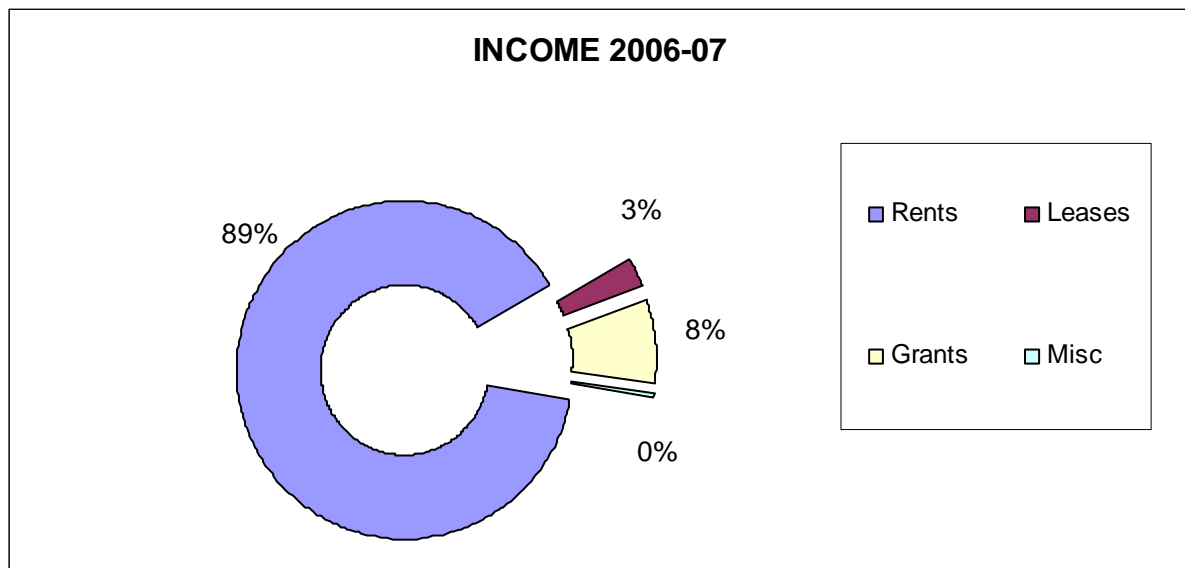


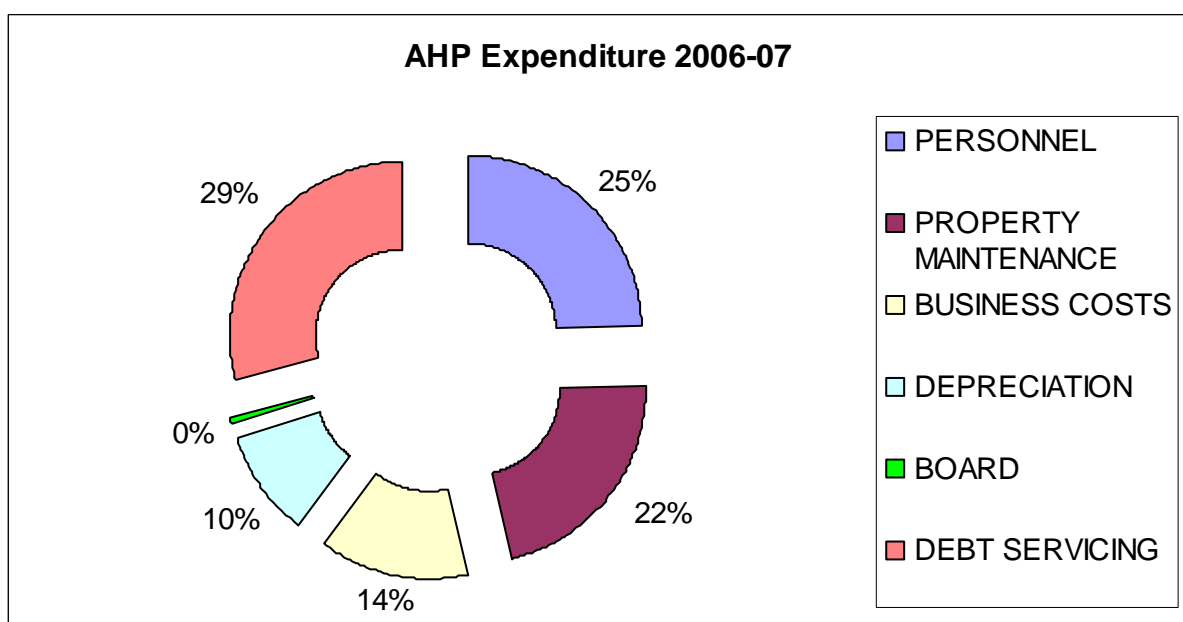
Aberdeenshire Housing Partnership Housing Performance 2006/07

AHP Income 2006/07

The primary source of income to AHP comes from rents. We lease three properties to Aberdeenshire Council for specialist purposes, eg a day care centre.



AHP Expenditure 2006/07



AHP Income 2006/07

During 2006/07 AHP completed a further 15 homes at Oldmeldrum and Aboyne at a cost of £3million. This brought our total stock up to 611.

1 bedroom	2 bedroom	3 bedroom	4 bedroom	5 bedroom	Total
2	7	3	3	0	15

Capital Maintenance 2006/07

AHP completed the following programmes:

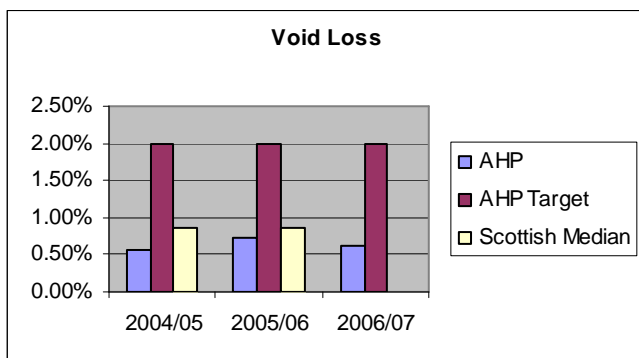
- Door & window replacements in 8 properties. The total cost of the project was £16,000.
- Kitchen replacements in 5 properties. The cost of this project was £26,000.
- Total refurbishment of 2 properties . The cost of this project was £24,000.
- Heating replacements - 3 out of the 11 proposed - were completed. The cost of this project was £13,000.

Cyclical Maintenance 2006/07

A programme costing £48,000 was undertaken to paint 170 homes. AHP also completed 8 adaptations to tenants' homes, to make them more suitable to their particular needs, costing a further £8,000.

Empty Homes (Voids)

During 2006/07 rent loss due to empty properties was £10,525. Overall AHP continues to do well in comparison to other housing associations. The target for 2007/08 is £28,620 or 1.5% (of the total rent due).

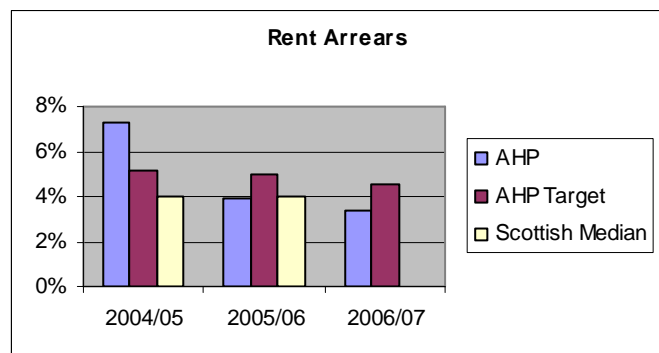


Source:

Communities Scotland Performance Report, and Aberdeenshire Housing Service Performance Indicators 2006/07

Current Rent Arrears

AHP rent arrears in Mar 07 have reduced £8,963 last year to £57,237 (3.55%). We are particularly pleased that although we took court action against a number of tenants, no evictions were required. We exceeded our target this year of 4.5% and next years target is 3.5% (of the total rent due).

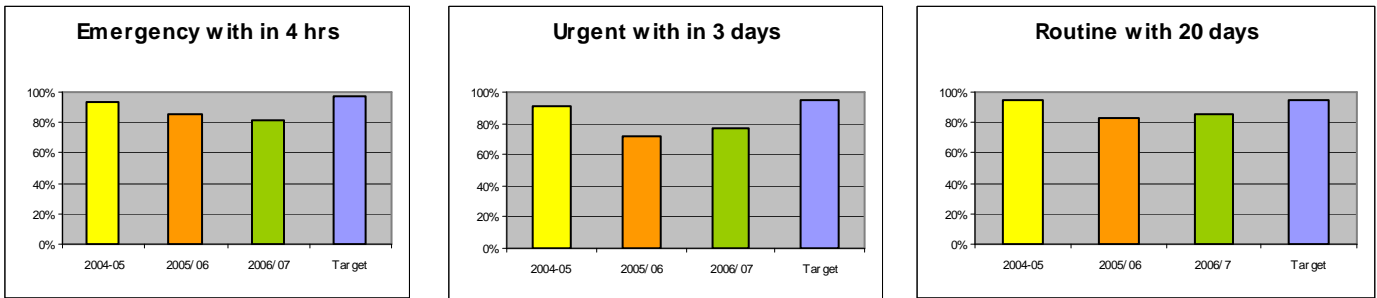


Source:

Communities Scotland Performance Report, and Aberdeenshire Housing Service Performance Indicators 2006/07

Repairs

Our repairs service has shown a deterioration in the number of repairs completed within their respective target timescales. This is being investigated.



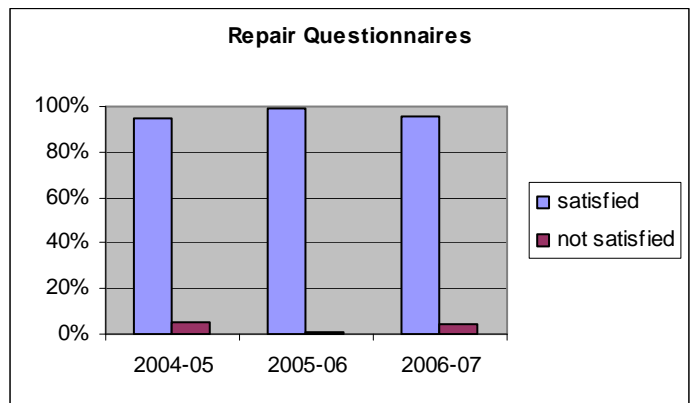
AHP achieved 100% gas servicing within the statutory period and aiming for the same standard for oil servicing, although there is no statutory obligations for oil.

To ensure that AHP meets its obligations for gas and oil servicing, it is extremely important that you let our service engineers (Heatcare Oil & Gas) in to service the boiler. This is for your safety as well as keeping the system in good working order.

It is equally important for oil fired systems to ensure that you have sufficient oil in your tank as this can cause serious problems with your boiler and any subsequent damage will result in you being held liable for the cost of repair.

Repairs Questionnaires

If we have carried out a repair on your property you may have received a follow-up questionnaire. The results of returned questionnaires are shown to the right. On average during 2006/07 96% of the tenants who responded were satisfied with the service they received. However only 29% of the questionnaires were returned, or had follow-up calls or post inspections carried out. When you receive a questionnaire, please do return it as we value your opinion.

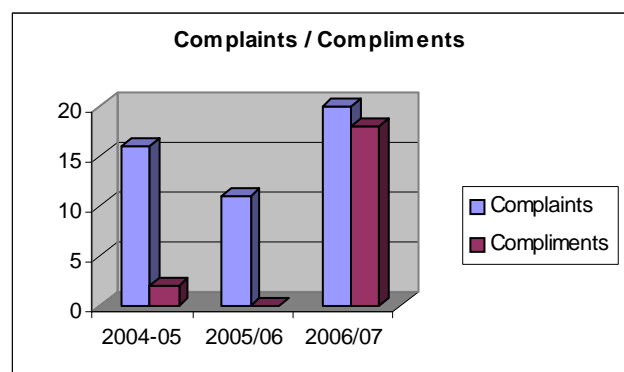


Formal Complaints

AHP has a Formal Complaints Policy and we aim to ensure a reply to complaints initially within 3 working days, and a final response within 10 working days.

During 2006/07 20 complaints and 18 compliments were received.

No complaints were made to the Ombudsman.

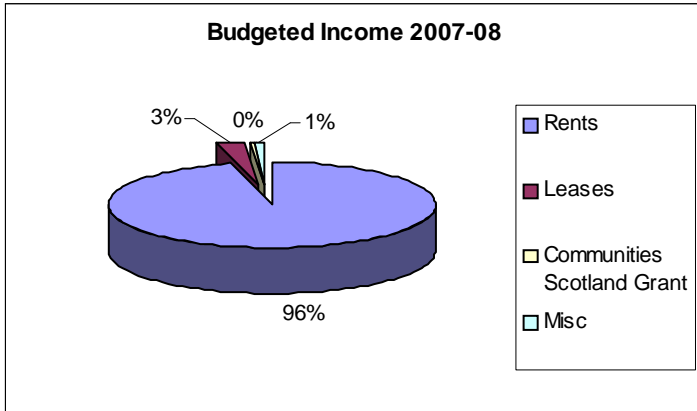


Budget 2007/08

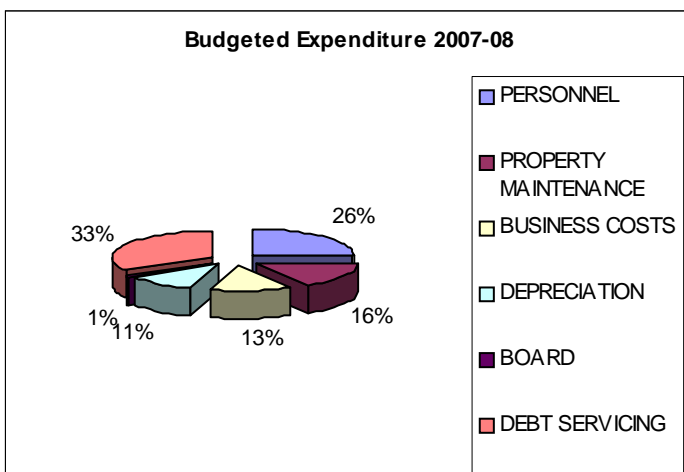
AHP consulted with tenants over two proposed rent and service charge increases, and the results are shown below. All tenants were invited to comment on these options through a questionnaire issued in January 2007.

TENANT CONSULTATION 2007/08 RENT			
	No of responses and % of total of tenants		% of responses returned
Option 1 (5.2%)	34	5.6%	38%
Option 2 (5.5%)	29	4.7%	32%
Option 3 (5.7%)	16	2.6%	18%
Blank	12	1.8%	12%
Responses	90	14.7%	100%

Having considered responses to the consultation, the Board decided upon Option 2 as most respondents (50%) accepted this level of increase.



All the rent money collected from AHP tenants is used for paying for repairs and maintenance, repaying back loans we borrow to build new houses, running the office, staff and Board training and paying staff and contractors. The rent increase will pay for increased running costs and planned improvement work needed to meet the Scottish Executive Scottish Housing Quality Standard (SHQS) by 2015. All work required to meet the SHQS standard will be funded from rents as the Scottish Executive does not fund this type of work. AHP's planned investment in SHQS is in excess of £2 million.



AHP will also be completing 69 more homes for rent at a cost of approx £3.13 million, with a further 89 starting on site this year through Devanha, with money being received from Communities Scotland and private finance to build these. The private finance is borrowed over 30 years and rental income pays for the loan repayments and maintenance and management costs.