

It is important that you follow these notes very carefully when you are filling out your return. If you have any queries that aren't covered here, please get in touch with our business information team at:

Scottish Housing Regulator
Highlander House
58 Waterloo Street
Glasgow
G2 7DA
Telephone: 0141 271 3756/7
Email: bau@scottishhousingregulator.gsi.gov.uk

If different people are going to be filling in separate parts of this return, we suggest that you give a full copy of these notes to each person.

FILLING OUT THE RETURN *Please follow these instructions throughout this return:*

- If you are an RSL with a development programme, you should complete all the questions including Part F (Development) as appropriate.
- If you are an RSL without a development programme, all questions apart from Part F (Development) should be completed.
- If you are a management only RSL or a community controlled local housing organisation (CCHA-LHO) set-up specifically to manage properties on behalf of Glasgow Housing Association (GHA) specific instructions are given throughout this note on which questions you need to answer.
- If your RSL has been operating for less than one full financial year, you must submit an APSR. (For example, if your RSL started up in June 2008 you must complete an APSR for the 2008/09 period.) If you have difficulty filling in all the questions, please get in touch with us.
- If you don't complete an answer, or a question is 'not applicable' to your RSL, you need to explain why in the comments box at the end of each section.
- **Year-end:** This refers to 31 March 2010, the end of the financial year. The APSR needs to contain information based upon the year up to this date, except if your financial year ends on a different date. However, you may use information based on your own financial year-end where this is different from the end of March date. If you are using information that relates to a year-end other than 31 March, please let us know in the comments box.

You may complete the APSR using financial information from un-audited annual accounts but please tell us if there are any significant changes when the accounts are audited. We will compare information in the APSR with your statutory accounts once they are audited, so please let us know of any changes as soon as you can. In such circumstances you should contact the Business Information Team on 0141 271 3756/7.

VALIDATION OF RETURNS

As returns are submitted online we have been able to build in a number of checks across various parts of the return to ensure consistency of data being supplied.

When you have completed the input for your return you **must** run the 'Global Validation Report' as this will highlight any areas where there are potential errors with your data. You should use this as a guide to correct your input. Should you have a valid reason for leaving the data unchanged you **must** enter and **save** a comment in the 'Global Validation Report' this will assist us when dealing with your return. If you do not run the 'Global Validation Report' or if you leave entries in this report without saving a comment you will not be able to have your return authorised by your Chairperson and will not be able to submit it to us.

VERIFICATION OF DATA

We carry out an annual programme of APSR verification visits to a number of RSLs based on a set of selection criteria. These visits will take place between October and February each year.

When we visit, we will expect you to show us evidence in support of the data supplied in the APSR – particularly in the section on performance (Parts A to G). We will particularly be looking at your calculations and workings, e.g. when you tell us about re-let and repair response times we would expect to see reports (either hardcopy or held electronically) clearly showing the date the report was produced detailing the individual cases that make up the overall figures supplied. So for re-let times we would expect to see a report detailing individual re-lets during the year, the tenancy end and start dates and the calculation of the number of days taken to re-let, with the overall average re-let times for all lets being shown.

When you complete the APSR, you need to set up a system to make sure that such information and evidence is always readily available and organised in the same way as the return.

We will also compare this year's figures with last year's and, during an inspection, give you an opportunity to explain why your results might be different from those of other RSLs. Because of this, it is important that the information provided in the APSR is reported consistently.

CONTENTS	
Governing Body approval	4
Part A: Summary information	4
Section 1: RSL details	4
Part B: Classification table	5
Section 1: Tenancies - removed	5
Section 2: Governing Body selection	5
Section 3: Staffing	5
Section 4: Peer groups	7
Part C: Governance & accountability	9
Section 1: Membership & Governing Body - removed	-
Section 2: Tenant participation/Satisfaction	9
Section 3: REMOVED	-
Section 4: REMOVED	-
Section 5: Equal opportunities	10
Section 6: Services to/from other organisations	10
Section 7: Relationships with other organisations	11
Part D: Housing management	12
Section 1: Use of housing management agents - removed	-
Section 2: Lettings	12
Section 3: Access and allocations	19
Section 4: Rental income	20
Section 5: Housing Benefit	28
Section 6: Factoring	28
Part E: Maintenance	29
Section 1: Reactive repairs to occupied properties	29
Part F: Development	30
Section 1: Development programme	29
Part G: Management & Diversification - removed	-
Section 1: Non-core activities - removed	-
Part H: SECTION - REMOVED	-
Part I: Contextual statistical information	32
Section 1: Self-contained dwelling units	32
Section 2: Non-self-contained accommodation	38
Section 3: Shared ownership, equity sharing, and shared equity units	38
Section 4: Non-housing units	39
Section 5: Management of housing stock and registration with Scottish Commission for Regulation of Care - removed	-
Section 6: Sales	39
Section 7: Low-cost home ownership (LCHO) sales	40
Section 8: Stock acquisitions	40
Section 9: Average rents: self-contained accommodation	41
Section 10: Weekly rents: non-self-contained accommodation	43
Section 11: Equal opportunities	43
Section 12: Section 5 protocols - removed	-
Glossary	45

GOVERNING BODY APPROVAL:

The information in your APSR must be reviewed and approved by your full Governing Body (or your delegated Sub-Committee) before you submit it to us. If your APSR is approved by your Sub-Committee, you should also provide a completed copy to your full Governing Body at their next meeting.

In completing your APSR return, either your Chairperson or Secretary must approve it online, after it has been approved by your full Governing Body. Full instructions for online submissions are given in the APSR online User Guide, a copy of the guide is available to download from our website.

CCHA-LHOs must have their APSR reviewed and approved by their sub-committee. The Chairperson must approve the return on-line.

PART A: SUMMARY INFORMATION

SECTION 1: RSL DETAILS

Management only RSLs should complete all questions in this section. CCHA -LHOs should only complete questions 1(A) - (C) giving the name of chairperson of your sub-committee.

This part of the return provides us with key information about your organisation. In completing online, these details will be pre-populated based on information held on the Register of Social Landlords and from last years return.

1(A) & (B) Registered Office and Correspondence Address

Should it be necessary to up-date this information you will be required to access the online Register to make the necessary amendments. Instructions on how to do this are given in the on line user guide.

1(C) **Chairperson:** Pre-populated from last years return, update as necessary.

1(D) **Secretary:** Pre-populated from last years return, update as necessary.

1(E) **Chief Executive/Most senior member of staff:** Pre-populated from last years return, update as necessary.

1(F) **Name of Agent providing service and contact person:** If you employ an agent to provide all your services please complete this data.

PART B: CLASSIFICATION TABLE

SECTION 1: TENANCIES

This section has been removed as questions have either been deleted or moved to other parts of the return.

SECTION 2: GOVERNING BODY DETAILS

Management only RSLs should complete these questions.
CCHA-LHOs should complete these questions in relation to their sub-committee.

- 2(A) Please state the breakdown of Governing Body membership by categories listed.
- (i) Tenants of your organisation– Management only RSLs and CCHA-LHOs should include any GHA tenant representatives in this category.
 - (ii) Owners - may be any owners including shared owners.

The total number of Governing Body members stated at 2(A)(vi) should be the same as the total in Part I: Contextual Statistical Information, Section 11 (A) Column (ii), row (vii) and Section 11 (C) column (ii) (a)+ (b) and also the same number as those detailed in Appendix 1.

- 2(B) Please ensure that you complete Appendix 1 with the following information about all members of your Governing Body (including co-optees):

- Name
- Tenure type: tenants - RSL or other social landlords; owners - both factored and shared and any other category.
- Responsibility on Board: position or title of office on the Governing Body.
- Date elected or re-elected, and
- Cumulative length of service.

In completing the return on-line details about each member of the Governing Body as supplied in the previous year will be displayed. The length of service shown will have been automatically incremented by a year, but you are required to make any further amendments to individual details as necessary.

This information will not be included in the published APSR returns.

SECTION 3: STAFFING

Not to be completed by Management only RSLs or CCHA-LHOs

- 3(A) (i)-(v) Please state how many staff (including temporary staff) were employed by your RSL at 31 March 2010. Describe the number of staff 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. You should not include agency staff.

N.B. The total number of staff at 3(A) (v) against can either be the same as or less than, Part I: Contextual Statistical Information, Section 11(A) (i) (viii) and 11(C) (i), (a) + (b) and on the basis that you are reporting full-time equivalents at 3(A).

PART B: CLASSIFICATION TABLE

- 3(B) (i) Please state how many senior staff were employed by your RSL at 31 March 2010. Describe the number of staff in terms of full-time equivalents (FTE). For example directors and section heads or other posts seen as senior in your organisation.
- (ii) The turnover of senior staff (i.e. number of senior staff who left in the year) should be calculated as a percentage of the total senior staff your RSL employs.
- (iii) Total staff turnover should be calculated in the same way as 3(B)(ii) but using total staff figures.
- (iv) Please also state the percentage of working days lost through absences because of staff sickness. Using the notes below, this should be calculated in the following way:

$$\frac{\text{Sickness absence (in working days)}}{\text{The number of working days available per year multiplied by the number of staff}}$$

OUR DEFINITIONS

Days lost means the percentage of the total working days available for the groups of employees 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 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 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.

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).

PART B: CLASSIFICATION TABLE

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.

Here is an example of a calculation of working days available per year:

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
Working days per year	224 days	60 days

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).

SECTION 4: PEER GROUPS

Not to be completed by Management only RSLs or CCHA-LHOs

4(A) The online system indicates which group your RSL has been allocated to.

The table below outlines the peer groups giving a brief summary of the characteristics attributable to each.

Peer Group		Characteristics
1	Specialist RSLs	Most stock classed as supported accommodation, for older people, or other specialist or adapted provision.
2	Rural RSLs	Most stock classed as general needs and mostly in remote towns ¹ or rural areas.
3	Urban RSLs with less than 500 units	Less than 500 units, mostly classed as general needs, and mostly in urban areas or accessible towns.
4	Urban RSLs with between 500 to a 1,000 units	500 to 1,000 units, mostly classed as general needs, and mostly in urban areas or accessible towns.
5	Urban RSLs with more than 1,000 units	More than 1,000 units, mostly classed as general needs, and mostly in urban areas or accessible towns.
6	Stock transfer RSLs with less than 1,000 units	Less than 1,000 units, mostly classed as general needs, and mostly acquired by transfer from public sector.
7	Stock transfer RSLs with more than 1,000 units	More than 1,000 units, mostly classed as general needs, and mostly acquired by transfer from public sector.

1. Remote towns are settlements of 3,000 – 10,000 people that are more than 30 minutes' drive from a settlement of 10,000 or more people, based on the Scottish Government's 6-fold [Urban Rural Classification](#).

If, in your opinion your allocated group is not appropriate you can indicate a preference in the 'preferred grouping column'. Please provide a short summary outlining reasons for request to amend peer group at 4(B). On receipt of your return

PART B: CLASSIFICATION TABLE

your request will be considered and you will be contacted to confirm amendment or to discuss further.

The system will perform some validation checks on your Peer Group selection including a comparison of the number of units owned reported in Part I: Contextual Statistical Information, Question 1(D)(i).

PART C: GOVERNANCE & ACCOUNTABILITY

SECTION 1: MEMBERSHIP & GOVERNING BODY

1(A) Moved to PART B: CLASSIFICATION TABLE, SECTION 2: Governing Body details.

All other questions have been removed.

SECTION 2: TENANT PARTICIPATION / SATISFACTION

Management only RSLs and CCHA-LHOs to complete all questions in this section.

2(A)(i) Please state how many tenant organisations you consult with. These may or may not be formal registered tenant organisations but should at least be groups you have ongoing dialogue with.

2(A)(ii) Based on the location of the organisations that you consult with, please advise what percentage of your tenant base these organisations cover.

2(A)(iii) Section 53 of the Housing (Scotland) Act 2001 introduced the register of tenant organisations which is to be maintained by the landlord. Please state how many tenant organisations were on your register at 31 March 2010.

2(B)(i) Please indicate if you have carried out any tenant satisfaction surveys in the last 3 years. If 'yes' please supply details of surveys carried out or if 'no' please give background information on why not at 2(B) (v) comment box.

2(B)(ii) Your RSL may have carried out more than one survey across different areas of service over the last 3 years. In this question we are interested in the **total** number of tenants included in these surveys and what percentage of tenants this represented. You **must** provide information about the surveys in the comments box.

2(B)(iii) This question is asking about the **most recent survey** you carried out. Please tell us from the latest survey how many tenants actually responded and, what percentage of the tenants surveyed they represent (this is not necessarily the % of all tenants, only those covered by the latest survey).

2(B)(iv) Of those responding to the latest survey please advise what percentage indicated they were satisfied with the service provided.

2(B)(v) You **must** use the comment box to tell us about the surveys you carried out. If you have not carried out any surveys you **must** use the comment box to give some background information.

SECTION 3: CONTROL OF PAYMENTS AND BENEFITS

This section has been removed from the return.

SECTION 4: COMPLAINTS TO THE OMBUDSMAN

This section has been removed from the return.

PART C: GOVERNANCE & ACCOUNTABILITY

SECTION 5: EQUAL OPPORTUNITIES

Management only RSLs and CCHA-LHOs to complete all questions in this section except 5(A)(i).

- 5(A) So that we can monitor equal opportunity issues such as race, gender and disability we would expect you to have a system for recording information about the composition of the community you serve. We would also expect you to have a classification system for recording applicants for housing, services or employment, and the outcomes of these applications. You should also present regular analytical reports on the information collected to your Governing Body. Monitoring systems for employment should be in place even if no staff have been taken on in 2009/10.
- 5A(iii) Allocation of housing
If your RSL participates in SCORE and the aggregate results are reported to your Governing Body, you may tick both the Race and the Disability boxes for allocation of housing. If you complete 5(A)(ii) or (iii), you should also complete Part I: Contextual Statistical Information, Section 11 (A) and (B).

SECTION 6: SERVICES TO/FROM OTHER ORGANISATIONS

Management Only RSLs and CCHA-LHOs should complete these questions in relation to the services to and from organisations **other** than GHA.

6(A) – (C) In completing, this includes services to/from subsidiary and parent organisations.

If you answer YES to any of these questions please provide the following details in the comments box provided:

- Indicate which question your response relates to.
- The nature of the services.
- The name of the organisation involved.
- The start and end dates of the contract for services. Please use the comments box to give details of any open-ended contracts and/or review periods or special conditions.

This should also include arrangements where your RSL is receiving or providing consultancy services.

PART C: GOVERNANCE & ACCOUNTABILITY

SECTION 7: RELATIONSHIPS WITH OTHER ORGANISATIONS

Only Management only RSLs that are subsidiaries of another RSL should complete this section. Not to be completed by CCHA-LHOs.

7(A)(i) – (ii)

If you answer YES to 7(A) (i) please list all your subsidiaries indicating their registration status with Scottish Housing Regulator and whether or not they have charitable status.

7(B)(i) You are a subsidiary of another RSL if your rules provide for control of your membership and Governing Body by the other RSL.

7(B)(ii) If you answered YES for question 7(B)(i) please provide the name of your parent organisation.

7(C)(i)(a) – (e) These questions relate to any **other** organisations your RSL considers itself to be connected with, either formally by having the power to control the other organisation's management, or informally by sharing members of the Governing Body or directors with the other organisation.

This section does not relate to affiliations to bodies such as the Scottish Federation of Housing Associations.

Please provide the following details:

- (a) the name and address of each organisation involved;
- (b) their constitution (I & P Act or Company);
- (c) whether your RSL controls the membership of the Governing Body and/or the shareholding; and
- (d) the nature of links with other organisations. Please refer to the table below and select the code which applies to each linked organisation.

CODE	NATURE OF LINKED ORGANISATION/ACTIVITIES
1	Wider role project
2	Collaborative venture with other HAs
3	Housing support provider
4	Charitable grant provider
5	Other commercial
6	Development agency
7	Other

- (e) the value of any transactions/outstanding loans or debt relating to the organisation(s) you are formally or informally connected with. Please supply to the nearest pound.

7(D) Structure diagram – no longer required to submit.

PART D: HOUSING MANAGEMENT

SECTION 1: USE OF HOUSING MANAGEMENT AGENTS

Section has been removed.

SECTION 2: LETTINGS

Management only RSLs and CCHA-LHOs to complete all questions in this section.

Lettings in this context are lets to individual tenants. If you lease properties to other organisations e.g. to Social Work Department these should **not** be recorded as a let in this return. You can provide details of such leases in the comments box provided at the end of this section.

Information on new lets (including void periods), re-let times and low demand properties is to be supplied for each local authority area in which you operate.

- 2(A) Please indicate if you had any new lets during the last financial year. A **new let** is a property which is let for the first time following receipt of a certificate of practical completion.

You should **not** include any properties acquired through mortgage to rent scheme or stock transfer as new lets.

If you answer 'yes' you must complete question 2 (B).

- 2(B) Please complete the table at 2(B) (i) – (vii) giving a breakdown by week band and type of tenancy as appropriate, for each local authority area in which **new lets** occurred.

Please ensure you supply details for **all** new lets during the last financial year. The houses may be managed by your RSL or by an agent on your behalf.

If you have any difficulties giving us this information or wish to supply more information, please use the comments box.

The following definitions of tenancies apply throughout this return:

General tenancies: these are tenancies for people who do not need any special support.

Sheltered tenancies: these are 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.

Very sheltered or 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.

PART D: HOUSING MANAGEMENT

The void period in relation to a new let is the time – measured in calendar days – between the date of the certificate of practical completion and the start date of the first tenancy.

Time band: Using the above definition calculate the number of void days and then select the appropriate time band within which to record each new let. Where **no** void period occurs the property should be include in the 'less than two weeks' band.

Time band	Number of days
Less than two weeks	0 -13 inclusive
2 – 4 weeks	14 – 28 inclusive
5 – 8 weeks	29 – 56 inclusive
9 – 16 weeks	57 – 112 inclusive
17 – 32 weeks	113 – 224 inclusive
33 - 52 weeks	225 – 365 inclusive (366 days in a leap year)
More than 52 weeks	More than 365 days (366 days in a leap year)

2(C) Re-lets

RSLs are required to monitor how long it takes to re-let a property. A re-let is a property where the previous tenancy has ended and a new tenancy has commenced.

Please complete the table at 2(C)(i) – (ix) giving a breakdown by week band and type of tenancy, split between 'not low demand' and 'low demand' properties, for each local authority area in which re-lets occurred.

The void period for a re-let is 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.

Only properties that were re-let during the year to 31 March 2010 are to be included. Houses remaining void at the end of the year are to be included in the following year's returns.

You must **not** include mutual exchanges and successions.

Do not include 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.

When calculating the void period you should **not** include the following:

- empty properties where an insurance claim was raised because of fire or flood damage;
- empty properties awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. **NB** 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 the reporting of voids);
- houses held for decanting tenants;
- lock-ups and garages;

PART D: HOUSING MANAGEMENT

2(C) Re-lets (cnt'd)

- properties that are or were empty and subject of a Governing Body/Sub-Committee 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 following is the definition of low demand properties:

A low demand property (void 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 reasons 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)
- One or more of the criteria must be present for a property to be considered low demand
- 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 should be borne in mind 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 turn over 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 e.g. 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 total council area.

In reporting against the time bands for **void periods** the following definitions apply:

Time band	Number of days
Less than two weeks	0 -13 inclusive
2 – 4 weeks	14 – 28 inclusive
5 – 8 weeks	29 – 56 inclusive
9 – 16 weeks	57 – 112 inclusive
17 – 32 weeks	113 – 224 inclusive
33 - 52 weeks	225 – 365 inclusive (366 days in a leap year)
More than 52 weeks	More than 365 days (366 days in a leap year)

PART D: HOUSING MANAGEMENT

2(C) Re-lets (cnt'd)

Re-lets where **no** void period occurs or a property is re-let on the same day, should be include in the 'less than two weeks' band. One week is seven calendar days.

2(D) The average re-let time split 'not low demand' properties and 'low demand' properties is calculated as follows:

The total of void periods (i.e. number of calendar days for all properties re-let) is divided by the total number of properties. This information is to be supplied according to the type of housing provision i.e. general, sheltered, very sheltered & other.

N.B. The system will calculate the overall average re-let time for all tenancies based on the information you supply.

The example below confirms the principle of this calculation:

General tenancies

Number of re-lets = **50**

The total void period for these properties = 1,100 days (calendar days).

The average re-let time at 2 (D) for general tenancies = $1,100 \div 50 = 22$ days.

Sheltered tenancies

Number of re-lets = **20**

The total void period for these properties = 602 days (calendar days).

The average re-let time at 2 (D) for sheltered tenancies = $602 \div 20 = 30.1$ days.
rounded to **30 days**

The average re-let time all tenancies

The system will automatically calculate this by multiplying the average re-let time for each tenancy type (as supplied by you), by the **number** of re-lets stated.

In the example above this would be calculated:

General tenancies - 50 (re-lets) x 22 (average re-let time in days) = 1,100 days

Sheltered tenancies – 20 (re-lets) x 30 (average re-let time in days) = 600 days

Total all void periods (calendar days) = 1,100 + 600 = 1,700 days

Average re-let time all tenancies =

$1,700 \text{ (days)} \div 70 \text{ (total number of re-lets)} = \mathbf{24.3 \text{ days}}$ rounded to **24 days**

2 (E) **Lettings and tenancy type:** We would like to know the types of tenancies that have been granted to your new let and re-let tenants between 1 April 2009 and 31 March 2010. Please state:

- (i) the number of new lets during the year to 31 March 2010, by tenancy type, the figure supplied should be equal the total at PART D: Housing Management, Question 2 (B)(vii);
- (ii) the number of re-lets during year to 31 March 2010, by tenancy type, the figures supplied should be equal to the total at PART D: Housing Management, Question 2 (C)(ix);
- (iii) the number of new tenancies from LSVT transfers during year to

PART D: HOUSING MANAGEMENT

31 March 2010, by tenancy type (any subsequent re-lets of a transferred tenancy during the year 1 April 2009 to 31 March 2010 should be included at 1(H)(ii) re-lets).

If your RSL participates in SCORE and the total number of new lets and re-lets you have reported in this return is different from the total number of new lets and re-lets reported in SCORE (during the year 1 April 2009 to 31 March 2010), please explain why in the comments box.

2(F) Grounds for granting short SSTs are covered by Schedule 6 of the 2001 Housing Act. You are required to supply the breakdown of the total number of short SSTs you granted between 1 April 2009 and 31 March 2010. These are the reasons that short SSTs can be granted:

- (i) Previous anti-social behaviour.
Where an order for recovery of possession has, within the preceding three years, been made against the tenant under various acts listed in the schedule.
- (ii) An anti-social behaviour order (ASBO).
Where the tenant or a person living with the tenant is subject to an anti-social behaviour order under section 19 of the Crime Disorder Act 1998.
- (iii) Temporary letting to a person looking for employment.
Where the house is let expressly on a temporary basis to a person moving to the area in order to take up employment, and for the purpose of enabling the person to seek accommodation in the area.
- (iv) Temporary letting while the dwelling is waiting for development.
The house is let expressly on a temporary basis, while the house is waiting for development.
- (v) Accommodation for the homeless.
The house is let expressly on a temporary basis, for no less than six months.
- (vi) Accommodation for a person requiring housing support services.
The house is let expressly on a temporary basis to a person requiring or in receipt of housing support services.
- (vii) The accommodation is in property not owned by the landlord.
The house let is leased by the landlord from another body and the landlord is precluded from letting under a Scottish Secure Tenancy.

N.B. The total of (i) to (vii) should agree with the figure you supplied at 2(E) for Short SSTs granted.

2 (G)(i), (ii) Short SSTs in place at 31 March 2010

Please state how many short SST agreements you had in place at 31 March 2010 and what percentage (to one decimal place) of all tenancies this represents. Please put zero (0) if the answer is none.

2 (G) (iii)

The figure given at 2 (G) (i) will be compared to the total at 2(F). If the figure supplied at 2 (G)(i) is greater than 2(F) you must give a brief reason.

PART D: HOUSING MANAGEMENT

2 (H) (A) & (B) **Source of lets**

We have re-structured this question and included a further breakdown on homeless lets to take account of the increase in Common Housing Registers and Choice Base Lettings Schemes.

2(H)(A) Please state the breakdown of all lets against the five categories indicated. Please note that the total should equal the number of new lets stated at 2(B)(vii) plus the total re-lets figure at 2(C)(ix). The percentage figure should equal 100%. (Please provide the percentage figure to one decimal place.)

- (i) Lets to existing tenants – lets to those who were already tenants in one of your properties, who applied through your housing lists (this covers all lists, for example, waiting/transfer lists) or common housing registers.
- (ii) Lets to people who were assessed by the LA as statutory homeless and to whom the LA has a duty to provide permanent housing.
- (iii) Housing list applicants – lets to people on who were on your housing list or common housing register in which you participate, who were not existing tenants. Do not include section 5 referrals or LA nominations.
- (iv) 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.
- (v) Other lets – this includes lets made which are not covered by the above e.g. referrals from other agencies or groups.

2(H)(B) In relation to lets recorded at 2(H)(A)(ii) – applicants assessed as statutory homeless by the local authority - please indicate the route taken to RSL housing.

- (i) Section 5 referrals - **only** include those housed as a result of a section 5 referral.
- (ii) Nomination from local authority - for people whom the local authority has assessed as statutory homeless. This may be applicable for RSLs who have not agreed a section 5 arrangement with the local authority.
- (iii) Other - for those RSLs that operate a Choice Based Lettings scheme this will include homeless people who have a priority pass due to the statutory assessment. It will also include those whom the local authority has assessed as statutory homeless who you have selected from a Common Housing Register.

N.B. The breakdown given should agree with that supplied at 2(H)(A)(ii).

2(I) **Tenancy sustainability**

We trialed this new question last year for introduction this year as we are interested in understanding the number of Scottish secure tenancies (SSTs) let in the previous reporting year that remain current for a least a year.

For introduction and reporting this year the question has been amended slightly to ensure we gather full information on tenancies that were sustained for more than a year.

2(I)(i) Please supply the number of new Scottish secure tenancies that commenced during the year **2008/09** i.e. during the period from 1 April 2008 to 31 March 2009. You should **not count** any short SSTs when compiling the figure for this part of the return.

PART D: HOUSING MANAGEMENT

2(I)(ii) Of the tenancies stated at 2(I)(i) please state how many remained in their original tenancy for more than a year.

2(J) **Low demand properties:**

The following is the definition of low demand:

A low demand property (void 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 reasons 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)
- One or more of the criteria must be present for a property to be considered low demand
- 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 should be borne in mind 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 turn over 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 e.g. 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 total council area.

Low-demand properties that are not actively being re-let must be subject to a 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.

2(J)(i) **Number of low demand dwellings.** This figure should include both void and occupied properties that are considered to be low demand at 31 March 2010.

2(J)(ii) Of the properties reported at 2(J)(i) how many were considered to be in low demand at the start of the year i.e. at 1 April 2009. (Include both void and occupied properties).

PART D: HOUSING MANAGEMENT

- 2(J)(iii) Please state the number of low demand properties that were un-let at the year end i.e. 31 March 2010.
- 2(J)(iv) Please state the average number of days dwellings reported at 2(J)(iii) had been un-let as at 31 March 2010.
- 2(J)(v) In supplying data on the number of low demand properties not actively being re-let the following criteria must be met:
- Low-demand properties that are not actively being re-let must be subject to a 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.

SECTION 3: ACCESS AND ALLOCATIONS

We are interested in monitoring how RSLs are responding to statutory requirements for access to housing lists and involvement in common housing registers (CHRs).

Management only RSLs and CCHA-LHOs should only complete question 3(C)

- 3(A)(i) Please indicate if you hold your own housing lists.
- 3(A)(ii) If you have answered YES to 3(A)(i), please state the number of people who were on your **own** housing list at 31 March 2010. Only count those applications which were fully processed and had been accepted on your housing list at this date. **N.B.** Only include the number of applicants on your own waiting lists, do not include details relating to Common Housing Registers this should be supplied at 3(B)(iv).
- This figure plus that supplied at 3(B)(iv) should equal the total at Part I: Contextual Statistical Information, Section 11(A)(iv) (total viii) (ethnicity of applicants on housing lists).
- 3(A)(iii) Please state the number of new applicants added to your **own** housing list during the year to 31 March 2010 **and** the average time taken to add an applicant to your list. This should be calculated from date of receipt of application (i.e. date of receipt of all necessary information in support of the application) to the date when the application is active on the list (i.e. has the potential to receive offers, is suspended on the basis of eligibility or previous conduct or is deferred voluntarily), in calendar days.
- 3(A)(iv) Please state how many applicants had been suspended from receiving offers at 31 March 2010.
- 3(A)(v) Please state the total number of nominations received in the year to 31 March 2010, regardless of whether or not they resulted in tenancies being granted.
- 3(B) **Common Housing Registers**
We continue to monitor RSL involvement in common housing registers (CHRs) and have updated the questions to capture better and more reliable information.

PART D: HOUSING MANAGEMENT

3(B)(i), (ii) Involvement in CHRs

Please advise us of any CHRs that you are either assisting with development or taking part in actively.

3(B) (iii, (iv) Participating CHRs

Please advise which active CHRs you are participating in and the number of applicants on the register at 31 March 2010. Please provide the total number of applicants, not only those who have stated a preference for your organisation. The online system has a drop down menu of known CHRs from which to select, should the CHR you are active not be displayed please contact us on 0141 271 3757 to discuss adding.

3(B)(v) Please advise what percentage of the properties you re-let during the last year came from allocations through CHRs. Please give figure to two decimal places.

3(C) **Choice Based Lettings**

A number of RSLs are now operating Choice Based Lettings (CBL) scheme and we are interested in gathering information. Please confirm if you participate in a CBL scheme and if so which one.

3(D) **Section 5 Referrals**

We have reviewed the information we require in relation to Section 5 referrals and now only require to know:

- **Number of referrals received** - Please state the number of referrals received in the period 1 April 2009 to 31 March 2010. Section 5 of the Housing (Scotland) Act 2001 requires RSLs to comply with local authority requests to provide accommodation for unintentionally homeless people in priority need. You must comply within six weeks unless there are good reasons for not complying.
- **The total number of households you housed** – of those referrals received in period 1 April 2009 to 31 March 2010 please state how many you housed. **N.B.** this figure should equal that provided for 2 (H)(B)(i).

There may be circumstances where a local authority requests that temporary or interim accommodation be provided for a household and subsequently requests that permanent accommodation be provided to the same household. In such instances, this is effectively two separate referrals and should be counted as such when completing these questions.

SECTION 4: RENTAL INCOME

Management only RSLs and CCHA-LHOs should complete **all** questions
except 4(A) and 4(B)

4(A) Please state what your **average** percentage rent increase for 2009/10 was, as approved by your Governing Body (that is, rent increases approved before 31 March 2009) for implementation during 2009/10. If you have a policy of differential rent increases, please supply details of this in the comments box. Please give a figure to two decimal places. This question will be removed from future returns.

PART D: HOUSING MANAGEMENT

4(A)(ii) We have introduced this new question on the average level of rent increase approved for the coming year as we want to be able to look at future rents.

Please state what the approved **average** percentage rent increase to be applied in 2010/11 is.

4B) To assist in establishing how effective RSLs are at managing rent collection we have introduced this new question on rent collected.

Purpose

The purpose of the question is about an efficient rent collection service being important to ensuring that as much of the rent due to an RSL is collected and received.

Definition - Measures the total amount of (gross) rent collected over the whole of the financial year as a proportion of the total amount of (gross) rent due that financial year.

Gross rent due includes service charges and garage rental income. This is made up of the rent (including services charges) levied to be collected on all occupied dwellings and garages/lock-ups (if applicable) **plus** the rent arrears from current tenants at the start of the year.

Should exclude: those not directly part of the rent such as court costs; recovery of overpaid housing benefit through the rent collection system; pre-payments for future years.

Housing benefit paid in arrears to the RSL for the year is to be counted as paid for the purposes of this indicator.

The gross rent collected is made up of the total rent collected from current tenants for the current and past years (including arrears collected) and any Housing Benefit received **for current tenants**.

The numerator for the calculation is made up of the total gross rent collected.

The denominator is the total rent available; this is the gross rent due as defined above.

N.B. Former tenant arrears are excluded from this calculation.

$$\begin{array}{l} \% \text{ rent collected from current tenants} = \\ \frac{\text{Gross rent collected as defined}}{\text{Total rent available as defined}} \times 100 \end{array}$$

Because the denominator includes current tenants' arrears outstanding at the beginning of the year and the numerator only counts payments by current tenants in the year, the answer cannot be over 100%. An answer of 100% would mean that an RSL has collected all the current year's debit plus all the current tenants' arrears outstanding at the beginning of the year.

PART D: HOUSING MANAGEMENT

4(C)(D)(E) Rental income lost through voids and current and former tenant arrears.
N.B. For each of these questions you need to supply the amount to the nearest £ and the percentage to two decimal places.

4(C) **Void loss**

This refers to the **total** annual rent lost due to voids expressed as a percentage of the **total rental income** from all the RSL's properties, **including new lets** for 2009/10.

The total rental income includes service charges and garage rental income. This is made up of the rent (including services charges) levied on all dwellings and garages (if applicable) for 2009/10. Subject to the exclusions listed below.

The rent loss stated for houses should correspond with the same properties accounted for in 2(B) & (C) for new lets and re-lets **plus any other houses that remain unlet at 31 March 2010**, subject to the exclusions listed below.

The rent loss for a void period in relation to a new let is the amount of lost rental income for the time – measured in calendar days – between the date of the certificate of practical completion and the start date of the first tenancy.

The rent loss for a void period for a re-let is the amount of lost rental income 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.

When calculating the **total annual rent loss due to voids for houses** and the **total rental income for houses** you should **not** include the rent for periods when :

- empty properties were/are subject to an insurance claim being raised because of fire or flood damage;
- empty properties were/are awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. **N.B.** Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and rental income);
- houses were/are held for decanting tenants;
- properties were/are empty and subject of a Governing Body/Sub-Committee 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.

When providing information about houses, please use the definition of **general**, **sheltered** and **very sheltered** and other supported tenancies included in the notes for Questions 2(B) Page 12.

The void loss for garages is also to be provided.

This question tells us how much rent you lost because of properties that were empty for reasons other than those noted as exclusions. The efficiency with which your RSL re-lets a property is an important way of helping us determine your performance (see 2(B) & (C)).

PART D: HOUSING MANAGEMENT

The amount of rent you lose through void properties can be due to changes in how efficiently you manage the process and/or changes to the condition, or because of where properties becoming available for letting are located. The amount of rent lost due to voids is also affected by how many tenants end their tenancy. Your RSL may operate in areas with a high turnover of tenants or low demand. If your RSL lost a large amount of rent because of voids, you may wish to provide an explanation in the comments box.

4(D) **Arrears**

You should supply the total arrears, including rent arrears relating to garages, lock-ups and service charges for both current and former tenants broken down into technical and non-technical arrears.

N.B. This indicator is concerned with RSL's management of rent arrears. Therefore, rent paid in advance by some tenants should not be used to offset the overall gross level of arrears shown.

Non-technical arrears

This means any arrears caused by ordinary non-payment of rent. This relates to rent which is due by law and is unpaid by current and former tenants.

It should **not** include the following:

- the value of any housing benefit overpayments that have been debited to tenants' rent accounts;
- any outstanding housing benefit which has not yet been received by your RSL; and
- outstanding payments from people who have an agreement to pay their rent slightly later than your RSL's normal monthly rent cycle.

Technical arrears

This is the amount of rent arrears caused by maladministration of housing benefit (for example, outstanding housing benefit which has not yet been received by your RSL). The figures are calculated as a percentage of the **total rental income**. Where your RSL has a high arrears figure, but can demonstrate a significant fall in arrears during the period covered by this APSR, please explain your circumstances in the comments box. Provide the percentage to two decimal places.

We recognise that the level of rent arrears will be affected by a number of factors (for example, client group, area of operation, proportion of tenants on benefit, liaison arrangements with the local council and so on). If your arrears figures are particularly high you may wish to note an explanation in the comments box.

4(D)(i) **Current tenant non-technical arrears figure:** This relates to rent which is due by law and is unpaid by current tenants.

4(D)(ii) **Former tenant non-technical arrears figure:** This relates to rent which is due by law and is unpaid by former tenants.

4(D)(iii) **'Total rent arrears'** should represent the total value of arrears outstanding at 31 March 2010 and should equal to the total of current tenant plus former tenant arrears figures. We are interested in the balances on rent accounts at the end of the current rent account year. Do not therefore include the impact of any rent debits raised prior to/on the 31 March 2010 in respect of the next rent accounting year.

PART D: HOUSING MANAGEMENT

We would expect 'total rent arrears' to equal the gross arrears (before bad debt provisions) as in your annual accounts. We understand that your annual accounts may need final audit adjustments after you have completed this return, which might mean there will be small changes.

4(E)(i) Tenants leaving in arrears.

In supplying information on the percentage of tenants giving up their tenancy during the year who were in arrears please ensure you:

Do not include:

- tenants who owe less than one full week's rent at the point the tenancy is given up;
- tenancies where only a garage is let.

Where a dwelling and a garage (e.g. lock-up) are let separately to the same tenant(s) these should be treated as a single tenancy for the purpose of calculating the number of tenancies.

4(E)(ii) In calculating the average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent the following steps should be taken:

Step 1: Calculate the average debt:

During period 1 April 2009 to 31 March 2010 -

A { sum of debt owed by tenants leaving their tenancy or being evicted (at the point tenancy ended / given up) }

Divided by _____

B { number of tenants leaving or being evicted with arrears }

= £ average debt

Where a dwelling and a garage (e.g. lock-up) are let separately to the same tenant(s) these should be treated as a single tenancy for the purpose of calculating the number of tenancies.

Do not include:

- tenants who owe less than one full week's rent at the point the tenancy is given up
- the debt owed by those tenants.

N.B. The average debt owed should **not** be assessed based on the amount outstanding at the year-end since some recovery may have taken place by then.

Step 2: Calculate the average debt as a proportion of the average weekly rent:

- Using the average debt per tenancy from step 1, express this as a percentage of the average weekly rent as calculated at Part I: CSI Section 9 (A) – all units weighted average weekly rent. See example below:

PART D: HOUSING MANAGEMENT

Example calculation of average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent.				
Tenancy Ref	Date tenancy ended	Amount outstanding at date of tenancy termination	Based on an average weekly rent of £43.22 in 2009/10 those marked with ✓ would be included in the calculation	
1	14/04/09	£146.88	✓	Total value of debt owed to be used in calculation = £510.71 ÷ 6 = £85.12 (average debt owed) £85.12 as a percentage of the average weekly rent of £43.22 = 197%
2	05/05/09	£12.56		
3	02/06/09	£80.92	✓	
4	16/06/09	£56.67	✓	
5	14/07/09	£8.48		
6	11/08/09	£94.00	✓	
7	25/08/09	£68.00	✓	
8	08/09/09	£64.24	✓	
9	08/09/09	£20.24 (lock-up)		
10	06/12/09	£10.56 (lock-up)		
10 cases	Total debt	£562.55		

4(E)(iii)(a) & (b) The proportion of **all** former tenant arrears written off/collected in the year (including those owing less than one weeks rent) to 31 March 2010 is calculated based on:

A	{	value (£) of former tenant arrears written off (at year end*) + value (£) former tenant arrears collected (throughout year)	}
B	{	value (£) former tenant arrears (at the start of year) + any former tenant arrears occurring throughout year (at the point tenancy was terminated)	}
<p>FT arrears written off/collected as % of FT arrears = A as proportion of B (% -2 decimal places)</p>			

N.B. Rent arrears relating to garages or lock-ups should be included in all parts of this calculation.

* When reporting the value of the arrears written off this should be in respect of **all** former tenant arrears written off at the year end - not just those where tenancies ended in the reported year.

The following is an example of the principle to be used when calculating figures for 4(E)(iii)(a) & (b) and 4(E)(iv):

Tenancy Ref	Date tenancy ended	Amount outstanding at date of tenancy termination	Amount of former tenant arrear collected	Amount of arrear written off at year end
1	14/04/09	£146.88	£10.00	£136.88
2	05/05/09	£12.56	-	£12.56
3	02/06/09	£80.92	£80.92	-

4	16/06/09	£56.67	-	£56.67
5	14/07/09	£8.48	£8.48	-
6	11/08/09	£94.00	£24.00	-
7	25/08/09	£68.00	-	£68.00
8	08/09/09	£64.24	£64.24	-
9	08/09/09	£20.24 (lock-up)	-	£20.24
10	06/12/09	£10.56 (lock-up)	£10.56	-
10 cases	Total	£562.55	£198.20	£294.35
Calculation:				
Based on an assumed former tenant arrear at the start of the year (1 st April 2009) = £2,568.00				
Calculation	(A) =	Value of former tenant arrear written off - £294.35 + Value of former tenant arrear collected - £198.20 = £492.55		
	(B) =	Former tenant arrear at the start of the year - £2,568.00 + Value of former tenant arrears occurring throughout the year (at the point of tenancy termination)- £562.55 = £3,130.55		
(A) as % (B) =		£492.55 as % of £3,130.55 = 15.73%		
APSR	4(E)(iii)	(a) amount written off	£294.35	9.40%
	4(E)(iii)	(b) amount collected	£198.20	6.33%
	4(E)(iv)	Total	£492.55	15.73%

- 4(F) Current tenant rent arrears (non-technical) as a percentage of the net rental income is defined as rent that is lawfully due and is unpaid by current tenants. **N.B.** This information is no longer collected at local authority level.

All Housing Benefit overpayments must be excluded

from the value of the rent arrears. The net rental income i.e. the total annual charges levied for rent and services charges for all dwellings and other stock (including garages and lock-ups), **less** Housing Benefit received and rent loss due to voids. Rent arrears for garages, lock-ups and service charges are to be included in his part of the indicator.

- 4(F)(i) **Gross rent debit** – this is the total annual charges levied by your RSL for rent and services for **all houses, garages and lock-ups.**
- 4(F)(ii) **Housing benefit** - in supplying this figure please state the value of Housing Benefit receivable for the year from the council(s). It is appreciated that payments may be received on variety of basis, for example fortnightly in arrears/fortnightly in advance. In accounting for the amount of benefit it is acceptable to include the full amount of the last payment, although it may relate to period in the next financial year, so long as you are reporting overall on one year's benefit receivable. If any Housing Benefit is reported, then Section 5 Housing Benefit should also be completed.
- 4(F)(iii) **Total void loss** – in calculating rent loss for this indicator **ALL empty houses** should be included. You **should not in this instance apply the exclusions** listed at 4 (C) on void loss definitions.
- 4(F)(iv) **Net rental income due** is the gross rent debit at 4(F)(i) less 4(F)(ii) Housing Benefit less 4(F)(iii) void loss. When completing on-line 4(F)(iv) is automatically calculated by the system.
- 4(F)(v) **Current tenant non-technical arrears** figure – Rent arrears for garages, lock-ups and service charges are to be included in this part of the indicator. This is the figure as calculated for question 4 (D)(i).

PART D: HOUSING MANAGEMENT

When completing on-line the figure input at question 4(D) (i) is automatically brought forward to this field.

4(F) (vi) **Current tenant non-technical arrears as a percentage of net rental income.**

This is the percentage that the current tenant, non-technical arrears figure represents to the net amount of rent due. When completing online this figure is automatically calculated by the system.

4(F)(vii) Please state the percentage of current tenants who at 31 March 2010 owed more than 13 weeks' net rent, greater than £250. This information is to be supplied by local authority.

N.B. You must calculate and supply a figure for each council area you operate in based on the definition below and also the figure for your RSL overall.

The following definitions apply:

By local authority area establish

- A Weekly net rent =** for each tenant (in each local authority) in arrears calculate the weekly rent **minus** weekly entitlement to Housing Benefit (if in payment) as at the last week in the year.
- B Number of tenants owing more than 13 weeks' of their net rent -** having established the net rent for each current tenant in arrears, count the number owing more than 13 times their net rent. **N.B. do not include those owing less than £250.**
- C Percentage of current tenants owing more than 13 week's net rent =** Number of tenants established at **B** as a percentage of all current tenants (in each local authority area) at 31 March 2010 (subject to the conditions listed below).

In calculating the percentage figure to two decimal places:

- the denominator should exclude those tenancies where only a garage is let
- Where a dwelling and a garage (that is, a lock-up) are let separately to the same tenant(s) these should be treated as a single tenancy when working out the number of tenancies.

RSL overall figure – Total (all Scotland)

You must perform the calculation as outlined above based on **all of your current tenants** in arrears as a **percentage of all your current tenants** as at 31 March 2010. The total for your RSL **is not** a sum of the local authority figures, unless you only operate in one local authority area.

PART D: HOUSING MANAGEMENT

SECTION 5: HOUSING BENEFIT

Management only RSLs and CCHA-LHOs to complete all questions in this section.

- 5(A) Please state the **percentage of your tenants** who were receiving either full or partial Housing Benefit at 31 March 2010. We understand that not all of your tenants will tell you that they are receiving Housing Benefit in this case please provide your best estimate. However, this information can help us understand your rent arrears situation.
- 5(B) Please state the **percentage of your rental income** that comes from Housing Benefit. This may be a 'best estimate' as we appreciate that you may not be aware of all tenants whose rents are paid partially by Housing Benefit.

If you have reported any Housing Benefit at 4(F)(ii) then Section 5 must be completed.

SECTION 6: FACTORING

Not to be completed by Management only RSLs or CCHA-LHOs

Factoring is when the management of properties is carried out by someone other than the owner. This management usually includes repairs, improvements, maintenance, insurance and administration and may also relate to areas of common land or space. In owner occupied sheltered housing, the factoring or management service usually includes the provision of warden services. For a number of RSLs, factoring incomes make up a substantial proportion of their turnover. If you factor any properties please provide the information we request at 6(A) and 6(B).

- 6(A) Please state the number of houses that you factored for other owners. This figure should include properties factored for owner-occupiers and others, such as local authorities.
- 6(B)(i) **Invoiced factoring charges and recoverable costs**
Please state the total amount that has been billed and remains outstanding at 31 March 2010. This is the total of all your factoring accounts outstanding, less payments made to accounts.
- 6(B)(ii) **Unbilled factoring charges and recoverable costs**
Please state the amount you have accrued for providing a factoring service and costs incurred on behalf of owners that have not been billed. For example, latest bills may have been issued in December, but costs and factoring charges for January to March should be recorded as recoverable from owners. These costs have accrued and would be charged in the next issue of invoices.

PART E: MAINTENANCE

SECTION 1: REACTIVE REPAIRS TO OCCUPIED PROPERTIES

Management only RSLs and CCHA-LHOs to complete all questions in this section.

This section deals with 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 scheme. **Do not include repairs to void properties as these should be recorded separately.**

- 1(A) While our performance standards do not require you to have specific definitions of repairs and completion targets, we do expect you to set definitions and targets so you can monitor your own performance. To enable us to make comparisons on a fairly consistent basis we will use the following categories and definitions of repairs. Only one target response time should be provided for each category of repair.
- 1(A)(i) **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.
- 1(A)(ii) **Urgent repairs:** Repairs that seriously affect the comfort or convenience of the occupier.
- 1(A)(iii) **Normal or routine repairs:** Repairs that will not seriously interfere with the comfort and convenience of the occupier.

For each category please give:

- your target times;
- the number of repairs completed between 1 April 2009 to 31 March 2010;
- the number completed within the target time; and
- the percentage of completions this represents.

Repairs completed between 1 April 2009 and 31 March 2010 should include repairs raised in the previous year, but not completed until the current year.

You should include 'Right to repair' repairs in the reporting of routine repairs.

Target times for emergency repairs should be given in hours. For urgent and routine repairs target times should be given in working days – this excludes official public holidays. Other days when your office is closed should be counted as they are still working days. If you have used categories which do not correspond to emergency, urgent, and routine, please give details of these in the comments box.

N.B. The time taken to complete a repair should be measured as the time (expressed in hours if an emergency repair, otherwise in working days) between the earliest date or time a request is received in the client department (from either the tenant or a repairs inspector) until the work is satisfactorily completed in the opinion of the client.

- 1(B) **Repairs appointments systems**
We are interested in establishing how widely used repairs appointments are by RSLs. If you operate a repairs appointment system, please detail how many appointments were made and kept during the period 1 April 2009 to 31 March 2010.

PART F: DEVELOPMENT

Not to be completed by Management only RSLs or CCHA-LHOs

SECTION 1: DEVELOPMENT PROGRAMME

Complete this Part only if your RSL has a current development programme or you intend undertaking a development programme in 2010-11 or 2011-12.

- 1(A) Please tick YES if your RSL is currently undertaking a development programme or intends to in 2010-11 or 2011-12. **Or** tick NO and go to Part I: Contextual Statistical Information.
- 1(B) In relation to **all** your development projects (current year, 2010-11 or 2011-12) please indicate if they include any Housing Association Grant (HAG) funding.

We are only interested in details of development projects that **do not** include any HAG funding. If you answer YES to this question you will not be required to complete this part of the return. This is because we will get details of your HAG funded projects from Scottish Government, Housing Investment Division.

If you answer NO you are required to supply the following information:

- 1(C)(i) We are interested in knowing the number of units (houses) that your development programme provided during the year to 31 March 2010, and the number you anticipate providing in 2010-11 and 2011-12. When you supply these figures for the current year you should only count houses for which certificates of practical completion were issued during the period 1 April 2009 to 31 March 2010.

- 1 (C)(i) (a) – (c)

Breakdown of number of units by provision type:

The following definitions apply:

- (a) social letting – properties normally providing secure accommodation for Scottish secure tenancies (SSTs) or short SSTs.
- (b) mid market /market rents – 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.
- (c) low cost home ownership (including shared equity / shared ownership) – 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.

Ownership

You should supply the number of units that either your RSL or subsidiary will ultimately own against each of the provision types. This is so that we can distinguish between the role of your RSL or your subsidiary in the developments.

Percentage column

The system will automatically calculate what percentage of units are being provided against each of the provision types.

- 1(C)(ii) Please give the value of your development programme and how this was funded for 2009-10 and the estimated value and breakdown for 2010-11, 2011-12.

PART F: DEVELOPMENT

Figures should be supplied to the nearest thousand pound e.g. £1,946,989 = £1947 (£000) and should exclude Stage 3 adaptations and environmental grants.

- 1(D) Please tell us who carries out your development work e.g. a development agent, another RSL or a subsidiary.

A comments section is provided at the end of this section – please use this to give us any information which is relevant to your development programme.

PART G: MANAGEMENT & DIVERSIFICATION

This part of the return has been removed.

PART I: CONTEXTUAL STATISTICAL INFORMATION

SECTION 1: SELF-CONTAINED DWELLING UNITS

Management only RSLs and CCHA-LHOs should complete **all** questions except 1(D)(ii)-(v) in relation to the stock managed on behalf of GHA.

In this section you are requested in most questions to supply information at the local authority level. This will help aid cross sector comparisons. For the purposes of this section of the APSR, the following definitions apply:

- Self-contained dwelling units: This refers to self-contained dwelling units wholly owned by your RSL or, if you are a Management only RSL or a CCHA-LHO managed on behalf of GHA. A unit is self-contained if it has the exclusive use of a bath/shower, inside WC and cooking facilities.
- An *n*-apartment is a property with *n* rooms, counting only bedrooms and living rooms. Kitchens, bathrooms, toilets and utility rooms are not counted, (that is, 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).

1(B) **Units let or available for let:**

You need to include:

- dwellings owned and managed by your RSL or if you are a Management only RSL or a CCHA-LHO managed on behalf of GHA;
- dwellings owned by your RSL but managed by a voluntary group or by another RSL; and
- wardens' and caretakers' accommodation.

You need to exclude:

- stock managed on behalf of another body unless you are a Management only RSL or a CCHA-LHO managing stock on behalf of GHA;
- any properties originally developed for partial or outright sale (for example, improvement for sale, shared ownership, shared equity, equity sharing) but not properties put back into the rented housing sector as these should be included in Section 3 of Part I: Contextual Statistical Information; and
- properties held for use as decants (which should be included in 1(C)).

N.B. The total for each apartment size in each local authority area should agree with the total number of units by local authority given in Sections 9 (A) plus 9 (B) – Rents.

1(C) **Units not available for letting:** Record the number of housing units you owned or, if you are a Management only RSL or a CCHA-LHO manage on behalf of GHA which were not available for letting at 31 March 2010. Do not include units intended for improvement for sale or units needing minor repairs and which are still lettable.

This question has been revised and we no longer require a breakdown of those below tolerable standard:

- (i) Record the number of units that were awaiting demolition at 31 March 2010.
- (ii) Record the number of units that were awaiting rehabilitation at 31 March 2010.

PART I: CONTEXTUAL STATISTICAL INFORMATION

- (iii) Record the number of units where a decision on future action is outstanding at 31 March 2010.
- (iv) In advising the number of units held for decant purposes these can be either occupied or void properties that are being used as part of a modernisation or similar project.

1(D)(i) **Total units owned:** this is the total of sections 1(B) and 1(C) and represents the grand total of all units you own. The on-line system will automatically calculate this figure based on details input at individual local authority level at 1(B) and 1(C).

The totals at 1(D) should equal the figures entered for the following questions:

- Section 1(P) – type of provision.
- Section 1(Q) – breakdown of dwelling units owned by age and type for all local authority areas.

1(D)(ii) If you own stock that you acquired through large scale voluntary transfer please advise what percentage of your current stock (as stated at 1(D) (i)) this represents as at 31 March 2010.

1(D)(iii) **Scottish Housing Quality Standard**

We are aware that you are also being asked to complete fuller information on progress towards the SHQS by September 2010. We will be using the APSR to provide comparability to previously supplied information on progress in achieving the Standard.

The information is to be supplied at the local authority level as well as RSL level.

N.B. Your approach in completing these tables should be consistent with that used when completing your original Standard Delivery Plan or self-assessment return.

1(D)(iii)(a)

Please state the number of dwellings that meet the Standard as at 31 March 2010 and for future years the number you estimate will meet the Standard at the same date each year.

N.B. In reporting the projected number of dwellings that will meet the Standard in the future, you must take account of those dwellings which currently meet the Standard, but are projected to fail the Standard prior to 2015.

1(D)(iii)(b)

Please give the actual number of dwellings as at 31 March 2010 and projected stock levels to 2015.

1(D)(iii)(c)

If completing the return on-line the system will automatically calculate the percentage of stock meeting the Standard based on the information supplied at 1(D)(iii) (a) and (b). Otherwise, this figure should be calculated to two decimal places.

1(D) (iv)(a) – (c)

Please state the number of dwellings you planned to bring up to the Standard during the year to 31 March 2010 at (a) and the actual number brought up to the Standard at (b). If you did not meet your target please outline the reasons briefly at (c).

PART I: CONTEXTUAL STATISTICAL INFORMATION

1(D)(v)

Please state the number of dwellings you plan to bring up to the Standard in the coming year i.e. 1 April 2010 to 31 March 2011.

1(D)(vi)

Please tell us how many of your dwellings you believe will require exemptions from aspects of the SHQS at this time.

The latest information on exemptions can be found in the 'Guidance for Completing Update Tables' document published on our website February 2010 – this document is available from the following link:

http://www.scottishhousingregulator.gov.uk/stellent/groups/public/documents/webpages/1shr_housingquality.hcsp#TopOfPage .

1(D)(vii) We have reviewed this question in the light of responses received last year to gather the **total of all expenditure on bringing properties up to the Standard**. Please provide the total amount of your expenditure, **whether capital or revenue** during 2009/10 in bringing properties up to the Standard. Figures should be supplied in full (£).

1(E) **Demolitions**

Please state the number of units that were demolished during the period 1 April 2009 to 31 March 2010 in each local authority area you have properties.

1(F) **Evictions**

We have reviewed the information required and you no longer have to supply a breakdown of why eviction action was taken.

Please supply the information requested for each of the local authority areas in which you operate and a total for your organisation.

1(G) **Numbers of properties abandoned:** Please state how many dwellings were abandoned during the year, by local authority area and also a total for all areas. This includes the number of abandoned properties already quoted at 1(F)(iv) plus any other cases of abandonment.

1 (H) and 1(I) These sections have been moved to Part D, Housing Management: Section 2 questions 2(E) and (F).

1(J) We continue to monitor and report on anti-social behaviour, including information about interim and full ASBOs. Please record the answers to questions covering the period 1 April 2009 to 31 March 2010.

In reporting the number of cases heard at court during the year to March 2010, this should be regardless of when the actions were raised.

1(K) Please provide us with a breakdown of the right to buy status for all your tenancies in self-contained dwelling units effective at 31 March 2010.

Pre-2001 Act RTB

The information supplied here should be about tenancies where the old discount and eligibility structures still apply.

PART I: CONTEXTUAL STATISTICAL INFORMATION

Modernised RTB

This is about tenancies where the right to purchase is governed by the modernised terms.

Without RTB

This is about tenancies where RTB is excluded without a time limit or the tenancy is excluded under the 10-year exemption provision of 2001 Act.

N.B. the total tenancies reported should **not** be greater than the number of lettable self-contained dwelling units recorded at CSI 1(B).

- 1(L) Please provide the number of vacancies that have arisen in your normal lettable self-contained stock (as reported at CSI 1(B)) during the year, by local authority. The percentage figure is to be calculated to one decimal place. The on-line system will calculate the percentage automatically for you.

You should include all self-contained lettable stock which became void over the period 01 April 2009 to 31 March 2010 regardless to whether the property is still void or has been let.

You should use the definition of a void as outlined at Part D Housing Management Section 2, question 2 (C) when determining whether a property should be counted.

You should **not** include properties which continue to be void from a previous year or properties re-let during 2009/10 where the void commenced in 2008/09.

- 1(M) Please provide a breakdown of the number of self-contained lettable units you recorded in CSI 1(B)(i) by local authority, which were void at 31 March 2010.

- 1(N) So that we have a bit more knowledge about voids, please supply us with a breakdown of the self-contained lettable units (as reported at CSI 1(M)) that have been void at 31 March 2010 for six or more calendar months.

You should use the definition of a void as outlined at Part D Housing Management Section 2, question 2 (C) when determining whether a property should be counted.

Please describe the main reason for the void, using a code from the list below. While we understand that more than one code could be applicable, please select **one** main reason.

Code	Description
Property specific	
A	Size
B	Condition/standard
Area specific	
C	Condition
D	Stigmatised location
E	Anti-social/difficult neighbours
Structural issues	
F	Stock mis-match (that is, size or type of property)
G	Economic decline
H	H Location

PART I: CONTEXTUAL STATISTICAL INFORMATION

- 1(O) We have removed this question on houses void more than a year.
- 1(P) Please provide a breakdown of **all** self-contained units, as stated in 1(D)(i) by local authority, by type of provision.

(i) **General:**

This refers to people who have no special needs that have to be met by features of the layout, fixtures, fittings, or location of their home. This is sometimes also referred to as mainstream. This definition includes housing occupied by single parent families and barrier free accommodation.

Housing for elderly people

(ii) **Sheltered housing:**

This is where the design of the housing is based on the standards for general housing but with the addition of the following features:

- 1.1 The housing should be provided at ground or first floor level or, in blocks over two storeys high, served by at least one lift.
- 1.2 Space standards should be the same as for one or two people in general needs houses.
- 1.3 Handrails should be provided on both sides of all common access stairs and on at least one side of all common access areas and passages.
- 1.4 Bathroom doors should be either sliding or capable of opening outwards, and fitted with locks that can be operated from the outside.
- 1.5 Bathroom floors should have a non-slip finish.
- 1.6 Handrails should be fitted beside the WC and the bath/shower.
- 1.7 A space heating system must be provided which is capable of maintaining a temperature of 21 C when the outside temperature is -1C in the following parts of the house: living area, sleeping area, kitchen, bathroom, hallway.
- 1.8 Light switches should be arranged to line up horizontally with door handles.
- 1.9 Socket outlets should be fixed at a height of at least 500 mm above the floor.
- 1.10 A warden service should be provided.
- 1.11 An emergency call service should be provided connecting each house to a warden system.

Sheltered wheelchair housing:

This is where the design is adapted to wheelchair standards but also has the features listed above for sheltered housing. This kind of accommodation is for elderly people confined to wheelchairs, rather than other such disabled people. Dwellings in this category should be included under the sheltered housing category.

(iii) **Very sheltered housing:**

This form of housing (sometimes known as 'care' and 'extra care' housing) generally has all the features listed for 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.

Amenity housing

- (iv) **Medium dependency housing:** This is where the design is based on the standards of general needs housing but with the addition of other features listed in 1.1 to 1.9 of the above sheltered housing definition.

PART I: CONTEXTUAL STATISTICAL INFORMATION

Other dwellings fitted with a community alarm system: This is accommodation where a system of alarms in more than one special needs house is linked to a central point. This system is either staffed or temporarily supervised, or connected to a telephone link up through which a response to a distress call can be guaranteed.

Housing for disabled people

- (v) **Wheelchair housing:** This consists of dwellings for people confined to wheelchairs. It is built or adapted to give extra floor area, whole house heating, special features in the bathroom and kitchen, and other features.
- (vi) **Ambulant disabled housing:** These are dwellings 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.
- (vii) **Other specially adapted housing:** Dwellings with other adaptations, for example the installation of renal dialysis equipment, should be included here if information is available.

Housing units should be listed under only ONE of the above categories. Wheelchair houses should be listed as such even if the current tenant is not actually a wheelchair user. It is important that the houses are classified in terms of the specialised design or the adaptations that have been made to them. A general needs house that has no special design feature or adaptation is still 'general' even if someone with special needs is living in it. The totals at 1(P) should equal the figures returned for 1(D)(i).

- 1(Q) Please supply a breakdown of **all** self-contained dwelling units owned by your RSL at 31 March 2010, listed by their various age bands and types (even if not let). Please complete for each local authority area you operate in and also supply a total for all areas.

The totals at 1(Q) should equal the figures returned for 1(D)(i).

We are using the following definitions:

A **dwelling** is a building or part of a building which forms a separate and self-contained set of premises designed to be occupied by one household. Include any building or part of a building designed or adapted for multiple occupation by a group of small households with some shared facilities.

A **house** is a dwelling divided vertically from every other dwelling and with its main front from ground level. Include detached, semi-detached and terraced houses.

A **high rise flat** is a dwelling in a building of five storeys or more with a lift.

A **tenement flat** is a dwelling in a building of two or more floors containing two or more flats with shared access.

A **four in a block** dwelling (that is, a cottage flat) is a building that contains four flats, each with their own access.

PART I: CONTEXTUAL STATISTICAL INFORMATION

A **flat** is a dwelling on one floor, forming part of a building from some other part of which it is divided horizontally.

A **maisonette** is a dwelling on more than one floor, forming part of a building from some other part of which it is divided horizontally.

SECTION 2: NON-SELF-CONTAINED ACCOMMODATION

Not to be completed by Management only RSLs or CCHA-LHOs

We are using the following definitions:

Non-self-contained accommodation: This includes housing for people with some form of special need which may require special design or adaptation features. The accommodation is not self-contained except that sometimes there might be separate WCs or bathroom. Generally, cooking and dining will be communal and there will be a common room. There will also usually be a full-time warden. When completing this section please:

include: Non-self-contained accommodation that you own and manage. Non-self contained accommodation, owned by you but managed by a voluntary group or by another RSL.

exclude: Warden's accommodation – this should be included in Section 1 if it is a self-contained dwelling unit. Guest rooms should be excluded totally from these forms.

- 2(B) Please provide a breakdown of non-self-contained accommodation bed spaces by local authority and by type of provision.
- 2(C) The question on void non-self contained accommodation has been removed

SECTION 3: SHARED OWNERSHIP, EQUITY SHARING, AND SHARED EQUITY UNITS

Not to be completed by Management only RSLs or CCHA-LHOs

We have substantially reviewed the information we require on shared ownership, equity sharing and shared equity units to take account of new government initiatives and to aid the profiling of stock holdings by local authority.

- 3(A) This information is collected to aid the profiling of RSL stock and will also provide data on the number of current shared equity units in the housing sector.

You **should** include cases where the stake left in the property is held either by the RSL or Scottish Ministers.

PART I: CONTEXTUAL STATISTICAL INFORMATION

You should **not** include properties where the purchaser has staircased to 100% ownership during the last year.

- 3(A)(i) Please supply the number of shared ownership properties your organisation still has a stake in at 31 March 2010. Shared ownership as defined at Section 83(3) of the Housing (Scotland) Act 2001. Where the sharing owner enters into a lease with the RSL for the part not purchased.
- 3(A)(ii) Please supply the number of pre 2005 equity sharing properties your organisation still has a stake in at 31 March 2010.
- 3(A)(iii) New Supply Shared Equity (NSSE) - the number of properties that your RSL has built specifically for the NSSE scheme since introduction in 2005 which your RSL still has a stake in (or manages the stake held by the Scottish Government) at 31 March 2010.
- 3(A)(iv) Open Market Shared Equity scheme – the total number of properties as at 31 March 2010 that your RSL has been involved with the administration of on behalf of Scottish Government since introduction in 2005.

SECTION 4: NON-HOUSING UNITS

Not to be completed by Management only RSLs or CCHA-LHOs

4(B)(i)(ii)(iii)

Please complete the section on the number of non-housing units that you own.

- (iv) If you own any other kinds of non-housing units please let us know in the space provided.

SECTION 5: MANAGEMENT OF HOUSING STOCK AND REGISTRATION WITH SCOTTISH COMMISSION FOR REGULATION OF CARE

This Section has been removed from the return.

SECTION 6: SALES

Management only RSLs and CCHA-LHOs should only complete questions 6(A) & (B)

We have reviewed the information required on house sales and no longer need to know how long sales take to complete or average time to process.

- 6(B) For all sales processed during the last year give a breakdown by local authority all right to buy (RTB) and voluntary sales of individual houses to sitting tenants. Please also state the number of other sales during the year to 31 March 2010.

PART I: CONTEXTUAL STATISTICAL INFORMATION

Right to Buy: Please include all house sales where entry was taken during the year up to 31 March 2010, using the headings given. Also include sales of housing units that you acquired from other public agencies where the sale was in progress at the date of transfer and the sale proceeds were received by your RSL.

Voluntary sales: Include all houses sold to individuals other than statutory right to buy where entry was taken during the year to 31 March 2010. This should include voluntary contractual sales under Section 65 to 68 of the 2001 Housing Act.

Other Sales: Include all houses which have been sold during the year to 31 March 2010 but are not already included above. This would include open market sales.

SECTION 7: LOW COST HOME OWNERSHIP (LCHO) SALES

Not to be completed by Management only RSLs or CCHA-LHOs

We have substantially reviewed the information required on low cost home ownerships sales. We no longer separate information on buybacks and open market sales.

- 7(A) You should record all **initial** low cost home ownership sales settled during the last year against each of the categories listed.

By **initial sale** we mean the first sale of newly completed New Supply Shared Equity/shared ownership properties **or** the initial purchase of properties through the Open Market Shared Equity Pilot scheme during the financial year.

Do not include further tranche sales processed in these figures. We are only interested in the number of properties initially sold in any one year.

- 7(A)(i) Shared ownership – is as defined at Part I SCI: Section 3 (A).
7(A)(ii) Equity Sharing (pre 2005) – record the number of any equity sharing properties covered by the pre 2005 scheme during the last year.
7(A)(iii) New Supply Shared Equity (NSSE) – record the number of **first time** NSSE scheme properties that your RSL sold during the last year.
7(A)(iv) Open Market Shared Equity scheme – record the number of first time sales of properties your RSL has been involved in administering under this scheme on behalf of Scottish Government during the last year.

SECTION 8: STOCK ACQUISITIONS

Not to be completed by Management only RSLs or CCHA-LHOs

- 8(B) Please state the number of self-contained units you acquired in each category in the year to 31 March 2010, by local authority area. Should you have bought back any properties previous sold through low cost home ownership or others e.g. Mortgage to

PART I: CONTEXTUAL STATISTICAL INFORMATION

rent which now form part of your lettable stock these should be recorded against an 'Acquisition from other source'.

Please also state the total number of bedspaces (in non-self-contained accommodation) that you acquired in the year to 31 March 2010 in each local authority area.

SECTION 9: AVERAGE RENTS: SELF-CONTAINED ACCOMMODATION

Management only RSLs and CCHA-LHOs should only complete questions 9(A) & (C)

9(A) Rents set by your RSL: Please provide the average weekly rent (excluding service charges or other charges) for units let or available for let that your RSL set the rent for as at 31 March 2010 or if you are a Management only RSL or a CCHA-LHO you manage on behalf of GHA .

(NB. We are looking for organisations to report the rents that were in operation during 2009/10. Therefore, if your organisation applies a rent increase during March 2010 this should not be reported until 2010/11.)

Please provide this information by apartment size and give the figures to the nearest 1p.

We are using the following definitions:

- Weekly rent: annual rent divided by 52.
- Average weekly rent. That is, weighted average (excluding service charges or other charges). See the example below.
- Number of units: The number of self-contained dwelling units (let or available for let) that the average weekly rent calculation is based on.

The rent figure entered in the 'All units' column for each unitary authority should equal:

Average weekly rent multiplied by the number of units for each apartment size added together
the total number of units for all apartment sizes

The rent figure entered in the 'total all Scotland' row for each apartment size/All units should equal

Average weekly rent multiplied by the number of units for each authority added together
the total number of units for all local authorities

PART I: CONTEXTUAL STATISTICAL INFORMATION

Average weekly rent calculation:

Authority Code	1 apt		2 apt		3 apt		4 apt		5+ apt		All units	
	Rent	No. of units	Rent	No. of units	Rent	No. of units	Rent	No. of units	Rent	No. of units	Rent	No. of units
[1]	£0.00	0	£40.53	16	£0.00	0	£0.00	0	£0.00	0	£40.53	16
[2]	£0.00	0	£40.30	28	£46.50	6	£0.00	0	£0.00	0	£41.39	34
[3]	£0.00	0	£37.88	3	£0.00	0	£0.00	0	£0.00	0	£37.88	3
[4]	£39.98	2	£51.72	10	£39.80	4	£0.00	0	£0.00	0	£47.27	16
[5]	£0.00	0	£44.81	35	£51.32	48	£57.98	2	£0.00	0	£48.79	85
Total	£39.98	2	£43.22	92	£50.03	58	£57.93	2	£0.00	0	£45.93	154

In the example above the 'All units' figure for local authority [4] is calculated as follows:

$$\begin{aligned} & \frac{(39.98 \times 2) + (51.72 \times 10) + (39.80 \times 4)}{(2 + 10 + 4)} \\ &= \frac{756.36}{16} \\ &= £47.27 \end{aligned}$$

Provision has been allowed for you to record details of any units for which there is no rent charge. For example, you may have key worker properties or tied houses or properties that are used for communal purposes. Please record details of such units in the row titled 'special lets'.

The grand total of the units for each apartment size for 9A + 9B should equal the figures supplied at Part I: Contextual Statistical Information, Section 1 – 1(B) (number of units let or available for let at 31 March 2010).

9(B) Rents set by the Rent Registration Service

Please provide the average weekly rent (excluding service charges or other charges) at 31 March 2010 for the relevant number of units let or available for let where the rents are set by the Rent Registration Service. These are to be split by each local authority area. Please provide this information by apartment size and give the figures to the nearest 1p. We are using the following definitions:

Rent: Average weekly rent (excluding service charges or other charges), as in the example given at 9(A).

Number of units: The number of self-contained dwelling units (where the rent is set by the Rent Registration Service) that the average weekly rent calculation is based on. Provision has been allowed for you to record details of any units for which there is no rent charge. For example, you may have key worker properties or tied houses or properties that are used for communal purposes. Please record details of such units in the row titled 'special lets'. The grand total of the units for each apartment size for 9A + 9B should equal the figures supplied at Part I Section 1 – 1(B) (number of units let or available for let at 31 March 2010).

9(C) The section on rents for new properties has been removed.

PART I: CONTEXTUAL STATISTICAL INFORMATION

SECTION 10: WEEKLY RENTS: NON-SELF-CONTAINED ACCOMMODATION

Not to be completed by Management only RSLs or CCHA-LHOs

10(A) Please state the average weekly rent, that is, the weighted average (excluding service charges or other charges) at 31 March 2010 for all the bedspaces your RSL owns. Please provide this information by local authority area. We are using the following definitions:

Rent: Average weekly rent per bedspace (excluding service charges or other charges).

Number of bedspaces: The number of bedspaces that your average weekly rent calculation is based on.

SECTION 11: EQUAL OPPORTUNITIES

Management only RSLs and CCHA-LHOs to complete all questions in this section.

RSLs are required through Raising Standards to monitor equal opportunities in terms of ethnic origin, disability and gender. As a minimum please supply details at the highest level, that is questions 11(A) (i) White, (ii)Mixed, (iii)Asian, Asian Scottish or Asian British, (iv)Black, Black Scottish or Black British, (v)Gypsy/ Traveller, (vi) Unknown. If you are able, provide the further breakdown where appropriate. The total of any breakdown given should equal the totals at the highest level.

N.B. If you are unable to supply details of ethnicity you should complete 11(A)(vii) – unknown category. If your RSL doesn't collect this information, please give an explanation in the comment box provided.

Ethnic origin: Please provide us with details about people's ethnic origins under each of the column headings.

Ethnic Origins - please note these fuller definitions should be applied to the following categories when recording ethnicity:

(iii) Asian, Asian Scottish or Asian British

- (iii)(a) Indian this includes Indian Scottish or Indian British
- (iii) (b) Pakistani this includes Pakistani Scottish or Pakistani British
- (iii) (c) Bangladeshi this includes Bangladeshi Scottish or Bangladeshi British
- (iv) (d) Chinese this includes Chinese Scottish or Chinese British

(iv) Black, Black Scottish or Black British

- (iv) (a) Caribbean this includes Caribbean Scottish or Caribbean British
- (iv) (b) African this includes African Scottish or African British

PART I: CONTEXTUAL STATISTICAL INFORMATION

- 11(A) (i) **Staff:** State ethnic origins of your paid staff, at 31 March 2010.
- (ii) **Members of Governing Body:** State the ethnic origins of your RSL's Governing Body members at 31 March 2010.
- (iii) **Existing tenants:** If you know the ethnic origin of the heads of household of your existing tenants (that is, the person who has signed the tenancy agreement) at 31 March 2010, please provide details under each heading.
- (iv) **Applicants on housing list: This should be completed for both direct waiting list applicants and applicants on common housing registers.**

If you know the ethnic origin of applicants (heads of household) on your housing list at 31 March 2010, please provide this information, otherwise record as unknown.

If you participate in a common housing register you should supply ethnicity details of all applicants (heads of household) on the register.

The information supplied here should equal the total number of direct waiting list applicants (Part D: Section 3, Question 3 (A)(ii)) **plus** the number of applicants on common housing register (Part D: Section 3, Question 3(B)(iv)) where appropriate.

- (v) **New lets/re-lets:** If you know the ethnic origin of tenants of new lets or re-lets at 31 March 2010 (that is, the person who has signed the tenancy agreement), please provide details.
N.B.: When reporting on joint tenancies the ethnicity of each tenant should be recorded.

In line with Equality and Human Rights Commission recommendations it is good practice to let people choose their own designation. Only in circumstances where this is not possible should you do this on anyone else's behalf.

Even if you do not know the detailed breakdown please ensure that you complete the totals at 11(A)(viii) for each of the column headings (i) – (v):

- 11(B) Disability: Please state how many people consider themselves to have a disability at 31 March 2010.

- 11(C) Gender of staff and Governing Body members.

The total of 11(C)[i] (a)+(b) = the total at column 11(A)(i)

The total of 11(C)[ii] (a)+(b) = the total at column 11(A)(ii)

SECTION 12: SECTION 5 PROTOCOLS

This Section has been removed from the return.

GLOSSARY

The following provides a summary of the main terms used in this document:

ARREARS

Non-technical arrears

This means any arrears caused by ordinary non-payment of rent. This relates to rent which is due by law and is unpaid by current and former tenants.

It should **not** include the following:

- the value of any housing benefit overpayments that have been debited to tenants' rent accounts;
- any outstanding housing benefit which has not yet been received by your RSL; and
- outstanding payments from people who have an agreement to pay their rent slightly later than your RSL's normal monthly rent cycle.

Technical arrears

This is the amount of rent arrears caused by maladministration of housing benefit (for example, outstanding housing benefit which has not yet been received by your RSL). The figures are calculated as a percentage of the **total rental income**.

Tenants leaving in arrears

The percentage of tenants giving up their tenancy during the year who were in arrears.

Do not include:

- tenants who owe less than one full week's rent at the point the tenancy is given up;
- tenancies where only a garage is let.

Where a dwelling and a garage (e.g. lock-up) are let separately to the same tenant(s) these should be treated as a single tenancy for the purpose of calculating the number of tenancies.

Arrears written off/collected

The proportion of **all** former tenant arrears written off/collected (including those owing less than one weeks rent) in the year to 31 March 2010 is calculated based on:

$$\begin{array}{l} \mathbf{A} \left\{ \begin{array}{l} \text{value (£) of former tenant arrears written off (at year end*)} \\ + \text{value (£) former tenant arrears collected (throughout year)} \end{array} \right\} \\ \\ \mathbf{B} \left\{ \begin{array}{l} \text{value (£) former tenant arrears (at the start of year)} \\ + \text{any former tenant arrears occurring throughout year} \\ \text{(at the point tenancy was terminated)} \end{array} \right\} \\ \\ \mathbf{FT\ arrears\ written\ off/collected\ as\ \%\ of\ FT\ arrears =} \\ \mathbf{A\ as\ a\ proportion\ of\ B\ (\% - 2\ decimal\ places)} \end{array}$$

GLOSSARY

Arrears written off/ collected Cnt'd

N.B. Rent arrears relating to garages or lock-ups should be included in all parts of this calculation.

* When reporting the value of the arrears written off this should be in respect of **all** former tenant arrears written off at the year end - not just those where tenancies ended in the reported year.

Current tenant rent arrears (non- technical) as percentage of net rental income

Current tenant rent arrears (non-technical) is defined as rent that is lawfully due and is unpaid by current tenants.

N.B. All Housing Benefit overpayments must be excluded from the value of the rent arrears.

The net rental income is defined as - the total annual charges levied for rent and services charges for all dwellings and other stock (including garages and lock-ups), **less** Housing Benefit received and rent loss due to voids.

Rent arrears for garages, lock-ups and service charges are to be included in this part of the indicator.

Current tenants owing more than 13 weeks net at 31 March 2010 (>£250)

Percentage of current tenants who at 31 March 2010 owed more than 13 weeks' of their net rent (where this is greater than £250).

N.B. You must calculate each case individually and then calculate an overall figure for your RSL.

The following definitions apply:

A Weekly net rent = for each tenant (in each local authority) in arrears calculate the weekly rent **minus** weekly entitlement to Housing Benefit (if in payment) as at the last week in the year.

B Number of tenants owing more than 13 weeks' of their net rent - having established the net rent for each current tenant in arrears, count the number owing more than 13 times their net rent. **N.B. do not include those owing less than £250.**

C Percentage of current tenants owing more than 13 week's net rent = Number of tenants established at **B** as a percentage of all current tenants (in each local authority area) at 31 March 2010 (subject to the conditions listed below).

In calculating the percentage figure to two decimal places:

- the denominator should exclude those tenancies where only a garage is let
- Where a dwelling and a garage (that is, a lock-up) are let separately to the same tenant(s) these should be treated as a single tenancy when working out the number of tenancies.

GLOSSARY

LETS

New let

A **new let** is a property which is let for the first time following receipt of a certificate of practical completion. You should **not** include any properties acquired through mortgage to rent scheme or stock transfer as new lets.

Re-lets

A re-let is a property where the previous tenancy has ended and a new tenancy has commenced.

General tenancies

These are tenancies for people who do not need any special support.

Sheltered tenancies

These are 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.

Very sheltered or other is supported tenancies

This refers to all other tenancies where some form of support provided to allow the tenants to live independently in the community.

Low demand properties

A low demand property (void 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 reasons 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)
- One or more of the criteria must be present for a property to be considered low demand
- 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 should be borne in mind 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 turn over for a property, which may act as a deterrent for applicants

GLOSSARY

Low demand properties

Cnt'd

- 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 e.g. 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 total council area.

Units let or available for let

Includes:

- dwellings owned and managed by your RSL or if you are a Management only RSL or a CCHA-LHO managed on behalf of GHA;
- dwellings owned by your RSL but managed by a voluntary group or by another RSL; and
- wardens' and caretakers' accommodation.

Excludes:

- stock managed on behalf of another body unless you are a Management only RSL or a CCHA-LHO managing stock on behalf of GHA;
- any properties originally developed for partial or outright sale (for example, improvement for sale, shared ownership, shared equity, equity sharing) but not properties put back into the rented housing sector as these should be included in Section 3 of Part I: Contextual Statistical Information; and
- properties held for use as decants (which should be included in 1(C)).

N.B. The total for each apartment size in each local authority area should agree with the total number of units by local authority given in Sections 9 (A) plus 9 (B) – Rents.

Units not available for let

Number of units owned or, if you are a Management only RSL or a CCHA-LHO managed on behalf of GHA which were not available for letting at 31 March 2010. Including:

- units awaiting demolition or rehabilitation;
- units held for use as decants used as part of a modernisation or similar project;
- units not being let that are awaiting a decision on future action.

Do not include units intended for improvement for sale or units needing minor repairs and which are still lettable.

GLOSSARY

PROPERTY

Self-contained dwelling unit

This refers to self-contained dwelling units wholly owned by your RSL or, if you are a Management only RSL or a CCHA-LHO managed on behalf of GHA. A unit is self-contained if it has the exclusive use of a bath/shower, inside WC and cooking facilities.

An *n*-apartment is a property with *n* rooms, counting only bedrooms and living rooms. Kitchens, bathrooms, toilets and utility rooms are not counted, (that is, 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).

Non-self-contained accommodation

This includes housing for people with some form of special need which may require special design or adaptation features. The accommodation is not self-contained except that sometimes there might be separate WCs or bathroom. Generally, cooking and dining will be communal and there will be a common room. There will also usually be a full-time warden.

Includes: Non-self-contained accommodation that you own and manage. Non-self contained accommodation, owned by you but managed by a voluntary group or by another RSL.

excludes: Warden's accommodation – this should be included in Section 1 if it is a self-contained dwelling unit. Guest rooms should be excluded totally from these forms.

REACTIVE REPAIRS

This section deals with 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 scheme.

Do not include repairs to void properties as these should be recorded separately

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.

Urgent repairs

Repairs that seriously affect the comfort or convenience of the occupier.

Normal or routine repairs

Repairs that will not seriously interfere with the comfort and convenience of the occupier. You should include 'Right to repair' repairs in the reporting of routine repairs.

GLOSSARY

Normal or routine repairs cnt'd

Repairs completed between 1 April 2009 and 31 March 2010 should include repairs raised in the previous year, but not completed until the current year.

Target times

Target times for emergency repairs should be given in hours. For urgent and routine repairs target times should be given in working days – this excludes official public holidays. Other days when your office is closed should be counted as they are still working days. If you have used categories which do not correspond to emergency, urgent, and routine, please give details of these in the comments box.

N.B. The time taken to complete a repair should be measured as the time (expressed in hours if an emergency repair, otherwise in working days) between the earliest date or time a request is received in the client department (from either the tenant or a repairs inspector) until the work is satisfactorily completed in the opinion of the client.

RENTS

Gross rent due

This includes service charges and garage rental income. It is made up of the rent (including services charges) levied to be collected on all occupied dwellings and garages/lock-ups (if applicable) **plus** the rent arrears from current tenants at the start of the year.

Should exclude: those not directly part of the rent such as court costs; recovery of overpaid housing benefit through the rent collection system; pre-payments for future years.

Housing benefit paid in arrears to the RSL for the year is to be counted as paid for the purposes of this indicator.

Gross rent collected

This is made up of the total rent collected from current tenants for the current and past years (including arrears collected) and any Housing Benefit received **for current tenants**. Do not include rent collected from former tenants in this calculation.

Total rental income

This includes service charges and garage rental income. This is made up of the rent (including services charges) levied on all dwellings and garages/lock-ups (if applicable) for 2009/10. Subject to the following exclusions:

When calculating the **total annual rent loss due to voids for houses** and the **total rental income for houses** you should **not** include the rent for periods when :

- empty properties were/are subject to an insurance claim being raised because of fire or flood damage;

GLOSSARY

Total rental income

Cnt'd

- empty properties were/are awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. **N.B.** Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and rental income);
- houses were/are held for decanting tenants;
- properties were/are empty and subject of a Governing Body/Sub-Committee 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.

Gross rent debit

The total annual charges levied by your RSL for rent and services charges for **all dwellings, garages and lock-ups**.

RSL Weekly rent (self-contained)

The average weekly rent (excluding service charges or other charges) for units let or available for let that your RSL set the rent for as at 31 March 2010 or if you are a Management only RSL or a CCHA-LHO you manage on behalf of GHA .

NB. We are looking for organisations to report the rents that were in operation during 2009/10. Therefore, if your organisation applies a rent increase during March 2010 this should not be reported until 2010/11.)

Please provide this information by apartment size and give the figures to the nearest 1p.

We are using the following definitions:

- Weekly rent: annual rent divided by 52.
- Average weekly rent. That is, weighted average (excluding service charges or other charges).
- Number of units: The number of self-contained dwelling units (let or available for let) that the average weekly rent calculation is based on.

Weekly rents (non self-contained)

Average weekly rent per bed space (excluding service charges or other charges).

VOIDS

Void period for new lets days,

In relation to a new let this is the time measured in calendar between the date of the certificate of practical completion and the start date of the first tenancy.

Void period for re-lets

For a re-let this is 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.

GLOSSARY

Void period for re-lets cnt'd

Only properties that were re-let during the year to 31 March 2010 are to be included. Houses remaining void at the end of the year are to be included in the following year's returns.

You must **not** include mutual exchanges and successions.

Do not include 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.

When calculating the void period you should **not** include the following:

- empty properties where an insurance claim was raised because of fire or flood damage;
- empty properties awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. **N.B.** following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in the reporting of voids);
- houses held for decanting tenants;
- lock-ups and garages;
- properties that are or were empty and subject of a Governing Body/Sub-Committee 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.

Time band for void periods

For each new let or re-let calculate the number of void days and then select the appropriate time band within which to record each new let. Where **no** void period occurs the property should be include in the 'less than two weeks' band.

Void loss

This refers to the annual rent lost due to voids expressed as a percentage of the total possible rental income for 2009/10 from all the RSL's properties, **including new lets**.

The rent loss stated for houses should correspond with the same properties accounted for in 2(B) & (C) for new lets and re-lets **plus any other houses that remain unlet at 31 March 2010**, subject to the exclusions listed below.

The rent loss for a void period in relation to a **new let** is the amount of lost rental income for the time – measured in calendar days – between the date of the certificate of practical completion and the start date of the first tenancy.

The rent loss for a void period for a **re-let** is the amount of lost rental income 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.

GLOSSARY

Void loss cnt'd

When calculating the **total annual rent loss due to voids for houses** and the **total rental income for houses** you should **not** include the rent for periods when :

- empty properties were/are subject to an insurance claim being raised because of fire or flood damage;
- empty properties were/are awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. **N.B.** Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and rental income);
- houses were/are held for decanting tenants;
- properties were/are empty and subject of a Governing Body/Sub-Committee 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.

Total void loss

This is the rent loss for **ALL** empty houses. You should not in this instance apply the exclusions listed at Question 4 (C) on void loss definitions.