

Amendments to the Charter Definitions – July 2020

Summary of changes contained in updated Charter Technical Guidance for Social Landlords published on 13 July 2020

The updated Technical Guidance published on 13 July 2020 refers to the 2019/20 ARC return and subsequent returns. There has been no change to indicators. Changes have been made to correct typos and to improve some supporting information for indicators in response to queries from landlords. These are summarised below with changes highlighted in green. Please note that only those parts of the supporting information which have changed have been included in the summary. Changes to punctuation or case have not been included in the summary.

Indicator	March 2020 version	July 2020 update
4 The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2.	(vi) the total number of days taken to respond in full to complaints at stage 2. Divided by: (i) number of 1st stage complaints received in the reporting year plus (iii) number of complaints carried forward from the previous reporting year. Deletion of typo in calculation.	(vi) the total number of days taken to respond in full to complaints at stage 2. Divided by: (i) number of 2nd stage complaints received in the reporting year plus (iii) number of complaints carried forward from the previous reporting year
12 Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	(A) ' <i>Have you had any repairs carried out in this property in the last 12 months?</i> ' (a) Yes (b) No (B)(i) Number of tenants who had repairs carried out in last 12 month who responded to: <i>'Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by (your landlord name)?'</i> (ii) Number who responded: (a) very satisfied (b) fairly satisfied	(Amended to bring in line with the online form) In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year please state: 12.1 Of the tenants who had repairs carried out in the year, how many answered the question: "Thinking about the LAST time you had repairs carried out how satisfied or dissatisfied were you with the repairs service provided by your landlord" 12.2 Of the tenants who answered how many said they were: 12.2.1 very satisfied 12.2.2 fairly satisfied

	(c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied	12.2.3 neither satisfied nor dissatisfied 12.2.4 fairly dissatisfied 12.2.5 very dissatisfied
15 Percentage of anti-social behaviour cases reported in the last year which were resolved	A Case <ul style="list-style-type: none">• A case is opened when a tenant or service user reports an incident of ASB to the landlord	A Case <p>A case is opened when a tenant or service user or another organisation/body reports an incident of ASB to the landlord</p>
26 Rent collected as percentage of total rent due in the reporting year.	Do not include: <ul style="list-style-type: none">• The value of any pre-payment of rent at year end - these should be treated as rent paid for future years and therefore excluded from the total amount of rent collected.• Costs not directly part of the rent such as court costs as rent due or rent collected.• Lock-ups and garages• Sharing owners• Properties used for temporary homeless lets• Leased properties• Rent due for periods when properties are empty for any reason. (Removed but more detailed examples given in July guidance)	Do not include: <ul style="list-style-type: none">• The value of any pre-payment of rent at year end - these should be treated as rent paid for future years and therefore excluded from the total amount of rent collected. (Omitted in error from July guidance).• Costs not directly part of the rent such as court costs as rent due or rent collected. (Omitted in error from July guidance).• lock-ups and garages• sharing owners• properties used for temporary homeless lets• leased properties• rent (including services charges) for periods when properties are empty subject to an insurance claim being raised because of fire or flood damage• rent for properties where the keys are held by the Police to assist with their investigation• rent for empty properties awaiting or undergoing major repairs/structural work during which period it would be unsafe for them to be occupied.

		<p>(N.B. Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported rent lost through properties being empty and rental income lost))</p> <ul style="list-style-type: none"> • rent lost due to reasonable time taken to clear the house following a tenant's death, • properties held for decanting tenants and • properties which are empty and subject of a Governing Body/Sub-Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished or reconfigured.
<p>27 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.</p>	<p>(i) The total value (£) of gross rent arrears as at the end of the reporting year. (ii) The total rent due for the reporting year.</p> <p>Gross Arrears The value (to nearest £) of current and former tenant rent arrears as at 31 March each year (year-end) prior to any arrears write-off. Rent paid in advance should not be used to offset the overall value.</p>	<p>(i) The total value (£) of gross rent arrears as at the end of the reporting year. (ii) The total rent due for the reporting year</p> <p>Gross Arrears The value (to nearest £) of current and former tenant rent arrears as at 31 March each year (year-end) prior to any arrears write-off. Rent paid in advance should not be used to offset the overall value. Arrears accrued while Universal Credit applications are being processed should be included in the gross arrears figure. Unpaid payment plan arrears should be included in the gross arrears figure</p>

	<p>Inclusions/exclusions</p> <p>Ensure to include:</p> <ul style="list-style-type: none"> • service charges in the calculations • the value of arrears prior to any write offs for the reporting year; • the value of sequestered arrears written off for the reporting year; 	<p>Inclusions/exclusions</p> <p>Ensure to include:</p> <ul style="list-style-type: none"> • service charges in the calculations; • the value of arrears prior to any write offs for the reporting year; • the value of sequestered arrears written off for the reporting year; • arrears accrued while Universal Credit applications are being processed; and • unpaid payment plan arrears. <p>(ii) When calculating the total rent due do not include the rent for periods when: (Omitted in error from July guidance)</p>
Terms we use in this document	<p>Lettable and unlettable stock</p> <p>Unlettable stock</p> <p>This is the number of self-contained and non-self-contained properties which at the end of the reporting year are not actively being re-let due to:</p> <ul style="list-style-type: none"> • an insurance claim because of fire or flood damage; • awaiting or undergoing major repairs / structural work during which period it would be unsafe for it to be occupied; • houses are held for decanting tenants; • properties are empty and subject to a Governing Body/ Sub-Committee/Council decision that they are not to be let because they are to be transferred, reconfigured or disposed. of/demolished or are surplus to long term requirements. 	<p>Lettable and unlettable stock</p> <p>Unlettable stock</p> <p>This is the number of self-contained and non-self-contained properties which at the end of the reporting year are not actively being re-let due to:</p> <ul style="list-style-type: none"> • an insurance claim because of fire or flood damage; • awaiting or undergoing major repairs/structural work during which period it would be unsafe for it to be occupied; • houses are held for decanting tenants; • reasonable time taken to clear the house following a tenant's death; • keys being held by the Police to assist with their investigation • properties are empty and subject to a Governing Body/ Sub-Committee/Council decision that they are not to be let because they are to be transferred,

	<p>Void</p> <p>When calculating the amount of “rent lost” and the “length of time taken to re-let” a property, do not include:</p> <ul style="list-style-type: none"> • empty properties where an insurance claim was raised because of fire or flood damage; • empty properties awaiting or undergoing major repairs/structural work (for example, modernisation) during which period it would be unsafe for them to be occupied. N.B. Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and rental income); • houses held for decanting tenants; • empty properties subject to a Governing Body/Sub-Committee (RSLs) or Housing Committee (Councils) decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured. 	<p>reconfigured or disposed. of/demolished or are surplus to long term requirements.</p> <p>Void</p> <p>When calculating the amount of “rent lost” and the “length of time taken to re-let” a property, do not include:</p> <ul style="list-style-type: none"> • lock-ups and garages • sharing owners • properties used for temporary homeless lets • leased properties • rent (including services charges) for periods when properties are empty subject to an insurance claim being raised because of fire or flood damage • rent for properties where the keys are held by the Police to assist with their investigation; • rent for empty properties awaiting or undergoing major repairs/structural work during which period it would be unsafe for them to be occupied. (N.B. Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported rent lost through properties being empty and rental income lost)) • rent lost due to reasonable time taken to clear the house following a tenant’s death. • properties held for decanting tenants and • properties which are empty and subject of a Governing Body/Sub-Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured
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