



SCOTTISH EXECUTIVE

Development Department
Social Housing, Strategy and Finance Division

Victoria Quay
Edinburgh EH6 6QQ

Chief Executives-Local Authorities
Directors of Housing/
Chief Housing Officers-Local Authorities
Directors of RSLs in Scotland

Telephone: 0131-244 5591
Fax: 0131-244 5596
helen.e.jones@scotland.gsi.gov.uk
<http://www.scotland.gov.uk>

Copies to: Chief Executive COSLA
SFHA
CIH
CML
Shelter
TPAS

Your ref:
Our ref:

28 July 2004

Dear Colleague

SCOTTISH HOUSING QUALITY STANDARD (SHQS)

I refer to Mike Neilson's letter of 4 February regarding the Scottish Housing Quality Standard, a copy of which is available on the Scottish Executive website
<http://www.scotland.gov.uk/consultations/housing/msshletter.pdf>

I am now writing with some further clarification of certain elements of the criteria in the Standard. This is set out in the attached note of clarification. We have also enclosed an Annex of suggested indicators for safe and secure elements.

We hope you find this guidance helpful. If you have any queries on the Standard, please contact Mary MacDonald (tel 0131 244 5569) (e-mail mary.macdonald@scotland.gsi.gov.uk).

Yours sincerely

pp HELEN JONES



Scottish Housing Quality Standard: Note of Clarification

Scottish Housing Quality Standard: Note of Clarification

| Housing Quality Criteria | Criteria Elements as detailed in 4 February letter | Clarification |
|---|--|--|
| <p>Free from Serious Disrepair</p> | <p>Primary Building Elements Single element failure.</p> <p>Secondary Building Elements Failure by 2 or more elements.</p> | <p>1. The 'Free from Serious Disrepair' category identifies both Primary and Secondary elements. For the avoidance of doubt, if the property has:</p> <ul style="list-style-type: none"> • One of the range of Primary Building Elements failing, with or without a Secondary Element failure then it is deemed to fail. • One of the range of Secondary Building Element failing it does not fail. • Two Secondary Element failures then it fails. • None or one Secondary Building Element failure and one failure in any of the categories for Energy Efficient, Modern Facilities and Services and Health Safe and Secure will fail. <p>2. In blocks of flats where there are shared building elements, all flats need to meet the criteria for primary/ secondary building elements for the block to meet the Standard. The block also needs to meet the Standard in terms of those shared building elements for each of the flats within it to comply with the Standard.</p> |
| <p>Free from Serious Disrepair</p> | <p>Primary and Secondary Building Elements An element fails where it requires repair or replacement of more than 20%.</p> | <p>This failure figure refers to the percentage of the item in question which is in disrepair for each individual dwelling and is based on the methodology employed in the House Condition Surveys. The calculation has a different basis depending on the nature of the element in question. For example, disrepair to a roof covering is an area-based measure and the approach taken is to identify dwellings where 20% or more of the surface area of the roof is in disrepair.</p> <p>In contrast, disrepair to chimneystacks is assessed by identifying disrepair to each component of the chimney stack (cope, structure, finish, pots) and weighting the results to arrive at an overall repair score for the chimney, which again would be 20% or more to trigger item failure. Landlords may wish to refer to the Local House Condition Survey Guidance www.shcs.gov.uk/lhcs/index.htm or Appendix 12.5 of the SHCS Main Report (November 2003).</p> |

Scottish Housing Quality Standard: Note of Clarification

Scottish Housing Quality Standard: Note of Clarification

| Housing Quality Criteria | Criteria Elements as detailed in 4 February letter | Clarification |
|--------------------------------|--|---|
| <p>Energy Efficient</p> | <p>Efficient Heating Full house central heating system that has an acceptable efficiency rating or similarly efficient heating system that is developed in the future.</p> <p>Definitions of inefficient central heating systems (footnote 3),</p> <p>Additional energy efficiency measures, where technically feasible¹, necessary to achieving a minimum NHER rating of 5 or SAP rating of 50.</p> | <ol style="list-style-type: none"> 1. Definition of “full” house central heating: whole dwelling or rooms representing more than 50% of the floor area of the dwelling with heating controlled from a single point. 2. Heating must be fixed heating appliances or distribution network. Portable heating should not be taken into account in defining a full house central heating system. 3. Direct appliances eg direct room heaters will be deemed inefficient if more than 20 years old. 4. A gravity or semi-gravity heating system using any fuel will be deemed inefficient if it is more than 20 years old. 5. For advice additional to footnote 3 on the efficiency of boilers, landlords may wish to refer to the SEDBUK (Seasonal Efficiency of Domestic Boilers in the UK) ratings. 6. We have revised the SAP equivalency rating to 50 for mains gas central heating systems and 60 for all other heating systems. |
| <p>Energy Efficient</p> | <p>Effective Insulation 100mm loft insulation where appropriate.</p> <p>Insulation of hot water pipes.</p> | <ol style="list-style-type: none"> 1. Where insulation is being installed, it must meet the standard required by the building regulations, as calculated by using the elemental method. 2. It is recognised that loft insulation will be subject to settlement over time but the original insulation is required to meet the minimum 100mm quality standard. 3. Insulation is required except where the exposed pipe will always contribute to the heating requirement of the room or space in which it is situated. |

¹ Such measures might include coated double or even triple glazing. It is recognised that it will not always be technically feasible, without disproportionate costs, to bring certain houses up to the minimum thermal efficiency standard. Standards may be relaxed if it is not reasonably practical to meet the minimum standards.

Scottish Housing Quality Standard: Note of Clarification

Scottish Housing Quality Standard: Note of Clarification

| Housing Quality Criteria | Criteria Elements as detailed in 4 February letter | Clarification |
|---------------------------------------|---|--|
| Modern Facilities and Services | <p>Kitchen Facilities Safe kitchen working arrangements, including worktop space on at least one side of, and at least the same width as, the cooker.</p> <p>Adequate kitchen storage to current building standards where practical (1m³ within or adjacent to the kitchen)</p> | <p>Additional requirements are: the worktop space should be at least the same width and at the least the same depth as the cooker; and the sink and cooker should not be adjacent.</p> <p>An additional requirement is that there should be adequate enclosed kitchen storage.</p> |
| Health, Safe and Secure | <p>Healthy Adequate noise insulation¹ where there are problems with external noise from eg traffic or factories.</p> <p>Internal pipe work lead-free.</p> | <p>The need for noise insulation will depend on the nature of the problem and the occupier's perception of noise level. The noise measure techniques used in relation to roads and airports may help.</p> <p>1. Planning Advice Note 56 – Planning and Noise 1999.²</p> <p>2. The Executive has also commissioned consultants to produce a Scottish Noise Management Guide by October 2004 which will include best practice on all aspects of noise control.</p> <p>3. The European Parliament and Council Directive³ relating to the Assessment and Management of Environmental Noise 2002/49EC (more commonly referred to as the Environmental Noise Directive (END)) was published in the official Journal of the EU in July 2002. END refers to the requirement to noise map major roads, railways, airports and industry by 2007 and then produce Action Plans for areas exceeding set levels. The Scottish Executive will be consulting on the implementation of the Directive later in 2004.</p> <p>No lead piping and no lead in water storage tank.</p> |

¹ In most cases, the noise insulation will be provided through double or triple glazing.

² http://www.scotland.gov.uk/about/Planning/pan56noiseand_plann.aspx

³ <http://www.scotland.gov.uk/about/ERADEN/ACEU-AQT/00017553/PAGE69295203.aspx>

Scottish Housing Quality Standard: Note of Clarification

Scottish Housing Quality Standard: Note of Clarification

| Housing Quality Criteria | Criteria Elements as detailed in 4 February letter | Clarification |
|---|--|--|
| Healthy, Safe and Secure (continued) | Safe Safe electrical, gas and oil systems and appliances. | Suggested indicators for unsafe electrical and gas systems are included in the attached Annex at Section 1. |
| | Common stairwells, lifts, lobbies, courts, laundry and drying areas, refuse chutes and bin stores, where provided, in good and safe order: failure assessed by single element failure. | The failure requirement has been clarified. Properties will fail where individual elements require repair or replacement of more than 20%. |
| | Adequate lighting in common internal and external areas within the curtilage of the house. | Suggested indicators for adequate lighting are: <ul style="list-style-type: none"> • Lighting present in entrance and every landing level and passageway. • Failure level –more than 20% disrepair. |
| | Secure Secure front and rear access doors. Front door entry systems and secure rear access to enclosed common areas – single element failure. | Indicators for safe front and rear access doors are listed in the Annex at Section 2. This requirement has been revised. Durable front door entry systems – failure assessed as entry system not fully operational. Secure rear access to enclosed common areas. |

This Annex should be read in conjunction with Mike Neilson's letter of 4 February 2004 and Helen Jones' letter of 28 July 2004.

SUGGESTED INDICATORS FOR SAFE AND SECURE ELEMENTS

SECTION 1

Suggested Indicators for Safe Electrical and Gas Systems are:

Safe electrical systems

A dangerous electrical power system will be indicated by:

- Broken casings and damaged power socket boxes
- Exposed wiring
- Other obvious signs of damage, disrepair or unauthorised alterations

Alternatively, landlords may wish to consider an inspection and risk assessment by a qualified electrician

Safe gas systems

An unsafe gas system will be indicated by:

- Wall mounted boilers in danger of detachment
- Rusted boilers or tanks
- Leaking oil tanks or pipes
- Holes in gas flues
- Balanced flues with unsafe guards
- Balanced flues with incorrectly positioned guards
- Smell of gas/oil around boiler

Alternatively, landlords may wish to consider an inspection and risk assessment by an appropriately qualified gas fitter

SECTION 2

Suggested Indicators for Secure Front and Rear Access Doors are:

All external doors should have adequate locks. Suggested security measures are:

For single doors:

- Mortice lock
- Rim type deadlock
- Key operated multi-point lock

For double doors (including French doors):

- Mortice lock with 2 key operated security bolts shooting into the frame, fitted top and bottom
- Rim type deadlock with 2 key operated security bolts shooting into the frame, fitted top and bottom of each opening door
- Key operated multi-point lock

For patio entrance doors:

- Key operated multi-point lock
- One key operated patio door lock plus 2 key operated security bolts (fitted top and bottom of each opening door), shooting into either the frame or the door (it is likely that the 2 key operated security bolts will have been retrospectively fitted)
- One key operated patio door lock plus an anti-theft device preventing the lifting of sliding patio doors from their frames

For rear access doors:

- Mortice lock
- Rim type mortice lock
- Yale lock
- One or more substantial bolts secured from the inside