

Moray Housing Partnership

This 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. The inspection of Moray Housing Partnership took place in January 2006. We awarded Moray Housing Partnership the following grades:

Housing management	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Property maintenance	D	Poor	Major areas where improvement is needed or where a number of very significant weaknesses are found.

Inspection Findings

Moray Housing Partnership was established in 1999. It owns 319 houses in 8 towns across Moray. These are a combination of newly-built houses and modernised properties, including houses transferred from the Defence Housing Executive.

The inspection took place at a time of significant change for the Partnership. In April 2005 it began directly delivering its services, and over the last year it has restructured and expanded its staffing team considerably.

The Partnership is run by a management committee which includes tenants, other members of the community and representatives of Moray Council, and the committee is clearly committed to the organisation. The Partnership is financially viable in the medium term, but it has a poor financial management framework.

The Partnership has not yet given tenants and service users opportunities to be meaningfully involved in developing its services and influencing decisions. There are weaknesses in how it plans the delivery of its services. It is working to improve its service delivery, although progress is at an early stage.

Key strengths in Moray Housing Partnership's services:

- its houses are in good condition;
- it is meeting housing need when it lets its houses;
- it lets empty houses quickly; and
- its support and advice for tenants in rent arrears.

Key areas for improvement in Moray Housing Partnership's services:

- its performance in completing repairs;
- its approach to ensuring value for money from its repairs contractor;

- weakness in its management of gas safety in its houses;
- consultation with tenants on key policies;
- how it plans its future maintenance work;
- Right to Repair;
- how it identifies and deals with potential conflicts of interest; and
- its monitoring and reporting of performance.

Next steps

We require the Partnership to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to find out how Moray Housing Partnership plans to respond to the findings of this inspection you should contact:

Moray Housing Partnership
14 - 16 Commerce Street
Elgin IV30 1BS
01343 563509

The full report is on our website at www.communitiesscotland.gov.uk. The 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.

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

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如果索取這文件的翻譯版本，請致電 **Janette Campbell**
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আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্বেল-কে 0131 479 5162 নম্বরে
ফোন করবেন অথবা 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
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