Scottish Housing Regulator

The 2nd National Report on the Scottish Social Housing Charter

An analysis of landlords' 2014/15 annual returns

February 2016

Scottish Housing Regulator
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About us

We are the independent Regulator of just under 200 social landlords – around 160 Registered Social Landlords (RSLs) and 32 local authorities. We are led by a Board of non-executive members and directly accountable to the Scottish Parliament.

Our one objective is to safeguard and promote the interests of:

- nearly **600,000 tenants** who live in homes provided by social landlords;
- around **90,000 owners** who receive services from social landlords;
- around **40,000 people and their families** who may be homeless and seek help from local authorities; and
- over **2,000 Gypsy/Traveller**s who can use official sites provided by social landlords.

Our role is to gather, monitor, assess and report on social landlords' performance of housing activities and **RSLs'** financial well-being and standards of governance, and to intervene where appropriate to achieve our objective. We also keep a public register of social landlords.

You can see more on how we regulate social landlords in our published *Regulatory Framework* [a] available on our website.

The Scottish Government's *Social Housing Charter* [b] sets out the standards and outcomes which social landlords should aim to achieve. We monitor, assess and report landlords' performance against the Charter, through our regulatory assessments, published analysis and thematic work.

[a] https://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Our Regulatory Framework.pdf
[b] http://www.gov.scot/Resource/0039/00390305.pdf

Guide to this document

RSL

LA

RSL

Registered Social Landlords are denoted by this acronym and highlight colour.

Local authority

Local authorities are denoted by this acronym and highlight colour.

Charter standards and outcomes

Are denoted by this highlight underline colour.

Charter performance indicators

Are denoted by this highlight underline colour.

Index

Overview

This is our second *National Report on the Scottish Social Housing Charter*. These annual National Reports provide an analysis of the performance information reported to us by social housing landlords across Scotland. We use these reports to focus on specific aspects or trends in the performance information.

We launched our first Report in March 2015. It showed that, on average, nearly nine out of ten tenants (**88%**) were satisfied with the overall service provided by their landlord. Moreover, we showed that the things most closely associated with overall tenant satisfaction were:

- landlords keeping tenants informed about their services and decisions;
- the quality of tenants' homes;
- good neighbourhood management;
- having opportunities to participate;
- the time taken to complete non-emergency repairs; and
- the quality of repairs and maintenance to tenants' homes.

This year our analysis focuses on:

- the extent to which landlords have improved the services they provide to tenants;
- the characteristics of those landlords that have improved the most; and
- the extent to which landlords are making progress towards achieving the Charter standards and outcomes.

Main findings

Overall, landlords are performing well, and the general position is positive with improvement or no change across the vast majority of performance indicators.

- Performance has broadly been maintained across the sector on 10 out of the 16 Charter standards/outcomes.
- Performance has generally improved in 6 of the 16 standards/outcomes.
- There are no outcomes where performance has broadly deteriorated.

The greatest improvement has been made by those who were furthest below the average last year. We see this most clearly in the difference between national averages for **RSLs** and **local authorities**. Overall, **RSLs** maintain a higher level of performance and are reporting smaller changes since last year. By contrast, the **local authority** sector as a whole is starting behind **RSLs** in terms of performance, but is improving by more since last year.

Top 6

Charter Standards and Outcomes

3 Tenants who feel their landlord is good at keeping them informed about their services and decisions.

17 Tenants satisfied with neighbourhood management.

12 Average time taken (days) for non-emergency repairs.

6 Tenants satisfied with opportunities to participate.

16 Tenants satisfied with repairs and maintenance in the last 12 months.

35 Average time taken (days) to re-let properties during the year.

Main findings *Continued.*

All of the Charter performance indicators are important and landlords – particularly those performing below the average – should be looking to improve. Our brief update on last year's analysis shows that the six indicators most closely related to tenant satisfaction are largely the same.

Closer analysis of the top six indicators (on the left) for this year, identified that:

- average performance for small **RSLs** as a group is consistently high across these indicators;
- rural **RSLs** show higher average improvement as a group than urban and mixed **RSLs**[i]. This is consistent across a number of our top six indicators; and
- **local authority** performance is fairly consistent, whereas **RSLs** are more varied in their performance and improvement across different indicators.

Conclusions

Performance across the sector this year is broadly improving or being maintained. This is particularly encouraging since landlords started from a position of strength in 2013/14. We see this both by indicator and more widely by Charter standard/outcome. However, some landlords still have considerable scope for improvement.

The characteristics of the landlord type – whether size, urban/rural or RSL/local authority – may affect either overall performance or the extent to which performance has deteriorated or improved since last year.

The findings in this report will inform our regulatory activity and engagement, particularly our annual risk assessment of RSLs and local authorities.

1

Introduction

The Scottish Social Housing Charter

The Scottish Government's Social Housing Charter sets the standards and outcomes that all social housing landlords in Scotland are responsible for achieving when delivering housing services to tenants and other service users.

You can find the Charter at:
www.scotland.gov.uk/Resource/0039/00390305.pdf

We monitor, assess and report on social landlords' progress in achieving the Charter standards and outcomes across a range of performance indicators[ii]. Landlords are required to report their performance to us every year in their Annual Report on the Charter (ARC). The data reported and analysed in this report is from landlords' ARCs for the year to 31 March 2015[iii].

Our 2015 National Report

We launched our first Report in March 2015 which reported and analysed ARC submissions for the year to 31 March 2014[iv]. The purpose of that report was to:

- highlight areas of service delivery where landlords could target resources to improve their performance and increase overall tenant satisfaction; and
- provide an overview of landlords' baseline performance against the Charter indicators.

Within this we analysed the relationship between overall tenant satisfaction and other performance indicators to provide tenants and landlords with a better understanding of the factors that are most closely associated with higher overall tenant satisfaction.

Our analysis showed that on average, nearly nine out of ten tenants (**88%**) were satisfied with the overall service provided by their landlord. Landlords' results ranged from **65%** to **100%** and **RSLs** had a higher overall average (**89%**) than **local authority** landlords (**81%**). We also found that the things most closely associated with overall tenant satisfaction were:

- landlords keeping tenants informed about their services and decisions;
- the quality of tenants' homes;
- good neighbourhood management;
- having opportunities to participate;
- the time taken to complete non-emergency repairs; and
- the quality of repairs and maintenance to tenants' homes.

This evidence base gives landlords a focus for their improvement activity to boost overall tenant satisfaction and help achieve the Charter standards and outcomes, particularly for those performing below the national average.

Purpose of the 2016 National Report

The baseline we established in our first National Report allows us here to focus and prioritise our analysis on:

1. the extent to which landlords have improved the services they provide to tenants since last year;
2. the characteristics of those landlords that have improved; and
3. the extent to which landlords are making progress towards delivering the Charter standards and outcomes.

Monitoring achievement of the standards and outcomes.

Since our first National Report we have published a range of information and analyses which has given tenants, landlords and us a comprehensive picture of landlord performance and the extent to which they are achieving the Charter standards and outcomes.

Landlord reports

We published our second set of landlord reports in August 2015, which outlined the performance of every individual landlord. Tenants and other stakeholders can see these at:
www.scottishhousingregulator.gov.uk/find-and-compare-landlords.

Online comparison tool

Tenants and other stakeholders can compare the latest performance between landlords, and review change since last year using our online comparison tool at:
www.scottishhousingregulator.gov.uk/find-and-compare-landlords

Tenants have told us that they value these reports and the comparison tool as they allow them greater and easier access to performance information about their own landlord, which in turn empowers them to hold their landlord to account about its performance. We also know that housing professionals make good use of these outputs.

Regulation Plans and Local Scrutiny Plans

In March 2015 we published our regulation plans for **RSLs**[v], and in March Audit Scotland published local scrutiny plans[vi] which contained the level of engagement we decided to have with **local authorities**[vii]. The level of engagement we decide to have with both **RSLs** and **local authorities** is determined following a thorough process of assessing a range of different information provided to us by all landlords[viii].

Thematic inquiries and research reports

Our thematic inquiries[ix] allow us to look in-depth at a particular theme or aspect of performance. We also use them to focus on other users of landlord services. For example, in our thematic about Gypsy/Travellers in Scotland[x]. We make recommendations for landlords aimed at improving the quality and consistency of services and give examples of positive practice.

In 2013 we established an independent National Panel of Tenants and Service Users[xi], to better understand the priorities, views and experiences of tenants and others who use social landlords' services. Our latest published report explores Panel members' views on a range of issues including which specific aspects of services underpin satisfaction with landlord services, value for money, affordable rents, repairs and handling complaints. Tenants and service users told us that the most important aspects of landlord service delivery are the quality of tenants' homes, speed of emergency repairs and maintaining affordable rents[xii]. As part of a separate earlier research survey, members of Registered Tenants Organisations identified many of the same landlord services as being most important to them[xiii].

Financial analyses of the social housing sector

We also examined all **RSLs'** annual accounts, loan portfolio details and financial projections. We published our annual report on the finances of the **RSL** sector in March 2015[xiv]. We will publish an update in early 2016. The 2015 report found that most **RSLs** are continuing to manage their resources to ensure their financial well-being, despite economic challenges.

2

Rents

Here we provide data on average rent levels for social housing, and the change in rents since last year. We also provide analysis on rent arrears.

584,811 tenant homes

The number of tenant homes available for rent provided by Scottish social landlords in 2014/15.

The number of tenant homes available for rent[xv] provided by Scottish social landlords increased by **2,468** between **2013/14** and **2014/15** from **582,343** to **584,811**. In terms of change across **RSLs** and **local authorities** over the year, we see that the total number of **RSL** homes available for rent increased by **2,730**. The number of **local authority** homes available for rent decreased by **262** over the year. The number of total tenant homes[xvi] (available and unavailable for rent) increased by **555** over the same period from **594,369** to **594,924**.

Source: Scottish Housing Regulator

Rents

There are three Charter standards or outcomes which refer explicitly to rents and rent levels:

1. social landlords manage their business to ensure that tenants are provided with continually improving value for money;
2. that landlords strike a balance between the level of services provided and the cost; and
3. tenants are given clear information on how rent and other money is spent.

Table 1 shows average rents by size of tenant homes measured by apartment size and split by **local authority** and **RSL**[xvii]. The average weekly rent in Scotland for the sector as a whole ranges from **£64** to **£84** depending on apartment size. There is significant variation in rents within apartment size. For example, the minimum average weekly rent is **£45** for a three apartment home up to almost **£128**. **Local authority** rents are also lower on average than those for **RSL** homes.

Table 1: Average weekly rents by apartment size for 2014/15 [xviii]

Size of home	Number of tenant homes [xix]	RSL average	LA average	Sector average	Minimum	Maximum [xx]
1 apartment	11,073 (1.9%)	£67.32	£57.82	£64.03	£31.16	£88.43
2 apartment	159,793 (27.3%)	£74.72	£61.81	£68.54	£46.07	£121.97
3 apartment	265,738 (45.4%)	£74.98	£65.33	£69.60	£45.00	£127.53
4 apartment	130,916 (22.4%)	£82.98	£70.08	£75.69	£52.00	£107.31
5 apartment	17,291 (2.9%)	£92.13	£75.57	£84.04	£52.00	£115.72
Total/ Average	**584,811**	**£76.92**	**£65.78**	**£71.00**	-	-

Source: Scottish Housing Regulator

Table 2 shows that the average rent increase planned for 2015/16, before inflation is taken account of, was **2.7%** for the social housing sector as a whole. **RSLs** planned an average rent increase of **2.5%** compared to **3.4%** for **local authorities**. Once we take inflation into account at the time these plans were made, the real terms increase in rents across the sector for 2015/16 was **1.5%**[xxi]. At the beginning of 2015/16 when the rent increases were implemented, actual consumer price index (CPI) inflation was effectively zero and this has persisted throughout the year to date. Therefore, the real terms increase in rent levels at the time the rent increase actually occurred was higher at approximately **2.7%**.

Table 2: Average planned weekly rent increase (Charter Indicator C21.1)

	2015-16	2014-15
All Landlords (national average)	2.66%	3.55%
RSL average	2.54%	3.47%
LA average	3.37%	4.08%

Source: Scottish Housing Regulator

Value for money

Charter Standard 13 requires social landlords to manage their businesses to ensure that "tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay".

The percentage of tenants who feel that the rent for their home represents good value for money was **76.8%** for the sector as whole. The **RSL** figure was **76.8%** and for **local authorities** **76.5%**. Landlords collected **99.5%** of all rents due. These indicators show very little change from last year's figures.

Findings from year two of our National Panel research tells us that value for money remains a priority for tenants. Panel survey results further suggest that affordability, quality of service and capital investment are the most important drivers of whether individuals see their landlord's services as value for money. Other important factors driving perceived value for money included the size of annual rent increases and the amount of residual income left after rent/service charges.

Panel members also told us that affordable rents and service charges are more important to them now than when they first moved into their home. Most Panel survey respondents said they did not have problems affording their rent (**89%**), but nearly two thirds (**64%**) expressed concern about future rent increases causing them problems, particularly those in receipt of partial Housing Benefit (**66%**)[xxii].

UK Government changes in uprating of benefits by the Consumer Price Index CPI inflation measure – and the planned four year freeze in working age benefits from 2016/17[xxiii] – risk a growing gap between tenants' incomes from benefits and increasing Retail Price Index (RPI)-indexed rents. This may affect the affordability of rent for many tenants and social landlords' long-term financial viability, as more than two thirds of **RSLs** assume annual rent increases of 'inflation plus' in each of the next five years.

Our analysis of **RSL** finances discusses the issue of rents and affordability in more depth. You can see this on our website at: **www.scottishhousingregulator.gov.uk/publications/analysis-finances-registered-social-landlords-2014**

5.3% gross rent arrears

The Gross rent arrears at 31 March 2015 for all Scottish social landlords was 5.3% of total rental income due for 2014/15, or £115 million.

Rent arrears and welfare reform

The Charter's standard on value for money also requires landlords to manage arrears effectively. *Table 3* below provides a breakdown of the change in arrears from last year. Gross rent arrears at 31 March 2015 for all Scottish social landlords was **5.3%** of total rental income due for 2014/15, or **£115 million**. In the last year, gross arrears across all landlords have increased by **0.2** percentage points (ppts). This is equivalent to **£6.5 million** in cash terms, with the majority (**£6.2 million**) arising from an increase in **local authority** arrears. Gross arrears rose for **21** of the **26** stock-owning **local authorities** between 2013/14 and 2014/15, although the gains for most were fairly modest. The five councils with the largest increases in gross arrears accounted for almost two thirds (**£4.7 million**) of the overall increase.

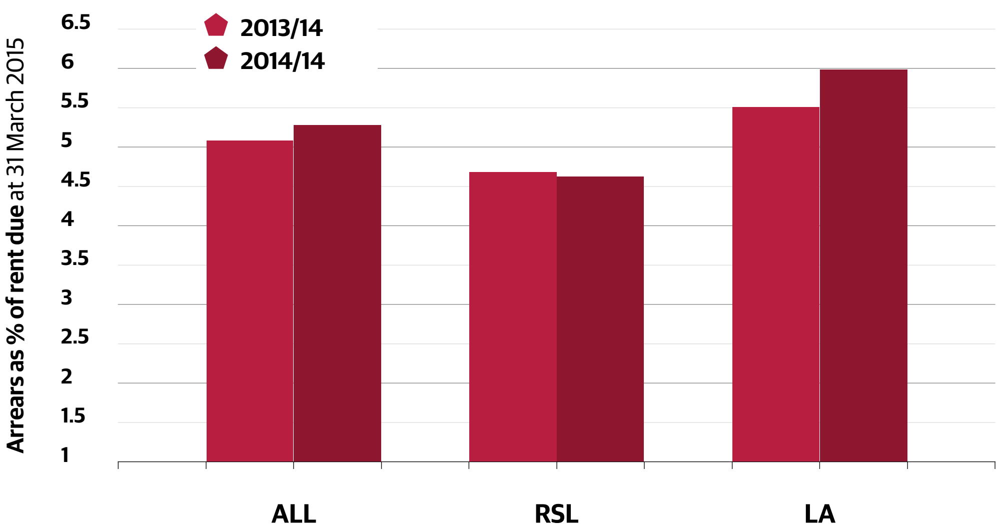
Table 3: Comparison of gross arrears and rent due, 2013/14 to 2014/15

Arrears	2013-14	2014-15	Change
Total	**£108,448,404**	**£114,916,312**	**£6,467,908**
RSL	£51,928,072	£52,148,229	£220,157
LA	£56,520,332	£62,768,083	£6,247,751
Rent due			
Total	**£2,119,079,230**	**£2,172,078,256**	**£52,999,026**
RSL	£1,091,925,923	£1,116,976,490	£25,050,567
LA	£1,027,153,307	£1,055,101,766	£27,948,459

Source: Scottish Housing Regulator

Figure 2 shows that **RSLs** have a lower percentage arrears level (**4.67%**) than **local authority** landlords (**5.95%**).

Figure 2: Comparison of ARC data on % arrears (Indicator 31), 2013/14 to 2014/15

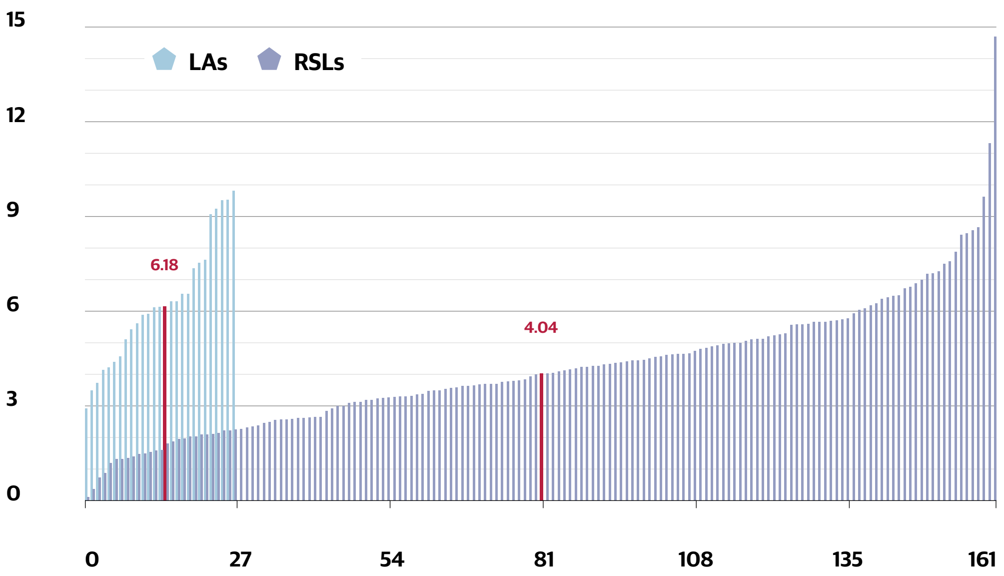


Source: Scottish Housing Regulator

However, arrears levels for individual landlords range widely from a minimum of **0.12%** up to a maximum of **14.73%** – both of these values are for **RSLs**. The range across **local authority** landlords is more compact (minimum **2.94%** up to a maximum of **9.85%**). These values are similar to last year, although as mentioned above **local authority** arrears have increased slightly (by **0.45 ppts**), while **RSLs'** arrears are broadly flat.

Figure 3 on following page shows the difference in the range of arrears values across **RSLs** and **local authorities**. We see that the **RSL** group has a lower median (middle) arrears value (highlighted by the red line on the right) but a wider range of values across all **RSL** landlords, along with more extreme high values. By comparison, the **local authority** group has a higher minimum value, higher median value (highlighted by the red line on the left) and no outliers. This shows that, there is greater variance across **RSL** landlords than there is across **local authority** landlords.

Figure 3: Distribution of Indicator 31 values, % arrears for RSLs and local authorities

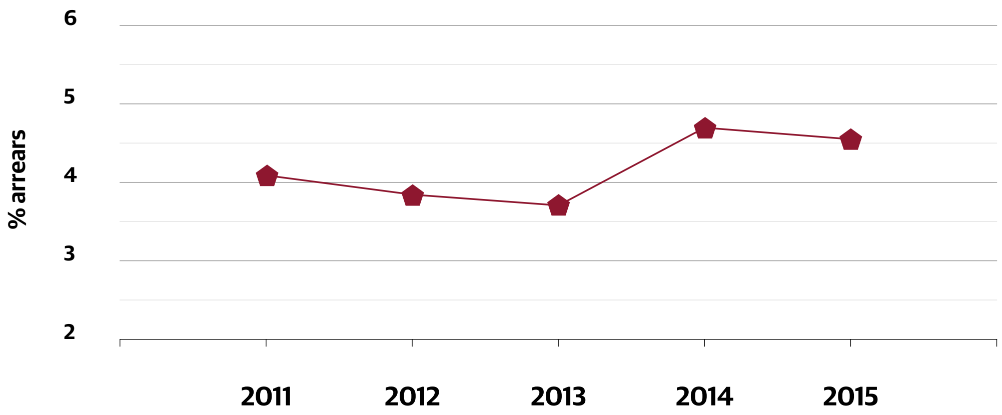


Source: Scottish Housing Regulator

The ARC indicator 31 on arrears is the same measure that we collected solely from **RSLs** through the Annual Performance and Statistical Return (APSR)[xxiv] in previous years[xxv]. We also collected further information from all landlords throughout 2013-14 (using the same measure) to explore the early effects of Welfare Reform[xxvi]. As with last year, we have used this data to compare **RSL** arrears performance from both the APSR and our welfare reform research with **RSL** data from this year's ARC return[xxvii].

Figure 4 below shows arrears as a percentage of rent due at the end of March 2011 through to 2015. Arrears for this group of **RSLs** had fallen between 2011 to 2013, but rose in 2014 to **4.71%**. This year's arrears figures show a slight drop (to **4.56%**), but remain higher than in 2011.

Figure 4: Arrears as a percentage of rent due, 2011 to 2015 (at 31st March each year)



Source: Scottish Housing Regulator

3

Our Analysis – Focusing on Performance and Improvement

Here we provide the results of our analysis of the 2014/15 performance information provided by landlords and report on the following:

- our assessment of progress across the Charter standards and outcomes;
- the overall change in performance since last year;
- performance on each of the top six indicators most closely linked to tenant satisfaction this year; and
- the characteristics of improvement across the top six indicators.

Progress on the Charter

As highlighted last year, all the Charter performance indicators are important and landlords – particularly those performing below the average – should be looking to continually improve across all indicators. Our analysis this year suggests that on average landlords performed well and that most Charter indicators show some improvement on last year's performance.

The scale of change from year to year is generally modest and many indicators show considerable variation in landlords' performance. Throughout our analysis this year, we have applied a threshold to show where changes are more substantial. The thresholds for substantial change are **+/-1** for percentage measures, pounds or units and **+/-0.5** for hours, days or very small measures such as rent arrears or void loss.

+3% repairs right first time

The percentage of reactive repairs carried out right first time in the last year increased from 87.2% to 90.2%.

Annex 4 shows summary tables of this year's Charter results for every indicator grouped by Charter standard/outcome. We have introduced a new feature this year to show whether the national average for each indicator has risen, fallen or remained the same as last year's value. This provides a simple 'at-a-glance' measure[xxviii] of where landlords' performance has improved since 2013/14.

The general picture is a positive one characterised by improvement or no change across the vast majority of indicators once we apply our threshold for substantial change. This is particularly encouraging as landlords started from a position of strength in 2013/14 on many indicators with, for example, nine out of ten people satisfied with:

- the repairs and maintenance service;
- being kept informed by their landlord; and
- crucially, their landlord and home more generally (overall satisfaction).

Looking at the quality of the repairs and maintenance service more closely – something that tenants have told us is especially important to them – the average length of time taken to complete emergency repairs decreased from **6.9** hours to **5.9** hours between 2013/14 and 2014/15. Similarly, the percentage of reactive repairs carried out right first time in the last year increased from **87.2%** to **90.2%**. The time taken for non-emergency repairs was unchanged at approximately eight days while the percentage of repair appointments kept was also unchanged at around **93%**. More broadly, performance has generally improved on Charter standard/outcome five on repairs, maintenance and improvements, within which these and other indicators sit.

Value for money is an area that is important to tenants, and it is a Charter standard/outcome in itself. *Table 11* in *Annex 4* shows that there was improvement across a range of indicators related to value for money. A number of other indicators were unchanged while none had deteriorated. The indicators that have improved under the value for money standard/outcome are:

- percentage of stock meeting the Scottish Housing Quality Standard (SHQS);
- percentage of tenants satisfied with the standard of their home when moving in;
- time taken to complete emergency repairs;
- percentage of reactive repairs completed right first time;
- percentage tenants satisfied with the repairs service;
- the size of the rent increase;
- the average length of time to re-let properties; and
- percentage of Gypsy/Travellers satisfied with the landlord's management of the site.

We see from *Annex 4* that performance has broadly been maintained across the sector for 10 out of the 16 Charter standards/outcomes. These are **1, 2, 3, 6, 7, 8, 9, 10, 14, 15**. Performance has generally improved for 6 of the 16 standards/outcomes. These are **4, 5, 11, 12, 13, 16**. There are no outcomes where performance has broadly deteriorated.

The general picture is one of good and improving performance. However, some landlords still have considerable scope for improvement. Importantly, the Scottish Government has said that in order to attract public investment for new developments, landlords must be performing well in delivering the Charter standards and outcomes. The Scottish Government will use this and our other reports to help make these decisions. The findings in this report will also inform our regulatory activity and engagement.

Overall tenant satisfaction

What we said last year

Our analysis for 2013/14 showed that on average, nearly nine out of ten tenants were satisfied with the overall service provided by their landlord. **RSLs** reported higher average satisfaction than **local authorities**.
We also found that the things most closely associated with overall tenant satisfaction were[xxix]:

- landlords keeping tenants informed about their services and decisions;
- the quality of tenants' homes;
- good neighbourhood management;
- having opportunities to participate;
- the time taken to complete non-emergency repairs; and
- the quality of repairs and maintenance to tenants' homes.

Our National Report commentary last year also showed that these indicators fitted well with other research evidence on tenants' priorities.

Our findings this year

The national average for overall tenant satisfaction[xxx] this year is broadly unchanged. In the last year we estimate that a total of **83** landlords collected new tenant satisfaction survey data – **15 LAs** and **68 RSLs**.
If we look at just these landlords we see that overall tenant satisfaction in **local authorities** improved markedly while **RSL** performance was steady.

For those **83** landlords who collected new survey data, our analysis shows that the top six indicators most closely related to overall tenant satisfaction are largely the same as last year, though the order of importance has changed slightly. *Table 4* below shows the top six Charter indicators that our analysis emphasises.

Table 4: Top 6 Indicators most closely related to overall tenant satisfaction, 2014/15 – landlords with new survey data only

Indicator (no.)	Indicator (description)	r value	rank order
3	tenants who feel their landlord is good at keeping them informed about their services and decisions (%)	+ 0.81 (P)	1
17	tenants satisfied with neighbourhood management (%)	+ 0.64 (P)	2
12	average time taken (days) for non-emergency repairs	- 0.6 (S)	3
6	tenants satisfied with opportunities to participate (%)	+ 0.58 (P)	4
16	tenants satisfied with repairs and maintenance in the last 12 months (%)	+ 0.54 (P)	5
35	average time taken (days) to re-let properties during the year	- 0.53 (S)	6

What are the main findings on improvement this year?

At a national level, the greatest improvement has been made by those who were furthest below the average last year. We see this most clearly in the difference between national averages for **RSLs** and **local authorities**. **RSLs** maintain a higher level of performance overall and are reporting smaller changes, whether positive or negative. By contrast, **local authorities** are starting from a lower baseline, but are consistently improving by more. As this effect is consistent across many indicators, our analysis of other influencing factors considers **RSLs** and **local authorities** separately.

Looking in more detail at the top six indicators for this year, we see:

- average performance for small **RSLs** as a group is consistently high across these indicators.
- rural **RSLs** show higher average improvement as a group than urban and mixed **RSLs**[xxxi]. This is consistent across a number of our top six indicators; and
- **local authority** performance is fairly consistent, whereas **RSLs** are more varied in their performance and improvement across different indicators.

Our detailed analysis of improvement and performance

Our further analysis looks at factors that may influence improvement. We look at whether landlords are:

- a **local authority** or **RSL**;
- urban, rural or a combination of both (mixed); and
- small, medium or large.

We then consider whether and to what extent these factors may influence the level of both overall performance and improvement since last year. Across the tables on the opposite page, we have highlighted substantial improvements in red and deterioration in blue i.e. those that meet our threshold for more substantial change. These are shown for each of our top six indicators, and overall tenant satisfaction.

Table 5: Factors influencing improvement - overall tenant satisfaction

	2013/14	2014/15	Change (ppts)
National Average			
All	87.94%	88.09%	+ 0.15
RSL	89.12%	88.89%	- 0.23
LA	80.7%	83.14%	**+ 2.44**

	RSLs			Local Authorities		
Landlord type	**2013/14**	**Number**	**Change (ppts)** [xxxii]	**2013/14**	**Number**	**Change (ppts)**
Urban	89.4%	138	- 0.28	79.1%	12	**+ 3.71**
Rural	89.8%	4	**+ 1.4**	82.8%	2	0
Mixed	86.7%	18	**- 1.18**	82.0%	12	**+ 1.5**
Small	90.9%	85	- 0.76	87.7%	1	0
Medium	87.0%	66	+ 0.52	76.3%	4	**+ 4.61**
Large	87.7%	9	- 0.67	81.2%	21	**+ 2.15**

Since last year overall tenant satisfaction for all landlords – irrespective of whether they submitted new survey data – has marginally increased by **0.15 ppts** to **88.09%**. **Local authorities** have improved by **2.44 ppts**, whereas **RSL** performance has dropped off slightly (down by **0.23 ppts**).

Our more detailed analysis suggests that average performance for rural **RSLs** has improved more than for **RSLs** as a whole, as well as urban and mixed landlords. Average improvement for the four rural **RSLs** is up by **1.4 ppts**, in contrast to a decrease for urban (**- 0.28 ppts**) and mixed landlords (**- 1.18 ppts**). For **local authorities**, improvement appears consistent across both urban/rural type and size.

Charter indicator 3 – Tenant satisfaction with being kept informed about landlords' services and decisions

Table 6: : Factors influencing improvement - tenant satisfaction with being kept informed

	2013/14	2014/15	Change (ppts)
National Average			
All	88.86%	89.33%	+ 0.47
RSL	90.67%	90.77%	+ 0.1
LA	77.44%	80.41%	**+ 2.97**

	RSLs			Local Authorities		
Landlord type	**2013/14**	**Number**	**Change (ppts)**	**2013/14**	**Number**	**Change (ppts)**
Urban	91.22%	136	+ 0.19	75.8%	12	**+ 4.45**
Rural	89.5%	4	**+ 1**	78.9%	2	0
Mixed	86.7%	18	- 0.27	79.0%	11	**+ 2.39**
Small	92.7%	83	+ 0.23	88.7%	1	0
Medium	88.8%	66	+ 0.17	70.3%	4	**+ 8.17**
Large	85.2%	9	- 0.63	78.3%	21	**+ 2.35**

Our analysis last year showed that performance on this indicator for almost all **local authority** landlords fell below the national average. This year, we see a marked improvement by **local authorities**. **Local authority** landlords are generally improving across rural/urban type and size, with evidence of marked gains for the four mid-sized landlords, who have improved by over **8 ppts** on average.

The **RSL** sector continues to perform at a higher average level. There is some evidence of a more marked improvement for rural **RSLs**, as their average performance is up by **1 ppt** from last year.

Research with our National Panel suggests that the majority of tenants and service users feel well informed about how their landlord is performing. The Panel identified that tenants and service users are most interested in performance information on the quality of homes, responsiveness to anti-social behaviour, the size of annual rent increases and speed of response to emergency repairs.

Charter indicator 17 – Tenants satisfied with neighbourhood management

Table 7: Factors influencing improvement - tenant satisfaction with neighbourhood management

	2013/14	2014/15	Change (ppts)
National Average			
All	84.19%	84.91%	+ 0.72
RSL	85.19%	85.59%	+ 0.4
LA	77.95%	80.74%	**+ 2.79**

	RSLs			**Local Authorities**		
Landlord type	**2013/14**	**Number**	**Change (ppts)**	**2013/14**	**Number**	**Change (ppts)**
Urban	85.7%	135	+ 0.4	78.9%	11	**+ 3.72**
Rural	83.0%	4	**+ 2.71**	76.8%	2	0
Mixed	82.1%	18	**- 1.08**	77.2%	12	**+ 3.54**
Small	87.7%	82	+ 0.08	81.8%	1	0
Medium	82.4%	66	+ 0.65	75.0%	4	**+ 5.19**
Large	83.1%	9	**- 0.39**	78.3%	21	**+ 3.13**

Our analysis and research tells us that tenants place a high priority on neighbourhood management and that they are becoming more satisfied with their landlords' service in this area. The national average is up by **0.72 ppts** this year.

While there has been overall improvement on this indicator, we see that **local authorities** are improving more than **RSLs**, albeit from a lower baseline. This improvement is again consistent across type and size of organisation. There is also evidence that average satisfaction with neighbourhood management in rural **RSLs** has improved most and that those landlords are now performing above the **RSL** sector average. The table aside also shows that the average performance has dropped for both mixed and larger **RSLs** (although not substantially for larger **RSLs**). We are exploring tenants' views and experiences of anti-social behaviour in more detail as part of our current work with the National Panel.

Charter indicator 12 – Average time taken (days) for non-emergency repairs

Table 8: Factors influencing improvement - average time taken (days) for non-emergency repairs

	2013/14	2014/15	Change (days)
National Average			
All	8.21 days	7.88 days	- 0.33
RSL	6.03 days	5.81 days	- 0.22
LA	10.17 days	9.88 days	- 0.29

	RSLs			**Local Authorities**		
Landlord type	**2013/14**	**Number**	**Change (days)**	**2013/14**	**Number**	**Change (days)**
Urban	4.87	139	- 0.16	10.4	12	- 0.19
Rural	5.22	4	+ 0.21	11.5	2	**+ 1.44**
Mixed	7.4	18	- 0.27	9.8	12	- 0.9
Small	4.4	86	- 0.18	10.7	1	+ 0.6
Medium	5.6	66	- 0.01	10.6	4	- 0.31
Large	7.3	9	**+ 1.25**	10.1	21	- 0.46

Tenants have also told us through our National Panel that the repairs service is a core landlord service which directly affects their quality of life. Sector-wide performance in responding to non-emergency repairs has improved this year, albeit by a small amount (quicker by **0.33 days**).

Table 8 to the left highlights the more substantial changes and we see an increase in the average time taken to respond to non-emergency repairs for a small number of landlords: the two rural **local authorities** and the nine large **RSLs**.

Charter indicator 6 – Tenants satisfied with opportunities to participate

Table 9: Factors influencing improvement - tenant satisfaction with opportunities to participate

	2013/14	2014/15	Change (ppts)
National Average			
All	78.37%	79.58%	**+ 1.21**
RSL	80.82%	81.27%	+ 0.45
LA	63.2%	69.19%	**+ 5.99**

	RSLs			**Local Authorities**		
Landlord type	**2013/14**	**Number**	**Change (ppts)**	**2013/14**	**Number**	**Change (ppts)**
Urban	81.9%	133	+ 0.38	61.1%	11	**+ 11.43**
Rural	74.9%	4	**+ 4.06**	54.6%	2	0
Mixed	73.8%	18	+ 0.15	66.5%	12	**+ 2.63**
Small	84.1%	82	- 0.13	61.5%	1	0
Medium	77.2%	66	+ 0.93	57.7%	4	**+ 15.5**
Large	76.0%	9	**+ 2.2**	63.4%	21	**+ 4.77**

There is substantive overall improvement at a national level on indicator six, driven by marked improvement from **local authorities** – up by almost **6 ppts** on last year. However, average performance for **local authorities** as a group remains low at over **10 ppts** below the national average for all landlords (**69.19%** for **local authorities** compared to the national average of **79.58%**). More detailed analysis of improvement characteristics shows that rural **RSLs** are again improving most, up by **4 ppts** – markedly more than the average **RSL** improvement of **0.45 ppts**.

Small **RSLs** continue to show the highest average performance but are slightly down on last year. Finally, there is a clear **RSL** 'size effect' as average improvement increases across the **RSL** size bands, with largest **RSLs** improving the most (up by **2.2 ppts**), albeit from the lowest baseline last year.

Charter indicator 6 – Tenants satisfied with repairs and maintenance during the last 12 months

Table 10: Factors influencing improvement - tenant satisfaction with repairs and maintenance during last 12 months

	2013/14	2014/15	Change (ppts)
National Average			
All	87.64%	89.31%	+ 1.67
RSL	87.92%	89.7%	+ 1.78
LA	85.92%	86.93%	+ 1.01

	RSLs			Local Authorities		
Landlord type	**2013/14**	**Number**	**Change (ppts)**	**2013/14**	**Number**	**Change (ppts)**
Urban	88.2%	138	+ 1.48	85.6%	12	+ 1.11
Rural	83.6%	4	+ 9.42	84.0%	2	0
Mixed	86.3%	18	+ 2.16	86.5%	12	+ 1.06
Small	89.4%	85	+ 2.57	88.3%	1	0
Medium	86.0%	66	+ 1.26	78.1%	4	- 1.52
Large	87.7%	9	- 2.85	87.5%	21	+ 1.53

As previously mentioned, repairs and maintenance are of primary importance to tenants and link strongly to overall satisfaction. Our analysis this year shows the national average has improved by **1.67 ppts**. We also see that **RSLs** have improved more on average than **local authorities** on this measure.

Closer investigation of the characteristics associated with improvement suggests that rural **RSLs** are improving the most on average – up markedly by over **9 ppts** on their performance last year. It appears that larger **RSLs** and mid-sized **local authorities**, although both small in number, do not share the overall improvement and show a drop off in average performance this year.

Charter indicator 35 – Average time taken (days) to re-let properties during the year

Table 11: Factors influencing improvement - average time taken (days) to re-let properties during the year

	2013/14	2014/15	Change (days)
National Average			
All	35.66 days	36.85 days	**+ 1.19**
RSL	31.73 days	32.02 days	+ 0.29
LA	39.42 days	41.39 days	**+ 1.97**

	RSLs			**Local Authorities**		
Landlord type	**2013/14**	**Number**	**Change (days)**	**2013/14**	**Number**	**Change (days)**
Urban	25.6	138	- 0.77	44.1	12	**- 1.08**
Rural	21.7	4	+ 0.92	68.7	2	**- 20.25**
Mixed	30.8	18	**+ 13.04**	36.1	12	**+ 3.24**
Small	22.0	85	**+ 2.18**	60.7	1	**- 12.64**
Medium	29.4	66	- 0.7	54.4	4	**- 6.24**
Large	40.4	9	- 0.14	39.1	21	**+ 1.1**

This indicator is new to the top six this year. National performance shows an average increase in time taken of just over one day. The marked increase seen in *Table 11* for mixed and small **RSLs** is driven almost entirely by one **RSL** with an outlier value on this indicator. Other groups of **RSLs** made small (but not substantial) improvements. **Local authority** performance is mixed with some making marked improvements. Two rural **local authorities** reduced their re-let times by an average of **20 days**. There is also evidence of a size effect on **local authority** improvement, where we see most improvement from the five small and mid-sized authorities.

Annex 1

Scottish Housing Quality Standard 2014/15

The SHQS is the Scottish Government's principal measure of housing quality in Scotland. The Scottish Government set a policy target for landlords in the social housing sector to bring their housing stock up to every element of the Standard, where applicable, by 31 March 2015.

You can find more detail about the SHQS at:
www.gov.scot/Topics/Built-Environment/Housing/16342/shqs

We have been monitoring social landlords' progress towards meeting the SHQS since April 2008. SHQS indicators are a crucial component of Charter standard/outcome 5 on repairs, maintenance and improvements.

SHQS progress

The 2014/15 ARCs report landlords' position at the deadline for compliance with SHQS.

In 2014/15, social landlords reported an overall level of:

- compliance with the Standard of **90.96%**;
- non-compliance with the Standard of **1.19%**;
- exemptions from the Standard of **3.21%**; and
- abeyances from the Standard of **4.63%**.

Compliance

- Social landlords reported that **540,936** properties met the Standard in 2014/15.
- During the year, landlords made improvements to **78,177** properties, of which **50,836** were brought up to the Standard.
- Landlords invested a total of **£305,645,895** in improvement works.
- **Local authority** landlords brought **50,791** properties up to the Standard during the year, equivalent to **8.54%** of **local authority** houses within the scope of SHQS.
- **RSLs** brought **27,386** houses up to the Standard, equivalent to **4.61%** of **RSL** properties within the scope of SHQS.

Non-compliance

- Social landlords reported that **7,070**[xxxiii] properties did not comply with the Standard at the end of 2014/15.
- One landlord reported that less than **50%** of its properties met the Standard at the end of 2014/15. This landlord reported that exemptions apply to around **50%** of its stock at the SHQS deadline of 2015.
- Of the **7,070** properties which are not compliant, **82%** are failing on one criterion only, with the remaining **18%** failing on two or more criteria.
- The majority of failures at criteria-level are on the energy efficiency criterion (**49%**), followed by modern facilities and services (**20.8%**).

Exemptions and abeyances

The Scottish Government's guidance on the SHQS recognises that there may be special circumstances in which a particular element cannot reasonably meet the Standard, and an exemption may apply.

Reasons for exemptions could relate to the physical building, for example, the costs of work required to bring a property up to the Standard may be disproportionate. Exemption reasons may also be person-based, for example in cases where tenants or owner-occupiers do not want to have work done. These are referred to as abeyances.

In their 2014/15 ARC returns, **98** social landlords recorded a total of **19,120** houses as exempt from the Standard at the 2015 deadline. This is equivalent to **3.21%** of houses within the scope of the SHQS.

123 social landlords recorded **27,551** houses as abeyances at the 2015 deadline. This is equivalent to **4.63%** of houses within the scope of the SHQS.

At criterion level, the majority of exemptions are projected to fall under the energy efficiency criterion, with **63** landlords projecting exemptions. Of these, **41** anticipate exemptions at element **35** – achieving the required SAP (Standard Assessment Procedure) or NHER (National Home Energy rating).

29 landlords project exemptions applying at the healthy, safe and secure criterion, with the majority of these, **20**, anticipating exemptions at element **54** – secure common external door entry systems.

Elsewhere at criteria-level, nine landlords report that they project exemptions at below tolerable standard, **16** at free from serious disrepair (mainly on elements **17** and **20**, roof coverings and rainwater goods respectively) and **63** at modern facilities and services (mainly on element **40**, adequate kitchen storage).

123 Social Landlords

123 social landlords recorded 27,551 houses as abeyances at the 2015 deadline.

Looking ahead

- Social landlords project spending a total of **£239m** on improvement works during 2016/17. They anticipate improving **47,756** properties, making the projected spend **£5,004** per property.
- Landlords achieved an aggregate level of compliance with the Standard of **90.96%** at the SHQS deadline of March 2015. **Local authorities** achieved **90.38%** while **RSLs** achieved **91.62%**.

Five **local authorities** and seven **RSLs** reported that they had properties that did not meet the Standard at the March 2015 deadline.

We are engaging with landlords to confirm the accuracy of data and ensure that compliance is achieved. We are currently liaising with those landlords which recorded fails and/or higher than average levels of exemptions and abeyances. We expect social landlords to take steps to ensure that the SHQS is achieved as soon as possible. Where we are unable to gain this assurance, we may use our regulatory powers to protect tenants' interests.

Annex 2

Analytical Approach

Technical information

To analyse the strength of the relationship between overall tenant satisfaction and a range of other performance indicators, we have used statistical tests of 'correlation' between each pair of indicators[xxxiv]. These statistical tests produce an 'r value' which will range from **+1** through **0** to **-1**. Values at or close to **+/-1** indicate a very strong relationship, where positive (**+**) values show that an increase in one indicator is related to an increase in the other, and negative (**-**) values show that an increase in one indicator relates to a decrease in the other. Values at or close to **0** indicate a very weak or no relationship.

It is very unusual to see a 'perfect' correlation value of **+1** or **-1** when analysing real world data. However, it is reasonable to suggest that a value of at or better than **+/- 0.7** would indicate a strong relationship, a value of around **+/- 0.5** would indicate a moderate relationship and a value of around **+/- 0.3** would indicate a weaker relationship.

We have reported two measures of correlation in our analysis of ARC indicators – *Pearson's Product Moment (P)* and *Spearman's Rho (S)*. These are both tests of 'association' between two sets of data from the same participants and have been used dependent on the type of data being analysed for each pair of indicators.

The criteria for using Pearson's Product Moment is more 'strict' as data must be on an interval scale, be normally distributed and show homogeneity of variance.

Spearman's Rho employs a different technique to provide a less rigorous test of association and can therefore be used with any type of data, even when the two sets of scores are on a category or different scale, are not normally distributed and have a high degree of internal variance.

Annex 3

Terms we use in this document

Annual Return on the Charter (ARC)
Each year all social landlords must provide us with contextual data such as stock size. They must also provide data against particular performance (Charter) indicators.

Charter indicators
The measures we use to monitor landlords' progress in meeting the Scottish Social Housing Charter.

Continuous improvement
Ongoing work carried out by an organisation to improve its processes and procedures, and enhance the quality of the services it delivers.

Landlord
This National Report is about social landlords only. These are Registered Social Landlords (**RSLs**), such as housing associations and housing co-operatives, **local authority** landlords or a **local authority** which provides homelessness services.

Local authorities (LAs)
There are 32 **local authorities** in Scotland. All provide homelessness services while 26 also provide social housing and housing services.

Performance
When we talk about performance, we mean what the landlord has told us it did to deliver services to its tenants.

Registered Social Landlord (RSL)
A landlord providing social rented housing that is registered and regulated by the Scottish Housing Regulator. **RSLs** are mainly housing associations and housing co-operatives.

Regulatory activity and engagement
We undertake a range of activities and communicate in particular ways with registered landlords that provide social housing in Scotland.

Scottish Government
Housing policy in Scotland is the responsibility of the Scottish Government. The Scottish Government also collects housing and homelessness data.

Scottish Housing Quality Standard (SHQS)
A standard for the physical quality of all of Scotland's social housing. Landlords should have achievede the standard by 2015.

Scottish Social Housing Charter
The Scottish Government's standards and outcomes that social landlords should be achieving for their tenants, homeless people and other service users.

Tenants and other service users
Tenants are those who currently live in a home owned and managed by a social landlord. Other service users are those who are not tenants but use services provided by social landlords such as Gypsy/Travellers, homeless people and owner occupiers that receive factoring services.

Tenant satisfaction
Social landlords are required to carry out surveys at least once every three years to find out how satisfied their tenants are.

Welfare reform
The current UK Government is undertaking a range of reforms to the UK-wide welfare and benefits system. This includes the removal of the 'spare room subsidy' and the implementation of Universal Credit.

Annex 4 [1]

Charter Indicators and Data by Standard/Outcome [2]

Charter Indicators and Data by Standard/Outcome[2]

Table 1: Total satisfaction – All outcomes

	RSLs		LAs		All landlords[3]				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of tenants satisfied with the overall service provided by their landlord.	89.1%	88.9%	80.7%	83.1%	87.9%	88.1%	50%	100%	

Change in average arrow indicators

An upward arrow shows that the average has increased since last year, a downward shows that it has decreased and rightward pointing denotes that the average is unchanged (once we have applied our threshold for substantial change). The green and red colours denote whether the change is an improvement or a deterioration in performance. All rightward pointing arrows are in orange. We only use arrows for those indicators that are demonstrably indicators of performance.

[1] A full list of indicators with all Scottish averages, and by landlord, is available at http://www.scottishhousingregulator.gov.uk/publications/charter-data-all-social-landlords.

[2] Some indicators appear more than once due to a number of them applying to multiple standards and outcomes.

[3] This is RSLs and LAs combined.

Table 2: Equalities – Charter outcome 1[4]

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of tenants satisfied with the overall service provided by their landlord.	89.1%	88.9%	80.7%	83.1%	87.9%	88.1%	50%	100%	→
% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	90.7%	90.8%	77.4%	80.4%	88.9%	89.3%	67.8%	100%	→
% 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 % upheld.									
1st in full[5]	97.9%	97.7%	98.7%	98.1%	98.1%	97.8%	82.3%	100%	→
1st upheld[6]	62%	60.4%	43.3%	51.4%	56%	57.3%	0%	100%	
2nd in full[7]	94.2%	92.5%	97.1%	92.8%	95.6%	92.6%	20%	100%	
2nd upheld	52.7%	50.4%	35.9%	39.8%	44.9%	45.7%	0%	100%	
% 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.									→
SPSO 1st[8]	80.9%	81.9%	81.2%	81.5%	81%	81.8%	0%	100%	
SPSO 2nd[9]	78.2%	76.1%	75.1%	72.6%	76.7%	74.6%	0%	100%	

[4] The ARC submissions have allowed us – for the first time – to monitor a wide range of equalities data including the ethnic origins and disability details of service users, staff and RSL governing body members. Given the volume of information, we will publish greater analysis of this at a later date.

[5] A landlord has met the service user's expectations or provided a full explanation at the point of frontline solution.

[6] The landlord considers the case put to them and decides in favour of the complainant.

[7] After an investigation a landlord has met the service user's expectations or provided a full explanation.

[8] Within 5 working days.

[9] Within 20 working days.

Charter Indicators and Data by Standard/Outcome[2]

Table 2: *Continued.*

Indicator	RSLs Average 13/14	RSLs Average 14/15	LAs Average 13/14	LAs Average 14/15	All landlords Average 13/14	All landlords Average 14/15	Min 14/15	Max 14/15	Change in average
Number of lets during the reporting year, split between 'general needs' and 'supported housing'.									
General	-	-	-	-	51,127	46,662	0	3,118	-
Supported	-	-	-	-	6,430	7,436	0	871	-
The number of lets during the reporting year by source of let. (Totals not averages)									
Tenants	-	-	-	-	12,452	10,165	0	825	-
Applicants	-	-	-	-	25,891	24,251	0	1,398	-
Mutual Exchanges	-	-	-	-	N/A	3,759	0	204	-
Other source	-	-	-	-	1,868	1,676	0	442	-
Statutorily Homeless	-	-	-	-	10,630	10,394	28	1,147	-
Section 5 referrals	-	-	-	-	4,039	3,861	0	960	-
Homeless nominations	-	-	-	-	1,437	1,437	0	665	-
Homeless Other	-	-	-	-	1,327	1,393	0	208	-
Other Nominations	-	-	-	-	1,234	92	0	136	-
Types of tenancies granted for lets during the reporting year. (Totals not averages)									
Occupancy Agreements	-	-	-	-	1,146	951	0	665	-
SSSTs	-	-	-	-	755	604	0	87	-
SSTs	-	-	-	-	56,317	52,546	0	3,197	-

Charter Indicators and Data by Standard/Outcome[2]

Table 2: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Housing lists. (Totals not averages)									
New applicants added to housing list(s)	-	-	-	-	536,408	573,396	0	27,666	-
Applicants on housing list(s) at year end	-	-	-	-	1,331,009	1,412,676	0	72,770	-
Suspensions from housing list(s) year end	-	-	-	-	38,499	30,782	0	1,492	-
Applications cancelled from housing list(s)	-	-	-	-	405,772	414,115	0	19,304	-
Section 5 referrals received	-	-	-	-	11,388	18,159	0	2,824	-

Charter Indicators and Data by Standard/Outcome[2]

Table 3: Communication – Charter outcome 2

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	90.7%	90.8%	77.4%	80.4%	88.9%	89.3%	67.8%	100%	➡
% 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 % upheld.									
1st in full	97.9%	97.7%	98.7%	98.1%	98.1%	97.8%	82.3%	100%	➡
1st upheld	62%	60.4%	43.3%	51.4%	56%	57.3%	0%	100%	
2nd in full	94.2%	92.5%	97.1%	92.8%	95.6%	92.6%	20%	100%	
2nd upheld	52.7%	50.4%	35.87%	39.8%	44.9%	45.7%	0%	100%	
% 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.									➡
SPSO 1st	80.9%	81.9%	81.1%	81.5%	81%	81.8%	0%	100%	
SPSO 2nd	78.2%	76.1%	75.1%	72.6%	76.7%	74.6%	0%	100%	

Charter Indicators and Data by Standard/Outcome[2]

Table 4: Participation – Charter outcome 3

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	80.8%	81.3%	63.2%	69.2%	78.4%	79.6%	47.8%	100%	↑
% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	90.7%	90.8%	77.4%	80.4%	88.9%	89.3%	67.8%	100%	→

Table 5: Quality of housing - Charter outcome 4

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of stock meeting the Scottish Housing Quality Standard (SHQS).	87.3%	91.7%	83.7%	90.4%	85.4%	91%	41%	100%	↑
% 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.	93.9%	95.2%	93%	95%	93.4%	95.6%	35.8%	100%	↑
% of tenants satisfied with the standard of their home when moving in.	84.4%	87%	77.4%	81%	83.4%	86%	0%	100%	↑
% of existing tenants satisfied with the quality of their home.	86%	86.4%	80.7%	82.6%	85.3%	85.9%	61.9%	100%	→
% of tenancy offers refused during the year.	34.2%	35.4%	49%	47.7%	42.2%	42%	0%	76.5%	→
Scottish Housing Quality Standard (SHQS) – Stock condition survey information. [10]	45.3%	51.6%	65.1%	74.5%	56%	63.9%	0%	100%	↑
Scottish Housing Quality Standard (SHQS) – Stock summary. [11]	87.3%	93.9%	83.7%	91.5%	85.4%	92.6%	42.5%	100%	↑

[10] Percentage assessed for compliance in the last 3 years.

[11] Percentage of homes meeting SHQS at year end.

Table 5: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Scottish Housing Quality Standard (SHQS) – Stock failing by criterion.									
Percentage failing for one criterion	76.9%	79.4%	82.9%	93.9%	80.6%	81.7%	0%	100%	→
Percentage failing for two or more criteria.	23.1%	20.6%	17.1%	6.1%	19.4%	18.3%	0%	100%	
Scottish Housing Quality Standard (SHQS) – Working towards the standard. [12]	90.2%	73.3%	107.6% [13]	104.1%	100.5%	92.7%	0%	739%	↓
Scottish Housing Quality Standard (SHQS) – Anticipated exemptions as at 31 March 2015. [14]	12,074	10,606	18,802	8,514	30,876	19,120	0	1,835	↓
Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element.	£3136	£2,547	£4,176	£4,644	£3,850	£3,910	£0.06	£25,914	-

[12] Percentage of properties actually brought up to the standard planned in the year.

[13] Numbers on this row can be greater than 100% due to some landlords bringing more properties brought up to the Standard than they had planned.

[14] Totals only.

Charter Indicators and Data by Standard/Outcome[2]

Table 6: Repairs, maintenance and improvements – Charter outcome 5

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of stock meeting the Scottish Housing Quality Standard (SHQS).	87.3%	91.7%	83.7%	90.4%	85.4%	91%	41%	100%	↑
% 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.	93.9%	95.2%	93%	95%	93.4%	95.6%	35.8%	100%	↑
% of tenants satisfied with the standard of their home when moving in.	84.4%	87%	77.4%	81%	83.4%	86%	0%	100%	↑
% of existing tenants satisfied with the quality of their home.	86%	86.4%	80.7%	82.6%	85.3%	85.9%	61.9%	100%	→
% of tenancy offers refused during the year.	34.2%	35.4%	49%	47.7%	42.2%	42%	0%	76.5%	→
Average length of time taken to complete emergency repairs (hours).	5	4.6	7.8	6.5	6.9	5.9	0.3	24	↓
Average length of time taken to complete non-emergency repairs (days).	6	5.8	10.2	9.9	8.2	7.9	1.1	16.2	→
% of reactive repairs carried out in the last year completed right first time.	89.6%	91.2%	84.7%	89.3%	87.2%	90.2%	46.3%	100%	↑
% of repairs appointments kept.	92.7%	94.4%	93%	90.7%	92.9%	92.4%	34.7%	100%	→

Charter Indicators and Data by Standard/Outcome[2]

Table 6: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	98.8%	99.5%	97.6%	99.5%	98.1%	99.5%	46.2%	100%	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	87.9%	89.7%	85.9%	87%	87.6%	89.3%	58.8%	100%	
Average number of reactive repairs completed per occupied property.	3.5	3.4	3.9	3.8	3.7	3.6	1.3	5.8	

Table 7: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes – Charter outcome 6

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% 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 % upheld.									→
1st in full	97.9%	97.7%	98.7%	98.1%	98.1%	97.8%	82.3%	100%	
1st upheld	62%	60.4%	43.3%	51.4%	56%	57.3%	0%	100%	
2nd in full	94.2%	92.5%	97.1%	92.8%	95.6%	92.6%	20%	100%	
2nd upheld	52.7%	50.4%	35.9%	39.8%	44.9%	45.7%	0%	100%	
% 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.									→
SPSO 1st	80.9%	81.9%	81.2%	81.5%	81%	81.8%	0%	100%	
SPSO 2nd	78.2%	76.1%	75.1%	72.6%	76.7%	74.6%	0%	100%	
% of tenants satisfied with the management of the neighbourhood they live in.	85.2%	85.6%	78%	80.8%	84.2%	85%	64.6%	100%	→
% of tenancy offers refused during the year.	34.2%	35.4%	49%	47.7%	42.2%	42%	0%	76.5%	→
% of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	76.6%	84.1%	75%	82.4%	75.7%	83.2%	0%	100% [15]	↑

[15] One landlord did report higher than 100% but this was due to an error in its submission.

Table 7: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of the court actions initiated which resulted in eviction and the reasons for eviction.[16]									
All evictions	17.1%	20%	9.4%	12.1%	12.2%	14.7%	0%	100%	-
Non-payment of rent	14.8%	17.6%	8.8%	11.4%	11%	13.4%	0%	100%	-
ASB	2.1%	1.8%	0.5%	0.5%	1.0%	0.9%	0%	66.7%	-
Other	0.3%	0.6%	0.2%	0.2%	0.2%	0.4%	0%	80%	-
Abandoned properties. (Totals not averages)					4,448	4,042	0	256	
Number of notices of proceedings issued and court action initiated. (Totals not averages)									
NOPs					34,804	34,414	0	4,001	-
Proceedings					4,159	5,515	0	908	-

[16] This percentage only relates to the number of evictions carried out.

Table 8: Housing options and access to housing – Charter outcomes 7, 8, 9 and 10

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of lettable houses that became vacant in the last year.	10.3%	9.2%	9.1%	8.6%	9.7%	8.9%	0%	17.8%	→
% of the court actions initiated which resulted in eviction and the reasons for eviction.									
All	17.1%	20%	9.4%	12.1%	12.2%	14.7%	0%	100%	-
Non-payment of rent	14.8%	17.6%	8.8%	11.4%	11%	13.4%	0%	100%	-
ASB	2.1%	1.8%	0.5%	0.5%	1.0%	0.9%	0%	66.7%	-
Other	0.3%	0.6%	0.2%	0.2%	0.2%	0.4%	0%	80%	-
Average length of time in days in temporary or emergency accommodation by type. (LAs only)									
Ordinary local authority dwelling					128.3	132.2	33.6	418.2	
RSL dwelling					224.9	225.3	52.7	315.3	
Local authority owned hostel					50.2	52	16	133.2	
RSL owned hostel					78.3	63	25.6	130.9	↓
Other hostel					48.9	53	23	103.2	
Bed and breakfast					40.6	33	4.9	198	
Women's refuge					120.5	120	51.5	241	
Private sector lease					212.5	211.5	43.8	504.9	
Other					101.3	80.4	36.4	206	
All					100.7	90.2	42.3	327.6	

Table 8: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of households requiring temporary or emergency accommodation to whom an offer was made.[17] (LAs only)					107.3%	101.2%	52.8%	171%	→
% of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)									→
Ordinary local authority dwelling					6.9%	8.0%	0%	33.9%	
RSL dwelling					5.4%	6.1%	0%	27.3%	
Local authority owned hostel					9.8%	6.6%	0%	20%	
RSL owned hostel					3.9%	5.5%	0%	17.2%	
Other hostel					11.5%	8.7%	0%	34.8%	
Bed and breakfast					5.9%	5.1%	0%	35.4%	
Women's refuge					1.7%	3.3%	0%	25%	
Private sector lease					6.2%	7%	0%	100%	
Other					11.6%	8.2%	0%	35.9%	
All					7.3%	6.8%	2%	23.8%	
Of those households homeless in the last 12 months the % satisfied with the quality of temporary or emergency accommodation. (LAs only)					85.4%	84.8%	52.2%	98.8%	→

[17] Households may be offered more than one placement for temporary or emergency accommodation. For example, a household already in temporary or emergency accommodation may receive another offer more suitable to their needs.

Charter Indicators and Data by Standard/Outcome[2]

Table 8: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Number of lets during the reporting year, split between 'general needs' and 'supported housing'. (Totals not averages and LA only)									
General					51,127	46,662	0	3,118	-
Supported					6,430	7,436	0	781	-
The number of lets during the reporting year by source of let. (Totals not averages and LA only)									
Tenants					12,452	10,165	0	825	-
Applicants					25,891	24,25	0	1,398	-
Mutual Exchanges					N/A	1 3,759	0	204	-
Other source					1,868	1,676	0	442	-
Statutorily Homeless					10,630	10,394	28	1,147	-
Section 5 referrals					4,039	3,861	0	960	-
Homeless nominations					1,437	1,437	0	665	-
Homeless Other					1,327	1,393	0	208	-
Other Nominations					1,234	92	0	136	-
Types of tenancies granted for lets during the reporting year. (Totals not averages)									
Occupancy Agreements					1,146	951	0	665	-
SSSTs					755	604	0	87	-
SSTs					56,317	52,546	0	3,197	-

Table 8: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Housing lists.[18] (Totals not averages)									
New applicants added to housing list(s)					536,408	573,396	0	27,666	-
Applicants on housing list(s) at year end					1,331,009	1,412,676	0	72,770	-
Suspensions from housing list(s) year end					38,499	30,782	0	1,492	-
Applications cancelled from housing list(s)					405,772	414,115	0	19,304	-
Section 5 referrals received					11,388	18,159	0	2,824	-
Number of notices of proceedings issued and court action initiated. (Totals not averages)									
NOPs					34,804	34,414	0	4,001	-
Court actions					4,159	5,515	0	908	-
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. (Totals not averages)									
Year end					7,195	7,260	0	480	
Void for more than 6 months					1,459	1,372	0	261	

[18] Some applicants will be on more than one waiting list, such that the totals in this box (excluding section 5 referrals received) includes an unquantifiable amount of double counting.

Charter Indicators and Data by Standard/Outcome[2]

Table 9: Tenancy sustainment – Charter outcome 11

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of new tenancies sustained for more than a year, by source of let.									
Existing tenants					93%	93.2%	33.3%	100%	
Applicants assessed as statutory homeless	All tenancies	All tenancies	All tenancies	All tenancies	86.2%	87.2%	0%	100%	↑
Applicants from the housing list	88.3%	89.45%	87.2%	88.2%	86.8%	88%	0%	100%	
Nominations from local authorities (RSLs only)					85.6%	89.3%	0%	100%	
Other					83%	86%	0%	100%	
% of lettable houses that became vacant in the last year.	10.3%	9.2%	9.1%	8.6%	9.7%	8.8%	0%	17.8%	→
% of approved applications for medical adaptations completed during the reporting year.	85.2%	84.9%	82%	83.9%	83.3%	84.3%	46.2%	100%	↑
The average time in days to complete approved applications for medical adaptations.	67.9	67.1	64	46.9	65.7	54.8	0	519.5	↓
% of the court actions initiated which resulted in eviction and the reasons for eviction.									
All	17.1%	20%	9.4%	12.1%	12.2%	14.7%	0%	100%	-
Non-payment of rent	14.8%	17.6%	8.8%	11.4%	11%	13.4%	0%	100%	-
ASB	2.1%	1.8%	0.5%	0.5%	1%	0.9%	0%	66.7%	-
Other	0.3%	0.6%	0.2%	0.2%	0.2%	0.4%	0%	80%	-

Charter Indicators and Data by Standard/Outcome[2]

Table 9: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Types of tenancies granted for lets during |the reporting year. (Totals not averages)									
Occupancy Agreements					1,146	951	0	665	-
SSSTs					755	604	0	87	-
SSTs					56,317	52,546	0	3,197	-
Abandoned properties. (Totals not averages)					4,448	4,042	0	256	
Number of notices of proceedings issued and court action initiated. (Totals not averages)									
NOPs					34,804	34,414	0	4,001	-
Court actions					4,159	5,515	0	908	-

Charter Indicators and Data by Standard/Outcome[2]

Table 10: Homeless people – Charter outcome 12[19]

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of new tenancies sustained for more than a year, by source of let.									
Existing tenants					93%	93.2%	33.3%	100%	
Applicants assessed as statutory homeless	All tenancies	All tenancies	All tenancies	All tenancies	86.2%	87.2%	0%	100%	
Applicants from the housing list	88.3%	89.5%	87.2%	88.2%	86.8%	88%	0%	100%	
Nominations from local authorities (RSLs only)					85.6%	89.3% 8	0%	100%	
Other					83%	6%	0%	100%	
Average length of time in days in temporary or emergency accommodation by type. (LAs only)									
Ordinary local authority dwelling					128.3	132.2	33.6	418.2	
RSL dwelling					224.9	225.3	52.7	315.3	
Local authority owned hostel					50.2	52	16	133.2	
RSL owned hostel					78.3	63	25.6	130.9	
Other hostel					48.9	53	23	103.2	
Bed and breakfast					40.6	33	4.9	198	
Women's refuge					120.5	120	51.5	241 504.9	
Private sector lease					212.5	211.5	43.8	206	
Other					101.3	80.4	36.4	327.6	
All					100.7	90.2	42.3		

[19] We also use Scottish Government homelessness statistics to inform landlord performance on this outcome. Data is available at: http://scotland.gov.uk/Topics/Statistics/Browse/Housing-Regeneration/HSfS

Table 10: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)					107.3%	101.2%	54%	235.3%	↓
% of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)									→
Ordinary local authority dwelling					6.9%	8.0%	0%	33.9%	
RSL dwelling					5.4%	6.1%	0%	27.3%	
Local authority owned hostel					9.8%	6.6%	0%	20%	
RSL owned hostel					3.9%	5.5%	0%	17.2%	
Other hostel					11.5%	8.7%	0%	34.8%	
Bed and breakfast					5.9%	5.1%	0%	35.4%	
Women's refuge					1.7%	3.3%	0%	25%	
Private sector lease					6.2%	7%	0%	100%	
Other					11.6%	8.2%	0%	35.9%	
All					7.3%	6.8%	2%	23.8%	
Of those households homeless in the last 12 months the % satisfied with the quality of temporary or emergency accommodation. (LAs only)					85.4%	84.8%	52.2%	98.8%	→

Charter Indicators and Data by Standard/Outcome[2]

Table 11: Value for money – Charter outcome 13

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of stock meeting the Scottish Housing Quality Standard (SHQS).	87.3%	91.7%	83.7%	90.4%	85.4%	91%	41%	100%	↑
% of tenants satisfied with the standard of their home when moving in.	84.4%	87%	77.4%	81%	83.4%	86%	0%	100%	↑
% of existing tenants satisfied with the quality of their home.	86%	86.4%	80.7%	82.6%	85.3%	85.9%	61.9%	100%	→
Average length of time taken to complete emergency repairs (hours).	5	4.6	7.8	6.5	6.9	5.9	0.3	31.15	↓
Average length of time taken to complete non-emergency repairs (days).	6	5.8	10.2	9.9	8.2	7.9	1.1	16.2	→
% of reactive repairs carried out in the last year completed right first time.	89.6%	91.2%	84.7%	89.3%	87.2%	90.2%	46.3%	100%	↑
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	87.9%	89.7%	85.9%	87%	87.6%	89.3%	58.8%	100%	↑
% of tenants who feel that the rent for their property represents good value for money.	77%	76.8%	74.4%	76.5%	76.6%	76.8%	43.8%	100%	→
Average annual management fee per factored property. [20]	£93.70	£95.50		£46.10	£93.80	£84	£0	£342.60	-

Table 11: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
% of factored owners satisfied with the factoring service they receive.	63.9%	63.8%	63.3%	55%	63.9%	63%	0%	100%	
Gypsy/Travellers – Average weekly rent per pitch.	£42.47	£42.91	£64.66	£66.25	£63.10	£64.71	£39.90	£87.56	-
For those who provide sites - % of Gypsy/Travellers satisfied with the landlord's management of the site.	70%	57.1%	71.8%	80.8%	71.7%	79.4%	44.4%	100%	
Rent Increase.	3.5%	2.5%	4.1%	3.4%	3.6%	2.7%	0%	9.7%	-
The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year. (Totals not averages)									
Households					407,184	406,386	0	32,124	-
Value					£1.1bn	£1.2bn	0	£0.1bn	-
Amount and % of former tenant rent arrears written off at the year end.	36.7%	45.1%	29%	30.5%	32.4%	37%	0%	100%	-
Average length of time taken in days to re-let properties in the last year.	31.7	32	39.4	41.4	35.7	36.9	0	427	

[20] Only RSL data was collected in the first year of the ARC in 13/14. Local authority data was collected from 2014/15 onward. This reduction in the average fee across all landlords is due to the inclusion of the local authorities who appear to charge less on average.

Table 12: Rents and service charges – Charter outcomes 14 and 15

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Rent collected as % of total rent due in the reporting year.	98.9%	99.7%	99%	99.2%	99%	99.5%	91.9%	105.3% [21]	→
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year.	4.7%	4.7%	5.5%	5.9%	5.1%	5.3%	0.5%	15.2%	→
Average annual management fee per factored property.	£93.70	£95.50		£46.10	£93.80	£84	£0	£342.60	-
% of factored owners satisfied with the factoring service they receive.	63.9%	63.8%	63.3%	55%	63.9%	63%	0%	100%	→
% of rent due lost through properties being empty during the last year.	1.1%	1.1%	1.3%	1.2%	1.2%	1.1%	0%	39.6%	→
Average length of time taken in days to re-let properties in the last year.	31.7	32	39.4	41.4	35.7	36.9	0	427	↑
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. (Totals not averages)									→
Year end					7,195	7,260	0	480	
Void for more than 6 months					1,459	1,372	0	261	

[21] The total rent collected for current and former tenants for the reporting year and previous years.

Charter Indicators and Data by Standard/Outcome[2]

Table 12: *Continued.*

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Rent Increase.	3.5%	2.5%	4.1%	3.4%	3.6%	2.7%	0%	9.7%	-
The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year.									
Households					407,184	406,386	0	32,124	-
Value					£1.1bn	£1.2bn	0	£0.1bn	-
% of former tenant rent arrears written off at the year end.	36.7%	45.1%	29%	30.5%	32.4%	37%	0%	100%	↑

Table 12a: Rents and service charges – Charter outcomes 14 and 15 (extract from Table 12 for factored owners)

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Average annual management fee per factored property.	£93.70	£95.50		£46.10	£93.80	£84	£0	£342.60	-
% of factored owners satisfied with the factoring service they receive.	63.9%	63.8%	63.3%	55%	63.9%	63%	0%	100%	

Table 13: Gypsy/Traveller – Charter outcome 16

	RSLs		LAs		All landlords				
Indicator	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Average 13/14**	**Average 14/15**	**Min 14/15**	**Max 14/15**	**Change in average**
Gypsy/Travellers – Average weekly rent per pitch.	£42.47	£42.91	£64.66	£66.25	£63.10	£64.71	£39.90	£87.56	-
For those who provide sites - % of Gypsy/ Travellers satisfied with the landlord's management of the site.	70%	57.1%	71.8%	80.8%	71.7%	79.4%	44.4%	100%	

Charter Indicators and Data by Standard/Outcome[2]

i You can find a full list of these indicators at **http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Revised%20tech%20guidance_0.pdf**

ii Due to the timing of our analysis, all data reported here was accurate as at 31st August 2015 with the exception of the SHQS data which was accurate as at 18th December 2015. We allow social landlords to provide us with corrections to their data. A corrections log and any effect on the wider sector average performance data can be found at **http://www.scottishhousingregulator.gov.uk/publications/charter-data-correction-log.**

iii **https://www.scottishhousingregulator.gov.uk/publications/national-report-scottish-social-housing-charter-analysis-landlords-201314-annual**

iv **http://www.scottishhousingregulator.gov.uk/publications/regulation-plans**

v **http://www.audit-scotland.gov.uk/work/scrutiny/aip.php**

vi It is important to note that RSLs and local authorities have very different governance and financial arrangements. Some of the detail on how we regulate depends upon whether we are engaging with a local authority or RSL. More information on these differences can be found at **http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Our%20Regulatory%20Framework.pdf**

vii For more information on how we assess risk refer to **https://www.scottishhousingregulator.gov.uk/publications/how-we-work-how-we-assess-risk-rsls** and **https://www.scottishhousingregulator.gov.uk/publications/how-we-work-how-we-assess-risk-local-authorities-landlord-and-homelessness-services**

viii Our programme of work can be found at **https://www.scottishhousingregulator.gov.uk/news/regulator-announces-new-programme-national-thematic- inquiries.**

ix **https://www.scottishhousingregulator.gov.uk/publications/gypsytravellers-scotland-thematic-inquiry**

x Referred to as National Panel hereafter.

xi The report is available at **https://www.scottishhousingregulator.gov.uk/news/regulators-national-panel-says-quality-homes-central-tenant-satisfaction**

xii RTO Survey Report (page 3): **http://www.scottishhousingregulator.gov.uk/publications/stakeholder-communications-research-final-report-additional- engagement-registered**

xiii **https://www.scottishhousingregulator.gov.uk/publications/analysis-finances-registered-social-landlords-2014**

xiv An apartment in this context is a room within a property which is not a kitchen or a bathroom. For example, a two apartment is a one bedroom home with a living room.

xv Data based on the number of self-contained and lettable or available to let houses at the end of March 2014.

xvi The figure calculated in last year's report is not comparable with this figure as this time we have given the figure for only lettable self-contained homes. The comparable figure last year was 582,343.

xvii The approach to calculating the maximum rent values has been refined and improved in this year's report. They were calculated on a new set of criteria designed to be more representative of the average maximum rent value for general or mixed provision housing. We excluded 14 landlords on the basis that they had either 60%+ supported clients or 60%+ care/support staff.

xviii The real terms increase of 1.5% is based on the 2.7% planned rent increase subtract a CPI figure (CPI being a measure of inflation) of 1.2% for the year to September 2014. We used September 2014 as this is the month that the Department for Work and Pensions has traditionally used to uprate working age benefits.

xix Reports from years one and two of our National Panel of Tenants and Service Users are available on our website.

xx The UK government will freeze most working age benefits for four years from 2016/17. This includes Job Seeker's Allowance, Employment and Support Allowance, Child Benefit and some Housing Benefit .

xxi Please note that the APSR collection was for RSLs only.

xxii The definition of rent arrears collected figures across the APSR, our welfare reform research and the ARC is the same – it excludes 'technical arrears' which are arrears relating to outstanding housing benefit that a landlord has not yet received.

xxiii For more detail, please see the three Welfare Reform Impacts research reports, available on the publications page of our website: **http://www.scottishhousingregulator.gov.uk/publications**

xxiv This additional analysis uses a subset of 110 RSLs for whom we have data from all of the three Welfare Reform surveys we conducted throughout 2013. xxv An upward arrow shows that the average has increased since last year, a downward shows that it has decreased and rightward pointing denotes that the average is unchanged (once we have applied our threshold for substantial change). The green and red colours denote whether the change is an improvement or a deterioration in performance. All rightward pointing arrows are in orange. We only use arrows for those indicators that are demonstrably indicators of performance.

xxvi See Annex 2 for more detail on our analytical approach, including an explanation of our correlation analysis.

xxvii Our ARC technical guidance requires landlords to conduct a new survey of tenants' satisfaction with services at least once every three years . As a result, not all landlords will have new data on satisfaction indicators to submit with their ARC return each year.

xxviii For this analysis, we grouped landlords into three size bands: small (up to 1,000 tenancies), medium (1,001 to 5,000 tenancies) and large (more than 5,000 tenancies).

xxix Landlords self-select the category that best fits their circumstances.

xxx In their 2013/14 ARC returns social landlords projected non-compliance (fails) of 2,961 properties as at 31 March 2015. The actual figure recorded by landlords in their 2014/15 ARC returns is 7,070.

xxxi We have used either Pearson's Product Moment or Spearman's Rho, depending on the nature of the data in each pair.

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