

SHELTERED ALLOCATIONS AND VOIDS REPORT

Castlehill Scrutiny Panel



October 2016

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Foreword

by David Lappin



Castlehill Housing Association aims to provide high quality housing options together with the best levels of service and value for money that we can. In order to assess how we are performing and in what ways we can improve, who better to ask than the people who live in our homes and use our services?

It is in this context that we welcome the publication of the first formal report from our tenant Scrutiny Panel. The hard work, understanding and attention to detail from our panel members is evident in the content of the report and the “scrutiny” has been undertaken in an open, constructive and positive way. This approach is key to ensuring that everyone is working together to drive improvements and we also hope that this means positive experiences for those tenants undertaking the work as well as influencing how the Association delivers its services.

I am pleased that Sheltered Housing Voids has been chosen for the first foray into formal scrutiny as this is an area where we know we can do better and, in particular, reducing the costs associated with void properties is a top priority for Castlehill.

Our Management Committee will fully consider the content of the report and give feedback to the panel on how we propose to take matters forward.

I would wish to record our appreciation for the time and effort our Scrutiny Panel have given, on a voluntary basis, and we look forward to future reports on service improvements becoming a “mainstream” part of how we manage the Association.

David Lappin.

Chief Executive.

October 2016.

Background

by Catherine Coutts



Castlehill's commitment to Scrutiny is embedded in our Tenant Participation Strategy and we are confident that now is the right time to embark upon the first Scrutiny exercise. Scrutiny was always something that Castlehill had in mind, but realised it was vital to establish a solid Tenants Panel first and not "run before we could walk".

Tenants had to be aware of the concept and value of Scrutiny and were given the opportunity to learn more by initially joining our Tenants Panel. We spoke about Scrutiny in newsletter articles, printed flyers and included an insert in one of our editions.

More "advanced" topics such as benchmarking were gradually introduced to members of the Tenants Panel as their knowledge grew, and as they contributed to the publication of our Annual Report on the Charter, they were able to start asking more in-depth questions that could be brought to the forefront when moving on to the next level of Scrutiny.

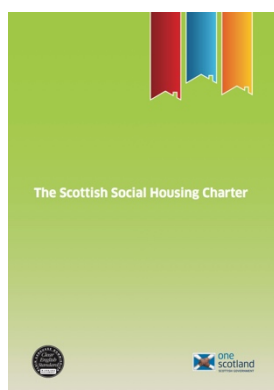
As a member of NETRALT (North East Tenants Residents and Landlords Together), tenants and staff were able to hear success stories and feedback from other registered social landlords who had already embarked upon scrutinising housing services.

Our Director of Housing Services and two Tenant Participation Officers attended the Tenant Information Service (TIS) "Spotlight on Scrutiny" staff conference in February 2015, which emphasised the benefits of Scrutiny and the best way to go about it for Castlehill.

Tenant Participation Officers gave a Scrutiny presentation to Castlehill staff in order to explain the benefits of Scrutiny and to ensure staff buy-in from all levels. It was important that all staff were made aware of the purpose of Scrutiny being to identify strengths and weaknesses of our services, and not individuals' performance.

Training was provided by Ilene Campbell (Chief Executive of TIS) and was attended by the Scrutiny Panel, key staff and board members. The initial training covered the Scottish Social Housing Charter, what the Scottish Housing Regulator does, how Castlehill measures performance and how to benchmark effectively. The topic for the pilot exercise was decided by the Scrutiny Panel, based on factors including outcomes from the Scottish Social Housing Charter.

The clauses in the Scottish Social Housing Charter are available at:
<https://www.scottishhousingregulator.gov.uk/sites/default/files/publications/NR%201415.pdf>



If you require a copy of the Scottish Social Housing Charter, please contact Castlehill offices.

History of how the Scrutiny Panel came about

Castlehill approached the Tenants Panel about establishing a Scrutiny Panel during 2014 due to the Scottish Social Housing Charter. There were a few who showed interest and so the process began.

The option of arranging the Scrutiny training with other Housing Associations was discussed at a NETRALT (North East Tenants, Residents and Landlords Together) meeting but it was decided against this. It was proving difficult to find suitable dates for the Castlehill tenants, without the complications of several Organisations and their tenants.

There were a few from the Tenants Panel who were really looking forward to starting a Scrutiny exercise and it was decided that we would use TIS for the training.

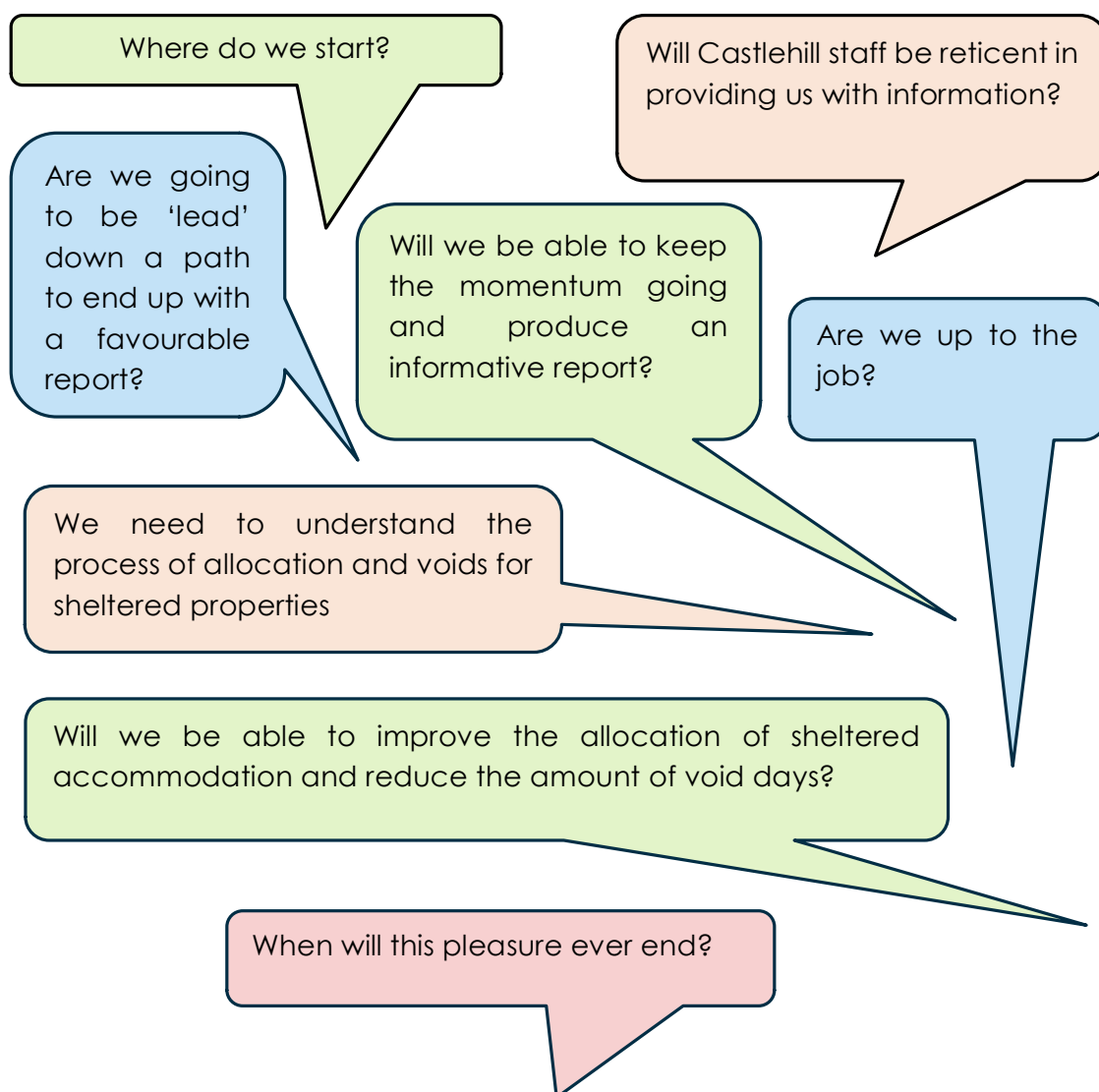
We had two training sessions with TIS – 21st October 2015 & 27th October 2015. The first session there were five tenants and nine staff who attended. The second session there were four tenants and six staff who attended.



The first Scrutiny Panel meeting took place on the 25th November 2015 and this first report has been researched and created by three tenants, Celia Tremain, Colin Stewart and Pam Gatt-Hall.

Introducing the Scrutiny Panel

We didn't know what to expect when we started this whole process, there were a lot of questions coursing through our minds: -



Celia Tremain, Colin Stewart, Pam Gatt-Hall

Selecting our First Scrutiny Task

It was during the training with TIS that we reviewed the following documents: -

- Castlehill's Current policy
- Castlehill's performance reports
- The Scottish Social Housing Charter

We then narrowed down the choice of topic for our first Scrutiny exercise to three items. The three topics were: -

- Allocations & Voids
- Maintenance
- Rent Structure

It was suggested that our first Scrutiny exercise should not be too large a task and that we should aim to produce the report within the first year. Allocation and Voids was looking a favourite, but it was agreed that this was a large task and if we were to choose this then perhaps we should limit it to Sheltered Allocation and Voids.

During the second TIS Training, in a discussion with Castlehill Staff & TIS, we decided our first topic for our scrutiny task would be Sheltered Allocation and Voids.

Aims

- To carry out an independent review of Sheltered Allocations and Voids
- To review how this works in practice
- To review how allocations in sheltered housing are communicated to applicants
- To review how Choice Based Lettings works for sheltered housing
- To Make recommendations for improvements

Scrutiny Process

The Scrutiny Panel decided what we needed was a workplan. With the help of Castlehill, the following workplan evolved: -

1. Review the Allocation Policy and the process of allocating to identify any issues that delay the allocation of voids and make recommendations to the Committee of Management on how the process could be improved.
2. Review Homehunt, including both the website and the Press & Journal advert to identify any issues with the registration process and the current advert.
3. Look at the maintenance procedure when a property is to become available and review the process with the Maintenance Team.
4. Examine why there is a difference between Sheltered Allocation and General Needs Allocation.
5. Visit some Sheltered Schemes and speak to the Managers and tenants at these schemes.
6. Meet with Castlehill staff to discuss how the process of allocating sheltered housing works.
7. During the review, there were informal discussions with sheltered housing tenants, potential applicants, Homehunt partners and NetraIt partners to gather their views.

Our Findings on Scrutiny

What did we find? We have found that the word 'Scrutiny' conjures up negative images but if we understand what the purpose of the Scrutiny Panel is, and we all co-operate, it can be an enlightening exercise where solutions can be found to resolve situations that weren't necessarily recognised as a problem and where the current process is not only found to be acceptable but to be productive, clever and that the job being done is being completed in a successful and efficient manner.

There have been many discussions about changing the word 'Scrutiny', but if you can get past that word and everyone understands this isn't about finding negative issues and highlighting them, and that it is about looking at processes through a fresh pair of eyes and commenting in a constructive way, then it makes sense to keep using the word.

There may be a dislike of the word 'Scrutiny' but to shy away from it does an injustice to the work being done by 'Scrutiny Panels' and may cause confusion if the Scrutiny Panel was called anything else. If you mention you are part of a Scrutiny Panel, it is understood what that is, as it is a term now being used throughout the industry and using any other term will cause further confusion. Using the recognised term 'Scrutiny' is now instantly recognised.

Our Findings on Sheltered Allocations & Voids

General Needs have a turnaround expectancy of 15 days and this is almost being met. The average void days for the period of Apr-Jun 2015 and Apr-Jun 2016 was close to 20 days, see the Voids Reports in the Appendices, pages 18-19.

Sheltered properties have a turnaround expectancy of 25 days. This is not being met. The average void days for the period of Apr-Jun in 2015 was 53 days and in 2016 it had come down to 35 days.

We reviewed the Maintenance Procedure, the Allocation & Voids Process, the Homehunt Website and the Homehunt Advert (Press & Journal).

Here are our findings on each of those topics: -

Maintenance Procedure

1. Maintenance – there seemed to be no issue with the turnaround in regard to the maintenance as far as we have discovered as all works seemed to be completed within targets.

Allocation & Voids Process

1. There were two Termination of Tenancy forms, one for General Needs and one for Sheltered Housing. The one used for General Needs included a 'Date of Death' field but that was missing from the Sheltered Housing form.
2. Properties that do not receive bids, or not suitable bids have to be re-advertised which adds further delays and at least another 14/28 days to the voids.
3. People registered with Homehunt do not fully comprehend that this is "Choice Based Lettings" and to be allocated a property, they need to 'BID' (apply/declare an interest).

General Needs – applicants are a younger generation that are computer literate and more inclined to use the Homehunt Website rather than the advert and are aware they need to apply (bid) for accommodation.

Sheltered Accommodation – applicants are of an older generation who may not be so computer literate and rely more heavily on the advert. We are of the opinion, based on comments we have received, that many may still think it is allocation based and are therefore waiting to be offered property.

4. The word 'BID' is confusing as it is used when at 'Auction' and therefore conjures images of "cost". We have found that people are shying away from 'BIDDING' due to the meaning of this word.
5. The figures received from Castlehill show clearly that there are a lot of people registered with Homehunt but not bidding.

<i>As at 9 September 2016</i>	Live	Gold	Silver	Bronze	No Pass
Applicants over 60 years	1760	52	445	69	1194
Applicants between 55-60 years	503	35	210	66	192
	2263	87	655	135	1386

From this table, it shows that there are 52 people with a Gold pass and 445 with a Silver pass, over the age of 60, registered, and could possibly be allocated a property currently without having to re-advertise the current list of properties due to no 'bidders' or no suitable 'bidders'.

Homehunt Website

1. When you do a search of properties on Homehunt, you cannot specify whether you require General Needs or Sheltered.
2. When the search list appears, the information provided does not include whether it is for General Needs or Sheltered, you only see that information once you look at Full Details.
3. It only shows external photos of properties which does not give a clear indication of the property.
4. The website does not contain information about what the criteria is to be eligible to apply for Sheltered Housing.
5. After registering on Homehunt, it is not intuitive and there is no helpful information to instruct users as to what they should do to be offered a property.

Homehunt Advert (Press & Journal)

We reviewed the Press & Journal Homehunt Advert and here are our findings:

1. The advert described a property as a Bedsit but when we went to see it, to us it wasn't a Bedsit, it was a Studio Flat.
2. Properties were also being advertised as Ground Floor when they were actually on a First Floor.
3. Delays/issues were occasionally caused by properties being advertised incorrectly e.g. the floor the property is on, the type described as Bedsit when it was a Studio.
4. The advert looked 'too busy' and contained repetitive words, it was hard to read. We discussed the layout with the Press & Journal.
5. Property prices are displayed monthly, Housing Service Charges are displayed weekly which does not give an instantly clear cost. It is misleading and causes confusion.

Our Recommendations



Green (circle) indicates that our recommendations have been implemented or no action required.



Amber (square) indicates that it is a work in progress,



Red (hexagon) indicates that it is to be considered by the Housing Management Sub Committee.






Maintenance Procedure

1) Maintenance – No recommendations necessary as the process seems to be working and within the timescales.	
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Allocation & Voids Process










1) Where properties receive no bids, or no suitable bids, the list of those registered should be looked at each time and either: - a) an offer should be made to non-bidders deemed suitable for the relevant property. With the amount of registered potential tenants, it should be possible to find a suitable applicant without re-advertising. Most properties would not need to be re-advertised and could be allocated much earlier. If no suitable bids are received, it should revert to an allocation based system. or b) the property should be re-advertised and non-bidders deemed suitable should be informed that if they bid before the next deadline, they may be successful.	
2) Either avoid using the word 'BID' or make it far clearer that there is no financial cost involved in bidding. We suggest using another word such as 'APPLY' or 'LOG' rather than BID. Applicants have to APPLY or LOG an interest in a property.	
3) A mailshot should be sent to all registered users (preferably by email where possible) to remind them that this is 'Choice Based Letting' and they need to be active in finding their home. The mailshot should explain that after registering with Homehunt, they need to 'show an interest' in a property by 'applying/bidding' for homes.	
4) The Termination of Tenancy form needs to include date of death – This has now been implemented - there is now one form for all properties.	

Homehunt Website

1) Properties should be placed on the Homehunt website as soon as possible using the deadline date it will receive in the next newspaper advert. This gives more chance for a property to receive suitable bids but still allows for a two-week period from appearing in the newspaper. <i>Although this could be deemed to give an advantage to online applicants as they would have a few days longer to bid, bids are sometimes not being received from the newspaper for a property and every opportunity should be taken to market all properties.</i>	
2) Properties need to be searchable by need, i.e. General, Amenity, Sheltered or Very Sheltered. This would stop people 'bidding' for a sheltered property that they were not suitable for.	
3) When you put in the criteria to do a search and the search list appears, it should display in the list whether it is General, Amenity, Sheltered or Very Sheltered.	
4) Find an alternative to using the word 'BID', we suggest using the word 'APPLY' or 'LOG', as it is simple, easily understood and doesn't imply any costs.	
5) Homehunt website to include, for each property (when possible), internal photos as well as external.	

Homehunt Advert (Press & Journal)

1) Advert to be placed weekly, not fortnightly. There will be significant cost implications with this. The cost of the advert is approximately £1,000 per time. However, letting two properties one week earlier would cover the cost of this. Likewise, instead of waiting for the advert in the newspaper before advertising a property on the Homehunt website, it should be advertised ASAP to increase the possibility of receiving bids from suitable applicants	
2) Find an alternative to using the word 'BID', we suggest using the word 'APPLY' or 'LOG', as it is simple, easily understood and doesn't imply any costs.	
3) The rent is per calendar month and the housing support charge is per week. These figures should be displayed in the same format, either per month or per week.	

4) The rent and housing support charge should be combined into one monthly price. Applicants do need to know the breakdown and can be given that if they are offered the property but at this stage, when people are looking through the advert, all they want to see is what it is going to cost per month in one figure. <i>Currently they need to work it out with a calculator.</i>	
5) Use a better definition of the property. Instead of listing as 'Bedsit' list as 'Studio'.	
6) Check with the Managers on site which floor the property is on and how accessible it is.	
7) Move Landlord/Association logos to the top of the page and make these images clearer/sharper.	
8) Remove repetitive text – there is so much repeated text for each line and wasted space.	
9) All information for each property to be in a single line.	
10) If the advert was put into columns with icons, it would be much clearer. This process has begun and is ongoing, having seen several drafts of the layout, each time we get closer to a finished article.	
11) Information text to be moved to more suitable places to make the advert flow better and be more easily read.	
12) Symbol Key to be added in order that icons can be used in columns rather than lengthy and repetitive descriptions.	

We feel there is too much work involved now for the current staff, if our recommendations are taken on board to advertise weekly, Castlehill will require to have adequate resourcing in place.

Lessons Learnt

It has been a worthwhile exercise and we hope that we can all benefit from it and use this for future projects. We have learnt a lot along the way, some notes to consider before embarking on the next scrutiny exercise: -

- Research thoroughly the topic for the scrutiny exercise.
- Create a workplan at the outset but be flexible and update the work plan as necessary to investigate findings as you progress.
- Write it down – keep notes, you won't remember everything.
- Don't be shy, ask questions.
- Start writing the report from day one and update it as you go along.
- Have a template to start your report, perhaps you should use this report as your starter template.
- We Advise potential new Scrutiny Panel members of the work involved, both timing and input that is likely to be required.
- Advisable that you should be able to hold online meetings rather than always meet in person.

Conclusion

We would like to thank everyone involved for their support and assistance in producing this report.

Special thanks to Catherine, Claire and Mhorag for their tolerance and encouragement as well as always finding the time to answer our queries.

We hope that Castlehill finds our recommendations helpful in further improving housing service delivery. We look forward continuing with Castlehill in scrutiny tasks.

Appendices

A. Code of Conduct

The Code of Conduct provides a set of guidelines that members of the Tenants Scrutiny Panel agree to follow in order to fulfil their duties. Each Scrutiny Panel member has read and signed the Code of Conduct and agreed to uphold its principles. This ensures that everyone understands what kind of conduct is expected and what each member has a right to expect from others.

For a full copy of the 'Code of Conduct' please download a copy by going to <http://www.castlehillha.co.uk/pdfs/CHAcoc.pdf>

B. Terms of Reference

The Scrutiny Panel Terms of Reference can be found on Castlehill's website

<http://www.castlehillha.co.uk/pdfs/CHAfor.pdf>

C. Homehunt Application

You can register for Homehunt at the following address:-

<https://www.homehunt.info/applicationform/formintro.aspx>

D. Contributors

Scrutiny Panel

Celia Tremain

Colin Stewart

Pam Gatt-Hall

Castlehill Staff

Amanda Doyle – Scheme Manager (Mackay Court)

Arlene Morris – Scheme Manager (Thomson Street)

Catherine Coutts – Tenants Participation Officer

Claire MacDonald – Tenants Participation Officer

David Lappin – Chief Executive

Duncan Armstrong – Maintenance Office

Fiona Anderson – Scheme Manager (St. Peters Court)

Graham Robertson – Maintenance Manager

Jim Anderson – Housing Manager (Sheltered)

Mandy Rae – Housing Officer (Sheltered)

Mhorag Ewen – Housing Manager (General Needs)

Nicola Shand – Housing Allocations Support Officer

Other

Ilene Campbell – TIS Chief Executive

Jennifer Thomson – Foyer Graphics

Victoria Selfridge – Press & Journal, Property Advertising Executive

On the next two pages the Press & Journal Advert 'BEFORE' the Scrutiny Panel made recommendations and the 'AFTER' which is what the advert looks like as we were finishing this report are seen.

31-Oct-16 - As we close this report, the layout of the advert is being finalised and will shortly be appearing in the Press & Journal.

E. Press & Journal Advert – BEFORE

Homehunt North East Scotland

Have a look at the properties below, choose the ones you are interested in, then give us a call



Homehunt North East Scotland is the way that Castlehill Housing Association and Tenants First Housing Co-operative are allocating their properties. Before noting an interest in any of the properties you see here, **you must be registered** with HomehuntNES®. Registering with HomehuntNES® is a very quick and simple process and should only take a few minutes. To register please visit our website at www.homehunt.info and complete a registration form and apply for priority passes. When your online application has been verified, you can then start bidding on the available properties. If you have any questions please contact us on 01224 628101 and speak to our Administrator.



GRAMPLAN
HOUSING ASSOCIATION LTD

VERY SHELTERED HOUSING VACANCIES

31 Craigielea Gardens, Craigton Road, Aberdeen (ref : 859763)
1 bedroom, up to 1 person, 2nd floor flat. (lift access).
..... Rent £474.80 pcm + HSC £34.76 per week

SHELTERED HOUSING VACANCIES

3 Fouldland Court, Inch, Aberdeenshire (ref : 859782)
1 bedroom, up to 1 person, ground floor flat.
..... Rent £298.25 pcm + HSC £28.52 per week
10 Craigievar Court, Garthdee, Aberdeen (ref : 859780)
1 bedroom, up to 1 person, ground floor flat.
..... Rent £450.07 pcm + HSC £13.28 per week

Flat 13, Bayview Court, Cullen, Buckie, Moray (ref : 859742)
1 bedroom, up to 2 person, 3rd floor flat.
..... Rent £401.51 pcm + HSC £33.50 per week
20 Uist Road, Aberdeen, (ref : 859751)
1 bedroom, up to 2 person, sheltered cottage.
..... Rent £325.83 pcm + HSC £13.33 per week

9 Queen Elizabeth Court, Fettercairn, Aberdeenshire (ref : 859661)
1 bedroom, up to 2 person, ground floor flat.
..... Rent £412.31 pcm + HSC £28.52 per week

Flat 20, St Peter's Court, Torry, Aberdeen (ref : 859682)
1 bedroom, up to 2 person, 2nd floor flat. (lift access)
..... Rent £385.63 pcm + HSC £13.18 per week

Flat G, 6 Raeburn Place, Rosemount, Aberdeen (ref : 859508)
1 bedroom, up to 2 person, 2nd floor flat (lift access).
..... Rent £476.30 pcm + HSC £9.98 per week

18 Monach Terrace, Aberdeen (ref : 858556)
1 bedroom, up to 2 person bungalow.
..... Rent £326.23 pcm + HSC £13.33 per week

5 Craigievar Court, Garthdee, Aberdeen (ref : 859393)
1 bedroom, up to 1 person, ground floor flat.
..... Rent £431.97 pcm + HSC £13.28 per week

Flat 1, Monaltrie Court, Ballater, Aberdeenshire (ref : 859316)
1 bedroom, up to 1 person, ground floor flat.
..... Rent £353.39 pcm + HSC £16.73 per week

Flat 7, Turhill Court, New Deer, Turfiff, Aberdeenshire (ref : 859179)
1 bedroom, up to 2 person, 1st floor flat.
..... Rent £304.17 pcm + HSC £16.73 per week

20 Queen Elizabeth Court, Fettercairn, Aberdeenshire (ref : 858912)
1 bedroom, up to 2 person, 1st floor flat. (lift access).
..... Rent £412.31 pcm + HSC £28.52 per week

19 Queen Elizabeth Court, Fettercairn, Aberdeenshire (ref : 858369)
1 bedroom, up to 1 person, 1st floor flat. (lift access)
..... Rent £394.20 pcm + HSC £25.46 per week

6 Queen Elizabeth Court, Fettercairn, Aberdeenshire (ref : 858497)
1 bedroom, up to 1 person, ground floor flat.
..... Rent £394.20 pcm + HSC £25.46 per week

6 Mackay Court, Rhyne, Aberdeenshire (ref : 852336)
1 bedroom, up to 2 person, ground floor flat. Rent includes a heating charge of £77.10. Rent £402.78 pcm + HSC £30.72 per week

Mackay Court, Bayview Court and Tomnabat Court offer a 'Cash Incentive Scheme' which is only available for these properties.

AMENITY HOUSING VACANCIES

20 Mackenzie Gardens, Turfiff, Aberdeenshire (ref : 859748)
2 bedroom, up to 3 person, mid terraced house. Rent £310.72 pcm

GRAMPIAN SHARED OWNERSHIP HOUSING VACANCIES

Flat F, 21 Ashgrove Road, Aberdeen (ref : 859752)
1 bedroom, up to 2 person, 3rd floor flat.
..... Occupancy Charge £209.66 per month

Valuation of £125,000, cost of £25% share is £31,250
6 Park View, Mintlaw, Aberdeenshire (ref : 859753)
2 bedroom, up to 3 person, bungalow.
..... Occupancy Charge £214.49 per month

Valuation of £130,000, cost of £25% share is £32,500
147 Abbey Road, Aberdeen (ref : 859755)
2 bedroom, up to 3 person, ground floor flat.
..... Occupancy Charge £383.05 per month

Valuation of £135,000, cost of £25% share is £33,750
96 Rona Place, Aberdeen (ref : 859754)
1 bedroom, up to 2 person, 2nd floor flat.
..... Occupancy Charge £339.39 per month

Valuation of £130,000, cost of £25% share is £32,500

HSC – Housing Support Charge. Charges for sheltered housing may be eligible for financial assistance depending on your individual circumstances. We will normally only consider people over the age of 60 for sheltered or very sheltered housing unless there is a significant appropriate housing support requirement. We will only consider people over the age of 55 for amenity housing / shared ownership, or under 55 if they have a disability and require amenity type housing. If you are unsure if you are eligible to apply, please contact us before noting an interest.

IF YOU HAVE NOT BEEN CONTACTED 48 HOURS AFTER THE BID DEADLINE, YOU HAVE BEEN UNSUCCESSFUL ON THIS OCCASION.

Please note : The deadline date for 'notes of interest' is 10:30am – Monday 26th September 2016

GENERAL RENTED VACANCIES

38 Kittybrewster Square, Aberdeen (ref : 859775)
1 bedroom, up to 2 person, ground floor flat. Rent £320.45 pcm
Flat J, 11 Stafford Street, Aberdeen (ref : 859726) (No pets)
2 bedroom, up to 3 person, 2nd floor flat. Rent £353.68 pcm
7 Brighton Court, Peterculter, Aberdeen (ref : 859722)
1 bedroom, up to 2 person, 1st floor flat. Rent £357.99 pcm
40 Craigferran Way, Aboyne, Aberdeenshire (ref : 859728)
4 bedroom, up to 6 person, house. Rent £439.89 pcm
45 Ladeside Road, Port Elphinstone, Inverurie, Aberdeenshire (ref : 859711)
1 bedroom, up to 2 person, ground floor flat. Rent £337.45 pcm
Flat 9, 32 Nigg Kirk Road, Aberdeen (ref : 859725)
1 bedroom, up to 2 person, 2nd floor flat. Rent £293.65 pcm
91D Back Hilton Road, Aberdeen (ref : 859738)
2 bedroom, up to 3 person, 2nd floor flat. Rent £378.52 pcm
32 Cowie Mill, Stonehaven, Aberdeenshire (ref : 859744)
2 bedroom, up to 3 person, 1st floor flat. Rent £343.85 pcm
9 Garvock Court, Laurencekirk, Aberdeenshire (ref : 859743)
2 bedroom, up to 3 person, ground floor flat. Rent £296.17 pcm
23 Councillors Walk, Elgin, Moray (ref : 859735)
3 bedroom, up to 5 person, mid terraced house. Rent £343.26 pcm
7 Councillors Walk, Elgin, Moray (ref : 859745)
3 bedroom, up to 5 person, mid terraced house. Rent £343.26 pcm
6 Seaforth House, Garmouth Road, Llanbryde, Elgin, Moray (ref : 859750)
2 bedroom, up to 4 person, first floor flat. Rent £388.43 pcm
10 Mount Dora Drive, Forbes, Moray (ref : 859737)
2 bedroom, up to 3 person, ground floor flat. Rent £313.50 pcm
5 Waulkmill Grove, Elgin, Moray (ref : 859736)
3 bedroom, up to 5 person, mid terraced house. Rent £330.69 pcm
125 Arnage Drive, Aberdeen (ref : 859759)
2 bedroom, up to 4 person, 2nd floor flat. Rent £318.51 pcm
51 Pitfour Court, Peterhead, Aberdeenshire (ref : 859747)
2 bedroom, up to 4 person, ground floor flat. Rent £296.77 pcm
Flat B, 26 Pitmedden Crescent, Aberdeen (ref : 859762)
1 bedroom, up to 2 person, ground floor flat. Rent £320.88 pcm
4 Glebe Gardens, Cuminstown, Turfiff, Aberdeenshire (ref : 859769)
2 bedroom, up to 3 person, mid terraced bungalow. Rent £308.26 pcm
6 Bob Cooney Court, Aberdeen (ref : 859771)
2 bedroom, up to 4 person, 3rd floor flat. Rent £401.65 pcm
15 Bob Cooney Court, Aberdeen (ref : 859768)
2 bedroom, up to 4 person, ground floor flat. Rent £401.65 pcm
48 Gaitside Drive, Aberdeen (ref : 859729)
3 bedroom, up to 6 person, semi-detached house (property has stairlift).
..... Rent £442.87 pcm

NEW DEVELOPMENT AT INVERURIE, ABERDEENSHIRE

We have 4 general rented properties becoming available with a proposed entry date of November 2016.

As part of an agreement with Aberdeenshire Council, Gold Homeless Priority Passes will not be considered when allocating properties.

Please note that if there are development delays this will delay the expected handover date. Under no circumstances should applicants visit the site – only successful applicants will be shown the properties at a pre-arranged time.

68 Corsmanhill Way, Inverurie, Aberdeenshire (ref : 859767)
2 bedrooms, up to 4 person, semi-detached house. Rent £443.68 pcm
72 Corsmanhill Way, Inverurie, Aberdeenshire (ref : 859770)
3 bedrooms, up to 5 person, semi-detached house. Rent £473.86 pcm
74 Corsmanhill Way, Inverurie, Aberdeenshire (ref : 859772)
3 bedrooms, up to 5 person, semi-detached house. Rent £473.86 pcm
76 Corsmanhill Way, Inverurie, Aberdeenshire (ref : 859773)
3 bedrooms, up to 5 person, semi-detached house. Rent £473.86 pcm

Homehunt NES are advertising the properties below on behalf on Aberdeen City Council. To be able to apply and bid for these properties you must have a housing application with Aberdeen City Council and be registered with Homehunt NES. To register with Homehunt NES please visit our website www.homehunt.info After the closing date these properties will be allocated by Aberdeen City Council under their own Allocations Policy.

ABERDEEN CITY COUNCIL GENERAL RENTED VACANCIES

89 Formartine Road, Aberdeen (ref : 859764)
2 bedroom, up to 4 person, ground floor tenement flat.
..... Rent £301.84 pcm

69 Donside Court, Aberdeen (ref : 859766)
2 bedroom, up to 3 person, 18th floor flat (lift available).
..... Rent + Heating £345.44 pcm






15 Bradley Terrace, Aberdeen (ref : 859765)
2 bedroom, up to 4 person, 1st floor flat. Rent £301.84 pcm
Energy Performance Certificates (EPC) are currently being assessed and the rating will be available upon allocation of property.





If you note an interest in a property it is important that you are interested in the property and the area it is located in. Before noting an interest, you may visit the area to see if you are interested in living there – however Please be aware that these properties are currently occupied and you should not directly approach the property or person living in the property.



4 Carden Place, Aberdeen, AB10 1UT www.homehunt.info Tel: 01224 628101





F. Press & Journal Advert – AFTER

	<h1>Homehunt North East Scotland</h1>				
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VERY SHELTERED HOUSING VACANCIES			assistance	Ref no				Rent pcm	HSC per wk
48 Craigielea Gardens, Craigton Road, Aberdeen				859462	1	1	1st	£474.83	£34.76
SHELTERED HOUSING VACANCIES									
5 Craigievar Court, Garthdee, Aberdeen				859393	1	1	G	£431.97	£13.28
14 Ruthrie Court, Ruthrieston Road, Aberdeen				859465	1	2	B	£387.78	£12.94
2 Newtonvale Court, Old Mill Road, Newtonhill, Aberdeenshire				859466	1	2	1st	£386.44	£16.73
1 Craigievar Court, Garthdee, Aberdeen				859314	1	2	G	£450.07	£13.28
17 Glebe Court, Portlethen, Aberdeenshire				859315	1	2	G	£382.87	£28.52
Flat 1, Monaltrie Court, Ballater, Aberdeenshire				859316	1	1	G	£353.39	£16.73
Flat 7, Turfhill Court, New Deer, Turriff, Aberdeenshire				859179	1	2	1st	£304.17	£16.73
Flat 28, St Peter's Court, Torry, Aberdeen				859139	1	2	2nd	£385.88	£13.18
17 Craigievar Court, Aberdeen			 L A	859032	1	1	1st	£431.97	£13.28
20 Queen Elizabeth Court, Fettercairn, Aberdeenshire			L A	858912	1	2	1st	£412.31	£28.52
19 Queen Elizabeth Court, Fettercairn, Aberdeenshire			L A	858369	1	1	1st	£394.20	£25.46
13 Queen Elizabeth Court, Fettercairn, Aberdeenshire			L A	858560	1	2	1st	£394.20	£25.46
6 Mackay Court, Rhynie, Aberdeenshire			L A	852336	1	1	1st	£402.78	£30.72
6 Mackay Court, Rhynie, Aberdeenshire				852000	1	1	1st	£402.78	£30.72
6 Mackay Court, Rhynie, Aberdeenshire				852336	1	1	1st	£402.78	£30.72
AMENITY HOUSING VACANCIES								Rent pcm	
5 St Peters, Peterhead, Aberdeenshire				859457	1	2	1st	£317.03	
16 Parkvale, Longside, Peterhead, Aberdeenshire				859482	2	3	E T B	£301.75	

GRAMPAIN SHARED OWNERSHIP HOUSING VACANCIES			Valuation Cost		Occupancy Charge				
45 Farburn Place, Dyce, Aberdeen			of £160,00, £25% share is £40,000		859462	2	4	1st	£373.00
28 Farburn Place, Dyce, Aberdeen			of £160,00, £25% share is £40,000		859459	2	4	3rd	£379.97
70 Merkland Road East, Aberdeen			of £160,00, £25% share is £40,000		859458	2	4	2nd	£260.10

CASTLEHILL SHARED OWNERSHIP HOUSING VACANCIES			Rent + Services						
5 Ritchie Row, Port Elphinstone, Inverurie, Aberdeshire <i>The property has a 25% share which has an approx. value of £43,750. This money is to be paid at point of sale.</i>			859474	2	3	M T B	£236.60		

	Property Type	G	Ground Floor Flat	1 st	First Floor Flat	2nd	Second Floor Flat	E T B	End Terrace Bungalow		Number of bedrooms		Maximum number of people sharing	
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G. Voids – 2015

The following report is a snapshot of the void days between 01-Apr-30-Jun 2015

Lets in Period 01/04/2015 to 30/06/2015										
Local Authority	Needs Category	Count	Property Reference	Void Start	Void End	Total Days Void	Total Lost Revenue	Previous Vacation Reason	Refusals	Comments
ACC	GN	37				991	£12,897.24			
		16				248	£2,706.13			
			VICRD01063A	16/03/2015	01/04/2015	17	£180.57	RELOC	0	Total re-dec/maintenance works
			GALGA010014	25/03/2015	08/04/2015	15	£174.49	MOVED	0	
			RONPL010014	27/03/2015	06/04/2015	11	£121.07	RELOC	0	
			PORST010179	30/03/2015	14/04/2015	16	£199.16	TRNSF	0	Red-decoration
			HOLPL01011D	31/03/2015	07/04/2015	8	£90.40	BOUGHT	0	
			WELPL01019G	31/03/2015	14/04/2015	15	£154.19	FRIEND	0	
			BARRD040030	31/03/2015	23/04/2015	24	£294.77	DEATH	2	2 refusals/death/OT adaptations required
			GNNRD05689A	24/04/2015	28/04/2015	5	£37.06	TRNSF	0	
			BERMI010016	30/04/2015	03/05/2015	4	£28.14	TRNSF	0	
			CROTE02033B	03/05/2015	03/06/2015	32	£303.59	DEATH	0	Death/New kitchen and bathroom installed
			HOLPL01011C	06/05/2015	01/06/2015	27	£335.79	RELOC	0	2 Homehunt passes not valid/1 applicant didn't want to move
			STOCR020099	12/05/2015	14/06/2015	34	£374.26	DEATH	0	Death/Major re-decoration required
			BARRD060048	13/05/2015	25/05/2015	13	£153.80	ABROAD	0	
			DEEST010002	15/05/2015	26/05/2015	12	£94.84	MOVED	0	
	GALGA010004	19/05/2015	28/05/2015	10	£113.34	TRNSF	0			
	LINV030096	29/05/2015	02/06/2015	5	£50.66	CARE	0			
	SHELT	6				328	£3,984.98			
			THOST01005A	30/10/2014	08/04/2015	161	£1,963.07	MOVED	2	2 refusals/No applicants
			RICCT030009	03/03/2015	26/04/2015	55	£600.89	DEATH	1	One refusal
			RICCT050017	24/03/2015	06/04/2015	14	£144.54	DEATH	0	
			CRACT010008	30/03/2015	17/05/2015	49	£668.80	DEATH	0	Maintenance required
			STPCT010023	11/05/2015	28/05/2015	18	£218.83	PERS	0	
			RUTCT030015	19/05/2015	18/06/2015	31	£388.85	TRNSF	3	3 refusals
	VSHELT	16				415	£6,206.13			
			CRAGA010015	23/02/2015	16/04/2015	53	£765.37	DEATH	0	Allocation process
			CRAGA010040	24/02/2015	12/04/2015	48	£689.28	CARE	0	No one allocated from first panel meeting
			CRAGA010016	26/02/2015	26/04/2015	60	£873.79	DEATH	0	Allocation process
			CRAGA010021	18/03/2015	10/05/2015	54	£790.18	DEATH	0	Allocation process/family were away and had no support for viewing decision
			VICGR010037	19/03/2015	14/04/2015	27	£465.22	CARE	0	Allocation process
			CRAGA010014	23/03/2015	13/04/2015	22	£317.93	CARE	0	
			VICGR010009	25/03/2015	31/03/2015	7	£104.74	DEATH	0	
			CRAGA010006	27/03/2015	19/04/2015	24	£350.26	HOSP	0	
			VICGR010035	06/04/2015	15/04/2015	10	£164.39	TRNSF	0	
			CRAGA010001	08/04/2015	04/05/2015	27	£397.40	CARE	0	Allocation process
			VICGR010033	13/04/2015	26/04/2015	14	£237.40	DEATH	0	

H. Voids – 2016

The following report is a snapshot of the void days between 01-Apr-30-Jun 2016

Lets in Period 01/04/2016 to 30/06/2016										
Local Authority	Needs Category	Count	Property Reference	Void Start	Void End	Total Days Void	Total Lost Revenue	Previous Vacation Reason	Refusals	Comments
ACC	GN	23				608	£7,782.94			
		12				173	£1,770.95			
			GEOST03671C	16/03/2016	03/04/2016	19	£162.82	TRNSF	0	smoke damage/re-decoration required
			RAEPL01004D	31/03/2016	05/04/2016	6	£40.53	FRIEND	2	
			DONCT030025	12/04/2016	26/04/2016	15	£173.78	TRNSF	1	
			JUSST02043F	14/04/2016	01/05/2016	18	£129.13	MOVED	0	
			RONPL000033	02/05/2016	09/05/2016	8	£97.22	BIG	0	
			BOBCT010004	12/05/2016	21/06/2016	41	£535.53	TRNSF	0	Maintenance problems/No doors
			FONCT000008	16/05/2016	26/05/2016	11	£99.81	RELOC	3	
			STECT010029	24/05/2016	07/06/2016	15	£159.50	CARE	0	
			TANCT010001	01/06/2016	16/06/2016	16	£133.51	SHELT	0	works required
			VICRD01063B	09/06/2016	20/06/2016	12	£97.71	PERS	0	
	SHELT		GALGA010008	15/06/2016	26/06/2016	12	£141.41	MOVED	0	
			BOTRD010020	15/06/2016	15/06/2016	0	£0.00	TRNSF	0	
		6				328	£4,231.32			
			THOST01005A	29/12/2015	17/04/2016	111	£1,442.79	DEATH	3	Three refusals/no appropriate applicants
			CRACT010007	22/02/2016	12/05/2016	81	£1,164.23	BIG	5	Five refusals
			STPCT010012	26/02/2016	31/03/2016	35	£411.80	TRNSF	1	one refusal
			RICCT010001	29/02/2016	31/03/2016	32	£340.34	TRNSF	0	Allocation process
			THOST01005E	29/03/2016	09/05/2016	42	£537.74	DEATH	0	No applicants on first run
			STPCT010008	17/05/2016	12/06/2016	27	£334.42	CARE	1	one refusal/re-run
		5				107	£1,780.67			
			VICGR010011	01/04/2016	24/04/2016	24	£428.85	CARE	0	
			CRAGA010036	20/04/2016	30/04/2016	11	£158.26	CARE	0	
ASHIRE	GN		VICGR010012	11/05/2016	16/06/2016	37	£671.26	DEATH	0	Allocation process/previous term date amended
			CRAGA010024	16/05/2016	26/05/2016	11	£158.30	CARE	0	
			CRAGA010003	31/05/2016	23/06/2016	24	£364.00	DEATH	0	
		16				482	£5,073.99			
		7				204	£2,056.71			
			PARVA000028	25/12/2015	05/05/2016	133	£1,402.86	OTHER	0	
			CENCL02003B	25/03/2016	03/04/2016	10	£91.73	MOVED	1	
			HIGST01032F	18/04/2016	15/05/2016	28	£286.89	EVICTR	0	
			LADRD040044	02/05/2016	08/05/2016	7	£67.50	RELOC	0	
			GLEGA000003	05/05/2016	11/05/2016	7	£55.74	MOVED	0	
			MARST01006D	11/05/2016	22/05/2016	12	£96.74	SHELT	0	
			GARCT010001	19/05/2016	25/05/2016	7	£55.25	SHELT	0	
		8			249	£2,656.35				
					57	£712.07	DEATH	0	No notification as first run/term date amended	