



**Scottish Housing  
Regulator**

# The 2<sup>nd</sup> National Report on the Scottish Social Housing Charter

A summary for tenants  
and service users 2014/15

February 2016



# About us

We are the independent regulator of social landlords in Scotland. We regulate around 160 registered social landlords (RSLs) and the housing activities of Scotland's 32 local authorities.

We are an independent body, accountable to the Scottish Parliament. We were set up to protect the interests of people who use the services of social landlords. That includes tenants, those who might become tenants in the future and other people who use the services of social landlords and local authorities.



## About this summary

This is a summary of the key findings and conclusions from our second *National Report on the Scottish Social Housing Charter*. It is aimed at tenants and other service users who may prefer a short and less detailed version of the full report. You can find details of how to ask for a hard copy of this summary or the full report at the back of this booklet.

The National Report shows our analysis of the performance information reported to us by social landlords across Scotland for 2014/15. This year's report looks at:

- how much landlords have improved their services for tenants since last year;
- the types of landlords that have improved the most; and
- how much progress landlords are making towards achieving the Charter standards and outcomes.



You can read our full National Report on the Scottish Social Housing Charter for 2014/15 on our website at: <https://www.scottishhousingregulator.gov.uk/publications/2nd-national-report-scottish-social-housing-charter-analysis-landlords-201415-annual>

# Our key findings

*Last year*, in our first report on the Charter, we found that nearly 9 out of 10 tenants (**88%**) were satisfied with the overall service provided by their landlord. We also looked at which landlord services were most closely linked to overall tenant satisfaction.

*This year* our analysis shows that, in general, landlords continue to perform well. Almost all tenants (**89%**) remain satisfied overall with their landlord's services.



## Top 6

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### Charter Standards and Outcomes

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

Landlords' performance has remained steady in 10 out of the 16 Charter standards/outcomes. Performance has improved in six of the 16 standards/outcomes. There are no outcomes where performance got worse.

Overall, RSLs have kept up a high level of performance and are reporting small changes since last year. Local authority performance generally remains below that of RSLs. But, local authorities have improved more on average since last year.

All of the Charter performance indicators are important and landlords, especially 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. They are shown in the column opposite.

Our more detailed analysis of this year's top six indicators shows that:

- small RSLs (as a group) perform better on average than larger RSLs;
- rural RSLs (as a group) have improved more than RSLs in urban and mixed areas; and
- performance this year, as well as improvement from last year, is more varied across RSLs than it is across local authorities.

The data also shows that there were **584,811** tenant homes available for rent from social landlords across Scotland at 31 March 2015, up **2,468** from last year. The average weekly rent in Scotland, across all social landlords ranges from **£64** to **£84**, depending on apartment size. Average rents for local authorities remain lower than for RSL homes.



## **Our conclusions**

Landlord performance across Scotland this year has either improved or stayed the same. This is good news since landlords started from a strong position in 2013/14. We see this both for the Charter indicators, and for the broader Charter standards/outcomes. However, some landlords still have room for improvement.

We found that size, setting (urban/rural) and type of landlord (RSL or local authority) all have an effect on landlords' performance. These factors also influence how much or little landlords have improved from last year.

We will use these findings to inform our regulatory activity and engagement, particularly our annual risk assessment of RSLs and local authorities.

# Background – the Charter

The Scottish Government has drawn up a Scottish Social Housing Charter. This Charter sets out the standards and results that social landlords should achieve. Our role is to monitor social landlords' performance and report on how they are doing in achieving the standards. You can find out more about the Charter at: [www.scotland.gov.uk/Resource/0039/00390305.pdf](http://www.scotland.gov.uk/Resource/0039/00390305.pdf)

Every year landlords must report their performance on the Charter to us through their Annual Return on the Charter (ARC). The data reported and analysed in this report is from landlords' second ARC, covering the year from 1 April 2014 to 31 March 2015.

Every year we will publish a range of information so that tenants and other service users can understand and compare their landlord's performance against the Charter's standards and results. For example, this year we have already published:

- **Landlord reports** – our analysis of each landlord's ARC in a landlord report published each year by 31 August. You can find a report for each landlord at: <https://www.scottishhousingregulator.gov.uk/our-landlord-reports-201415-new>
- **Online comparison tool** – tenants and others can compare performance between landlords using our online comparison tool. You can find the tool here: <https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords>

If you would like to be involved in helping to improve the services that you receive then speak to your landlord who will be able to provide details on how to do that.

Both the landlord reports and online comparison tool give tenants better access to more performance information about their own landlord. As a tenant or service user, you can then use this information to challenge and hold your landlord to account about its performance.

These reports and our comparison tool include information on progress over time, so that tenants and others can identify whether and how much landlord performance is improving.

This year we published research and 'thematic inquiries' related to the Charter standards and outcomes. These studies have a strong focus on the needs of tenants and others who use landlords' services, including equalities groups, factored owners and Gypsy/Travellers.

# More information

## About the Scottish Social Housing Charter

If you would like more information about the standards and outcomes of the Scottish Social Housing Charter contact:

### The Scottish Government

#### Telephone:

0300 244 4000 Office Hours: 08:30 – 17:00 Monday – Friday

#### Fax:

01397 795 001

#### Text Relay Service:

18001+ 0300 244 4000 (service for the deaf)

#### International Callers:

+44 131 244 4000

#### Email:

HousingCharter@scotland.gsi.gov.uk

#### Website:

[www.scotland.gov.uk/Resource/0039/00390305.pdf](http://www.scotland.gov.uk/Resource/0039/00390305.pdf)

## Contact us

If you would like more information about us and how we regulate contact us:

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You can access the full National Report on the Charter, including details of our analysis and performance of landlords across Scotland, at:

**<https://www.scottishhousingregulator.gov.uk/publications/2nd-national-report-scottish-social-housing-charter-analysis-landlords-201415-annual>**



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