



# **National Report on the Scottish Social Housing Charter**

A summary for tenants and service  
users

**April 2015**

## About us

We are the independent regulator of social landlords in Scotland. We regulate around 180 registered social landlords (RSLs) and the housing activities of Scotland's 32 local authorities.

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

## About this summary

This short summary tells you the key findings and conclusions of our recently published **National Report on the Scottish Social Housing Charter**. It is particularly aimed at tenants and other service users, who may prefer a short and less detailed version of the full report. Details on how to obtain a hard copy of this summary or the full report are at the back of this booklet.

The National Report provides an analysis of the performance information reported to us by social housing landlords across Scotland for 2013/14. The report looks at the relationship between overall tenant satisfaction and performance in other areas of landlords' housing services, and shows the service areas that matter most to tenants.

**You can read our full National Report on the Scottish Social Housing Charter on our website at:**

<http://www.scottishhousingregulator.gov.uk/publications/national-report-scottish-social-housing-charter-analysislandlords-201314-annual>.



## Our key findings

The first year of the Annual Return on the Charter (ARC) shows that on average, nearly **nine out of ten tenants** (88%) are satisfied with the overall service provided by their landlord.

Landlords' results **on tenant satisfaction range from 65% up to 100%** and Registered Social Landlords (RSLs) have a higher overall average (89%) than local authority landlords (81%).

We looked at which landlord service **areas were most closely linked to overall tenant satisfaction**, and so mattered most to tenants. Our analysis showed the areas that matter most are:

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

## Our conclusions

You might not be surprised by these results as these service areas are about how landlords communicate with their tenants and how they deliver services that have a big impact on tenants' daily quality of life.

Most landlords are reporting good performance in these six areas, but there is room for improvement by some.

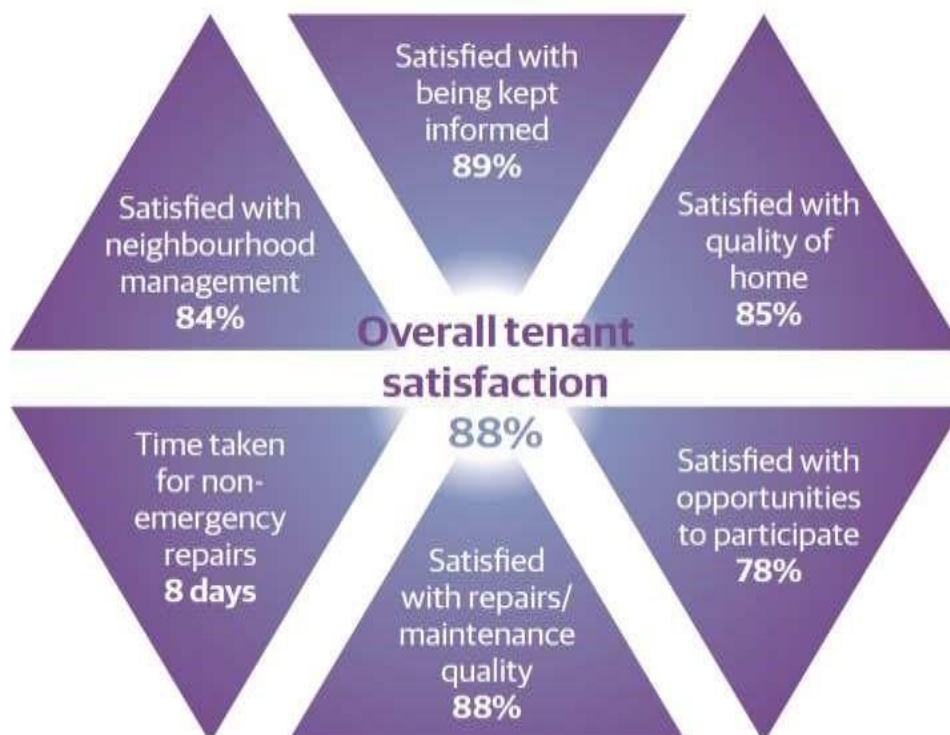
RSLs report better performance on average than local authorities across all six service areas. Some of this difference may be explained by other factors. For example, councils are more likely to have older houses which are more expensive and difficult to maintain. Local authorities also deliver a wide range of services, and it is possible that some tenants had these in mind when answering questions about their landlord's performance. Both RSLs and local authorities reported a wide range of performance across all services covered by the Charter.

These results fit well with previous research findings from our National Panel of Tenants and Service Users. This research into tenants' priorities told us that tenants put a high value on being kept informed by their landlord; on services that impact most on their quality of life (e.g. repairs and maintenance) and on feeling involved in decisions that affect them. Our analysis of ARC data means that for the first time, we are able to place these service areas in order of importance to tenants.

Landlords want to improve overall tenant satisfaction and they want to achieve the Charter standards and outcomes. The results we report here show landlords – in consultation with tenants – where to improve in order to achieve that.

Improving performance in these six areas should help raise overall tenant satisfaction and may help all social landlords achieve the Scottish Social Housing Charter standards and outcomes.

### Performance in the service areas that matter most to tenants (national average)



## Background – The Charter

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

Every year landlords must report their performance on the Charter to us through their Annual Return on the Charter (ARC). The data reported and analysed in this report is from landlords' first ARC, covering the year from 1 April 2013 to 31 March 2014.

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

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

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

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

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

## More information

### About the Scottish Social Housing Charter

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

#### The Scottish Government

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

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**Text Relay Service: 18001+ 0300 244 4000**  
(service for the deaf)  
International Callers: +44 131 244 4000

**Email:** [HousingCharter@scotland.gsi.gov.uk](mailto:HousingCharter@scotland.gsi.gov.uk)

**Website** <http://www.scotland.gov.uk/Resource/0039/00390305.pdf>.

## **Contact us**

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

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**Email:** [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)

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58 Waterloo Street  
Glasgow  
G2 7DA

**Website:** [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

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

<http://www.scottishhousingregulator.gov.uk/publications/national-report-scottishsocial-housing-charter-analysis-landlords-201314-annual>.



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