



**Scottish Housing
Regulator**

Scottish Social Housing Charter

**Revised Technical Guidance
for Landlords**

April 2013

Introduction

We have issued this technical guidance to give social landlords full information on the data that they should supply for the Annual Return on the Charter (ARC).

Landlords should read the guidance thoroughly to ensure that the data they supply is as accurate as possible. Our Regulatory Framework contains details on the timescale for landlords to send us the data for the ARC which is the end of May for performance in the reporting year ending the previous March.

If different people are going to be filling in separate parts of the return, please ensure they are familiar with this guidance.

When we talk about the year end we mean the end of the financial year (31 March) The ARC should contain information based on the year up to this date. If you are using information that relates to a different year end date, please ensure you let us know.

Verification of the ARC

We will carry out an annual programme of verification visits to a number of social landlords based on a set of selection criteria. We will publish the criteria before doing the first visits. These visits will generally take place between September and February each year.

When we do one of these visits we will expect you to provide us with evidence in support of the ARC data that you have given us. We will look at your calculations and workings and will want to talk to the staff who completed the ARC. We will look to landlords to set up a system to make sure that this information and evidence is always readily available and it should be organised in the same way as the ARC.

Through time we will compare the results with previous years and against other landlords. We will discuss with you the reasons for any differences. It is important that you give us the data in a consistent manner every year.

RSL Governing Body approval

Before you submit it to us your full Governing Body (or the delegated sub-committee) must review and approve the information in the ARC. If it is approved by a sub-committee then you should provide your full Governing Body with a completed copy at its next meeting.

Local Authority approval

The chief officer responsible for housing in the authority should review and approve the ARC before you submit it to us.

Table of Contents

No.	CHARTER INDICATORS	Page
	Summary Listing – All Indicators and data requirements	1
1	Percentage of tenants satisfied with the overall service provided by their landlord.	16
2	Ethnic origins and disability details of service users, staff and for RSLs only, governing body members.	17
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	19
4 & 5	Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.	20
	Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.	
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	22
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	23
8	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	24
9	Percentage of tenants satisfied with the standard of their home when moving in.	25
10	Percentage of existing tenants satisfied with the quality of their home.	26
11	Average length of time taken to complete emergency repairs.	27
12	Average length of time taken to complete non-emergency repairs.	28
13	Percentage of reactive repairs carried out in the last year completed right first time.	30
14	Percentage of repairs appointments kept.	32
15	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	33
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	34
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	36
18	Percentage of tenancy offers refused during the year.	37
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	38
20	Percentage of new tenancies sustained for more than a year, by source of let.	39
21	Percentage of lettable houses that became vacant in the last year.	41
22 & 23	Percentage of approved applications for medical adaptations completed during the reporting year.	42
	The average time to complete applications.	
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	44

No	CHARTER INDICATORS	Page
25	Average length of time in temporary or emergency accommodation by type. (LAs only)	46
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only) Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)	48
28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only)	50
29	Percentage of tenants who feel that the rent for their property represents good value for money.	52
30	Rent collected as percentage of total rent due in the reporting year.	53
31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	55
32	Average annual management fee per factored property.	57
33	Percentage of factored owners satisfied with the factoring service they receive.	58
34	Percentage of rent due lost through properties being empty during the last year.	59
35	Average length of time taken to re-let properties in the last year.	61
36	Gypsies/travellers – Average weekly rent per pitch.	63
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.	64
CONTEXTUAL INDICATORS		
C1	Staff information, staff turnover and sickness rates.(RSLs only)	65
C2	Parent, subsidiary and other connected organisation information. Including nature of activities carried out by each subsidiary.(RSLs only)	68
C3	Agent employed by the landlord to provide all of its services.	70
C4	RSL members.(RSLs only)	71
C5	Governing body appointments. (RSLs only)	72
C6	Organisation details - Governing body details. (RSLs only)	73
C7	Number of lets during the reporting year, split between 'general needs' and 'supported housing'.	75
C8	The number of lets during the reporting year by source of let.	76
C9	Types of tenancies granted for lets during the reporting year.	78
C10	Housing lists.	79
C11	Abandoned properties.	81
C12	Number of notices of proceedings issued and court action initiated.	82
C13	Average number of reactive repairs completed per occupied property.	83
C14	The landlord's wholly owned stock.	84
C15	The number of units partly owned by landlord.	89
C16	Stock owned by a subsidiary/subsidiaries.	90
C17	Stock by house types, apartment sizes and average weekly rents.	92
C18	By local authority area, the number of self-contained and non self-contained units and bedspaces, at the year end by provision type.	95
C19	The number of self-contained and non self-contained units and bedspaces, at the year end by age band.	98

No	CONTEXTUAL INDICATORS	Page
C20	The number of self-contained properties void at the year end and of those, the number that have been void for more than six months.	99
C21	Rent Increase.	100
C22	The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year.	101
C23	Amount and percentage of former tenant rent arrears written off at the year end.	102
C24	Scottish Housing Quality Standard (SHQS) – Stock condition survey information.	103
C25	Scottish Housing Quality Standard (SHQS) – Stock summary.	104
C26	Scottish Housing Quality Standard (SHQS) – Stock failing by criterion.	106
C27	Scottish Housing Quality Standard (SHQS) – Working towards the standard.	109
C28	Scottish Housing Quality Standard (SHQS) – Anticipated exemptions as at 31 March 2015.	110
C29	Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element.	112
C30	Scottish Housing Quality Standard (SHQS) – Income and expenditure.	115
C31	Scottish Housing Quality Standard (SHQS) – Capital investment and sources of funding.	116
C32	Development programme – New units and value. (Excluding Scottish Government funded projects).	117
	Terms we use in this document	120

Summary listing - All Indicators and data requirements

NUMBER	INDICATORS
1	<p>Percentage of tenants satisfied with the overall service provided by their landlord.</p> <p>(i) Number of tenants who were asked: ‘Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by {your landlord/LANDLORD NAME}?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (f) don’t know/no opinion</p>
2	<p>Ethnic origins and disability details of service users, staff and for RSLs only, governing body members.</p> <p>(A) For all landlords the ethnic origins of:</p> <p>(i) staff; (ii) existing tenants; (iii) applicants on housing lists; (iv) new tenants; and (v) governing body members. (RSLs only)</p> <p>(B) The number people who consider themselves to have a disability in categories (i) –(v) above.</p>
3	<p>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.</p> <p>(i) Number of tenants who were asked: ‘How good or poor do you feel {your landlord/LANDLORD NAME} is at keeping you informed about their services and decisions?’</p> <p>(ii) Number who responded:</p> <p>(a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor</p>

NUMBER	INDICATORS
4 & 5	<p>Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.</p> <p>Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.</p> <p>Number of:</p> <p>(i) 1st and (ii) 2nd stage complaints received in the reporting year – split: ‘equalities issues’ and ‘other issues’.</p> <p>(iii) Number of complaints at (i) and (ii) responded to in full by the landlord in the reporting year.</p> <p>(iv) Number of complaints at (i) and (ii) upheld by the landlord in the reporting year.</p> <p>(v) Of the number of complaints at (i) & (ii) the number responded to in full within the Scottish Public Services Ombudsman (SPSO) Model complaint Handling Procedure (CHP) timescales.</p>
6	<p>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord’s decision making processes.</p> <p>(i) Number of tenants who were asked: ‘How satisfied or dissatisfied are you that with opportunities given to you to participate in {your landlord/LANDLORD NAME}’s decision making processes?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied</p> <p>(b) fairly satisfied</p> <p>(c) neither satisfied nor dissatisfied</p> <p>(d) fairly dissatisfied</p> <p>(e) very dissatisfied</p>
7	<p>Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).</p> <p>(i) Total number of properties within the scope of SHQS as at 31 March each year, projected to 31 March 2015 (as supplied at C25(i)).</p> <p>(ii) Total number of properties meeting the SHQS as at 31 March each year, projected to 31 March 2015 (as supplied at C25 (iv))</p> <p>You do not need to give us information separately for this indicator. We will use the information supplied from Contextual Indicators.</p>
8	<p>Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year</p> <p>(i) Total number of properties within the scope of SHQS. (As supplied at C25(i)).</p> <p>(ii) Total number of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS.</p>

NUMBER	INDICATORS
9	<p>Percentage of tenants satisfied with the standard of their home when moving in.</p> <p>(i) Number of tenants who moved into their property within the last year who were asked: ‘Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
10	<p>Percentage of tenants satisfied with the quality of their home.</p> <p>(i) Number of tenants who were asked: ‘Overall, how satisfied or dissatisfied are you with the quality of your home?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
11	<p>Average length of time taken to complete emergency repairs.</p> <p>(i) The total number of emergency repairs completed in the last year. (ii) The total number of hours taken to complete emergency repairs.</p>
12	<p>Average length of time taken to complete non-emergency repairs.</p> <p>(i) The total number of non-emergency repairs completed in the last year. (ii) The total number of working days taken to complete non-emergency repairs.</p>
13	<p>Percentage of reactive repairs carried out in the last year completed right first time.</p> <p>(i) Number of reactive repairs completed right first time during the reporting year. (ii) Total number of reactive repairs completed.</p>
14	<p>Percentage of repairs appointments kept.</p> <p>(i) Do you operate a repairs appointment system? Y/N (ii) The number of reactive repairs appointments made in the last year. (iii) The number of appointments kept in the last year.</p>

NUMBER	INDICATORS
15	<p>Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.</p> <p>(i) As at the end of the reporting year, the number of properties which required gas safety records.</p> <p>(ii) The number of properties which had current gas safety records in place as at the end of the reporting year, which had been renewed by their anniversary dates.</p>
16	<p>Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.</p> <p>(i) Number of tenants who were asked: ‘Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by {your landlord/LANDLORD NAME}’</p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
17	<p>Percentage of tenants satisfied with the management of the neighbourhood they live in.</p> <p>(i) Number of tenants who were asked: ‘Overall, how satisfied or dissatisfied are you with your landlord’s management of the neighbourhood you live in?’</p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
18	<p>Percentage of tenancy offers refused during the year.</p> <p>(i) Number of tenancy offers made during the reporting year.</p> <p>(ii) The number of tenancy offers that were refused.</p>
19	<p>Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.</p> <p>(i) Number of cases of anti-social behaviour reported in the last year.</p> <p>(ii) Number of cases resolved in the last year.</p> <p>(iii) Number of cases resolved within locally agreed targets in the last year.</p>

NUMBER	INDICATORS
20	<p>Percentage of new tenancies sustained for more than a year, by source of let.</p> <p>(i) Number of tenancies commenced during the previous reporting year by source of let:</p> <p>(a) existing tenants;</p> <p>(b) applicants who have been assessed as statutory homeless by the local authority;</p> <p>(c) applicants from your housing list;</p> <p>(d) nominations from local authority (RSLs only);</p> <p>(e) other.</p> <p>NB - for first year of reporting for RSLs this will be pre-populated from data supplied in the 2012/13 APSR. Thereafter this will be pre-populated for all landlords from previous years submissions.</p> <p>(ii) By source of lets (a) - (e), how many new tenants at (i) remained in their tenancy for more than a year?</p>
21	<p>Percentage of lettable houses that became vacant in the last year.</p> <p>(i) The number of empty dwellings that arose during the last year in self-contained lettable stock.</p>
22 & 23	<p>Percentage of approved applications for medical adaptations completed during the reporting year.</p> <p>The average time to complete applications.</p> <p>(i) The total number of approved applications on the list for medical adaptations as at the start of the reporting year plus any new approved applications during the reporting year.</p> <p>(ii) The number of approved applications completed between start and end of the reporting year.</p> <p>(iii) The total number of days taken to complete approved applications.</p> <p>(iv) The number of medical adaptations completed in the reporting year.</p>
24	<p>Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.</p> <p>(i) The total number of court actions initiated during the reporting year.</p> <p>(ii) The number of properties recovered for non payment of rent.</p> <p>(iii) The number of properties recovered for anti social behaviour.</p> <p>(iv) The number of properties recovered for other reasons.</p>
25	<p>Average length of time in temporary or emergency accommodation by type. (LAs only)</p> <p>(i) Total number of days households spent in temporary or emergency accommodation by temporary accommodation type.</p> <p>(ii) Total number of different households who occupied each type of temporary or emergency accommodation.</p>

NUMBER	INDICATORS
26 & 27	<p>Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)</p> <p>Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)</p> <p>(i) Number of households where the landlord was required to make an offer of temporary or emergency accommodation during the reporting year.</p> <p>(ii) Number of offers of temporary or emergency accommodation made in the reporting year by accommodation type.</p> <p>(iii) Number of offers of temporary or emergency accommodation refused in the reporting year by accommodation type.</p>
28	<p>Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only)</p> <p>(i) Number of households in temporary or emergency accommodation in last 12 months who were asked: ‘How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
29	<p>Percentage of tenants who feel the rent for their property represents good value for money.</p> <p>(i) Number of tenants who were asked: ‘Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it...’</p> <p>(ii) Number who responded:</p> <p>(a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor</p>
30	<p>Rent collected as percentage of total rent due in the reporting year.</p> <p>(i) The total amount of rent collected in the reporting year.</p> <p>(ii) The total amount of rent due to be collected in the reporting year (annual rent debit).</p>
31	<p>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.</p> <p>(i) The total value (£) of gross rent arrears as at the end of the reporting year.</p> <p>(ii) The total rent due for the reporting year.</p>

NUMBER	INDICATORS
32	<p>Average annual management fee per factored property. (RSLs only)</p> <p>(i) Number of residential properties factored.</p> <p>(ii) Total value of management fees invoiced to factored owners in the reporting year.</p>
33	<p>Percentage of factored owners satisfied with the factoring service they receive.</p> <p>(i) Number of factored owners who were asked: ‘Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by {LANDLORD NAME}?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied</p> <p>(b) fairly satisfied</p> <p>(c) neither satisfied nor dissatisfied</p> <p>(d) fairly dissatisfied</p> <p>(e) very dissatisfied</p>
34	<p>Percentage of rent due lost through properties being empty during the last year.</p> <p>(i) The total amount of rent due for the reporting year.</p> <p>(ii) The total amount of rent lost through properties being empty during the reporting year.</p>
35	<p>Average length of time taken to re-let properties in the last year.</p> <p>(i) The total number of properties re-let in the reporting year.</p> <p>(ii) The total number of calendar days properties were empty.</p>
36	<p>Gypsies/travellers – Average weekly rent per pitch.</p> <p>(i) The total amount of rent set for all pitches during the reporting year.</p> <p>(ii) The total number of pitches.</p>
37	<p>For those who provide sites - percentage of gypsies/travellers satisfied with the landlord’s management of the site.</p> <p>(i) Number of Gypsies/Travellers who were asked: ‘How satisfied or dissatisfied are you with {your landlord/LANDLORD NAME]’s management of your site?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied</p> <p>(b) fairly satisfied</p> <p>(c) neither satisfied nor dissatisfied</p> <p>(d) fairly dissatisfied</p> <p>(e) very dissatisfied</p>

NUMBER	CONTEXTUAL INDICATORS
	Contextual information
C1	<p>Staff information, staff turnover and sickness rates. (RSLs only)</p> <p>A Chief Executive / Senior Officer / Director (i) Name of Chief Executive (System generated, landlord needs to contact SHR to update changes of Chief Executive position)</p> <p>B - Staff employed by the landlord (i) Number of senior staff. (ii) Number of office based staff. (iii) Number of care / support staff. (iv) Number of concierge staff. (v) Number of direct labour staff.</p> <p>C – Staff turnover and sickness absence (i) Percentage of senior staff turnover during the reporting year. (ii) Percentage of total staff turnover during the reporting year. (iii) Percentage of days lost through staff sickness absence during the reporting year.</p>
C2	<p>Parent, subsidiary and other connected organisation information. Including nature of activities carried out by each subsidiary.(RSLs only)</p> <p>(i) If parent organisation: • name of subsidiary; • status of subsidiary with SHR; • charitable status of subsidiary; • activities of subsidiary (select from list).</p> <p>(ii) If subsidiary of another organisation: • name and address of the parent organisation.</p> <p>(iii) If connected with other an other organisation: • name and address of the organisation; • constitution of the organisation; • control of governing body membership; • nature of connected organisation / activities (select from drop down list); • transactions / outstanding loans or debts.</p>
C3	<p>Agent employed by the landlord to provide all of its services.</p> <p>(i) Name of organisation. (ii) Contact name.</p>
C4	<p>RSL members.</p> <p>(i) Total number of RSL members as at the time of the last Annual General Meeting. (ii) Number of members attending last RSL Annual General Meeting.</p>

NUMBER	CONTEXTUAL INDICATORS
	Contextual information
C5	Governing body appointments. (RSLs only) (i) Number of governing body vacancies at last Annual General Meeting. (ii) Number of candidates for the vacancies.
C6	Governing body details. (RSLs only) Governing body (GB) membership details as at the last Annual General Meeting: (i) name of member; (ii) position on GB: Chair or Secretary; (iii) date of joining GB; (iv) route to joining: elected, co-opted, casual vacancy; (v) Chairperson: length of time in office; (vi) type of member: landlord's own tenant, other social landlord tenant, owner (factored or shared owner) or other (Select from drop down list); (vii) remuneration (if applicable) paid to member; (viii) contact address /e-mail address for Chairperson and Secretary; and (ix) for those members who left the GB during the reporting year: date of leaving.
	Housing Management
C7	Number of lets during the reporting year, split between 'general needs' and 'supported housing'. (i) The number of 'general needs' lets during the reporting year. (ii) The number of 'supported housing' lets during the reporting year.
C8	The number of lets during the reporting year by source of let. For ALL landlords: (i) the number of lets to existing tenants; (ii) the number of lets to housing list applicants; (iii) the number of lets from other sources. (iv) For LAs only: the number of lets to homeless applicants. (v) For RSLs only: the number of applicants who have been assessed as statutory homeless by the local authority; broken down by: • section 5 referrals (RSLs); • nominations from the local authority; • other. (vi) The number of other nominations from local authorities.
C9	Types of tenancies granted for lets during the reporting year. (i) The number of occupancy agreements granted in the reporting year. (ii) The number of short SSTs granted in the reporting year. (iii) The number SSTs granted in the reporting year.

NUMBER	CONTEXTUAL INDICATORS
C10	<p>Housing lists.</p> <p>(i) What type of housing list do you operate (pick from list):</p> <ul style="list-style-type: none"> (a) Your own housing list; (b) Common housing register; (c) Choice based lettings; (d) Mutual exchange scheme. <p>(ii) Number of new applicants added to the housing list(s).</p> <p>(iii) Number of applicants on the housing list(s) at end of reporting year.</p> <p>(iv) Number of suspensions from the housing list at end of reporting year.</p> <p>(v) Number of applications cancelled from the housing list during the reporting year.</p> <p>(vi) Number of Section 5 referrals received during the last reporting year.</p>
C11	<p>Abandoned properties.</p> <p>(i) Number of abandoned properties during the reporting year.</p>
C12	<p>Number of notices of proceedings issued and court action initiated.</p> <p>(i) Number of notices of proceedings issued during the reporting year;</p> <p>(ii) The number of orders for recovery of possession granted during the reporting year.</p>
Reactive Repairs	
C13	<p>Average number of reactive repairs completed per occupied property.</p> <p>(i) The total number of reactive repairs completed during the reporting year.</p> <p>(ii) The number of occupied properties as at the end of the reporting year.</p>
Stock	
C14	<p>The landlord's wholly owned stock.</p> <p>(i) Number of self-contained units; and</p> <p>(ii) number of non self-contained units / bedspaces wholly owned by the landlord:</p> <ul style="list-style-type: none"> (a) at the start of the year; (b) gained during the year through new build, purchase/transfers, reconfiguration; (c) lost during the year through demolition, reconfiguration, sales to sitting tenants - with or without Right to Buy (not applicable to non self-contained units); other sales/transfers. <p>Of the stock at year end the number that are:</p> <ul style="list-style-type: none"> (d) low demand; (e) unlettable; (f) used for temporary accommodation. <p>(iii) Number of non housing units; and</p> <p>(iv) number of units leased elsewhere:</p> <ul style="list-style-type: none"> (a) at the start; and (b) at year end.

NUMBER	CONTEXTUAL INDICATORS
C15	<p>The number of units partly owned by landlord. (i) The number of self-contained units partly owned by landlord: (a) at the start of the reporting year. (b) at year end.</p>
C16	<p>Stock owned by a subsidiary/subsidiaries. (i) The number of self-contained units owned by a subsidiary/subsidiaries. (ii) The number of non self-contained units owned by a subsidiary/subsidiaries. (iii) The number of non housing units owned by a subsidiary/subsidiaries.</p> <p>(a) at the start of the year; (b) gained during the year through new build or purchase; (c) lost during the year through sale.</p>
C17	<p>Stock by house types, apartment sizes and average weekly rents. (i) Number of self-contained wholly owned units at year end by: (a) house type: house; high rise; tenement ; 4 in block; other flat/maisonette; (b) apartment size; and (c) average weekly rent in the reporting year for lettable units by apartment size. (ii) Non self-contained units/bedspaces at year end (from C16) (c) Average weekly rent charge per bedspace for the reporting year.</p>
C18	<p>By local authority area, the number of self-contained and non self-contained units and bedspaces, at the year end by provision type. The number of (i) self-contained units and (ii) non self-contained units/bedspaces by local authority and provision type:</p> <ul style="list-style-type: none"> • general needs; • sheltered; • very sheltered; • medium dependency; • wheelchair housing; • ambulant disabled; • other specially adapted.
C19	<p>The number of self-contained and non self-contained units and bedspaces, as at the year end by age band. The number of (i) self-contained units and (ii) non self-contained units and bedspaces built within the following age bands:</p> <ul style="list-style-type: none"> • Pre 1919 • 1919 - 1944 • 1945 - 1964 • 1965 – 1982 • 1983 – 2002 • Post 2002

NUMBER	CONTEXTUAL INDICATORS
C20	<p>The number of self-contained properties void at the year end and of those, the number that have been void for more than six months.</p> <p>(i) The number of self-contained properties void at the year end. (ii) The number of self-contained properties void for more than six months at the year end.</p>
Rents	
C21	<p>Rent Increase</p> <p>Percentage average weekly rent increase to be applied in the next reporting year.</p>
C22	<p>The number of households for which landlords are paid housing costs directly and the total value of the payments received in the reporting year.</p> <p>(i) Number of households the landlord received housing costs directly for during the reporting year. (ii) Value of direct housing cost payments received during the reporting year.</p>
C23	<p>Amount and percentage of former tenant rent arrears written off at the year end.</p> <p>(i) Total value of former tenant arrears at year end. (ii) Total value of former tenant arrears written off at year end.</p>
SHQS	
C24	<p>Scottish Housing Quality Standard (SHQS) – stock condition survey information.</p> <p>(i) Date stock was last surveyed or assessed for SHQS compliance. (ii) Percentage of stock assessed fully for SHQS compliance since 1 April 2011 until 31 March 2014. (iii) Date next stock condition survey or assessment is due to be carried out. (iv) Percentage of stock to be fully assessed in the next survey for SHQS compliance. (v) Comments on method of assessing SHQS compliance.</p>
C25	<p>Scottish Housing Quality Standard (SHQS) – stock summary.</p> <p>SHQS Stock summary 2014 and projected for 2015</p> <p>(i) Total self-contained stock as at the end of the reporting year. (ii) Self-contained stock exempt from SHQS. (iii) Self-contained stock failing SHQS (a) number failing one criterion, (b) number failing two or more criteria. (iv) Stock meeting the SHQS. (v) Breakdown of stock meeting the SHQS at (iv) by local authority.</p>

NUMBER	CONTEXTUAL INDICATORS
C26	<p>Scottish Housing Quality Standard (SHQS) – Stock failing by criterion. Number of self-contained properties failing SHQS by criterion as at the end of the reporting year and projected for 2015.</p> <ul style="list-style-type: none"> (i) Below Tolerable Standard (ii) Free from Serious Disrepair (iii) Energy Efficient (iv) Modern Facilities and Services (v) Healthy, Safe & Secure
C27	<p>Scottish Housing Quality Standard (SHQS) – Working towards the Standard.</p> <ul style="list-style-type: none"> (i) Number of properties planned to be brought fully up to the SHQS (the Standard) during the reporting year. (ii) Number of properties actually brought up to the Standard during the current year. (iii) If (ii) differs from (i) supply brief reason to explain why target was not met. (iv) Number of properties you plan to bring fully up to the Standard during 2014/15. (v) If the number properties at (iv) does not equal the difference between the projected pass rates of 2014 and 2015 as reported at indicator C25 (iv), a brief reason to explain difference.
C28	<p>Scottish Housing Quality Standard (SHQS) - Anticipated exemptions as at 31 March 2015. For each property or group of properties that have the same exempt element(s) and corresponding reason(s) provide:</p> <ul style="list-style-type: none"> (i) number of self contained properties with anticipated exemptions; (ii) range of elements not met, (selected from list); (iii) reason(s) not met, (selected from list); and (iv) action taken or planned to address exemption.
C29	<p>Scottish Housing Quality Standard (SHQS) - Actual and projected investment by criteria/element.</p> <ul style="list-style-type: none"> (a) For the year 2013/14 <ul style="list-style-type: none"> (i) The actual number of homes improved. (ii) The amount invested (£s). (b) Projected for the year 2014/15 <ul style="list-style-type: none"> (iii) The number of homes to be improved. (iv) The amount to be invested (£s). <p>This information is to be provided at (1) - (5) criterion levels broken down into 55 elements.</p> <ul style="list-style-type: none"> (6) Total number of properties improved (actual and projected). (7) Number of properties demolished and cost of demolition as direct result of SHQS (actual and projected).

NUMBER	CONTEXTUAL INDICATORS
C30	<p>Scottish Housing Quality Standard (SHQS) - Income and expenditure.</p> <p>1. Income for 2013/14 and projected for 2014/15</p> <ul style="list-style-type: none"> (i) Income from rent on houses (gross). (ii) Income from other rents (gross). (iii) Hostels and Housing support grant (HSG). (iv) Interest received. (v) Service Charges. (vi) Other Income. <p>2. Expenditure for 2013/14 and projected for 2014/15</p> <ul style="list-style-type: none"> (i) Loan Charges. (ii) Supervision and Management. (iii) Repairs and Maintenance. (iv) Other Expenditure. <p>3. Surplus Deficit HRA surplus or deficit for financial year.</p> <p>4. Inflation assumptions used</p>
C31	<p>Scottish Housing Quality Standard (SHQS) - Capital investment and sources of funding.</p> <p>1. Capital investment for 2013/14 and projected to 2014/15</p> <ul style="list-style-type: none"> (i) Value of enhancements to existing buildings to meet SHQS target in 2015 (from indicator C29 (a) (ii)). (i) Value of enhancements to existing buildings Not for meeting SHQS target in 2015. (iii) Spend on new construction and conversion. (iv) Other Capital Expenditure. <p>2. Sources of Funding investment for 2013/14 and projected to 2014/15</p> <ul style="list-style-type: none"> (i) Specific Capital Grants from the Scottish Government . (ii) Borrowing from loans fund (HRA). (iii) Capital Receipts used from asset sales / disposals to support Capital Programme (excluding receipts from Right to Buy). (iv) Capital receipts used from asset sales under Right to Buy. (v) Receipts brought forward. (vi) Capital Expenditure Financed by HRA. (vii) Capital from other sources (please provide details in comments box below). <p>3. Debt for 2013/14 and projected to 2014/15</p> <ul style="list-style-type: none"> (i) Total HRA Capital Debt as at 31 March. (ii) Outstanding Debt per house (£). <p>4. Inflation assumption used in preparing this (% change from previous year)</p>

NUMBER	CONTEXTUAL INDICATORS
C32	Development programme (RSLs only)
	<p>Development programme - New units and value (excluding Scottish Government funded developments). Where the RSL has undertaken any non Scottish Government funded development projects in the current year, or if the RSL intends to undertake any non Scottish Government funded development projects in the next two years;</p> <p>(i) the number of units completed in the current reporting year owned by: (a) RSL and (b) subsidiary, by provision type. 1. Social letting 2. Midmarket/market rents 3. Low cost home ownership</p> <p>(ii) The information supplied at (i) projected for (A) the next reporting year and (B) the following year.</p> <p>(iii) The value of the RSL's development programme for (a) the current year, (b) the next reporting year and (c) the following year, by source of funding. 1. Value funded through own cash / reserves 2. Value funded through private finance 3. Value funded through other grants / sources 4. Value funded through sales</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>1</p>	<p><i>Percentage of tenants satisfied with the overall service provided by their landlord.</i></p>
	<p>In relation to the overall tenant satisfaction survey carried out:</p> <p>A)(i) Number of tenants who were surveyed (ii) Fieldwork dates of the survey (iii) Method(s) of administering the survey</p> <p>In relation to this specific indicator:</p> <p>B)(i) Number of tenants who responded to: <i>'Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by {your landlord/LANDLORD NAME}?'</i></p> <p>B)(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (f) No opinion</p>
<p>Definition</p>	<p>Overall Service All services provided to tenants by the landlord.</p> <p>Survey guidance To ensure consistency in assessing performance across landlords, this question should always be asked <u>first</u> and as a stand-alone question. If it is asked after questions about other aspects of landlords' services, respondents are likely to answer differently (in most cases, more negatively).</p>
<p>Inclusions/exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • B) (ii)(f) 'no opinion'
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: B)(ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: B)(i) number of tenants who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>2</p>	<p><i>Ethnic origins and disability details of service users, staff and for RSLs only, governing body members.</i></p> <p>(A) For all landlords the ethnic origins of: (i) staff; (ii) existing tenants; (iii) applicants on housing lists; (iv) new tenants; and (v) governing body members – (RSLs only).</p> <p>(B) The number people who consider themselves to have a disability in categories (i) - (v) above.</p>
<p>Definition</p>	<p>Ethnic origins Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics and are shown in the Appendix attached.</p> <p>Disability Under the Equality Act 2010, a person has a disability if:</p> <ul style="list-style-type: none"> • they have a physical or mental impairment; • the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities. <p>For the purposes of the Act, these words have the following meanings:</p> <ul style="list-style-type: none"> • Substantial means more than minor or trivial. • Long-term means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions). • Normal day-to-day activities include everyday things like eating, washing, walking and going shopping. <p>N.B. We are aware that landlords will be working towards collecting information on the basis of the protected characteristics as defined by the Equalities and Human Rights legislation. During the period of this Charter we may develop the indicators in this area further.</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	

Appendix: Ethnic monitoring

Ethnic origin		(i) Staff (paid staff in post at 31 March...)	*(ii) Governing body members (as at...)	(iii) Existing tenants (as at ...)	(iv) applicants on the housing list	(v) New lets or re-lets
(i)	White (total)					
	(a) Scottish					
	(b) Other British					
	(c) Irish					
	(d) Gypsy/traveller					
	(e) Polish					
	(f) any other white background					
(ii)	Mixed or multiple ethnic background					
(iii)	Asian, Asian Scottish, Asian British (total)					
	(a) Indian					
	(b) Pakistani					
	(c) Bangladeshi					
	(d) Chinese					
	(e) Any other Asian background					
(iv)	Black, Black Scottish, Black British (total)					
	(a) Caribbean					
	(b) African					
	(c) Any other black background					
(v)	Other ethnic background					
	(a) Arab, Arab Scottish or Arab British					
	(b) any other group					
(vi)	Unknown					
(vii)	Total					

* This only applies to RSLs

Disability

Under each of the above categories the number of people who consider themselves to have a disability					
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Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>3</p>	<p><i>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.</i></p>
	<p>(i) Number of tenants who responded to: <i>'How good or poor do you feel {your landlord/LANDLORD NAME} is at keeping you informed about their services and decisions?'</i></p> <p>(ii) Number who responded: (a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor</p>
<p>Definition</p>	<p>Keeping informed Covers all aspects of landlords' communication with tenants.</p> <p>Survey guidance Should be included alongside other indicators about communication and participation (including indicator 6).</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii)(a) number responding very good + (b) number responding fairly good. By: (i) number of tenants who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>4</p>	<p><i>Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.</i></p>
<p>5</p>	<p><i>Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.</i></p> <p>Number of: (i) 1st and (ii) 2nd stage complaints received in the reporting year – split: ‘equalities issues’ and ‘other issues’. (iii) Number of complaints at (i) and (ii) responded to in full by the landlord in the reporting year. (iv) Number of complaints at (i) and (ii) upheld by the landlord in the reporting year. (v) Of the number of complaints at (i) & (ii) the number responded to in full within the Scottish Public Services Ombudsman (SPSO) Model complaint Handling Procedure (CHP) timescales.</p>
<p>Definition</p>	<p>Complaint An expression of dissatisfaction by one or more members of the public about the landlord’s action or lack of action, or about the standard of service provided by or on behalf of the landlord.</p> <p>1st stage complaint is where the complaint is dealt with via a frontline solution. 2nd stage complaint is where the complaint is dealt with through investigation. For the purpose of this indicator landlords must include in the count the number of 1st stage complaints that progress to stage 2, along with direct stage 2 complaints.</p> <p>More information can be found at http://www.valuingcomplaints.org.uk/complaints-procedures/registered-social-landlord-model-chp/</p> <p>Responded to in full Where the landlord has either met the service user’s expectations or, where this is not appropriate, provided a full explanation of the landlord’s position.</p> <p>Complaint upheld Where the landlord considers the case put to them and decides in favour of the complainant.</p> <p>Target timescale The target timescales as set out in the guidance issued by SPSO for dealing with complaints is: 1st stage – within 5 working days 2nd stage – within 20 working days.</p>

	For the purpose of indicators (iii), (iv) and (v) it is understood landlords may be counting complaints at (i) & (ii) received late in the reporting year and not reporting the outcome until the next reporting year and also reporting outcomes for complaints received in the previous year.
Inclusions/ exclusions	Do not include: <ul style="list-style-type: none"> Complaints about a subsidiary
SHR Calculation	<p>The following calculations will be applied: For both 'equalities issues' and 'other issues':</p> <p>(iii) number of 1st stage complaints responded to in full by the landlord. Divided by: (i) number of 1st stage complaints received in the reporting year. Multiplied by 100.</p> <p>(iv) number of 1st stage complaints upheld by the landlord. Divided by: (i) number of 1st stage complaints received in the reporting year. Multiplied by 100.</p> <p>(iii) number of 2nd stage complaints responded to in full by the landlord. Divided by: (ii) number of 2nd stage complaints received in the reporting year. Multiplied by 100.</p> <p>(iv) number of 2nd stage complaints upheld by the landlord. Divided by: (ii) number of 2nd stage complaints received in the reporting year. Multiplied by 100.</p> <p>(v) number of 1st stage complaints responded to in full by the landlord within SPSO's CHP timescale. Divided by: (i) number of 1st stage complaints received in the reporting year. Multiplied by 100.</p> <p>v) number of 2nd stage complaints responded to in full by the landlord within SPSO's CHP timescale. Divided by: (i) number of 2nd stage complaints received in the reporting year. Multiplied by 100.</p>

Example:

Number of complaints	1 st Stage complaints		2 nd Stage complaints	
	Number	Percentage	Number	Percentage
Equalities related issues				
Other issues				
Total number or complaints	(i)		(ii)	
Responded to in full	(iii)	(vi)	(iii)	(viii)
Upheld	(iv)	(vii)	(iv)	(ix)
Responded within SPSO timescales	(v)	(x)	(v)	(xi)

(vi) - (xi) – percentages will be automatically calculated

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>6</p>	<p><i>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.</i></p>
	<p>(i) Number of tenants who responded to: <i>'How satisfied or dissatisfied are you with opportunities given to you to participate in {your landlord/LANDLORD NAME}'s decision making processes?'</i></p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Opportunities to participate in decision making processes How social landlords gather and take account of the views and priorities of their tenants; and how they help tenants to become more capable of involvement.</p> <p>Survey guidance Should be included alongside other indicators about communication and participation (including indicator 3).</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number of tenants who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>7</p>	<p>Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).</p> <p>(i) Total number of properties within the scope of SHQS as at 31 March each year, projected to 31 March 2015 (as supplied at C25(i)).</p> <p>(ii) Total number of properties meeting the SHQS as at 31 March each year, projected to 31 March 2015 (as supplied at C25 (iv))</p> <p><i>You do not need to give us information separately for this indicator. We will use the information supplied from Contextual Indicators.</i></p>
<p>Definition</p>	<p>Please refer to the Scottish Government's SHQS Guidance (March 2011) (Annex L covers the scope of the SHQS).</p> <p>Stock meeting SHQS Stock that has been assessed on and passed all 55 elements of the Standard, both externally and internally. This information is to be further broken down into local authority areas.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • properties outwith the scope of the SHQS; • properties which have any element of the SHQS subject to an exemption or abeyance. Please refer to the Scottish Government's SHQS Guidance (March 2011) (Annex I covers exemptions and abeyances). <p>Ensure to include:</p> <ul style="list-style-type: none"> • scope of the SHQS as defined in the Scottish Governments guidance, "<i>General principle: means self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rents, and usually subject to tenancy agreements based on the model agreement for secure tenancies.</i>" • only social rented housing stock.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(ii) total number of properties meeting the SHQS. By:</p> <p>(i) total number of properties within the scope of SHQS. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>8</p>	<p><i>Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.</i></p> <p>(i) Total number of properties within the scope of SHQS. (As supplied at C25(i)). (ii) Total number of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS.</p>
<p>Definition</p>	<p>Please refer to the Scottish Government's SHQS Guidance (March 2011) (Annex L covers the scope of the SHQS).</p> <p>Definition of NHER/SAP rating</p> <p>Please refer to the Scottish Government's SHQS Guidance (March 2011) – Annex C</p> <ul style="list-style-type: none"> • For gas systems - an energy efficiency rating of National Home Energy Rating (NHER) 5 or Standard Assessment Procedure (SAP) 2001 rating of 50. • For all other systems (oil, LPG, electric, solid fuel and biomass systems) - an energy efficiency rating of NHER 6 or SAP 2001 rating of 60. • For required SAP ratings using alternative assessment methodologies other than SAP (2001) - Please refer to Annex C for conversion table for SAP (2005) and SAP (2009).
<p>Inclusions/ exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • only social rented housing stock.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii) total number of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS. By: (i) total number of properties within the scope of SHQS. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>9</p>	<p><i>Percentage of tenants satisfied with the standard of their home when moving in.</i></p>
	<p>A): <i>Did you move into this property within the last year, that is since {MONTH YEAR}?</i></p> <p>(a) Yes (b) No</p> <p>B): (i) Number of tenants who moved into their property within the last year who responded to: <i>'Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?'</i></p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Standard of property Lettable standard that landlord has agreed with their tenants This includes:</p> <ul style="list-style-type: none"> • the general state of repair • the cleanliness and tidiness <p>Survey guidance Indicator 9 – Question B) should <u>only be asked of those who moved into their property within the last year</u> To ascertain this, landlords must ensure they ask Question (A) first. This information can be collected as part of a comprehensive survey or by collating feedback which is collected throughout the year using existing feedback tools. The guide provides fuller explanation as to the methods landlords could use to collect/report this indicator.</p>
<p>Inclusions/ exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • only tenants who moved into their property within the <u>last year</u>
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: B)(ii)(a) number responding very satisfied + (b) Number responding fairly satisfied. By: B)(i) number of tenants who responded as having moved into their property within the last year. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>10</p>	<p><i>Percentage of tenants satisfied with the quality of their home.</i></p>
	<p>(i) Number of tenants who responded to: <i>‘Overall, how satisfied or dissatisfied are you with the quality of your home?’</i></p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Quality of home Quality to which the home is repaired and maintained by the landlord.</p> <p>This includes:</p> <ul style="list-style-type: none"> • the general state of repair of the property • the standard of kitchen units and bathroom suites <p>Survey guidance Should be included alongside other indicators about repairs and maintenance (including indicator 15).</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number of tenants who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>11</p>	<p><i>Average length of time taken to complete emergency repairs.</i></p> <p>(i) The total number of emergency repairs completed in the last year. (ii) The total number of hours taken to complete emergency repairs.</p>
<p>Definition</p>	<p>Emergency repair Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.</p> <p>Emergency repair completion time The time expressed in hours between the earliest time a request is received by the landlord (from either the tenant or a repairs inspector) until completion of the work necessary to remove the emergency nature of the repair. This may mean either a repair to make safe or a permanent repair to resolve the issue. By 'made safe' we mean a repair necessary to prevent injury to the occupier or to prevent further damage to the building.</p> <p>For example : Mr Baillie calls at 1500 to report a burst pipe in his bathroom. The tradesman attends Mr Baillie's property at 1650 to turn off the water and make the job safe. He completes this at 1715. The start of the repair is 1500 and the completion was 1715, therefore the total time to complete this emergency repair is 2.25 hours. The follow up plumbing repair, plastering and re-decoration is raised under a separate, single repair line, appropriately categorised.</p> <p>Where follow-on repairs resulting from emergency repairs are treated as separate works orders these should be recorded as non-emergency repairs and also included at Contextual Indicator 13 – total number of repairs carried out.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • repairs to void properties. <p>Ensure to include:</p> <ul style="list-style-type: none"> • 'Right to repair' repairs that in your opinion meet the above definition of an emergency repair. This may mean you include some repairs as emergency that have a longer target time than stated; • out of hours repairs / outwith normal office opening times.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(i) the total number of hours taken to complete all emergency repairs. By: (ii) the total number of emergency repairs completed (completed or made safe) in the last year. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>12</p>	<p><i>Average length of time taken to complete non-emergency repairs.</i></p> <p>(i) The total number of non-emergency repairs completed in the last year. (ii) The total number of working days taken to complete non-emergency repairs.</p>
<p>Definition</p>	<p>Non-emergency repair Any reactive repair work which falls outwith the category of an emergency repair.</p> <p>Non-emergency repair completion time The time taken (expressed in working days) between the earliest date a request is received by the landlord (from either the tenant or a repairs inspector) until the work is satisfactorily completed in the opinion of the landlord. For example.. Miss Jones calls on Monday 1st August to report her overflow is running. A plumber attends on Wednesday 3rd August. The problem is isolated and the part required identified. The plumber orders the part and returns on Thursday 4th to install it. On arriving on the 4th he discovers the part he ordered is faulty. He orders another new part. He returns on Monday 8th August and installs it, completing the repair. In this instance the dates used would be 1st - 8th August so number of working days taken to complete the repair is 6.</p> <p>When calculating working days this excludes weekends and official public holidays. Other days when your office is closed (for example extended office closure over Christmas holiday period) should be counted as they are still working days.</p> <p>Follow-on repairs resulting from emergency repairs which are treated as separate works orders should be recorded as non-emergency repairs and also included at Contextual Indicator 13 – total number of repairs carried out.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • repairs carried out under the defects liability period on any new built properties; • repairs to void properties; and • any 'no access' cases (i.e. where a contractor has been unable to access the property to carry out the repair). <p>Ensure to include:</p> <ul style="list-style-type: none"> • the time taken to carry out any pre-inspections in the length of time taken to complete a repair; • 'Right to repair' repairs that in your opinion meet the above definition of a non-emergency repair;

	<ul style="list-style-type: none"> • repairs completed in the current reporting year, which were raised in the previous year, but not completed until the current year; and • any common works completed as responsive repairs should be include in Contextual Indicator 13 – the total number of repairs completed and other questions as appropriate (i.e.. the cleaning of a blocked gutter which effects a block of flats, or a repair common door entry system).
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(ii) the total number of working days taken to complete all non-emergency repairs. By:</p> <p>(i) the total number of non-emergency repairs completed in the last year.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>13</p>	<p><i>Percentage of reactive repairs carried out in the last year completed right first time.</i></p> <p>(i) Number of reactive repairs completed right first time during the reporting year. (ii) Total number of reactive repairs completed.</p>
<p>Definition</p>	<p>Completed right first time In order to meet the definition of "completed right first time" a reactive repair must meet three criteria. The repair has to be completed:</p> <ul style="list-style-type: none"> • to the tenant's satisfaction; • within the appropriate target timescale agreed locally; and • without the need to return a further time because the repair was inaccurately diagnosed and/or, the operative did not resolve the reported problem. <p>Repairs will not be completed to the tenant's satisfaction if any form of dissatisfaction is expressed in the landlord's service user feedback, or a complaint is raised.</p> <p>Repairs have to be completed within target timescales agreed locally with tenants.</p> <p>Due to the nature of some repairs, one or more visits may be planned by the contractor to carry out the works. If the works are delivered as planned and discussed with the tenant, the repair is considered completed right first time.</p> <p>If a subsequent defect with the original repair is reported within twelve months, then the original repair should not be considered to be completed right first time. If the defect spans two reporting years the original repair should be reported as not completed right first time.</p> <p>Total number of reactive repairs All non-emergency repairs completed during the reporting year – taking account of the exceptions listed below.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • emergency repairs; • response repairs where the work will be done as part of cyclical or planned maintenance; • complex repairs where investigation work needs to be undertaken. For example, if a serious leak has occurred and part of the job includes allowing the area to dry out prior to specifying further work; and • repair jobs where the tenant has failed to give access as arranged. • Repairs to lock-ups or garages

SHR Calculation	To calculate the indicator we will divide: (i) number of reactive repairs completed right first time during the reporting year. By: (ii) the total number of reactive repairs completed. Multiply by 100.
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Scottish Social Housing Charter Indicator

Indicator	Percentage of repairs appointments kept.
14	<p>(i) Do you operate a repairs appointment system Y/ N?</p> <p>(ii) The number of reactive repairs appointments made in the last year.</p> <p>(iii) The number of appointments kept in the last year.</p>
Definition	<p>A repairs appointment system may be either a 'full' or 'partial' system.</p> <p>Full repairs appointment system An appointment system is used as the primary means to schedule and prioritise response repair work for the bulk of properties owned which, involves an element of choice on the part of the customer as to the time and date that best suits them.</p> <p>Partial repairs appointment system A repairs service which includes a repairs appointment system (as defined above) but this applies to only some of your housing stock (perhaps due to location).</p> <p>Total number of appointments made The total number of repairs appointments (either/both full and partial systems) made by the landlord or the contractor responsible in the year to the end of the reporting year.</p> <p>Appointments kept A repairs appointment is deemed to have been kept by the landlord or the contractor responsible for carrying out the work, even although when calling at the agreed time no access was available.</p>
Inclusions/exclusions	<p>Do not include:</p> <ul style="list-style-type: none"> • emergency repairs as they will be treated differently due to the nature of the urgency of this type of repair and for this reason are to be recorded separately at Contextual Indicator 13.
SHR Calculation	<p>To calculate the indicator we will divide:</p> <p>(iii) the number of appointments kept in the year. By:</p> <p>(ii) the number of reactive repairs appointments made in the last year. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>15</p>	<p><i>Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.</i></p> <p>(i) As at the end of the reporting year, the number of properties which required gas safety records. (ii) The number of properties which had current gas safety records in place as at the end of the reporting year, which had been renewed by their anniversary dates.</p>
<p>Definition</p>	<p>Gas safety records The Gas Safety (Installation and Use) Regulations 1998 establish that landlords have the legal obligation to maintain gas appliances. They must also carry out gas safety checks every 12 months on every gas appliance/flue. A record of the annual gas safety check, known as gas safety record (CP12 Form), must be provided to the tenant. Landlords must keep copies of the gas safety records for two years.</p> <p>Capped installations/ gas supply Where gas installations or gas supply have been capped, the document detailing that the installations/supply were capped should be treated as a gas safety record for the purpose of this indicator.</p> <p>New installations Where properties have had gas systems installed between 0 and 12 months before the end of the reporting year, the installation certificate should be treated as the gas safety record, provided that all gas appliances that require a gas safety check are covered by the installation certificate (e.g. if a new boiler is installed in a property which also has a gas fire, the landlord should ensure that an up to date gas safety record for the gas fire is in place).</p> <p>Renewed within anniversary date For this, count properties where a gas safety record was due for renewal within the last year and a new gas safety record was issued by or before the end date.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • Non residential properties that require a gas safety record, such as offices or other non domestic premises.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii) the number of properties which had a current gas safety record in place as at the end of the reporting year, which had been renewed by their anniversary dates. By: (i) the number of properties which required a gas safety record. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>16</p>	<p>Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.</p>
	<p>(A) 'Have you had any repairs carried out in this property in the last 12 months?'</p> <p>(a) Yes (b) No</p> <p>(B)(i) Number of tenants who had repairs carried out in last 12 month who responded to: 'Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by {your landlord/LANDLORD NAME}'</p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Repairs or maintenance carried out in this indicator refer only to reactive repairs.</p> <p>Reactive repairs Is a repair which cannot be planned or included in a repair programme.</p> <p>'Last time' The most recent occasion when the tenant had repairs carried out in their property.</p> <p>Survey guidance The question should be asked of <u>all</u> tenants. This will allow landlords to carry out analysis of the whole sample to inform their own service improvement.</p> <p>However, in the statistical return, the results should be based on only those tenants who said they have had repairs carried out in the last 12 months. To ascertain this, landlords must ensure they also ask Question (A).</p> <p>This information can be collected as part of a comprehensive survey or by collating feedback which is collected throughout the year using existing feedback tools. The guidance provides fuller explanation as to the methods landlords could use to collect/report this indicator.</p> <p>Should be included alongside other questions about repairs and maintenance (including indicator 10).</p>

Inclusions/ exclusions	Ensure to include: <ul style="list-style-type: none"> • only tenants who have had repairs carried out in the last 12 months.
SHR Calculation	<p>To calculate the indicator we will divide: B)(ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: B)(i) number of tenants who responded as having had repairs carried out in last 12 months. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>17</p>	<p><i>Percentage of tenants satisfied with the management of the neighbourhood they live in.</i></p> <p>(i) Number of tenants who were asked: <i>'Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?'</i></p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Neighbourhood management 'Neighbourhood management' is a combination of services carried out by the landlord and other partners in the estate/neighbourhood, including: management of anti-social behaviour; dealing with nuisance neighbours; the maintenance of the estate; and, overall, making sure the neighbourhood is perceived to be a safe place to be.</p> <p>Neighbourhood The street in which the tenant lives and the immediate surrounding area.</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number of tenants who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>18</p>	<p><i>Percentage of tenancy offers refused during the year.</i></p> <p>(i) Number of tenancy offers made during the reporting year. (ii) The number of tenancy offers that were refused.</p>
<p>Definition</p>	<p>Tenancy offer When an applicant is offered in writing a particular property. The offer may be either a SST or short SST.</p> <p>Refusal Any situation other than an accepted offer.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • Multiple requests for expression of interest. <p>Ensure to include:</p> <ul style="list-style-type: none"> • All refused offers of tenancy; • Multiple refusals on one property; • No response to offers; • Withdrawn offers and • Short Scottish Secure Tenancies
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii) the number of tenancy offers that were refused. By: (i) number of tenancy offers made during the reporting year. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>19</p>	<p><i>Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.</i></p> <p>(i) Number of cases of anti-social behaviour reported in the last year. (ii) Number of cases resolved in the last year. (iii) Number of cases resolved within locally agreed targets in the last year.</p>
<p>Definition</p>	<p>Anti-social behaviour (ASB) As per Part 13 of the Anti Social Behaviour (Scotland) Act 2004 this is defined as ‘A person who acts in a manner that causes or is likely to cause alarm or distress or pursue a course of conduct that causes or is likely to cause alarm or distress, to at least one person who is not of the same household’.</p> <p>Resolved</p> <ul style="list-style-type: none"> • where the landlord has taken appropriate measures, as set out in its ASB policies and procedures, to address the cause of the anti-social behaviour complaint; or • where the landlord does not have the authority or powers to resolve it has provided a full explanation of the landlord’s position. <p>Locally agreed target timescale Timescales set by the landlord, following consultation with its tenants, for managing their range of anti-social behaviour cases. It is acceptable for timescales to vary depending on the severity of the anti-social behaviour.</p>
<p>Inclusions/ exclusions</p>	<p>Ensure to include as a new case:</p> <ul style="list-style-type: none"> • A closed case where a further service request is received
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (iii) number of cases resolved within locally agreed targets in the last year. By: (i) number of cases of anti-social behaviour reported in the last year. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>20</p>	<p><i>Percentage of new tenancies sustained for more than a year, by source of let.</i></p> <p>(i) Number of tenancies commenced during the previous reporting year by source of let:</p> <ul style="list-style-type: none"> (a) existing tenants; (b) applicants who have been assessed as statutory homeless by the local authority; (c) applicants from your housing list; (d) nominations from local authority (RSLs only); (e) other. <p>NB - for first year of reporting for RSLs this will be pre-populated from data supplied in the 2012/13 APSR. Thereafter this will be pre-populated for all landlords from previous years submissions.</p> <p>(ii) By source of lets (a) - (e), how many new tenants at (i) remained in their tenancy for more than a year?</p>
<p>Definition</p>	<p>Tenancy Sustainment</p> <p>Of those tenants who commenced a tenancy in the year prior to the current reporting year (e.g. for the 2013/14 ARC return, this will be 2012/13) what percentage as at 31 March for the reporting year (31 March 2014 for the first return), remained in their tenancy a year later. Joint tenancies transferring to a single tenancy and vice versa should be counted as remaining in the tenancy.</p> <p>Remained in their tenancy</p> <p>Tenancies ended as a result of any of the following would not count as having remained in the original tenancy:</p> <ul style="list-style-type: none"> • Mutual exchange, where two tenants (whether or not from the same landlord) exchange homes and tenancies. Section 33 of the 2001 Act allows for mutual exchanges and defines the circumstances under which landlords can refuse them. • Succession, where a landlord awards a tenancy to a member of the household on the tenant's death. Section 22 of the 2001 Act sets down the rules governing succession. • Assignment, where landlords consent to tenants signing over tenancies to another party. They then take over the terms and conditions of the tenancy. Section 32 of the 2001 Act defines the approach that the landlords should take on assignments. • Transfer, where an existing tenant of the landlord moves to another of the landlord's <p>A person is counted as having remained in their tenancy for a year or more where the tenancy start date plus 365 days has been</p>

	<p>achieved.</p> <p>Short SSTs Where full SSTs are granted following on from a short SSTs these should be counted as a continuing tenancy.</p>
Inclusions/ exclusions	<p>Ensure to include:</p> <ul style="list-style-type: none"> • only those tenancies that commenced in the year prior to the current reporting year when calculating the length of tenancy.
SHR Calculation	<p>The following calculations will be applied :</p> <p>By source of lets (ii) (a) - (e), how many new tenants at (i) remained in their tenancy for more than a year? Divided by:</p> <p>(i) number of tenancies commenced during the previous reporting year by source of let: Multiplied by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>21</p>	<p><i>Percentage of lettable houses that became vacant in the last year.</i></p> <p>(i) The number of empty dwellings that arose during the last year in self-contained lettable stock.</p>
<p>Definition</p>	<p>Vacant</p> <p>The number of normal lettable self-contained dwellings that became empty during the last reporting year. For example, the number of tenancies that have ended or been repossessed during the reporting year</p> <p>You should use the definition of a void as outlined in the “Terms we use in this document” when determining whether a property should be counted.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • properties which continue to be void from a previous reporting year; • properties re-let during the current reporting year where the void commenced in the previous year; and • mutual exchanges, successions and assignments. <p>Ensure to include:</p> <ul style="list-style-type: none"> • all self-contained dwellings which became empty over the starting and end of the reporting year, regardless to whether the property is still empty or has been let.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(i) the number of empty dwellings that arose during the last year in your self-contained lettable stock. By:</p> <p>(ii) the total number of lettable self-contained stock (as calculated at indicator C14(i)). Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>22</p>	<p><i>Percentage of approved applications for medical adaptations completed during the reporting year.</i></p>
<p>23</p>	<p><i>The average time to complete applications.</i></p> <p>(i) The total number of approved applications on the list for medical adaptations as at the start of the reporting year plus any new approved applications during the reporting year. (ii) The number of approved applications completed between start and end of the reporting year. (iii) The total number of days taken to complete approved applications. (iv) The number of medical adaptations completed in the reporting year.</p>
<p>Definition</p>	<p>Medical adaptations A collective term for a broad range of products and changes to the fabric of a building that enable people of all ages to carry out ordinary activities of daily life that have been affected by:</p> <ul style="list-style-type: none"> • impairment; • ill health; • traumatic injury; or • the effects of ageing. <p>This includes assistive technology.</p> <p>Approved application An application is deemed to be ‘approved’ from the date of the outcome of an assessment by appropriate department/person (i.e. social work, doctor etc).</p> <p>An application may consist of more than one medical adaptation provided each medical adaptation was identified as part of the same assessment. (e.g. a wet floor shower and a stair lift are included as one application if both needs were identified in the same assessment). If a future assessment identifies the need for further medical adaptations this should be treated as another application.</p> <p>Number of approved applications This includes any outstanding applications brought forward from the last reporting year (any partly completed applications have to be treated as outstanding); plus any newly approved applications during the year.</p> <p>Completed application An application is deemed to be completed when all medical adaptations identified as part of the same assessment have been satisfactorily carried out.</p> <p>Count the number of applications completed during the reporting year.</p>

	<p>Time to complete approved applications This is the total length of time (in calendar days) - from the date of outcome of assessment by appropriate department/person (i.e. social work, doctor etc) - to the date the last medical adaptation of that assessment was satisfactorily completed.</p> <p>Count the length of time to completed each application in the reporting year. Add all the totals together to report (iii) the total number of days taken to complete approved applications.</p> <p>Number of medical adaptations completed Count every individual medical adaptation completed during the last reporting year (this may include adaptations that are part of an application with multiple adaptations, some of which may still be outstanding).</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • stage 2 Adaptation; and • medical adaptations carried out on properties which are not owned by the landlord (e.g. medical adaptations carried out by the council in privately owned properties). <p>Ensure to include:</p> <ul style="list-style-type: none"> • adaptations for anyone living in a property, not only tenants; and • all outstanding applications brought forward from the last reporting year when calculating the number of applications.
<p>SHR Calculation</p>	<p>The following calculations will be applied:</p> <p>Indicator 22 (ii) the number of approved applications completed between start and end of the reporting year. Divided by: (i) the total number of approved applications on the list for medical adaptations as at the start of the reporting year plus any new approved applications during the reporting year. Multiplied by 100.</p> <p>Indicator 23 (iii) the total number of days taken to complete approved applications. Divided by: (ii) the number of approved applications completed between start and end of the reporting year.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>24</p>	<p><i>Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.</i></p> <p>(i) The total number of court actions initiated during the reporting year. (ii) The number of properties recovered for non payment of rent. (iii) The number of properties recovered for anti social behaviour. (iv) The number of properties recovered for other reasons.</p>
<p>Definition</p>	<p>Recovery of Possession (Eviction) Section 16 of the Housing (Scotland) Act 2001 as amended by Section 153 of the Housing (Scotland) Act 2010, sets out the grounds on which a court can issue an order to terminate a SST and gives the landlord the right to recover possession of the property.</p> <p>Where landlords seek possession on the grounds of non payment of rent, they must confirm to the court that they have met the pre-action requirements, as set out in the Housing (Scotland) Act 2010.</p> <p>Court actions initiated Following the issue of a notice of proceedings and raising a court order a landlord may initiate court action.</p> <p>It is appreciated you may be reporting based on actions raised late in the previous reporting year and not reporting the outcome of actions granted late in the current reporting year. Sisted and continued cases should be treated in this manner.</p> <p>Reasons for eviction When an action has been taken based on both rent arrears and anti-social behaviour, record the main reason.</p> <p>An example of the 'other' category is non-occupancy.</p>
<p>Inclusions/ exclusions</p>	<p>Ensure you include:</p> <ul style="list-style-type: none"> • tenants that you have actively evicted; and • tenants that abandoned their home after you had obtained decree.
<p>SHR Calculation</p>	<p>The following calculations will be applied:</p> <p>(ii) the number of properties recovered for non payment of rent. Divided by: (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p> <p>(iii) the number of properties recovered for anti social behaviour. Divided by: (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p>

	<p>(iv) the number of properties recovered for other reasons. Divided by: (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p> <p>To calculate the overall percentage of court actions initiated which resulted in eviction we will add: (ii) + (iii) + (iv) divided by: (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p>
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Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>25</p>	<p><i>Average length of time in temporary or emergency accommodation by type. (LAs only)</i></p> <p>(i) Total number of days households spent in temporary or emergency accommodation by accommodation type. (ii) Total number of different households who occupied each type of temporary or emergency accommodation.</p>
<p>Definition</p>	<p>This information is to be provided on cases closed during the reporting year.</p> <p>Closed cases This is defined in the Guidance notes for completion of revised HL1 questionnaire: http://www.scotland.gov.uk/Topics/Statistics/15257/HL1guidance</p> <p>Temporary / Emergency accommodation This is defined in part 9 of the Code of Guidance on Homelessness www.scotland.gov.uk/Resource/Doc/53814/0012265.pdf</p> <p>Temporary or emergency accommodation types</p> <ol style="list-style-type: none"> 1. LA ordinary dwelling 2. Housing association / RSL dwelling 3. Hostel - local authority owned 4. Hostel - RSL 5. Hostel - other 6. Bed and breakfast 7. Women's refuge 8. Private sector lease 9. Other placed by authority <p>Length of time in temporary or emergency accommodation This is the count in calendar days of the length of time each household occupied temporary/emergency accommodation by type.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • accommodation taken up under the Homeless Persons (Provision of Non-permanent Accommodation) (Scotland) Regulations 2010 (i.e. a housing support services assessment has concluded that the applicant currently requires a level of housing support services which makes permanent accommodation inappropriate); • people who remain in temporary accommodation beyond the end of the reporting year. <p>Ensure to include:</p> <ul style="list-style-type: none"> • as 'other placed by authority' anyone who is provided with emergency accommodation following a major disaster (floods, etc);

	<ul style="list-style-type: none"> • as separate stays, temporary or emergency accommodation for each household provided in different accommodation types.
SHR Calculation	<p>To calculate the indicator we will divide:</p> <p>(i) total number of calendar days in temporary / emergency accommodation by type. By:</p> <p>(ii) the total number of households occupying accommodation by type. Divided by seven.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>26</p> <p>27</p>	<p><i>Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)</i></p> <hr/> <p><i>Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)</i></p> <hr/> <p>(i) Number of households where the landlord was required to make an offer of temporary or emergency accommodation during the reporting year. (ii) Number of offers of temporary or emergency accommodation made in the reporting year by accommodation type. (iii) Number of offers of temporary or emergency accommodation refused in the reporting year by accommodation type.</p>
<p>Definition</p>	<p>Offers of accommodation required This is defined in section 29 Housing (Scotland) Act 1987 as amended: http://www.legislation.gov.uk/ukpga/1987/26/section/29</p> <p>Offer of temporary or emergency accommodation The offer of accommodation will be given to the applicant either verbally or in writing.</p> <p>Refusal The applicant does not accept / move into the accommodation offered. This includes when the applicant does not turn up at the accommodation and when the offer is turned down due to the area, property type, floor etc.</p> <p>Temporary or emergency accommodation types This is defined in part 9 of the Code of Guidance on Homelessness www.scotland.gov.uk/Resource/Doc/53814/0012265.pdf</p> <p>Temporary or emergency accommodation types</p> <ol style="list-style-type: none"> 1. LA ordinary dwelling 2. Housing association / RSL dwelling 3. Hostel - local authority owned 4. Hostel - RSL 5. Hostel - other 6. Bed and breakfast 7. Women's refuge 8. Private sector lease 9. Other placed by authority
<p>Inclusions/exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • all offers of specific temporary or emergency accommodation made throughout year including verbal offers; • as 'other placed by authority' anyone who is provided with emergency accommodation following a major disaster (floods, etc).

**SHR
Calculation**

The following calculations will be applied:

Indicator 26

(ii) number of offers of temporary or emergency accommodation made. Divided by:

(i) number of households where the landlord was required to make an offer of temporary or emergency accommodation during the reporting year. Multiply by 100.

Indicator 27

(iii) by type of accommodation, the number of offers of temporary or emergency accommodation refused in the reporting year. Divided by:

(ii) the number of offers of temporary or emergency accommodation made in the reporting year by accommodation type. Multiply by 100.

Scottish Social Housing Charter Indicator

<p>Indicator 28</p>	<p><i>Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only)</i></p>
	<p>(i) For each placement in temporary or emergency accommodation in last 12 months the number of households who responded to: <i>'How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?'</i></p> <p>(ii) Number who responded:</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Temporary or emergency accommodation This is defined in part 9 of the Code of Guidance on Homelessness www.scotland.gov.uk/Resource/Doc/53814/0012265.pdf</p> <p>This indicator relates to a council's statutory duty to provide temporary or emergency accommodation in relation to homelessness legislation.</p> <p>The usual forms of temporary accommodation a local authority may provide for homeless applicants include:</p> <ul style="list-style-type: none"> • Bed and breakfast • Hostel • Lodgings • Private sector leasing • Leasing from a Registered Social Landlord • Local authority's own stock <p>Survey guidance This indicator would <u>not</u> form part of a comprehensive satisfaction survey. The SHR understands that local authorities have existing methods for collecting this information.</p> <p>Indicator 28 should be asked each time a household has left or moved from one type of temporary or emergency accommodation in the last 12 months.</p> <p>Methods for collating this existing feedback for the ARC are covered in the guidance.</p>
<p>Inclusions/ exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • only those who have left or moved between different types of temporary or emergency accommodation in the last 12 months

SHR Calculation	To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i)(a) number of households who responded to the question. Multiply by 100.
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Scottish Social Housing Charter Indicator

Indicator 29	<p><i>Percentage of tenants who feel the rent for their property represents good value for money.</i></p>
	<p>(i) Number of tenants who responded to: <i>'Taking into account the accommodation and the services [your landlord/LANDLORD NAME] provides, do you think that the rent for this property represents good or poor value for money? Is it...'</i></p> <p>(ii) Number who responded:</p> <p>(a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor</p>
Definition	<p>Rent A payment made periodically to a landlord in return for the use of a property.</p> <p>Survey guidance The question should be asked of all tenants.</p>
Inclusions/ exclusions	<p>Ensure to include:</p> <ul style="list-style-type: none"> • Service Charges
SHR Calculation	<p>To calculate the indicator we will divide: (ii)(a) number responding very good + (b) number responding fairly good. By: (i) number of tenants who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>30</p>	<p><i>Rent collected as percentage of total rent due in the reporting year.</i></p> <p>(i) The total amount of rent collected in the reporting year. (ii) The total amount of rent due to be collected in the reporting year (annual rent debit).</p>
<p>Definition</p>	<p>Measures the total amount of rent collected over the financial year as a proportion of the total amount of rent due to be collected that financial year.</p> <p>Rent collected The total amount of rent collected over the year from both current and former tenants for the current and past years (this includes rent arrears collected) and housing costs received directly by the landlord. Reported to the nearest pound (£).</p> <p>Rent due to be collected The total annual charges levied by the landlord in respect of rent and service charges for dwellings. This is made up of the rent debits raised (including services charges) on all dwellings that were available for let. Subject to the exclusions listed below.</p> <p>Pre payment of rent Where a tenant makes a payment in the last rental period for the next financial year (i.e. payments made slightly in advance of a rent debit being raised).</p> <p>It is possible for a landlord to report over 100% collection.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • The value of any pre-payment of rent at year end - these should be treated as rent paid for future years and therefore excluded from the total amount of rent collected. • Costs not directly part of the rent such as court costs as rent due or rent collected. • Rent due for periods when properties are empty. • The value of current and former tenant arrears brought forward from the previous year in the rent due. • Lock-ups and garages • when calculating the total rent due the rent (including services charges) for periods when: <ul style="list-style-type: none"> • properties are empty subject to an insurance claim being raised because of fire or flood damage; • properties are empty awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. <p>N.B. Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and</p>

	<p>rental income);</p> <ul style="list-style-type: none"> • properties are held for decanting tenants; • properties are empty and subject of a Governing Body/Sub-Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured. <p>Ensure to include:</p> <ul style="list-style-type: none"> • Service charges in the calculations. • Housing costs paid directly to the landlord (i.e. housing benefit or universal credit) for the reporting year as 'rent collected' for the purposes of this indicator.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(i) the total amount of rent collected in the reporting year. By:</p> <p>(ii) the total amount of rent due to be collected in the reporting year.</p> <p>Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>31</p>	<p><i>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.</i></p> <p>(i) The total value (£) of gross rent arrears as at the end of the reporting year. (ii) The total rent due for the reporting year.</p>
<p>Definition</p>	<p>Gross Arrears The value (to nearest £) of current and former tenant rent arrears as at 31 March each year (year end) prior to any arrears write-off. Rent paid in advance should not be used to offset the overall value.</p> <p>Total rent due The value (to the nearest £) of the total annual charges levied by the landlord in respect of rent and service charges for dwellings. This is made up of the rent debits raised (including service charges) on all dwellings for the year. Subject to the exclusions listed below.</p> <p>Arrears written-off Where the arrear is uneconomical to pursue or there is no prospect of recovery, e.g. debtor cannot be found or communicated with despite all reasonable attempts to trace or where the debtor is deceased and there is no likely settlement from the estate or next of kin, the debt is written off in accordance with the landlord's policy of irrecoverable debt.</p>
<p>Inclusions/exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • Service charges in the calculations. <p>Do not include:</p> <p>(i) as arrears:</p> <ul style="list-style-type: none"> • offset credits; • the value of overpayments of housing costs (housing benefit/universal credit) debited to tenants' rent accounts; • the value of any outstanding payments from people who have an agreement to pay their rent slightly later than the landlord's normal monthly rent cycle i.e. agreements to make payments in the next rental cycle. <p>(ii) when calculating the total rent due the rent for periods when:</p> <ul style="list-style-type: none"> • properties are empty subject to an insurance claim being raised because of fire or flood damage; • properties are empty awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. <p>N.B. Following completion of major repair work any subsequent period when a property is empty until the date of re-let should be included in the reported rent loss and rent due);</p> <ul style="list-style-type: none"> • houses are held for decanting tenants; • properties are empty and subject of a Governing Body/Sub-Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured.

**SHR
Calculation**

To calculate the indicator we will divide:
(i) the total value of gross rent arrears. By:
(ii) the total rent due for the year. Multiply by 100.

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>32</p>	<p><i>Average annual management fee per factored property.(RSLs only)</i></p> <p>(i) Number of residential properties factored. (ii) Total value of management fees invoiced to factored owners in the reporting year.</p>
<p>Definition</p>	<p>Property factored A property is factored where a landlord is responsible for the delivery of a management service to the owner of the property.</p> <p>Management fee This is the charge a landlord levies on an owner to cover the cost of administering the delivery of services. Such management fees may be invoiced on behalf of a landlord by other organisations, including unregistered subsidiaries or by outsourcing to third parties.</p> <p>Factored owners These are property owners who have an arrangement with the landlord to deliver factoring services.</p> <p>Total value of management fees invoiced The total amount (£'s) invoiced for management fees from owners during the last reporting year.</p> <p>It is understood that landlords may issue invoices at set points during the year for management services provided and the figure provided may be for services provided in previous reporting year.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • cost of repairs and other works; • cost of insurance premiums; and • shared owners in the number of properties factored or the value of the management fees. <p>Ensure to include:</p> <ul style="list-style-type: none"> • all management fees invoiced during the reporting year; and • management fees invoiced on the landlord's behalf by other organisations.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii) total value of management fees invoiced to factored owners in the reporting year. By: (i) the number of residential properties factored.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>33</p>	<p><i>Percentage of factored owners satisfied with the factoring service they receive.</i></p>
	<p>(i) Number of factored owners who responded to: <i>'Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by { LANDLORD NAME}'</i></p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Factoring services A property is factored where a landlord is responsible for the delivery of a management service to the owner of the property.</p> <p>Survey guidance This indicator would <u>not</u> form part of a comprehensive satisfaction survey of tenants. Instead, it should form part of a separate satisfaction survey of factored owners.</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number factored owners who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>34</p>	<p><i>Percentage of rent due lost through properties being empty during the last year.</i></p> <p>(i) The total amount of rent due for the reporting year. (ii) The total amount of rent lost through properties being empty during the reporting year.</p>
<p>Definition</p>	<p>The total amount of rent due The total annual charges levied by the landlord in respect of rent and service charges for dwellings. This is made up of the rent debits raised (including services charges) on all dwellings that were available for let. Subject to the exclusions listed below.</p> <p>The rent loss for an empty property in relation to a new let is the amount of lost rental income (including services charges) for the time – measured in calendar days – from the date of handover to the landlord following the issue of the certificate of practical completion and the start date of the first tenancy. Subject to the exclusions listed below.</p> <p>The rent loss for an empty property for a re-let is the amount of lost rental income (including services charges) for the time – measured in calendar days – between the date of termination of a previous tenancy or repossession and the start date of a new tenancy. Subject to the exclusions listed below.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • Lock-ups and garages from all calculations • when calculating the total rent due and the rent loss the rent (including services charges) for periods when: <ul style="list-style-type: none"> • properties are empty subject to an insurance claim being raised because of fire or flood damage; • properties are empty awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. <p>N.B. Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and rental income);</p> • properties are held for decanting tenants; • properties are empty and subject of a Governing Body/Sub-Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured.

	<p>Ensure to include:</p> <ul style="list-style-type: none"> • only the amount (£'s) of rent lost for the current rent accounting year when reporting loss for a property that spans across two rent accounting years; and • Service charges in the calculations.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(i) the total amount of rent due for the reporting year. By:</p> <p>(ii) the total amount of rent lost through properties being empty during the reporting year. Multiply by 100.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>35</p>	<p><i>Average length of time taken to re-let properties in the last year.</i></p> <p>(i) The total number of properties re-let in the reporting year. (ii) The total number of calendar days properties were empty.</p>
<p>Definition</p>	<p>Lets Lettings in this context are lets to individual tenants. Properties leased during the year to other organisations (i.e. to Social Work Department) should not be recorded as a let in this part of the return. The houses may be managed by the landlord itself or by an agent on its behalf.</p> <p>A re-let A property where the previous tenancy has ended or the property has been repossessed and a new tenancy has commenced. Houses remaining empty at the end of the year are to be included in the following year's return when they are let.</p> <p>Time taken to re-let This is measured in calendar days, between the date of termination of a previous tenancy or repossession (i.e. the first date from which the rent loss is charged to voids), and the start date of a new tenancy (i.e. the last date from which the rent loss is charged to voids); subject to the exclusions listed below:</p> <ul style="list-style-type: none"> • Mutual exchange, where two tenants (whether or not from the same landlord) exchange homes and tenancies. Section 33 of the 2001 Act allows for mutual exchanges and defines the circumstances under which landlords can refuse them. • Succession, where a landlord awards a tenancy to a member of the household on the tenant's death. Section 22 of the 2001 Act sets down the rules governing succession. • Assignment, where landlords consent to tenants signing over tenancies to another party. They then take over the terms and conditions of the tenancy. Section 32 of the 2001 Act defines the approach that the landlords should take on assignments.
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • mutual exchanges, successions and assignments; • tenancies on properties acquired through the mortgage to rent scheme or stock transfer as re-lets at the point of acquisition. Any subsequent changes in these tenancies would be recorded in the normal manner; • lets for lock-ups and garages; and • houses held for decanting tenants.

	<p>When calculating the time taken to re-let, do not include periods where the property was empty due to:</p> <ul style="list-style-type: none"> • an insurance claim because of fire or flood damage; awaiting or undergoing major repairs/structural work (i.e. modernisation) during which period it would be unsafe for them to be occupied. <p>N.B. Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in the reporting of voids);</p> <ul style="list-style-type: none"> • a Governing Body/Sub-Committee/Council decision that they are not to be let because they are to be transferred; • reconfigured or disposed of/demolished or are surplus to long-term requirements. <p>Ensure to include:</p> <ul style="list-style-type: none"> • only properties that were re-let during the year to the end of the reporting year; and • in the re-let calculation the total number of days, where a re-let period spans two reporting years.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(i) the total number of calendar days properties were empty (subject to the exclusions). By:</p> <p>(ii) the total number of properties re-let in the last year.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>36</p>	<p><i>Gypsies/travellers – Average weekly rent per pitch.</i></p> <p>(i) The total amount of rent set for all pitches during the reporting year. (ii) The total number of pitches.</p>
<p>Definition</p>	<p>A pitch A defined serviced area provided by the landlord where mainly gypsies and travellers place their homes.</p>
<p>Inclusions/ exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • Rent set for all pitches whether occupied or empty.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide:</p> <p>(i) the total amount (£s) for rent set for all pitches during the reporting year. By: (ii) the total number of pitches.</p>

Scottish Social Housing Charter Indicator

<p>Indicator</p> <p>37</p>	<p><i>For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.</i></p>
	<p>(i) Number of Gypsies/Travellers who responded to: <i>'How satisfied or dissatisfied are you with {your landlord/LANDLORD NAME}'s management of your site?'</i></p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<p>Definition</p>	<p>Site management services All services provided by the landlord to ensure sites are well maintained and managed.</p> <p>Survey guidance This indicator would <u>not</u> form part of a comprehensive satisfaction.</p> <p>The SHR recognises the potential complexities of carrying out research with this group and therefore have allowed for flexibility in how this data is collected. For example, landlords may choose to carry out exit surveys to gather feedback from those leaving during the year. See the guidance for more information.</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number of Gypsies/Travellers who responded to the question. Multiply by 100.</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C1</p>	<p>Staff information, staff turnover and sickness rates.(RSLs only)</p> <p>A – Chief Executive / Senior Officer / Director (i) Name of Chief Executive (System generated, RSL needs to contact SHR to update changes of Chief Executive position)</p> <p>B – Staff employed by the RSL (i) Number of senior staff. (ii) Number of office based staff. (iii) Number of care / support staff. (iv) Number of concierge staff. (v) Number of direct labour staff.</p> <p>C – Staff turnover and sickness absence (i) Percentage of senior staff turnover in the year to the end of the reporting year. (ii) Percentage of total staff turnover in the year to the end of the reporting year. (iii) Percentage of days lost through staff sickness absence in the reporting year.</p>
<p>Definition</p>	<p>Staff employed by RSL B (i)-(v) Permanent or temporary staff employed by the RSL or by any of its subsidiaries as at 31 March each year which carry out duties for the RSL. The number of senior staff must only be counted at B (i). The number of staff should be reported in terms of full-time equivalents (FTE). For example, if the hours of two people working part-time are added together that might be the same as one full-time job.</p> <p>Senior staff Senior staff are chief executives, directors and section heads or other posts seen as senior within the organisation.</p> <p>Senior staff turnover This is the number of senior staff that left in the year as a percentage of senior staff.</p> <p>Total staff turnover This is the number of all staff that left in the year as a percentage of total staff.</p> <p>Days lost D(iii) This means the percentage of the total working days available for the groups of employees which are lost through sickness absence in your organisation. Working patterns often vary both between and within organisations. However, each period of work (working day, day shift or night shift) should be measured as one unit (that is, counted as one day). Part time employees should be treated in the same way. For example, where an employee works four hours per day that should be counted as a unit of work (one day). So, if an organisation has</p>

1,000 full-time staff and 500 part-time staff, the number of working days is $(224 \times 1,000) + (224 \times 500)$. The 224 working days appears in the example at the end of these definitions.

Periods of sickness

These periods should be recorded in whole days or units of work; sickness leave for just part of a day or work period should not be included. Only days which form part of an employee’s normal working week should be counted as sick leave.

Sickness absence

Sickness absence is defined as an absence from the place of employment because of the employee’s illness or injury for which sick leave entitlement is used. This may include self-certification, absence supported by a doctor’s certificate, long-term sickness absence and industrial injury. You should not include authorised absences which are not sickness absences, such as compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support.

Employees who work for periods of less than a complete month during the year should not be included in your answer.

Complete month

A complete month means the period between a date in one month and the immediately preceding date in the following month (for example, 15 February to 14 March inclusive).

Working days

Working days can, depending on local circumstances, vary between organisations. For example, because of the number of local public holidays employees receive. The number of working days should exclude weekends (except for employees who work these periods as part of their normal working week), public holidays and local holidays, rest days and annual leave.

Here is an example of a calculation of working days available per year:

Example	Full-time and part-time employees	Temporary employees
Base	365 days	92 days
Less:		
Weekends	104 days	26 days
Annual leave	25 days	5 days
Public / local holidays	12 days	1 day
Working days per year	224 days	60 days

Organisations manage their part-time and temporary employees in different ways. In the example above, we have included annual leave. However, your organisation may not allow a temporary employee to take annual leave during the period they have been

	contracted to work and may pay them for this instead. For example, an employee contracted to work for three months would normally be entitled to five days annual leave (that is, pro rata to full-time staff entitlement of 20 days per year).
Inclusions/ exclusions	<p>Do not include:</p> <ul style="list-style-type: none"> • agency staff; • staff employed by any of the RSL's subsidiaries who do not carry out duties for the RSL. <p>Ensure to include:</p> <ul style="list-style-type: none"> • staff employed by any of the RSL's subsidiaries who carry out duties for the RSL.
SHR Calculation	To calculate the 'total number of staff' we will add B(i), (ii), (iii), (iv) and (v).
RSL Calculation	<p>The RSL will calculate the 'staff turnover and sickness absence' at (C) by applying the following calculations:</p> <p>C(i) The turnover of senior staff should be calculated as a percentage of the total senior staff the RSL employs - as calculated by the system.</p> <p>C(ii) Total staff turnover total staff figures should be calculated as a percentage of the total staff the RSL employs - as reported in B(vi).</p> <p>C(iii) The percentage of working days lost through absences because of staff sickness is:</p> <ol style="list-style-type: none"> a) sickness absence (in working days). Divided by: b) the number of working days available per year. Multiplied by 100. Equals: c) the percentage of working days lost through sickness absence.

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C2</p>	<p><i>Parent, subsidiary and other connected organisation information. Including nature of activities carried out by each subsidiary.(RSLs only)</i></p> <p>(i) If parent organisation:</p> <ul style="list-style-type: none"> • name of subsidiary; • status of subsidiary with SHR; • charitable status of subsidiary; • activities of subsidiary (select from list). <p>(ii) If subsidiary of another organisation:</p> <ul style="list-style-type: none"> • name and address of the parent organisation. <p>(iii) If connected with another organisation:</p> <ul style="list-style-type: none"> • name and address of the organisation; • constitution of the organisation; • control of governing body membership; • nature of connected organisation / activities (select from drop down list); • transactions / outstanding loans or debts.
<p>Definition</p>	<p>Activities of subsidiary</p> <p>Landlords must indicate the activities the subsidiary is involved from this list:</p> <ol style="list-style-type: none"> 1. collaborative venture with other landlord; 2. commercial activities; 3. development projects; 4. factoring services; 5. housing support provider; 6. ownership of mid-market rent – low cost home ownership properties; 7. wider role – community regeneration projects; 8. other business activities. <p>Connected to other organisation</p> <p>A landlord can be considered connected with other organisation, either formally by having the power to control the other organisation's management, or informally by sharing members of the Governing Body or directors with the other organisation.</p> <ul style="list-style-type: none"> • Control of governing body membership - must state whether the landlord controls the membership of the Governing Body and/or the shareholding. • Nature of linked organisation activities must be selected from the following drop down list: <ol style="list-style-type: none"> 1. Wider role project 2. Collaborative venture with other HAs 3. Housing support provider 4. Charitable grant provider 5. Other commercial 6. Development agency 7. Other

	<ul style="list-style-type: none"> • Transactions/outstanding loans or debts must be reported to nearest pound (£) the amount relating to the organisation(s) with which the landlord is connected.
Inclusions/ exclusions	Do not include: <ul style="list-style-type: none"> • affiliations to bodies such as the Scottish Federation of Housing Associations.
Calculation	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C3</p>	<p><i>Agent employed by the landlord to provide all of its services.</i></p>
	<p>(i) Name of organisation. (ii) Contact name.</p>
<p>Definition</p>	<p>Agent An agent is an organisation which is employed by the landlord to provide ALL services on behalf of the landlord.</p>
<p>Inclusions/ exclusions</p>	
<p>Calculation</p>	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C4</p>	<p><i>RSL members.</i></p>
	<p>(i) Total number of RSL members as at the time of the last Annual General Meeting. (ii) Number of members attending last RSL Annual General Meeting.</p>
<p>Definition</p>	<p>Member The members of an RSL are those persons or organisations who hold a share in the RSL and whose names are entered in the RSL's Register of Members, in line with the membership policy of each RSL.</p> <p>Annual General Meeting A general meeting known as the annual general meeting held within six months of the end of each financial year of the RSL.</p>
<p>Inclusions/ exclusions</p>	
<p>Calculation</p>	

Scottish Social Housing Charter Contextual Indicator

Indicator	Governing body appointments. (RSLs only)
C5	(i) Number of governing body vacancies at last Annual General Meeting. (ii) Number of candidates for the vacancies. (iii) Number of vacancies filled
Definition	<p>Vacancy A position on the governing body (GB) where a current member has either left during the last year or, where they have stood down under the 3 year rule.</p> <p>Candidates Number of members standing for election to vacant positions on the GB.</p>
Inclusions/exclusions	
Calculation	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p>	<p>Organisation details - Governing body details. (RSLs only)</p>
<p>C6</p>	<p>Governing body (GB) membership details as at the last Annual General Meeting (AGM):</p> <ul style="list-style-type: none"> (i) name of member; (ii) position on GB: Chair or Secretary; (iii) date of joining GB; (iv) route to joining: elected, co-opted, casual vacancy; (v) Chairperson: length of time in office; (vi) type of member: landlord's own tenant, other social landlord tenant, owner (factored or shared owner) or other (Select from drop down list); (vii) remuneration (if applicable) paid to member; (viii) contact address /e-mail address for Chairperson and Secretary; and (ix) for those members who left the GB during the reporting year: date of leaving.
<p>Definition</p>	<p>It is anticipated that the details of governing body (GB) members will be brought forward from the APSR for 2012/13. Therefore, RSLs will only require to update details as necessary.</p> <p>Length of service This is the cumulative length of service on the GB. For any new members, the system will calculate the length of service from (iii) date of joining. For existing members, the system will calculate this to be previous length of service plus 1 year. Where a member is re-elected, the length of service is calculated from the first date of election.</p> <p>Length of time person has held the office of Chair As at the last Annual General Meeting the cumulative length of time the person has been Chair.</p> <p>Elected Position on GB was secured through voting at Annual General Meeting.</p> <p>Co-opted The RSL's constitution will define what a co-optee is. Usually, an RSL can bring people on to its governing body through co-opting anyone the governing body considers is suitable to become a GB Member.</p> <p>Casual vacancy If an elected GB member leaves the GB between the annual general meetings, this creates a casual vacancy and the GB can select a member to take their place on the GB until the next annual general meeting.</p>

	<p>Type of member</p> <ul style="list-style-type: none"> • Landlord's own tenant is a tenant of the reporting landlord. • Other social landlord tenant is a tenant of another social landlord. • Owner is either factored or shared owner. • Other, any other category of member. <p>Remuneration The value of any payments (excluding payment for expenses and training) that a landlord has made to individual governing body members during the last year.</p>
<p>Inclusions/ exclusions</p>	<p>Do not included in the remuneration:</p> <ul style="list-style-type: none"> • any payments made to GB members for expenses and training.
<p>SHR Calculation</p>	<p>We will calculate the continuing length of service on the GB from the date of joining.</p> <p>We will also calculate the length of service for members who have left the GB for record purposes.</p> <p>We will calculate the total number of GB members as at the last AGM based on the information supplied by the landlord.</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C7</p>	<p>Number of lets during the reporting year, split between 'general needs' and 'supported housing'.</p> <p>(i) The number of 'general needs' lets during the reporting year. (ii) The number of 'supported housing' lets during the reporting year.</p>
<p>Definition</p>	<p>Lets Lets in this context are lets to individual tenants. Properties leased during the year to other organisations, e.g. to Social Work Department, should not be recorded as a let in this part of the return. The houses may be managed by the landlord or by an agent.</p> <p>A let may be either a 'new' let or a 're-let'.</p> <ul style="list-style-type: none"> • A new let is a property which is let for the first time following receipt of a certificate of practical completion. • A re-let is a property where the previous tenancy has ended or the property has been repossessed and a new tenancy has commenced. <p>General needs lets Lets for people who do not need any special support</p> <p>Supported housing Lets for sheltered tenancies, very sheltered and other supported tenancies.</p>
<p>Inclusions/exclusions</p>	<p>Do not include</p> <ul style="list-style-type: none"> • mutual exchanges, successions and assignments; • lets for lock-ups and garages; • houses held for decanting tenants; • lets for temporary accommodation; • tenancies on properties acquired through the mortgage to rent scheme or stock transfer as re-lets at the point of acquisition. However, subsequent changes in these tenancies in the normal manner should be included.
<p>SHR Calculation</p>	<p>To calculate the indicator we will add:</p> <p>(i) the number of 'general needs' lets during the reporting year. To: (ii) the number of 'supported housing' lets during the reporting year.</p>

Scottish Social Housing Charter Contextual Indicator

Indicator	<i>The number of lets during the reporting year by source of let.</i>
C8	<p>For ALL landlords:</p> <p>(i) the number of lets to existing tenants;</p> <p>(ii) the number of lets to housing list applicants;</p> <p>(iii) the number of lets from other sources.</p> <p>(iv) For LAs only: the number of lets to homeless applicants.</p> <p>(v) For RSLs only: the number of applicants who have been assessed as statutory homeless by the local authority; broken down by:</p> <ul style="list-style-type: none"> • section 5 referrals (RSLs); • nominations from the local authority; • other. <p>(vi) The number of other nominations from local authorities.</p>
Definition	<p>Lets to existing tenants Lets to those who were already tenants in one of the landlord's properties, who applied through the landlord's housing list/s. (This covers all lists. For example, waiting or transfer lists or common housing registers).</p> <p>Lets to housing list applicants Lets to people who were not existing tenants and who were on the landlord's housing list or the common housing register in which the landlord participates. Do not include section 5 referrals or LA nominations.</p> <p>Lets from other sources This includes any lets made which are not covered by (i) Lets to existing tenants and (ii) Lets to housing list applicants i.e referrals from other groups or agencies i.e. Women's Aid, Social Work Departments etc.</p> <p>(For LAs only) Lets to homeless applicants Lets to people assessed as statutory homeless by the local authority and to whom the LA has a duty to provide permanent housing.</p> <p>(For RSLs only) Lets to people who were assessed by the LA as statutory homeless and to whom the LA has a duty to provide permanent housing.</p> <ul style="list-style-type: none"> • Section 5 referrals, include those housed as a result of a section 5 referral. • Nomination from local authority, for people whom the local authority has assessed as statutory homeless. This may be applicable for RSLs who have not agreed a Section 5 arrangement with the local authority. • Other, for those landlords that operate a Choice Based

	<p>Lettings scheme this will include homeless people who have a priority pass due to the statutory assessment. It will also include those whom the local authority has assessed as statutory homeless and who the RSL has selected from a CHR.</p> <p>Nominations from local authorities With the exception of those assessed by the LA as statutory homeless to whom it has a duty to provide permanent accommodation. It may include those whom the LA has assessed as homeless but to whom it has no duty to secure permanent accommodation.</p>
Inclusions/ exclusions	
Calculation	

Scottish Social Housing Charter Contextual Indicator

Indicator	<i>Types of tenancies granted for lets during the reporting year.</i>
C9	<p>(i) The number of occupancy agreements granted in the reporting year.</p> <p>(ii) The number of short SSTs granted in the reporting year.</p> <p>(iii) The number SSTs granted in the reporting year.</p>
Definition	<p>This question should be completed in relation to the total number of lets reported in indicator C8 ‘The number of lets during the reporting year by source of let’.</p> <p>Occupancy agreement An arrangement that allows a person to occupy a property or part of a property for an agreed length of time stating any conditions of occupancy that apply. For example, an agreement to rent a room in a group home run by a landlord, where communal rooms are shared with other people.</p> <p>Scottish secure tenancy (SST) and Short SST Under the Housing (Scotland) Act 2001 (the 2001 Act) a tenancy will only be an SST if:</p> <ul style="list-style-type: none"> • the house is let as a separate dwelling; • the tenant is an individual and the house is the tenant’s only or principal home; • the landlord is a local authority landlord, a registered social landlord, or a water or sewerage authority; • where the landlord is an RSL which is a co-operative housing association, the tenant is a member of the association; and • the tenancy was created on or after such date as specified by order or before that date if of a description specified by order. <p>In specifically defined circumstances set by the 2001 Act, social landlords are able, but not obliged, to offer a short SST instead.</p> <p><i>See ‘ Terms Used’ for further details.</i></p>
Inclusions/ exclusions	<p>Do not include:</p> <ul style="list-style-type: none"> • homeless temporary accommodation
Calculation	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p>	<p><i>Housing lists.</i></p>
<p>C10</p>	<p>(i) What type of housing list do you operate (pick from list): (a) Your own housing list; (b) Common housing register; (c) Choice based lettings; (d) Mutual exchange scheme.</p> <p>(ii) Number of new applicants added to the housing list(s). (iii) Number of applicants on the housing list(s) at end of reporting year. (iv) Number of suspensions from the housing list at end of reporting year. (v) Number of applications cancelled from the housing list during the reporting year. (vi) Number of Section 5 referrals received during the last reporting year.</p>
<p>Definition</p>	<p>Housing list A register of applicants and tenants who have applied for housing with a particular landlord.</p> <p>Common housing register (CHR) A system where a single application can be completed allowing applicants to be considered for social rented housing from a range of landlords participating in the CHR.</p> <p>Choice based letting (CBL) A system where available properties are advertised by a landlord and applicants submit bids for homes they are interested in, that are suitable for their needs.</p> <p>Mutual exchange scheme Where two tenants (whether or not from the same landlord) exchange homes and tenancies either locally or nationally.</p> <p>Suspended applicants Those suspended from receiving an offer of housing under specified circumstances. e.g. a history of anti social behaviour or those who have had a Notice of Proceedings for Recovery of Possession served on them.</p> <p>Cancelled application An application can be cancelled when:</p> <ul style="list-style-type: none"> • the applicant asks for the application to be cancelled; • the death of an applicant; or • the applicant repeatedly fails to respond to the landlord's review of the housing list. <p>Section 5 referral A request from a local authority issued to an RSL, under Section 5 of the Housing (Scotland) Act 2001, to provide housing within six weeks to applicants assessed as statutorily homeless.</p>

Inclusions/ exclusions	Ensure to include: <ul style="list-style-type: none"> • all Section 5 referrals received by the landlord, regardless of the outcome. For example, if a referral was received but the RSL was not able to comply with it, the referral should be included.
Calculation	

Scottish Social Housing Charter Contextual Indicator

Indicator	<i>Abandoned properties.</i>
C11	The number of abandoned properties during the reporting year.
Definition	<p>Abandoned property As defined by the Housing (Scotland) Act 2001, a property is abandoned where a landlord under a Scottish Secure Tenancy has reasonable grounds to believe that :</p> <ul style="list-style-type: none"> • the house is unoccupied; and • the tenant does not intend to occupy the property as their home. <p>It is appreciated that landlords may be reporting based on actions raised late in the previous year (e.g. March 2013) and not reporting the outcome of actions granted late in the current reporting year (e.g. March 2014).</p>
Inclusions/ exclusions	<p>Do not include:</p> <ul style="list-style-type: none"> • properties abandoned where the tenant was subject to eviction actions. <p>Ensure you include:</p> <ul style="list-style-type: none"> • only properties which were abandoned following the abandonment procedures as set out in Sections 17 and 18 of the Housing (Scotland) Act 2001.
Landlord Calculation	To calculate the indicator the landlord will count the number of properties abandoned during the current reporting year.

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C12</p>	<p><i>Number of notices of proceedings issued and court action initiated.</i></p> <p>(i) Number of notices of proceedings issued during the reporting year. (ii) The number of orders for recovery of possession granted during the reporting year.</p>
<p>Definition</p>	<p>Notice of proceedings (NOP) As defined by Section 14 of the Housing (Scotland) Act 2001 as amended by Section 155 of the Housing (Scotland) Act 2010, a NOP is a legal document issued at the first stage in the legal process for a landlord to evict a tenant.</p> <p>Order for recovery of possession Section 16 of the Housing (Scotland) Act 2001 as amended by Section 153 of the Housing (Scotland) Act 2010, sets out the grounds on which a court can issue an order to terminate a SST and gives the landlord the right to recover possession of the property.</p> <p>In reporting the number of orders for recovery it is appreciated you may be reporting based on actions raised late in the previous year (e.g. March 2013) and not reporting the outcome of actions granted late in the current year (e.g. March 2014).</p>
<p>Inclusions/ exclusions</p>	
<p>Landlord Calculation</p>	<p>To calculate the indicator the landlord will: count all NOPs raised in the current reporting year and all orders for recovery of possession granted in the current year, regardless of when the NOP was raised.</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C13</p>	<p><i>Average number of reactive repairs completed per occupied property.</i></p> <p>(i) The total number of reactive repairs completed during the reporting year. (ii) The number of occupied properties during the reporting year.</p>
<p>Definition</p>	<p>Reactive repairs</p> <ul style="list-style-type: none"> • Reactive repairs completed between the start and the end of the reporting year. • Repairs carried out to occupied leased properties should be included in the data by the landlord carrying out the repair. • Any common works completed as reactive repairs should be included in the total number of repairs completed (e.g. the cleaning of a blocked gutter which effects a block of flats, or a repair common door entry system). <p>Occupied properties Count of all properties where there is a current tenancy/occupancy agreement in place as at the end of the reporting year.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • repairs carried out under the defects liability period on any new built properties. • repairs to void properties in this return. • any 'no access' cases (i.e. where a contractor has been unable to access the property to carry out the repair). <p>Ensure to include:</p> <ul style="list-style-type: none"> • 'Right to repair' repairs as defined in the Housing (Scotland) Act 2001 in the total; and • repairs raised in the previous year, but not completed until the current year; and • repairs to occupied properties used as temporary accommodation.
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide: (i) the total number of reactive repairs completed in the last year. By: (ii) the number of occupied properties as at the end of the reporting year. Multiply by 100.</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C14</p>	<p><i>The landlord's wholly owned stock.</i></p> <p>(i) Number of self-contained units; and (ii) number of non self-contained units / bedspaces wholly owned by the landlord: (a) at the start of the year; (b) gained during the year through new build, purchase/ transfers, reconfiguration; (c) lost during the year through demolition, reconfiguration, sales to sitting tenants - with or without Right to Buy (not applicable to non self-contained units); other sales/transfers. Of the stock at year end the number that are: (d) low demand; (e) unlettable; (f) used for temporary accommodation. (iii) Number of non housing units; and (iv) number of units leased elsewhere: (a) at the start; and (b) at year end.</p>
<p>Definition</p>	<p>The appendix shows the data to be supplied.</p> <p>Stock gains</p> <ul style="list-style-type: none"> • New build All new built properties where a certificate of practical completion has been issued for completion dates within the reporting year. • Purchases / transfers <ul style="list-style-type: none"> ○ Dwellings acquired from other agencies/landlords or from the private sector to be used for social housing. ○ Dwellings acquired for future demolition. ○ Any properties bought back which were previously sold through low cost home ownership or others (e.g. Mortgage to rent which are bought back and now form part of the landlord's social rented stock). • Reconfiguration <ul style="list-style-type: none"> ○ Subdivision of an existing dwelling to provide a number of smaller dwellings; or ○ The conversion of non-domestic property such as an office into a dwelling for residential use. <p>Stock losses</p> <ul style="list-style-type: none"> • Demolition All dwellings demolished. • Reconfiguration <ul style="list-style-type: none"> ○ The combination of two or more existing dwellings to provide smaller number of properties; e.g. knocking through a row of cottages to provide one or more larger dwellings; or ○ The conversion of a domestic property for non-domestic use; e.g. to a shop or office.

	<ul style="list-style-type: none"> • Sold to sitting tenants <ul style="list-style-type: none"> ○ 'With Right to Buy (RTB)', this would include sales under both 'old' and 'modernised' RTB terms. ○ 'Without RTB', are sales where RTB is excluded without a time limit or is excluded under the 10-year exemption provision of 2001 Act. • Other sales / transfers This should include: <ul style="list-style-type: none"> ○ voluntary contractual sales under Section 65 to 68 of the 2001 Housing Act; ○ tenants' Choice Sales (under Housing (Scotland) Act 1988); ○ open market sales and stock transfers to other landlords; and ○ sales to private developers. <p>Low demand stock Of the number of self-contained and non self-contained properties (whether occupied or not) at the end of the reporting year, the number the landlord assessed as being in low demand.</p> <p>Unlettable stock As at the end of the reporting year the number of self-contained and non self-contained properties that:</p> <ul style="list-style-type: none"> • are not actively being re-let and are subject to a Committee decision that they are not to be let because they are surplus to long-term requirements; and • a disposal strategy to transfer, dispose of, demolish or reconfigure the properties is in place; • are being held for decant purposes (occupied or void) being used as part of a modernisation or similar project; • are subject to an insurance claim because of fire or flood damage; • are awaiting or undergoing major repairs/structural work and are unsafe to be occupied; • are awaiting a Committee decision on future action. <p>Non housing units owned This includes garages/lock-ups, shops, offices, commercial premises and any other types of non-housing units.</p> <p>Leased elsewhere This includes properties owned by the landlord but:</p> <ul style="list-style-type: none"> • leased to other organisations e.g. Social Work Departments; or • leased to a subsidiary for mid-market rent. <p>Temporary accommodation For the purpose of this return, temporary accommodation is the type of accommodation made available to a homeless applicant for a limited period of time in order to:</p> <ul style="list-style-type: none"> • give the landlord time to investigate and assess a homeless application;
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	<ul style="list-style-type: none"> • give the applicant a reasonable opportunity to find alternative accommodation for him or herself; • give the landlord a reasonable opportunity to find permanent accommodation for the applicant.
Inclusions/ exclusions	<p>Do not include:</p> <ul style="list-style-type: none"> • self-contained and non self-contained stock owned that is not used for social rent (e.g. guest rooms as part of a sheltered complex). • warden's accommodation or tied properties. <p>Ensure to include:</p> <ul style="list-style-type: none"> • non self-contained accommodation, wholly owned but managed by a voluntary group or another organisation. • units intended for improvement for sale in the count of stock – which may or may not be lettable.
SHR Calculation	<p>The following calculations will be applied:</p> <p>For (i) the number of self-contained units and (ii) the number of non self-contained units / bedspaces wholly owned by the landlord, at the year end we will: add (a) plus (b) minus (c)</p> <p>For the total number of lettable stock we will use the total at year (as per above calculation). Minus: (e) unlettable. Minus: (f) used for temporary accommodation.</p>

Appendix

Stock Summary		a. Year start	b. Gains				c. Losses				Other sales/ transfers	Total year end	d. Low Demand	e. Unlet- table	f. Temp Accom	Lettable		
			New builds	Purchases / transfers	Reconfig- urations	Demo lished	Reconfig urations	Sold to sitting tenants										
								With RTB	With- out RTB									
C14. Wholly owned by the landlord	(i) SC units										0					0		
	(ii) NSC units / beds										0	0					0	0
	(iii) Non- housing units										0							
	(iv) Leased elsewhere										0							

Overall submission

Stock Summary		b. Gains				c. Losses										
		a. Year start	New builds	Purchases/transfers	Reconfigurations	Demo-lished	Reconfigurations	Sold to sitting tenants		Other sales/transfers	Total year end	d. Low Demand	e. Unlettable	f. Temp Accom	Lettable	
								With RTB	Without RTB							
C14. Wholly owned by the landlord	(i) SC units										0				0	
	(ii) NSC units / beds										0	0			0	0
	Non-housing units										0				0	
	Leased elsewhere										0				0	
C15. Partly owned by the landlord	Number of units										0					
C16. Owned by subsidiary	(i) SC units										0					
	(ii) NSC units / beds										0	0				
	(iii) Non-housing units										0					

Scottish Social Housing Charter Contextual Indicator

Indicator	<i>The number of units partly owned by landlord.</i>
C15	(i) The number of self-contained units partly owned by landlord: (a) at the start of the reporting year; (b) at year end.
Definition	<p>Partly owned stock Where the landlord has a continued financial stake in a property. This includes the Scottish Government 'Low Cost initiative for First Time Buyers' (LIFT).</p> <p>These include:</p> <ul style="list-style-type: none"> • The New Supply Shared Equity scheme to allow first time buyers to buy a new build property either from a housing association or a private developer. • The New Supply Shared Equity with Developers scheme allows first time buyers to buy a new build property from a developer. • The Open Market Shared Equity scheme to allow first time buyers to buy a property on the open market. • Shared ownership, where a share of the property is sold to the occupier and the remaining portion is rented from the landlord. <p>It also includes properties (where a Landlord owns a partial stake) which are not part of LIFT e.g. joint partnerships between RSLs and local authorities or other voluntary organisations.</p>
Inclusions/ exclusions	<p>Do not include:</p> <ul style="list-style-type: none"> • properties where the purchaser has staircased to 100% ownership during the year. <p>Ensure to include:</p> <ul style="list-style-type: none"> • cases where the stake left in the property is held by either the landlord or Scottish Ministers.
Calculation	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C16</p>	<p><i>Stock owned by a subsidiary/subsidiaries.</i></p> <p>(i) The number of self-contained units owned by a subsidiary/subsidiaries. (ii) The number of non self-contained units owned by a subsidiary/subsidiaries. (iii) The number of non housing units owned by a subsidiary/subsidiaries.</p> <p>(a) at the start of the year; (b) gained during the year through new build or purchase; (c) lost during the year through sale.</p>
<p>Definition</p>	<p>Stock gains</p> <ul style="list-style-type: none"> • New build All new built properties where a certificate of practical completion has been issued for completion dates within the reporting year. • Purchases Self-contained and non-contained properties acquired from other agencies/landlords or from the private sector to be used for residential letting. Non housing units acquired. <p>Sales All sales of self-contained and non self-contained units and non housing units owned by the subsidiary completed during the reporting year.</p> <p>Subsidiary This is defined in Section 82 of the Housing (Scotland) Act 2001 as a company with respect to which one of the following conditions is fulfilled:</p> <ul style="list-style-type: none"> • The landlord is a member of the company and controls the composition of the board of directors. • The landlord holds more than half in nominal value of the company's equity share capital. • The company is a subsidiary, within the meaning of the Companies Act 1985 (c.6) or the Friendly and Industrial and Provident Societies Act 1968 (c.55), of another company which, by virtue of paragraph (a) or (b), is itself a subsidiary of the landlord.
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>The following calculations will be applied: For the total number of self-contained units owned by a subsidiary/subsidiaries at the end of the reporting year we will:</p> <p>Add (i)(a) plus (i)(b) minus (i)(c). This calculation will also apply to (ii) and (iii).</p>

Example

Stock Summary		a. Year start		b. Gains		c. Losses		Total year end	
				New builds	Purchases/ transfers	Other sales/ transfers			
C16. Owned by subsidiary/subsidiary	(i) SC units							0	
	(ii) NSC units / beds							0	0
	(iii) Non-housing units							0	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p>	<p><i>Stock by house types, apartment sizes and average weekly rents.</i></p>
<p>C17</p>	<p>(i) Number of self-contained wholly owned units at year end by: (a) house type: house, high rise, tenement, 4 in block, other flat/maisonette; (b) apartment size; and (c) average weekly rent in the reporting year for lettable units by apartment size.</p> <p>(ii) Non self-contained units/bedspaces at year end (from C16). (c) Average weekly rent for lettable bedspaces in the reporting year.</p>
<p>Definition</p>	<p>See appendix for sample submission.</p> <p>N.B. The information on house types and apartment sizes is to be supplied for all wholly owned stock (lettable and unlettable).</p> <p>Dwelling A dwelling is a building or part of a building which forms a separate and self-contained set of premises designed to be occupied by one household.</p> <p>House A house is a dwelling divided vertically from every other dwelling and with its main from ground level. Include detached, semi-detached and terraced houses.</p> <p>High rise A high rise is a dwelling in a building of five storeys or more with a lift.</p> <p>Tenement flat A tenement flat is a dwelling in a building of two or more floors containing two or more flats with shared access.</p> <p>Four in a block A four in a block dwelling (that is, a cottage flat) is a building that contains four flats, each with their own access.</p> <p>Flat A flat is a dwelling on one floor, forming part of a building from some other part of which it is divided horizontally.</p> <p>Maisonette A maisonette is a dwelling on more than one floor, forming part of a building from some other part of which it is divided horizontally.</p> <p>The apartment size of a property This is based on the count of the number of bedrooms and living/dinning rooms. Kitchens, bathrooms, toilets and utility rooms are not counted (e.g. a 1-apt is a bed-sit, a 2 apt is one-bedroom dwelling with a living room, and a 3-apt is 2-bedroom dwelling with a living room etc).</p>

	<p>Average weekly rent for self-contained stock This is the average weekly rent charged (including service charges or other charges) for all social rented properties let or available for let during the reporting year.</p> <p>The average weekly rent for self-contained stock is calculated as follows:</p> <ul style="list-style-type: none"> • Weekly rent is the annual rent (including service charges or other charges) divided by 52. • Number of units is the number of self-contained dwelling units (let or available for let) that the average weekly rent calculation is based on. • Average weekly rent is the weighted average (including service charges or other charges). <p>This information is to be provided by apartment size and an overall level.</p> <p>Average weekly rent for non self-contained bedspaces This is the average weekly rent (including service charges or other charges) for all social rented bedspaces let or available to let during the reporting year.</p> <p>The average weekly rent for non self-contained stock is calculated as follows:</p> <ul style="list-style-type: none"> • Weekly rent is the annual rent (including service charges or other charges) divided by 52. • Number of bedspaces is the number of non self-contained bedspaces (let or available for let) that the average weekly rent calculation is based on. • Average weekly rent is this is the weighted average (including service charges or other charges). <p>See example in the Calculation box</p>
<p>Inclusions/ exclusions</p>	<p>Do not include in the stock:</p> <ul style="list-style-type: none"> • any guest rooms provided as part of sheltered accommodation; • stock managed but not owned; • any dwellings jointly owned e.g. shared ownership properties; and • warden's accommodation or tied properties. <p>Ensure to include in the stock:</p> <ul style="list-style-type: none"> • any non-self contained accommodation, owned by you but managed by a voluntary group or by another landlord. <p>Do not include in the rent calculation:</p> <ul style="list-style-type: none"> • warden or tied properties. <p>Ensure to include in the rent calculation:</p> <ul style="list-style-type: none"> • only those socially rented properties which are let or available to let; and • service charges and other charges

SHR Calculation	<p>To calculate the overall average weekly rent we will use the calculation detailed below. The figures are taken from the example shown in the appendix.</p> <p>The calculation of the overall average weekly rent equals:</p> $\frac{(47.53 \times 19) + (59.54 \times 671) + (66.59 \times 799) + (72.57 \times 445) + (81.34 \times 59)}{19 + 671 + 799 + 445 + 59}$ $= \frac{131,152.53}{1993}$ $= \text{£}65.81$
Landlord Calculation	<p>The landlord will calculate the average weekly rent per apartment size applying the following calculation:</p> <p>The total annual rent for all dwellings per apartment size. Divided by 52. Equals: the total weekly rent for each apartment size. Divided by: the total the number of dwellings per each apartment size.</p>

Appendix

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt						0	19	47.53
2 Apt						0	671	59.54
3 Apt						0	799	66.59
4 Apt						0	445	72.57
5+ Apt						0	59	81.34
Total SC	0	0	0	0	0	0	1993	65.81
Total NSC units / beds						0	0	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C18</p>	<p><i>By local authority area, the number of self-contained and non self-contained units and bedspaces, at the year end by provision type.</i></p> <hr/> <p>The number of (i) self-contained units and (ii) non self-contained units/bedspaces by local authority and provision type:</p> <ul style="list-style-type: none"> • general needs; • sheltered; • very sheltered; • medium dependency; • wheelchair housing; • ambulant disabled; • other specially adapted.
<p>Definition</p>	<p>See appendix for sample submission.</p> <p>The information is to be supplied for all properties wholly owned by the landlord whether lettable or unlettable, at local authority level as at the end of the reporting year. Provision will also be made for a landlord to report any stock owned outwith Scotland.</p> <p>General needs Properties for people who have no special needs that have to be met by features of the layout, fixtures, fittings, or location of their home. This is sometimes also referred to as mainstream. This definition includes housing occupied by single parent families and barrier free accommodation.</p> <p>Sheltered Properties where the main form of support is a warden service and / or an emergency call service, connecting each house to a warden system.</p> <p>Very sheltered Properties which generally have all the features of sheltered housing but will usually have special bathroom facilities as well. There will also be a greater level of care and support offered through the service of extra wardens, full-time carers or domiciliary assistance and the provision of at least one meal a day.</p> <p>Medium dependency Properties' design based on the standards of general needs housing but with the addition of other features of the above sheltered housing definition.</p> <p>Wheelchair housing Properties built or adapted to give extra floor area, whole house heating, special features in the bathroom and kitchen, and other features.</p>

	<p>Ambulant disabled Properties for people who have disabilities but are not confined to wheelchairs. Such accommodation is built or adapted to general needs housing standards but with a level or a ramped approach, a WC and bathroom at entrance level, and other special features.</p> <p>Other specially adapted Dwellings with other adaptations, for example the installation of renal dialysis equipment, should be included here if information is available.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • guest rooms, where provided as part of sheltered housing; • warden's accommodation as general needs self-contained dwelling units; • property jointly owned with other organisations or individuals; and • property managed but not owned by the landlord. <p>Ensure to include:</p> <ul style="list-style-type: none"> • all accommodation, owned by the landlord but managed by a voluntary group or by another landlord; • tied accommodation; and • all HRA stock (LAs only).
<p>SHR Calculation</p>	<p>We will calculate the totals with the information reported by the landlord.</p>

Appendix

C18 Stock by local authority and type of provision	General			Sheltered			V.Sheltered			Medium dependency			Wheelchair housing			Ambulant disabled			Other specially adapted		Total			
	SC units	NSC units	NSC beds	SC units	NSC units	NSC beds	SC units	NSC units	NSC beds	SC units	NSC units	NSC beds	SC units	NSC units	NSC beds	SC units	NSC units	NSC beds	SC units	NSC units	NSC beds	SC units	NSC units	NSC beds
Aberdeen City																						0	0	0
Aberdeen-shire																						0	0	0
Angus																						0	0	0
Argyll & Bute																						0	0	0
City of Edinburgh																						0	0	0
City of Glasgow																						0	0	0
Clackmannan-shire																						0	0	0
Dumfries & Galloway																						0	0	0
Stock outwith Scotland																						0	0	0
Total Stock	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C19</p>	<p><i>The number of self-contained and non self-contained units and bedspaces, at the year end by age band.</i></p> <p>The number of (i) self-contained units and (ii) non self-contained units and bedspaces built within the following age bands:</p> <ul style="list-style-type: none"> • Pre 1919 • 1919 - 1944 • 1945 - 1964 • 1965 – 1982 • 1983 – 2002 • Post 2002 																								
<p>Definition</p>	<p>For all wholly owned self-contained and non self-contained properties (lettable and unlettable) the number in each age band as at the end of the reporting year.</p> <p>The age bands set are in line with those used in the <u>Scottish House Conditions Survey</u>. They are tied into Building regulations and used to indicate significant changes in construction and materials in terms of house construction.</p>																								
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • guest rooms where provided as part of sheltered housing; • warden's accommodation as general needs self-contained dwelling units; • property jointly owned with other organisations or individuals; and • property managed but not owned by you. <p>Ensure to include:</p> <ul style="list-style-type: none"> • all accommodation, owned by the landlord but managed by a voluntary group or by another landlord; • tied accommodation; and • all HRA stock (LAs only). 																								
<p>Calculation</p>	<p>Example</p> <table border="1" data-bbox="459 1547 1353 1809"> <thead> <tr> <th>C19 Age of stock</th> <th>Pre-1919</th> <th>1919-1944</th> <th>1945-1964</th> <th>1965-1982</th> <th>1983 - 2002</th> <th>Post 2002</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>SC units</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>0</td> </tr> <tr> <td>NSC units / beds</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>0 0</td> </tr> </tbody> </table>	C19 Age of stock	Pre-1919	1919-1944	1945-1964	1965-1982	1983 - 2002	Post 2002	Total	SC units							0	NSC units / beds							0 0
C19 Age of stock	Pre-1919	1919-1944	1945-1964	1965-1982	1983 - 2002	Post 2002	Total																		
SC units							0																		
NSC units / beds							0 0																		

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C20</p>	<p><i>The number of self-contained properties void at the year end and of those, the number that have been void for more than six months.</i></p> <p>(i) The number of self-contained properties void at the year end. (ii) The number of self-contained properties void for more than six months at the year end.</p>
<p>Definition</p>	<p>Void property This is a property which forms part of your normal lettable self contained stock which is unlet at the year end.</p> <p>Void period This is the void period which commences the first day there is no rent debit. It ends the day before a new rent debit is raised. The total void period should be counted regardless if it spans across two accounting years.</p> <p>The number of self-contained properties void for more than six months at (ii) is a subset of (i).</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • lock-ups and garages; • void periods for non self contained units; • properties that are empty and subject of a governing body/sub-committee/council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished, or reconfigured; • periods when: <ul style="list-style-type: none"> • properties are empty subject to an insurance claim being raised because of fire or flood damage; • properties are empty awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. <p>N.B. Following completion of major repair work, any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in the calculation);</p> • properties are held for decanting tenants.
<p>Calculation</p>	

Scottish Social Housing Charter Contextual Indicator

Indicator C21	<i>Rent increase</i>
	Percentage average weekly rent increase to be applied in the next reporting year.
Definition	<p>Rent increase This is the average percentage increase in the rents to be applied in the next reporting year, as approved by the authorised body of the landlord (i.e. the rent increases approved before 31 March for implementation during the year beginning 1 April).</p> <p>The figure should be reported to two decimal places.</p> <p>For organisations with a policy of differential rent increases, further details can be supplied.</p>
Inclusions/ exclusions	
Calculation	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator C22</p>	<p><i>Number of households for which landlords are paid housing costs directly and the total value of the payments received in the reporting year.</i></p> <p>(i) Number of households the landlord received housing costs directly for during the reporting year. (ii) Value of direct housing cost payments received during the reporting year.</p>
<p>Definition</p>	<p>Number of households for which direct payment of housing costs are made Over the reporting year the count of the number of households a landlord received housing costs directly for (either through housing benefit or the housing element of universal credit). It is understood that universal credit will be phased in over the period October 2013 to end 2017 for different claimants.</p> <p>Value of payments received The total amount (£s) of housing costs (housing benefit /universal credit) paid directly to the landlord during the reporting year.</p>
<p>Inclusions/exclusions</p>	<p>Ensure to include:</p> <ul style="list-style-type: none"> • every household which has had a direct payment of housing costs made to the landlord during the reporting year, even if the tenancy has been subsequently ended or entitlement to assistance with housing costs have ceased. • households only once in the count regardless to the number of times throughout the reporting year there is entitlement to housing costs which are paid directly to the landlord. (E.g. if a household has a break in entitlement only count this household once.) <p>Ensure to deduct:</p> <ul style="list-style-type: none"> • any overpayments of housing costs recovered from direct payments received (regardless to which year the recovery is in respect of), when calculating the value of payments received.
<p>SHR Calculation</p>	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C23</p>	<p><i>Amount and percentage of former tenant rent arrears written off at the year end.</i></p> <p>(i) Total value of former tenant arrears at year end. (ii) Total value of former tenant arrears written off at year end.</p>
<p>Definition</p>	<p>Former tenant arrears Rent that is lawfully due and is unpaid by former tenants prior to write off being applied. All recoveries of overpayments of benefit (Housing Benefit or Universal Credit) towards housing costs that have been debited to rent accounts should be excluded from all rent arrears. Rent arrears relating to garages, lock-ups and service charges are to be included.</p> <p>Former tenant arrears written off Landlords will have their own policies on irrecoverable debt. There are a number of key reasons why a landlord may wish to write-off a debt. These may include:</p> <ul style="list-style-type: none"> • The debt is uneconomical to collect; i.e. the cost of collection is greater than the value of the debt. • The debt is time barred, where the statute of limitation applies. Generally, this means that if a period of six years has elapsed since the debt was last demanded the debt cannot be enforced by legal action. • The debtor cannot be found or communicated with despite all reasonable attempts to trace the debtor. • The debtor is deceased and there is no likely settlement from the estate or next of kin. • Hardship, where permitted, on the grounds that recovery of the debt is likely to cause the debtor serious financial difficulty. • Insolvency where the organisation or person has gone into bankruptcy and there are no assets to claim against.
<p>Inclusions/ exclusions</p>	<p>Do not include: Housing Benefit overpayments debited to rent accounts.</p> <p>Ensure to include: Rent arrears relating to garages, lock-ups and service charges.</p>
<p>SHR Calculation</p>	<p>To calculate the indicator we will divide (ii) the total value of former tenant arrears written off at year end. By: (i) the total value of former tenant arrears at year end. Multiply by 100.</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C24</p>	<p>Scottish Housing Quality Standard (SHQS) – Stock condition survey information.</p> <p>(i) Date stock was last surveyed or assessed for SHQS compliance.</p> <p>(ii) Percentage of stock assessed fully for SHQS compliance since 1 April 2011 until 31 March 2014.</p> <p>(iii) Date next stock condition survey or assessment is scheduled to be carried out.</p> <p>(iv) Percentage of stock to be fully assessed in the next survey for SHQS compliance.</p> <p>(v) Description of how the survey data at (ii) was used to establish overall SHQS compliance.</p>
<p>Definition</p>	<p>Stock surveyed or assessed Properties within the scope of SHQS that have been assessed for SHQS compliance in line the Scottish Government's guidance.</p> <p>Stock assessment can be carried out as a desk exercise following receipt of completion memos/invoices for elements that now meet the standard.</p> <p>Stock surveyed/assessed on a continuous basis should be reported as the month the stock database was last updated.</p> <p>Assessed fully for SHQS compliance Where a property has been surveyed/assessed against all 55 elements of the SHQS as either pass, fail or exempt.</p> <p>Overall SHQS compliance Landlords must advise briefly their use of:</p> <ul style="list-style-type: none"> • surveys and continuous assessment of their stock; • sample survey data that is representative of their housing stock; • targeted surveys to address gaps in stock data • databases and their cloning of data to project overall compliance and failure rates.
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • cloned data when reporting against questions (ii) & (iv); • houses that were not assessed because access was not possible or that were only partially assessed (e.g. externally). <p>Ensure to include:</p> <ul style="list-style-type: none"> • stock that has been assessed fully for SHQS (i.e. assessed on all 55 elements of the Standard, both externally and internally).
<p>Calculation</p>	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C25</p>	<p>Scottish Housing Quality Standard (SHQS) – Stock summary.</p> <p>SHQS Stock summary 2014 and projected for 2015</p> <p>(i) Total self-contained stock as at the end of the reporting year.</p> <p>(ii) Self-contained stock exempt from SHQS.</p> <p>(iii) Self-contained stock failing SHQS (a) number failing one criterion, (b) number failing two or more criteria.</p> <p>(iv) Stock meeting the SHQS.</p> <p>(v) Breakdown of stock meeting the SHQS at (iv) by local authority.</p>
<p>Definition</p>	<p>Further technical support on the SHQS can be found by referring to the Scottish Government's guidance.</p> <p>Total self-contained stock Self-contained stock within the scope of the SHQS as at the end of 2014 reporting year and projected for 2015 (for 2014 this will be the figure as provided at indicator C14). Please refer to the Scottish Government's SHQS Guidance (March 2011) (Annex L covers the scope of the SHQS).</p> <p>Stock exempt from SHQS The total number of self-contained properties with exemptions as at the end of each reporting year. Please refer to the Scottish Government's SHQS Guidance (March 2011) (Annex I covers exemptions and abeyances).</p> <p>Failing SHQS A property failing will have at least one primary element failure or two secondary element failures from the Free from Serious Disrepair criterion. For all other criterions, a single elemental failure will trigger an overall criterion and property failure.</p> <p>Failing one or more criterion Some dwellings will have elemental failures within more than one criterion (e.g. a dwelling may require loft insulation in the <i>Energy Efficiency</i> criterion and adequate kitchen sockets within the <i>Modern Facilities and Services</i> criterion). Such a property will be recorded as failing two or more criteria.</p> <p>Stock meeting SHQS Stock that has been assessed on and passed all 55 elements of the Standard, both externally and internally. This information is to be further broken down in to local authorities.</p>
<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • non self-contained units within your total stock; and • leased properties from other landlord or properties that you do not own, within your total stock. <p>Ensure to include:</p> <ul style="list-style-type: none"> • stock that has been assessed fully for SHQS (i.e. assessed on all 55 elements of the Standard, both externally and

	<p>internally).</p> <ul style="list-style-type: none">• as exempt, properties which have a combination of failing and exempt elements.
Calculation	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C26</p>	<p>Scottish Housing Quality Standard (SHQS) – Stock failing by criterion.</p> <p>Number of self-contained properties failing SHQS by criterion as at the end of the reporting year and projected for 2015.</p> <p>(i) Below Tolerable Standard (ii) Free from Serious Disrepair (iii) Energy Efficient (iv) Modern Facilities and Services (v) Healthy, Safe & Secure</p>
<p>Definition</p>	<p>Criterion</p> <p>Each criterion is made up of various elements (55 in total) and a property may fail a number of elements within each of these. In such a case the property should only be counted once when reporting as a failure against the criterion.</p> <p>A single property can fail up to five criterions.</p> <p>See example calculation showing a single property failing several elements across three criterions.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <p>as a failure, any property at a criterion level if the only element failing is to be claimed as an exemption or abeyance.</p> <p>Ensure you:</p> <ul style="list-style-type: none"> • only count a property once at criterion level regardless to the number of elements within the criterion it fails. • count as a failure at criterion level any property which has elements both failing and exempt.
<p>Calculation</p>	<p>See appendix.</p>

Appendix

Below is a worked example which shows a single property failing multiple elements within a criterion. It has 3 elemental failures within the *Free From Serious Disrepair* criterion and two elemental failures within the *Energy Efficiency* criterion and *Modern Facilities and Services* criterions. It is recorded once at criterion level and once overall.

Criteria	Element	Brief Description	Properties failing
Serious Disrepair	17	Roof Covering	1
Serious Disrepair	19	Flashings	1
Serious Disrepair	20	Rain Water Goods	1
Serious Disrepair	-	Total Failing	1
Energy Efficiency	31	Cavity Wall Insulation	1
Energy Efficiency	32	Loft Insulation	1
Energy Efficiency	-	Total Failing	1
Modern Facilities	36A-D	Bathroom Condition	1
Modern Facilities	37A-C	Kitchen Condition	1
Modern Facilities	-	Total Failing	1
TOTAL Failing	-	Total Failing	1

In C25 Stock Summary, landlords are asked to provide (a) the number of properties failing one criterion and (b) the number of properties failing two or more criterions. Below is an example of how the data should correlate. Every property in (b) must be marked as failing against at least two criterions.

C25 (iii) Severity of failure	2014	2015
Number of properties		
(a) Stock Failing one Criterion	10	10
(b) Stock Failing two or more criterions	5	5
Number of properties		
(i) Below Tolerable Standard	10	5
(ii) Free from Serious Disrepair	5	2
(iii) Energy Efficiency	5	9
(iv) Modern Facilities and Services	5	4
(v) Healthy Safe and Secure	5	2

Below is an example showing typical data to populate the table above for year 2015. Group of properties A and B only fail one criterion and groups of properties C, D and E fail more than one criterion.

Group of properties	Criteria					Total failing 1 criterion	Total failing more than 1 criterion
	(i) BTS	(ii) Free from Serious Disrepair	(iii) Energy Efficient	(iv) Modern Facilities & Services	(v) H S & Secure		
A (4 props)	✓					4	
B (6 props)			✓			6	
C (1 prop)		✓		✓	✓		1
D (3 props)			✓	✓			3
E (1 props)	✓	✓			✓		1
Totals (15 props)	5	2	9	4	2	10	5

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C27</p>	<p>Scottish Housing Quality Standard (SHQS) – Working towards the Standard.</p> <p>(i) Number of properties planned to be brought fully up to the SHQS (the Standard) during the reporting year. (ii) Number of properties actually brought up to the Standard during the current year. (iii) If (ii) differs from (i) a brief reason why target was not met. (iv) Number of properties landlord plans to bring fully up to the Standard during 2014/15. (v) If the number properties at (iv) does not equal the difference between the projected pass rates of 2014 and 2015 as reported at indicator C25 (iv), a brief reason to explain the difference.</p>
<p>Definition</p>	<p>Further technical support on the SHQS can be found by referring to the Scottish Government's guidance.</p> <p>Brought fully up to the Standard All properties must have full SHQS compliance and pass all 55 elements of the SHQS without exemptions.</p> <p>Plan to bring fully up to the Standard Properties that have failing elements currently which the landlord intends to upgrade during next year to meet the Standard.</p> <p>Projected pass rates The number of properties that a landlord anticipates will meet the Standard for future years.</p>
<p>Inclusions/exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • properties that have been improved during the year that still have failing or exempt elements. <p>Include only:</p> <ul style="list-style-type: none"> • properties that have had improvement works carried out and now meet the Standard; and • properties that have been/will be brought fully up to the Standard during the year specified.
<p>Calculation</p>	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C28</p>	<p>Scottish Housing Quality Standard (SHQS) - Anticipated exemptions as at 31 March 2015.</p> <p>For each property or group of properties that have the same exempt element(s) and corresponding reason(s) provide:</p> <p>(i) number of self-contained properties with anticipated exemptions;</p> <p>(ii) range of elements not met, (selected from list);</p> <p>(iii) reason(s) not met, (selected from list); and</p> <p>(iv) action taken or planned to address exemption.</p>
<p>Definition</p>	<p>Further technical support on the SHQS exemptions and abeyances can be found by referring to Annex I of the Scottish Government's guidance.</p> <p>Group of properties All properties within each group must have the same characteristics.</p> <p>Exemptions The sum of each group of properties with anticipated exemptions must equal the number of properties reported as exempt at indicator C25(ii) for reporting year 2015.</p> <p>Range of elements not met Select from elements 1-55</p> <ul style="list-style-type: none"> • Exemptions can be claimed for a variety of elements which will not meet the standard in 2015. <p>Reasons not met Reasons can either be building related or person related. These should be paired to the corresponding elements not met.</p> <p>For groups of properties the reason(s) selected must apply to all properties in the group.</p> <p>Select reason(s) from the list (a) – (f) for each property or groups of properties.</p> <p>(a) Work cannot be done because of objections by tenants. (b) Work cannot be done because of objections by owners to common repairs. (c) Work cannot be done because required statutory permissions have not been granted. (d) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building. (e) Work could be done but costs would be disproportionate (f) Any other reasons.</p> <p>Action taken to date or planned Summary details of the steps taken by the landlord to address exemptions where possible or an outline of the situation (e.g. in the case of an abeyance a landlord can consult with tenants and</p>

	owners). For a building related exemption a landlord can investigate grant funding availability for a renewable energy installation.
Inclusions/ exclusions	Do not include: <ul style="list-style-type: none"> • properties planned for demolition during 2014/15
Calculation	

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C29</p>	<p>Scottish Housing Quality Standard (SHQS) - Actual and projected investment by criteria/element.</p> <p>(a) For the year 2013/14 (i) The actual number of homes improved. (ii) The amount invested (£s). (b) Projected for the year 2014/15 (iii) The number of homes to be improved. (iv) The amount to be invested (£s).</p> <p>This information is to be provided at (1) - (5) criterion levels broken down into 55 elements.</p> <p>(6) Total number of properties improved (actual and projected).</p> <p>(7) Number of properties demolished and cost of demolition as direct result of SHQS (actual and projected).</p>
<p>Definition</p>	<p>This information should only be provided for properties within the scope of the Standard.</p> <p>Homes improved / projected to be improved By improved we mean work which moves the property closer to achieving, meeting or preventing failure of the Standard.</p> <p>As a minimum landlords are required to report the number of properties which have been improved (2014) or are projected to be improved (2015) at criterion level.</p> <p>At element level landlords should report the number of properties which have been improved (2014) or are projected to be improved (2015) against each element.</p> <p>A property may be improved against more than one element of a criterion, and should be recorded against each element. When counting the number of properties improved at criterion level such a property would only be counted once. So it is likely that the number of properties at element level when added together would be higher than the number reported at criterion level.</p> <p>When reporting the total number of homes improved at (6) a property which has been upgraded against more than one criterion would only be counted once.</p> <p>The example shows typical data input from a landlord who has improved properties in three of the five criterions. Because the criterion totals are not the sum of the elements improved, some homes have therefore had more than one elemental improvement similarly, because the overall total number of homes improved at (6) is greater than the sum of the criterion totals, some dwellings have had multiple criterion improvements.</p>

Criteria	Element	Brief Description	Homes Improved
Energy Efficiency	31	Cavity Wall Insulation	40
Energy Efficiency	32	Loft Insulation	35
Energy Efficiency	35	SAP Rating	20
3. Energy Efficiency	-	Total Improved	50
Modern Facilities	36A-D	Bathroom Condition	15
Modern Facilities	37A-C	Kitchen Condition	10
4. Modern Facilities	-	Total Improved	21
Health Safe & Secure	42	Mechanical Ventilation	55
Health Safe & Secure	53	Dwelling Door Locks	60
5. Health Safe & Secure	-	Total Improved	90
6. TOTAL IMPROVED	-	Total Improved	122

Below is an example showing typical data to populate the table above. Group A properties have only had cavity wall insulation improvement in the Energy Efficiency criterion whereas group C properties have had 10 improvements in each of the three elements below.

Element	Cavity Wall Insulation	Loft Insulation	SAP Rating	Properties Improved
Group of properties				
A	5			5
B	20	20		20
C	10	10	10	10
D		5		5
E	5		10	10
SUM	40	35	20	50

Amount invested

The corresponding costs to improve the properties reported at element / criterion levels.

- Professional fees should be included in the elemental rates.
- For contracts designed to achieve more than meeting the SHQS in April 2015, landlords should estimate and record the proportion that relates to solely to achieving the Standard for 2015 (e.g. A kitchen may fail the standard due to element 40 - adequate food storage. Instead of furnishing a kitchen with a additional cupboard to meet the standard, the landlord decides to completely renew the kitchen early. Only the cost of the additional storage units should be included).

	<p>Properties demolished Number of properties demolished/ where decision has been made to demolish and cost of demolition as direct result of SHQS by April 2015.</p>
Inclusions/ exclusions	<p>Do not include:</p> <ul style="list-style-type: none"> • investment to achieve higher local standards or investment designed to prevent failure after 1 April 2015; • costs for improvements to owner occupiers. <p>Ensure you include:</p> <ul style="list-style-type: none"> • only improvements to homes which have brought properties nearer to/meeting the Standard or prevented from falling below the Standard; • criterion level data as a minimum, or elements (1 - 55) if possible; • values in pounds (£), NOT in thousands of pounds; and • professional fees should be included in the elemental rate.
SHR Calculation	<p>The following calculations will be applied:</p> <p>The total investment in SHQS will be calculated by adding (1) - (5) criterion level investment figures at (ii)(actual) and (iv) (projected).</p> <p>The total cost of meeting the SHQS (actual and projected) will be calculated by adding the total investment above plus (7) cost of demolition as direct result of SHQS.</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C30</p>	<p>Scottish Housing Quality Standard (SHQS) - Income and expenditure.</p> <ol style="list-style-type: none"> 1. Income for 2013/14 and projected for 2014/15 <ol style="list-style-type: none"> (i) Income from rent on houses (gross). (ii) Income from other rents (gross). (iii) Hostels and Housing support grant (HSG). (iv) Interest received. (v) Service Charges. (vi) Other Income. 2. Expenditure for 2013/14 and projected for 2014/15 <ol style="list-style-type: none"> (i) Loan Charges. (ii) Supervision and Management. (iii) Repairs and Maintenance. (iv) Other Expenditure. 3. Surplus Deficit HRA surplus or deficit for financial year. 4. Inflation assumptions used
<p>Definition</p>	<p>N.B. Landlords do not need to provide us with this information we will access it for RSLs from their financial returns to us and, for local authorities we will access the financial returns made to Scottish Government.</p> <p>Income and Expenditure 2013/14 figures as published in the Scottish Government's Local Authority Housing Income & Expenditure Tables and for subsequent years according to landlords' current estimates.</p> <p>Surplus Deficit HRA surplus or deficit for financial year.</p> <p>Inflation assumption The assumption used (% change from previous year).</p>
<p>Inclusions/ exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate the Total Income per year we will add 1(i) - (vi). To calculate total Expenditure per year we will add 2 (i) - (iv). To calculate Surplus/Deficit per year we will subtract total expenditure from total income per year.</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C31</p>	<p>Scottish Housing Quality Standard (SHQS) - Capital Investment and Sources of Funding</p> <ol style="list-style-type: none"> 1. Capital investment for 2013/14 and projected to 2014/15 <ol style="list-style-type: none"> (i) Value of enhancements to existing buildings to meet SHQS target in 2015 (from indicator C29 (a) (ii)). (i) Value of enhancements to existing buildings Not for meeting SHQS target in 2015. (iii) Spend on new construction and conversion. (iv) Other Capital Expenditure. 2. Sources of Funding investment for 2013/14 and projected to 2014/15 <ol style="list-style-type: none"> (i) Specific Capital Grants from the Scottish Government . (ii) Borrowing from loans fund (HRA). (iii) Capital Receipts used from asset sales / disposals to support Capital Programme (excluding receipts from Right to Buy). (iv) Capital receipts used from asset sales under Right to Buy. (v) Receipts brought forward. (vi) Capital Expenditure Financed by HRA. (vii) Capital from other sources (please provide details in comments box below). 3. Debt for 2013/14 and projected to 2014/15 <ol style="list-style-type: none"> (i) Total HRA Capital Debt as at 31 March. (ii) Outstanding Debt per house (£). 4. Inflation assumption used in preparing this (% change from previous year)
<p>Definition</p>	<p>N.B. Landlords do not need to provide us with this information we will access it for RSLs from their financial returns to us and, for local authorities we will access the financial returns made to Scottish Government in particular CRQ4 return.</p> <p>Capital investment Reported expenditure to achieve SHQS compliance by 1 April 2015 (i.e. to bring failing properties up to the Standard, to prevent compliant properties from failing between now and 1 April 2015, or to address failures by demolishing properties).</p>
<p>Inclusions/exclusions</p>	
<p>SHR Calculation</p>	<p>To calculate Total Spend we will add 1(i) - (v) To calculate Sources of Investment we will add 2 (i) - (vii)</p>

Scottish Social Housing Charter Contextual Indicator

<p>Indicator</p> <p>C32</p>	<p><i>Development programme – new units and value (excluding Scottish Government funded developments).</i></p> <p>Where the RSL has undertaken any non Scottish Government funded development projects in the current year, or if the RSL intends to undertake any non Scottish Government funded development projects in the next two years;</p> <p>(i) the number of units completed in the current reporting year owned by: (a) RSL and (b) subsidiary, by provision type.</p> <ol style="list-style-type: none"> 1. Social letting 2. Midmarket/market rents 3. Low cost home ownership <p>(ii) The information supplied at (i) projected for (A) the next reporting year and (B) the following year.</p> <p>(iii) The value of the RSL's development programme for (a) the current year, (b) the next reporting year and (c) the following year, by source of funding.</p> <ol style="list-style-type: none"> 1. Value funded through own cash / reserves 2. Value funded through private finance 3. Value funded through other grants / sources 4. Value funded through sales
<p>Definition</p>	<p>Number of units completed in the current reporting year This is only properties for which certificates of practical completion were issued during for the current reporting year.</p> <p>Provision type</p> <ul style="list-style-type: none"> • Social letting are properties rented as Scottish secure tenancies (SSTs) or short SSTs. • Midmarket /market rents mean properties not let under a SST and rented at a rate that is higher than the rent charged for social housing properties, but below that charged in the local market for private rented properties. • Low cost home ownership (including shared equity / shared ownership) are properties built for sale through Scottish Government funded schemes such as the low cost investment for first time buyers scheme (LIFT) which helps people on low incomes purchase their own homes. This covers the open market shared equity pilot and the new supply shared equity schemes. <p>Ownership This is the number of units that either the RSL or subsidiary will ultimately own against each of the provision types.</p> <p>Value of development programme This is the whole value of the landlord's development programme. It is appreciated that this may include an element of non housing units. Figures should be supplied to the nearest thousand pound £000s.</p>

<p>Inclusions/ exclusions</p>	<p>Do not include:</p> <ul style="list-style-type: none"> • any development projects that include any Scottish Government grant funding; and • environmental grants.
<p>SHR Calculation</p>	<p>See tables in the appendix.</p> <p>The following calculations will be applied:</p> <p>The total number of units completed and projected at (i) and (ii) (A-B) is the addition of all provision types (1 - 3).</p> <p>(c) The percentage of units completed/estimated by provision type is calculated as follows: For provision type (1) Social letting: (1)(a) RSL. Plus: (1)(b) Subsidiary. Divided by: The addition of (4)(a) plus (4)(b). Multiplied by 100. Equals: The percentage of units completed/estimated by provision type (1) <i>The same calculation applies to the other provision types (system calculation)</i></p> <p>(iii)(a) The value of the RSL's development programme for (a) the current year. (1) value funded through own cash/reserves. Plus: (2) value funded through private finance. Plus: (3) value funded through other grants / sources. Plus: (4) value funded through sales. Equals: (5) Total value of the RSL development programme. <i>The same calculation applies so (iii)(b) and (iii)(c) (system calculation)</i></p>

Appendix

C30 Development Programme Table 1 - Units completed and estimated	(i) Actual (current reporting year)			(ii)(A) Estimated (next reporting year)			(ii)(B) Estimated (following reporting year)		
	Units owned by			Units owned by			Units owned by		
Provision type	(a) RSL	b) Subsidiary	(c) %	(a) RSL	b) Subsidiary	(c) %	(a) RSL	b) Subsidiary	(c) %
(1) Social letting									
(2) Mid-market/market rents									
(3) Low cost home ownership (including shared equity/shared ownership)									
(4) Total									

C30 Development Programme Table 2 – Source of funding	(iii) (a) Actual (current reporting year)	(iii) (b) Estimated (next reporting year)	(iii) (c) Estimated (following reporting year)
(1) Value funded through own cash/reserves			
(2) Value funded through private finance/borrowing			
(3) Value funded through other grants/sources			
(4) Value funded through sales			
(5) Total			

Terms we use in this document

Abandonment Procedures

As prescribed in the Housing (Scotland) Act 2001, section 18 (1) a landlord wishing to take possession of a house under section 17(4) must serve on the tenant a notice,

(a) stating that the landlord has reason to believe that the house is unoccupied and that the tenant does not intend to occupy it as the tenant's home;

(b) requiring the tenant to inform the landlord in writing within 4 weeks of service of the notice if the tenant intends to occupy the house as the tenant's home; and

(c) informing the tenant that, if it appears to the landlord at the end of that period that the tenant does not intend so to occupy the house, the tenancy will be terminated with immediate effect.

Arrears

Rent that is lawfully due and is unpaid by current and former tenants.

Arrears write-off

Landlords will have their own individual policies on irrecoverable debt and how they deal with this.

There are a number of key reasons why a landlord may wish to write-off a debt. These may include:

- The debt is uneconomical to collect (i.e. the cost of collection is greater than the value of the debt).
- The debt is time barred, where the statute of limitation applies. Generally, this means that if a period of six years has elapsed since the debt was last demanded the debt cannot be enforced by legal action.
- The debtor cannot be found or communicated with despite all reasonable attempts to trace the debtor.
- The debtor is deceased and there is no likely settlement from the estate or next of kin.
- Hardship, where permitted, on the grounds that recovery of the debt is likely to cause the debtor serious financial difficulty.
- Insolvency where the organisation or person has gone into bankruptcy and there are no assets to claim against.

Assignment

Where landlord consents to a tenant signing over his/her tenancy to another party (i.e. spouse). Section 32 of the

Housing (Scotland) 2001 Act defines the approach that landlords should take on assignments

Choice Based Lettings (CBL)

A system where available properties are advertised by a landlord and applicants submit bids for homes they are interested in, that are suitable for their needs.

Common Housing Register (CHR)

A system where a single application can be completed allowing applicants to be considered for social rented housing from a range of landlords participating in the CHR.

Complaints

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard or service provided by or on behalf of the organisation. Complaints are to be split into two categories: 'equalities related' and 'others'.

Housing list

A register of applicants and tenants who have applied for housing with a particular landlord.

Landlord

For the purpose of this return a landlord is a 'social landlord', as

defined in section 165 of the Housing (Scotland) Act 2010, as 'a registered social landlord (RSL), local authority (LA) landlord or a local authority which provides housing services'.

Lettable and unlettable stock

For the purpose of this return, lettable stock includes all:

- dwellings owned and managed by the landlord;
- dwellings owned by the landlord but managed by a voluntary group or by another.

Lettable stock does not include:

- stock managed by the landlord on behalf of another body;
- any properties originally developed for partial or outright sale (for example, improvement for sale, shared ownership, shared equity, equity sharing);
- properties held for use as decants (which should be included as unlettable stock).
- wardens' and caretakers' accommodation, tied housing.

Unlettable stock refers to properties that are not actively being re-let and are subject to a committee's decision that they are not to be let because:

- they are surplus to long-term requirements, and a disposal strategy to transfer, dispose of,

- demolish or reconfigure the properties is in place; or
- the properties are being held for decant purposes.

Low cost home ownership

(including shared equity / shared ownership) are properties built for sale through Scottish Government funded schemes such as the low cost investment for first time buyers scheme (LIFT) which helps people on low incomes purchase their own homes. This covers the open market shared equity pilot and the new supply shared equity schemes.

Low demand properties

A low demand property (empty or occupied) is a property where one or more of the following symptoms are exhibited:

- Generally a small or non-existent waiting list for the property.
- Tenancy offers on a dwelling are frequently refused for reasons other than personal reasons.
- Higher than normal rates of tenancy turnover for a property in an area.

When considering if a property is low demand the following guidance should be taken into account:

- The definition of a low demand property relates to an individual dwelling (i.e. house, flat, apartment, tenement, etc.).
Note: if a complete group of dwellings is identified as low demand, the total number of dwellings must be counted.
- A small or non-existent waiting list is determined by comparing the number of applicants on the waiting list for the property against the number of applicants on the waiting lists for other properties in the same letting area (i.e. the definition of 'small' may vary across each letting area and is to be determined by each organisation. It must be noted that there might be small or non-existent waiting lists for properties that are not low-demand. This may be due to the fact that there is little turnover for a property, which may act as a deterrent for applicants).
- Tenancy offers 'frequently refused' is defined as applying to properties where the offer of a tenancy is refused 3 or more times before it is let. In considering this definition the reasons for refusal must be for reasons other than personal

reasons. 'Personal reasons' are defined as a non-property or letting area related reason.

- 'Higher than normal rates of tenancy turnover' is defined as a property with a higher rate of tenancy turnover than the average for the letting area to which it belongs plus 3 (i.e. if the average tenancy turnover for the area is 2 then a property which has had a turnover of 5 tenancies in the reporting year would be higher than normal).
- An 'area' is defined as each letting area within the landlord's stock.

Low-demand properties that are not actively being re-let must be subject to a Council/Committee decision that they are not to be let because they are surplus to long-term requirements, and a disposal strategy to transfer, dispose of, demolish or reconfigure the properties is in place.

Mid market rent

Properties not let under a SST and rented at a rate that is higher than the rent charged for social housing properties, but below that charged in the local market for private rented properties.

Mortgage to rent

A scheme supported by the Scottish Government to prevent homelessness

through mortgage repayment default. An owner sells their home to a landlord which then rents it back to them.

Mutual exchange

Where two tenants (whether or not from the same landlord) exchange homes and tenancies. Section 33 of the 2001 Act allows for mutual exchanges and defines the circumstances under which landlords can refuse them.

New let

This is a property which is let for the first time following receipt of a certificate of practical completion. The houses may be managed by a landlord by an agent on its behalf.

Properties acquired through mortgage to rent scheme or stock transfer should not be reported as new lets on first time of letting.

Occupancy agreement

An arrangement that allows a person to occupy a property or part of a property for an agreed length of time stating any conditions of occupancy that apply. For example, an agreement to rent a room in a group home run by a landlord, where communal rooms are shared with other people.

Parent organisation

For the purpose of this return a parent organisation is the landlord that holds or controls one or more subsidiaries.

Reactive repairs

These are repairs which cannot be planned or included in a repair programme.

Do not include:

- repairs carried out under the defects liability period on any new built properties;
- repairs to empty properties in this return;
- any 'no access' cases in the count of repairs completed (i.e. where a contractor has been unable to access the property to carry out the repair).

Ensure to include:

- repairs completed in the current reporting year (including repairs raised in the previous year, but not completed until the current year);
- any common works completed as responsive repairs and other questions as appropriate (i.e. the cleaning of a blocked gutter which affects a block of flats, or a repair to a common door entry system);

- 'Right to repair' repairs as defined in the Housing (Scotland) Act 2001;
- the time taken to carry out any pre-inspections, as part of the length of time taken to complete a repair;
- repairs to occupied properties used a temporary accommodation;
- repairs carried out by a landlord to occupied leased properties.

Reactive repairs - Emergency repairs

Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Reactive repairs - Emergency repairs completion time

Procedures for dealing with emergency repairs differ across landlords. Depending on local factors and the nature of the repair the matter may be put right straight away or a two part approach may be taken by first attending or making safe. Landlords will have their own target times to match their procedures and it is not for SHR to participate in local choices made by landlords in consultation with their tenants. However, SHR needs

assurance that emergency situations are put right promptly and that the 'emergency' nature of a repair is resolved quickly. Any remaining work then falls into the category of a non emergency repair.

Therefore, for the purpose of this return the time taken to complete an **emergency repair** should be measured as the time expressed in **hours** between the **earliest time a request is received** by the landlord (from either the tenant or a repairs inspector) until **completion of the work necessary to remove the emergency nature** of the repair. This may mean either a repair to make safe or a permanent repair to resolve the issue.

By 'made safe' we mean a repair necessary to prevent injury to the occupier or to prevent further damage to the building.

Reactive repairs - Non Emergency repairs

Any remaining repairs which do not fall into the category of emergency repair.

Reactive repairs - Non emergency Completion time

The time taken to complete all other **non-emergency repairs** should be measured as the time expressed in **working days** between the **earliest date or time a request is received by the landlord** (from either the

tenant or a repairs inspector) until **completion of the work necessary to fix the repair issue to the satisfaction of the landlord.**

Re-let

A re-let is a property where the previous tenancy has ended and a new tenancy has commenced. Only properties that were re-let during the reporting year are to be included. Houses remaining empty at the end of the year are to be included in the following year's return.

Do not include:

- mutual exchanges, successions and assignments;
- tenancies on properties acquired through the mortgage to rent scheme or stock transfer as re-lets at the point of acquisition (any subsequent changes in these tenancies would be recorded in the normal manner);
- lets for lock-ups and garages; and
- houses held for decanting tenants.

Reporting year

For the purpose of this return a reporting year means the period beginning on 1st April (or for financial indicators, the first day of the landlord's accounting year), and

ending on 31st March of the following year (or for financial indicators, the last day of the landlord's accounting year).

RSL Governing Body

When we refer to the governing body we mean the management committee or board of management of an RSL.

RSL Member

The members of an RSL are those persons or organisations who hold a share in the RSL and whose names are entered in their Register of Members, in line with the membership policy of each RSL.

SHQS - Scottish Housing Quality Standard (the Standard)

The return monitors progress towards the Standard as defined by the Scottish Government. Their [guidance](#) on the Standard and the policy on exemptions, including abeyances, can be found on their website.

The Scottish Government has published clarification on exactly which types of properties are included in the SHQS target. This is available in [Annex L](#) of the Scottish Government SHQS guidance.

In general, social housing **within scope of SHQS** for the purposes of the 2015 target are self-contained homes, which include a full range of facilities for the use of occupiers. They

are provided for the purpose of social rents and usually subject to tenancy agreements based on the model agreement for secure tenancies.

SHQS - Abeyance

An abeyance is a type of exemption. As outlined in the Scottish Government's Guidance [Annex I](#), this can arise when work cannot be done for 'social' reasons relating to tenants' or owner-occupiers' behaviour (for example, where owner occupiers in a mixed ownership block for common elements of SHQS such as roofs, hallways, etc. do not wish to pay for their share).

SHQS - Cloned data

Full survey data which has been copied from a specific property type to properties where survey data is missing based on similar characteristics – age, construction, size, flat/house, street, scheme, etc. Cloned data should be replaced with actual survey data once an SHQS assessment has been carried out. Cloned data can help to provide a reasonable assessment of overall stock compliance where actual survey data is missing.

SHQS - Compliance

Housing stock within the scope of the SHQS should be assessed for compliance against all 55 elements

(where applicable). Elements will be classified as being either a pass, a fail or exempt.

SHQS compliance relates to properties that fully pass the Standard. Not all property types can be assessed against all 55 elements. For example, non applicable elements could be door entry systems in houses or flats with private access or loft insulation in ground floor flats.

SHQS - Criterion / Element

The SHQS is a set of five broad housing criteria which must all be met if the property is to pass SHQS. These criteria, in turn, consist of 55 elements and nine sub-elements against which properties need to be measured.

The Scottish Government provides [guidance](#) on how to measure each element and the pass requirements.

SHQS - Exemption

A property can only be classified as an exemption, if it passes all other elements of the SHQS. Properties with a combination of failing and exempt elements should be reported as a fail.

The Scottish Government provides guidance on exemptions which is available at [Annex I](#).

SHQS - Failing the Standard

A property failing the Standard will fail at least one primary element or two secondary elements from the *Free*

from Serious Disrepair criterion or at least one element from any of the other criterions.

SHQS - Meeting the Standard

Stock within the scope of the SHQS that pass all 55 elements and have no failing or exempt elements, in line with the Scottish Government's guidance which details how a pass should be measured.

SHQS - Working towards the Standard

Targeted improvement works to properties that a landlord has/will undertake in order to meet the SHQS by 2015.

Scottish secure tenancy (SST) and Short (SST)

Under the Housing (Scotland) Act 2001 (the 2001 Act) a tenancy will only be an Scottish secure tenancy (SST) if:

- the house is let as a separate dwelling;
- the tenant is an individual and the house is the tenant's only or principal home;
- the landlord is a local authority landlord, a registered social landlord (RSL), or a water or sewerage authority;
- where the landlord is an RSL which is a co-operative housing

- association, the tenant is a member of the association; and
- the tenancy was created on or after such date as specified by order or before that date if of a description specified by order.

In specifically defined circumstances set by the 2001 Act, social landlords are able, but not obliged, to offer a short SST instead. The basic conditions for the short SST to apply are that:

- it would have been an SST otherwise;
- it is for 6 months or more; and
- the landlord has served a notice on the prospective tenant that this type of tenancy will be offered.

The circumstances in which a short SST may be used are set out in 1-7 of Schedule 6 to the 2001 Act, but Scottish Ministers may modify this list by order.

For a detailed explanation on SST and short SST see [SEDD Circular 6/2002 - Housing\(Scotland\)Act - Scottish Secure & Short Scottish Secure Tenancy2001](#)

Section 5 referral

A request from a local authority issued to an RSL, under Section 5 of the Housing (Scotland) Act 2001, to provide housing within six weeks to applicants assessed as statutorily homeless.

Self-contained stock

A unit is self-contained if it has the exclusive use of a bath/shower, inside WC and cooking facilities.

The apartment size of a property is based on counting only the number of bedrooms and living/dinning rooms. Kitchens, bathrooms, toilets and utility rooms are not counted (for example, a 1-apt is a bed-sit, a 2 apt is one-bedroom dwelling with a living room, and a 3-apt is 2-bedroom dwelling with a living room etc).

Shared Ownership

Landlord run scheme to encourage those who cannot afford outright ownership, but who can afford more than an affordable rent, to become part owners. The private owner must buy at least 25% of the value of the house initially, but can buy more later. An occupancy charge is paid on the portion of the house remaining in the landlord's ownership. The sharing owner is responsible for all maintenance to his or her home.

Social letting

Properties rented as Scottish secure tenancies (SSTs) or short SSTs.

Source of let

Lets to existing tenants, which include:

- Lets to those who were already tenants in one of the landlord's properties, who applied

through one of the landlord's housing lists (this covers all lists, for example, waiting/transfer lists) or common housing registers.

- Lets to people who were assessed by the LA as statutory homeless and to whom the LA has a duty to provide permanent housing.
- Housing list applicants. This is lets to people on who were on the landlord's housing list or common housing register who were not existing tenants. Section 5 referrals or LA nominations must be excluded.
- Local authority nominations, with the exception of those assessed by the LA as statutory homeless to whom it has a duty to provide permanent accommodation. It may include those whom the LA has assessed as homeless but to whom it has no duty to secure permanent accommodation.
- Other lets, include lets made which are not covered by the above (e.g. referrals from other agencies or groups).

Subsidiary

Under Section 28 of the Housing (Scotland) Act 2001 a subsidiary is a

company with respect to which one of the following conditions is fulfilled:

- the landlord is a member of the company and controls the composition of the board of directors;
- the landlord holds more than half in nominal value of the company's equity share capital;
- the company is a subsidiary, within the meaning of the Companies Act 1985 (c.6) or the Friendly and Industrial and Provident Societies Act 1968 (c.55), of another company which, by virtue of paragraph (a) or (b), is itself a subsidiary of the landlord.

Succession

Where a landlord awards a tenancy to a member of the household on the tenant's death. Section 22 of the Housing (Scotland) 2001 Act sets down the rules governing succession.

Temporary accommodation

For the purpose of this return, temporary accommodation is the type of accommodation made available to a homeless applicant for a limited period of time in order to:

- give the landlord time to investigate and assess a homeless application;

- give the applicant a reasonable opportunity to find alternative accommodation for him or herself;
- give the landlord a reasonable opportunity to find permanent accommodation for the applicant.

Tenancies - General needs lets

Lets for people who do not need any special support.

Tenancies - Supported housing

Lets for sheltered tenancies (where the main form of support provided is a warden service and/or an emergency call service, connecting each house to a warden system) **and** very sheltered and other supported tenancies (this refers to all other tenancies where some form of support is provided to allow the tenants to live independently in the community).

Transfer

A transfer is when a tenant has been re-housed by its landlord in another of the landlord's properties.

Void

A void is a property owned by a landlord which has no tenant and it is held on the Housing Revenue Account (HRA), for Local authorities, or the Income and Expenditure Account, for RSLs. A property may be counted as

void on more than one occasion during the year.

When calculating the amount of “rent lost” and the “length of time taken to re-let” a property, do not include:

- empty properties where an insurance claim was raised because of fire or flood damage;
- empty properties awaiting or undergoing major repairs/structural work (for example, modernisation) during which period it would be unsafe for them to be occupied. **N.B.** *Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and rental income);*
- houses held for decanting tenants;
- empty properties subject to a Governing Body/Sub-Committee (RSLs) or Housing Committee (Councils) decision that they are not to be let because they are surplus to

long-term requirements, or to be transferred, disposed of or demolished; or reconfigured.

Void period

The void period is the time, **measured in calendar days**, between the date of termination of a previous tenancy or the date the property was repossessed to the start date of a new tenancy.

Mutual exchanges, successions and other transfers are not to be reported as void properties.