

## Aberdeenshire Housing Partnership

This re-inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. Aberdeenshire Housing Partnership was awarded D grades in Housing Management, Property Maintenance and Governance and Finance following our inspection in June 2003. In line with our guidance and procedures we carried out this re-inspection to assess the Partnership's progress against its improvement plan. The re-inspection of Aberdeen Housing Partnership took place in February 2007. Following a review of our inspection process, we continue to inspect governance and financial management but no longer award a grade to this function. We have, however, awarded the Partnership the following grades:

Housing Management	B	Good	Many strengths and some areas where improvement is needed.
Property Maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.

### Inspection Findings

Aberdeenshire Housing Partnership was established in 1999. It owns 600 houses in 49 settlements across Aberdeenshire. The Partnership acquired 300 houses from Aberdeenshire Council. The remainder of its properties are newly built over the last five years. The Partnership is planning to increase the houses within its ownership to 988 by 2010, largely through the Devanha bulk procurement initiative involving four other RSLs.

A Board of Directors runs the Partnership. The Board is currently made up of a representative of Aberdeenshire Council, two Partnership tenants and nine ordinary members.

The Partnership has reacted positively to the recommendations contained within the improvement plan prepared following our last inspection. Of the 60 recommendations, 31 have been fully achieved and 29, to a greater or lesser extent, partially achieved. The Partnership prioritised its workload thereby ensuring that its resources were directed at those areas of its operations of greater importance or risk to the organisation.

Aberdeenshire Housing Partnership's key strengths are:

- it allocates its houses to those in need;
- it gives tenants good information and supports them in sustaining their tenancies;
- it performs well in letting empty properties;

- its properties are in good condition;
- it has a good approach to tenants' safety;
- it has a strong Board;
- it has shown a commitment to addressing the recommendations contained within the improvement plan; and
- it has developed a sound approach to strategic planning.

The Partnership's key areas for improvement are:

- the development of a consistent approach to neighbour nuisance and anti-social behaviour;
- creation of more opportunities for tenants to influence the planning and delivery of its services;
- the further development of its performance management framework;
- the completion of response repairs within target times;
- the development of a more robust approach to its budget management;
- the further development of its approach to gathering and analysing information on tenant satisfaction;
- its approach to risk management with regard to its development activities; and
- the delivery of training for both Board and staff.

### **Next steps**

We welcome the progress Aberdeenshire Housing Partnership has made in tackling the areas for improvement from the last inspection. Following this re-inspection the Partnership should now submit an improvement plan to Communities Scotland within eight weeks from the publication of this report. We require the Partnership to give this summary of the inspection report to all of its tenants.

### **How to get more information and contact details**

If you would like to see Aberdeenshire Housing Partnership's improvement plan you should contact:

Aberdeenshire Housing Partnership  
Unit 8  
Netherton Business Centre  
Kemnay  
By Inverurie  
Aberdeenshire  
AB51 5LX

Telephone: 01467 641200  
E-mail: [enquiries@a-h-p.org.uk](mailto:enquiries@a-h-p.org.uk)  
Website: [www.a-h-p.org.uk](http://www.a-h-p.org.uk)

The full report is on our website at. [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk). A Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5163 or email [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk).

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی  
جینٹ کیسبل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

[janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk)

如果索取這文件的翻譯版本，請致電 **Janette Campbell**  
**0131 479 5162**，或電郵以下地址  
**[janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk)**

আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে  
ফোন করবেন অথবা [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk) ঠিকানায় ই-মেইল  
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال بـ:  
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على  
التالي: [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk)