Scottish Housing Regulator

National Report on the Scottish Social Housing Charter

An analysis of landlords' 2013/14 annual returns

March 2015

The Scottish Housing Regulator

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
- over 500 **Gypsy/Traveller** families who use 29 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, available on our website at: www.scottishhousingregulator.gov.uk.

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 housing and homelessness services.

Local authorities – 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 data in addition to ourselves.

Scottish Housing Quality Standard (SHQS) – a standard for the physical quality of all of Scotland's social housing. Landlords should achieve 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 that currently live in a home owned and managed by a social landlord. Other service users are those that are not tenants but use housing services provided by social landlords such as Gypsies/Travellers, homeless people and owners and 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.

Index

Overview

This is the first **National Report on the Scottish Social Housing Charter**. The purpose of these annual National Reports is to 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.

In this year's report we focus our analysis on the relationship between overall tenant satisfaction and other performance indicators. This will help us, tenants and landlords have a better understanding of the factors that are most closely associated with higher overall tenant satisfaction. Using this analysis, we begin to develop an evidence base that landlords can use to more readily improve overall satisfaction among their tenants and move closer to achievement of the Charter standards and outcomes.

We also provide a baseline measure of performance across all Charter indicators.

Each year we publish a suite of other information, analyses and assessments which, when taken together with this report, will through time give a comprehensive picture of landlords' achievement of the Charter standards and outcomes.

Main findings

The first year of the Annual Return on the Charter (ARC) shows that on average, nearly nine out of 10 tenants (88%) are satisfied with the overall service provided by their landlord. Landlords' results range from 65% to 100% and RSLs have a higher overall average (89%) than local authority landlords (81%). Clearly, most tenants are satisfied, with scope for improvement in performance by some landlords.

Our analysis suggests that the things most closely associated with overall tenant satisfaction are:

- 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.

Few tenants and housing professionals will be surprised by this, except perhaps that keeping tenants informed has the strongest association with overall tenant satisfaction.

Again, most landlords are reporting good performance in these areas, but there is scope for still better performance by some.

RSLs report better performance on average than local authorities across all of the indicators associated with the six service areas above. Of course, there is a range of poorer and better performance reported by both RSLs and local authorities. In the context of a smaller number of local authorities providing homes for a larger number of tenants overall, improved local authority performance across the six indicators could have a large impact on overall tenant satisfaction.

Nearly 9 out of 10 tenants (88%) are satisfied with the overall service provided by their landlord

Landlords' results range from 65% to 100%

The things most closely associated with overall tenant satisfaction:

landlords keeping tenants informed about their services and decisions

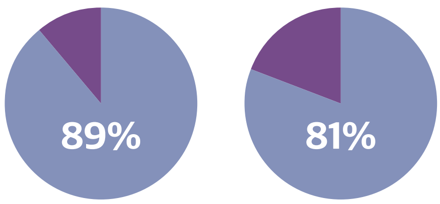
the quality of tenants' homes

good neighbourhood management

having opportunities to participate

the time taken to complete non-emergency repairs

the quality of repairs and maintenance to tenants' homes



Overall, RSL tenants are more satisfied on average (89%) than local authority tenants (81%)

Conclusions

Our analysis finds the top 12 service areas that matter most to tenants, and the six that are most important. RSLs report better performance on average than local authorities, though contextual factors – such as local authority housing being older or survey responses from local authority tenants potentially reflecting satisfaction with other services that the Council provides – may explain some of the differences.

The key conclusion is that the top six service areas identified here are those most closely associated with overall tenant satisfaction. Landlords want to improve overall tenant satisfaction and they want to achieve the Charter standards and outcomes. The evidence base here can give landlords a focus for their improvement activity to help achieve that. Improving performance in these six areas and so raising overall tenant satisfaction, may help all social landlords towards achievement of the Charter standards and outcomes.

Performance in the service areas that matter most to tenants (national average)

Introduction

The Scottish Social Housing Charter

The Scottish Government's Social Housing Charter sets the standards and outcomes that all social housing landlords are responsible for achieving when delivering housing services to tenants and 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 standards and outcomes across a range of performance indicators[i]. 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' first ARC for the year to 31 March 2014[ii].

For the first time we can directly compare and assess RSL and local authority performance in delivering housing services to tenants and other service users using a consistent set of indicators.

Purpose of this National Report

Through this report we aim 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.

We outline the key numbers reported to us by landlords in their first ARC so that tenants and landlords can monitor and compare performance with other landlords[iii] (see Annex 3).

We analyse the relationship between overall tenant satisfaction and other performance indicators so that we, tenants and landlords have a better understanding of the factors that are most closely associated with higher overall satisfaction in tenants. This evidence base and understanding will allow landlords, particularly those performing below the sector average for a range of indicators, to lift tenant satisfaction more readily and to move closer to achieving the Charter standards and outcomes (see Chapter 3 for our analysis).

Future National Reports

The data reported in Annex 3 will form a baseline for future National Reports. This will allow us to then:

- identify which landlords are demonstrating continuous improvement in the services they provide to tenants;
- determine in which indicators landlords show continuous improvement;
- analyse whether the relationships we have identified here still hold; and
- determine the extent to which landlords are making progress towards delivering higher overall tenant satisfaction and achieving the Charter standards and outcomes.

We will use the outcomes and findings of this and future reports to target our resources and inform our regulatory activity and engagement, including our:

- annual risk assessment for RSLs and local authorities;
- Charter-related scrutiny, thematic inquiries and research reports;
- data accuracy visits; and
- regulatory advice notes.

Monitoring achievement of the standards and outcomes

Each year we will also publish a suite of information, analyses and assessments which, when taken together with this report, will through time give a comprehensive picture of landlords' achievement of the Charter standards and outcomes. These include the following:

Landlord reports

Each year we will publish, by 31 August, our analysis of each landlord's ARC in a landlord report. Tenants and other stakeholders can review this analysis by landlord at **http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords**.

Online comparison tool

Tenants and other stakeholders can compare performance between landlords using our online comparison tool which can be accessed at **http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords**.

Both the landlord reports and online comparison tool allow tenants greater and easier access to performance information about their own landlord, which empowers them to hold their landlord to account about its performance. Over time, these reports and our comparison tool will include trend information so that tenants and others can identify whether and to what extent landlord performance is improving.

Regulation Plans and Local Scrutiny Plans

Each year we assess and prioritise the risks arising from the performance information provided by all landlords and decide what our regulatory response will be. Where we do decide to engage with an organisation about its performance, this will be set out in a published regulation plan[iv] for RSLs and a local scrutiny plan (previously called an assurance and improvement plan[v]) for local authorities[vi]. These plans are published late March or early April.

Charter-related scrutiny, thematic inquiries and research reports

We will carry out and publish Charter-related scrutiny or thematic inquiries throughout the year. We may also commission further research and engagement activity with landlords, tenants, service users and other stakeholders.

In 2013 we established an independent National Panel of Tenants and Service Users[vii], to better understand the experiences and opinions of tenants and users of social landlord services. Our first survey asked panel members about their priorities around how landlords deliver housing services. Tenants and service users told us that the most important aspects of landlord service delivery are: accessibility; being treated with respect; their rent being good value for money; being kept informed about issues that affect them and having opportunities to become involved in matters that affect them[viii]. As part of a separate research survey, members of Registered Tenants Organisations also reported similar priorities[ix]. We will assess the outcomes landlords deliver in relation to these priorities through a programme of thematic inquiries, and will publish themed reports on our website.

Other thematic studies will have a strong focus on other service users of landlord services. These studies will include equalities, factoring services and Gypsies/Travellers. Our thematics on factoring services and Gypsies/Travellers will investigate the ARC data in greater depth so that we can better understand performance in these areas. Expectations around these important aspects of service delivery are included in the Charter standards and outcomes. We are also working to continuously improve the consistency, robustness, quality and reporting of the tenant satisfaction survey data provided to us by landlords as part of their ARC. As part of that, we will carry out a thematic inquiry into landlords' approach in surveying tenant satisfaction.

We also produce additional Regulatory Advice Notes[x] in response to particular risks that we identify.

Financial analyses of the social housing sector

We collect annual accounts, loan portfolio details and financial projections from all RSLs. Around half are currently developing new social housing with grant assistance from the Scottish Government and private borrowing secured on housing stock.

Each year we carry out a detailed risk assessment on the financial health of each RSL. Whether and how we engage with individual RSLs depends upon our assessment of the financial risk in each case. Following the 2013/14 risk assessment we engaged with 45 RSLs on the grounds of financial health and in every case we published a regulation plan which set out the details of that engagement.

We also look at all RSLs together through their annual accounts, loan portfolio details and financial projections. Our annual report on the finances of the RSL sector is published in February or March each year.

Social Housing in Scotland

Here we set the context for social housing in Scotland. We present key statistics showing the size of the social housing sector, and the profile of social landlords. In addition, we provide data on average rent levels for social housing in Scotland and briefly discuss the issue of affordability.

Overview of homes in Scotland

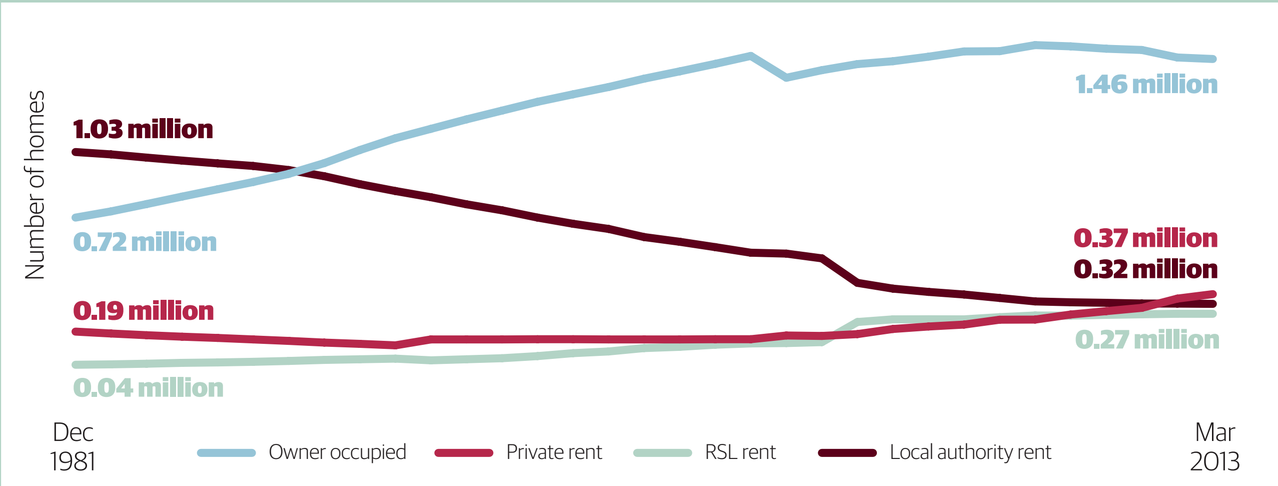
The total number of Scottish homes has increased from 1.97 million in 1981 to 2.5 million in 2013. This upward trend has been driven by a steady increase in the number of privately owned homes. The number of social rented homes has fallen over the same period from 1,063,000 to 595,554.

1.97 million
total homes in 1981

2.5 million
total homes in 2013

Figure 1 shows the predominant increase in owner occupied housing, a decrease in the number of local authority houses and a modest increase in the number of both social rented and privately rented houses.

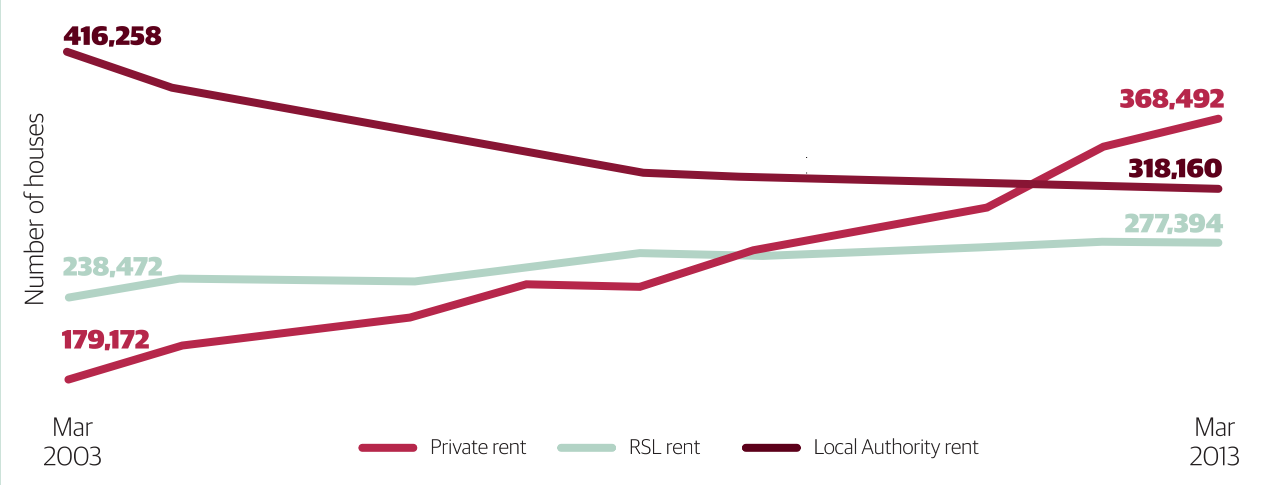
Figure 1: Scottish housing stock by tenure, 1981-2013



Source: Scottish Government

Figure 2 looks at the period 2003 to 2013 a bit more closely for the private rented, RSL and local authority sectors. It shows that the private rented sector has approximately doubled in size over the 10-year period and at a consistent rate. The local authority sector declined in size from 2003 to 2008, while the number of RSL houses grew – this is partly explained by stock transfers from the former to the latter. From 2008 to 2013 the number of houses in both the local authority and RSL sectors was broadly flat.

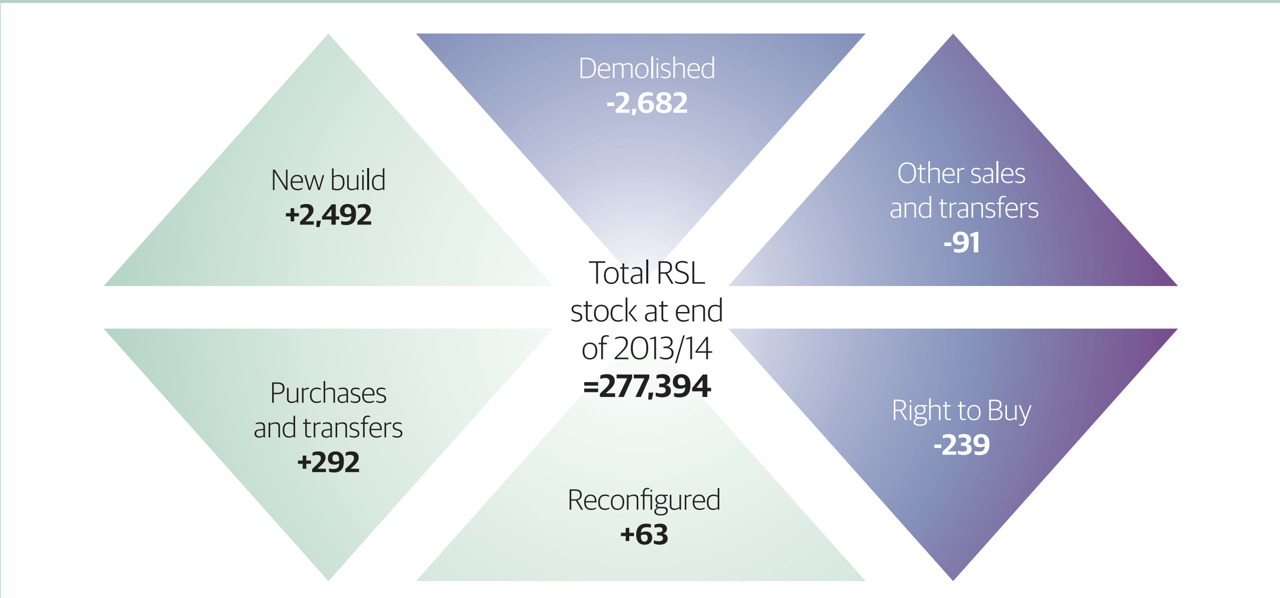
Figure 2: Private rented, RSL and local authority houses, 2003-2013



Source: Scottish Government

Figure 3 explores stock movements in the RSL sector a little more closely for the most recent year for which data is available. At the end of 2013/14, the total stock level in the RSL sector was just over 277,000. The biggest inflow into the RSL housing stock was new build properties at just under 2,500. In contrast, the biggest outflow was demolitions at approximately 2,700. In 2013/14 there was a net reduction in the number of RSL houses of 165 – this was the first net reduction since 2008/09.

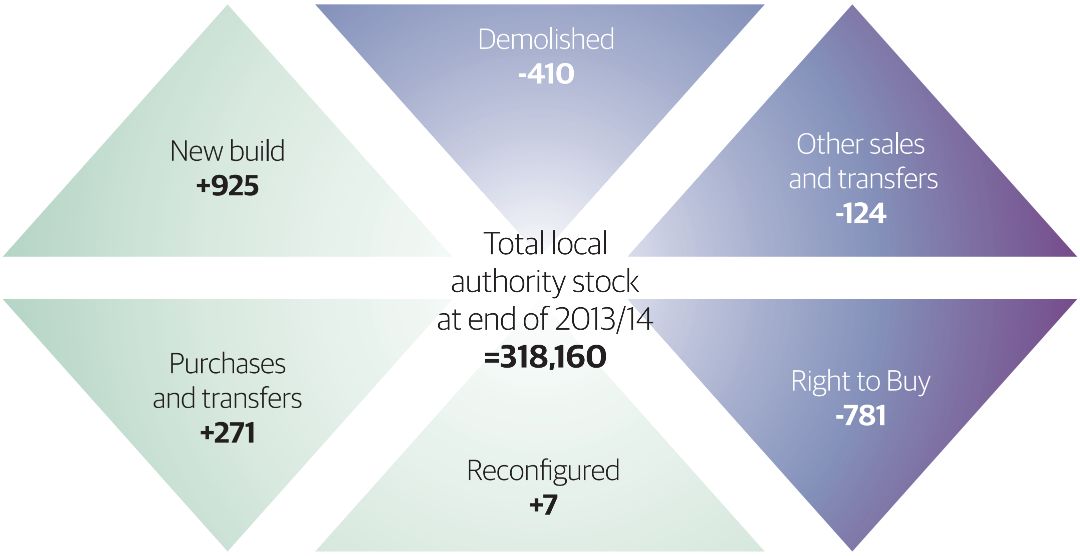
Figure 3: Inflows and outflows from RSL sector, 2013/14



Source: Scottish Housing Regulator

Similar data for local authorities show that there was less activity in 2013/14 in terms of adding stock. Newly built houses totalled just fewer than 1,000 with other additions being close to zero. There were far fewer demolitions in the local authority sector compared to RSLs. However, Right to Buy purchases were higher at 781 in local authority housing compared to 239 in RSLs. In 2013/14 there was a net reduction in the number of local authority houses of 383.

Figure 4: Inflows and outflows from the local authority sector, 2013/14



Source: Scottish Government

There has been a downward trend in the number of social houses since the 1980s. This is mainly due to tenants buying their homes under Right to Buy albeit this has slowed in recent years and will cease completely in Scotland on 1st August 2016 when Right to Buy is abolished[xi]. The number of social houses built also declined through the 1980s and 1990s though this trend has reversed in recent years.

There were widespread stock transfers to RSLs from public bodies from the mid-1990s onwards. Between 1990 and 2005, Scottish Homes transferred about 75,000 houses previously owned by the Scottish Special Housing Association to RSLs.

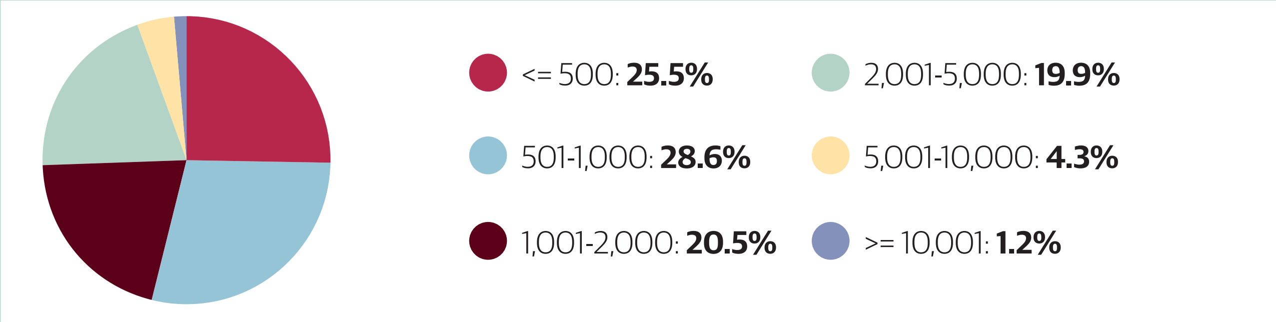
During 2003, Dumfries and Galloway Council, Glasgow City Council and Scottish Borders Council transferred their stock to RSLs. While the decrease in local authority stock had been running at 3%-4% per year since the late 1990s, primarily due to Right to Buy sales, the transfers resulted in loss of over 20% of the total local authority stock. Argyll & Bute Council and Comhairle nan Eilean Siar transferred their stock in late 2006, and Inverclyde Council transferred its stock in December 2007. Together, these resulted in the loss of a further 4% of local authority stock.

Latest figures for social housing stock as a whole as at March 2013 show that of the approximately 596,000 houses, 53% are owned by local authorities. This represents a substantial change since the mid-1990s when public bodies owned nearly 90% of the 777,000 houses of social rented stock. The increased contribution of RSLs to the social housing sector is reflected in rising RSL stock levels since the late 1990s.

Social landlords in Scotland

There are 161 RSLs in Scotland and just over half (54%) have less than 1,000 houses. Only 5% have more than 5,000 houses. Figure 5 demonstrates that smaller landlords represent the bulk of current social housing providers in Scotland.

Figure 5: RSL size measured by number of tenant homes (%), 2013/14

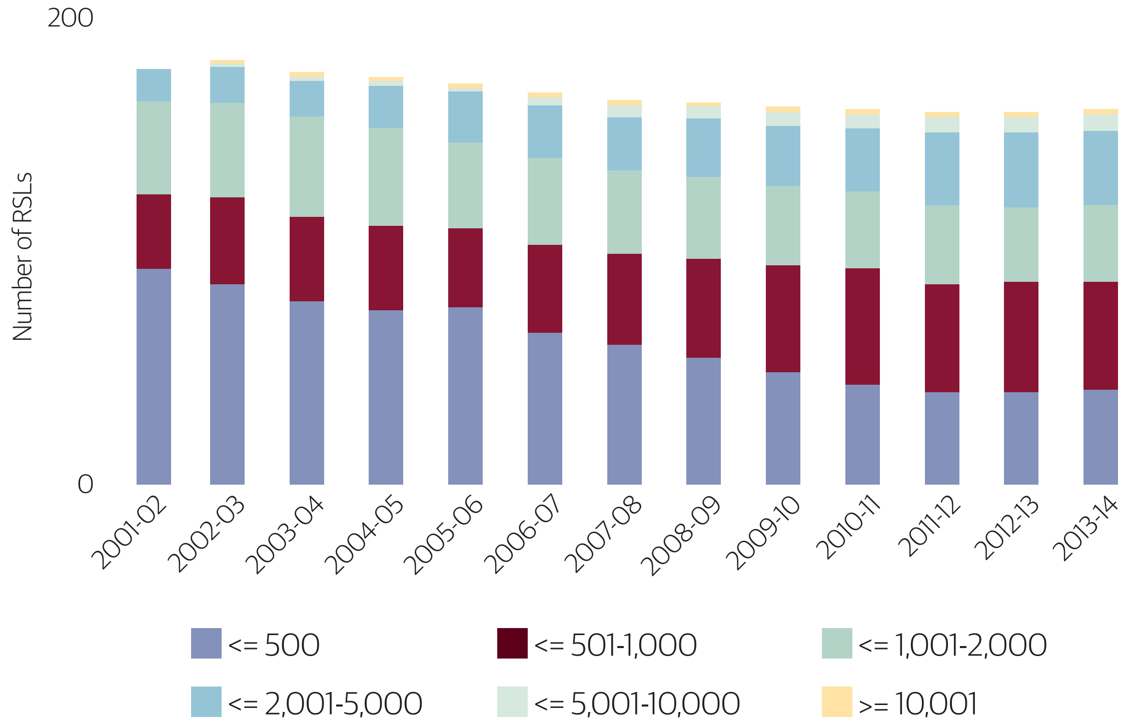


Source: Scottish Housing Regulator

Figure 6 shows how RSL size has changed over time since 2001. The data show:

- a fall in the number of RSLs with 500 houses or less;
- a modest increase in the number of RSLs with between 501 and 2,000 houses;
- an increase in the number of RSLs with 2,001 to 5,000 houses; and
- an increase from zero RSLs with 5,001 or more houses to nine (of which two have more than 10,000).

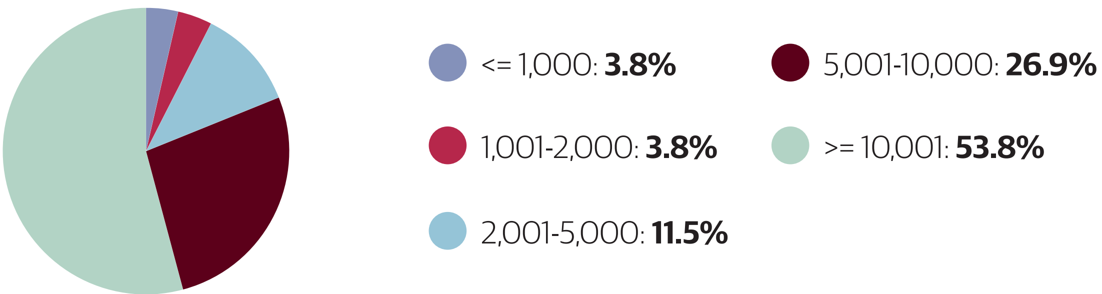
Figure 6: Change in size of RSLs over time, 2001/02 to 2013/14



Source: Scottish Housing Regulator

In contrast to RSLs, local authorities tend to deliver services to a larger number of tenants. Figure 7 shows that over 50% of local authorities have more than 10,001 houses in comparison with 5% of RSLs. Just less than 75% of RSLs manage less than 2,000 houses, compared to fewer than 8% of local authorities.

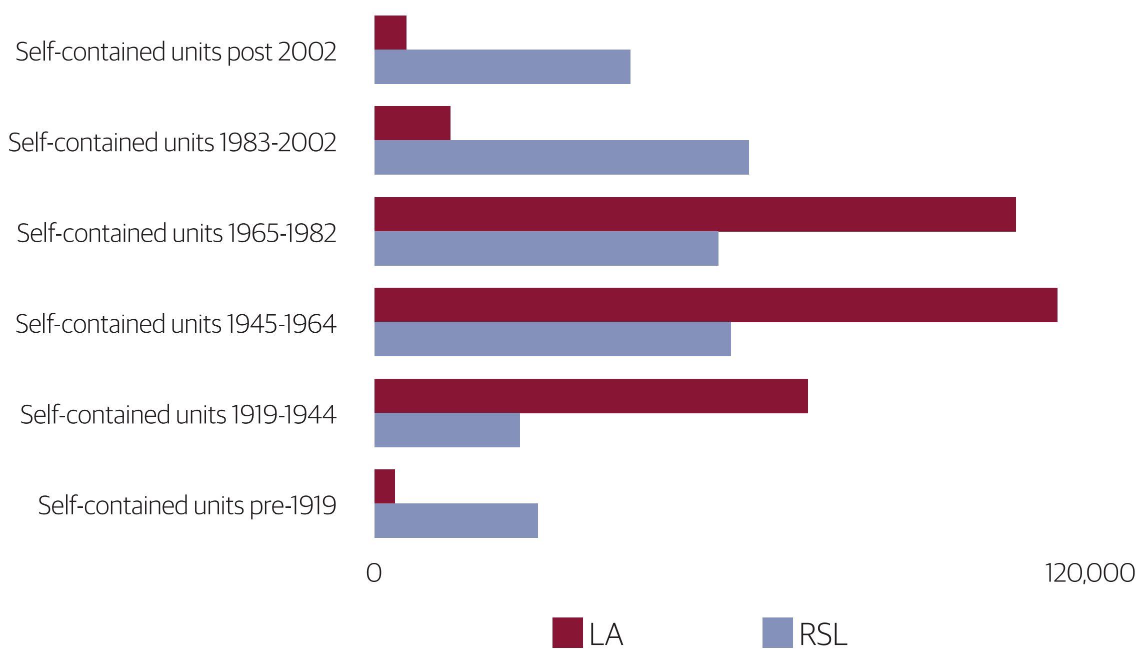
Figure 7: Local authorities by size



Source: Scottish Housing Regulator

Figure 8 shows the age profile of housing stock for RSLs and local authorities. The majority of local authority owned stock was built between 1919 and 1982, whereas RSL stock is primarily from 1945 to 2002. RSLs built a significantly higher number of houses after 2002 than local authorities. This means that local authorities tend to face bigger challenges in meeting the Scottish Housing Quality Standard (SHQS) and Energy Efficient Standard for Social Housing[xii] (EESSH).

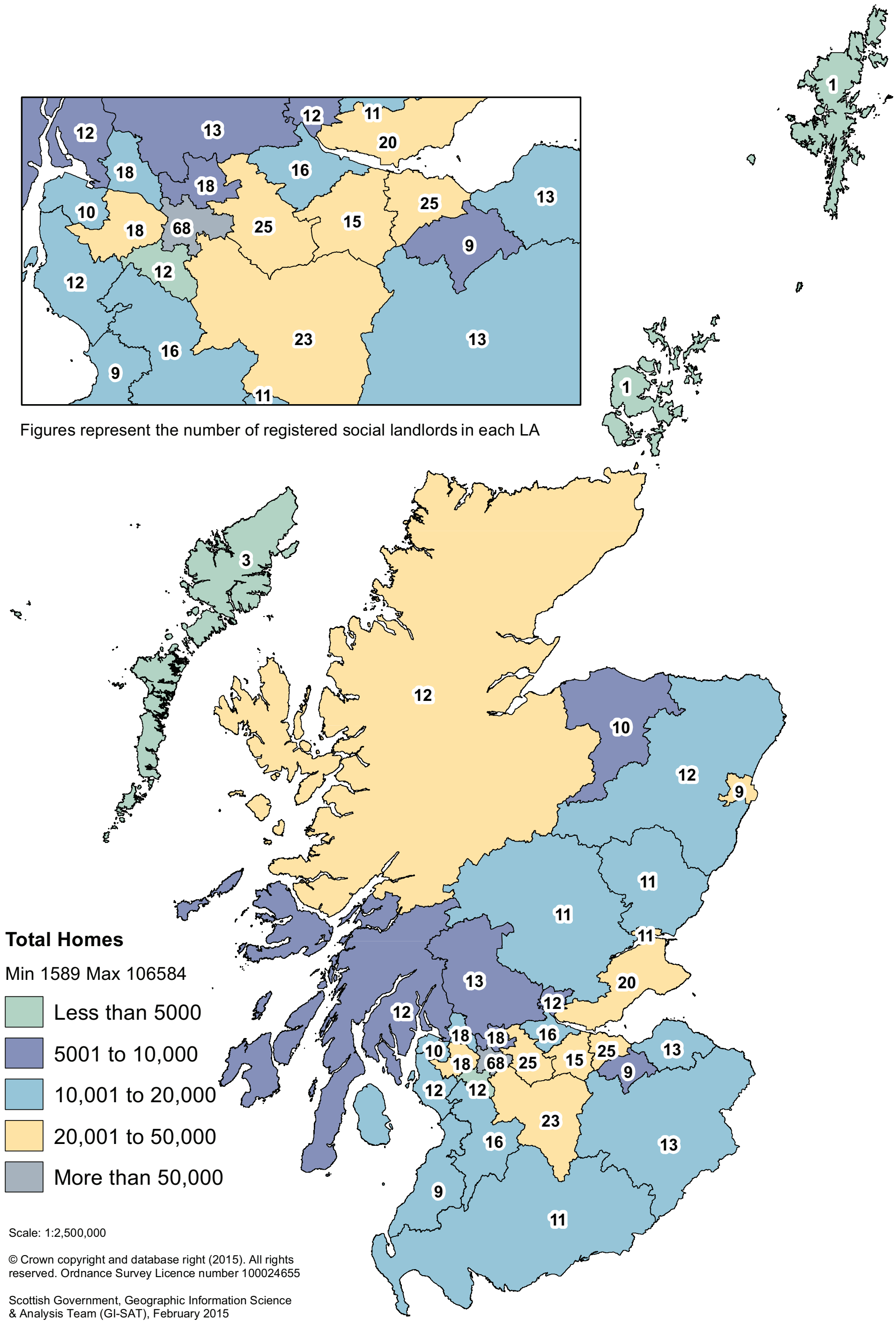
Figure 8: Age of stock by landlord type



Source: Scottish Housing Regulator

Figure 9 shows a map of Scotland split by local authority area. Each local authority area is then colour coded to represent the number of social houses (RSL and local authority) in that area. The figures within each local authority area represent the number of RSLs operating there. The map shows that in the central belt local authorities tend to have the largest number of social houses, which is to be expected since these areas are the most densely populated. The Glasgow City area is the only local authority to have more than 50,000 social houses (approximately 107,000). Glasgow City is followed by North Lanarkshire, Fife and City of Edinburgh where the number of social houses total approximately 46,000, 39,000 and 38,000 respectively. The map also shows that there are 68 RSLs providing services in the Glasgow City area. City of Edinburgh and North Lanarkshire have the next highest number of RSLs with 25 each followed by South Lanarkshire with 23.

Figure 9: Number of RSLs and total number of social houses in Scotland by local authority, 2013/14



Source: Scottish Housing Regulator

Rents and affordability

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

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

Table 1 shows average rents by size of tenant home measured by apartment size[xiii], as well as a breakdown of the number of tenant homes by size. The data shows that there are approximately 594,000 tenant homes in total of which around 45% have three apartments while just 2% have one apartment. The average weekly rent in Scotland is in the range £59.45 to £81.38 depending on apartment size. The data further show that there is significant variation in rents within apartment size. For example, the minimum average weekly rent is £40 for a three apartment home up to almost £120 for the maximum.

Table 1: Average rents by apartment size[xiv]

Size of home	Number of tenant homes	Scottish average weekly rent	Minimum average weekly rent	Maximum average weekly rent
1 apartment	11,744 (2%)	£59.45	£23.28	£112.08
2 apartment	162,712 (27.4%)	£65.01	£42.74	£117.76
3 apartment	270,240 (45.5%)	£66.87	£40	£119.37
4 apartment	132,340 (22.3%)	£72.71	£48	£116
5 apartment	17,333 (2.9%)	£81.38	£47	£215.80
Total/Average	**594,369**	**£67.96**[xv]	-	-

Source: Scottish Housing Regulator

ARC data shows that the average rent increase in 2013/14 was 3.6% for the social housing sector as a whole within which RSL rents increased by 3.5% and local authority rents by 4.1%. The percentage of tenants who feel that the rent for their home represents good value for money was 76.6% for the sector as whole. The RSL figure was 77% and for local authorities 74.4%. Landlords collected 99% of all rents due.

UK Government changes in uprating of benefits by the Consumer Price Index (CPI) inflation measure 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 around 56% have above RPI increases as a key assumption in their long-term business plans. Our analysis of RSL finances discusses the issue of rents and affordability in more depth. The latest analysis can be found on our website at **http://www.scottishhousingregulator.gov.uk/publications**.

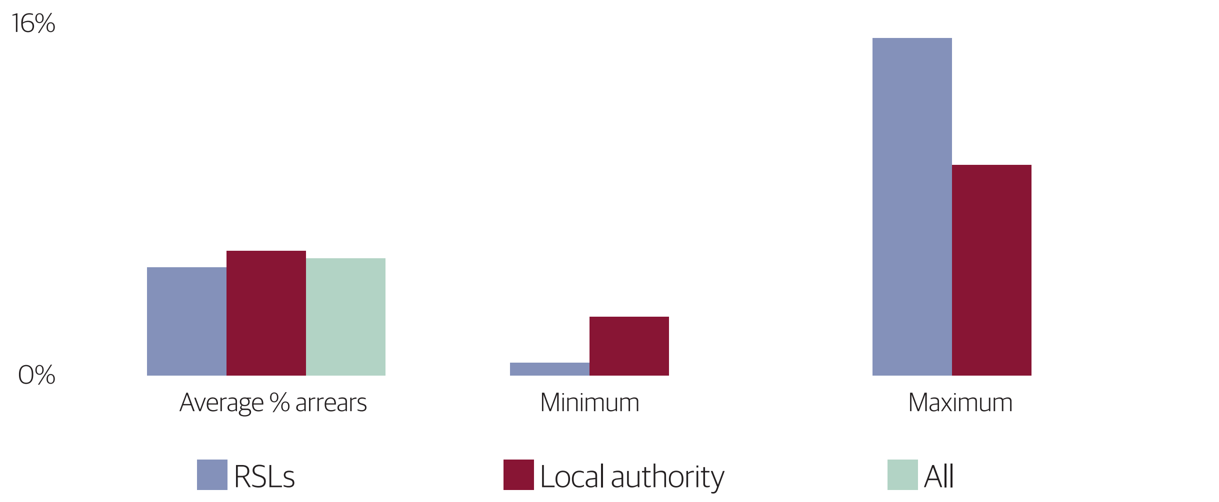
Importantly, the Scottish Government has said that in order to attract public investment for new developments, they must be performing well in delivering the Charter outcomes and standards. The Scottish Government will use our reports to help make these decisions.

Social landlords' rent arrears and welfare reform impacts

As part of the ARC return, we collect data on landlords' rent arrears. This is expressed as a percentage of the total rental income for the reporting period, in this case the financial year 2013/14. Figure 10 shows that total arrears at 31 March 2014 for all Scottish social landlords was 5.1% of total rental income due for 2013/14, or £108 million.

The figure below also shows that RSLs have a lower percentage arrears level (4.7%) than local authority landlords (5.5%). However, arrears levels for individual landlords range widely from a minimum of 0.5% up to a maximum of 15.2% – both of these values are for RSLs. The range across local authority landlords is more compact (minimum 2.6% up to a maximum of 9.4%).

Figure 10: ARC data on average percentage arrears at 31 March 2014 for Scottish social landlords (indicator 31)

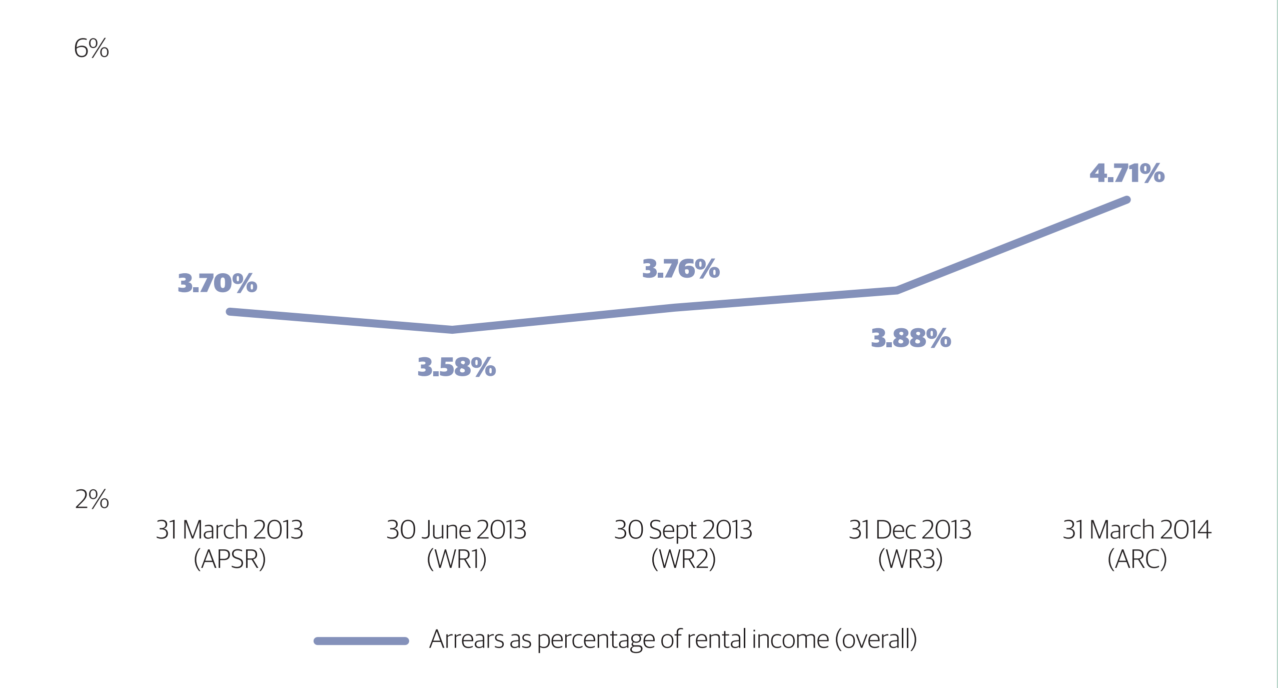


Source: Scottish Housing Regulator

The ARC indicator 31 on arrears is the same measure that we collected for RSLs only through the Annual Performance and Statistical Return (APSR)[xvi] in previous years[xvii]. We also collected further information from all landlords throughout 2013/14 (using the same measure of arrears) to explore the early impacts of Welfare Reform[xviii]. 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[xix]. Figure 11 below outlines this comparison over time and shows that percentage arrears for RSLs has increased across the year from 3.7% (at March 2013) to 4.7% (at March 2014).

This increase is despite an overall downward trend in RSL arrears levels seen in recent years and the national provision of Discretionary Housing Payments[xx] by the Scottish Government to mitigate against the impacts of the removal of the spare room subsidy by the UK Government.

Figure 11: ARC data on arrears at 31 March 2014 as a percentage of rental income 2013/14 – RSLs only (non-technical)



Source: Scottish Housing Regulator

Our Analysis

Here we provide the results of our analysis of ARC data from landlords and report on the following:

- the relationship between overall tenant satisfaction and a range of performance indicators; and
- the performance indicators and associated service areas where improvement could reasonably be expected to have the biggest impact on overall tenant satisfaction and the Charter standards and outcomes.

Our analytical approach

All of the Charter performance indicators are important and landlords should be looking to continually improve across all indicators. In Annex 3 we provide an overview of baseline performance at a national (all landlord) level and comparatively across RSLs and local authorities. Landlords and others can use this data to benchmark and compare their performance and identify areas for improvement.

Our statistical analysis identifies those performance indicators most closely related to higher overall tenant satisfaction and the standards and outcomes as a whole. Using this analysis, we can begin to develop an evidence base that landlords can use to more readily improve overall satisfaction among their tenants and move closer to achievement of the Charter standards and outcomes.

Which performance indicators are most closely associated with overall tenant satisfaction?

We used statistical tests of the relationship between pairs of measures to identify which of the Charter indicators are most closely related to overall tenant satisfaction. By 'relationship' we mean where a change in the value of one measure is accompanied by a change in the value of the other. A strong relationship (shown by a high positive or negative 'r' value) would suggest that a change in the performance indicator is associated with a change in overall tenant satisfaction.

Table 2 summarises the findings of this analysis. The table shows the top 12 performance indicators ranked in order of the strength of their relationship with overall tenant satisfaction[xxi]. Please see Annex 2 for more detail on how we conducted this analysis.

Table 2: Summary of correlation results testing the relationship between overall tenant satisfaction and selected indicators (Top 12 Indicators shown below)

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 (%)	+0.84 (P)	**1**
10	existing tenants satisfied with quality of their home (%)	+0.72 (P)	**2**
17	tenants satisfied with neighbourhood management (%)	+0.68 (P)	**3**
6	tenants satisfied with opportunities to participate (%)	+0.66 (P)	**4**
12	average days taken for non-emergency repairs	-0.49 (S)	**5**
16	tenants satisfied with repairs and maintenance in last 12 months (%)	+0.49 (P)	**6**
35	average time taken (days) to re-let properties during the year	-0.38 (S)	7
29	tenants satisfied that their rent represents good value for money (%)	+0.38 (P)	8
9	tenants satisfied with standard of home when moving in (%)	+0.38 (P)	9
11	average hours taken for emergency repairs	-0.34 (S)	10
34	rent lost through properties being empty during last year (%)	-0.33 (S)	11
31	arrears at year end as percentage of total rent due	-0.31 (P)	12

Notes: (P) indicates Pearson's Product Moment 'r' value reported ; (S) indicates Spearman's Rho 'r' value reported

Please see annex 2 for more information.

Table 2 shows the top 12 indicators most closely associated with overall tenant satisfaction (in order of strength of relationship). Our focus is on the top six which show a moderate to strong relationship (close to +/-0.5 and above). The six service areas which underpin these indicators are:

- 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.

We now look at each of the top six indicators in more depth to better understand performance by social landlords in delivering what our analysis shows are the areas that really matter to tenants.

For each of the top six indicators, we have plotted a graph to show the performance of all landlords against their reported score for overall tenant satisfaction. Points in red are local authorities while points in yellow are RSLs . We have also added the whole sector average (the purple line) for each indicator. So for example, Figure 12 shows tenant satisfaction scores against performance on 'being kept informed by your landlord'. Landlords to the right of the blue line are performing above the average for that indicator while those to the left are performing below.

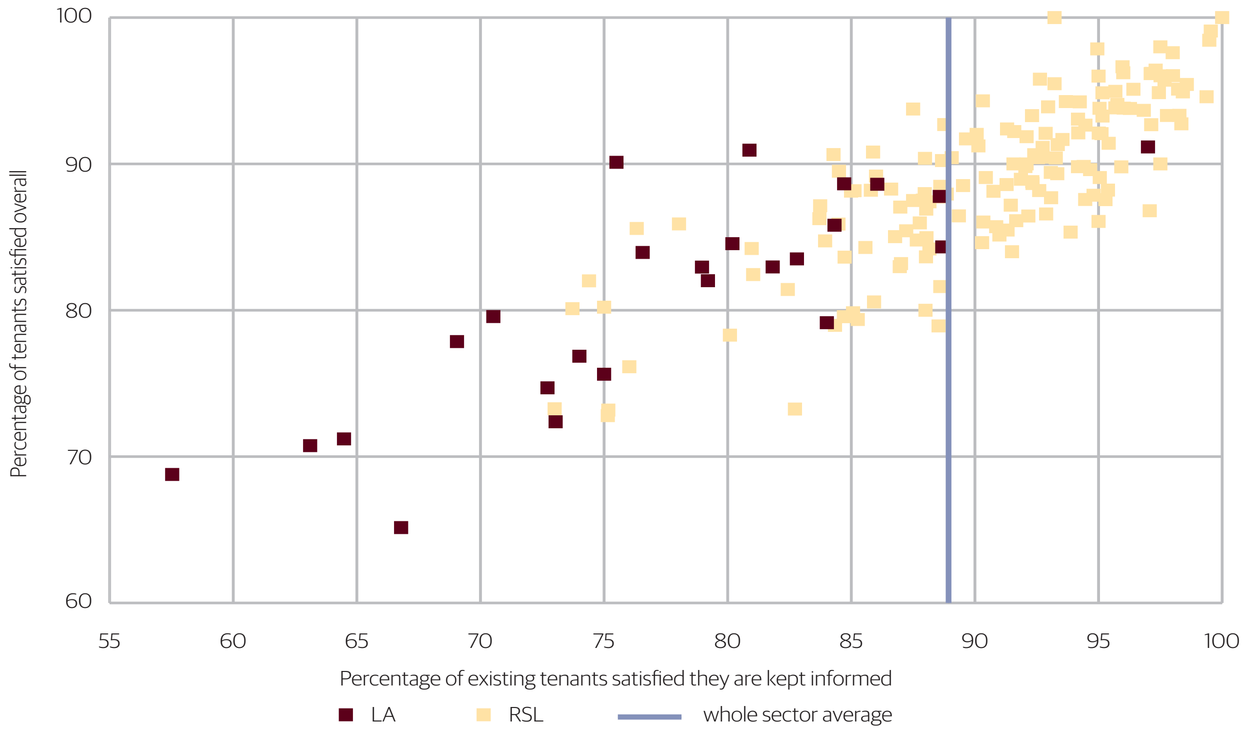
We provide further data above each graph along with some discussion on landlords' performance.

Percentage of tenants who feel that their landlord is good at keeping them informed about their services and decisions (indicator 3)

	minimum	average	maximum
Sector	57.5%	**88.9%**	100%
RSL	73%	90.7%	100%
Local authority	57.5%	77.4%	97%

Number of landlords below sector average: **81**
Total number of landlords included in analysis: **183**

Figure 12: Tenants satisfied that they are kept informed by landlord



Source: Scottish Housing Regulator

The graph and supporting data show that for the 'being kept informed' measure, just under half of landlords (81) are performing below the sector average of 88.9%. Local authority landlords tend to fall below the sector average while the majority of RSLs are above. The average for local authorities on their own is 77.4% compared to 90.7% for RSLs.

Performance varies significantly across landlords with some reporting 100% tenant satisfaction with being kept informed down to a minimum of just 57.5%. Local authority landlords have much more varied performance ranging from 57.5% to 97% while RSLs report performance in the range of 73% to 100%.

The strength of relationship shown by our analysis between overall tenant satisfaction and feeling 'well informed' is perhaps not surprising. We know, from research with our National Panel, that tenants place a high value on being kept informed by their landlords. The Charter has strengthened the duties that landlords have to involve their tenants in scrutinising performance and shaping service delivery in a meaningful way. Landlords must now report annually on their performance, in consultation and agreement with tenants.

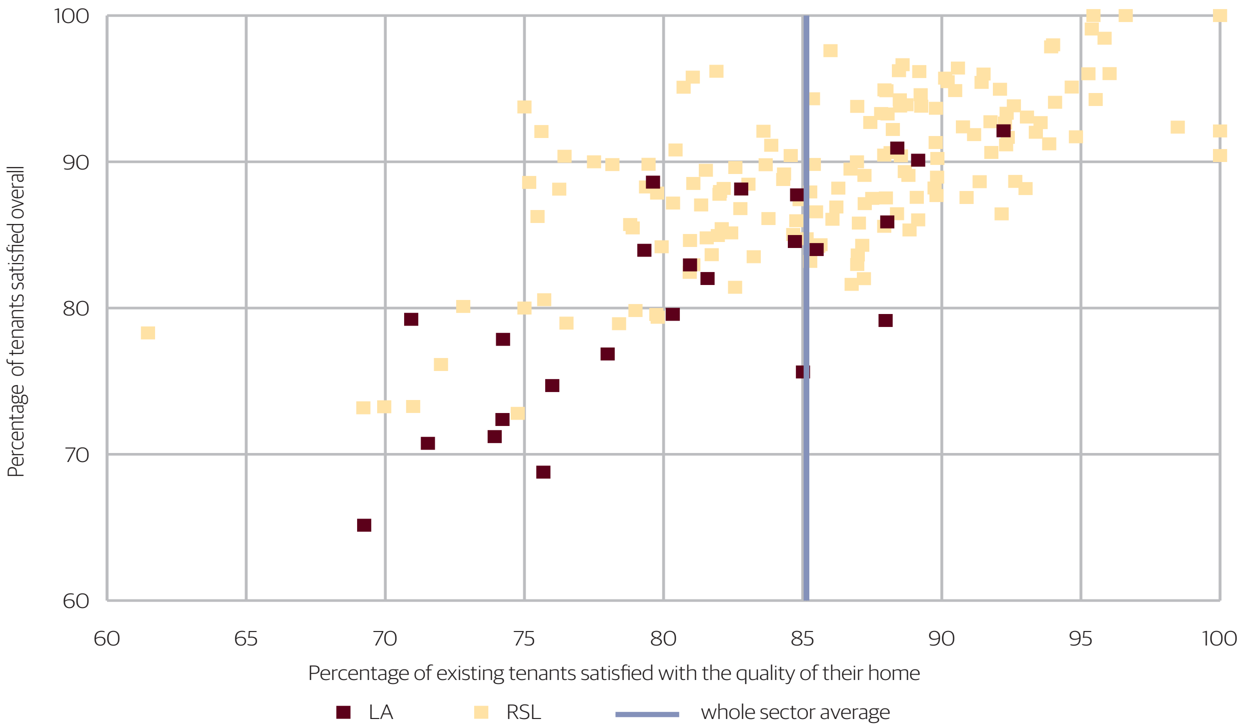
The findings here suggest there is clear scope for some landlords to improve on their communications and engagement with tenants and service users. Any improvement should in turn have a positive impact on tenants' overall satisfaction with service delivery.

Percentage of existing tenants satisfied with the quality of their home (indicator 10)

	minimum	average	maximum
Sector	61.5%	**85.3%**	100%
RSL	61.5%	86.0%	100%
Local authority	69.2%	80.7%	92.3%

Number of landlords below sector average: **81**
Total number of landlords included in analysis: **181**

Figure 13: Tenants satisfied with the quality of their home



Source: Scottish Housing Regulator

Figure 13 again shows that just under half of landlords (81) are performing below the sector average of 85.3% of existing tenants satisfied with the quality of their home. Also, the local authority average (80.7%) is again lower than it is for RSLs (86%). The range of performance is wider for RSLs on this indicator with the weakest performer at 61.5% and the strongest reporting 100%. In contrast, the minimum is higher for local authorities at 69.2% but the maximum lower at 92.3%.

Our analysis shows that this indicator has a strong relationship with overall tenant satisfaction. Furthermore, this indicator feeds into three Charter standards and outcomes that are also closely linked to overall tenant satisfaction: standard/outcome 4 (quality of housing), standard/outcome 5 (repairs and maintenance) and standard/outcome 13 (value for money). Further analysis of the relationships between Charter indicators suggests that existing tenants' satisfaction with the quality of their home may also be related to the proportion of tenants who feel their rent represents good value for money .

The significance of this indicator reflects wider research evidence suggesting that tenants and service users value the services which impact most on their quality of life. These include for example, response to repairs, ongoing maintenance, keeping buildings/entrances secure, energy efficiency of heating systems and maintaining the condition of communal areas. As already mentioned, local authority landlords are more likely to have older housing stock and may face additional challenges in maintaining housing quality across their entire stock.

Percentage of tenants satisfied with neighbourhood management (indicator 17)

	minimum	**average**	**maximum**
Sector	66.8%	**84.2%**	100%
RSL	66.9%	85.2%	100%
Local authority	66.8%	78.0%	93.4%

Number of landlords below sector average: **83**
Total number of landlords included in analysis: **182**

Figure 14: Tenants satisfied with neighbourhood management

Source: Scottish Housing Regulator

Figure 14 shows a sector average of 84.2% of tenants satisfied with neighbourhood management. RSLs are fairly evenly distributed across both sides of the average line. The local authority average (78%) is again lower than RSLs (85.2%) and more are reporting below average performance. The weaker performance is broadly the same in both the RSL and local authority sectors.

As with the previous 'quality of housing' indicator, satisfaction with neighbourhood management is likely to reflect issues that impact directly on tenants' quality of life. This may reflect some tenants' wider concerns around landlords' management of anti-social behaviour, safety and appearance of buildings, entrances and communal areas and communal repairs and maintenance .

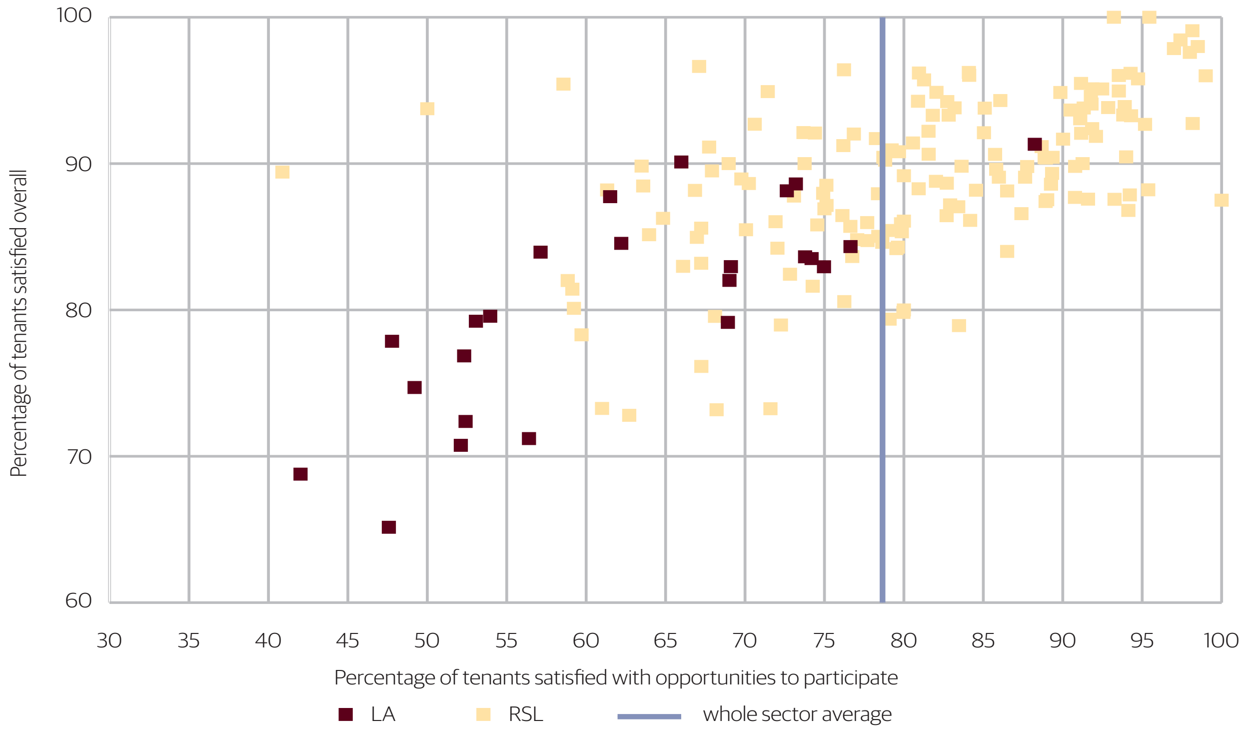
Local authorities provide a broad range of neighbourhood services, over and above landlord/housing services (e.g. refuse collection; road maintenance). It may be that some of the lower tenant satisfaction levels for local authority landlords on this indicator also reflect tenants' perceptions of these broader services provided by the Council, and not just direct housing-related neighbourhood management.

Percentage of tenants satisfied with opportunities to participate (indicator 6)

	minimum	average	maximum
Sector	40.9%	**78.4%**	100%
RSL	40.9%	80.8%	100%
Local authority	42%	63.2%	88.7%

Number of landlords below sector average: **80**
Total number of landlords included in analysis: **180**

Figure 15: Tenants satisfied with opportunities to participate



Source: Scottish Housing Regulator

The sector average for the percentage of tenants satisfied with opportunities to participate in landlord decisions is 78.4%. However, the RSL average of 80.8% is markedly higher than the local authority average of 63.2%. Figure 15 shows that there are three local authorities performing above the whole sector average, while most are below with some significantly so. The weakest and strongest performances are by RSLs ranging from 40.9% to 100% respectively.

This indicator feeds into Charter standard/outcome 3 on participation, along with 'being well informed' and is linked to landlords' overall approach to communication and engagement with tenants and service users. Findings from discussion groups with our National Panel suggest that tenants' views on participation are related to the importance of services being flexible in response to service users' needs and preferences. Tenants reported that having opportunities to participate is an important element of their relationship with their landlords, but not as important as performance on core services such as repairs and maintenance. The research recognises that not all tenants are equally interested in participation, but highlights the importance of a mix of opportunities for interested tenants to participate and contribute their views.

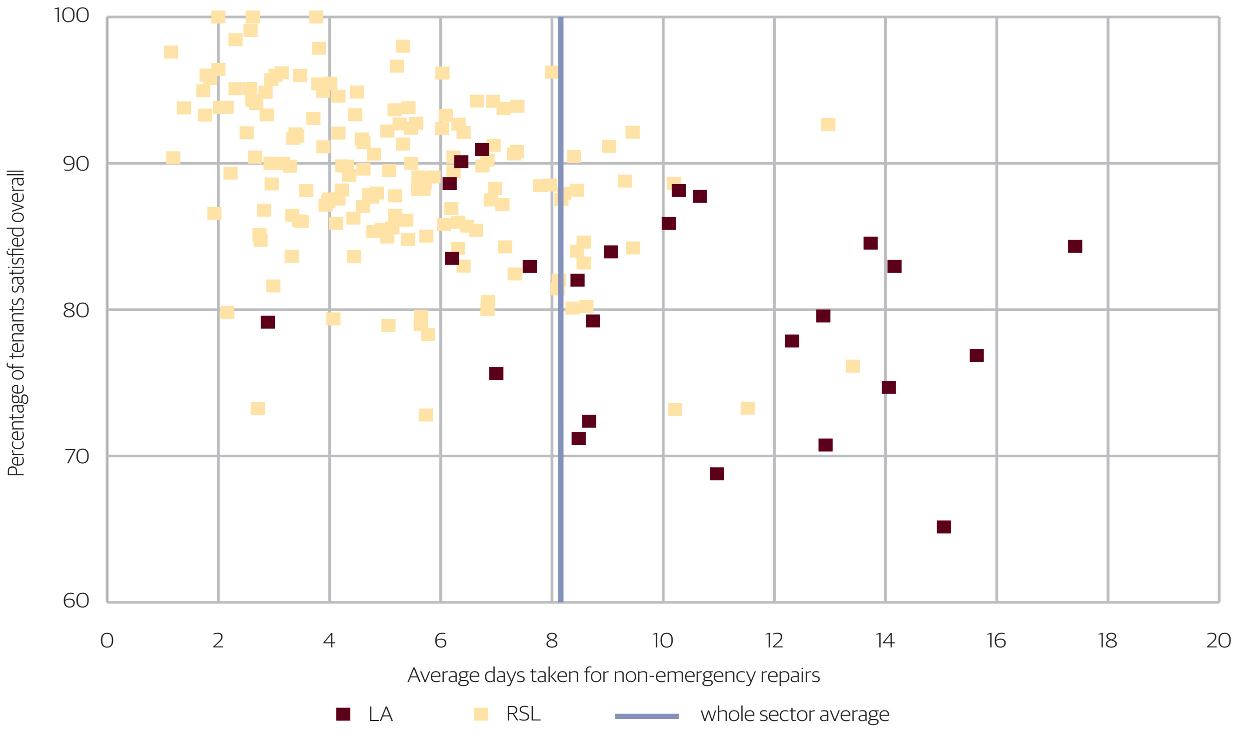
As before, local authorities' baseline performance is lower than for RSLs, possibly reflecting tenants' perceptions of more general (non-housing related) communications and engagement with their local authority.

The average number of working days taken for non-emergency repairs (indicator 12)

	minimum	average	maximum
Sector	1.2 days	**8.2 days**	17.4 days
RSL	1.2 days	6 days	13.4 days
Local authority	2.9 days	10.2 days	17.4 days

Number of landlords performing worse than average: **34**
Total number of landlords included in analysis: **187**

Figure 16: Average number of working days taken for non-emergency repairs



Source: Scottish Housing Regulator

Unlike the other graphs shown here, below average performance on this indicator is shown to the right of the sector average (blue line) – as time taken to undertake repairs increases. This reflects the negative relationship between these indicators, i.e. as time taken to undertake repairs increases, overall tenant satisfaction decreases.

Most landlords are performing at or better than the whole sector average of 8.2 days to deliver non-emergency repairs. Of the 34 landlords who are performing less well on this measure, around half are local authorities. This is reflected in the longer average response time (10.2 days) for local authorities than RSLs (6 days). There is also significant variation in performance across the whole sector with an average of 1.2 days for the strongest performer and 17.4 days for the weakest.

We know from other research[xxv] that repairs and maintenance services are a top priority for tenants and service users. The research highlighted tenants' concerns mostly around the quality of repairs, meeting repair timescales and perceived inefficiency in repeated repairs to the same appliance or aspect of tenants' homes. Tenants and service users again reported that these were services which had a direct impact on their daily quality of life, and as such were of prime importance to them.

Our analysis suggests that non-emergency repairs are more closely related to overall tenant satisfaction than the time taken to respond to emergency repairs. This contrasts with some of the messages emerging from the research with our National Panel, where findings highlighted the personal impact of emergency repairs. Where possible, we will further explore the nature of this relationship, both through our thematic inquiry programme and further research with our National Panel.

Percentage of tenants satisfied with repairs and maintenance carried out at their home in the last 12 months (indicator 16)

	minimum	**average**	**maximum**
Sector	58.8%	**87.6%**	100%
RSL	58.8%	87.9%	100%
Local authority	62.4%	85.9%	99.1%

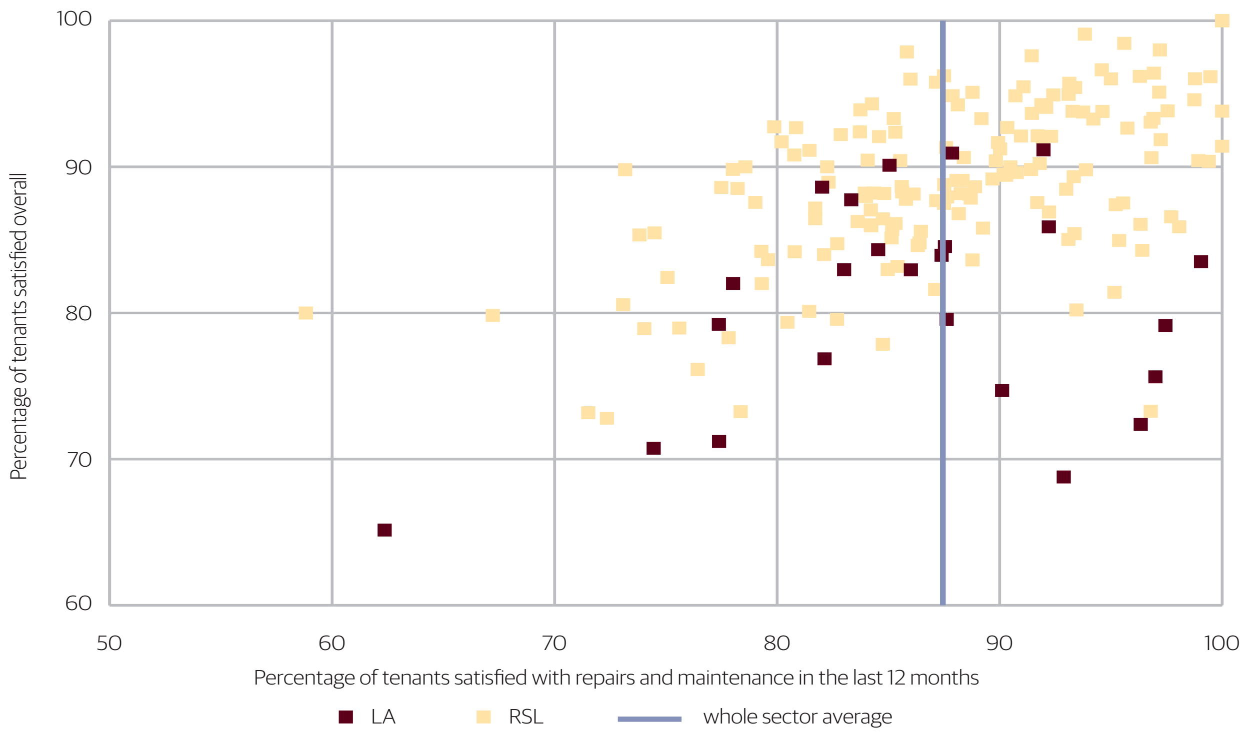
Number of landlords performing worse than average: **90**
Total number of landlords included in analysis: **186**

Figure 17 shows around half (90) of all landlords are performing below the whole sector average of 87.6% on this indicator. Performance for both RSLs and local authority landlords is fairly evenly distributed with only a few very poor performers, as shown by the similar averages for RSLs (87.9%) and local authorities (85.9%). Again, the weakest and strongest performers are both in the RSL sector.

As with the previous indicator (time taken for non-emergency repairs), we know that repairs and maintenance services are of prime importance to tenants and service users. The strength of the relationship between repairs and maintenance and overall tenant satisfaction shown by this analysis reflects what tenants have previously told us about the quality and effectiveness of repairs and maintenance services.

Discussion groups with National Panel members highlighted a number of underlying aspects of service delivery which impacted on their overall satisfaction with their landlord's repairs and maintenance service. These included the quality of repairs, repairs not being completed right first time, the inconvenience of missed appointments and the importance of assisting tenants/service users in an emergency – especially for more vulnerable individuals. These are clearly viewed as important components of overall tenant satisfaction with service delivery.

Figure 17: Tenants satisfied with repairs and maintenance in last 12 months



Source: Scottish Housing Regulator

Conclusions

The results of our analysis show the top 12 indicators – and the service areas that underpin them – that matter most to tenants, within which there are six that are most important. Many of the indicators most closely associated with overall tenant satisfaction are also satisfaction measures. This is not unexpected as they are likely to represent the landlord service areas that are components of tenants' overall satisfaction. The findings also fit well with previous research findings from our National Panel that identify tenants' priorities (reference as before). However, for the first time we are able to quantify and rank in order of importance those service areas most important to tenants.

Upon further analysis of these 12, we can come to the broad conclusion that local authorities are not performing as well as RSLs. However, we recognise that, for many landlords, levels of overall tenant satisfaction and other related satisfaction measures are likely to be affected by external factors outwith their control. This is the case for both RSLs and local authorities, but in likelihood more so for the latter. For example, responses from local authority tenants about housing may reflect satisfaction with other services that councils provide of which there are many. Nevertheless, the difference in performance is unlikely to be entirely due to these factors. The average number of working days taken for non-emergency repairs is not a measure of satisfaction, yet local authorities are not performing as well as RSLs.

As the sector overview showed, RSLs far outnumber local authorities. However, local authority housing stock tends to be far larger in size such that performance in that sector has implications for a significant number of tenants. Improved performance across the six indicators by local authorities could have a large impact on the whole sector's overall tenant satisfaction.

The key conclusion is that the service areas underpinning these six indicators are those that matter most to tenants. Landlords want to improve overall tenant satisfaction and they want to achieve the Charter standards and outcomes. The evidence base here shows landlords where to focus their improvement activity in order to achieve that.

Improving performance in these six service areas would raise overall tenant satisfaction, which in turn would help landlords achieve the Charter standards and outcomes. For example, the performance indicator on tenants being kept informed is a measure of achievement for Charter standards/outcomes 1, 2 and 3 on equalities, communication and participation respectively. Similarly, tenant satisfaction with neighbourhood management is a measure of achievement for Charter standards/outcomes 6 on estate management, anti-social behaviour, neighbour nuisance and tenancy dispute.

While there are many good performers in relation to the sector averages, there remains scope for significant improvement in performance by many landlords in these service areas. In all cases the weakest performers are performing markedly below the sector average. Therefore, landlords performing below the sector average on any or all of these six indicators should look to prioritise their improvement activity, while ensuring that performance across other indicators is at least maintained.

Annex 1

Scottish Housing Quality Standard 2013/14

Introduction

The SHQS is the Scottish Government's principal measure of housing quality in Scotland. The Scottish Government has 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 here.

We have been responsible for monitoring social landlords' progress towards meeting the SHQS since April 2008. Moreover, SHQS indicators are a crucial component of Charter standard/outcomes 5 on repairs, maintenance and improvements. In addition, our analysis shows that achieving SHQS is associated with tenants' satisfaction in the quality of their home, which in turn is closely associated with overall tenant satisfaction.

SHQS progress

In 2013/14, social landlords reported an overall level of:

- Compliance with the Standard of 85.4%;
- Non-compliance with the Standard of 9.9%; and
- Exemptions from the Standard of 4.8%.

Compliance

- Social landlords reported that 502,518 properties met the Standard in 2013/14;
- During the year, landlords made improvements to 90,935 properties, of which 62,294 were brought up to the Standard. Landlords invested a total of £350,068,611 in improvement works;
- Local authority landlords brought 39,440 properties up to the Standard during the year, equivalent to 12.4% of local authority properties within scope of SHQS; and
- RSLs brought 22,854 properties up to the Standard, equivalent to 8.4% of RSL properties within scope of SHQS.

Non-compliance

- Social landlords reported that 58,262 properties did not comply with the Standard at the end of 2013/14;
- Seven landlords reported that less than 50% of their properties met the Standard at the end of 2013/14. Of these, three report that they anticipate exemptions applying to around 50% of their stock at the SHQS deadline of 2015; and
- Of the 58,262 properties which are not compliant, 81% are failing on one criterion only, with the remaining 19% failing on two or more criteria. The majority of failures at criteria-level are on the Energy Efficiency criterion (39.2%), followed by Modern Facilities and Services (30.8%).

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 to 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 2013/14 ARC returns, social landlords recorded 27,986 properties as exempt. One hundred and twenty-four landlords anticipate they will have properties which will require an exemption from the Standard at the 2015 deadline, reporting a total of 32,228 properties projected to be exempt by that point. This is equivalent to 5.4% of properties within the scope of the SHQS.

At criterion level, the majority of exemptions are projected to fall under the Energy Efficiency criterion, with 88 landlords projecting exemptions. Of these, 57 anticipate exemptions at element 35 – achieving the required SAP (Standard Assessment Procedure) or NHER (National Home Energy rating). Sixty-three landlords project exemptions applying at the Healthy, Safe and Secure criterion, with the majority of these, 50, anticipating exemptions at element 54 – secure common external door entry systems.

Elsewhere at criteria level, 11 landlords report that they project exemptions at Below Tolerable Standard, 33 at Free from Serious Disrepair (mainly on elements 17 and 20, roof coverings and rainwater goods respectively) and 62 at Modern Facilities and Services (mainly on element 40, adequate kitchen storage).

Future prospects

- Social landlords project spending a total of £365m on improvement works during 2014/15. They anticipate improving 80,569 properties, making the projected spend £4,530 per property.
- Landlords anticipate an aggregate level of compliance with the Standard of 94.1% at the SHQS deadline of March 2015.
- Local authorities anticipate 94% of their properties will meet the Standard at the deadline, and RSLs project 94.1% of their properties will comply.
- Twenty landlords, one local authority and 19 RSLs, report that they anticipate having properties that will not meet the Standard at the March 2015 deadline.

We are engaging with landlords to ensure that compliance is achieved by the end of March deadline. We have identified those landlords that may not be fully compliant and expect them 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.

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[xvii]. 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.

Visual representation of the performance indicators most associated with overall tenant satisfaction

Each graph is populated by every landlord that submitted an ARC containing data for both overall tenant satisfaction and the comparator indicator. A trend line is then added which provides a visual representation of the strength of the relationship (the r value) which we reported in Chapter 3. An upward-sloping line indicates a positive relationship between the two indicators, while a downward-sloping line indicates a negative relationship. The steeper the line the stronger the relationship.

Table 2 in Chapter 3 shows that there are a number of other performance indicators closely associated with overall tenant satisfaction, but to a much lesser extent than the six identified directly above. This is demonstrated by the relative values of r. Moreover, the trend lines in the graphs below visibly show a strong relationship with the named indicators and overall tenant satisfaction. For example, it is clear from Figure 18 that as tenant satisfaction with being kept informed increases then so too does overall tenant satisfaction.

Figure 18: Tenants satisfied that they are kept informed by landlord

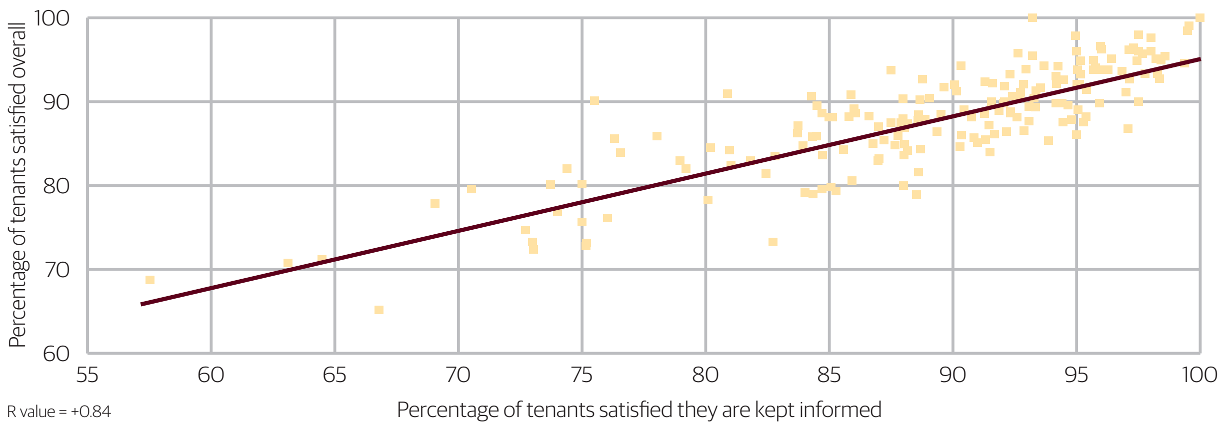


Figure 19: Tenants satisfied with the quality of their home

Figure 20: Tenants satisfied with neighbourhood management

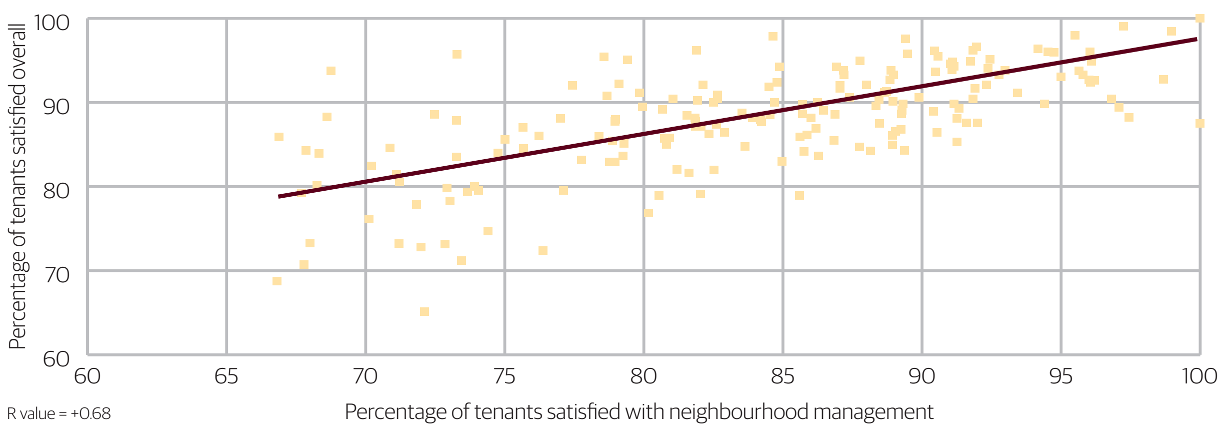


Figure 21: Tenants satisfied with opportunities to participate

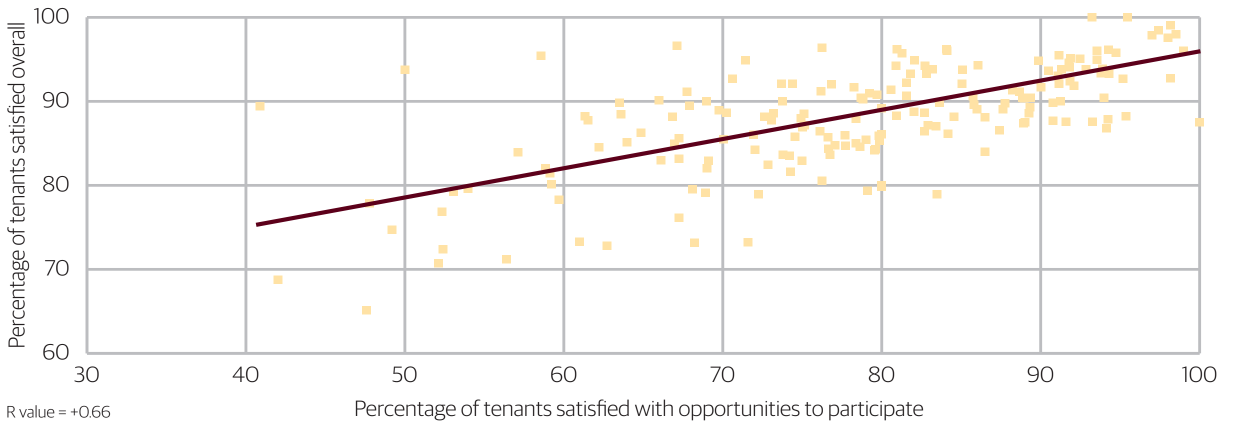


Figure 22: Average number of days taken for non-emergency repairs (working days)

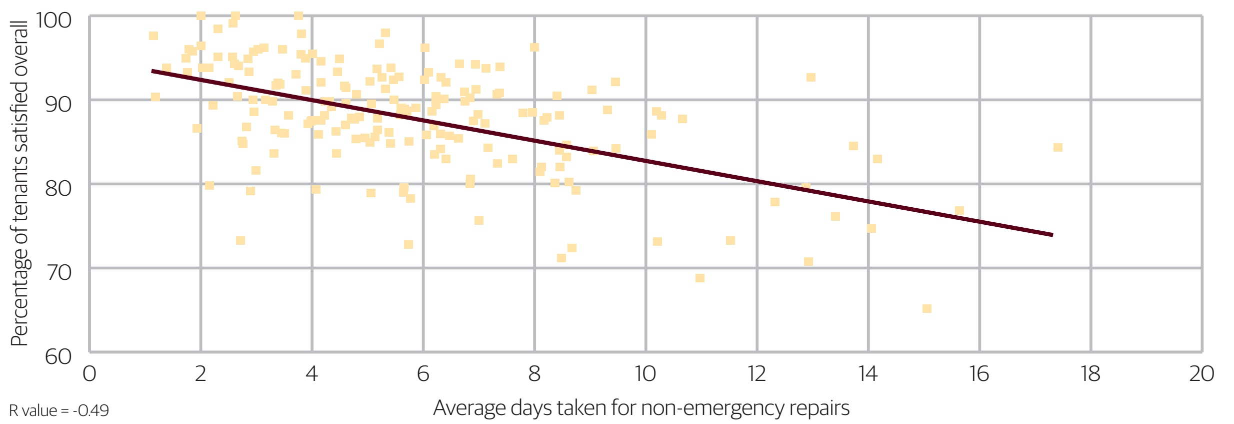


Figure 23: Tenants satisfied with repairs and maintenance in last 12 months

Annex 3

Annual Return on the Charter indicators and data arranged by Charter outcome

Table 1: Total satisfaction – All outcomes [1] [2]

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of tenants satisfied with the overall service provided by their landlord.	87.9%	65.2%	100%	89.1%	80.7%

Table 2: Equalities – Charter outcome 1 [3]

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of tenants satisfied with the overall service provided by their landlord.	87.9%	65.2%	100%	89.1%	80.7%
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	88.9%	57.5%	100%	90.7%	77.4%
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. 1st in full [4] 1st upheld [5] 2nd in full [6] 2nd upheld	98.1% 56% 95.6% 44.9%	73.1% 0% 50% 0%	100% 100% 100% 100%	97.9% 62% 94.2% 52.7%	98.7% 43.3% 97.1% 35.9%
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. SPSO 1st [7] SPSO 2nd [8]	81% 76.7%	0% 0%	100% 100%	80.9% 78.2%	81.2% 75.1%

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 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 this data and more detailed analysis on equalities later in 2015.
4 A landlord has met the service user's expectations or provided a full explanation at the point of frontline solution.
5 The landlord considers the case put to them and decides in favour of the complainant.
6 After an investigation, a landlord has met the service user's expectations or provided a full explanation.
7 Within 5 working days.
8 Within 20 working days.

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Number of lets during the reporting year, split between 'general needs' and 'supported housing'.				-	-
General	51,127	0	3,519		
Supported	6,430	0	676		
The number of lets during the reporting year by source of let. (Totals not averages)				-	-
Tenants	12,452	0	1,313		
Applicants	25,891	0	1,750		
Other source	1,868	0	661		
Statutorily Homeless	10,630	46	1,176		
Section 5 referrals	4,039	0	978		
Homeless nominations	1,437	0	661		
Homeless Other	1,327	0	227		
Other Nominations	1,234	0	173		
Types of tenancies granted for lets during the reporting year. (Totals not averages)				-	-
Occupancy Agreements	1,146	0	661		
SSSTs	755	0	101		
SSTs	56,317	0	3,506		
Housing lists. (Totals not averages)				-	-
New applicants added to housing list(s)	536,408	0	29,593		
Applicants on housing list(s) at year end	1,331,009	0	75,827		
Suspensions from housing list(s) year end	38,499	0	2,079		
Applications cancelled from housing list(s)	405,772	0	23,941		
Section 5 referrals received	11,388	0	3,587		

Table 3: Communication – Charter outcome 2

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	88.9%	57.5%	100%	90.7%	77.4%
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. 1st in full 1st upheld 2nd in full 2nd upheld	 98.1% 56% 95.6% 44.9%	 73.1% 0% 50% 0%	 100% 100% 100% 100%	 97.9% 62% 94.2% 52.7%	 98.7% 43.3% 97.1% 35.87%
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. SPSO 1st SPSO 2nd	 81% 76.7%	 0% 0%	 100% 100%	 80.9% 78.2%	 81.1% 75.1%

Table 4: Participation – Charter outcome 3

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	78.4%	40.9%	100%	80.8%	63.2%
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	88.9%	57.5%	100%	90.7%	77.4%

Table 5: Quality of housing – Charter outcome 4

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	85.4%	25%	100%	87.3%	83.7%
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.	93.4%	0%	100%	93.9%	93%
Percentage of tenants satisfied with the standard of their home when moving in.	83.4%	0%	100%	84.4%	77.4%
Percentage of existing tenants satisfied with the quality of their home.	85.3%	61.5%	100%	86.%	80.7%
Percentage of tenancy offers refused during the year.	42.2%	0%	83.3%	34.2%	49%
Scottish Housing Quality Standard (SHQS) – Stock condition survey information. [9]	56%	0%	100%	45.3%	65.1%
Scottish Housing Quality Standard (SHQS) – Stock summary. [10]	85.4%	25%	100%	87.3%	83.7%
Scottish Housing Quality Standard (SHQS) – Stock failing by criterion. Percentage failing for one criteria Percentage failing for two or more criteria	76.9% 23.1%	0% 0%	100% 100%	76.9% 23.1%	100% 0%
Scottish Housing Quality Standard (SHQS) – Working towards the standard. [11]	100.5%	0%	866.7%	90.2%	107.6%
Scottish Housing Quality Standard (SHQS) – Anticipated exemptions as at 31 March 2015. [12]	32,228	0	2,957	13,112	19,116
Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/ element.	£3,849	£1	£2,7048	£3135	£4,176

[9] Percentage assessed for compliance in the last 3 years.
[10] Percentage of homes meeting SHQS at year end.
[11] Percentage of properties actually brought to the standard planned in the year.
[12] Totals only.

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

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	85.4%	25%	100%	87.3	83.7
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.	93.4%	0%	100%	93.9%	93%
Percentage of tenants satisfied with the standard of their home when moving in.	83.4%	0%	100%	84.4%	77.4%
Percentage of existing tenants satisfied with the quality of their home.	85.3%	61.5%	100%	86.%	80.7%
Percentage of tenancy offers refused during the year.	42.2%	0%	100%	34.2%	49%
Average length of time taken to complete emergency repairs.	6.9 hours	<1 hour	31.2 hours	5 hours	7.8 hours
Average length of time taken to complete non-emergency repairs.	8.2 days	1.2 days	17.4 days	6 days	10.2 days
Percentage of reactive repairs carried out in the last year completed right first time.	87.2%	0%	100%	89.6%	84.7%
Percentage of repairs appointments kept.	92.9%	36%	100%	92.7%	93.%
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	98.1%	0%	100%	98.8%	97.6%
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	87.6%	58.8%	100%	87.9%	85.9%
Average number of reactive repairs completed per occupied property.	3.7 repairs	1 repair	8.6 repairs	3.5 repairs	3.9 repairs

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

Indicator	Sector average/ number	Min	Max	RSL average	LA average
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. 1st in full 1st upheld 2nd in full 2nd upheld	98.1% 56% 95.6% 44.9%	73.1% 0% 50% 0%	100% 100% 100% 100%	97.9% 62% 94.2% 52.7%	98.7% 43.3% 97.1% 35.9%
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. SPSO 1st SPSO 2nd	81% 76.7%	0% 0%	100% 100%	80.9% 78.2%	81.2% 75.1%
Percentage of tenants satisfied with the management of the neighbourhood they live in.	84.2%	66.8%	100%	85.2%	78%
Percentage of tenancy offers refused during the year.	42.2%	0%	83.3%	34.2%	49%
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	75.7%	0%	113.6%	76.6%	75%
Percentage of the court actions initiated which resulted in eviction and the reasons for eviction. [13] All evictions Non-payment of rent ASB Other	12.2% 11% 1.% 0.2%	0% 0% 0% 0%	200% 100% 100% 20%	17.1% 14.8% 2.1% 0.3%	9.4% 8.8% 0.5% 0.2%
Abandoned properties. (Totals not averages)	4,448	0	357	-	-
Number of notices of proceedings issued and court action initiated. (Totals not averages) NOPs Proceedings	34,804 4,159	0 0	5,196 709	-	-

[13] 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

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of lettable houses that became vacant in the last year.	9.7%	0%	33.3%	10.3%	9.1%
Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.					
Non-payment of rent	11%	0%	100%	14.8%	8.8%
ASB	1.0%	0%	100%	2.1%	0.5%
Other	0.2%	0%	20%	0.3%	0.2%
Average length of time in temporary or emergency accommodation by type. (LAs only)				-	-
Ordinary local authority dwelling	128.3 days	2. days	417.6 days		
RSL dwelling	224.9 days	10.9 days	336.4 days		
Local authority owned hostel	50.2 days	1.6 days	634.5 days		
RSL owned hostel	78.3 days	13 days	238.8 days		
Other hostel	48.9 days	1.9 days	230.3 days		
Bed and breakfast	40.6 days	0.2 days	166.6 days		
Women's refuge	120.5 days	62.2 days	266.8 days		
Private sector lease	212.5 days	15.2 days	657 days		
Other	101.3 days	1 day	375.2 days		
All	100.7 days	3 days	300.6 days		
Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	107.3%	54%	235.3%		
Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)				-	-
Ordinary local authority dwelling	6.9%	0%	35.5%		
RSL dwelling	5.4%	0%	33.3%		
Local authority owned hostel	9.8%	0%	32.7%		
RSL owned hostel	3.9%	0%	14.3%		
Other hostel	11.5%	0%	39.6%		
Bed and breakfast	5.9%	0%	90.7%		
Women's refuge	1.7%	0%	100%		
Private sector lease	6.2%	0%	16.7%		
Other	11.6%	0%	48.4%		
All	7.3%	0%	26.7%		
Average length of time taken to re-let properties in the last year.	35.7 days	0 days	175.1 days	31.7%	39.4 days

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only)	85.4%	57.4%	100%	-	-
Number of lets during the reporting year, split between 'general needs' and 'supported housing'. (Totals not averages) General Supported	 51,127 6,430	 0 0	 3,519 676	-	-
The number of lets during the reporting year by source of let. (Totals not averages) Tenants Applicants Other source Statutorily homeless Section 5 referrals Homeless nominations Homeless other Other Nominations	 12,452 25,891 1,868 10,630 4,039 1,437 1,327 1,234	 0 0 0 46 0 0 0 0	 1,313 1,750 661 1,176 978 661 227 173	-	-
Types of tenancies granted for lets during the reporting year. (Totals not averages) Occupancy Agreements SSSTs SSTs	 1,146 755 5,6317	 0 0 0	 661 101 3,506	-	-
Housing lists. (Totals not averages) [13a] New applicants added to housing list(s) Applicants on housing list(s) at year end Suspensions from housing list(s) year end Applications cancelled from housing list(s) Section 5 referrals received	 536,408 1,331,009 38,499 405,772 11,388	 0 0 0 0 0	 29,593 75,827 2,079 23,941 3,587	-	-
Abandoned properties. (Totals not averages)	4,448	0	357	-	-
Number of notices of proceedings issued and court action initiated. (Totals not averages) NOPs Court actions	 34,804 4,159	 0 0	 5,196 709	-	-

[13a] 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.

Indicator	Sector average/ number	Min	Max	RSL average	LA average
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	0	508		
Void for more than 6 months	1,459	0	309		

Table 9: Tenancy sustainment – Charter outcome 11

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of new tenancies sustained for more than a year, by source of let. Existing tenants Applicants assessed as statutory homeless Applicants from the housing list Nominations from local authorities (RSLs only) Other	93% 86.2% 86.8% 85.6% 83%	33.3% 0% 0% 0% 0%	100% 100% 100% 100% 100%	All lets 88.3%	All lets 87.2%
Percentage of lettable houses that became vacant in the last year.	9.7%	0%	33.3%	10.3%	9.1%
Percentage of approved applications for medical adaptations completed during the reporting year.	83.3%	3.6%	100%	85.2%	82%
The average time to complete applications.	65.7 days	< 1 day	358.7 days	67.9 days	64 days
Percentage of the court actions initiated which resulted in eviction and the reasons for eviction. Non-payment of rent ASB Other	11% 1.% 0.2%	0% 0% 0%	100% 100% 20%	All evictions 17.1%	All evictions 9.4%
Types of tenancies granted for lets during the reporting year. (Totals not averages) Occupancy agreements SSSTs SSTs	1,146 755 5,6317	0% 0% 0%	661 101 3,506	-	-
Abandoned properties. (Totals not averages)	4,448	0	357	-	-
Number of notices of proceedings issued and court action initiated. (Totals not averages) NOPs Court actions	34,804 4,159	0 0	5,196 709	-	-

Table 10: Homeless people – Charter outcome 12 [14]

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of new tenancies sustained for more than a year, by source of let. Existing tenants Applicants assessed as statutory homeless Applicants from the housing list Nominations from local authorities (RSLs only) Other	93% 86.2% 86.8% 85.6% 83%	33.3% 0% 0% 0% 0%	100% 100% 100% 100% 100%	All tenancies 88.3%	All tenancies 87.2%
Average length of time in temporary or emergency accommodation by type. (LAs only) Ordinary local authority dwelling RSL dwelling Local authority owned hostel RSL owned hostel Other hostel Bed and breakfast Women's refuge Private sector lease Other All	128.3 days 224.9 days 50.2 days 78.3 days 48.9 days 40.6 days 120.5 days 212.5 days 101.3 days 100.7 days	2. days 10.9 days 1.6 days 13 days 1.9 days 0.2 days 62.2 days 15.2 days 1 day 3 days	417.6 days 336.4 days 634.5 days 238.8 days 230.3 days 166.6 days 266.8 days 657 days 375.2 days 300.6 days	-	-
Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	107.3%	54%	235.3% [15]	-	-
Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only) Ordinary local authority dwelling RSL dwelling Local authority owned hostel RSL owned hostel Other hostel Bed and breakfast Women's refuge Private sector lease Other All	6.9% 5.4% 9.8% 3.9% 11.5% 5.9% 1.7% 6.2% 11.6% 7.3%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	35.5% 33.3% 32.7% 14.3% 39.6% 90.7% 100% 16.7% 48.4% 26.8%	-	-

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

[15] Value is greater than 100% as one person can be offered temporary accommodation on multiple occasions.

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only)	85.4%	57.4%	100%	-	-

Table 11: Value for money – Charter Outcome 13

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	85.4%	25%	100%	87.3%	83.7%
Percentage of tenants satisfied with the standard of their home when moving in.	83.4%	0%	100%	84.4%	77.4%
Percentage of existing tenants satisfied with the quality of their home.	85.3%	61.5%	100%	86.4%	80.7%
Average length of time taken to complete emergency repairs.	6.9 hours	< 1 hour	31.15 hours	5 hours	7.8 hours
Average length of time taken to complete non-emergency repairs.	8.2 days	1.2 days	17.4 days	6 days	10.2 days
Percentage of reactive repairs carried out in the last year completed right first time.	87.2%	0%	100%	89.6	84.7
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	87.6%	58.8%	100%	87.9%	85.9%
Percentage of tenants who feel that the rent for their property represents good value for money.	76.6%	43.8%	100%	77%	74.4%
Average annual management fee per factored property.	£93.77	£0	£529.43		
Percentage of factored owners satisfied with the factoring service they receive.	63.9%	0%	100%	63.9%	63.3%
Gypsies/Travellers – Average weekly rent per pitch.	£63.10	£41.44	£83.63	£42.47	£64.66
For those who provide sites – percentage of Gypsies/Travellers satisfied with the landlord's management of the site.	71.7%	0%	100%	70%	71.8%

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Rent Increase.	3.6%	0%	19%	3.5%	4.1%
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 Value	 407,184 £11.2bn	 0 0	 32,124 £0.1bn	-	-
Amount and percentage of former tenant rent arrears written off at the year end.	32.4%	0%	100%	36.7%	29%

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

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Rent collected as percentage of total rent due in the reporting year.	99%	92.1%	108.6% [16]	98.9%	99%
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.1%	0.5%	15.2%	4.7%	5.5%
Average annual management fee per factored property [17]	£93.77	£0	£529.43	-	-
Percentage of factored owners satisfied with the factoring service they receive.	63.9%	0%	100%	63.9%	63.3%
Percentage of rent due lost through properties being empty during the last year.	1.2%	0%	24%	1.1%	1.3%
Average length of time taken to re-let properties in the last year.	35.7 days	0 days	175.2 days	31.7 days	39.4 days
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 Void for more than 6 months	 7,195 1,459	 0 0	 508 309	-	-
Rent Increase.	3.6%	0%	19%	3.5%	4.1%

[16] The total rent collected for current and former tenants for the reporting year and previous years.
[17] Only RSL data was collected in the first year of the ARC. Local authority data will also be collected from 2014/15 onward.

Indicator	Sector average/ number	Min	Max	RSL average	LA average
The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year. Households Value	 407,184 £11.2bn	 0 0	 32,124 £0.1bn	-	-
Amount and percentage of former tenant rent arrears written off at the year end.	32.4%	0%	100%	36.7%	29%

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

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Percentage of factored owners satisfied with the factoring service they receive.	63.9%	0%	100%	63.9%	63.3%
Percentage of rent due lost through properties being empty during the last year.	1.2%	0%	24%	1.1%	1.3%

Table 13: Gypsy/Traveller – Charter outcome 16

Indicator	Sector average/ number	Min	Max	RSL average	LA average
Gypsy/Traveller – Average weekly rent per pitch.	£63.10	£41.44	£83.63	£42.47	£64.66
For those who provide sites – percentage of Gypsy/Traveller satisfied with the landlord's management of the site.	71.1%	0%	100%	70%	71.8%

References

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 October 2014. We allow social landlords to provide us with corrections to their data. A corrections log and any effect on the wider sector performance can be found at **http://www.scottishhousingregulator.gov.uk/publications/charter-data-correction-log.**

iii. All of the data reported here is available online at **http://www.scottishhousingregulator.gov.uk/news/shr-enhances-charter-performance-information**. In addition to the online comparison tool, tenants and landlords can also use this spreadsheet to compare performance.

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. 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. Referred to as National Panel hereafter.

viii. The report is available here. See page 10 Fig 2 for relevant results **http://www.scottishhousingregulator.gov.uk/publications/national-panel-tenants-and-service-users-report-findings-year-one**

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

x. An example of a regulatory advice note can be found here **http://www.scottishhousingregulator.gov.uk/publications/regulatory-advice-note-payments-and-benefits**

xi. For more information on Right to Buy, including details of its ending in Scotland, see **http://www.gov.scot/Topics/Built-Environment/Housing/16342/rtb**

xii. More information on EESSH can be found at **http://www.gov.scot/Topics/Built-Environment/Housing/sustainable/standard** and **http://www.scottishhousingregulator.gov.uk/news/regulator-publishes-technical-guidance-energy-efficiency-standard-social-housing**

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

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

xv. The sector average rent of £67.96 is a weighted average, i.e. it takes stock size into account.

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

xvii. 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.

xviii. 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**

xix. 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.

xx. You can find a range of statistics on these payments at **http://www.gov.scot/Topics/Statistics/Browse/Social-Welfare/dhp**

xxi. All of the relationships reported here are statistically significant at a value of p <= 0.001. We have not reported those indicators with a correlation less than r = +/-0.3 as we consider this to be a weak relationship.

xxii. A Pearson's correlation (r = 0.393) suggests a modest positive relationship between indicator 10 (percentage existing tenants satisfied with quality of their home) and indicator 29 (percentage tenants who feel the rent for their property represents good value for money).

xxiii. See the National Panel report (as before) and identifying the priorities of tenants of social landlords. Scottish Government. 2009.

xxiv. Highlighted as concerns and important issues in discussion groups with tenants and service users. See National Panel Year 1 report (as before).

xxv. Rated as the single most important landlord service by tenants and service users in both survey and discussion group findings. National Panel Year 1 Report – details as before.

xxvi. We refers to the Scottish Housing Regulator which was an executive agency operating under the Housing (Scotland) Act 2001 until 31 March 2012 and the Scottish Housing Regulator which was set up under the Housing (Scotland) Act 2010 as a non-Ministerial department and acted as Regulator from 1 April 2012.

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

APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
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