257 1856 1430 1886">47.45 %</td></tr> <tr><td data-bbox="517 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Asian Scottish/British:Pakistani	435	1.71 %	Black,Black Scottish/British	102	0.40 %	Black,Black Scottish/British:African	1199	4.73 %	Black,Black Scottish/British:Caribbean	88	0.35 %	Gypsy - Traveller	31	0.12 %	Mixed	543	2.14 %	Not known	1045	4.12 %	Other:Arab, Arab Scottish or British	706	2.78 %	Other Black or Caribbean	54	0.21 %	Other Ethnic Background	516	2.03 %	Refused to answer	59	0.23 %	Ukrainian	617	2.43 %	White:English	131	0.52 %	White:Irish	144	0.57 %	White:Other	1595	6.29 %	White:Other British	1242	4.90 %	White:Polish	1441	5.68 %	White:Roma	17	0.07 %	White:Scottish	14350	56.57 %	White:Welsh	6	0.02 %	Sum:	25367		Age Band	Number of applications at 29/10/2024 00:00:00	Percentage	a. 16-17	129	0.51 %	b. 18-24	2329	9.18 %	c. 25-35	6477	25.53 %	d. 36-59	12308	48.52 %	e. 60+	4124	16.26 %	Sum:	25367		Sex	Number of applications at 29/10/2024 00:00:00	Percentage	Female	13331	52.55 %	Male	12036	47.45 %	Sum:	25367	
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	<u>Elected Member Briefing Note: Gender Responsive Budgeting (swbg.org.uk)</u>	<p>Women are more likely to experience poverty than men and still tend to have more responsibility for unpaid work including childcare, care for older or disabled people, and domestic work. For many women, this means a greater reliance on public services and can limit the time they have for paid work and other activities.</p> <p>Inequalities based on gender intersect with other forms of inequality based on class, race, disability and other factors so that some groups of women, particularly poor women, women from minority ethnic communities and disabled women face multiple disadvantage.</p> <ul style="list-style-type: none"> • Households headed by single women with dependent children, and single men without dependent children are most likely to experience poverty. • Women are more likely to experience sexual and sex-based violence.

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Research/literature evidence	<u>Rapid Rehousing Transition Plan</u>	<p>Homelessness data shows that 49% of presentations are due to family breakdown.</p> <p>HARSAG recommendations, Scottish Government Ending Homelessness Together Action Plan and CEC's Rapid Rehousing Transition Plan all evidence the need to reduce the number of households in temporary accommodation and prevent homelessness wherever possible. Scottish Government Ending Homelessness Together Action Plan (Nov 2018) – overview of homelessness in Scotland and ambitions of Scottish Government to prevent and end homelessness, including role and duties of local authorities in helping to achieve this.</p> <p>Social Bite/Heriot Watt University report on Temporary Accommodation in Scotland (Nov 2018) highlights pressures on temporary accommodation in Edinburgh.</p> <p>The Preventing Homelessness in Scotland recommendation from the Prevention Review Group and the subsequent joint Scottish Government and CoSLA Prevention Duty consultation paper, identified the ways in which prevention of homelessness as a legal duty may be achieved and defines homelessness prevention as a shared responsibility across public bodies.</p> <p>The Youth homelessness Prevention Pathway published by A Way Home Scotland lays out a pathway to ending youth homelessness and identifies issues that more commonly arise for young people. In Edinburgh there is a Housing Options Protocol in place for young people leaving care. The care leavers housing protocol's aim is to avoid care leavers having to go through the homeless route to secure accommodation, instead they will be supported and awarded Exceptional Housing Need priority, which will give them a reasonable preference when bidding for social rented accommodation.</p> <p>At the end of September 2024, 50 young people had the priority.</p> <p>Accommodation does not always meet the needs of disabled people. The proportion of households containing a disabled person requiring an adaptation to their home was 53.6% in 2019 (<u>Scottish Government, 2023</u>).</p>
Public/patient/client experience information	Customer satisfaction with	The satisfaction results for 2023/24 ARC were based on combination of Tenant Survey 2021 (where the results were overly positive due to the over-representation from the over 65 group) and Tenant Survey 2022. Please see the table below for satisfaction results for ARC 2020/21, 21/22, 22/23 and 23/24.

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	Council landlord function	<table border="1" data-bbox="520 376 1430 1149"> <thead> <tr> <th></th> <th>ARC 2020/21</th> <th>ARC 2021/22 (TS 2021 – over representation from over 65)</th> <th>ARC 2022/23 and 2023/24</th> <th>TS 2024 (to be used for 2024/25 ARC)</th> </tr> </thead> <tbody> <tr> <td>Q1 Overall Satisfaction</td> <td>73.8%</td> <td>80.8%</td> <td>76.2% (TS 2022)</td> <td>67.2%</td> </tr> <tr> <td>Q7 Keeping you informed</td> <td>70.3%</td> <td>86.5%</td> <td>86.5%</td> <td>68.1%</td> </tr> <tr> <td>Q10 Opportunities to participate</td> <td>- (95.0%)*</td> <td>99.0%</td> <td>99.0%</td> <td>82.4%</td> </tr> <tr> <td>Q11 Quality of your home</td> <td>73.2%</td> <td>81.6%</td> <td>81.6%</td> <td>70.2%</td> </tr> <tr> <td>Q19 Repairs Service</td> <td>95.5%</td> <td>69.1%</td> <td>60.9% (TS 2022)</td> <td>69.8%</td> </tr> <tr> <td>Q22 Contribution to management of neighbourhood</td> <td>- **</td> <td>81.3%</td> <td>81.3%</td> <td>61.7%</td> </tr> <tr> <td>Q23 Value for Money</td> <td>68.1%</td> <td>82.5%</td> <td>72.0% (TS 2022)</td> <td>74.3%</td> </tr> </tbody> </table> <p>* this question was asked but not in the correct format, so no result was provided as part of the ARC ** this question was asked but in the old SHR format, so results were not applicable</p>		ARC 2020/21	ARC 2021/22 (TS 2021 – over representation from over 65)	ARC 2022/23 and 2023/24	TS 2024 (to be used for 2024/25 ARC)	Q1 Overall Satisfaction	73.8%	80.8%	76.2% (TS 2022)	67.2%	Q7 Keeping you informed	70.3%	86.5%	86.5%	68.1%	Q10 Opportunities to participate	- (95.0%)*	99.0%	99.0%	82.4%	Q11 Quality of your home	73.2%	81.6%	81.6%	70.2%	Q19 Repairs Service	95.5%	69.1%	60.9% (TS 2022)	69.8%	Q22 Contribution to management of neighbourhood	- **	81.3%	81.3%	61.7%	Q23 Value for Money	68.1%	82.5%	72.0% (TS 2022)	74.3%
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Evidence of inclusive engagement of people who use the service	Ongoing work with Edinburgh Tenant Federation Homelessness Services Information	<p>In relation to internet access, below is the summary from Scottish Household Survey 2022, respondents who answered “yes” to “households with home internet access”.</p> <table border="1" data-bbox="520 1563 1430 1816"> <thead> <tr> <th>Council</th> <th>Owner occupied</th> <th>Social rented</th> <th>Private rented</th> <th>Other</th> <th>All</th> </tr> </thead> <tbody> <tr> <td>Scotland</td> <td>94%</td> <td>80%</td> <td>96%</td> <td>[u]</td> <td>91%</td> </tr> <tr> <td>Edinburgh, City of</td> <td>92%</td> <td>78%</td> <td>96%</td> <td>[u]</td> <td>91%</td> </tr> </tbody> </table> <p>The last time we asked about internet access was in Tenant Survey 2021 (where there was an over-representation of 65+ tenants) and it found that 51.4% of tenants had internet access, so the statement was still correct.</p>	Council	Owner occupied	Social rented	Private rented	Other	All	Scotland	94%	80%	96%	[u]	91%	Edinburgh, City of	92%	78%	96%	[u]	91%																						
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		<p>97% of tenants have a smart phone and 78% of 18-35 year olds looking to transact digitally this is a key tool for better engagement and smart phones have built in accessibility tools to increase inclusive engagement.</p> <p>All appropriate letters and guidance from homelessness services is provided in the service users' chosen language. Ongoing work on 'Get connected' with Simon Community with a commitment of 40 devices for homeless people who do not have digital devices and require them to assist with their homeless journey.</p>
Evidence of unmet need	Edindex	5,260 households in temporary accommodation including 1,700 with children.
Good practice guidelines		Council House Allocation Policy Rapid Rehousing Transition Plan Repairs Policy
Carbon emissions generated/r educed data		N/A
Environmental data	The State of the UK Climate report	<p>Scotland's 10 warmest years on record have all occurred since 1997. The average temperatures for the last decade (2014-2023) were 1.02oC warmer than the 1961- 1990 average, and the warmest year on record was 2022.</p> <p>There has been an increase in rainfall over Scotland in the past few decades with an increasing proportion of rainfall coming from heavy rainfall events. The annual average rainfall in the last decade (2014-2023) was 10% wetter than the 1961-1990 average, with winters 29% wetter.</p> <p>Mean sea level around the UK has risen by approximately 1.4 mm/year from the start of the 20th century and the rate of sea level rise has increased over the last 30 years.</p> <p>Climate change impacts are frequently felt most by the poorest and most marginalised groups in society, who may also suffer from reduced health and wellbeing.</p> <p>A 'just transition' means moving to a more sustainable economy in a way that's fair to everyone.</p> <p>The just transition addresses various dimensions of inequality, vulnerability and opportunity. It frames the transition with a human</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		<p>rights lens with the aim of eliminating existing inequalities, enabling social inclusion and promoting different forms of equity. From the climate justice perspective, relevant issues include: the disproportionate impacts of climate change on underrepresented and vulnerable communities; the injustices incurred by richer countries being the significant contributors to historical greenhouse gas emissions and poorer countries being the most vulnerable to the impacts of climate change; intergenerational injustices; loss and damage from climate change impacts; and unequal access to clean and affordable energy, green finance and to a sustainable and healthy diet.</p> <p>The just transition is a crucial enabler to implementing the net zero transition: involving all affected parties and responding to injustices serves to ensure political acceptability for climate action, mitigate the risk of 'just transition litigation', and ultimately avoid delays in achieving net zero globally. To achieve its varied aims, a just transition is considered to require fundamental restructuring of the socioeconomic systems that have created these inequalities and the climate crisis.</p>
Risk from cumulative impacts		<p>This short term action plan accelerates the actions identified in the HEAP, meaning that some actions required just now may leave some households at a disadvantage for a short period of time.</p> <p>The service is committed to minimising these risks, and the commitment to maintain all policies for those with disabilities is important in this context. Policies will be reinstated fully from 7th January 2025.</p> <p>As all the Council voids properties brought back into use during this short term project will be allocated as temporary accommodation, there is no risk that people currently waiting on a permanent Council house will be bypassed. There is a risk however that the waiting time for this will be longer.</p> <p>There is a risk that those waiting for repairs will have to wait longer for the repair.</p> <p>The housing emergency action plan contains a series of proposals aimed at improving access to housing, securing best value and ensuring funding levels are appropriate, reducing void property numbers, reducing homelessness, and increasing the number of affordable homes in the city. There are key proposals</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		<p>about improving our repairs service performance and improving the quality of social housing.</p> <p>There is no overall identified risk to improving in these key areas, although in the short term the services offered will change. This may mean that, as staff are realigned to deal with targeted repairs and allocations, other service offered through local offices will be affected. This could mean for example, a longer wait time for a response to an enquiry, a short term increase in rent arrears, and an increase in contact to elected members from tenants unhappy with the service being received. Elected members will be given a briefing on the proposed changes and a temporary support page will be set up for those people affected during these changes – with details of key support services.</p> <p>An intersectional and person-centred approach has been taken when reviewing the impact of this proposal using the available data and evidence. It is not believed that this proposal presents a greater risk to any protected characteristic group. However, analysis has also been done on protected characteristic groups e.g.those from minority communities represent a proportionately smaller group of the overall registration number, and it is not believed these communities are at a proportionately greater risk due to this proposal. Appendix 1 to this IIA demonstrates that homeless advice presentations to the Council are more likely to be male.</p>
Other (please specify)		
Additional evidence required		

8. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <p>The proposals aim to rapidly end our use of unlicensed accommodation and avoid further conflict of legal</p>	<p>All but more focussed on lone parents (women in particular), carers, ethnic</p>

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>obligations when meeting our statutory duty to provide homeless persons with accommodation.</p> <p>The commitment to moving these households means that properties will be classed as temporary, with appropriate tenancy agreements. Properties brought back into use will eventually be offered as secure tenancies, but not necessarily to those moved into them at this point. This approach will focus on families with children first.</p> <p>Appendix 1 to this IIA demonstrates that homeless advice presentations to the Council are more likely to be male.</p>	<p>minority communities in the short term.</p>
<p>Negative</p> <p>In suspending these polices, other than for tenants with a disability, there will be no properties advertised for rent as per the established process, until 9th January 2025 at the latest, or receive routine repairs and upgrades.</p> <p>This means that people of all protected characteristics and economic backgrounds will be unable to bid for or secure permanent settled accommodation with us, other than those with disabilities, while we allocate available properties to those currently in unlicensed HMO accommodation for temporary accommodation.</p> <p>The short notice of this means that those currently in unlicensed HMO property will be moved at short notice to alternative temporary accommodation. Every effort will be made to ensure that those with commitments ie work, school, family support, are rehomed in an appropriate property that supports their lifestyle requirements.</p> <p>Council properties let through this approach will be at minimum letting standard – gas / electric safe; wind and water tight. Decorating incentives will be offered.</p>	<p>All</p>
Environment and Sustainability including climate change emissions and impacts	Affected populations
Positive	All

Environment and Sustainability including climate change emissions and impacts	Affected populations
<p>Any external contractors will be required to comply with equality legislation and the Council's sustainability commitments.</p> <p>Ensuring people are moved into HMO licensed properties will support 'A Just Transition' by ensuring people from protected characteristic backgrounds are living in houses that meet a certain standard overtime, and in-turn tackling the inequality around the impacts of climate change.</p>	
<p>Negative</p> <p>N/A</p> <p>Protected Characteristic communities across Edinburgh are vulnerable to a range of impacts from climate change including flooding, damage to property and temperature fluctuations. Climate change impacts are frequently felt most by the poorest and most marginalised groups in society, who may also suffer from reduced health and wellbeing.</p>	<p>All</p>

Economic	Affected populations
<p>Positive</p> <p>Homelessness is understood as a key driver of poorer life outcomes, including employability, physical and mental health, and educational attainment. Moving people from unlicensed accommodation to temporary Council accommodation will provide better quality accommodation overall.</p> <p>Improving access to settled accommodation quicker, especially for households including children and young people, will have a positive impact on these factors.</p> <p>This project will give Council services an additional opportunity to work with homeless households to support income maximisation and other support needs, such as employability services to support people to access and sustain employment opportunities</p>	<p>All</p>

Economic	Affected populations
<p>Looking at Council finance, the Housing Revenue Account will benefit from increased rental income due to the increased number of tenanted properties.</p> <p>There are potential financial benefits to the General Fund in year and long term through the decreased reliance on unlicensed accommodation as temporary accommodation.</p>	
<p>Negative</p> <p>Potential increase in GF expenditure to obtain other suitable accommodation.</p> <p>Households may face further challenges in finding and retaining employment during this period due to change of address/location. Council funded employability services and the Edinburgh Guarantee will be available to those that need it.</p>	All

9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

Any contractors used will be through the agreed Repairs and Maintenance Framework (which are awarded in line with the Council’s Contract and Grant Terms & Conditions that align with the above policy areas)

10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

This plan, if approved will be circulated through media channels and alternative accessible and inclusive methods. This will include briefings with colleagues working with young people, individuals and families affected to ensure they can effectively communicate the changes. Elected members will also be informed of the changes and a support webpage will be set up to ensure that support information is standardised and updated as required.

Communications will be shared using methods that are considered appropriate to the range of audiences, as well as being proportionate and timely. Methods include:

- Plain English and appropriate tone in line with Council branding guidelines
- British Sign Language – including videos and written documents
- Braille

- Large Print
- Translation into other languages

11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

No.

12. Additional Information and Evidence Required

None.

13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Housing Emergency webpage to be updated	Derek McGowan	8/11/25	
Member briefing	Derek McGowan	8/11/25	
Colleague briefing	Derek McGowan	8/11/25	
Medium term plan to be developed to account for longer term housing for those in the temporary estate.	Derek McGowan	31/1/25	

14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

No.

15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

A programme tracker has been developed to monitor progress of the plan and a report will be brought to Housing, Homelessness and Fair Work Committee at the next cycle.

16. Sign off by Head of Service

Name: Derek McGowan

Date: 5th November 2024

17. Publication

Completed and signed IIAs should be sent to:
integratedimpactassessments@edinburgh.gov.uk to be published on the Council
website www.edinburgh.gov.uk/impactassessments

Edinburgh Integration Joint Board/Health and Social Care

sarah.bryson@edinburgh.gov.uk to be published at www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/

APPENDIX 1 – DEMOGRAPHICS

		2024-25				
		Apr-Jun	Jul- Sep	Oct-Dec	Jan-Mar	Total YTD
No of Homeless Presentations		910	863			1,773
Age Band & Gender	Female 16-17	12	14			26
	18-24	61	79			140
	25-59	245	218			463
	60+	23	25			48
	Male 16-17	7	8			15
	18-24	89	88			177
	25-64	462	413			875
	65+	11	18			29
Household Composition	Single Person	679	655			1,334
	Single Parent	106	90			196
	Couple – No Children	40	37			77
	Couple – With Children	53	31			84
	Other	32	50			82

The City of Edinburgh Council

Actions required to end the use of unlicensed Houses of Multiple Occupation (HMOs): Project Plan

Overall Project Plan: [04.11.24/ DMcG]

Ref	Workstreams & Activities	Status	Target Completion Date	November				December				January				Comments
				04	11	18	25	02	09	16	23	06	13	20	27	
GOVERNANCE, COMMUNICATIONS & MONITORING																
1 Governance																
	Daily Incident Management Team established	✓	Complete - live until further notice													Brings together officers from across all key service areas for direction, decision making, identification and monitoring of actions, resource allocation, escalation of emerging issues
	Establish governance and decision making requirements for suspending repairs and allocations policies	✓	Complete													
	Seek HH&FW Committee approval to suspend the Council House Allocation policy, other than for people with a disability or those awaiting discharge from hospital, until the 7 th January 2025		13/11/24		▲											Subject to Committee approval 13/11/24
	Seek HH&FW Committee approval to suspend non-emergency repairs (with specified exemptions) and Capital programme works until the 7 th January 2025,		13/11/24		▲											Subject to Committee approval 13/11/24
	Seek F&R Committee approval for waiver for approved levels of expenditure on temporary accommodation		19/11/24													Subject to Committee approval 19/11/24
2 Communication																
	Communication to EdIndex Partners issued 01/11/24	✓	Complete													
	Message applied to Council and Key to Choice websites and automated response applied to EdIndex mailbox	✓	Complete													
	Arrangements in place for Councillor briefings	✓	Complete - ongoing													
	Briefing issued to all elected members on 05/11/24	✓	Complete													
	Discuss plan and options with SG	✓	Complete - ongoing													
	Video recording (vlog) by Derek for circulation to key staff groups. Published 05/11/24	✓	Complete													
	Key messages developed by Communication Team. Issued to managers and elected members to help reinforce consistent messaging	✓	Complete													
	Communication issued to Edinburgh Tenants Federation on 05/11/24	✓	Complete													
	Wider stakeholder communication to key partner organisations and community groups	✓	08/11/24													
	Updates and guidance around Council repairs on Council and Verint webpages, and telephone hold message	✓	07/11/24													Repairs form will be taken down on 07/11/24 and webpage updated to advise on pause of non-emergency repairs. •Contact centre IVR message (recorded message when on hold) – this will go live on 07/11/24 on the phone lines for repairs and for the people that manage housing requests/ Edindex
	Script provided for Contact Centre colleagues to support them with managing incoming calls from tenants	✓	Complete													Consistent with messaging on the Council webpage to ensure consistent information is provided
	Toolbox Talks to be delivered by Repairs Team Leaders to all repairs operatives.		13/11/24													Attendance records at Toolbox Talks to be returned to service manager by 13/11/24
	Posters issued for display in local offices and high rise blocks advising of the reduced repairs service	✓	08/11/24													
	Scottish Housing Regulator to be notified following Committee		13/11/24													
3 Tracking and Monitoring																
	Complete list of HMO and licensing status - monitored and refreshed on an ongoing basis		Ongoing													
	Council void properties tracked by Repairs team on an ongoing basis		Ongoing													
	Master sheet being set up to consolidate tracking into one place, where appropriate		13/11/24 - then maintained on an ongoing basis													
	Quantify financial savings / costs of suspending all non emergency property works and property upgrades		29/11/24													Feed into the overall budget monitoring process, no urgent action required
	Monitor potential budget requirements/ implications		Ongoing													
ACCOMMODATION & ALLOCATIONS PROCESS																
4 Managing the Allocations Process																
	Adverts of Council homes on Key to Choice paused - to be reviewed 30/11/24	✓	Complete - live													
	Identify and establish central team for allocations, directly allocating to unlicensed HMO users	✓	Complete													
	Agree organisational structure required to manage movement of households	✓	Complete													Operational until project is completed

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Overall Project Plan: [04.11.24/ DMcG]

Ref	Workstreams & Activities	Status	Target Completion Date	December				to end date				Comments
				02	09	16	23	tbc	tbc	tbc	tbc	
GOVERNANCE, COMMUNICATIONS &												
1	Governance											
	Weekly management meetings		tbc									
	Review IIA		tbc									
	Review risk register		tbc									
	Submit Committee reports as required		tbc									
2	Communication											
	Elected members		tbc									
	Tenants		tbc									
	Homeless Households		tbc									
	Delivery partners		tbc									
	Scottish Government		tbc									
3	Tracking and Monitoring											
	Develop tracking method		tbc									
ACCOMMODATION & ALLOCATIONS PROCESS												
4	Managing the Allocations Process											
	Identify properties to be allocated permanently		tbc									
	Identify households from across all temporary tenancies to be offered permanent tenancies		tbc									
	Develop matching process and identify timescales		tbc									
	Calculate financial impact		tbc									
5	Accelerating the return of Council void properties											
	Assess current void properties and residual work required		tbc									
6	Other Council properties											
	Assess current requirement and presentation trends		tbc									
7	Non-Council properties											
	Assess current requirement and presentation trends		tbc									
8	HMO accommodation/ licenses											
	Assess current requirement and presentation trends		tbc									

KEY

- In progress and on track
- Yet to start
- Delayed/ requires attention
- Complete
- Key Milestone