



**Scottish Housing**  
Regulator

# **Scottish Social Housing Charter**

**Technical Guidance for  
Landlords**

**July 2020**

# About us

We are the independent regulator of social landlords in Scotland.

## We safeguard and promote the interests of:

Around:

**600,000**

Tenants who live in homes provided by social landlords

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Around:

**123,000**

Home owners who receive services of social landlords

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Around:

**49,000**

People and their families who may be homeless and seek help from local authorities

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Over:

**400**

Gypsy/Travellers who can use official sites provided by social landlords

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## We regulate:

**188**

Social landlords

**156**

Registered social landlords

**32**

Local authorities

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## Our role:

To monitor, assess and report on social landlords' performance of housing activities and RSLs' financial wellbeing and standards of governance. We intervene, where we need to, to protect the interests of tenants and service users.

Our Regulatory Framework explains how we regulate social landlords. It is available on our website.



## Introduction

Landlords must provide accurate information on the Charter, contextual and EESSH indicators to us through their Annual Return on the Charter (ARC).

The ARC should contain information based on the year up to the end of March 31<sup>st</sup> of the year of submission. This guidance aims to help landlords with their submission. The first return that landlords will make based on this guidance will be in April to May 2020. Due to the impact of Covid -19 the April to May 2020 period has been extended to April to July 2020.

This guidance may not cover every scenario that a landlord may encounter when collating information for the ARC. Where there is any uncertainty on what to submit please:

- refer to the FAQs on our [website](#); and/or
- take a common sense approach. You may wish to make us aware of your approach in the comments boxes. We encourage you to use the comments boxes when providing commentary; and/or
- contact us at [shr@shr.gov.scot](mailto:shr@shr.gov.scot).

The Scottish Government separately provides support to landlords on the policy details for the Energy Efficiency Standard for Social Housing (EESH). We provide guidance here on the information we require to monitor, assess and report on compliance with the standard.

### Data accuracy

It is landlords' responsibility to ensure that the data they give us is accurate. Landlords should, as a matter of course for their own internal audit or for their performance management systems, retain the calculations and workings for the ARC. This evidence should be readily available to provide assurance about the accuracy and reliability of the reported data.

### How we use and interpret the data

We say more about this in our [How we assess risk](#) publications.

We take a wide approach to analysing the data submitted to us such as considering other related indicators, reviewing comments boxes and contacting landlords for clarification.

We know that some landlords will want to collect other data as part of their internal performance management monitoring.

### RSL Governing Body approval

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

### Local Authority approval

The chief officer responsible for housing in the authority should review and approve the ARC before submission.

**Satisfaction surveys**

There are a range of approaches and methods that landlords can adopt when undertaking surveys. Landlords should do this at least every three years. Our [separate guide](#) produced by Ipsos Mori says more about this. Landlords can provide context to their tenants and other service users when seeking their views.

**Feedback**

Contact us at [shr@shr.gov.scot](mailto:shr@shr.gov.scot) if you have any suggestions on how this guidance or the FAQs could be improved. We will review the guidance each year and take any feedback into account. We may review the FAQs more frequently.

## Summary listing – All indicators and data requirements

NUMBER	CHARTER INDICATORS
1	<p><b>Percentage of tenants satisfied with the overall service provided by their landlord.</b></p> <p>(i) Number of tenants who were asked: ‘Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by (your landlord name)?’</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied (f) don’t know/no opinion</p>
2	<p><b>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.</b></p> <p>(i) Number of tenants who were asked: ‘How good or poor do you feel (your landlord) is at keeping you informed about their services and decisions?’</p> <p>(ii) Number who responded:</p> <p>(a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor</p>
3 & 4 (Updated)	<p><b>The percentage of all complaints responded to in full at Stage 1 and the percentage of all complaints responded to in full at Stage 2.</b></p> <p><b>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.</b></p> <p>Number of:</p> <p>(i) 1st and (ii) 2nd stage complaints received in the reporting year. (iii) number of 1<sup>st</sup> and 2<sup>nd</sup> stage complaints carried forward from previous reporting year. (iv) Number of 1<sup>st</sup> and 2<sup>nd</sup> stage complaints at (i), (ii) and (iii) responded to in full by the landlord in the reporting year.</p> <p>(v) Time taken in working days to provide a full response for all stage 1 complaints. (vi) Time taken in working days to provide a full response for all stage 2 complaints.</p>

5	<p><b>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.</b></p> <p>(i) Number of tenants who were asked: 'How satisfied or dissatisfied are you that with opportunities given to you to participate in {your landlord's name} decision making processes?'</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied  (b) fairly satisfied  (c) neither satisfied nor dissatisfied  (d) fairly dissatisfied  (e) very dissatisfied</p>
6	<p><b>Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).</b></p> <p>(i) Total number of properties within the scope of SHQS at the end of reporting year and projected to end of the next reporting year (as supplied at C9(i)).</p> <p>(ii) Total number of properties meeting the SHQS at the end of reporting year and projected to end of the next reporting year (as supplied at C9 (v))</p> <p>You do not need to give us information separately for this indicator. We will use the information supplied from Contextual Indicators.</p>
7	<p><b>Percentage of tenants satisfied with the quality of their home.</b></p> <p>(i) Number of tenants who were asked: 'Overall, how satisfied or dissatisfied are you with the quality of your home?'</p> <p>(ii) Number who responded:</p> <p>(a) very satisfied  (b) fairly satisfied  (c) neither satisfied nor dissatisfied  (d) fairly dissatisfied  (e) very dissatisfied</p>
8	<p><b>Average length of time taken to complete emergency repairs.</b></p> <p>(i) The total number of emergency repairs completed in the last year.</p> <p>(ii) The total number of hours taken to complete emergency repairs.</p>
9	<p><b>Average length of time taken to complete non-emergency repairs.</b></p> <p>(i) The total number of non-emergency repairs completed in the last year.</p> <p>(ii) The total number of working days taken to complete non-emergency repairs.</p>
10	<p><b>Percentage of reactive repairs carried out in the last year completed right first time.</b></p> <p>(i) Number of reactive repairs completed right first time during the reporting year.</p> <p>(ii) Total number of reactive repairs completed during the reporting year.</p>

<p><b>11 (Updated)</b></p>	<p><b>How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?</b></p> <p>(i) The number of times you did not meet the requirement set out in The Gas Safety (Installation and Use) Regulations 1998 Section 36(3)a (as amended) to ensure that each appliance and flue is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety.</p> <p>At all times landlords should follow the latest Gas Safety Regulations first and foremost. Landlords must ensure that they meet these obligations.</p>
<p><b>12</b></p>	<p><b>Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.</b></p> <p>In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year please state:</p> <p>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”</p> <p>12.2 Of the tenants who answered how many said they were:  12.2.1 very satisfied  12.2.2 fairly satisfied  12.2.3 neither satisfied nor dissatisfied  12.2.4 fairly dissatisfied  12.2.5 very dissatisfied</p>
<p><b>13 (Updated)</b></p>	<p><b>Percentage of tenants satisfied with the landlord’s contribution to the management of the neighbourhood they live in.</b></p> <p>(i) Number of tenants who were asked: ‘Overall, how satisfied or dissatisfied are you with your landlord’s contribution to the management of the neighbourhood you live in?’  (ii) Number who responded:  (a) very satisfied  (b) fairly satisfied  (c) neither satisfied nor dissatisfied  (d) fairly dissatisfied  (e) very dissatisfied</p>
<p><b>14</b></p>	<p><b>Percentage of tenancy offers refused during the year.</b>  (i) Number of tenancy offers made during the reporting year.  (ii) The number of tenancy offers that were refused.</p>

<p><b>15 (Updated)</b></p>	<p><b>Percentage of anti-social behaviour cases reported in the last year which were resolved.</b>  (i) Number of cases of anti-social behaviour reported in the last year.  Of those at (i)  (ii) Number of cases resolved in the last year.</p>
<p><b>16</b></p>	<p><b>Percentage of new tenancies sustained for more than a year, by source of let.</b>  (i) Number of tenancies commenced during the previous reporting year by source of let:  (a) existing tenants;  (b) applicants who have been assessed as statutory homeless by the local authority;  (c) applicants from your housing list;  (d) nominations from local authority (RSLs only);  (e) other.   (ii) By source of lets (a) - (e), how many new tenants at (i) remained in their tenancy for more than a year?</p>
<p><b>17</b></p>	<p><b>Percentage of lettable houses that became vacant in the last year.</b>  (i) The number of empty dwellings that arose during the last year in self-contained lettable stock.</p>
<p><b>18 (Updated)</b></p>	<p><b>Percentage of rent due lost through properties being empty during the last year.</b>  (i) The total amount of rent due for the reporting year.  (ii) The total amount of rent lost through properties being empty during the reporting year.</p>
<p><b>19 (New)</b></p>	<p><b>Number of households currently waiting for adaptations to their home.</b>  (i) The total number of approved applications on the list for medical adaptations as at the start of the reporting year plus any new approved applications during the reporting year.  (ii) The number of approved applications completed between start and end of the reporting year.  (iii) The total number of households waiting for applications to be completed at the end of the reporting year.</p>
<p><b>20 (New)</b></p>	<p><b>Total cost of adaptations completed in the year by source of funding (£).</b>   The cost of adaptations undertaken in the reporting year:  (i) The cost (£) that was landlord funded.  (ii) The cost (£) that was grant funded.  (iii) The cost (£) that was funded by other sources.  (iv) The total cost (£) of all adaptations undertaken in the reporting year.</p>
<p><b>21 (Updated)</b></p>	<p><b>The average time to complete adaptations.</b>  (i) The total number of days taken to complete all adaptations.  (ii) The total number of adaptations made during the reporting year.  (iii) The total number of medical adaptations completed in the reporting year. This is a count of each individual adaptation completed in the year regardless of whether there are still outstanding adaptations on the</p>



	household's application.
<b>22</b>	<p><b>Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.</b></p> <p>(i) The total number of court actions initiated during the reporting year.  (ii) The number of properties recovered for non-payment of rent.  (iii) The number of properties recovered for anti-social behaviour.  (iv) The number of properties recovered for other reasons.</p>
<b>23 (New)</b>	<p><b>Homelessness (RSLs only) – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let.</b></p> <p>(i) The total number of individual homeless households referrals received under section 5.  (ii) The total number of individual homeless households referrals received under other referral routes.  (iii) The total number of individual homeless households referrals received under section 5 and other referral routes.  (iv) The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.  (v) The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.  (vi) The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.  (vii) The total number of accepted offers.</p>
<b>24 (New)</b>	<p><b>Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.</b></p> <p>(i) The total number of individual homeless households referred to RSLs under section 5.  (ii) The total number of individual homeless households referred to RSLs under other referral routes.  (iii) The total number of individual homeless households referred to RSLs under section 5 and other referral routes.  (iv) The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.</p>
<b>25</b>	<p><b>Percentage of tenants who feel the rent for their property represents good value for money.</b></p> <p>(i) Number of tenants who were asked:  'Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it...'  (ii) Number who responded:  (a) very good  (b) fairly good  (c) neither good nor poor  (d) fairly poor  (e) very poor</p>

<p><b>26 (Updated)</b></p>	<p><b>Rent collected as percentage of total rent due in the reporting year.</b>  (i) The total amount of rent collected in the reporting year.  (ii) The total amount of rent due to be collected in the reporting year (annual rent debit).</p>
<p><b>27 (Updated)</b></p>	<p><b>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.</b>  (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><b>28</b></p>	<p><b>Average annual management fee per factored property.</b>  (i) Number of residential properties factored.  (ii) Total value of management fees invoiced to factored owners in the reporting year.</p>
<p><b>29</b></p>	<p><b>Percentage of factored owners satisfied with the factoring service they receive.</b>  (i) Number of factored owners who were asked:  'Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by (landlord name)?'  (ii) Number who responded:  (a) very satisfied  (b) fairly satisfied  (c) neither satisfied nor dissatisfied  (d) fairly dissatisfied  (e) very dissatisfied</p>
<p><b>30 (Updated)</b></p>	<p><b>Average length of time taken to re-let properties in the last year.</b>  (i) The total number of properties re-let in the reporting year.  (ii) The total number of calendar days properties were empty.</p>
<p><b>31</b></p>	<p><b>Gypsy/Travellers – Average weekly rent per pitch.</b>  (i) The total amount of rent set for all pitches during the reporting year.  (ii) The total number of pitches.</p>
<p><b>32</b></p>	<p><b>For those who provide sites - percentage of Gypsy/Travellers satisfied with the landlord's management of the site.</b>  (i) Number of Gypsies/Travellers who were asked:  'How satisfied or dissatisfied are you with (your landlord's name) management of your site?'  (ii) Number who responded:  (a) very satisfied  (b) fairly satisfied  (c) neither satisfied nor dissatisfied  (d) fairly dissatisfied  (e) very dissatisfied</p>

NUMBER	CONTEXTUAL and EESSH INDICATORS
C1	<p><b>Staff information, staff turnover and sickness rates. (RSLs only)</b></p> <p>A – Chief Executive / Senior Officer / Director            (i) Name of Chief Executive (System generated, landlord needs to contact SHR to update changes of Chief Executive position)</p> <p>B - Staff employed by the landlord            (i) Number of senior staff.            (ii) Number of office based staff.            (iii) Number of care / support staff.            (iv) Number of concierge staff.            (v) Number of direct labour staff.</p> <p>C – Staff turnover and sickness absence            (i) Percentage of senior staff turnover during the reporting year.            (ii) Percentage of total staff turnover during the reporting year.            (iii) Percentage of days lost through staff sickness absence during the reporting year.</p>
C2	<p><b>The number of lets during the reporting year by source of let.</b></p> <p>For ALL landlords:            (i) the number of lets to existing tenants;            (ii) the number of lets to housing list applicants;            (iii) the number of mutual exchanges;            (iv) the number of lets from other sources.</p> <p>(v) For LAs only:            the number of lets to homeless applicants.</p> <p>(vi) For RSLs only:            the number of applicants who have been assessed as statutorily homeless by the local authority; broken down by:            • section 5 referrals (RSLs);            • nominations from the local authority;            • other.</p> <p>(vii) The number of other nominations from local authorities.</p>
C3	<p><b>Number of lets during the reporting year, split between general needs and supported housing.</b></p> <p>(i) The number of general needs lets during the reporting year.            (ii) The number of supported housing lets during the reporting year.</p>
C4	<p><b>Abandoned homes.</b></p> <p>(i) Number of abandoned homes during the reporting year.</p>
C5	<p><b>Rent Increase.</b></p> <p>Percentage average weekly rent increase to be applied in the next reporting year.</p>

<b>C6</b>	<p><b>The number of households for which landlords are paid housing costs directly and the total value of the payments received in the reporting year.</b></p> <p>(i) Number of households the landlord received housing costs directly for during the reporting year.  (ii) Value of direct housing cost payments received during the reporting year.</p>
<b>C7</b>	<p><b>Amount and percentage of former tenant rent arrears written off at the year end.</b></p> <p>(i) Total value of former tenant arrears at year end.  (ii) Total value of former tenant arrears written off at year end.</p>
<b>C8</b>	<p><b>Scottish Housing Quality Standard (SHQS) – stock condition survey information.</b></p> <p>(i) Date stock was last surveyed or assessed for SHQS compliance.  (ii) Percentage of stock assessed fully for SHQS compliance in the last four years.  (iii) Date next stock condition survey or assessment is due to be carried out.  (iv) Percentage of stock to be fully assessed in the next survey for SHQS compliance.  (v) Comments on method of assessing SHQS compliance.</p>
<b>C9</b>	<p><b>Scottish Housing Quality Standard (SHQS) – stock summary.</b>  SHQS Stock summary at the end of reporting year and projected to the end of the next reporting year</p> <p>(i) Total self-contained stock  (ii) Self-contained stock exempt from SHQS.  (iii) Self-contained stock in abeyance from SHQS  (iv) Self-contained stock failing SHQS (a) number failing one criterion, (b) number failing two or more criteria.  (v) Stock meeting the SHQS.  (vi) Breakdown of stock meeting the SHQS at (v) by local authority.</p>
<b>C10</b>	<p><b>Percentage of properties meeting the EESSH.</b></p> <p>(i) The number of self-contained properties.  (ii) The number that meet EESSH.  (iii) The number that do not meet EESSH.</p>
<b>C11</b>	<p><b>Anticipated exemptions from the EESSH.</b></p> <p>(i) The number of self-contained properties.  (ii) The number of expected or actual exemptions.</p>
<b>C12</b>	<p><b>Energy Performance Certificates (EPCs).</b></p> <p>(i) The number of self-contained properties.  (ii) The number of EPCs.</p>
<b>C13</b>	<p><b>Investment in the EESSH.</b></p> <p>(i) Of the total amount invested in <b>bringing properties up to the EESSH</b>, please state how much came from:  (a) subsidy;  (b) the landlord's own financial resource;  (c) another source;  (ii) Total amount invested.</p>

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## Detailed requirements

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

<b>Indicator</b>  <b>2</b>	<i>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.</i>
	<p>(i) Number of tenants who responded to: <i>'How good or poor do you feel {your landlord name} is at keeping you informed about their services and decisions?'</i></p> <p>(ii) Number who responded:  (a) very good  (b) fairly good  (c) neither good nor poor  (d) fairly poor  (e) very poor</p>
<b>Definition</b>	<p><b>Please provide your most up to date data only</b></p> <p><b>Keeping informed</b>  Covers all aspects of landlords' communication with tenants.</p> <p><b>Survey guidance</b>  Should be included alongside other indicators about communication and participation (including indicator 5).</p>
<b>Inclusions/ exclusions</b>	
<b>SHR Calculation</b>	<p>To calculate the indicator we will divide:  (ii)(a) number responding very good + (b) number responding fairly good. By:  (i) number of tenants who responded to the question. Multiply by 100.</p>

<b>Indicator</b>  <b>3</b> <b>(Updated)</b>	<i>The percentage of all complaints responded to in full at Stage 1 and the percentage of all complaints responded to in full at Stage 2.</i>
<b>4</b> <b>(Updated)</b>	<i>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.</i>
	<p>Number of:  (i) 1st and (ii) 2nd stage complaints received in the reporting year.  (iii) number of 1<sup>st</sup> and 2<sup>nd</sup> stage complaints carried forward from previous reporting year.  (iv) Number of 1<sup>st</sup> and 2<sup>nd</sup> stage complaints at (i), (ii) and (iii) responded to in full by the landlord in the reporting year.  (v) Time taken in working days to provide a full response for all stage 1 complaints.  (vi) Time taken in working days to provide a full response for all stage 2 complaints.</p>



<p><b>Definition</b></p>	<p><b>Complaint</b> An expression of dissatisfaction by one or more members of the public about the landlord’s action or lack of action, or about the standard of service provided by or on behalf of the landlord.</p> <p><b>1<sup>st</sup> stage complaint</b> is where the complaint is dealt with via a frontline solution.</p> <p><b>2<sup>nd</sup> stage complaint</b> is where the complaint is dealt with through investigation. For the purpose of this indicator landlords must include in the count the number of 1<sup>st</sup> stage complaints that progress to stage 2, along with direct stage 2 complaints.</p> <p><b>More information can be found at</b> <a href="http://www.valuingcomplaints.org.uk/complaints-procedures/registered-social-landlord-model-chp/">http://www.valuingcomplaints.org.uk/complaints-procedures/registered-social-landlord-model-chp/</a></p> <p><b>Responded to in full</b> Where the landlord has either met the service user’s expectations or, where this is not appropriate, provided a full explanation of the landlord’s position.</p> <p>It is understood landlords may be counting complaints received late in the reporting year and <b>not</b> reporting the outcome until the next reporting year and also reporting outcomes for complaints received in the previous year.</p> <p><b>Time to respond in full</b> This is the total length of time in working days - from the date a complaint is received to the date it was responded to in full at Stage 1 and Stage 2.</p>
<p><b>Inclusions/ exclusions</b></p>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• Complaints about a subsidiary</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• Complaints about a contractor</li> </ul>
<p><b>SHR Calculation</b></p>	<p>The following calculations will be applied: For all complaints</p> <p>(iv) number of 1<sup>st</sup> stage complaints responded to in full by the landlord. Divided by: (i) number of 1<sup>st</sup> stage complaints received in the reporting year plus (iii) number of complaints carried forward from the previous reporting year. Multiplied by 100.</p> <p>(iv) number of 2<sup>nd</sup> stage complaints responded to in full by the landlord. Divided by: (ii) number of 2<sup>nd</sup> stage complaints received in the reporting year plus (iii) number of complaints carried forward from the previous reporting year. Multiplied by 100.</p> <p>(v) the total number of days taken to respond in full to complaints at stage 1. Divided by: (i) number of 1<sup>st</sup> stage complaints received in the reporting year plus</p>

	<p>(iii) number of complaints carried forward from the previous reporting year.</p> <p>(vi) the total number of days taken to respond in full to complaints at stage 2. Divided by:  (i) number of 2<sup>nd</sup> stage complaints received in the reporting year plus (iii) number of complaints carried forward from the previous reporting year.</p>
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<b>Indicator</b> <b>5</b>	<b><i>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.</i></b>
	<p>(i) Number of tenants who responded to:  '<i>How satisfied or dissatisfied are you with opportunities given to you to participate in (your landlord's) decision making processes?</i>'</p> <p>(ii) Number who responded:  (a) very satisfied  (b) fairly satisfied  (c) neither satisfied nor dissatisfied  (d) fairly dissatisfied  (e) very dissatisfied</p>
<b>Definition</b>	<p><b>Please provide your most up to date data only</b></p> <p><b>Opportunities to participate in decision making processes</b>  How social landlords gather and take account of the views and priorities of their tenants; and how they help tenants to become more capable of involvement.</p> <p><b>Survey guidance</b>  Should be included alongside other indicators about communication and participation.</p>
<b>Inclusions/exclusions</b>	
<b>SHR Calculation</b>	<p>To calculate the indicator we will divide:  (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By:  (i) number of tenants who responded to the question. Multiply by 100.</p>

<b>Indicator</b> <b>6</b>	<b><i>Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).</i></b>
	<p>(i) Total number of properties within the scope of SHQS at the end of reporting year and projected to end of the next reporting year (as supplied at C9 (i)).</p> <p>(ii) Total number of properties meeting the SHQS at the end of reporting year and projected to the end of the next reporting year (as supplied at C9 (v))</p>

	<i>You do not need to give us information separately for this indicator. We will use the information supplied from Contextual Indicators.</i>
<b>Definition</b>	<p>Please refer to the Scottish Government's SHQS Guidance which you can find at <a href="https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/">https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/</a> . Please note that SG updates this guidance from time to time. Annex L of SG's SHQS guidance covers the scope of the SHQS.</p> <p><b>Stock meeting SHQS</b>  Stock that has been assessed on and passed all of Criteria 1 – 5 of the Standard, both externally and internally. This information is to be further broken down into local authority areas.</p>
<b>Inclusions/exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• properties out with the scope of the SHQS;</li> <li>• properties which have any element of the SHQS subject to an exemption or abeyance. Please refer to the Scottish Government's SHQS Guidance (March 2011 and since updated) (<a href="#">Annex I covers exemptions and abeyances</a>).</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• scope of the SHQS as defined in the Scottish Governments guidance, <i>“General principle: means self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rents, and usually subject to tenancy agreements based on the model agreement for secure tenancies.”</i></li> <li>• only social rented housing stock.</li> </ul>
<b>SHR Calculation</b>	<p>To calculate the indicator we will divide:  (ii) total number of properties meeting the SHQS. By:  (i) total number of properties within the scope of SHQS. Multiply by 100.</p>

<b>Indicator</b>	<b><i>Percentage of tenants satisfied with the quality of their home.</i></b>
<b>7</b>	
	<p>(i) Number of tenants who responded to:  ‘Overall, how satisfied or dissatisfied are you with the quality of your home?’</p> <p>(ii) Number who responded:  (a) very satisfied  (b) fairly satisfied  (c) neither satisfied nor dissatisfied  (d) fairly dissatisfied  (e) very dissatisfied</p>
<b>Definition</b>	<b>Please provide your most up to date data only</b>

	<p><b>Quality of home</b> Quality to which the home is repaired and maintained by the landlord.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• the general state of repair of the property</li> <li>• the standard of kitchen units and bathroom suites</li> </ul> <p><b>Survey guidance</b> Should be included alongside other indicators about repairs and maintenance (including indicator 12).</p>
<b>Inclusions/ exclusions</b>	
<b>SHR Calculation</b>	<p>To calculate the indicator we will divide:</p> <p>(ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By:</p> <p>(i) number of tenants who responded to the question. Multiply by 100.</p>

<b>Indicator</b>	<b><i>Average length of time taken to complete emergency repairs.</i></b>
<b>8</b>	<p>(i) The total number of emergency repairs completed in the last year.</p> <p>(ii) The total number of hours taken to complete emergency repairs.</p>
<b>Definition</b>	<p><b>Emergency repair</b> Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.</p> <p><b>Emergency repair completion time</b> The time expressed in <b>hours</b> between the earliest time a request is received by the landlord (from either the tenant or a repairs inspector) until completion of the work necessary to remove the emergency nature of the repair. This may mean either a repair to make safe or a permanent repair to resolve the issue. By 'made safe' we mean a repair necessary to prevent injury to the occupier or to prevent further damage to the building;</p> <p>Where follow-on repairs resulting from emergency repairs are treated as separate works orders these <b>should</b> be recorded as non-emergency repairs and also included at Contextual Indicator 13 – total number of repairs carried out.</p>
<b>Inclusions/ exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• repairs to void properties; and</li> <li>• repairs to lock-ups or garages</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• <b>'Right to repair'</b> repairs that in your opinion meet the above definition of an emergency repair. This may mean you include</li> </ul>

	<p>some repairs as emergency that have a longer target time than stated;</p> <ul style="list-style-type: none"> <li>• out of hours repairs / out with normal office opening times.</li> </ul>
<b>SHR Calculation</b>	<p>To calculate the indicator we will divide:</p> <p>(ii) the total number of hours taken to complete all emergency repairs. By:</p> <p>i) the total number of emergency repairs completed (completed or made safe) in the last year.</p>

<b>Indicator</b>  9	<b><i>Average length of time taken to complete non-emergency repairs.</i></b>
	<p>(i) The total number of non-emergency repairs completed in the last year.</p> <p>(ii) The total number of working days taken to complete non-emergency repairs.</p>
<b>Definition</b>	<p><b>Non-emergency repair</b> Any reactive repair work which falls out-with the category of an emergency repair.</p> <p><b>Non-emergency repair completion time</b> The time taken (expressed in working days) between the earliest date a request is received by the landlord (from either the tenant or a repairs inspector) until the work is satisfactorily completed in the opinion of the landlord.</p> <p>When calculating working days this excludes weekends and official public holidays. Other days when your office is closed (for example extended office closure over Christmas holiday period) should be counted as they are still working days.</p> <p>Follow-on repairs resulting from emergency repairs which are treated as separate works orders <b>should</b> be recorded as non-emergency repairs.</p>
<b>Inclusions/exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• repairs carried out under the defects liability period on any new build properties;</li> <li>• repairs to void properties;</li> <li>• repairs to lock-ups or garages; and</li> <li>• any 'no access' cases (i.e. where a contractor has been unable to access the property to carry out the repair).</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• the time taken to carry out any pre-inspections in the length of time taken to complete a repair;</li> <li>• <b>'Right to repair'</b> repairs that in your opinion meet the above definition of a non-emergency repair; and</li> <li>• repairs completed in the current reporting year, which were raised in the previous year, but not completed until the current year.</li> </ul>

<b>SHR Calculation</b>	To calculate the indicator we will divide: (ii) the total number of working days taken to complete all non-emergency repairs. By: (i) the total number of non-emergency repairs completed in the last year.

<b>Indicator 10</b>	<b>Percentage of reactive repairs carried out in the last year completed right first time.</b>
	(i) Number of reactive repairs completed right first time during the reporting year. (ii) Total number of reactive repairs completed during the reporting year.
<b>Definition (Updated)</b>	<p><b>Completed right first time</b> In order to meet the definition of "completed right first time" a reactive repair must be completed:</p> <ul style="list-style-type: none"> <li>• within the appropriate target timescale agreed locally; and</li> <li>• without the need for an operative to be recalled.</li> </ul> <p>Repairs have to be completed within target timescales agreed locally with tenants.</p> <p>Due to the nature of some repairs, one or more visits may be planned by the contractor to carry out the works. If the works are delivered as planned and discussed with the tenant, the repair is considered completed right first time.</p> <p>If a subsequent defect with the original repair is reported within the same reporting year i.e. the operative has to be recalled, then the original repair should not be considered to be completed right first time. The recall repair is then eligible as a repair 'right first time'.</p> <p><b>Total number of reactive repairs</b> All non-emergency repairs completed during the reporting year – taking account of the exceptions listed below.</p>
<b>Inclusions/exclusions</b>	<p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• recalls to repairs reported as right first time in the reporting year.</li> </ul> <p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• emergency repairs;</li> <li>• response repairs where the work will be done as part of cyclical or planned maintenance;</li> <li>• complex repairs as determined by the landlord or where investigation work needs to be undertaken;</li> <li>• repairs to void properties;</li> <li>• repair jobs where the tenant has failed to give access as arranged; and</li> </ul>

	<ul style="list-style-type: none"> <li>repairs to lock-ups or garages.</li> </ul>
<b>SHR Calculation</b>	To calculate the indicator we will divide: (i) number of reactive repairs completed right first time during the reporting year. By: (ii) the total number of reactive repairs completed during the reporting year. Multiply by 100.

<b>Indicator 11 (Updated)</b>	<b><i>How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.</i></b>
	<p>(i) The number of times you did not meet the requirement set out in The Gas Safety (Installation and Use) Regulations 1998 Section 36(3)a (as amended) to ensure that each appliance and flue is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety.</p> <p>At all times landlords should follow the latest Gas Safety Regulations first and foremost. Landlords must ensure that they meet these obligations.</p>
<b>Definition</b>	<p><b>Gas safety records</b>  All landlords are required by the Gas Safety (Installation and Use) Regulations 1998 to maintain gas fittings and flues in tenanted homes in a safe condition and carry out safety checks for appliances and flues at intervals of not more than twelve months. The Regulations on safety checks do not apply when a house is unoccupied.</p> <p><b>Unoccupied Property</b>  For empty houses landlords must ensure that all appliances/flues are safe and have an up to date gas safety check record provided for the new tenants before they move in.</p> <p><b>Capped installations/ gas supply</b>  Where gas installations or gas supply have been capped, the document detailing that the installations/supply were capped should be treated as a gas safety record purely for the purposes of this indicator.</p>
<b>Inclusions/exclusions</b>	<b>Do not include:</b> Non-residential properties that require a gas safety record, such as offices or other non-domestic premises.
<b>SHR Calculation</b>	To calculate the indicator we will look at how many times in the reporting year you tell us you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.

<p><b>Indicator</b>  <b>12</b></p>	<p><b><i>Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.</i></b></p>
	<p>In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year please state:</p> <p>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”</p> <p>12.2 Of the tenants who answered how many said they were:</p> <p>12.2.1 very satisfied 12.2.2 fairly satisfied 12.2.3 neither satisfied nor dissatisfied 12.2.4 fairly dissatisfied 12.2.5 very dissatisfied</p>
<p><b>Definition</b></p>	<p><b>Please provide your most up to date data only</b></p> <p>Repairs or maintenance carried out in this indicator refer only to reactive repairs.</p> <p><b>Reactive repairs</b> Is a repair which cannot be planned or included in a repair programme.</p> <p><b>‘Last time’</b> The most recent occasion when the tenant had repairs carried out in their property.</p> <p><b>Survey guidance</b> The question should be asked of <u>all</u> tenants. This will allow landlords to carry out analysis of the whole sample to inform their own service improvement.</p> <p>However, in the statistical return, the results should be based on only those tenants who said they have had repairs carried out in the last 12 months. This information can be collected as part of a comprehensive survey or by collating feedback which is collected throughout the year using existing feedback tools. The guidance provides fuller explanation as to the methods landlords could use to collect/report this indicator.</p> <p>Should be included alongside other questions about repairs and maintenance (including indicator 7).</p>
<p><b>Inclusions/ exclusions</b></p>	<p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• only tenants who have had repairs carried out in the last 12 months.</li> </ul>



<b>SHR Calculation</b>	To calculate the indicator we will divide: 12.2.1 number responding very satisfied plus 12.2.2 number responding fairly satisfied. By: 12.1 number of tenants who responded as having had repairs carried out in last 12 months. Multiply by 100.

<b>Indicator 13</b> <b>(Updated)</b>	<b><i>Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.</i></b>  (i) Number of tenants who were asked: <i>'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'</i>  (ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied
<b>Definition</b>	<b>Please provide your most up to date data only</b>  <b>Neighbourhood</b> The area that the landlord has defined as having some responsibility for.
<b>Inclusions/exclusions</b>	
<b>SHR Calculation</b>	To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number of tenants who responded to the question. Multiply by 100.

<b>Indicator 14</b>	<b><i>Percentage of tenancy offers refused during the year.</i></b>  (i) Number of tenancy offers made during the reporting year. (ii) The number of tenancy offers that were refused.
<b>Definition</b>	<b>Tenancy offer</b> When an applicant is offered in writing a particular property. The offer may be either a SST or short SST.  <b>Refusal</b> Any situation other than an accepted offer.
<b>Inclusions/</b>	<b>Do not include:</b>

<b>exclusions</b>	<ul style="list-style-type: none"> <li>• Multiple requests for expression of interest; and</li> <li>• Verbal offers</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• All refused offers of tenancy;</li> <li>• Multiple refusals on one property;</li> <li>• No response to offers; and</li> <li>• Withdrawn offers</li> </ul>
<b>SHR Calculation</b>	To calculate the indicator we will divide: (ii) the number of tenancy offers that were refused. By: (i) number of tenancy offers made during the reporting year. Multiply by 100.

<b>Indicator</b> <b>15</b> <b>(Updated)</b>	<p><b><i>Percentage of anti-social behaviour cases reported in the last year which were resolved.</i></b></p> <p>(i) Number of cases of anti-social behaviour reported in the last year. Of those at (i): (ii) Number of cases resolved in the last year.</p>
<b>Definition</b>	<p><b>Anti-social behaviour (ASB)</b> As per Part 13 of the Anti-Social Behaviour (Scotland) Act 2004 this is defined as ‘A person who acts in a manner that causes or is likely to cause alarm or distress or pursue a course of conduct that causes or is likely to cause alarm or distress, to at least one person who is not of the same household’.</p> <p><b>Resolved</b></p> <ul style="list-style-type: none"> <li>• where the landlord has taken appropriate measures, as set out in its ASB policies and procedures, to address the cause of the anti-social behaviour complaint and has advised the complainant of the outcome; or</li> <li>• where the landlord does not have the authority or powers to resolve and it has provided a full explanation of the landlord’s position to the complainant.</li> </ul> <p><b>A Case</b></p> <ul style="list-style-type: none"> <li>• A case is opened when a tenant ,service user or another organisation/body reports an incident of ASB to the landlord.</li> <li>• A case can be made up of a single report/complaint of ASB; or</li> <li>• Multiple reports/complaints about the same party, made whilst a case is still ongoing. Such further reports/complaints would not be counted as a further new case.</li> <li>• Once a case is resolved and a further report/complaint of ASB is received, this should be treated as a new case.</li> </ul>
<b>Inclusions/</b>	<p><b>Ensure to include as a new case:</b></p> <ul style="list-style-type: none"> <li>• A closed case where a further service request is received</li> </ul>

<b>exclusions</b>	
<b>SHR Calculation</b>	To calculate the indicator we will divide: (iii) number of cases resolved in the last year. By: (i) number of cases of anti-social behaviour reported in the last year. Multiply by 100.

<b>Indicator</b>  <b>16</b>	<b>Percentage of new tenancies sustained for more than a year, by source of let.</b>
	(i) Number of tenancies commenced during the previous reporting year by source of let: (a) existing tenants; (b) applicants who have been assessed as statutory homeless by the local authority; (c) applicants from your housing list; (d) nominations from local authority (RSLs only); (e) other.  (ii) By source of lets (a) - (e), how many new tenants at (i) remained in their tenancy for more than a year?
<b>Definition</b>	<b>Tenancy Sustainment</b> Of those tenants who commenced a tenancy in the year prior to the current reporting year (e.g. for the 2013/14 ARC return, this will be 2012/13) what percentage as at 31 March for the reporting year (31 March 2014 for the first return), remained in their tenancy a year later. Joint tenancies transferring to a single tenancy and vice versa should be counted as remaining in the tenancy.  <b>Remained in their tenancy</b> Tenancies ended as a result of any of the following would <b>not</b> count as having remained in the original tenancy:  <ul style="list-style-type: none"> <li>• Mutual exchange.</li> <li>• Succession.</li> <li>• Assignment / Transfer</li> </ul> A person is counted as having remained in their tenancy for a year or more where the tenancy start date plus 365 days has been achieved.  <b>Short SSTs</b> Where full SSTs are granted following on from a short SSTs these should be counted as a continuing tenancy.
<b>Inclusions/exclusions</b>	<b>Ensure to include:</b> <ul style="list-style-type: none"> <li>• only those tenancies that commenced in the year prior to the current reporting year when calculating the length of tenancy.</li> <li>•</li> </ul>

<b>SHR Calculation</b>	The following calculations will be applied : By source of lets (ii) (a) - (e), how many new tenants at (i) remained in their tenancy for more than a year? Divided by: (i) number of tenancies commenced during the previous reporting year by source of let: Multiplied by 100.
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<b>Indicator 17</b>	<b><i>Percentage of lettable houses that became vacant in the last year.</i></b>
	(i) The number of empty dwellings that arose during the last year in self-contained lettable stock.

<b>Definition</b>	<b>Vacant</b> The number of normal lettable self-contained dwellings that became empty during the last reporting year. For example, the number of tenancies that have ended or been repossessed during the reporting year  You should use the definition of a void as outlined in the “Terms we use in this document” when determining whether a property should be counted.
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<b>Inclusions/exclusions</b>	<b>Do not include:</b> <ul style="list-style-type: none"> <li>• properties which continue to be void from a previous reporting year;</li> <li>• properties re-let during the current reporting year where the void commenced in the previous year; and</li> <li>• mutual exchanges, successions and assignments.</li> </ul> <b>Ensure to include:</b> <ul style="list-style-type: none"> <li>• all self-contained dwellings which became empty over the starting and end of the reporting year, regardless to whether the property is still empty or has been let.</li> </ul>
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<b>SHR Calculation</b>	To calculate the indicator we will divide: (i) the number of empty dwellings that arose during the last year in your self-contained lettable stock. By: (ii) the total number of lettable self-contained stock (as calculated at indicator C17). Multiply by 100.
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<b>Indicator 18 (Updated)</b>	<b><i>Percentage of rent due lost through properties being empty during the last year.</i></b>
	(i) The total amount of rent due for the reporting year. (ii) The total amount of rent lost through properties being empty during the reporting year.

<p><b>Definition</b></p>	<p><b>The total amount of rent due</b> The total annual charges levied by the landlord in respect of rent and service charges for dwellings. Subject to the exclusions listed below.</p> <p><b>The rent loss for an empty property</b> in relation to a new let is the amount of lost rental income (including services charges) for the time – measured in calendar days – from the date of handover to the landlord following the issue of the certificate of practical completion and the start date of the first tenancy. Subject to the exclusions listed below.</p> <p><b>The rent loss for an empty property</b> for a re-let is the amount of lost rental income (including services charges) for the time – measured in calendar days – between the date of termination of a previous tenancy or repossession and the start date of a new tenancy. Subject to the exclusions listed below.</p>
<p><b>Inclusions/exclusions</b></p>	<p><b>When calculating the total rent due and the rent loss do not include:</b></p> <ul style="list-style-type: none"> <li>• Lock-ups and garages</li> <li>• Sharing owners</li> <li>• Properties used for temporary homeless lets</li> <li>• Leased properties</li> <li>• Rent (including services charges) for periods when properties are empty subject to an insurance claim being raised because of fire or flood damage</li> <li>• Rent for properties where the keys are held by the Police to assist with their investigation</li> <li>• Empty properties awaiting or undergoing major repairs/structural work during which period it would be unsafe for them to be occupied. <b>(N.B.</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))</li> <li>• Rent lost due to periods of time when major improvement/modernisation works are being undertaken. So major that it cannot reasonably be occupied</li> <li>• Rent lost due to reasonable time taken to clear the house following a tenant's death</li> <li>• Properties held for decanting tenants</li> <li>• 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.</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• only the amount (£'s) of rent lost for the <b>current rent accounting year</b> when reporting loss for a property that spans across two rent accounting years; and</li> </ul>

	<ul style="list-style-type: none"> <li>• service charges in the calculations.</li> </ul>
<b>SHR Calculation</b>	<p>To calculate the indicator we will divide:</p> <p>(i) the total amount of rent due for the reporting year. By:</p> <p>(ii) the total amount of rent lost through properties being empty during the reporting year. Multiply by 100.</p>
<b>19 (New)</b>	<p><b>The number of households currently waiting for adaptations to their home.</b></p> <p>(i) The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.</p> <p>(ii) The number of approved applications completed between the start and end of the reporting year.</p> <p>(iii) The total number of households waiting for applications to be completed at the end of the reporting year.</p> <p><b>Please refer to the FAQs on our website for a worked example.</b></p>
<b>Definition</b>	<p><b>Applications</b> An application relates to one household and there may be more than one adaptation on an application. This indicator counts the number of households, not the number of adaptations.</p> <p><b>Adaptations</b> A collective term for a broad range of products and changes to the fabric of a building that enable people of all ages to carry out ordinary activities of daily life that have been affected by:</p> <ul style="list-style-type: none"> <li>• impairment;</li> <li>• ill health;</li> <li>• traumatic injury; or</li> <li>• the effects of ageing.</li> </ul> <p>This includes assistive technology</p> <p><b>Waiting for an adaptation</b> The start point for a 'wait' is when the housing service receives a referral e.g. from social work or an occupational therapist. Referrals can come from a range of sources including members of staff. The end point is when the adaptations work is completed.</p>
<b>Inclusion/exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• stage 2 adaptations as these are completed during construction of the property; or</li> <li>• adaptations carried out on properties which are not owned by the landlord (e.g. adaptations carried out by the council in privately owned properties).</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• only applications where all adaptations have been completed;</li> </ul>

	<ul style="list-style-type: none"> <li>• adaptations to the property for any <b>member of the household</b>;</li> <li>• all outstanding applications brought forward from the last reporting year when calculating the number completed; and</li> <li>• if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.</li> </ul>
<b>SHR Calculation</b>	The following calculation will be applied: The number of households currently waiting for adaptations to their home 19(iii) = 19(i) minus 19(ii).

<b>20 (New)</b>	<p><b>Total cost of adaptations completed in the year by source of funding(£).</b></p> <p>(i) The cost(£) that was landlord funded;  (ii) The cost(£) that was grant funded; and  (iii) The cost(£) that was funded by other sources.  (iv)The total cost of all adaptations undertaken in the reporting year.</p>
<b>Definition</b>	This indicator counts the number of adaptations, not the number of applications. There may be more than one adaptation on an application.
<b>Inclusion/exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• stage 2 adaptations as these are completed during construction of the property;</li> <li>• adaptations carried out on properties which are not owned by the landlord (e.g. adaptations carried out by the council in privately owned properties); and</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• all completed adaptations on an application; and</li> <li>• adaptations to the property for any member of the household.</li> </ul>
<b>SHR Calculation</b>	The following calculation will be applied: The total cost of all adaptations completed in year 20(iv) = 20(i) plus 20(ii) plus 20(iii).

<b>21 (Updated)</b>	<p><b>The average time to complete adaptations.</b></p> <p>(i)The total number of working days taken to complete individual adaptations.  (ii) The total number of adaptations completed during the reporting year.  (iii) The average time to complete adaptations.</p> <p><b>Please refer to the FAQs on our website for a worked example.</b></p>
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<b>Definition</b>	<b>Time taken to complete adaptations</b> See the definition of <b>Waiting for an adaptation</b> at indicator 19 above for guidance on start and end points.
<b>Inclusion/ exclusions</b>	<b>Do not include:</b> <ul style="list-style-type: none"> <li>• stage 2 Adaptations as these are completed during construction of the property; and</li> <li>• adaptations carried out on properties which are not owned by the landlord (e.g. adaptations carried out by the council in privately owned properties).</li> </ul> <b>Ensure to include:</b> <ul style="list-style-type: none"> <li>• adaptations completed for anyone living in the household;</li> <li>• all outstanding adaptations brought forward from the last reporting year when calculating the number completed; and</li> <li>• only completed adaptations from an application.</li> </ul>
<b>SHR Calculation</b>	The following calculations will be applied: 21(iii) average time to complete adaptations = 21(i) divided by 21(ii).



<p><b>Indicator</b></p> <p><b>22</b></p>	<p><b>Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.</b></p> <p>(i) The total number of court actions initiated during the reporting year.  (ii) The number of properties recovered for non-payment of rent.  (iii) The number of properties recovered for anti-social behaviour.  (iv) The number of properties recovered for other reasons.</p>
<p><b>Definition</b></p>	<p><b>Recovery of Possession (Eviction)</b>  Section 16 of the Housing (Scotland) Act 2001 as amended by Section 153 of the Housing (Scotland) Act 2010, sets out the grounds on which a court can issue an order to terminate a SST and gives the landlord the right to recover possession of the property.</p> <p>Where landlords seek possession on the grounds of non-payment of rent, they must confirm to the court that they have met the pre-action requirements, as set out in the Housing (Scotland) Act 2010.</p> <p><b>Court actions initiated</b>  Following the issue of a notice of proceedings and raising a court order a landlord may initiate court action.</p> <p>It is appreciated you may be reporting based on actions raised late in the previous reporting year and <b>not</b> reporting the outcome of actions granted late in the current reporting year. Any sisted and continued cases should be counted as a single case.</p> <p><b>Reasons for eviction</b>  When an action has been taken based on both rent arrears and anti-social behaviour, record the main reason.</p>
<p><b>Inclusions/exclusions</b></p>	<p><b>Ensure you include:</b></p> <ul style="list-style-type: none"> <li>• tenants that you have actively evicted; and</li> <li>• tenants that abandoned their home after you had obtained decree.</li> </ul>
<p><b>SHR Calculation</b></p>	<p>The following calculations will be applied:</p> <p>(ii) the number of properties recovered for non-payment of rent.  Divided by:  (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p> <p>(iii) the number of properties recovered for anti-social behaviour.  Divided by:  (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p> <p>(iv) the number of properties recovered for other reasons. Divided by:  (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p>

	<p>To calculate the overall percentage of court actions initiated which resulted in eviction we will add:  (ii) + (iii) + (iv) divided by:  (i) the total number of court actions initiated during the reporting year. Multiplied by 100.</p>
<p><b>Indicator</b>   <b>23</b>   <b>(New)</b></p>	<p><b><i>Homelessness (RSLs only) – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let.</i></b></p> <p>(i) The total number of individual homeless households referrals received under section 5.  (ii) The total number of individual homeless households referrals received under other referral routes.  (iii) The total number of individual homeless households referrals received under section 5 and other referral routes.  (iv) The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.  (v) The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.  (vi) The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.  (vii) The total number of accepted offers.</p> <p><b>Please refer to the FAQs on our website for a worked example.</b></p>
<p><b>Definition</b></p>	<p><b>Homeless households</b>  Households assessed as statutorily homeless by a local authority and to whom a LA has a duty to provide permanent housing.</p>
<p><b>Inclusions/ exclusions</b></p>	<p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• Section 5 referrals, include those housed as a result of a section 5 referral.</li> <li>• Nomination from local authority, for households whom the local authority has assessed as statutorily homeless. This may be applicable for RSLs who have not agreed a section 5 arrangement with a local authority.</li> <li>• Other, for those landlords that operate a Choice Based Lettings scheme this will include homeless households who have a priority pass due to the statutory assessment. It will also include those whom a local authority has assessed as statutorily homeless and who the RSL has selected from a common housing register.</li> </ul> <p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• Homeless households assessed as statutorily homeless by a LA but who are housed directly from your own housing list.</li> </ul>

	<ul style="list-style-type: none"> <li>Referrals you receive more than once for the same homeless household.</li> </ul>
<b>SHR Calculation</b>	<p>The following calculations will be applied:</p> <p>For the percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer – (iv) divided by (i) plus (ii) multiply by 100.</p> <p>For the percentage of those offers that result in a let – (vii) divided by (vi) multiply by 100.</p>
<b>Indicator 24 (New)</b>	<p><b><i>Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.</i></b></p> <p>(i) The total number of individual homeless households referred to RSLs under section 5.</p> <p>(ii) The total number of individual homeless households referred to RSLs under other referral routes.</p> <p>(iii) The total number of individual homeless households referred to RSLs under section 5 and other referral routes.</p> <p>(iv) The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.</p>
<b>Definition</b>	<p><b>Homeless households</b></p> <p>Households assessed as statutorily homeless by the local authority and to whom the LA has a duty to provide permanent housing.</p>
<b>Inclusions/exclusions</b>	<p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>All individual homeless households referred to RSLs under section 5.</li> <li>All nominations for households whom the local authority has assessed as statutorily homeless. This may be applicable for RSLs who have not agreed a section 5 arrangement with the local authority.</li> <li>All Other referrals (e.g. for those RSLs which operate a Choice Based Lettings scheme this will include homeless households who have a priority pass due to the statutory assessment).</li> </ul> <p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>Multiple referrals for homeless households e.g. where a household is referred to 2 or more RSLs then this would count as 1.</li> </ul>
<b>SHR Calculation</b>	<p>For the percentage of referrals under section 5, and other referrals for homeless households made by the local authority, that result in an offer – (i) plus (ii) divided by (iv) multiply by 100.</p>

<b>Indicator</b> <b>25</b>	<b><i>Percentage of tenants who feel the rent for their property represents good value for money.</i></b>
	(i) Number of tenants who responded to: <i>'Taking into account the accommodation and the services (your landlord name) provides, do you think that the rent for this property represents good or poor value for money? Is it...'</i> (ii) Number who responded: (a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor
<b>Definition</b>	<b>Please provide your most up to date data only</b>  <b>Rent</b> A payment made periodically to a landlord in return for the use of a property.  <b>Survey guidance</b> The question should be asked of all tenants.
<b>Inclusions/exclusions</b>	<b>Ensure to include:</b> <ul style="list-style-type: none"> <li>• Service Charges</li> </ul>
<b>SHR Calculation</b>	To calculate the indicator we will divide: (ii)(a) number responding very good + (b) number responding fairly good. By: (i) number of tenants who responded to the question. Multiply by 100.

<b>Indicator</b> <b>26</b>	<b><i>Rent collected as percentage of total rent due in the reporting year.</i></b>
	(i) The total amount of rent collected in the reporting year. (ii) The total amount of rent due to be collected in the reporting year (annual rent debit).
<b>Definition</b>	Measures the total amount of rent collected over the financial year as a proportion of the total amount of rent due to be collected that financial year.  <b>Rent collected</b> The total amount of rent collected over the year from both current and former tenants for the current and past years (this includes rent arrears collected) and housing costs received directly by the landlord. Reported to the nearest pound (£).  <b>Rent due to be collected</b> The total annual charges levied by the landlord in respect of rent and service charges for occupied properties. Subject to the

	<p>exclusions listed below.</p> <p><b>Pre-payment of rent</b> Where a tenant makes a payment in the last rental period for the next financial year (i.e. payments made slightly in advance of a rent debit being raised).</p> <p>It is possible for a landlord to report over 100% collection.</p>
<p><b>Inclusions/ exclusions</b></p>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• lock-ups and garages</li> <li>• sharing owners</li> <li>• properties used for temporary homeless lets</li> <li>• leased properties</li> <li>• rent (including services charges) for periods when properties are empty subject to an insurance claim being raised because of fire or flood damage</li> <li>• rent for properties where the keys are held by the Police to assist with their investigation</li> <li>• rent for empty properties awaiting or undergoing major repairs/structural work during which period it would be unsafe for them to be occupied. <b>(N.B.</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))</li> <li>• rent lost due to reasonable time taken to clear the house following a tenant's death.</li> <li>• properties held for decanting tenants and</li> <li>• 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.</li> <li>• costs not directly part of the rent such as court costs as rent due or rent collected.</li> </ul> <p><b>In the rent due</b></p> <ul style="list-style-type: none"> <li>• The value of current and former tenant arrears brought forward from the previous year.</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• Service charges in the calculations.</li> <li>• <b>Housing costs paid directly to the landlord</b> (i.e. housing benefit or universal credit) for the reporting year as '<b>rent collected</b>' for the purposes of this indicator; and</li> <li>• <b>Pre-payments of rent from the previous reporting year</b></li> </ul>

<b>SHR Calculation</b>	To calculate the indicator we will divide: (i) the total amount of rent collected in the reporting year. By: (ii) the total amount of rent due to be collected in the reporting year. Multiply by 100.
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<b>Indicator</b>  <b>27</b>  <b>(updated)</b>	<b><i>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.</i></b>
	(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.
<b>Definition</b>	<p><b>Gross Arrears</b> The value (to nearest £) of current and former tenant rent arrears as at 31 March each year (year-end) <b>prior to any arrears write-off</b>. 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><b>Total rent due</b> The value (to the nearest £) of the total annual charges levied by the landlord in respect of rent and service charges for dwellings. Subject to the exclusions listed below.</p> <p><b>Arrears written-off</b> Where the arrear is uneconomical to pursue or there is no prospect of recovery, e.g. debtor cannot be found or communicated with despite all reasonable attempts to trace or where the debtor is deceased and there is no likely settlement from the estate or next of kin, the debt is written off in accordance with the landlord's policy of irrecoverable debt.</p>
<b>Inclusions/exclusions</b>	<p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• service charges in the calculations;</li> <li>• the value of arrears prior to any write offs for the reporting year;</li> <li>• the value of sequestrated arrears written off for the reporting year;</li> <li>• arrears accrued while Universal Credit applications are being processed; and</li> <li>• unpaid payment plan arrears.</li> </ul> <p><b>Do not include:</b> <b>(i) as arrears:</b></p> <ul style="list-style-type: none"> <li>• offset credits;</li> <li>• sharing owner arrears;</li> <li>• lock ups and garages;</li> <li>• properties used for temporary homeless lets;</li> <li>• leased properties;</li> <li>• the value of overpayments of housing costs (housing</li> </ul>

	<p>benefit/universal credit) <b>debited</b> to tenants' rent accounts;</p> <ul style="list-style-type: none"> <li>• the value of any outstanding payments from people who have an agreement to pay their rent slightly later than the landlord's normal monthly rent cycle i.e. agreements to make payments in the next rental cycle; and</li> <li>• the value of any outstanding housing benefit/universal credit payments due for the reporting year but not received until after the start of the new reporting year.</li> </ul> <p><b>(ii) when calculating the total rent due do not include the rent for periods when:</b></p> <ul style="list-style-type: none"> <li>• properties are empty subject to an insurance claim being raised because of fire or flood damage;</li> <li>• properties are empty awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied.</li> </ul> <p><b>N.B.</b> Following completion of major repair work any subsequent period when a property is empty until the date of re-let should be included in the reported rent loss and rent due;</p> <ul style="list-style-type: none"> <li>• major improvement/modernisation works are being undertaken. so major that it cannot reasonably be occupied;</li> <li>• reasonable time taken to clear the house following a tenant's death;</li> <li>• keys are being held by the Police to assist with their investigation;</li> <li>• houses are held for decanting tenants;</li> <li>• properties are empty and subject of a Governing Body/Sub-Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured.</li> </ul>
<b>SHR Calculation</b>	To calculate the indicator we will divide: (i) the total value of gross rent arrears. By: (ii) the total rent due for the year. Multiply by 100.

<b>Indicator</b>	<b><i>Average annual management fee per factored property.</i></b>
<b>28</b>	(i) Number of residential properties factored. (ii) Total value of management fees invoiced to factored owners in the reporting year.
<b>Definition</b>	<p><b>Property factored</b> A property is factored where a landlord is responsible for the delivery of a management service to the owner of the property.</p> <p><b>Management fee</b> This is the charge a landlord levies on an owner to cover the cost of administering the delivery of services. Such management fees may be invoiced on behalf of a landlord by other organisations, including unregistered subsidiaries or by outsourcing to third parties.</p>

	<p><b>Factored owners</b> These are property owners who have an arrangement with the landlord to deliver factoring services.</p> <p><b>Total value of management fees invoiced</b> The total amount (£'s) invoiced for management fees from owners during the last reporting year.</p> <p>It is understood that landlords may issue invoices at set points during the year for management services provided and the figure provided may be for services provided in previous reporting year.</p>
<b>Inclusions/exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• cost of repairs and other works;</li> <li>• cost of insurance premiums; and</li> <li>• shared owners in the number of properties factored or the value of the management fees.</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• all management fees invoiced during the reporting year; and</li> <li>• management fees invoiced on the landlord's behalf by other organisations.</li> </ul>
<b>SHR Calculation</b>	To calculate the indicator we will divide: (ii) total value of management fees invoiced to factored owners in the reporting year. By: (i) the number of residential properties factored.

<b>Indicator 29</b>	<b>Percentage of factored owners satisfied with the factoring service they receive.</b>
	<p>(i) Number of factored owners who responded to: <i>'Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by { LANDLORD NAME}'</i></p> <p>(ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>
<b>Definition</b>	<p><b>Please provide your most up to date data only</b></p> <p><b>Factoring services</b> A property is factored where a landlord is responsible for the delivery of a management service to the owner of the property.</p> <p><b>Survey guidance</b> This indicator would <u>not</u> form part of a comprehensive satisfaction survey of tenants. Instead, it should form part of a separate</p>



	satisfaction survey of factored owners.
<b>Inclusions/ exclusions</b>	
<b>SHR Calculation</b>	To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number factored owners who responded to the question. Multiply by 100.
<b>Indicator  30  (Updated)</b>	<b><i>Average length of time taken to re-let properties in the last year.</i></b>  (i) The total number of properties re-let in the reporting year. (ii) The total number of calendar days properties were empty.
<b>Definition</b>	<b>Lets</b> Lettings in this context are lets to individual tenants. Properties leased during the year to other organisations (i.e. to Social Work Department) should <b>not</b> be recorded as a let in this part of the return. The houses may be managed by the landlord itself or by an agent on its behalf.  <b>A re-let</b> A property where the previous tenancy has ended or the property has been repossessed and a new tenancy has commenced. Houses remaining empty at the end of the year are to be included in the following year's return when they are let.  <b>Time taken to re-let</b> This is measured in calendar days, between the date of termination of a previous tenancy or repossession (i.e. the first date from which the rent loss is charged to voids) and the start date of a new tenancy (i.e. the last date from which the rent loss is charged to voids) subject to the exclusions listed below:
<b>Inclusions/ exclusions</b>	<b>When calculating the total number of properties that are re-let, do not include:</b> <ul style="list-style-type: none"> <li>• mutual exchanges, successions and assignments;</li> <li>• new lets;</li> <li>• tenancies on properties acquired through the mortgage to rent scheme or stock transfer as re-lets at the point of acquisition. Any subsequent changes in these tenancies would be recorded in the normal manner;</li> <li>• lets for lock-ups and garages; and</li> <li>• houses held for decanting tenants.</li> </ul> <b>When calculating the time taken to re-let, do not include periods where the property was empty due to:</b> <ul style="list-style-type: none"> <li>• an insurance claim because of fire or flood damage;</li> </ul>

	<ul style="list-style-type: none"> <li>• awaiting or undergoing major repairs/structural work during which period it would be unsafe for it to be occupied;</li> <li>• 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;</li> <li>• the periods of time when major improvements/modernisation works are being undertaken. so major that it cannot reasonably be occupied;</li> <li>• a reasonable time taken to clear the house following a tenant's death; and</li> <li>• keys being held by the Police to assist with their investigation.</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• following completion of major repair work any subsequent period when the property is empty until the date it is re-let</li> <li>• only properties that were re-let during the year to the end of the reporting year; and</li> <li>• in the re-let calculation <b>the total number of days</b>, where a re-let period spans two reporting years</li> </ul>
<b>SHR Calculation</b>	To calculate the indicator we will divide: (ii) the total number of calendar days properties were empty (subject to the exclusions). By: (i) the total number of properties re-let in the last year.
<b>Indicator 31</b>	<b><i>For those who provide Gypsy/Travellers sites – Average weekly rent per pitch</i></b> (i) The total amount of rent set for all pitches during the reporting year.  (ii) The total number of pitches.
<b>Definition</b>	<b>A pitch</b> A defined serviced area provided by the landlord where mainly gypsies and travellers place their homes.
<b>Inclusions / exclusions</b>	<b>Ensure to include:</b> <ul style="list-style-type: none"> <li>• Rent set for all pitches whether occupied or empty.</li> </ul>
<b>SHR Calculations</b>	To calculate the indicator we will divide: (i) the total amount (£) for rent set for all pitches during the reporting year. By: (i) the total number of pitches. Divided by 52.
<b>Indicator 32</b>	<b><i>For those who provide sites - percentage of Gypsy/Travellers satisfied with the landlord's management of the site.</i></b>
	(i) Number of Gypsies/Travellers who responded to: <i>'How satisfied or dissatisfied are you with {your landlord name's} management of your site?'</i>  (ii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied nor dissatisfied

	(d) fairly dissatisfied (e) very dissatisfied
<b>Definition</b>	<p><b>Please provide your most up to date data only</b></p> <p><b>Site management services</b> All services provided by the landlord to ensure sites are well maintained and managed.</p> <p><b>Survey guidance</b> This indicator would <u>not</u> form part of a comprehensive satisfaction survey.</p> <p>The SHR recognises the potential complexities of carrying out research with this group and therefore have allowed for flexibility in how this data is collected. For example, landlords may choose to carry out exit surveys to gather feedback from those leaving during the year. See the guidance for more information.</p>
<b>Inclusions/ exclusions</b>	
<b>SHR Calculation</b>	<p>To calculate the indicator we will divide: (ii)(a) number responding very satisfied + (b) number responding fairly satisfied. By: (i) number of Gypsies/Travellers who responded to the question. Multiply by 100.</p>
<b>Indicator</b>	<b><i>Staff information, staff turnover and sickness rates.(RSLs only)</i></b>
<b>C1</b>	<p>A – Chief Executive / Senior Officer / Director (i) Name of Chief Executive (System generated, RSL needs to contact SHR to update changes of Chief Executive position)</p> <p>B – Staff employed by the RSL (i) Number of senior staff. (ii) Number of office based staff. (iii) Number of care / support staff. (iv) Number of concierge staff. (v) Number of direct labour staff.</p> <p>C – Staff turnover and sickness absence (i) Percentage of senior staff turnover in the year to the end of the reporting year. (ii) Percentage of total staff turnover in the year to the end of the reporting year. (iii) Percentage of days lost through staff sickness absence in the reporting year.</p>
<b>Definition</b>	<p><b>Staff employed by RSL</b> B (i)-(v) Permanent or temporary staff employed by the RSL or by any of its subsidiaries as at 31 March each year which carry out duties for the RSL. The number of senior staff must <b>only</b> be counted</p>

at B (i). The number of staff should be reported in terms of full-time equivalents (FTE). For example, if the hours of two people working part-time are added together that might be the same as one full-time job.

**Senior staff**

Senior staff are chief executives, directors and section heads or other posts seen as senior within the organisation.

**Senior staff turnover**

This is the number of senior staff that left in the year as a percentage of senior staff.

**Total staff turnover**

This is the number of all staff that left in the year as a percentage of total staff.

**Days lost**

D(iii) This means the percentage of the total working days available for the groups of employees which are lost through sickness absence in your organisation.

Working patterns often vary both between and within organisations. However, each period of work (working day, day shift or night shift) should be measured as one unit (that is, counted as one day). Part time employees should be treated in the same way. For example, where an employee works four hours per day that should be counted as a unit of work (one day). So, if an organisation has 1,000 full-time staff and 500 part-time staff, the number of working days is  $(224 \times 1,000) + (224 \times 500)$ . The 224 working days appears in the example at the end of these definitions.

**Periods of sickness**

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

**Sickness absence**

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

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

**Complete month**

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

**Working days**

	<p>Working days can, depending on local circumstances, vary between organisations. For example, because of the number of local public holidays employees receive. The number of working days should exclude weekends (except for employees who work these periods as part of their normal working week), public holidays and local holidays, rest days and annual leave.</p> <p>Here is an example of a calculation of working days available per year:</p> <table border="1" data-bbox="539 465 1291 846"> <thead> <tr> <th data-bbox="539 465 807 566">Example</th> <th data-bbox="807 465 1046 566">Full-time and part-time employees</th> <th data-bbox="1046 465 1291 566">Temporary employees</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 566 807 604">Base</td> <td data-bbox="807 566 1046 604">365 days</td> <td data-bbox="1046 566 1291 604">92 days</td> </tr> <tr> <td data-bbox="539 604 807 642">Less:</td> <td data-bbox="807 604 1046 642"></td> <td data-bbox="1046 604 1291 642"></td> </tr> <tr> <td data-bbox="539 642 807 680">Weekends</td> <td data-bbox="807 642 1046 680">104 days</td> <td data-bbox="1046 642 1291 680">26 days</td> </tr> <tr> <td data-bbox="539 680 807 719">Annual leave</td> <td data-bbox="807 680 1046 719">25 days</td> <td data-bbox="1046 680 1291 719">5 days</td> </tr> <tr> <td data-bbox="539 719 807 779">Public / local holidays</td> <td data-bbox="807 719 1046 779">12 days</td> <td data-bbox="1046 719 1291 779">1 day</td> </tr> <tr> <td data-bbox="539 779 807 846"><b>Working days per year</b></td> <td data-bbox="807 779 1046 846"><b>224 days</b></td> <td data-bbox="1046 779 1291 846"><b>60 days</b></td> </tr> </tbody> </table> <p><b>Full time and part-time employees Temporary employees</b> Organisations manage their part-time and temporary employees in different ways. In the example above, we have included annual leave. However, your organisation may not allow a temporary employee to take annual leave during the period they have been contracted to work and may pay them for this instead. For example, an employee contracted to work for three months would normally be entitled to five days annual leave (that is, pro rata to full-time staff entitlement of 20 days per year).</p>	Example	Full-time and part-time employees	Temporary employees	Base	365 days	92 days	Less:			Weekends	104 days	26 days	Annual leave	25 days	5 days	Public / local holidays	12 days	1 day	<b>Working days per year</b>	<b>224 days</b>	<b>60 days</b>
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<p><b>Inclusions/ exclusions</b></p>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• agency staff;</li> <li>• staff employed by any of the RSL’s subsidiaries who do not carry out duties for the RSL.</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• staff employed by any of the RSL’s subsidiaries who carry out duties for the RSL.</li> </ul>																					
<p><b>SHR Calculation</b></p>	<p>To calculate the ‘total number of staff’ we will add B(i), (ii), (ii), (iv) and (v).</p>																					
<p><b>RSL Calculation</b></p>	<p>The RSL will calculate the ‘staff turnover and sickness absence’ at (C) by applying the following calculations:</p> <p>C(i) The turnover of senior staff should be calculated as a percentage of the total senior staff the RSL employs - as calculated by the system.</p> <p>C(ii) Total staff turnover total staff figures should be calculated as a percentage of the total staff the RSL employs - as reported in B(vi).</p> <p>C(iii) The percentage of working days lost through absences because of staff sickness is:</p>																					

	<p>a) sickness absence (in working days). Divided by:</p> <p>b) the number of working days available per year. Multiplied by 100. Equals:</p> <p>c) the percentage of working days lost through sickness absence.</p>
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<b>Indicator</b>	<b><i>The number of lets during the reporting year by source of let.</i></b>
<b>C2</b>	<p>For ALL landlords:</p> <p>(i) the number of lets to existing tenants;</p> <p>(ii) the number of lets to housing list applicants;</p> <p>(iii) the number of mutual exchanges;</p> <p>(iv) the number of lets from other sources.</p> <p>(v) For LAs only: the number of lets to homeless applicants.</p> <p>(vi) For RSLs only: the number of applicants who have been assessed as statutorily homeless by the local authority; broken down by:</p> <ul style="list-style-type: none"> <li>• section 5 referrals (RSLs);</li> <li>• nominations from the local authority;</li> <li>• other.</li> </ul> <p>(vii) The number of other nominations from local authorities.</p>
<b>Definition</b>	<p><b>Lets to existing tenants</b> Lets to those who were already tenants in one of the landlord's properties, who applied through the landlord's housing list/s. (This covers all lists. For example, waiting or transfer lists or common housing registers).</p> <p><b>Lets to housing list applicants</b> Lets to people who were not existing tenants and who were on the landlord's housing list or the common housing register in which the landlord participates. Do not include section 5 referrals or LA nominations.</p> <p><b>Mutual exchange scheme</b> Where two tenants (whether or not from the same landlord) exchange homes and tenancies either locally or nationally. If the mutual exchange is between two of the landlord's tenants then this should be counted as two lets and if only one of the landlord's tenants mutually exchanges then this should be counted as one let.</p> <p><b>Lets from other sources</b> This includes any lets made which are not covered by (i) Lets to existing tenants and (ii) Lets to housing list applicants i.e referrals from other groups or agencies</p> <p><b>(For LAs only) Lets to homeless applicants</b> Lets to people assessed as statutorily homeless by the local authority and to whom the LA has a duty to provide permanent housing.</p>

	<p><b>(For RSLs only) Lets to people who were assessed by the LA as statutorily homeless and to whom the LA has a duty to provide permanent housing.</b></p> <ul style="list-style-type: none"> <li>• <b>Section 5 referrals</b>, include those housed as a result of a section 5 referral.</li> <li>• <b>Nomination from local authority</b>, for people whom the local authority has assessed as statutorily homeless. This may be applicable for RSLs who have not agreed a Section 5 arrangement with the local authority.</li> <li>• <b>Other</b>, for those landlords that operate a Choice Based Lettings scheme this will include homeless people who have a priority pass due to the statutorily assessment. It will also include those whom the local authority has assessed as statutorily homeless and who the RSL has selected from a CHR.</li> </ul> <p><b>Nominations from local authorities</b> With the exception of those assessed by the LA as statutorily homeless to whom it has a duty to provide permanent accommodation. It may include those whom the LA has assessed as homeless but to whom it has no duty to secure permanent accommodation.</p>
<b>Inclusions/exclusions</b>	
<b>Calculation</b>	

<b>Indicator</b>  <b>C3</b>	<b><i>Number of lets during the reporting year, split between 'general needs' and 'supported housing'.</i></b>
	(i) The number of 'general needs' lets during the reporting year. (ii) The number of 'supported housing' lets during the reporting year.
<b>Definition</b>	<p><b>Lets</b> Lets in this context are lets to individual tenants. Properties leased during the year to other organisations, e.g. to Social Work Department, should <b>not</b> be recorded as a let in this part of the return. The houses may be managed by the landlord or by an agent.</p> <p>A let may be either a 'new' let or a 're-let'.</p> <ul style="list-style-type: none"> <li>• <b>A new let</b> is a property which is let for the first time following receipt of a certificate of practical completion.</li> <li>• <b>A re-let</b> is a property where the previous tenancy has ended or the property has been repossessed and a new tenancy has commenced.</li> </ul> <p><b>Supported housing</b> The following are types of supported housing:</p> <ul style="list-style-type: none"> <li>• Sheltered housing</li> </ul>

	<ul style="list-style-type: none"> <li>• Very sheltered housing</li> <li>• Medium dependency housing</li> <li>• Wheelchair housing</li> <li>• Ambulant disabled</li> <li>• Other specially adapted housing</li> </ul> <p><b>Sheltered</b> Properties where the main form of support is a warden service and / or an emergency call service, connecting each house to a warden system.</p> <p><b>Very sheltered</b> Properties which generally have all the features of sheltered housing but will usually have special bathroom facilities as well. There will also be a greater level of care and support offered through the service of extra wardens, full-time carers or domiciliary assistance and the provision of at least one meal a day.</p> <p><b>Medium dependency</b> Properties' design based on the standards of general needs housing but with the addition of other features of the above sheltered housing definition.</p> <p><b>Wheelchair housing</b> Properties built or adapted to give extra floor area, whole house heating, special features in the bathroom and kitchen, and other features.</p> <p><b>Ambulant disabled</b> Properties for people who have disabilities but are not confined to wheelchairs. Such accommodation is built or adapted to general needs housing standards but with a level or a ramped approach, a WC and bathroom at entrance level, and other special features.</p> <p><b>Other specially adapted</b> Dwellings with other adaptations, for example the installation of renal dialysis equipment, should be included here if information is available.</p>
<p><b>Inclusions/ exclusions</b></p>	<p><b>Do not include</b></p> <ul style="list-style-type: none"> <li>• mutual exchanges, successions and assignments;</li> <li>• lets for lock-ups and garages;</li> <li>• houses held for decanting tenants;</li> <li>• lets for temporary accommodation;</li> <li>• tenancies on properties acquired through the mortgage to rent scheme or stock transfer as re-lets at the point of acquisition. However, subsequent changes in these tenancies in the normal manner should be included.</li> </ul>
<p><b>SHR Calculation</b></p>	<p>To calculate the indicator we will add: (i) the number of 'general needs' lets during the reporting year. To: (ii) the number of 'supported housing' lets during the reporting year.</p>



<b>Indicator</b>	<b><i>Abandoned properties.</i></b>
<b>C4</b>	The number of abandoned properties during the reporting year.
<b>Definition</b>	<p><b>Abandoned property</b> As defined by the Housing (Scotland) Act 2001, a property is abandoned where a landlord under a Scottish Secure Tenancy has reasonable grounds to believe that :</p> <ul style="list-style-type: none"> <li>• the house is unoccupied; and</li> <li>• the tenant does not intend to occupy the property as their home.</li> </ul> <p>It is appreciated that landlords may be reporting based on actions raised late in the previous year (e.g. March 2013) and <b>not</b> reporting the outcome of actions granted late in the current reporting year (e.g. March 2014).</p>
<b>Inclusions/exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• properties abandoned where the tenant was subject to eviction actions. (These should be included in Indicator 22 )</li> </ul> <p><b>Ensure you include:</b></p> <ul style="list-style-type: none"> <li>• only properties which were abandoned following the abandonment procedures as set out in Sections 17 and 18 of the Housing (Scotland) Act 2001.</li> </ul>
<b>Landlord Calculation</b>	

<b>Indicator</b>	<b><i>Rent increase</i></b>
<b>C5</b>	Percentage average weekly rent increase to be applied in the next reporting year.
<b>Definition</b>	<p><b>Rent increase</b> This is the average percentage increase in the rents to be applied in the next reporting year, as approved by the authorised body of the landlord (i.e. the rent increases approved before 31 March for implementation during the year beginning 1 April).</p> <p>The figure should be reported to two decimal places.</p> <p>For organisations with a policy of differential rent increases, further details can be supplied.</p>
<b>Inclusions/exclusions</b>	
<b>Calculation</b>	

<b>Indicator</b> <b>C6</b>	<b>Number of households for which landlords are paid housing costs directly and the total value of the payments received in the reporting year.</b>
	(i) Number of households the landlord received housing costs directly for during the reporting year. (ii) Value of direct housing cost payments received during the reporting year.
<b>Definition</b>	<b>Number of households for which direct payment of housing costs are made</b> A count of the number of households a landlord received housing costs directly for either through housing benefit or the housing element of universal credit over the reporting year.  <b>Value of payments received</b> The total amount (£s) of housing costs (housing benefit /universal credit) paid directly to the landlord during the reporting year.
<b>Inclusions/ exclusions</b>	<b>Ensure to include:</b> <ul style="list-style-type: none"> <li>every household which has had a direct payment of housing costs made to the landlord during the reporting year, even if the tenancy has been subsequently ended or entitlement to assistance with housing costs have ceased.</li> <li>households only <b>once</b> in the count regardless to the number of times throughout the reporting year there is entitlement to housing costs which are paid directly to the landlord. (E.g. if a household has a break in entitlement only count this household once.)</li> </ul> <b>Ensure to deduct:</b> <ul style="list-style-type: none"> <li>any overpayments of housing costs recovered from direct payments received (regardless to which year the recovery is in respect of), when calculating the value of payments received.</li> </ul>
<b>SHR Calculation</b>	

<b>Indicator</b> <b>C7</b>	<b>Amount and percentage of former tenant rent arrears written off at the year end.</b>
	(i) Total value of former tenant arrears at year end. (ii) Total value of former tenant arrears written off at year end.
<b>Definition</b>	<b>Former tenant arrears</b> Rent that is lawfully due and is unpaid by former tenants prior to write off being applied. All recoveries of overpayments of benefit (Housing Benefit or Universal Credit) towards housing costs that have been debited to rent accounts should be excluded from all rent arrears. Rent arrears relating to garages, lock-ups and service

	charges are to be included.(see 'terms used' for further information)
<b>Inclusions/ exclusions</b>	<p><b>Do not include:</b> Housing Benefit overpayments debited to rent accounts.</p> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• All rent written off during the reporting year;</li> <li>• Rent arrears relating to garages, lock-ups and service charges; and</li> <li>• The value of sequestrated arrears written off during the reporting year.</li> </ul>
<b>SHR Calculation</b>	To calculate the indicator we will divide (ii) the total value of former tenant arrears written off at year end. By: (i) the total value of former tenant arrears at year end. Multiply by 100.

<b>Indicator</b>  <b>C8</b>	<b>Scottish Housing Quality Standard (SHQS) – Stock condition survey information.</b>
	<p>(i) Date stock was last surveyed or assessed for SHQS compliance.</p> <p>(ii) Percentage of stock assessed fully for SHQS in the last five years.</p> <p>(iii) Date next stock condition survey or assessment is scheduled to be carried out.</p> <p>(iv) Percentage of stock to be fully assessed in the next survey for SHQS compliance.</p> <p>(v) Description of how the survey data at (ii) was used to establish overall SHQS compliance.</p>
<b>Definition</b>	<p><b>Stock surveyed or assessed</b> Properties within the scope of SHQS that have been assessed for SHQS compliance in line with the Scottish Government's guidance which you can find here: <a href="https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/">https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/</a></p> <p>Please refer to our <a href="#">Business Planning: Recommended Practice</a> guidance note for further information on asset management.</p> <p>Stock surveyed/assessed on a continuous basis should be reported as the month the stock database was last updated.</p> <p><b>Assessed fully for SHQS compliance</b> Where a property has been surveyed/assessed against criteria 1 - 5 as either pass, fail or exempt.</p> <p><b>Overall SHQS compliance</b> Landlords must advise briefly their use of:</p>

	<ul style="list-style-type: none"> <li>• surveys and continuous assessment of their stock;</li> <li>• sample survey data that is representative of their housing stock;</li> <li>• targeted surveys to address gaps in stock data</li> <li>• databases and their cloning of data to project overall compliance and failure rates.</li> </ul>
<b>Inclusions/ exclusions</b>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• cloned data when reporting against questions (ii) &amp; (iv);</li> <li>• houses that were not assessed because access was not possible or that were only partially assessed (e.g. externally).</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• stock that has been assessed fully for SHQS both externally and internally.</li> </ul>
<b>Calculation</b>	

Indicator	<b>Scottish Housing Quality Standard (SHQS) – Stock summary.</b>
C9	<p>SHQS Stock summary at end of reporting year and projected to end of the next reporting year</p> <p>(i) Total self-contained stock (ii) Self-contained stock exempt from SHQS.</p> <p>(iii) Self-contained stock in abeyance from SHQS</p> <p>(iv) Self-contained stock failing SHQS (a) number failing one criterion, (b) number failing two or more criteria.</p> <p>(v) Stock meeting the SHQS.</p> <p>(vi) Breakdown of stock meeting the SHQS at (v) by local authority.</p>
Definition	<p>Further technical support on the SHQS can be found by referring to the Scottish Government guidance at:  <a href="https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/">https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/</a></p> <p><b>Total self-contained stock</b>  Self-contained stock within the scope of the SHQS as at the end of the reporting year and projected for the next reporting year. Please refer to the Scottish Government’s SHQS Guidance (March 2011 since updated) (<a href="#">Annex L</a> covers the scope of the SHQS).</p> <p><b>Stock exempt from SHQS</b>  The total number of self-contained properties with exemptions as at the end of each reporting year. Please refer to the Scottish Government’s SHQS Guidance (March 2011 since updated) (<a href="#">Annex I</a> covers exemptions).</p> <p>Stock in abeyance  The total number of self-contained properties in abeyance as at the end of each reporting year. Please refer to the Scottish Government’s SHQS Guidance (March 2011 since updated) (<a href="#">Annex I</a> covers abeyances).</p> <p><b>Failing SHQS</b>  A property failing will have at least one primary element failure or two secondary element failures from the Free from Serious Disrepair criterion.  For all other criterions, a single elemental failure will trigger an overall criterion and property failure.</p> <p><b>Failing one or more criterion</b>  Some dwellings will have elemental failures within more than one criterion (e.g. a dwelling may require loft insulation in the <i>Energy Efficiency</i> criterion and adequate kitchen sockets within the <i>Modern Facilities and Services</i> criterion). Such a property will be recorded as failing two or more criteria.</p> <p><b>Stock meeting SHQS</b>  Stock that has been assessed on and passed both externally and internally. This information is to be further broken down into local authorities.</p>

<p><b>Inclusions/ exclusions</b></p>	<p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• non self-contained units within your total stock; and</li> <li>• leased properties from other landlord or properties that you do not own, within your total stock.</li> </ul> <p><b>Ensure to include:</b></p> <ul style="list-style-type: none"> <li>• stock that has been assessed fully for SHQS both externally and internally</li> <li>• as exempt, properties which have a combination of failing and exempt elements.</li> </ul>
<p><b>Calculation</b></p>	
<p><b>Indicator</b></p> <p><b>C10</b></p>	<p><b><i>Percentage of homes meeting the EESSH</i></b></p> <p>By dwelling type and fuel type as at the end of the reporting year, please state:</p> <p>(i) The number of self-contained properties</p> <p>(ii) The number of self-contained properties not in scope of the EESSH</p> <p>(iii) The number of self-contained properties in scope of the EESSH</p> <p>(iv) (a) The number of properties in scope of the EESSH where compliance is unknown</p> <p>(iv) (b) Where EESSH compliance is unknown for any properties, please explain why</p> <p>(v) The number of properties in scope of the EESSH that do not meet the standard</p> <p>(vi) number of properties in scope of the EESSH that are exempt the standard</p> <p>The number of properties in scope of the EESSH that meet the standard.</p>
<p><b>Definition</b></p>	<p><b>Dwelling type</b></p> <p>All properties must be categorised according to the dwelling types set out by the Scottish Government. The categories are based on property characteristics and practicalities associated with installing energy efficiency measures.</p> <p><b>Scope</b></p> <p>The scope of EESSH is the same as SHQS: they both apply to self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rent, and usually subject to tenancy agreements based on the model agreement for secure tenancies. See Scottish Government SHQS guidance at: <a href="https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/">https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/</a> <b>Please note that SG updates this guidance from time to time.</b></p> <p>You can find the most up to date Scottish Government guidance on EESSH revised in March 2020 here: <a href="https://www.gov.scot/publications/energy-efficiency-standard-social-housing-eessh-scottish-government-guidance-social-landlords-revised-2020/">https://www.gov.scot/publications/energy-efficiency-standard-social-housing-eessh-scottish-government-guidance-social-landlords-revised-2020/</a></p>

	<p><b>Fuel type</b></p> <p>After properties have been categorised by dwelling type, they should be sub-categorised by the fuel types set out by the Scottish Government.</p> <p>For dwellings that do not use gas or electricity for heating, the EESSH target is the same as the SHQS. SHQS element 35 sets an energy efficiency target for “other fuels” at either National Home Energy Rating (NHER) rating of 5 or SAP 2001 rating 60. The equivalent ratings for SAP 2009 and 2012 are shown in Table 2 of SG’s EESSH Guidance March 2020.</p>
<b>Inclusions/ exclusions</b>	<p><b>Include only:</b></p> <ul style="list-style-type: none"> <li>• Self-contained properties.</li> <li>• At (vii), properties which have had all required works carried out and now meet the EESSH in line with Scottish Government guidance.</li> <li>• Properties for which an exemption is anticipated to apply in line with Scottish Government Guidance.</li> </ul> <p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• Non self-contained units within your stock.</li> <li>• Leased properties from other landlords, or properties you do not own, within your total stock.</li> </ul>
<b>SHR Calculation</b>	<p>To calculate this indicator we will divide:</p> <p>(i) the total number of properties meeting the EESSH by</p> <p>(ii) the total number of properties in scope of the EESSH. Multiply by 100.</p> <p>(ii)</p>

<b>Indicator C11</b>	<p>(i) By dwelling type and fuel type, the number of properties you anticipate will require an exemption from the first EESSH milestone in 2020.</p> <p>(ii) The reasons you anticipate properties will require an exemption. Please note that the exemption categories have been expanded to include:</p> <ul style="list-style-type: none"> <li>• New technology</li> <li>• Long term voids and</li> <li>• Inability to secure funding</li> </ul> <p>(iii) If other reason or unknown, please explain. Please include information, if available, where the energy efficiency of a property has been improved but it does not yet meet the EESSH.</p> <p>SG guidance states, “Where landlords decide that an exemption is required, they should still aim to install measures which improve energy efficiency for tenants to the best possible energy efficiency rating in the circumstances, (unless the property is due for demolition) even if these measures will not result in the</p>
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	property achieving the EESSH minimum rating.”
<b>Definition</b>	<p>Guidance on exemptions is available in the Scottish Government’s revised Guidance on EESSH here <a href="https://www.gov.scot/publications/energy-efficiency-standard-social-housing-eessh-scottish-government-guidance-social-landlords-revised-2020/">https://www.gov.scot/publications/energy-efficiency-standard-social-housing-eessh-scottish-government-guidance-social-landlords-revised-2020/</a>.</p> <p><b>Properties for which an exemption is anticipated to apply</b> The total number of self-contained properties which do not currently meet the required criteria on dwelling and fuel type, and for which the landlord anticipates an exemption will apply at the first EESSH milestone at 2020 by reason.</p>
<b>Inclusions/ exclusions</b>	<p><b>Include only:</b></p> <ul style="list-style-type: none"> <li>• Properties in scope of the EESSH for which you anticipate an exemption will apply.</li> </ul> <p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• Properties not in scope of the EESSH;</li> <li>• Non self-contained units within your stock; and</li> <li>• Leased properties from other landlords or properties that you do not own, within your total stock.</li> </ul>
<b>Calculation</b>	

<b>Indicator C12</b>	<p><b><i>Energy Performance Certificates (EPCs)</i></b></p> <p>(i) (a) The number of your properties which have a valid EPC as at the end of the reporting year.</p> <p>(i) (b) The number of EPCs lodged in the reporting year.</p> <p>(ii) Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs.</p> <p>(iii) If other procedure or unknown please explain.</p>
<b>Definition</b>	<p><b>Number of properties for which you have a valid EPC</b> The number of properties within the scope of EESSH which have a valid EPC in line with the legal framework.</p> <p><b>Number of EPCs lodged during the reporting year</b> Of the number of properties with a valid EPC, above, state the number of these EPCs which were lodged during the reporting year.</p>
<b>Inclusions / exclusions</b>	<p><b>Include only</b></p> <ul style="list-style-type: none"> <li>• Properties in the scope of the EESSH; and</li> <li>• Properties which have a valid EPC which complies with the legal framework for social housing.</li> </ul>



	<p>Do not include:</p> <ul style="list-style-type: none"> <li>• Non self-contained units within your stock;</li> <li>• Leased properties from other landlords or properties that you do not own, within your total stock; and</li> <li>• Properties for which you have extrapolated data.</li> <li>•</li> </ul>
<b>Calculation</b>	

<b>Indicator</b>	<b><i>Investment in the EESSH</i></b>
<b>C13</b>	<p>(i) The total number of properties brought up to the EESSH during the reporting year.</p> <p>(ii) Of the total amount invested in <b>bringing properties up to</b> the EESSH, please state how much came from:</p> <ol style="list-style-type: none"> <li>1. subsidy;</li> <li>2. the landlord's own financial resource;</li> <li>3. another source;</li> <li>4. total amount invested.</li> </ol> <p>(iii) Please give reasons for any investment which came from another source</p>
<b>Definition</b>	<p><b>The total amount invested in bringing properties up to the EESSH</b> The total amount landlords have invested in bringing properties up to the EESSH during the reporting year (as distinct from maintaining the Standard or progressing towards any higher locally-agreed Standard on energy efficiency).</p> <p><b>The total amount which came from subsidy</b> The total amount of the investment, above, which came from subsidy, including HEEPS and ECO.</p> <p><b>The total amount which came from the landlord's own financial resource</b> The total amount of the investment, above, which was made from the landlord's own financial resources.</p>
<b>Inclusions/exclusions</b>	<p><b>Include only:</b></p> <ul style="list-style-type: none"> <li>• Investment made to bring properties up to the EESSH.</li> </ul> <p><b>Do not include:</b></p> <ul style="list-style-type: none"> <li>• Investment made to <b>maintain</b> properties at the EESSH; and</li> <li>• Investment made to bring properties to any higher locally- agreed Standard on energy efficiency.</li> </ul>
<b>Calculation</b>	

## Terms we use in this document

### Abandonment Procedures

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

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

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

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

### Arrears

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

### Arrears write-off

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

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

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

### Assignment

Where landlord consents to a tenant signing over his/her tenancy to another party (i.e. spouse). Section 32 of the Housing (Scotland) 2001 Act defines

the approach that landlords should take on assignments

### **Choice Based Lettings (CBL)**

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

### **Common Housing Register (CHR)**

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

### **Complaints**

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard or service provided by or on behalf of the organisation

### **Housing list**

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

### **Landlord**

For the purpose of this return a landlord is a 'social landlord', as defined in section 165 of the Housing (Scotland) Act 2010, as 'a registered social landlord (RSL), local authority

(LA) landlord or a local authority which provides housing services'.

### **Lettable and unlettable stock**

For the purpose of this return, lettable stock includes all: dwellings owned and managed by the landlord;

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

Lettable stock does not include: stock managed by the landlord on behalf of another body; any properties originally developed for partial or outright sale (for example, improvement for sale, shared ownership, shared equity, equity sharing); properties held for use as decants (which should be included as unlettable stock). wardens' and caretakers' accommodation, tied housing.

### **Unlettable stock**

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:

- 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, reconfigured or disposed. of/demolished or are surplus to long term requirements.

### **Low cost home ownership**

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

### **Low demand properties**

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

- Generally a small or non-existent waiting list for the property.

- Tenancy offers on a dwelling are frequently refused for other than personal reasons.
- Higher than normal rates of tenancy turnover for a property in an area.

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

- The definition of a low demand property relates to an individual dwelling (i.e. house, flat, apartment, tenement, etc.).  
*Note: if a complete group of dwellings is identified as low demand, the total number of dwellings must be counted.*
- A small or non-existent waiting list is determined by comparing the number of applicants on the waiting list for the property against the number of applicants on the waiting lists for other properties in the same letting area (i.e. the definition of 'small' may vary across each letting area and is to be determined by each organisation. It must be noted that there might be small or non-existent waiting lists for properties that are not low-demand. This may be due to the fact that there is little turnover for a property, which

may act as a deterrent for applicants).

- Tenancy offers 'frequently refused' is defined as applying to properties where the offer of a tenancy is refused 3 or more times before it is let. In considering this definition the reasons for refusal must be for reasons other than personal reasons. 'Personal reasons' are defined as a non-property or letting area related reason.
- 'Higher than normal rates of tenancy turnover' is defined as a property with a higher rate of tenancy turnover than the average for the letting area to which it belongs plus 3 (i.e. if the average tenancy turnover for the area is 2 then a property which has had a turnover of 5 tenancies in the reporting year would be higher than normal).
- An 'area' is defined as each letting area within the landlord's stock.

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

### **Mid-market rent**

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

### **Mortgage to rent**

A scheme supported by the Scottish Government to prevent homelessness through mortgage repayment default. An owner sells their home to a landlord which then rents it back to them.

### **Mutual exchange**

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

### **New let**

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

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

### **Occupancy agreement**

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

### **Parent organisation**

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

### **Reactive repairs**

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

Do not include:

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

Ensure to include:

- repairs completed in the current reporting year (including repairs raised in the previous year, but not completed until the current year);

- any common works completed as responsive repairs and other questions as appropriate (i.e. the cleaning of a blocked gutter which affects a block of flats, or a repair to a common door entry system);
- 'Right to repair' repairs as defined in the Housing (Scotland) Act 2001;
- the time taken to carry out any pre-inspections, as part of the length of time taken to complete a repair;
- repairs to occupied properties used a temporary accommodation;
- repairs carried out by a landlord to occupied leased properties.

### **Reactive repairs - Emergency repairs**

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

### **Reactive repairs - Emergency repairs completion time**

Procedures for dealing with emergency repairs differ across landlords. Depending on local factors and the nature of the repair the matter may be put right straight away or a two

part approach may be taken by first attending or making safe. Landlords will have their own target times to match their procedures and it is not for SHR to participate in local choices made by landlords in consultation with their tenants. However, SHR needs assurance that emergency situations are put right promptly and that the 'emergency' nature of a repair is resolved quickly. Any remaining work then falls into the category of a non-emergency repair.

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

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

### **Reactive repairs - Non Emergency repairs**

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

### **Reactive repairs - Non emergency Completion time**

The time taken to complete all other **non-emergency repairs** should be measured as the time expressed in **working days** between the **earliest date or time a request is received by the landlord** (from either the tenant or a repairs inspector) until **completion of the work necessary to fix the repair issue to the satisfaction of the landlord.**

### **Re-let**

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

Do not include:

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

- houses held for decanting tenants.

### **Reporting year**

For the purpose of this return a reporting year means the period beginning on 1<sup>st</sup> April (or for financial indicators, the first day of the landlord's accounting year), and ending on 31<sup>st</sup> March of the following year (or for financial indicators, the last day of the landlord's accounting year).

### **RSL Governing Body**

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

### **RSL Member**

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

### **SHQS - Scottish Housing Quality Standard (the Standard)**

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

The Scottish Government has published clarification on exactly which types of properties are included in the

SHQS target. This is available in [Annex L](#) of the Scottish Government SHQS guidance.

In general, social housing **within scope of SHQS** for the purposes of the 2015 target are self-contained homes, which include a full range of facilities for the use of occupiers. They are provided for the purpose of social rents and usually subject to tenancy agreements based on the model agreement for secure tenancies.

### **SHQS - Abeyance**

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

### **SHQS - Cloned data**

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



Cloned data can help to provide a reasonable assessment of overall stock compliance where actual survey data is missing.

### **SHQS - Compliance**

Housing stock within the scope of the SHQS should be assessed for compliance against all 55 elements (where applicable). Elements will be classified as being either a pass, a fail or exempt.

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

### **SHQS - Criterion / Element**

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

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

### **SHQS - Exemption**

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

elements should be reported as a fail. The Scottish Government provides guidance on exemptions which is available at [Annex I](#).

### **SHQS - Failing the Standard**

A property failing the Standard will fail at least one primary element or two secondary elements from the *Free from Serious Disrepair* criterion or at least one element from any of the other criteria.

### **SHQS - Meeting the Standard**

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

### **Scottish secure tenancy (SST) and Short (SST)**

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

- the house is let as a separate dwelling;
- the tenant is an individual and the house is the tenant's only or principal home;
- the landlord is a local authority landlord, a registered social

landlord (RSL), or a water or sewerage authority;

- where the landlord is an RSL which is a co-operative housing association, the tenant is a member of the association; and
- the tenancy was created on or after such date as specified by order or before that date if of a description specified by order.

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

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

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

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

### **Section 5 referral**

A request from a local authority issued to an RSL, under Section 5 of the

Housing (Scotland) Act 2001, to provide housing within six weeks to applicants assessed as statutorily homeless.

### **Self-contained stock**

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

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

### **Service Charges**

Costs, in addition to rental charges, levied against a property for communal services

### **Shared Ownership**

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

## **Social letting**

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

## **Source of let**

Lets to existing tenants, which include:

- Lets to those who were already tenants in one of the landlord's properties, who applied through one of the landlord's housing lists (this covers all lists, for example, waiting/transfer lists) or common housing registers.
- Lets to people who were assessed by the LA as statutory homeless and to whom the LA has a duty to provide permanent housing.
- Housing list applicants. This is lets to people on who were on the landlord's housing list or common housing register who were not existing tenants. Section 5 referrals or LA nominations must be excluded.
- Local authority nominations, with the exception of those assessed by the LA as statutory homeless to whom it has a duty to provide permanent accommodation. It may include those whom the LA has assessed as homeless but to whom it has no duty to

secure permanent accommodation.

- Other lets, include lets made which are not covered by the above (e.g. referrals from other agencies or groups).

## **Subsidiary**

Under Section 28 of the Housing (Scotland) Act 2001 a subsidiary is a company with respect to which one of the following conditions is fulfilled:

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

## **Succession**

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

### **Temporary accommodation**

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

- give the landlord time to investigate and assess a homeless application;
- give the applicant a reasonable opportunity to find alternative accommodation for him or herself;
- give the landlord a reasonable opportunity to find permanent accommodation for the applicant.

### **Tenancies - General needs lets**

Lets for people who do not need any special support.

### **Tenancies - Supported housing**

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

### **Transfer**

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

### **Void**

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

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

- 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
- 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.

the date the property was repossessed to the start date of a new tenancy.

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

### **Void period**

The void period is the time, **measured in calendar days**, between the date of termination of a previous tenancy or



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