


DECISION

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|  | Sanctuary Scotland Housing Association North East Committee | | |
| | 29/05/2024 | Item | No. of appendices: 0 |
| | Theresa Macgregor Area Manager | | |
| Subject: Lettings Strategy 2025/2026 – North East Scotland - Dundee (Ardler) and Angus General Needs and Retirement Housing | | | |
| Group Corporate Strategy - Strategic Objectives: Customers first <input checked="" type="checkbox"/> Investing in our assets <input type="checkbox"/> Growing our services <input type="checkbox"/> | | | |
| Executive Summary To provide the North East Area Committee with the outcome of targets set in the 2024/2025 lettings strategy. North East Area Committee approval is sought for the local letting strategy for Dundee (Ardler) and Angus General Needs and Retirement Housing for 2024/25. Recommendation: The Area Committee is requested to note the contents of this report and to approve the proposed Letting Strategy for Dundee (Ardler) and Angus General Needs and Retirement Housing for 2025/2026, including the proposal to consult on joining the Dundee City Council and Angus common housing registers. | | | |
| Customer Considerations There are no direct customer or employee considerations. | | | |
| Risk Management RM 3 Cost and Income Pressures; the allocation of Sanctuary Scotland houses and flats remains one of the most important aspects of our business. Ensuring that properties are allocated in a fair and transparent manner and in accordance with legislation and guidance is very important. The Lettings Strategy therefore contributes to the management of risks associated with low demand for properties and regulatory compliance. | | | |
| Value for Money Providing effective guidance on lettings promotes balanced communities, reduces turnover and minimises void loss which has a positive impact Sanctuary Scotland Housing Association Limited's cash flow and financial position. | | | |

1. Strategic Context

The aim of the letting strategy is to assist in the creation and maintenance of balanced communities. This approach complies with the Scottish Federation of Housing Associations (SFHA) Performance Standards for Registered Social landlords and Section 20(1) of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Acts 2001, 2010 and the Housing (Scotland) Act 2014.

Sanctuary Scotland Housing Association's lettings strategies are aligned with the Group's core strategic priority of Engage. We engage with local authorities in open, honest and on-going relationships to set letting targets and to agree referral arrangements. We will communicate our priorities and consider issues from their perspective.

2. Analysis/Proposal

This paper proposes the Lettings Strategy for our properties in Ardler and Angus areas of Scotland for general needs and retirement housing in accordance with our Lettings Policy.

Sanctuary Scotland Housing Association's Lettings Policy's primary aim is to provide affordable and well managed rented accommodation to those in housing need, and at the same time contribute to providing balanced and sustainable communities. Sanctuary Scotland Housing Association aims to achieve this, using the Lettings Strategy, by pursuing the following objectives:

- Allocating homes to people with high levels of housing need including applicants under-occupying properties, homeless persons and those living in unsatisfactory housing conditions
- Ensuring that access to the allocations process is open at all times to all sections of the community.
- Making the best use of available stock and using the allocations process to assist in the creation and maintenance of balanced and sustainable communities.
- Establishing comprehensive and clear targets for the allocation of properties

3. Review of Letting Strategy

- 3.1 During 2024/2025 Sanctuary Scotland had 27 re-lets for general rented housing in Ardler and 3 retirement living.

The targets set in the April 2024/2025 letting strategy, and the outcomes achieved against these targets, are shown in Table 1 below:

Table 1: Lettings Strategy 2024/2025

| Annual Targets | % Target | % Actual (38 lets) | Comments |
|---|-----------------|-------------------------------|-----------------|
| Housing list applicants (including internal transfers) allocation of 5% for residents staying c/o in Ardler | 50% | 53% | 16 lets |
| Dundee City Council (DCC) Nominations and Referrals | 50% | 47% | 14 lets |

- 3.2 Achievement against the targets set for allocations from each priority band was as follows:

Table 2: Allocations by Band 2024/2025

| Band | % Target | % Actual | Comments |
|---|-----------------|-----------------|-----------------|
| Urgent | 25% | 30% | 9 lets |
| High | 20% | 17% | 5 lets |
| Standard | 5% | 6.5% | 2 Lets |
| DCC Nominations and Section 5 referrals | 50% | 46.5% | 14 Lets |

4. Analysis of Housing Supply and Demand

4.1 Housing Stock Information

Table 3 below details the composition of Ardler stock as at 31 March 2024 and therefore our ability to accommodate demand from the waiting list.

Table 3: Stock Composition by Size

| | 1 APT | 2 APT | 3 APT | 4 APT | 5 APT | 6 APT | Total |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| General Needs | 0 | 78 | 334 | 299 | 29 | 0 | 740 |
| Retirement Living, Disabled & Supported Properties | 0 | 40 | 24 | 2 | 0 | 0 | 66 |
| Total | 0 | 118 | 358 | 301 | 29 | 0 | 806 |

4.2 Anticipated Turnover

Based on current and future stock, turnover in general rented and retirement living housing is anticipated to be approximately four per cent. This

anticipated turnover allows for 35 re-let voids, including retirement living properties, becoming available for let in Ardler. This number is slightly lower than the number of voids that became available for let in Ardler in 2024/2025.

4.3 Obligations to Dundee City Council

Under the terms of a Nominations Agreement, Sanctuary Scotland Housing Association has agreed to provide DCC with 50 per cent of all new build lets and void re-lets. The Housing (Scotland) Act 2001 and the Homelessness etc (Scotland) Act 2003 have placed obligations on housing associations to assist the local authority in housing homeless persons and families. Under this we will allocate 25 per cent of voids to Section 5 referrals with the remaining 25 per cent of the Council's quota being given to nominations from applicants on the Council's general waiting list.

4.4 Positive Steps

4.5 *Positive Steps* work with people who struggle to cope in the community and/or those who find it hard to access mainstream services because of mental health issues, learning difficulties, history of offending, institutionalised living, or drugs or alcohol misuse. Positive Steps have requested that Sanctuary Scotland leases two properties to them to use for Supported Accommodation, including one in Dundee.

4.6 Arbroath and Carnoustie

Due to the low stock numbers and low levels of turnover in the Angus area, a 100 per cent nomination agreement is in place with the local authority. The Carnoustie development has 41 social housing properties, 16 are one bedroom flats, the rational in the lettings policy for allowing under-occupation in two bedroom properties is not applicable for this development.

5. Lettings Strategy for Ardler

5.1 Taking into account the information contained in this report and the issues outlined above, the proposed Letting Strategy for 2025/2026 is proposed below in Table 5:

Table 5: Ardler Lettings Strategy 2025/2026

| Category | Target | | Comments |
|--|--------|--|--|
| Housing List applicants (including internal transfers) | 50% | | |
| Nominations from Dundee City Council | 50% | | Including Section 5 referrals, refugee referrals and general waiting list nominations. |

5.2 Annual Targets for Each Housing Band

An important element of the Lettings Policy, which is intended to be reflected in the Lettings Strategy, is that some applicants should be housed from each of the various groups or bands on Sanctuary Scotland Housing Association's waiting list. This is to allow for some "movement" within each of the various bands/categories. To ensure a range of housing needs is met, it is proposed that the Lettings Targets to each band for 2025/2026 should be set as follows:

Table 6: Proposed Allocations by Band 2025/2026

| Band | % Target | Comments |
|----------------------------|-----------------|--|
| Urgent | 25% | No change to target |
| High | 20% | No change to target |
| Standard – No Housing Need | 5% | No change to target |
| DCC Nominations | 50% | Including Section 5 referrals, refugee referrals and general waiting list nominations. |

6. Retirement Housing

- 6.1 Retirement living will continue to have age restrictions for the schemes with priority going to those aged 60 or over, applications are independently assessed by the medial advisor for Dundee.
- 6.2 Where possible we will attempt to spread the allocations to Retirement Housing over a range of bands to ensure that the needs of existing residents are not compromised.
- 6.3 Applicants who have very high needs may not be offered Retirement Housing unless the Social Work Department agrees to put a care package in place. The impact that such an allocation may have on the health and welfare of existing tenants will be considered as part of the allocation assessment for Retirement Housing.

7. Common Housing Registers

- 7.1 The majority of applicants who have requested Ardler have also got an application with Dundee City Council, who also operate a common housing register. We currently get 100% nominations for Angus Council, who also operate a common housing register.
- 7.2 It is proposed that we consult with applicants during 2025/26 on the potential to join both the Dundee City Council and Angus common housing registers. Information on how this affects applicants would be provided during the consultation, and the outcome of the consultation would then be presented to the North East Area Committee for a decision.

8. Conclusion / Recommendation

The Area Committee is requested to note the contents of this report and to approve the proposed Letting Strategy for Dundee (Ardler) and Angus General Needs and Retirement Housing for 2025/2026, including the proposal to consult on joining the Dundee City Council and Angus common housing registers.